Always On (VPN)

Overview

Always On enables staff to access trust resources from their Laptops whilst off site. The solution comprises of 2 connections which are the **Device Tunnel** & **User Tunnel**

The **Device Tunnel** is the default connection which will automatically activate when you are off site
The **User Tunnel** is the secondary connection that is available to use if the Device Tunnel fails

## Using Always On – Device Tunnel

When away from site your Laptop will use the **Device Tunnel** as the default connection. Please follow these steps to get connected;

1. Switch the Laptop on (if the laptop has been in sleep mode, it will require rebooting)
2. Log in to the Laptop as normal and ensure you are connected to a wifi connection
3. Once on the desktop, the **Device Tunnel** will attempt to seamlessly connect – this may take up to a minute
4. Attempt to open a resource such as a mapped drive or the intranet. If this works, the connection has been successful.

Using Always On – User Tunnel

This connection has been setup as a secondary connection that is in place for scenarios where the **Device Tunnel** fails. Some service providers (companies who supply home or public Wi-Fi) actively block the **Device Tunnel** so the **User Tunnel** should be used. Please follow these steps to get connected;

1. Switch the Laptop on and get logged in
2. Once logged in, ensure you are connected to a wifi connection
3. Click the wifi icon in the task bar
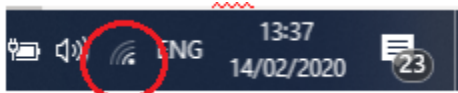
4. Select the following connection

   For Colchester staff –   **COL-AOSSTP**
   For Ipswich Staff –   **IH – AOSSTP**

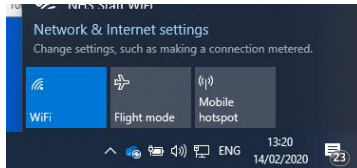5. Click the connection then click **Connect**

Troubleshooting

Q. I've gone to work on my Laptop off site but the Always On connections not working

A: If this does not work, try turning off your router for 10 seconds then turn back on

A. Failing that, Try rebooting your Laptop. If this does not work, please try the following;

1. Click on the flight mode Icon in the task bar. Using the toggle, click to switch it on. Once the blue light has lit, click the button to turn it off
2. Give the machine another minute to connect then open a resource to see if the connections been successful
3. If the connection has failed, revert to using the **User Tunnel** and contact the Service Desk so we can investigate why this is not working

Q. I have attempted to use the **User Tunnel**, but the connection has come up with a certificate error

A. Please follow the following steps to fix the issue;
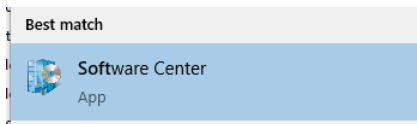
1. Click the start button and type **Software**
2. Once launched, select **Installation Status** then select the following;
   a. For Ipswich   **IH – User Tunnel v*** (ignore v number)
   b. For Colchester   **CH – User Tunnel v*** (ignore v number)
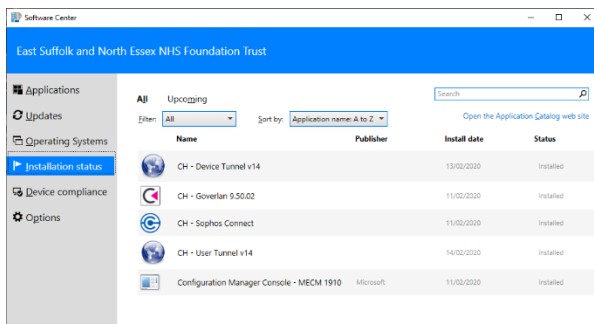
3. Click the **Repair** button. Once complete, this should resolve the issue. If it does not, please contact the service desk so we can investigate.

Installation status ❭ Application details

CH - User Tunnel v14

Uninstall   Repair

Status: Installed
Date published: Not specified

Restart required: Might be required
Download size: Less than 1 MB
Estimated time: Not specified
Total components: 1
Date Modified: 14/02/2020