



Valley Water

Virtual Private Network (VPN) Guide

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Virtual Private Network Quick Reference Guide

Contents

Overview	3
VPN Prerequisites:	3
Install VPN Client.....	4
Install Via Valley Water’s Network	4
Install Via Home/Secured Network	5
Connect to Valley Water’s VPN:	6
Disconnect from Valley Water’s VPN:	6
Connect to VPN Before Login:	7
Common VPN Issues	8
Connecting While on Valley Water Network:.....	8
Connecting Without Internet Connection:.....	8

Virtual Private Network Quick Reference Guide

Overview

Valley Water's Virtual Private Network (VPN) enables Valley Water staff to send and receive data across their private network, such as a home network, as if their computing device is directly connected to Valley Water's network. This allows access to aqua.gov, network drives, shared network folders, etc. VPN users are required to adhere to all Valley Water policies, procedures, work instructions, and Information Security requirements.

Important: This service is only granted to staff approved by management and by Valley Water's Information Technology (IT) team. Any questions should be directed to the IT helpdesk (helpdesk@valleywater.org).

VPN Prerequisites:

VPN users may need to complete the following prerequisites prior to connecting to Valley Water's VPN:

- The Cisco AnyConnect Secure Mobility Client, also known as the VPN client, must be installed on a VPN user's computer.
- The VPN user's computer must be connected to a wireless network or a wired network with internet access.
 - The wireless network icon () , located towards on lower right corner of the screen, indicates the computer is connected to a wireless network.
 - To connect to a wireless network, click the network icon () , located on the lower right of the screen, click the name of the wireless network, and enter the wireless password.
- **Important:** When connecting to Valley Water's VPN, it is essential that the network connection is a secured connection (e.g., a home network with a password) and not an unsecured connection (e.g., a free/public Wi-Fi network with no password).

Virtual Private Network Quick Reference Guide

Install VPN Client

The Cisco AnyConnect Secure Mobility Client software is preloaded on most Valley Water computers. If a user's computer does not have the client installed, a user can install it on their own. A VPN user can install while using Valley Water's network or at a home/secured network.

Install Via Valley Water's Network

To install the Cisco AnyConnect Secure Mobility Client software while using Valley Water's network:

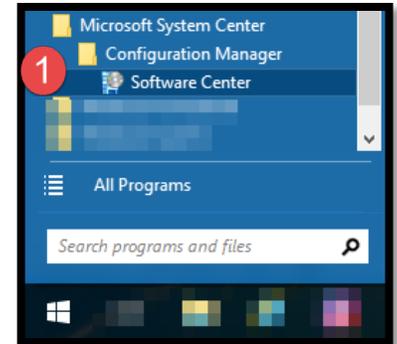
- Click the **WINDOWS START MENU > ALL PROGRAMS > MICROSOFT SYSTEM CENTER > CONFIGURATION MANAGER > SOFTWARE CENTER (1)**.

Note: If Software Center does not appear, contact the IT Helpdesk 408-630-4357 or ITHelpDesk@valleywater.org with your computer ID number (e.g., D123456).

- Click the **APPLICATIONS TAB (2)**.
- Click the **ANYCONNECT TILE (3)**.

Note: If the AnyConnect tile does not appear on the Applications tab, click the Installation Status tab to confirm AnyConnect is already installed. If AnyConnect does not appear in either locations, contact the IT Helpdesk X4357 or ITHelpDesk@valleywater.org with your computer ID number (e.g., D123456).

- Click the **INSTALL BUTTON (4)**. When the status field states installed, the AnyConnect client is ready for use.



