

About VPN & Remote Desktop

Duke's VPN allows you to connect to the **Duke Health Network** from anywhere in the world and make it appear as if you are on campus. This is useful so you can remain productive anywhere.

Duke's **Virtual Private Network (VPN)** is a software tool that does two things:

- a) **Encryption** – Duke's **VPN** creates a pipe from your computer to a server at Duke's data center that encrypts all data that passes between your keyboard and Duke. No one can see it – this is great for when you are traveling and/or are using public **WiFi** (hotel, Panera's, airport, etc.);
- b) **Connection** – When you connect via the **VPN**, you can access all Duke resources to which you have access, just as if you were on campus- from anywhere in the world where you can connect to the internet. This includes your P: and S: drives and other Duke resources such as Medical Center library collections;

There are two Duke VPNs – the University VPN and the Health System VPN. DUSON users will need to connect to the **Health System VPN**. If you connect with the University VPN, you will not have access to Duke Health resources, such as **the P: and S: drives, LearningSpace videos and library resources**.

Remote Desktop is a tool that should already be on your laptop/desktop that allows you to connect to a computer located somewhere else. For example, you could be at home and directly connect to your office PC.

Installation

MFA Required

Before installing the VPN, please ensure that you have MFA installed and understand how to use it. If you have any questions about MFA, please contact your IT Service desk at SONIT-Support@duke.edu or call (919)684-9200.

Installation

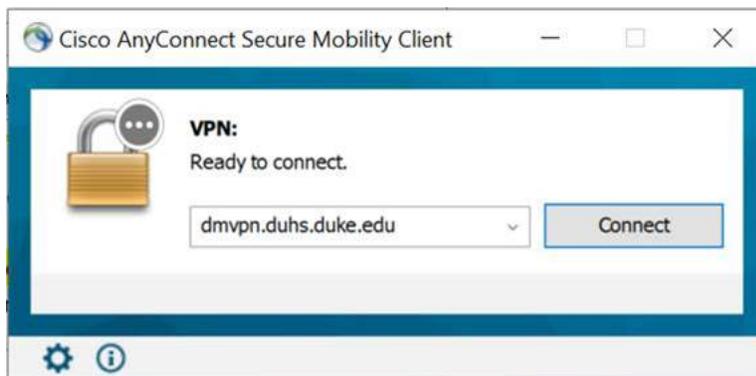
Once you have confirmed that you have MFA, please follow these instructions:

- Click [here](#) to go to the **OIT Software Licensing** site
- Login and search for **VPN Client**
- Select the appropriate **Add to cart** button based on your OS (Windows or Mac)
- Select **Checkout**
- In the order form, select **Duke Health** under **Additional order information**
- Follow the instructions for completing your order, then download to your device
- If you want to connect on an iPhone, iPad or Android device, go to the **App Store** or the **Play Store** and download **Cisco AnyConnect**;

Connecting with the VPN

You can connect using almost any device. The screenshots below are from a Windows-based PC, but the process and information are consistent across devices even if the screens look different.

- Open **Cisco AnyConnect Secure Mobility Client**



- Enter **dmvpn.duhs.duke.edu** and press **Connect**;



- Enter your **NetID** and **Password**, then follow the **Security key** options;
 - If you do not see **Security Key** options:
 - Type **Push** in the **Security Key** field - you will receive a prompt on your DUO app (MFA)
- Press **OK**;

Once you've successfully logged in with MFA, you have access to Duke resources. If you have any problems or questions, just contact your IT Service Desk at SONIT-Support@duke.edu, or call (919) 684-9200.

Using Remote Desktop

Remote Desktop is a way to connect to your office desktop computer from a laptop or another desktop at an off-site location, such as at home or the airport. Once you are connected to the VPN, follow these instructions for accessing Remote Desktop:

Please note that you will need to know your computer name before using Remote Desktop.

For Windows

- Connect to **VPN (Cisco AnyConnect Secure Mobility Client)**
- Open the **Remote Desktop Client**
- Enter in the computer name



For Apple

- Connect to **VPN (Cisco AnyConnect Secure Mobility Client)**
- Open the **Microsoft Remote Desktop Client**
- Enter the computer name



Frequently Asked Questions

- Do I have to use the **VPN** to access Duke resources when I'm off-campus?
 - Yes. It's a secure way to work off-site, whether at home, on the road, on the beach, etc.
 - Use the VPN to access P:, S:, LearningSpace videos and Duke Health Library resources
- Do I have to use the **VPN** to access any of my course material in **Sakai**?
 - No. You'll only need the VPN if your instructor tells you that you need it.
- Do I need VPN to access Duke's Box or OneDrive?
 - No. These are available without the VPN.
- What if I'm using the Duke University network? Do I need the Duke Health **VPN**?
 - Yes. If you are using one of the campus networks (for example, at [Kryzewskiville](#) or the [Chapel](#)), you'll need to use the **VPN** to access your P: and S: drives, Learning Space videos and library resources.
- I followed all of the steps above and I can't connect? Is there any documentation?
 - Sure – [here's a link](#) to the DHTS website (once you login, search for "Duke Health VPN" – select the first entry).
 - Or, just contact your IT Service Desk at SONIT-Support@Duke.edu or call (919) 684-9200.