VPN Questions

Brandon Allen - 2024-12-12 - Frequently Asked Questions (FAQs)

I need access to the VPN

All employees should have access to the VPN unless they are required to work through a Windows 365 Cloud PC (Virtual Machine).

Trouble connecting to the VPN or VPN disconnects often

We recommend trying the following steps individually:

1. Reboot your computer

2. [Reset your password](#)

3. Unplug your router for one minute and then plug it back in.

I am not getting the MFA prompt on my phone

This does not apply if you are using a Token2 authenticator instead of the Microsoft Authenticator App

1. Toggle your Wi-Fi Setting on your phone

    1. If Wi-Fi is on then turn it off

    2. IF the Wi-Fi is off then turn it on

2. Reboot your phone

3. [Reset your password](#)

I got a new phone and need to update my MFA settings

Please [submit a helpdesk ticket](#) and we will clear your current MFA settings so you can register a new device.

None of the above worked and I still need help

Please [submit a helpdesk ticket](#) with the following information:

- What % is the VPN stopping at?

- Are you getting an error?

- Are you getting any notifications to your phone?

- Did you get a new phone?

- Please provide any relevant screenshots