

Disclosure Statement:

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Cisco SSL-VPN instructions for Alameda Alliance for Health

The following instructions are for remote users to access Alameda Alliance for Health resources via Cisco SSL VPN through a web browser on a non-corporate device. This access must be approved by a manager and granted by the Service Desk prior to logging in.

System Requirements:

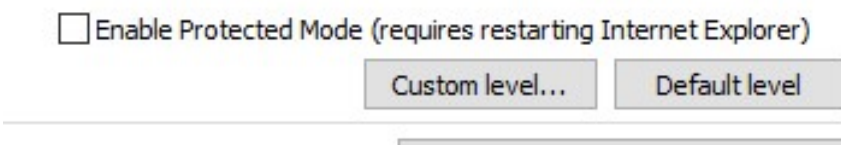
1. Microsoft Windows 10
2. Internet Explorer 11
 - a. Pop up blocker disabled
 - b. Protected mode disabled
 - c. Java & Cisco add-ons enabled
 - d. Trusted site entry for AAH SSL VPN site
3. Java installed

Before you begin:

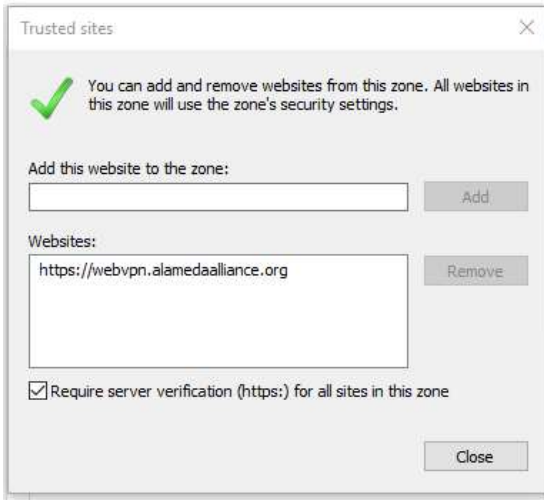
1. Internet explorer pop-up blocker must be disabled in Internet Options under Privacy:



2. Protected Mode must be disabled in Internet Options under Security:



3. 'https://webvpn.alamedaalliance.org' must be added to trusted sites in Internet Options under Security:



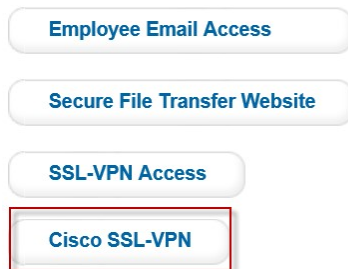
Step 1: Starting AAH SSL-VPN Access

1. Launch Internet Explorer and go to our home page at: <http://www.alamedaalliance.org/>
2. Click on "Employee Access" at the bottom of our home page



3. Click on "Cisco SSL-VPN"
- [Alameda Alliance for Health](#) » Employee Access

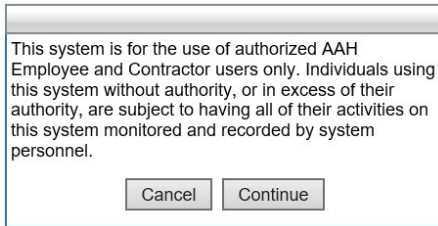
Employee Access



4. Enter your Windows Username and Password. Click "Login". Make sure the group is 'AAH-SSL-VPN'



5. Click 'Continue' at security banner



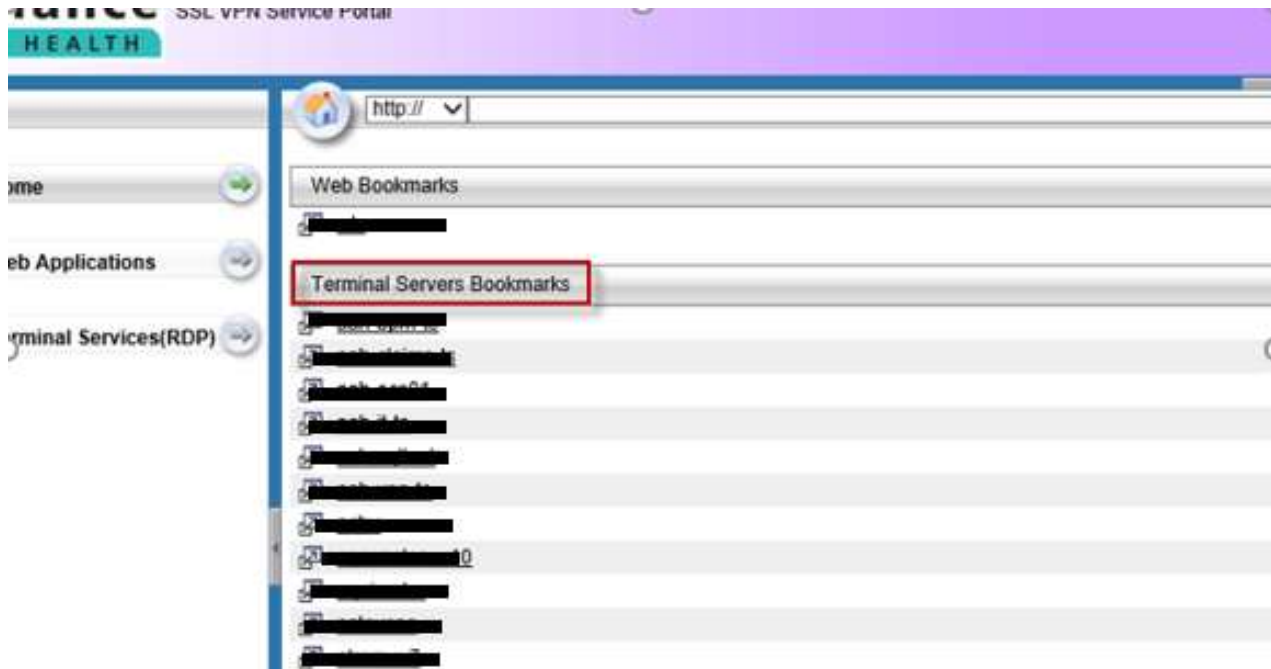
6. For security purposes, choose "Not for this site" when prompted to save password



