

<http://vpn.uws.edu.au>

This fact sheet describes installing the software needed for a Windows computer to use UWS VPN. You must have rights to install software on the computer to proceed. Most staff using standard UWS owned/leased laptops have sufficient rights. If not, staff should contact the IT Service Desk to obtain software installation rights on their UWS laptop.

More information on using UWS VPN is available at the [ITS Fact sheet web page](#):

Screenshots are from Internet Explorer 7 running on Vista. Other browsers and versions of Windows should be similar.



To use this system, you will need to log a job with the IT Service Desk, requesting access to UWS VPN. itservicedesk@uws.edu.au or <http://itsm.uws.edu.au>

After access has been granted, use your web browser to visit: <http://vpn.uws.edu.au>

Enter your MyUWSAccount credentials and press **Login**.

Log In

User Name:

Password:

Login


Login with your MyUWS credentials

The UWS VPN Welcome page opens. This page is divided into three main sections – Applications, Welcome and Message Center (sic).

If you haven't already installed it, Message Center (sic) indicates that it is "unable to detect the appropriate client software". Click the link to obtain the client software.

Message Center

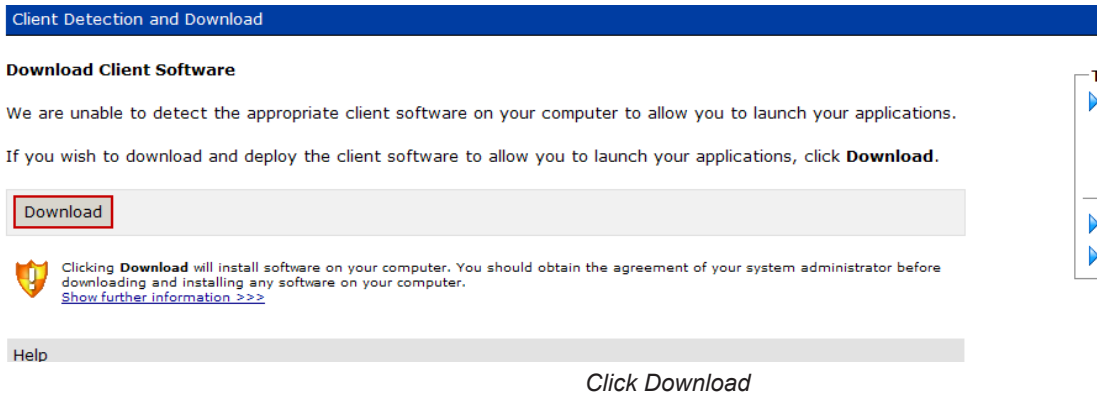
The Message Center displays any information or error messages that may occur.

 We are unable to detect the appropriate client software on your computer to allow you to launch your applications.

[Click here to obtain the client software](#) ←

Click the link to download the software required

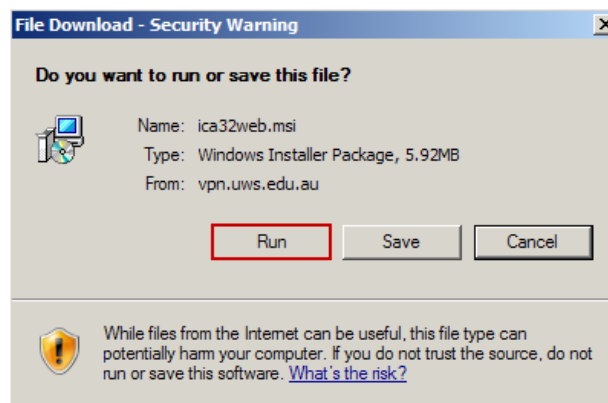
The Client Detection and Download window will open. Click the **Download** button.



Click Download

The File Download – Security Warning appears. Click **Run**.

Note: After clicking Run, the Client Detection and Download web page will change in the background. Don't do anything with this web page until installation completes.



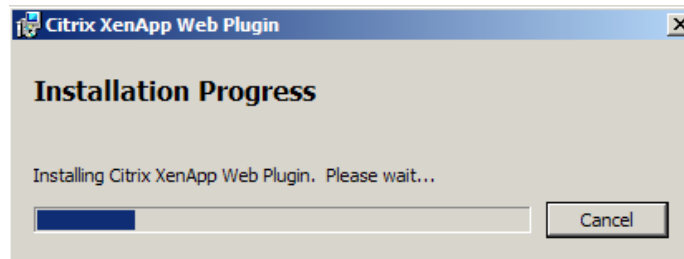
Click Run to start the download and installation

In a few moments another security warning appears. Click **Run**.



