Remote Access & VPN Setup Guide

Introduction

This guide provides step-by-step instructions for setting up secure remote access to Quantum Dynamics' systems using our corporate VPN. Following these procedures ensures that all remote connections meet our security standards and compliance requirements.

Prerequisites

Before beginning the VPN setup process, ensure you have:

- A company-issued laptop with current operating system updates installed
- Your Quantum Dynamics username and password
- Multi-factor authentication (MFA) app installed on your mobile device
- Stable internet connection (minimum 5 Mbps download/upload recommended)
- Administrator privileges on your device (temporary access can be granted if needed)

VPN Client Installation

Windows Installation

1. Open the Company Software Portal from the Start Menu
2. Navigate to "Security Tools" > "Network Access"
3. Select "Cisco AnyConnect Secure Mobility Client"
4. Click "Install" and follow the prompts
5. When prompted for installation key, enter: `QD-VPN-[YOUR EMPLOYEE ID]`
6. Restart your computer when installation completes

macOS Installation

1. Open the Self-Service application from your Applications folder
2. Search for "Cisco AnyConnect"
3. Click "Install" and enter your macOS password when prompted
4. Wait for installation to complete (approximately 2-3 minutes)
5. Restart your computer

Linux Installation

1. Open Terminal
2. Run the following commands:

```
sudo apt update
sudo apt install openconnect network-manager-openconnect
```

3. For Red Hat/CentOS-based systems:

   ```
   sudo yum install openconnect NetworkManager-openconnect
   ```

4. Configuration will be automatically deployed via MDM

VPN Configuration

Primary VPN Settings

Setting	Value
VPN Server Address	vpn.quantumdynamics.com
Connection Protocol	SSL
Authentication Group	[Department Code]-Remote
Certificate Validation	Enabled
Split Tunneling	Enabled
Auto-Reconnect	Enabled
Session Timeout	10 hours

Backup VPN Server

In case the primary VPN server is unavailable, use:

- Backup Server: vpn-backup.quantumdynamics.com
- All other settings remain the same

Connecting to the VPN

First-Time Connection

1. Launch the Cisco AnyConnect client
2. Enter `vpn.quantumdynamics.com` in the connection field
3. Click "Connect"
4. Enter your Quantum Dynamics username and password
5. You will receive an MFA push notification on your mobile device
6. Approve the MFA prompt
7. Upon successful authentication, you'll see a "VPN Connected" message

Routine Connections

1. Launch the Cisco AnyConnect client
2. Select `vpn.quantumdynamics.com` from the dropdown
3. Click "Connect"
4. Enter your password
5. Approve the MFA prompt
6. Verify connection is established

Troubleshooting Common Issues

Connection Failures

If you cannot connect to the VPN:

1. **Network Check**: Ensure you have internet connectivity by browsing to a public website
2. **Credential Verification**: Confirm your username and password are correct
3. **Firewall Interference**: Temporarily disable any third-party firewalls (re-enable after testing)
4. **Client Restart**: Close and reopen the VPN client
5. **System Restart**: Restart your computer
6. **Try Backup Server**: Connect to vpn-backup.quantumdynamics.com

Authentication Problems

If your credentials are not accepted:

1. Ensure Caps Lock is off
2. Try resetting your password at password.quantumdynamics.com
3. Check if your account is locked by contacting the IT Service Desk

Slow Connection Speeds

If VPN performance is poor:

1. Connect to a wired network if possible
2. Close bandwidth-intensive applications
3. Check your local internet speed at speedtest.net
4. Try connecting during off-peak hours
5. Ensure your device isn't running resource-intensive background processes

Security Policies While Connected

When connected to the VPN, please adhere to the following security requirements:

1. Do not share your connection with others or enable Internet Connection Sharing
2. Use only company-approved applications and services
3. Do not download or install unauthorized software
4. Lock your computer (Windows: Win+L, Mac: Command+Control+Q) when stepping away
5. Disconnect from VPN when not actively working
6. Do not use public Wi-Fi without additional security measures (mobile hotspot preferred)
7. Report any suspicious activity immediately to security@quantumdynamics.com

Remote Access to Internal Resources

Once connected to the VPN, you can access:

- **SharePoint**: https://sharepoint.internal.quantumdynamics.com
- **Jira/Confluence**: https://jira.internal.quantumdynamics.com
- **Internal Applications**: Access through the App Portal at https://apps.quantumdynamics.com
- **File Shares**: Available through normal file explorer, mapped automatically on Windows
- **Development Environments**: Accessible via standard protocols and addresses

Support and Assistance

If you encounter issues with VPN setup or connection:

- **IT Service Desk**:
  - Email: support@quantumdynamics.com
  - Phone: (555) 123-4567, option 2
  - Hours: 24/7/365
- **Live Chat Support**: Available from the IT Portal on the intranet
- **Self-Service Knowledge Base**: https://help.quantumdynamics.com/vpn

For urgent access issues outside business hours, contact the emergency IT support line at (555) 123-9999.