

Overview

You can use an Apple iPad to securely access the DCRI Intranet and internal web applications and websites (such as EPM [Enterprise Project Management] Time Card and secure SharePoint sites). If applicable, you can also set up limited access to a Virtual Machine (VM) or DCRI-issued Windows computer you have powered on in a DCRI facility. This quick reference card (QRC) summarizes how to use Cisco AnyConnect you have installed on an Apple iPad.

Requirements

To set up and use a remote connection, you must have:

- Installed *and configured* **Cisco AnyConnect** and (if you will connect to a VM or your DCRI issued Windows computer at work:) **Windows Remote Desktop**, according to the instructions in the *Cisco AnyConnect: Installing on an Apple iPad* QRC.
- A high-speed Internet connection (wired or wireless).
- A valid Duke NetID and working password.
- Multi-Factor Authentication (MFA) enabled. For more information, see the MFA quick reference card at <http://library.dcri.duke.edu/dtmi/IT/Remote/Q/MFA.pdf>.

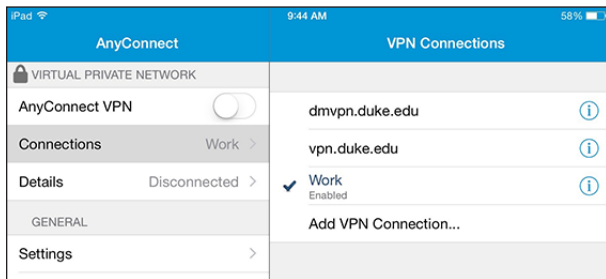
Logging On to the App

- 1 Connect your iPad to the Internet.
- 2 Find and launch the AnyConnect app.
The main page opens.
- 3 If you configured more than one AnyConnect connection on the iPad, complete the following.



a Tap Connections.

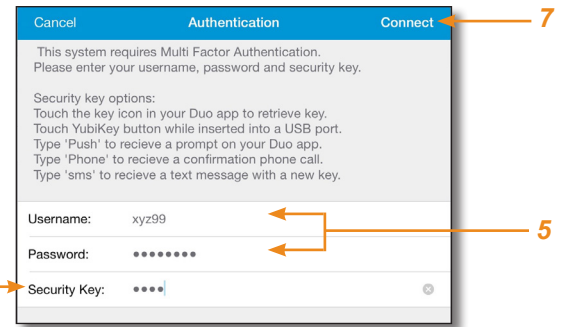
A list of your pre-defined connections appears on the right.



b Tap the name of the connection you want.

- 4 At **AnyConnect VPN**, tap the sliding button.

The sliding button's shows a green background as the Authentication dialog appears.



- 5 Ensure your **Username** (Duke NetID) is correct, and then enter your network **Password**.
- 6 In **Security Key**, enter your choice of Multi-Factor Authentication (MFA):

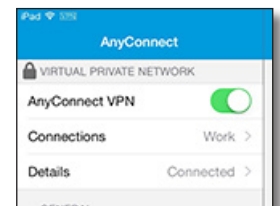


If you have a **Duo Mobile** code (by tapping the app's key icon), or an unused SMS (Short Message Service) code, enter it into this field. Otherwise, you are expected to enter one of the following *words*:

- Enter **phone** to have the system call the top phone you listed on the Duke Office of Information Technology (OIT) MFA website. You can enter **phone2** or **phone3** to have the system call the second or third phone on your list.
- Enter **push** to have the system push notification to the Duo Mobile app on the top smartphone or tablet you listed in the OIT website. You can enter **push2** or **push3** to send to the second or third device on your list.
- Enter **sms** to have the system send you a batch of passcodes. You can enter one of the codes into this field to authenticate this session (always select a code you never used before).

- 7 In the upper right corner of the dialog, tap **Connect**.

After you complete verification with MFA, the Details area shows *Connected*.



This app works “behind the scenes” providing you with a secure Virtual Private Network (VPN) connection to DCRI and Duke resources.

Browsing the DCRI Intranet

You now can open Safari (or another modern browser) to access to the DCRI Intranet, secure SharePoint Site Collections, and protected applications (such as the EPM Timecard).

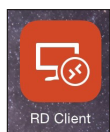
Here are a few frequently visited DCRI web addresses:

DCRI Intranet Home Page	https://dcrihome.dcri.org
Duke LMS (Learning Management System)	https://lms.duhs.duke.edu/Saba/Web/Cloud
Duke@Work Portal	hr.duke.edu/selfservice
EPM Time Card	timecard.dcri.duke.edu

Accessing a VM or the Desktop of a DCRI-issued Windows Computer at Work

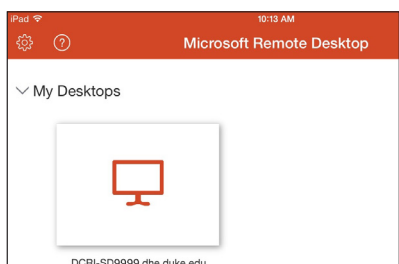
If you have access to a Windows Virtual Machine (VM) or have a DCRI-issued Windows computer (desktop or laptop) currently running at your desk in a DCRI facility, you can use AnyConnect along with a remote Desktop application to gain limited access to the VM or the Desktop of your Windows computer from any remote location.

The following assumes you have already configured the app according to the instructions in *Cisco AnyConnect: Installing on an Apple iPad QRC*, including installing a remote desktop app (**Microsoft Remote Desktop** recommended) and have set up a connection to your DCRI computer.

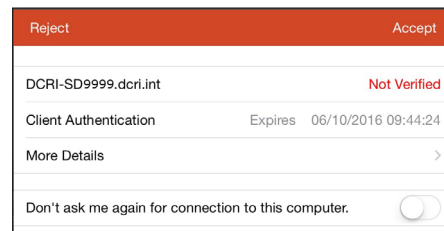


- 1 Log on to Cisco AnyConnect.
- 2 Open Microsoft Remote Desktop, labeled as **RD Client**.

The application's main page appears.

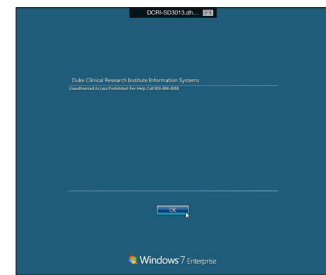


- 3 Tap the icon for the Desktop you want.
The client authorization page appears.



- 4 In the upper right, tap **Accept**.

Wait for the blue DCRI Windows Enterprise page to appear.



- 5 Move the Windows cursor to the **OK** button, and then tap it.

When the Desktop appears, you have access to it—within the limitations of an iOS tablet in a Windows environment (e.g., place the Windows cursor on a button or link before you tap it). To access the iPad's keyboard, tap the keyboard icon on the right end of the black box at the top.



- 6 To close this session, complete the following.
 - a Tap the black box at the top.
Black panels slide in from either side.
 - b Tap the 'X' on the thumbnail of the current page.
You return to the app's main page.
 - c Close the app.

Ending AnyConnect

To end your AnyConnect session, go to the app's main page and tap the sliding button at AnyConnect VPN so it slides to the left.

The green background on the button disappears.



Note: Simply closing the app does **not** drop the connection.

Getting Help

If you experience any technical problems working with Citrix that you are unable to resolve, email the [DCRI Service Desk \[dcriservicedesk@dm.duke.edu\]](mailto:dcriservicedesk@dm.duke.edu) or, for time-sensitive issues, call them Monday through Friday (6 a.m. to midnight, Eastern time, except holidays) at 919.668.8916.