## Virtual Private Network (VPN) Instructions for Staff and Faculty

**Note**:  This documentation assumes that an employee has been approved to have access to VPN. This approval starts with a Help Desk ticket from a director requesting VPN for a particular employee.

The VPN system allows you to access secure campus resources such as Ellucian Colleague, Ellucian Recruit, WebNow, as well as file servers such as LCSC Docs and Alder. You can use LCSC's VPN while you are at home or at any other location with Internet bandwidth.

**Note**: You will **not** be able to use campus printers and scanners. You **cannot** connect to the VPN while on campus.

IT recommends using an LCSC owned computer to access the VPN.  While VPN should work on your own computer, the department cannot provide support for non-college computing devices.

Once you are on a computer with Internet access, open a web browser such as Safari, Chrome or Firefox and go to LC State VPN access (https://lcscvpn.lcsc.edu/). Each browser will vary slightly, so it may not match the instructions exactly. You will be prompted to log in. Use the same username and password as your email (you will not need @lcsc.edu for the username).

If you cannot login, your VPN account may not have been approved by a director, and/or established in the system.  Contact the Help Desk at x2231 for verification that your login has been established for VPN access.
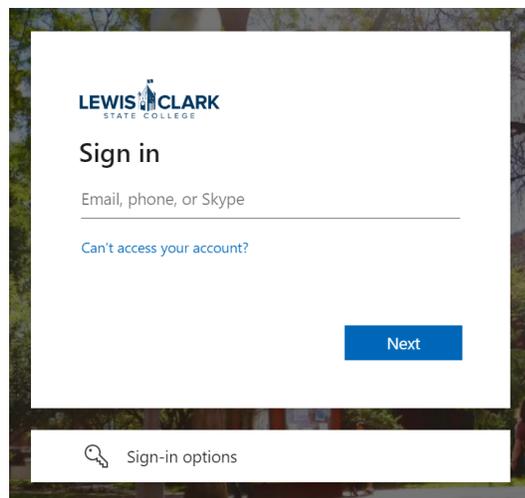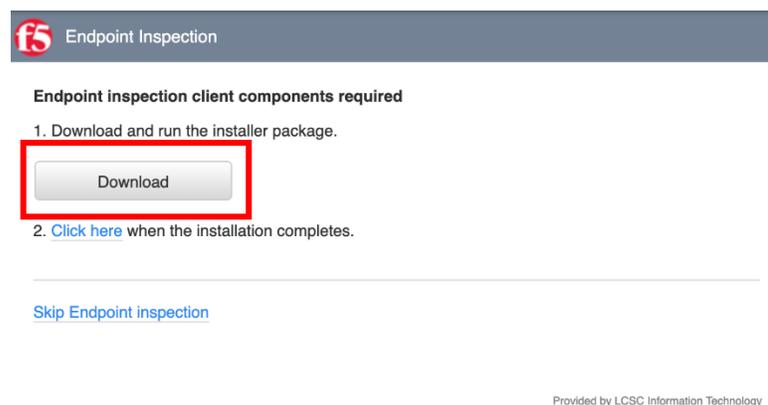


