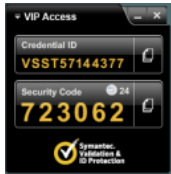# MGH Full VPN Setup Instructions
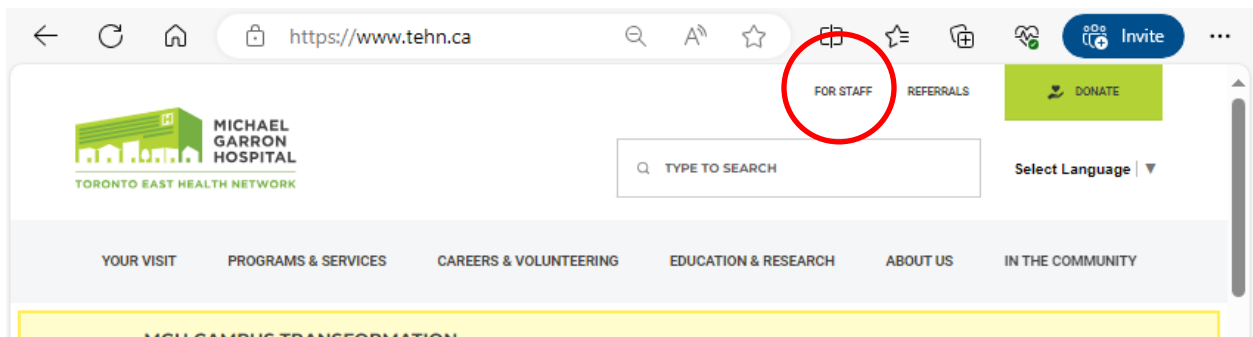
1. Open up the Symantec VIP Access application either on your phone or computer.
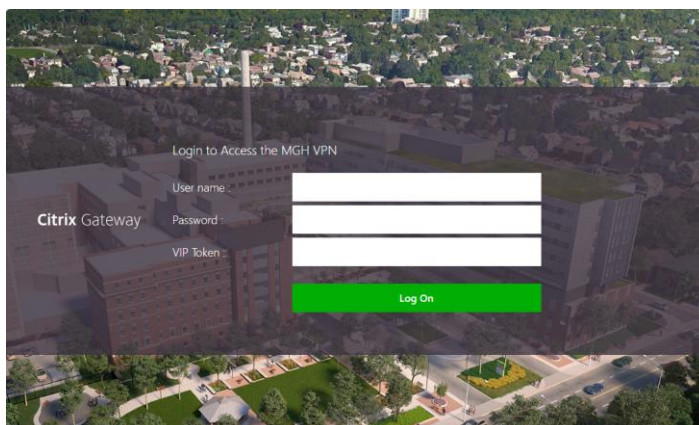

2. Open a web browser *(see below for compatible browsers*)* and go to the following website:

    Option 1) **https://vpn.tehn.ca**
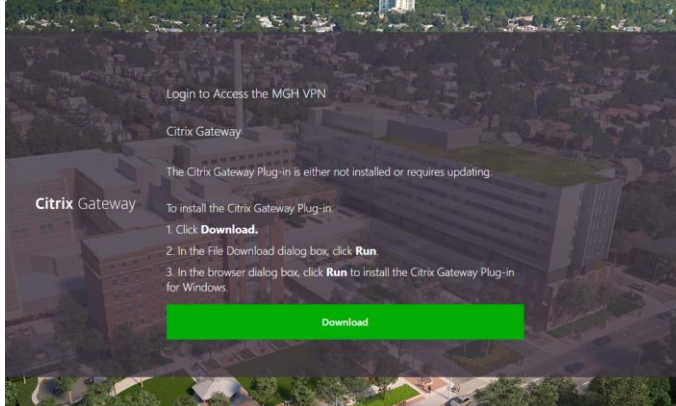   Option 2) **https://www.tehn.ca/staff**

3. Enter your MGH user ID in the first box, MGH password in the second box and your Symantec VIP rotating security code in the third box. Click the 'Log On' button.

4. Go to Step 5 if this your first time connecting to MGH VPN, otherwise skip to step 6.
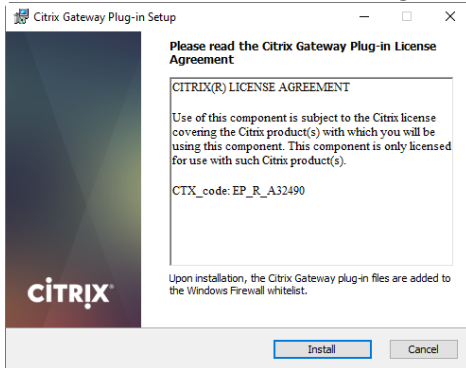
5. First time connecting to MGH VPN:
   a) Click on "Download".

