LEWIS CLARK STATE COLLEGE
INFORMATION TECHNOLOGY

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, Perceptive Content, as well as file servers such as Alder/LCSC.edu/Docs. You can use LCSC's VPN while you are at home or at any other location with Internet bandwidth.

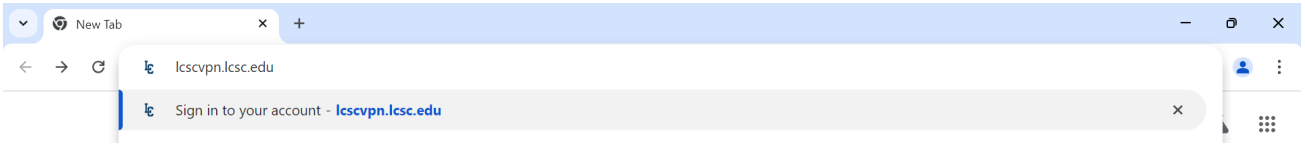
You will **not** be able to use campus printers and scanners. You **cannot** connect to the VPN while on campus.

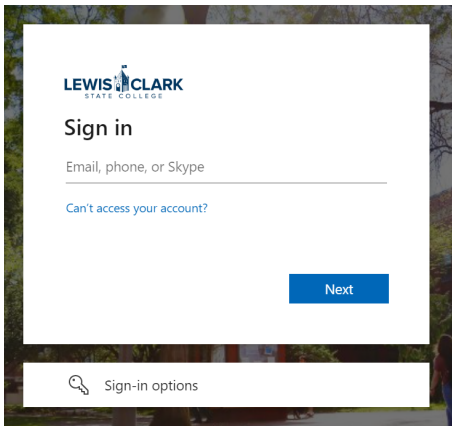
IT recommends using an LCSC owned computer to access the VPN. While VPN should work on your own computer, the department cannot provide support for non-college computing devices. The device should be connected to the VPN each month to ensure the computer receives updates and will continue to successfully connect to the VPN.

Please ensure you are up to date on Windows updates and that your antivirus is up to date. Windows computers require a full antivirus scan every two weeks. Refer to the troubleshooting section on how to run a full antivirus scan for Windows computers.

Connecting to the VPN

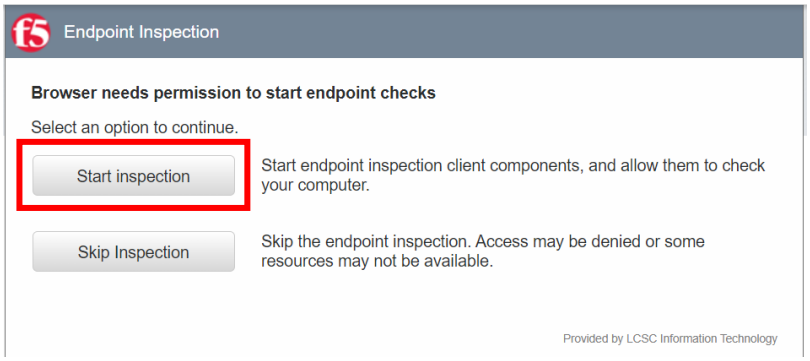
- Once you are on a computer with Internet access, open a web browser such as Edge, Chrome or Firefox and go to LC State VPN access (https://lcscvpn.lcsc.edu/). You will be prompted to log in. You will use your full e-mail address and password.