On first login, you will be asked to install the F5 Endpoint Inspector and run a system check. You will have to download and install it. You will also have to approve F5's access to your folders.
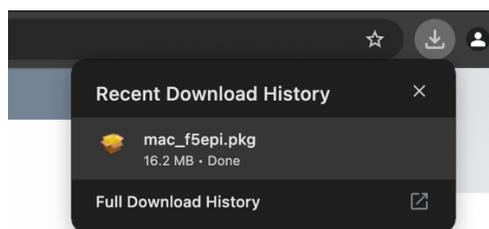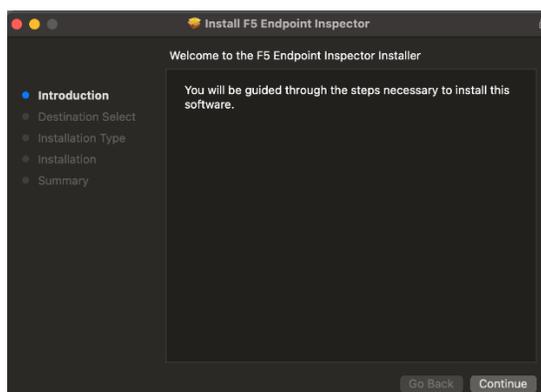
- Click "Start Inspection" to get started.
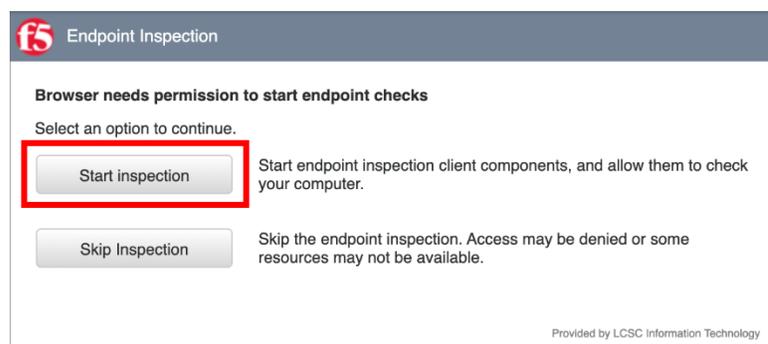


- You will be presented with this screen. Click "Download" to download the inspection software.



- Once the file "mac_f5epi.pkg" downloads, click on it to launch the install.



- You will be presented with an installation pop-up which will guide you through the installation.

You will need to input your admin username and password to allow the file to be installed. If you do not know or remember your admin account information on your LC State issued machine, contact the helpdesk at x2231.
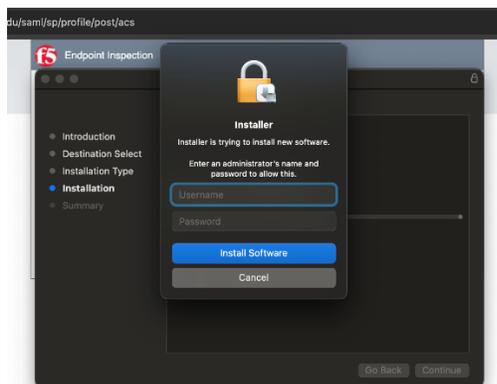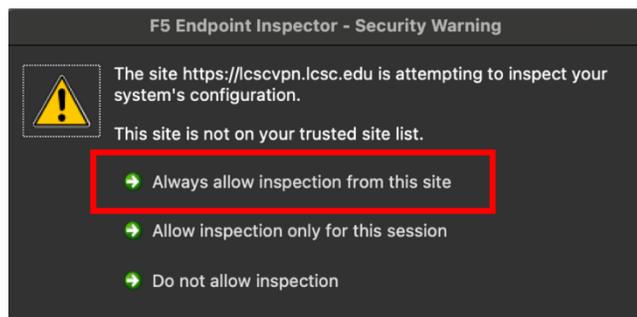


- Now that the inspection software has been installed, you can use the "Click here" link.
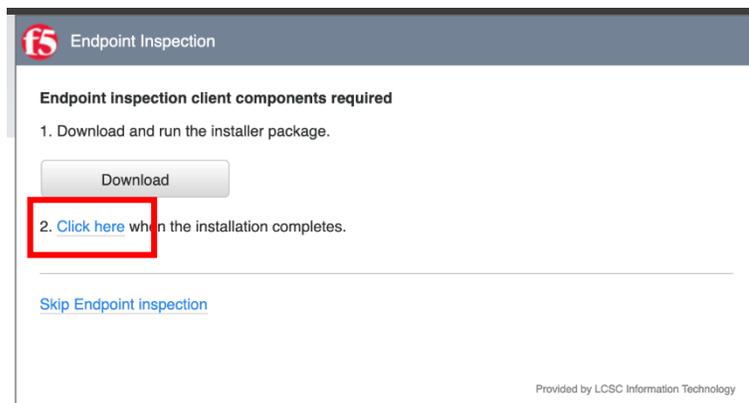


