

## SOPHOS VPN USER GUIDE

### Introduction

The Sophos VPN has replaced the CISCO VPN service. To connect to the school from your work or school device remotely you will need to log on to the Sophos VPN. Before you can do there are three steps that you need to initially undertake.

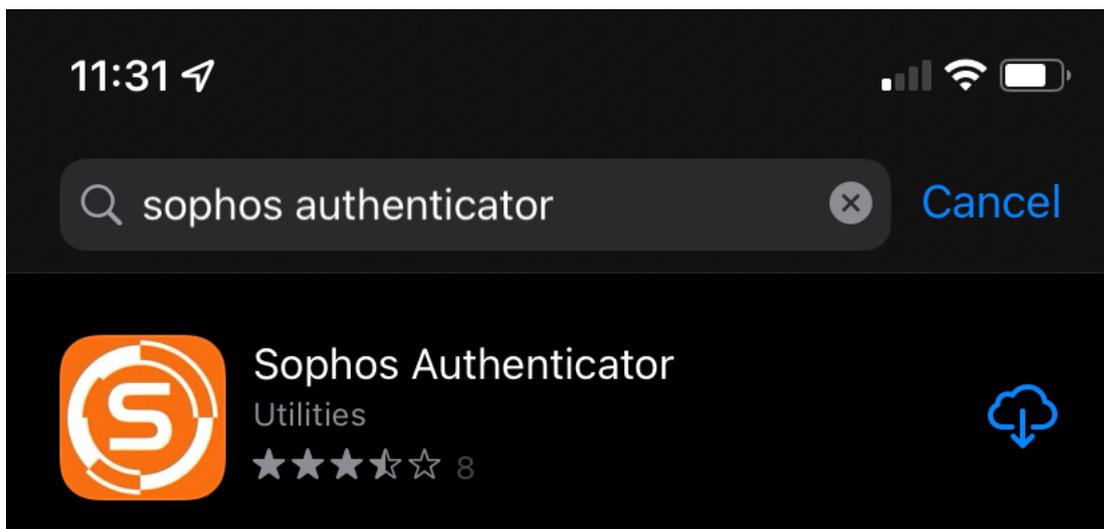
If you have the CISCO VPN client installed on your computer or laptop it is advised to uninstall it.

### Configuring Access to the Sophos VPN Service

The following steps are in order and must be carried out before attempting to connect to the VPN service. If you have carried out all these steps, please skip to page 6 “Connecting to the VPN Service” in this user guide.

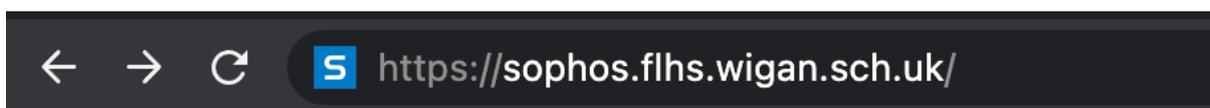
#### STEP ONE: Download and Install the Sophos Authenticator App

The first step is to download and install the free Sophos authenticator app on your mobile device or tablet. The app can be found on both the Apple iTunes or Google Play stores by typing in:



#### STEP TWO: Configure to the Sophos Authenticator App

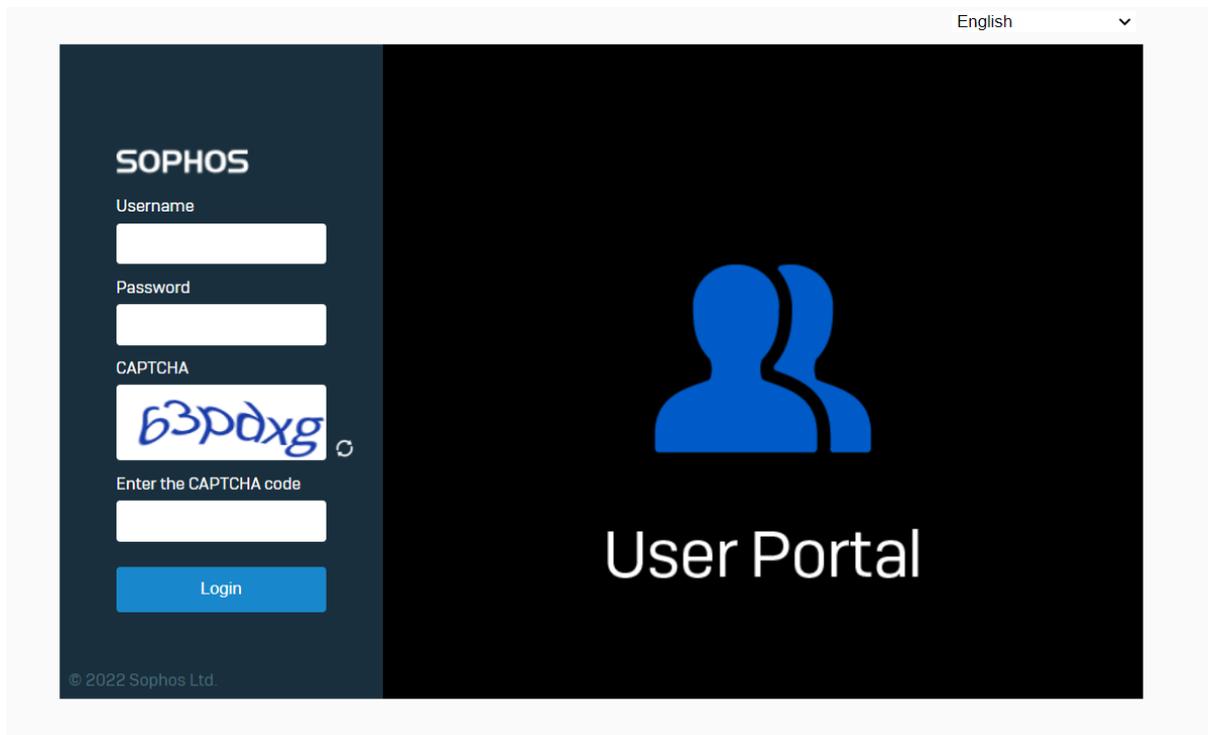
From a laptop or a computer open a web browser and type in the following web address:



Once the page loads up you will be presented with a log in portal screen.

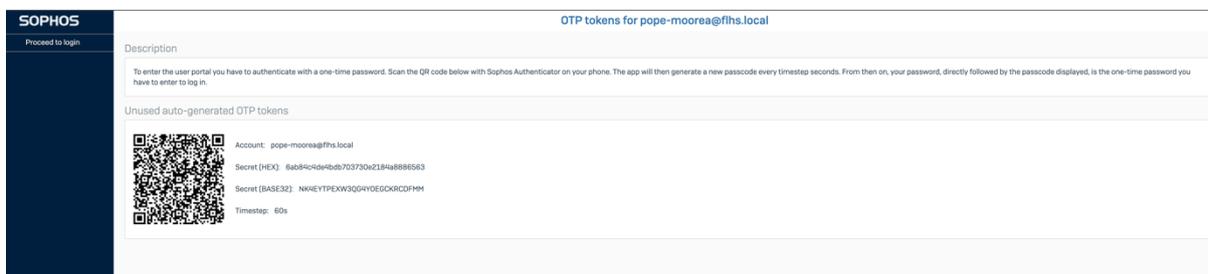
In the username field, type in your network ID that you use to log in a computer at school

In the password field, type in your network ID password. Finally, enter the CAPTCHA code that is displayed. **Tip:** If you struggle reading the CAPTCHA code you can always click the refresh icon to the right of the box which will generate a new code.



With all that filled in, click Login.