Step 2: Using AAH SSL-VPN Access

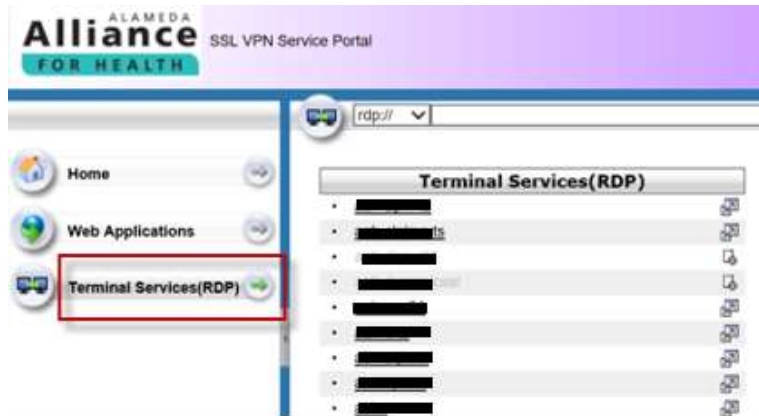
Method 1 (Bookmark):

1. Locate your bookmark under 'Terminal Servers Bookmarks' and select it to access your Server or PC. If your bookmark is outdated or missing, please submit a TrackIt ticket to request an add/change for SSL VPN bookmarks.



Method 2 (RDP by computer name):

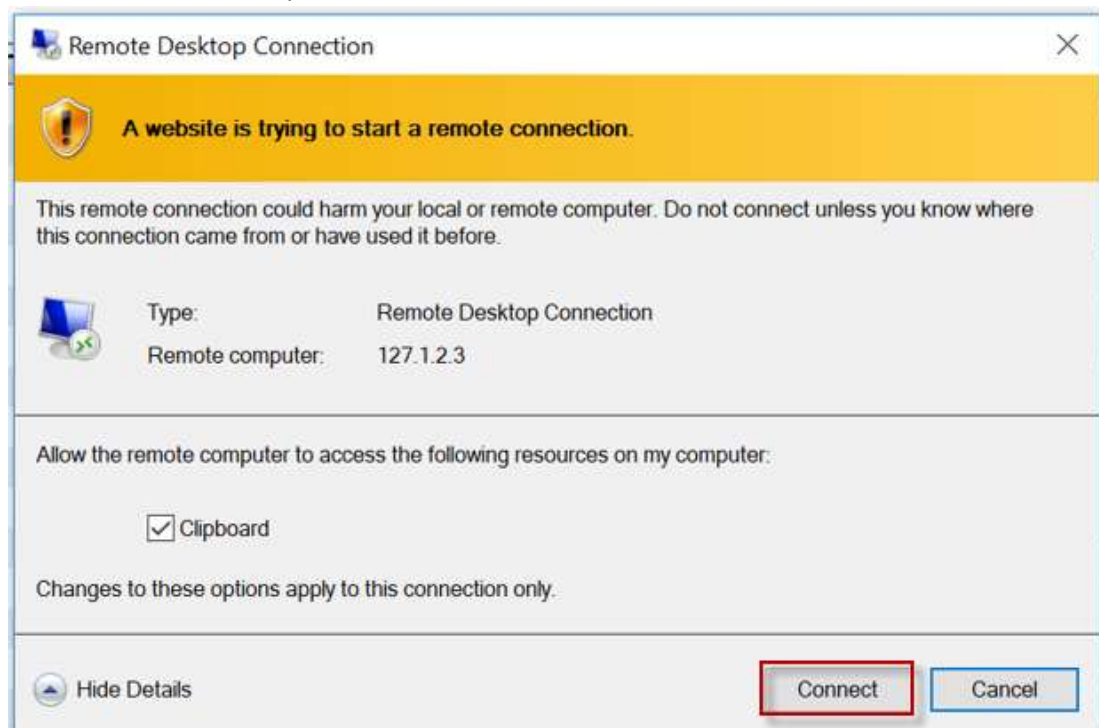
1. From the menu on the left, choose 'Terminal Services (RDP)'