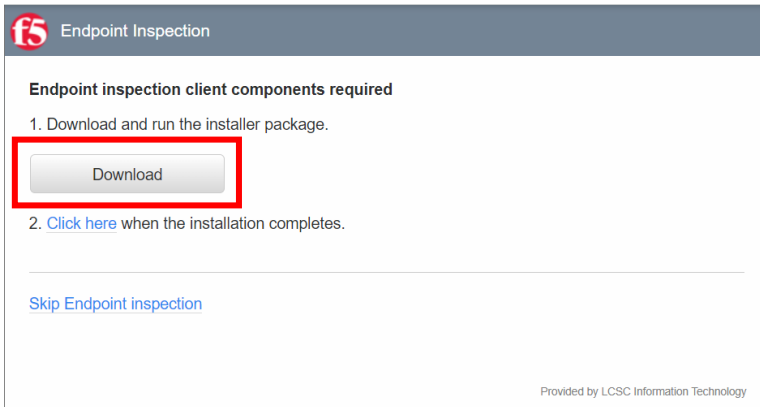


On first login, you will be asked to install the F5 Endpoint Inspector and run a system check. F5 Endpoint Inspector will determine if your computer's operating system and antivirus software are up to date. This verification protects LCSC's resources once you connect. The inspection process occurs every time you connect to the VPN.

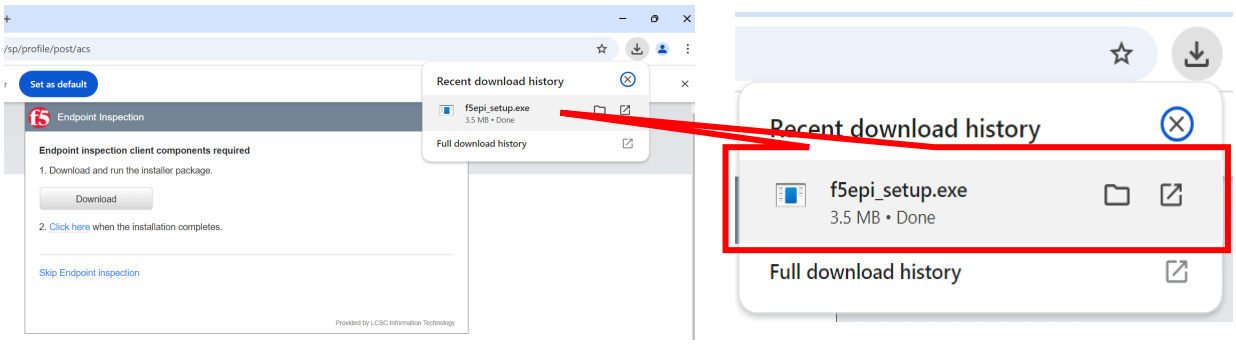
- Start by clicking "Start Inspection."



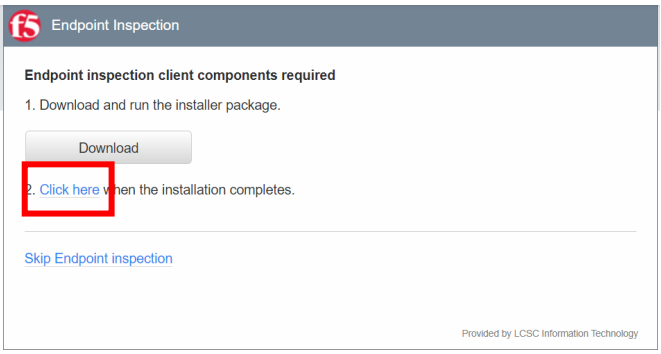
- Next click "Download." This download is the installer for the inspection software.



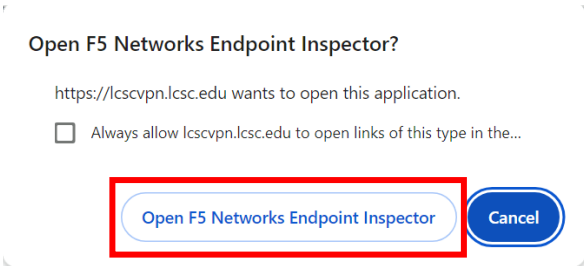
- Once the download has finished, click on the "f5epi_setup.exe" download file to start the installation.