- A pop-up will appear to open the inspector. Click "Open F5 Endpoint Inspector."
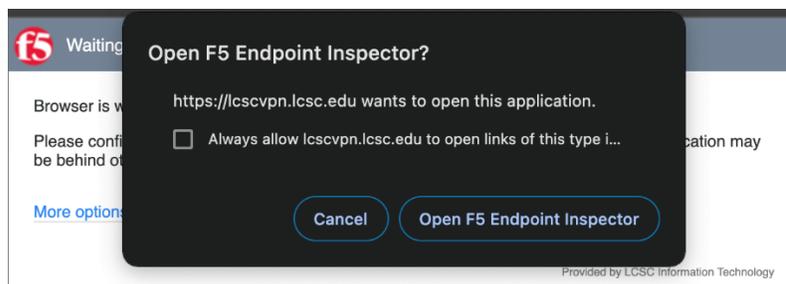


- Afterwards, click the first option – 'Always allow inspection from this site'.

F5 Endpoint Inspector will determine if your computer's operating system and antivirus software are up to date. This verification protects LCSC's resources once you connect. The inspection process occurs every time you connect to the VPN.

This step can take a few minutes as it scans your computer.

If the scan produces a failure with an error message, jump down to the "**Troubleshooting**" section of this document on the last page.



