Remote Access SSL VPN - Entrust Grid/Token Card  
Frequently Asked Questions

The SSL VPN has been implemented to access network resources from off campus. This new method of remote access replaces the client access system. The new SSL VPN is a web-based resource intended for UNMC, TNMC, UNMCP, BMC, Clarkson College and private physicians who access computer systems that contain confidential information from off campus. Access is via several URLs specific to the organization you are employed by (see main page for those URLs). The advantage is that you can utilize the SSL VPN from any computer that has web access and it does not require special client software loaded on to your PC. Login is achieved using your normal UNMCNet ID or Olympus ID credentials plus Entrust token or Grid card authentication.

Q. I have a MAC at home. How do I connect remotely?  
A. MAC users can use the SSL VPN.

Q. Do I need to un-install the old VPN client on my PC.  
A. You should uninstall the old client software. Although the software is useless, you should remove it to save space on your computer.

Q. I use VPN software to connect to the VA Medical Center’s network. Can the SSL VPN method be used for that?  
A. No, to connect to the VA’s network resources, you need to continue connecting as you currently do.

Q. I just received a SecurID token within the last few months. Will this be converted to a Grid or Token card?  
A. All employees will need to upgrade to a Grid or Token card by June 30, 2010.

Q. Will my current SecurID token stop working?  
A. Current SecurID tokens will stop working no later than June 30, 2010. This is true regardless of the expiration date that appears on the back of the SecurID token card.

Q. Is there a charge to upgrade to the new type of card/token?  
A. There is no charge to upgrade although a cost center will be requested for tracking purposes only.

Q. Do the new grid card/token devices expire?  
A. Yes – the new devices are set to expire three years from the date it is issued. This policy might change in the future. You will receive a renewal notice from UNMC ITS Systems Access about a month before the card expiration date.

Q. Will the process of how I log in from off-campus locations change?  
A. The method of access will continue to be through SSL VPN. You will continue to do the following:
- Open a Web Browser and access the site [https://secure.unmc.edu/][1] (see list for specific organizational entities).
- Log in with your Active Directory credentials.
- Select the appropriate realm from the drop-down. The word “Strong” must appear in the realm you select in order to access systems which contain confidential information.
- You will be prompted for four row/column coordinates or a token number unless you select the “Restrict” option. If you select the “Restrict” option, you will not have access to confidential resources. You will be limited to such things as email and Lawson.
- The SSL-VPN home page you currently use will remain the same.

Q. Will clinicians still be able to access clinical information systems and other campus information systems?
A. There are no changes to what you can access. All clinicians who use a Grid or Token card will be able to access the same clinical information resources they access from on campus. The Grid or Token cards do not control what information resources you are allowed to access. The Grid or Token card system only adds another level of security by adding an identity validation layer when you are working away from campus.

Q. Are instructions available?
A. There are several useful links on the main SSL-VPN website. Simply go to the SSL VPN log on page and click on “Here” at the right.

Q. Is assistance available?
A. The ITS Customer Support Services Helpdesk is available by calling 559-7700, 24 hours/7 days a week.

Q. How are the Grid and token cards distributed?
A. UNMC ITS Systems Access will notify you via email once your grid or token card is ready for pickup from UNMC ITS. The new grid or token cards must be signed for and picked up from the front desk of UNMC ITS at the 4230 Building. You may be asked to show your campus ID badge, so please bring it with you when you pick up your grid card or token.

Q. I have a 64 bit Windows operating system. How do I connect remotely?
A. Most features of SSL VPN do work. However, there are some that do not. If you discover a feature that doesn’t, please call the UNMC ITS Customer Support Services Helpdesk so they can work with you to find an option that works for you.

Q. When I previously used the Cisco VPN client software, I would connect to the campus network and then I was able to use my on-campus applications such as Centricity, etc. Can I still do this?
A. Yes. The Windows Secure Application Manager launches automatically. This allows these types of on-campus applications to work. Also, you have the option to remote into
your office computer at work and log into your applications as if you are sitting in front of your work computer.

**Q. What browsers are compatible with the SSL VPN?**
A. SSL VPN will work with most browsers however, if you are having problems using a particular browser, please call the ITS Customer Support Services Helpdesk for recommendations.

**Q. There are new employees in our department who will need remote access. How is this requested?**
A. Access the following website: [http://net.unmc.edu/netid](http://net.unmc.edu/netid). There is also a link to this website from “Quick Links” from [http://info.unmc.edu](http://info.unmc.edu). Click Quick Links at the top, then click IDs/Passwords. Select the link to Remote Access Account Request. Complete the information requested then click submit.

**Q. Do I need to return my SecurID token to ITS when I pick up my grid card or token?**
A. You do not need to return your SecurID token to ITS. However, once you pick up your Grid Card or Token, you should stop using the SecurID token and begin using the Grid Card or Token.

**Q. I occasionally travel outside of the United States. Can this be used outside of the United States?**
A. There are international use requirements determined by federal laws one of which is the U.S. Patriot Act. Contact the UNMC Customer Support Services ITS Helpdesk at 559-7700 or email at [helpdesk@unmc.edu](mailto:helpdesk@unmc.edu) before you travel to review international use requirements.

For further questions, you may contact UNMC ITS Customer Support Services at 402-559-7700 or email helpdesk@unmc.edu.

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