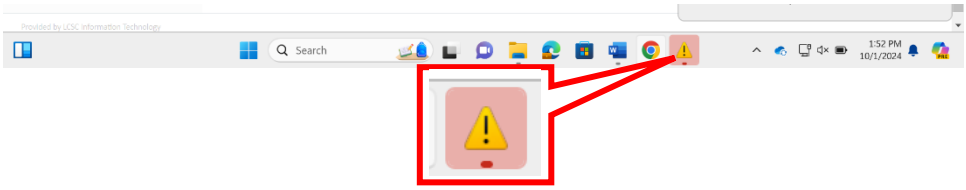
- Once the file has been installed you can select “Click here.”



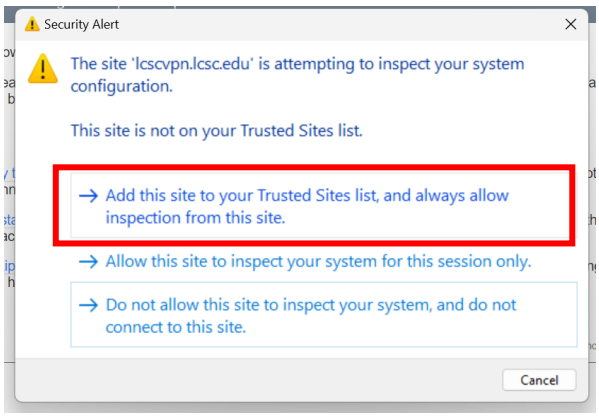
- You will be prompted to Open the Endpoint Inspector. Click “Open F5 Networks Endpoint Inspector.”



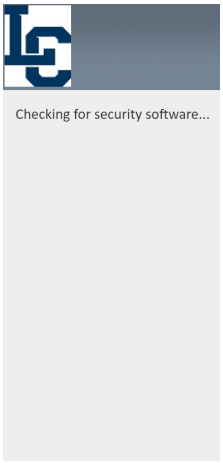
- If you do not get a pop up, check your taskbar at the bottom for a flashing yellow triangle icon.



- You will then be presented with the following screen. Select the top option to “Add this site to your Trusted Sites List, and always allow inspection from this site.”

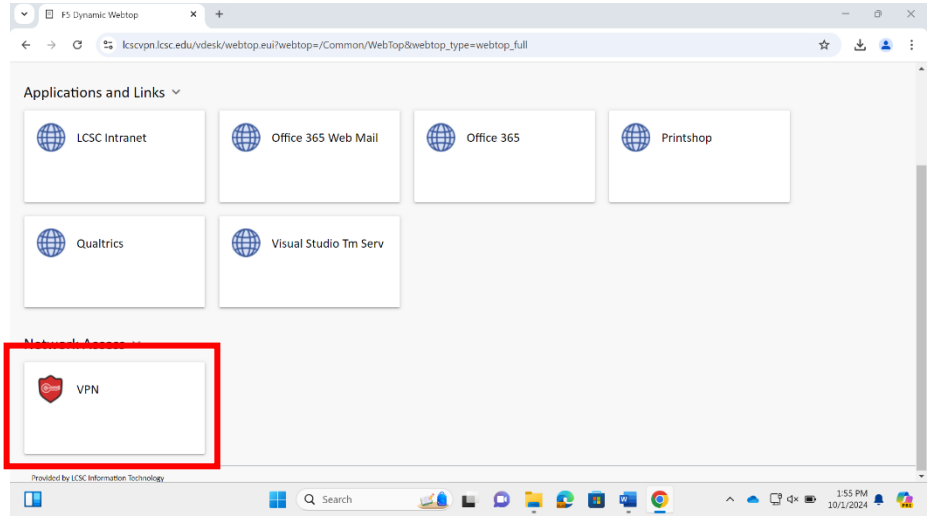


This step can take a few minutes as it scans your computer.