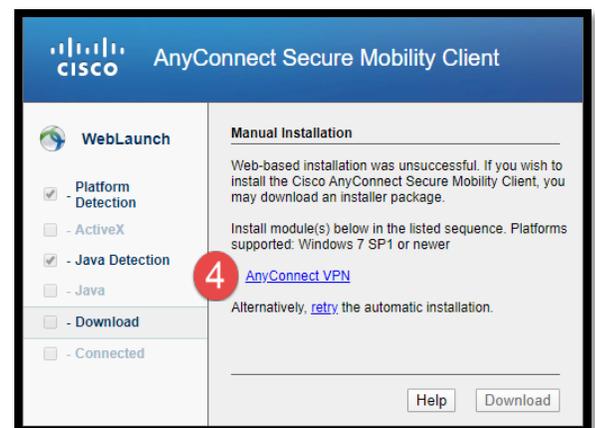
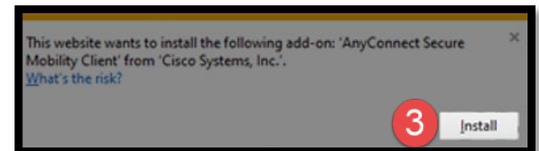
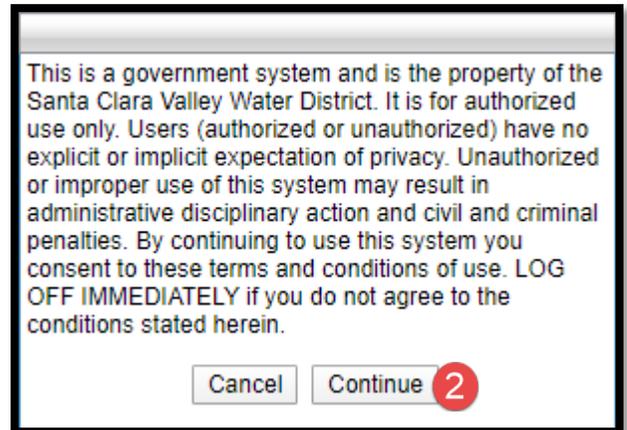
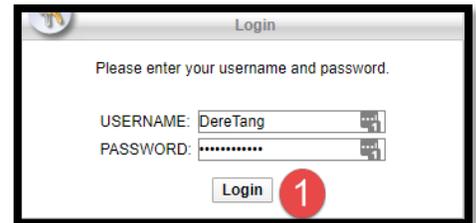
Virtual Private Network Quick Reference Guide

Install Via Home/Secured Network

To install the Cisco AnyConnect Secure Mobility Client software while using a home/secured network:

- Open Windows Internet Explorer.
- Navigate to <https://vpn.valleywater.org>.
- Enter the Username and Password and click the **LOGIN BUTTON (1)**.
- Click the **CONTINUE BUTTON (2)** below the disclosure statement.
- Click the **INSTALL BUTTON (3)** in the popup bar at the bottom of Internet Explorer.

Note: If the popup does not appear, click the **ANYCONNECT VPN HYPERLINK (4)**.

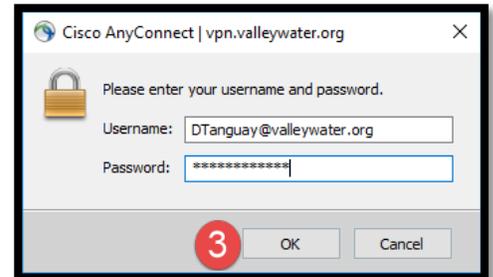
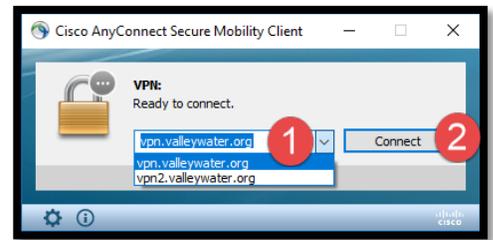


Virtual Private Network Quick Reference Guide

Connect to Valley Water's VPN:

VPN users connect to the Valley Water network by using the Cisco AnyConnect Secure Mobility Client application. To connect to Valley Water's VPN:

- Click the **WINDOWS START MENU**.
- Open the **CISCO ANYCONNECT SECURE MOBILITY CLIENT APPLICATION**.
Note: If the application does not display, search for the Cisco AnyConnect Secure Mobility Client application.
- Click the dropdown list and select either **VPN.VALLEYWATER.ORG** or **VPN2.VALLEYWATER.ORG** (1).
- Click the **CONNECT BUTTON** (2).
- Enter the Username and Password.
Note: The username is the employee's Valley Water email address and the password is the employee's window's password.
- Click the **OK BUTTON** (3). A dialogue window displays.
Click the **ACCEPT BUTTON** (4). A confirmation window displays, and a web browser will open aqua.gov upon successfully connecting.