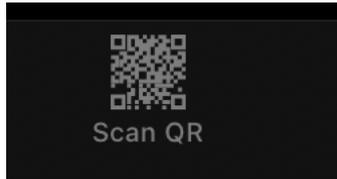
The first time you enter the Sophos VPN portal you will be displayed with a QR code



Keep this screen on your computer or laptop open and now pick up the mobile device that a few moments ago you installed the Sophos authenticator app on.



Locate the installed app on your mobile device and tap on it to open.

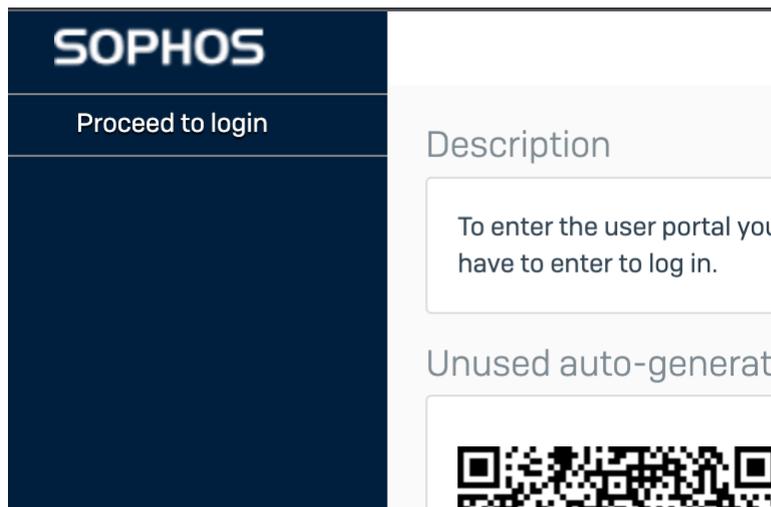


Next, locate the Scan QR button at the bottom of the screen and tap on it. You may be asked to allow the Sophos app have access to your device camera. If this happens click the option to allow to continue.

The QR scanning screen will appear on your device. Hold your device camera up to the screen so that the QR code on the computer or laptop is displayed on the screen of your mobile device and allow it to be scanned. Once scanned the screen will change to display your Sophos ID and an authentication code will be generated below



Now click on the Proceed to Login option back on the webpage on your computer or laptop.



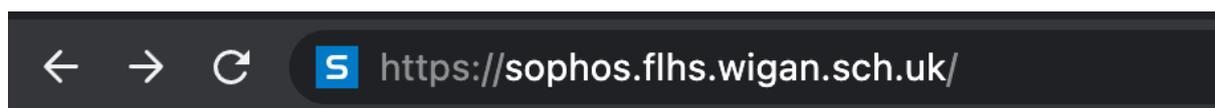
You will now be taken back to the Sophos Login portal log in screen.

### STEP THREE: DOWNLOAD AND INSTALL THE VPN CLIENT ON YOUR COMPUTER / LAPTOP

**The following instructions assume that you have already downloaded and configured the Sophos authenticator app as outlined in the previous steps in this document. If you have not done this, please follow those instructions before proceeding to this stage.**

**FOLLOW THESE INSTRUCTIONS CAREFULLY OR YOU WILL BE PUT INTO A LOOP WHEN LOGGING IN.**

**From the following webpage address loaded up on your computer or laptop:**



In the username field, type in your network ID that you use to log in a computer at school

**You will now need to use the Sophos generated code from the Sophos authenticator mobile app.**

In the password field, type in your network ID password and then type in the authenticator code directly on the end of it. **DO NOT PUT A SPACE IN ON THE END OF YOUR PASSWORD.**

**Example:**

If your network login password is **Longworth** and the code that the Sophos app is displaying on your mobile app is **638192**

Then your password to log in to the Sophos VPN will be **Longworth638192**

Finally, enter the CAPTCHA the code on the screen.