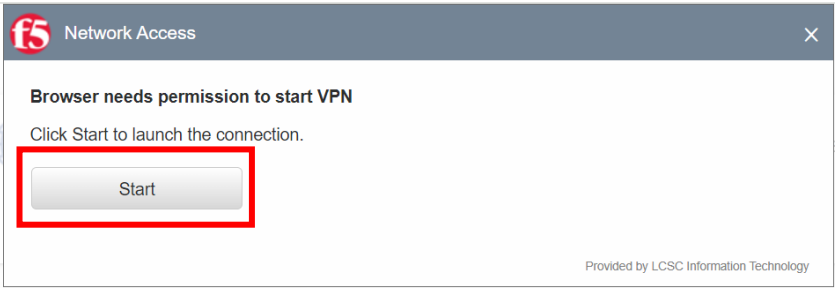


If the scan produces a failure with an error message, jump down to the "**Troubleshooting**" section of this document on the last page.

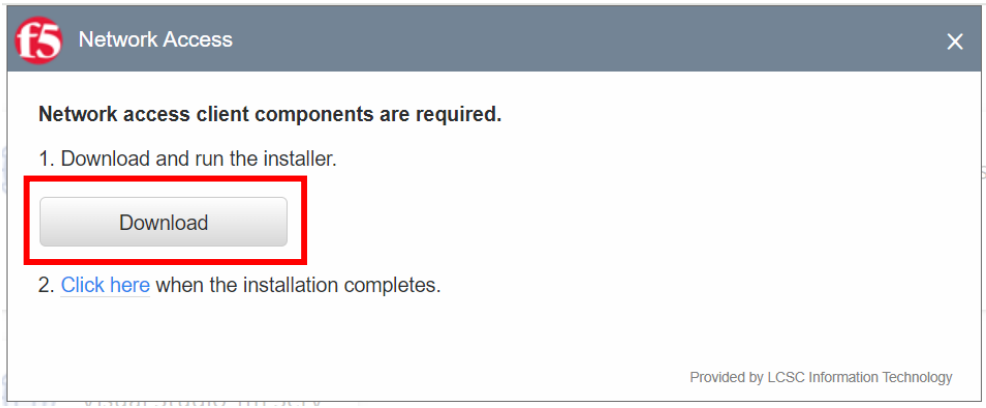
- If your computer passes the inspection, then you will be presented with the following screen. Click on the VPN icon.



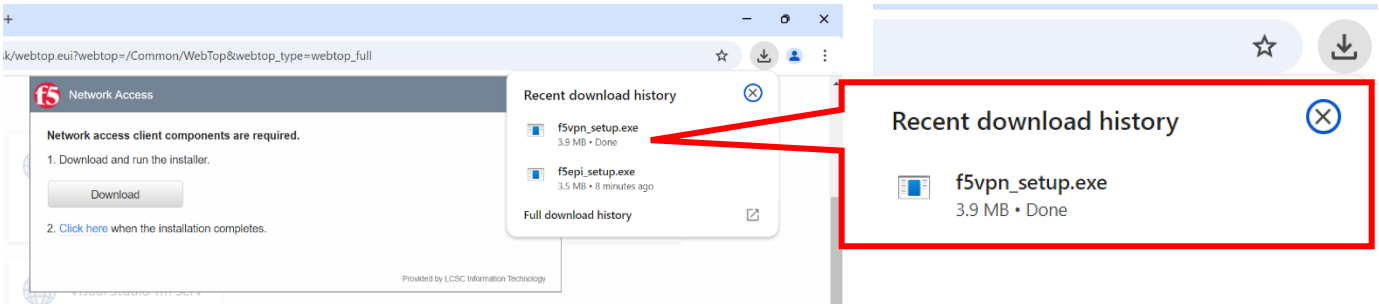
- A box will pop up stating the browser needs permission to start VPN. Click "Start."



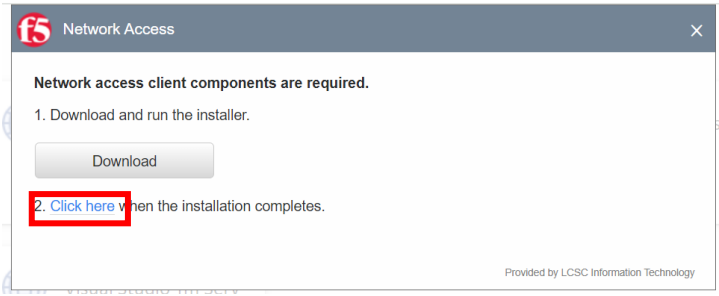
- After clicking “Start” you will be presented with this screen, asking you to download and run the installer for the VPN. Click “Download.” A file named “f5vpn_setup.exe” will download.