If your computer passes the inspection, then you will be presented with the following screen. Click on the VPN icon.
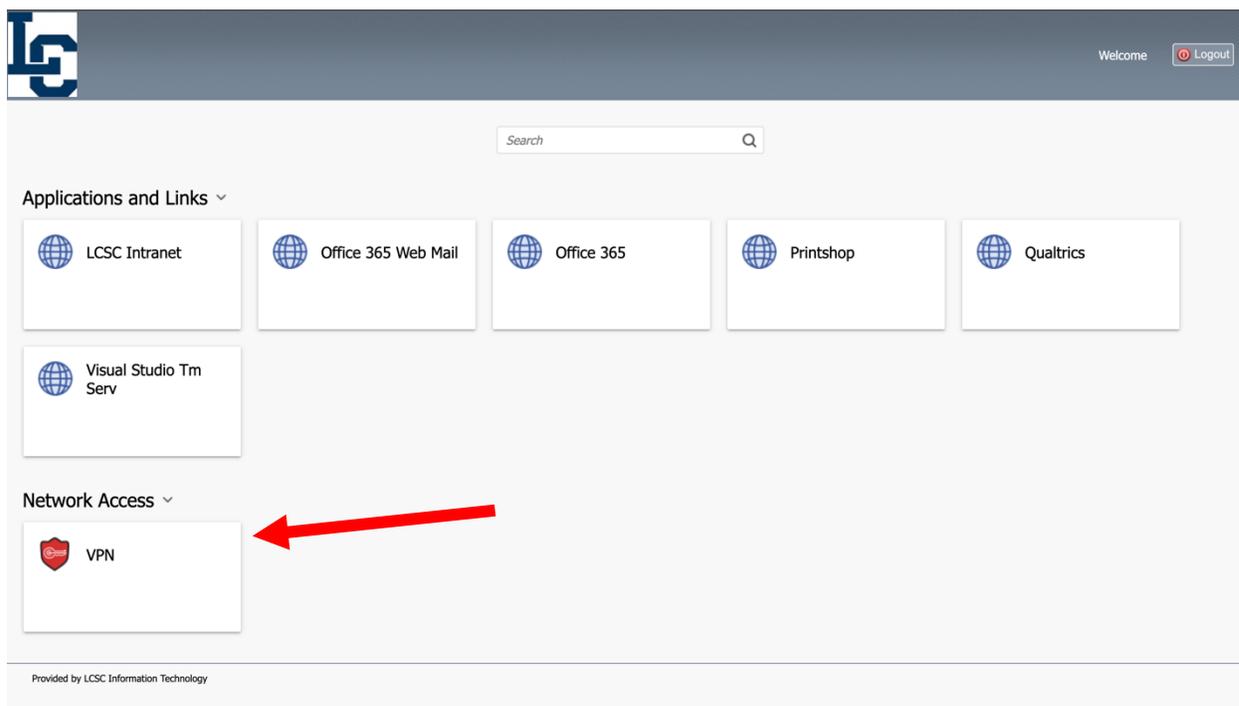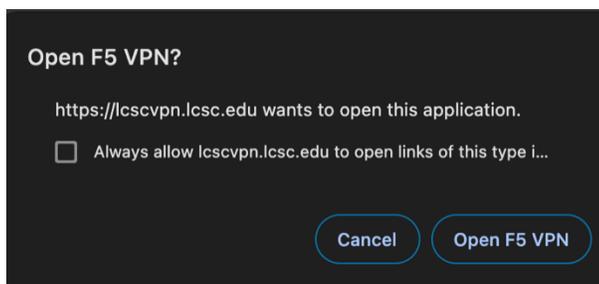
- A box will pop up asking you to Install F5 VPN.   Click "Download" and the "mac_f5vpn.pkg" installer will download. After it has downloaded, run the installer.
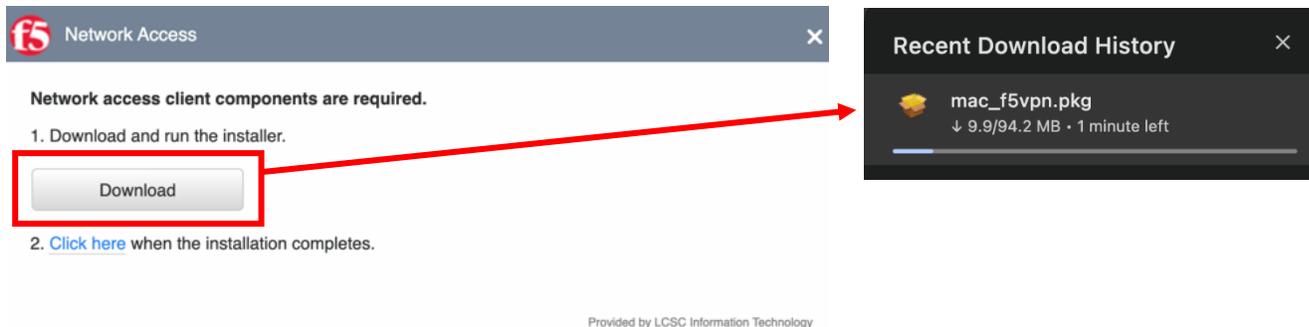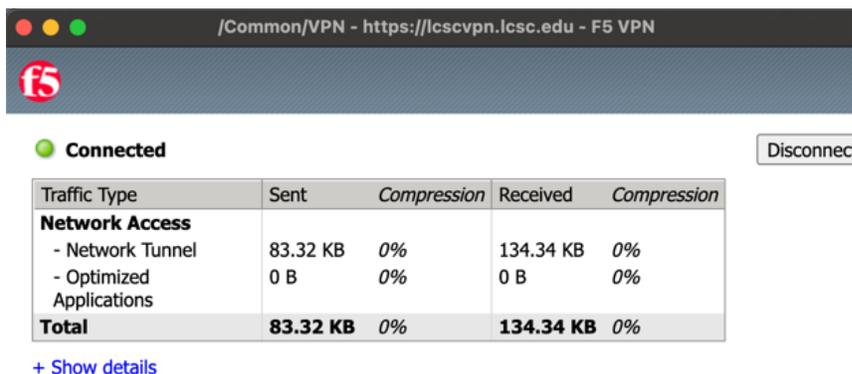


- Once installation has completed, use the "Click here" link to continue. Then hit "Start" on the following prompt.
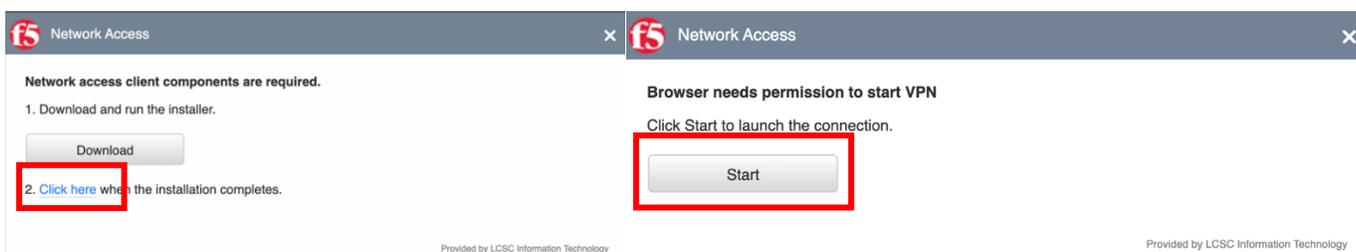


The next time you connect to VPN, you will see a popup like this "Open F5 VPN."