   b) Click on "Run" once the download prompt appears.
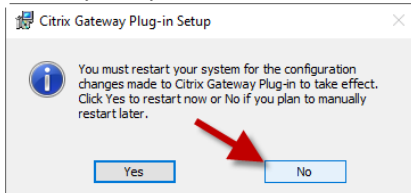

   c) Click on "Install" on the Citrix Plug-in Setup window.
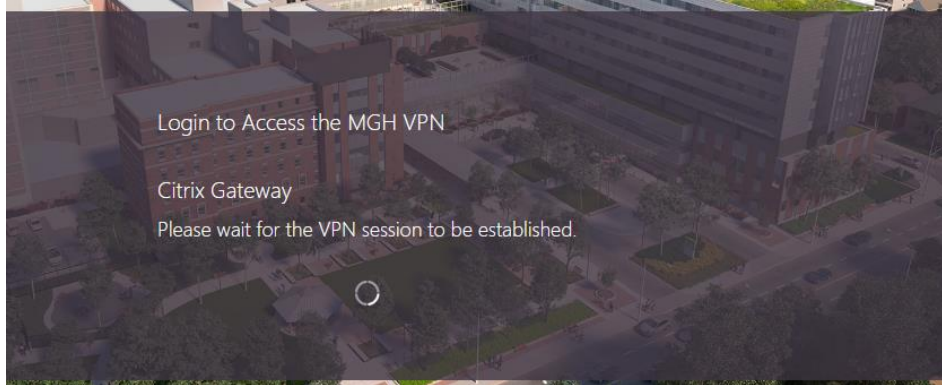

   d) Once the installation is complete, click on "Finish".

   e) When prompted to reboot, click on "No" for now.


   f) You will then be directed to the website in step 6. If it does not work, reboot your computer and repeat starting at step 2.

6. A window will appear prompting you to wait for the VPN session to be established. This can take up to 20 seconds.


7. You are now connected to MGH VPN and can access systems, applications and websites that are only available within the MGH Network (e.g. Agfa Impax, etc.).
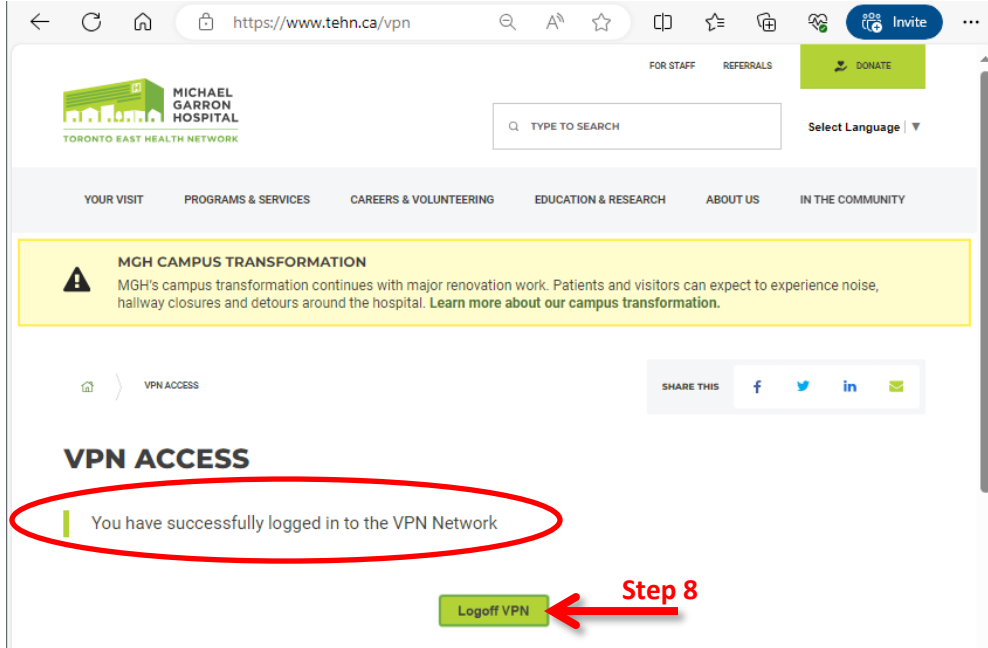
8. Once you are done using MGH VPN, click on "Logoff" button on the VPN Access landing page, or Right-click the Citrix Gateway icon in the Task Bar and select "Logoff".
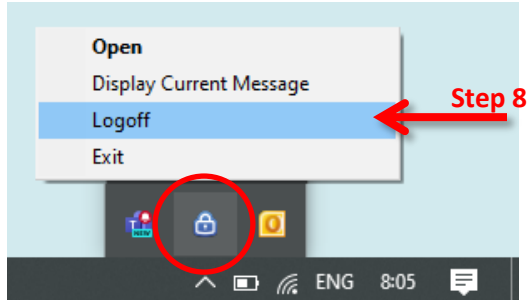
a) When you logoff the Citrix Gateway Windows Cleanup dialogue will appear. You may choose either option to 'Cleanup' or 'Exit'.
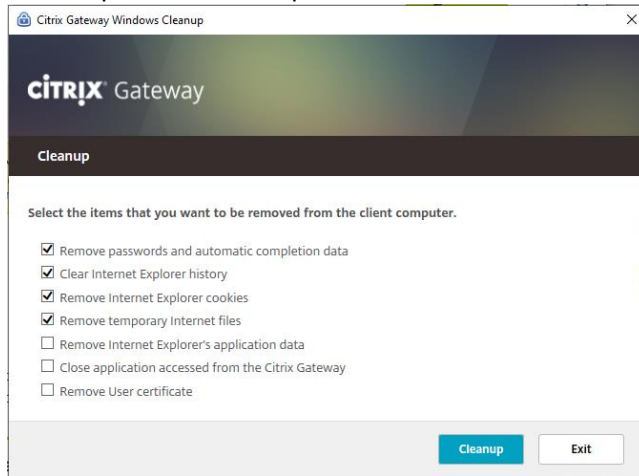
∗ **Compatible web browsers (latest stable releases):**

- Microsoft Internet Explorer 11
- Microsoft Edge 13
- Mozilla Firefox (recommended)
- Apple Safari