- Once the VPN installer downloads, click on the download to launch the installer.

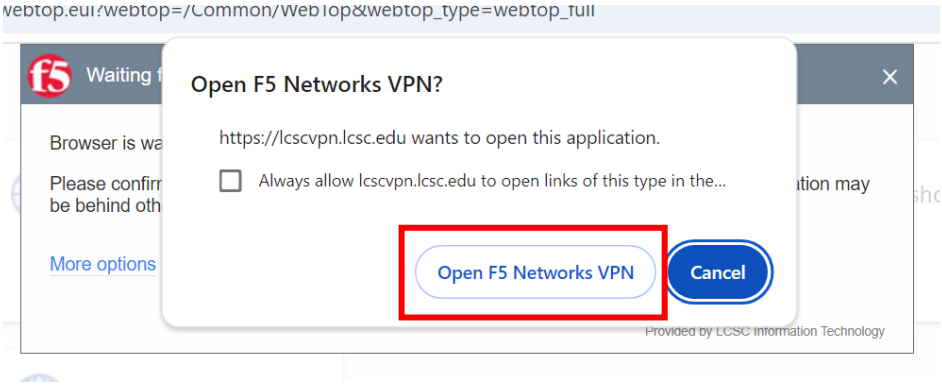


- Once the file installs, you can use the “click here” link.

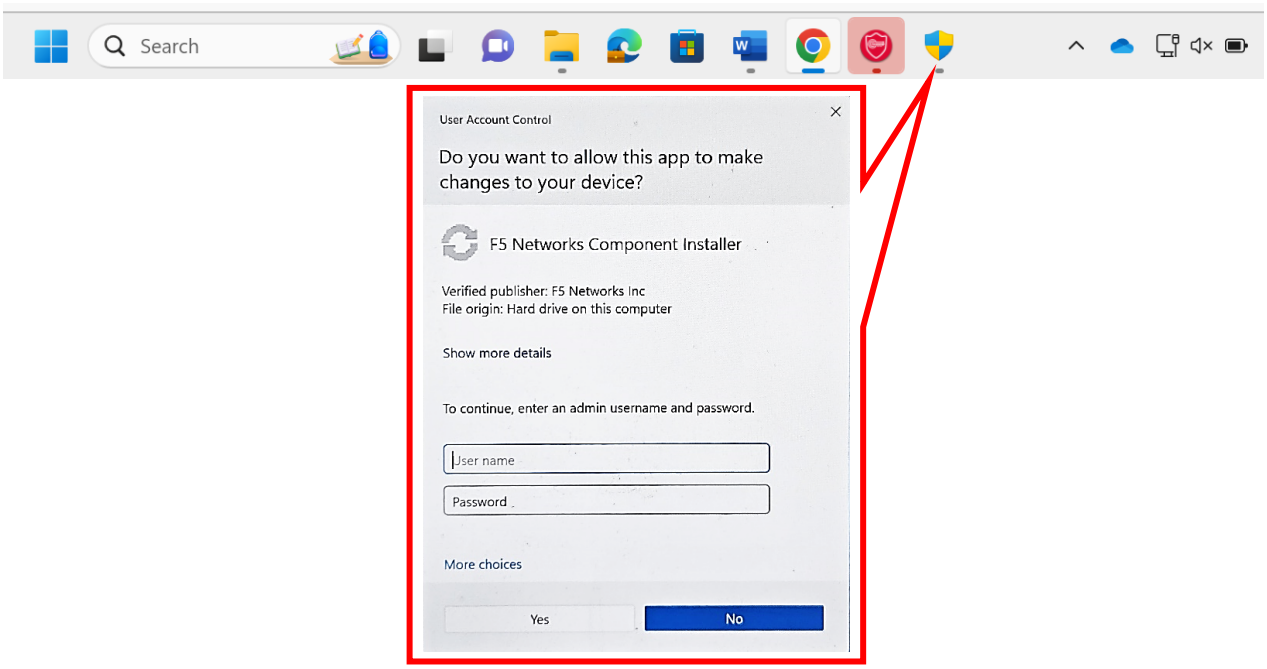


- Once again, your browser will need permission to start the VPN. Click “Start.”

