



Connecting to the WIPA Technical Help Desk VPN

What is VPN?

A Virtual Private Network (VPN) is a group of computers networked together over the Internet. The WIPA technical help desk operates a VPN for all WIPA laptops. CWICs connect to the WIPA technical help desk's VPN using the Hamachi VPN software which is installed on all WIPA laptops.

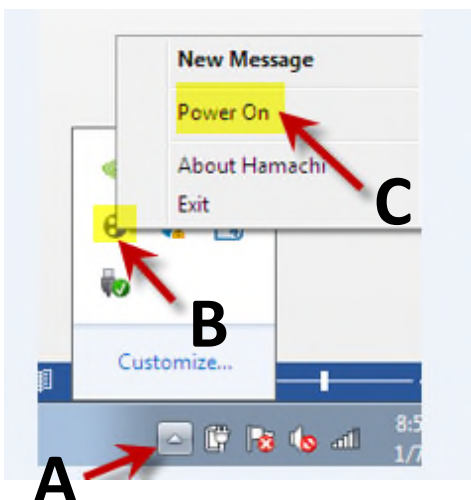
Why Should CWICs Connect to the VPN?

While CWICs can access ETO without connecting to the VPN, connecting to the VPN is the only way for the WIPA laptops to receive the software updates issued by the WIPA technical help desk. It is important for the laptops to receive these updates so the software on the laptops remains current. When the software is current, this greatly increases the chances that the WIPA technical help desk can remotely service issues that may develop with the WIPA laptops. When the help desk cannot connect to a laptop remotely, CWICs need to send their laptops back to the WIPA technical help desk for service if issues develop. The help desk wants to avoid CWICs having to send their laptops back to the WIPA technical help desk for service as this causes the CWICs to be without ETO access while laptops are in transit to and from the help desk.

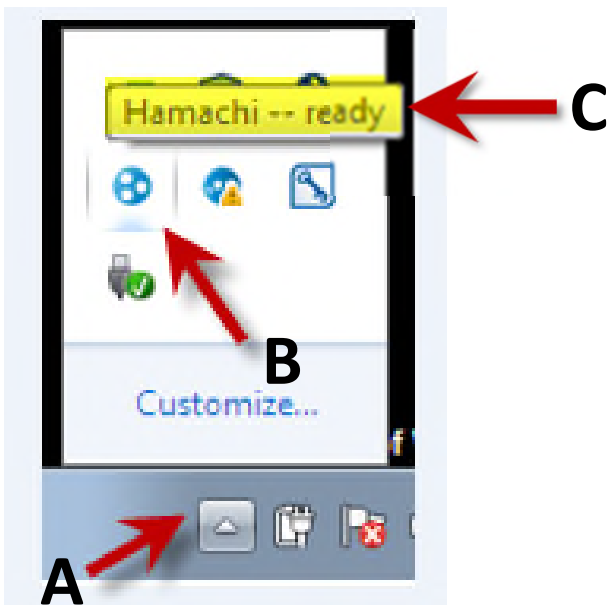
How to Connect to the VPN – Just two Quick Steps!

Once CWICs have accessed the internet on their WIPA laptop through their normal process, connecting to the WIPA help desk VPN requires just two steps and a few clicks of the mouse.

Step 1: Connect to the VPN. To connect to the VPN, access the **task bar** (often running along the bottom of the screen), click on the **up arrow** (see arrow marked "A"), select the **round bowling ball-like icon** by right clicking (see arrow marked "B") and then select "**Power On**" (see arrow marked "C").



Step 2: Verify the connection. To verify that the laptop is connected to the VPN, click on the same **up arrow** as under Step 1 (see arrow marked “A”) and position the mouse over the **round bowling ball-like icon** (see arrow marked “B”). If connected, “**Hamachi -- ready**” will display (see arrow marked “C”). If this message is not displayed, repeat Step 1.



Instructions for Connecting to the VPN for Jaws Users

Jaws cannot “read” the arrow on the task bar required to connect to the VPN and to verify that the laptop is connected to the VPN. CWICs who are Jaws users should contact the WIPA technical help desk and a team member will assist the CWIC with loading the current version of LogMeIn and Hamachi VPN on their laptop. When users have the current versions of both of these software programs installed on their laptop, their laptop will automatically connect to the VPN without the user needing to take any manual steps.

How Often Should CWICs Connect to the VPN?

While it is recommended that CWICs connect to the VPN every time they logon to their WIPA laptop, connecting to the VPN **once a week** is sufficient to keep the laptop’s software current. Remember, connecting to the VPN is an important preventative measure that will help increase the likelihood that the help desk can service the laptops remotely in the future.

Questions?

Please contact the WIPA technical help desk at **855-816 0890**, Monday – Friday, 8:00 am – 8:00 pm ET or email the help desk at **support@wipaccess.com** with any questions about how to connect to the VPN. Agents are available to walk CWICs through this process. The WIPA technical help desk team looks forward to supporting CWICs on this or any other issue related to the WIPA laptop and ETO.