VPN Questions

Brandon Allen - 2026-04-13 - 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