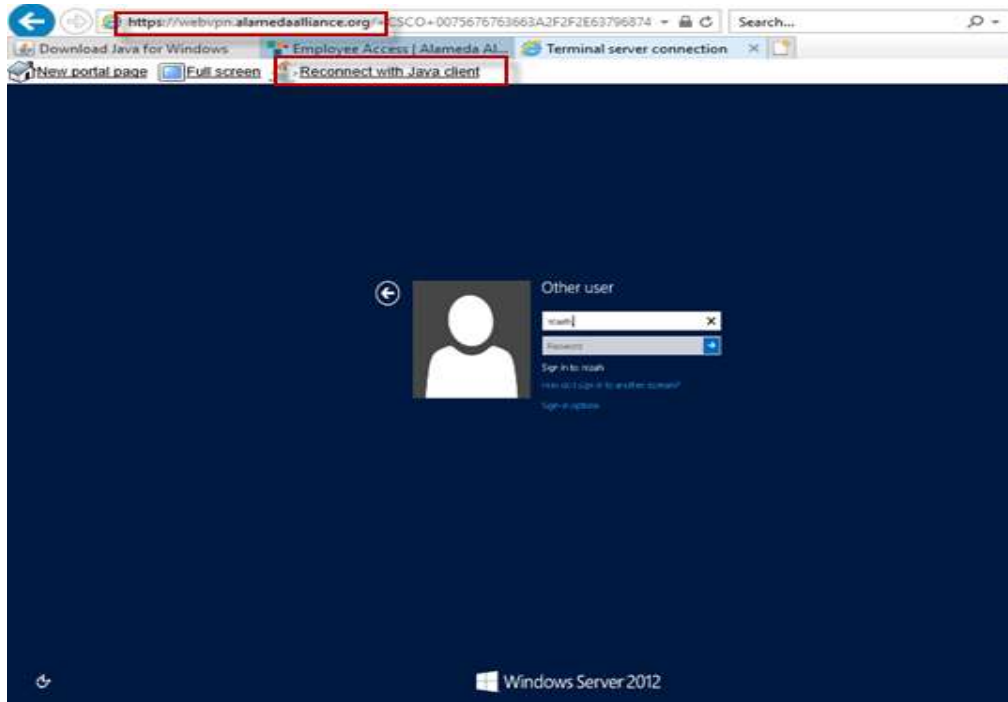
2. From the RDP command line, type in the name or IP address of the computer or server you wish to connect to and click 'Browse'



3. On the 'Remote Desktop Connection' window, click the 'Connect' button.



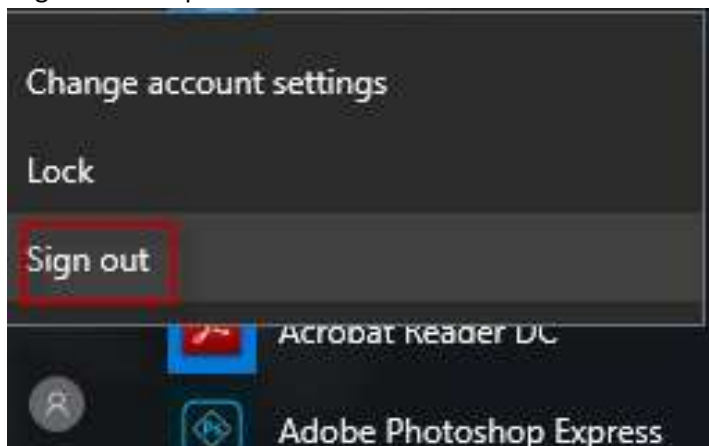
4. Log into computer or server using your network account. You may need to type your username in as **NTAAH\username** or **username@alamedaalliance.local**:



Step 3: Leaving AAH SSL-VPN Access

When you log out of AAH SSL-VPN Access, be sure to take the following steps.

1. Log out of computer or server



2. Log out of Cisco SSL VPN

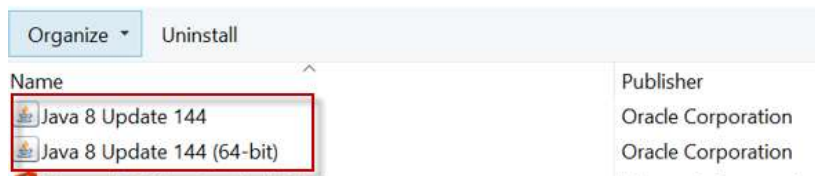


Troubleshooting

If you are unable to connect, please verify the following:

- Internet Explorer & 3rd party (i.e. Google toolbar) pop up blockers disabled
- Internet Explorer protected mode disabled
- Internet Explorer trusted site entry for AAH SSL VPN site:
<https://webvpn.alamedaalliance.org>
- Make sure Java is installed
[Uninstall or change a program](#)

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair



- Java & Cisco Internet Explorer add-ons enabled