Disconnect from Valley Water's VPN:

Valley Water's VPN licenses are a limited resource, therefore after a VPN user obtains the desired information and/or file(s) from aqua.gov and/or a shared drive and the access is no longer required, it is best practice is to disconnect from Valley Water's VPN to ensure other VPN users can connect. To disconnect from Valley Water's VPN:

- Click the **CISCO ANYCONNECT SECURE MOBILITY CLIENT ICON** (5) located within the system tray.
- Click the **DISCONNECT BUTTON** (6). Ready to connect will display in the Cisco AnyConnect Secure Mobility Client application.

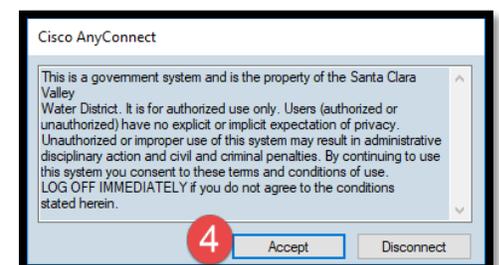
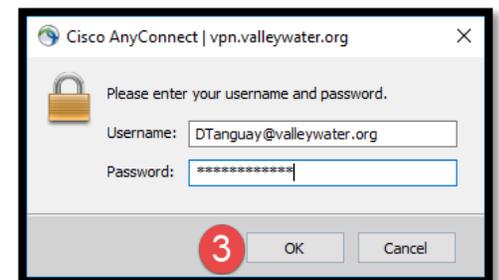
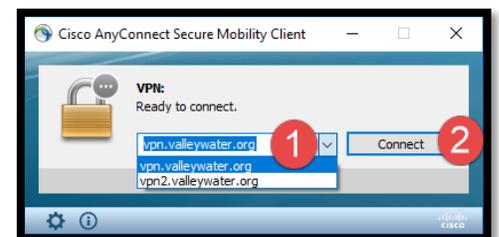


Virtual Private Network Quick Reference Guide

Connect to VPN Before Login:

To ensure VPN users can access their network drives (e.g., O:\, W:\, etc.), it is recommended VPN users connect before logging into Windows. To do so, restart the computer and then:

- For Windows 7 users:
 - Click the **SWITCH USER BUTTON (A)**.
 - Click the **NETWORK SIGN-IN ICON (B)**.
- For Windows 10 users:
 - Click the **NETWORK SIGN-IN ICON (C)**.
- For both Windows 7 and Windows 10 users, after completing the above step(s):
 - Click the dropdown list and select either **VPN.VALLEYWATER.ORG** OR **VPN2.VALLEYWATER.ORG (1)** within the Cisco AnyConnect Secure Mobility Client.
 - Click the **CONNECT BUTTON (2)**.
 - Enter the Username and Password.
 - i. Note: The username is the employee's Valley Water email address and the password is the employee's window's password.
 - Click the **OK BUTTON (3)**. A dialogue window displays.
 - Click the **ACCEPT BUTTON (4)** within the confirmation window displays.



Virtual Private Network Quick Reference Guide

Common VPN Issues

Connecting While on Valley Water Network:

Connecting to Valley Water’s VPN is only available from networks outside the Valley Water network (e.g., a home network). If you see an Untrusted Server Blocked error, this means a user tried to connect to the VPN while in Valley Water’s network. Do not change the settings within the warning, instead close the window and discontinue from attempting to connect to the VPN.



Connecting Without Internet Connection:

Connecting to Valley Water’s VPN requires an internet connection. If a user sees a Could not connect to server error, verify the computer has internet access (e.g., open a web browser and try using common pages such as Google).