- Once F5 has launched you'll see a window like this. Wait for the status to change to connected, you are now connected to LCSC's VPN and can access your network shared drives, Colleague, WebNow, etc.

**Network Shared Drives**

To access network shared drives, you need to know the exact file pathway.  [Watch this video](#) for instructions on accessing the drive.

While connecting to a network shared drive you may be prompted for your credentials.  You will need to type in your full email address and your password to connect.



## Troubleshooting

The following screenshots are an example of an error that can be received when trying to use the VPN.  If you receive the error "your session could not be established" then try the following:

Access was denied by the access policy. This could be due to missing OS updates or antivirus updates, missing full scan within the last two weeks, or incorrect security settings. For assistance, please call the IT Helpdesk at (208)792-2231.

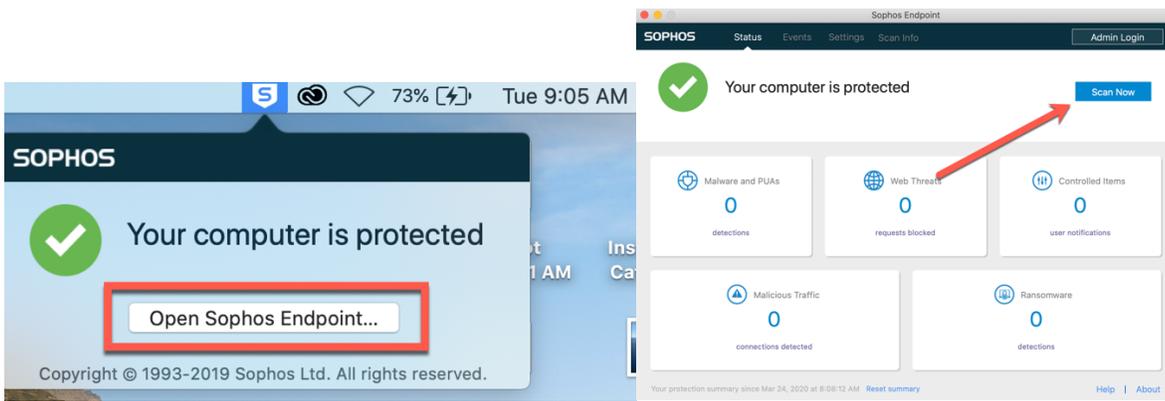Click here to continue

Provided by LCSC Information Technology

**Check for updates**

Open Self Service and verify there are no updates available. If on a personal machine, check system preferences for updates.
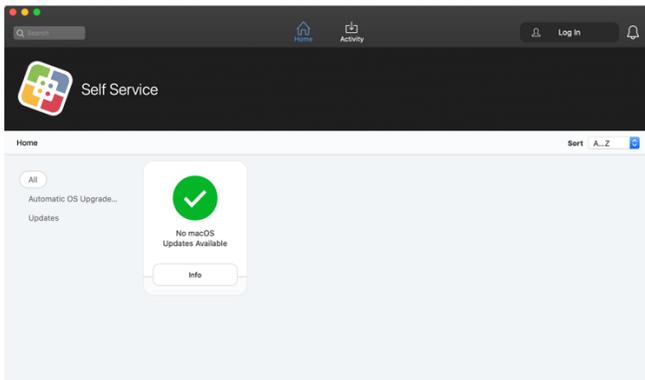


**Virus Scan**

Open Sophos antivirus and run a scan.

## Firewall

Open "System Settings" and go to "Network" to ensure your firewall is active.