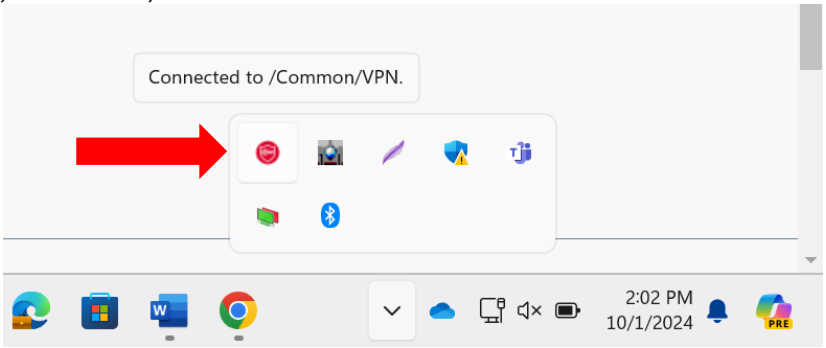
- A pop up will appear asking if you want to open the application. Click “Open F5 Networks VPN”



- If you do not automatically get a pop up, two icons, a red shield and a blue and yellow shield, will appear in your taskbar at the bottom of the screen. Click the yellow and blue shield to enter your admin username and password. If you are using an LC State laptop, you will need to use the admin credentials created for you when your laptop was set up. If you do not know your login information, please contact the helpdesk at (208) 792-2231.



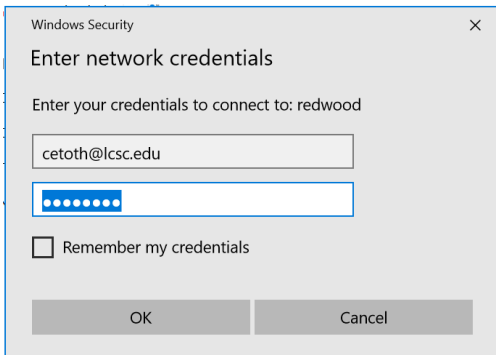
- In the lower right corner, you should see a red shield. You may need to click the ^ icon. Hover your mouse over the shield and it should say “Connected to /Common/VPN.” If that’s what you see, you are connected to LCSC’s VPN and can access your network shared drives, Colleague, WebNow, etc.



Network Shared Drives

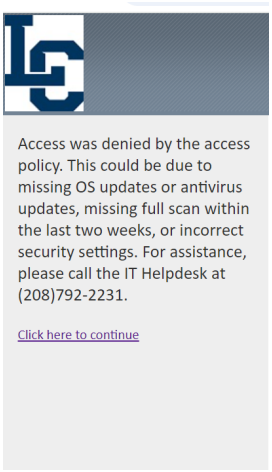
To access network shared drives, you need to know the exact file pathway. Watch this video for instructions on accessing the drive.

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:

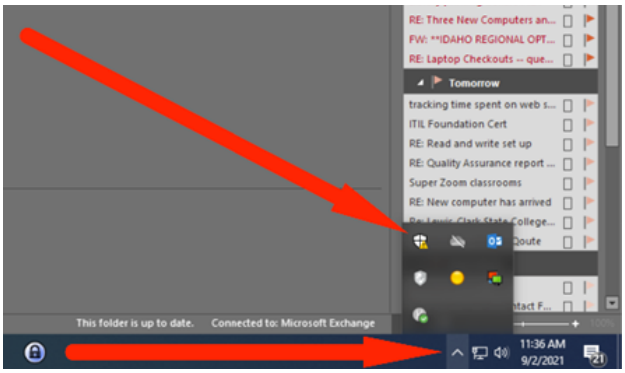
- **FOR PC USERS:**
  - Open Windows Updates and make sure you have the latest updates.
  - Open your Antivirus, check for updates, and run a full scan. *A full scan is required every 2 weeks.* Instructions on how to run a full scan are shown below.
- **FOR MAC USERS:**
  - Ensure Mac OS updates have been installed.
  - Open Sophos, check for updates, and run a full scan.

