

Cisco AnyConnect & VPN Guidelines

Last update 03/30/20

Connect to Meritus through VPN connection

Summary

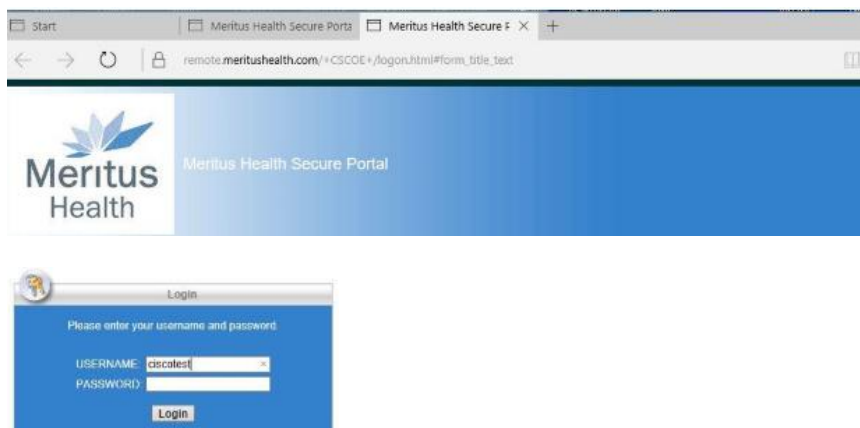
Users can follow these instructions to connect to the MMC network through a secure VPN tunnel using the Cisco AnyConnect client from remote locations. This covers steps for a new installation or to upgrade existing installation of the Cisco AnyConnect client on a Windows device.

Note: Installation requires local administrative access to your device.

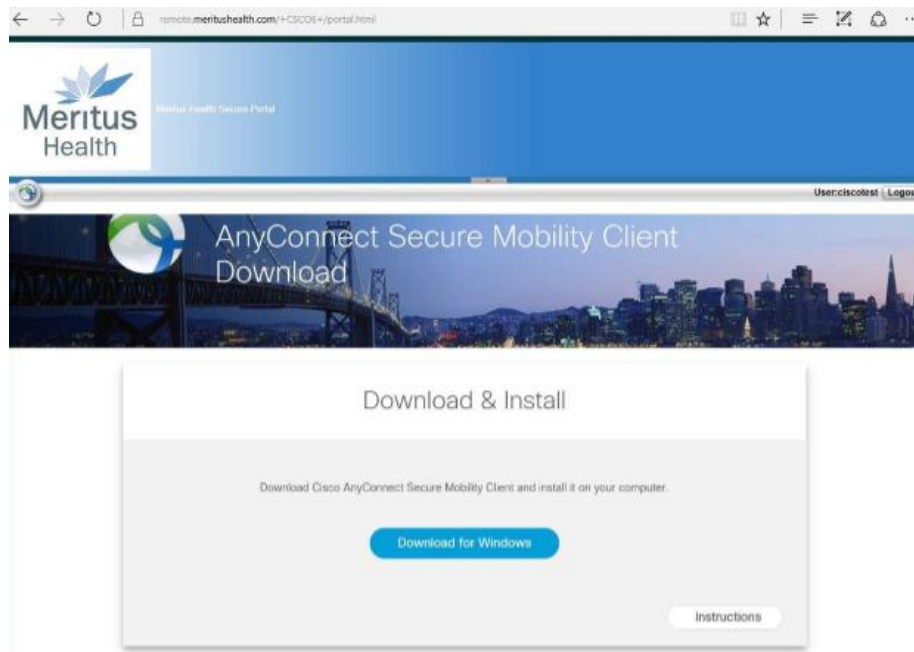
Note: Access to the <https://remote.meritushealth.com> site in order to download the Cisco AnyConnect client will require users to be enrolled with Meritus DUO 2-factor authentication. Please review the [DUO Enrollment Guide](#) for more info.

Install or Update Cisco AnyConnect VPN Client for Windows

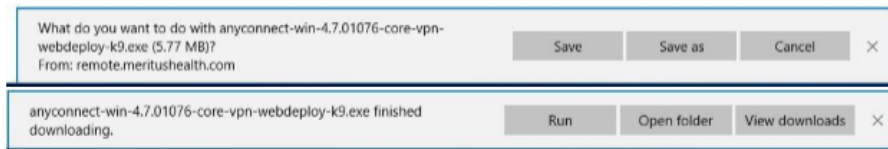
1. Launch your web browser, browse to this web address - <https://remote.meritushealth.com>
2. Enter your Meritus username and password.