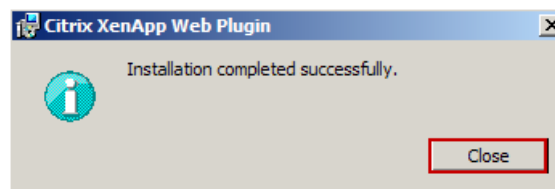
Click Run again

The Installation Progress window appears. Wait until installation completes – this may take up to five minutes, and it may look like the computer isn't doing anything until the progress window appears.



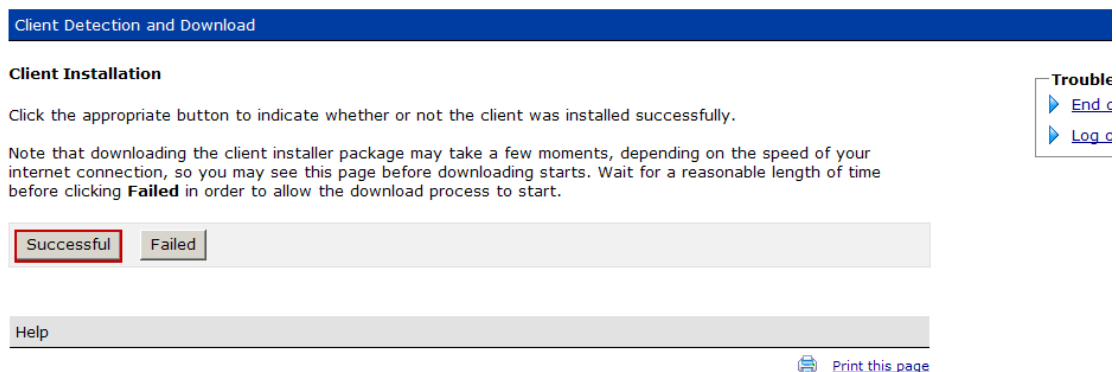
Wait until installation has completed

When complete, a notice appears indicating that installation succeeded. Click **Close**.



Success notice

Click **Successful** on the Client Detection and Download web page.



After you close the success notice, click Successful

The UWS VPN Welcome page reopens and available applications will be accessible from the icons in the Applications pane.

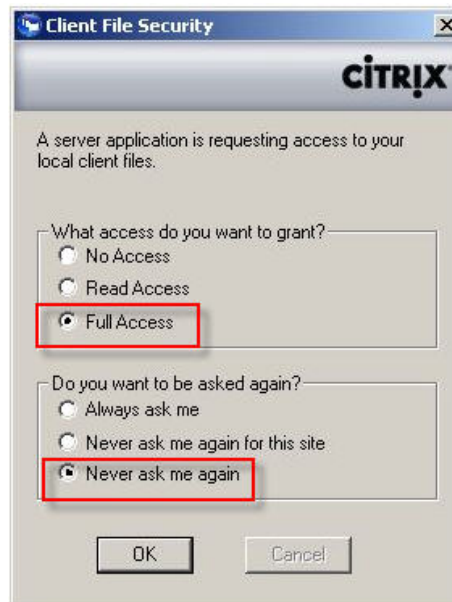
If you have waited five minutes without seeing the success notice, press **Failed**, which also returns you to the welcome page. Start the download and installation process again. If the link is no longer available, it's likely that application has actually succeeded. Test by clicking an application icon from the welcome page's Applications section.

Use UWS VPN by clicking an application icon. The first time you do this, a Client File Security window appears. Select how much access to your computer you will give UWS VPN.

ITS recommends selecting **Full Access** so that you can Copy, Paste and Drag and Drop etc, from your computer to the VPN window, however, full access is optional. You will still be able to access the VPN if you select No Access or Read Access.

ITS recommends selecting **Never ask me again** or **Never ask me again for this site** so that you do not see this window in the future.

Alternatively, select **Always ask me** to be asked to grant or deny access every time you use UWS VPN.



Further Assistance

For further assistance please log a request through the IT Self Service Desk at <http://itsm.uws.edu.au>. A Service Desk Operator will contact you as soon as possible.



IT Service Desk	
Phone:	02 9852 5111 (ext 5111)
Email:	its servicedesk@uws.edu.au
Web:	http://www.uws.edu.au/its servicedesk
Self Service job logging:	http://itsm.uws.edu.au
UWS IT Services Catalogue:	http://www.uws.edu.au/its
ITS Fact Sheets	http://www.uws.edu.au/itfactsheets