If you still experience issues, contact the IT Help Desk as soon as you receive the error. IT can check the logs to see what is preventing you from connecting.

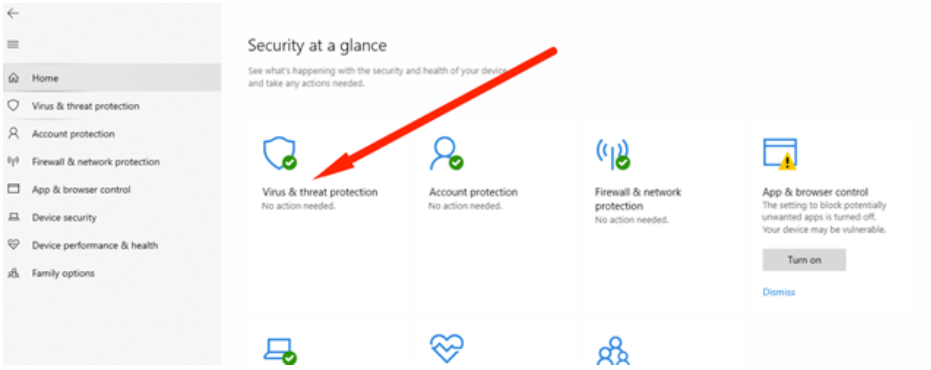
Running a full scan on Windows:

This will take around 45-60 minutes. If you still cannot connect, go back into the shield as shown on step one and make sure there isn't an error asking you to restart a service.

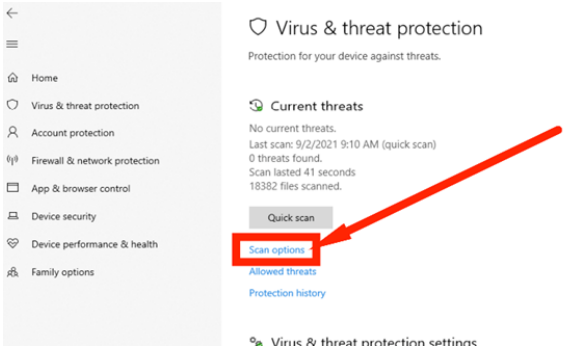
1. Click on the ^ icon down by your clock and then click the shield.



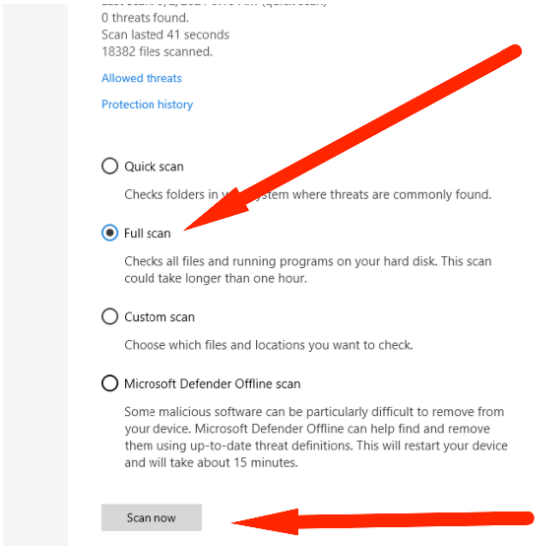
2. Click on Virus & threat protection.



3. Click on Scan Options



4. Choose Full scan and then click Scan now



5. Wait for scan to complete (this may take up to an hour) and then try to connect to VPN again.