**Note: The code that is displayed on your mobile app is randomly generated and expires every 30 seconds and will refresh with a new one. If this happens whilst typing in your password you will need to change the code at the end of it to reflect this change with the authenticator app passcode.**

Once logged in you will now be presented with the following options



If you need to install the VPN connection on a windows computer or laptop, click on the option 'Download client and configuration for Windows', as shown below.

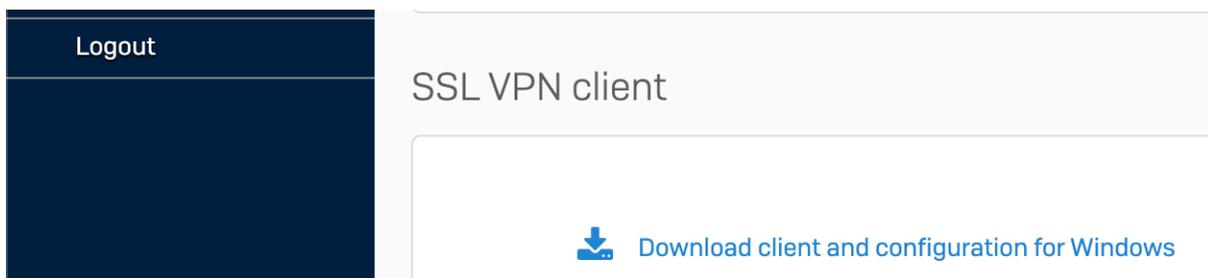


The program will then download to your computer. Locate the downloaded installer file, run it, and then complete the installation by following any on screen instructions.

Once the program has been installed locate the VPN icon  in your taskbar.



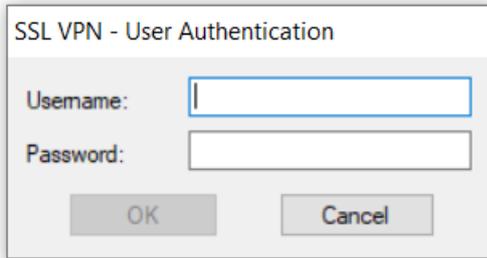
At this stage you can log out of the VPN portal on your computer or laptop web browser by clicking on the logout button.



## CONNECTING TO THE VPN SERVICE

Right click on the VPN icon  and a menu will appear. Hover over your username from the list and then click on Connect.

A username and password login screen will now appear.



SSL VPN - User Authentication

Username:

Password:

OK Cancel

**You will now need to use the Sophos generated code from the Sophos authenticator mobile app. Open up your mobile device that has the Sophos authenticator app installed and configured on it and locate your username and generated code.**

In the username field, type in your network ID that you use to log in a computer at school  
In the password field, type in your password and then type in the authenticator code directly on the end of it. **DO NOT PUT A SPACE IN ON THE END OF YOUR PASSWORD.**

Example:

If your network login password is **Longworth** and the code that the Sophos app is displaying on your mobile app is **638192**

Then your password to log in to the Sophos VPN will be **Longworth638192**

**Note: The code that is displayed on your mobile app is randomly generated and expires every 30 seconds and will refresh with a new one. If this happens whilst typing in your password you will need to change the code at the end of it to reflect this change with the authenticator app passcode.**

With your username, password (including Sophos authenticator code) entered, Click OK to login.

**Note: Every time that you log in to the VPN service from your computer or laptop you will always need to put the code from the mobile app at the end of your password. Without access to the Sophos authenticator mobile app you will not be able to log in.**

The VPN client program will now attempt to establish a connection back to school. If the connection has been successful, the VPN client icon in your taskbar will turn to green.



You can now proceed to access your work files and other resources.

### DISCONNECTING FROM THE VPN SERVICE

When you no longer need to be connected to the VPN service it is advised that you log out of the connected session. To do this, right click on the VPN icon, select your name from the list and click Disconnect.

Allow the VPN client to disconnect. When you are no longer connected your VPN client

icon will turn from this  to this .