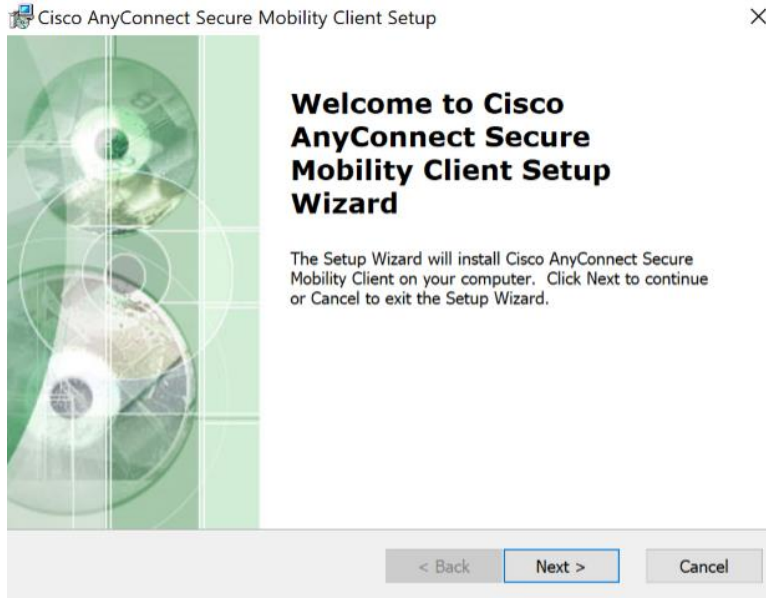
3. You will be presented with the following screen. Click on the **Download for Windows** link to download the Cisco AnyConnect client. You can also click on the **instructions** link to view generic installation instructions.



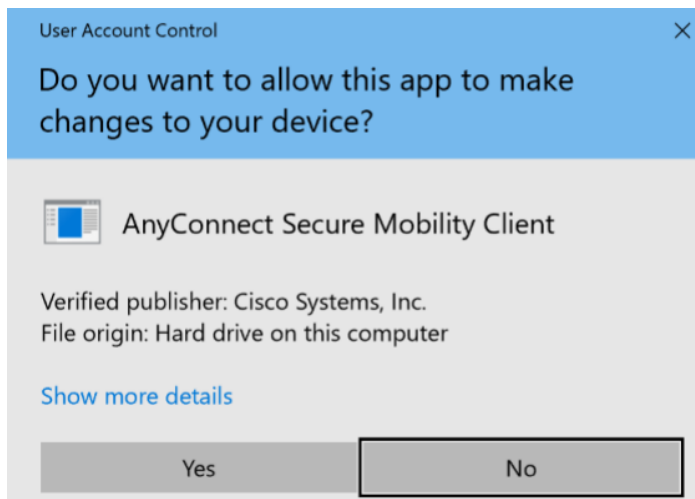
4. Click **Save** and then **Run** from the downloads bar.



5. Follow through with the installer's instructions.



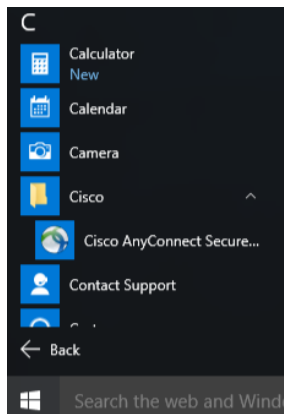
6. You may see a User Access Control warning, click **Yes** to continue the install.



7. Click **Finish** to complete the install.



8. Launch the **Cisco AnyConnect Secure Mobility Client** from the Start Menu.



9. In the Ready to Connect window, enter **https://remote.meritushealth.com** as the server name and click **Connect**.



10. Enter your **Username** and **Password** and select **OK**.



11. Click **Accept** on the welcome banner.
12. The AnyConnect icon will be minimized in the system tray in the lower right corner.



13. Select **disconnect**.

Start VPN before windows logon

1. This option allows you to login to the VPN before you log into windows and obtain your drive mappings. To do this you must click on the double monitor icon in the right hand corner of your screen before logging into windows. If you do not see the icon, please call the IS helpdesk.



2. The normal logon process will continue after you logon to VPN first, after the logon process is finished, you should have all of your network drive mappings, if not please contact the IS Helpdesk. Note – Login will take a few minutes longer to apply the mappings.

Connect to a Remote Desktop

Note: To connect to a remote desktop computer, IS staff will need to grant permissions for remote users. Please contact the IS service desk for assistance.

1. To open the Remote Desktop Connection App in Windows 10 – Click on the Start Menu button and begin typing **MSTSC**
2. Open the Remote Desktop Connection app.
3. Enter the name of the remote computer.

Note: Meritus devices should be in the following format: *ComputerName.wchsys.org*

4. Click the **Show Options** button.
5. If you have a Meritus login, enter your username with "WCHS\" prepended before your username. For example: *WCHS\myusername*
6. If you want to save your Remote Connection session as a shortcut on the desktop, click the **Save As** button.
7. Click the **Connect** button.
8. Click **Connect** again if prompted.
9. Enter your credentials when prompted.

Connect a Remote Session with Multiple Monitors

1. Click on the Start Menu button and begin typing **MSTSC /multimon**
2. Open the Remote Desktop Connection app.
3. Enter the name of the remote computer.
Note: Meritus devices should be in the following format: *ComputerName.wchsys.org*
4. Click the **Show Options** button.
5. If you have a Meritus login, enter your username with "WCHS\" prepended before your username. For example: *WCHS\myusername*
6. Click the **Display** tab.
7. Check the box next to the **Use all my monitors for the remote session** option.
8. Drag the **Display Configuration** size scale all the way to the large size until you see **Full Screen** displayed below.
9. If you want to save your Remote Connection session as a shortcut on the desktop, click the **Save As** button.
10. Click the **Connect** button.
11. Click **Connect** again if prompted.
12. Enter your credentials when prompted.

MMC Support

- Any support issues, please contact the IS Help Desk - [301-790-8001 \(Op. 1\)](tel:301-790-8001).
- MMC employees can also access the [IS self-service portal](#).