Using NetExtender to login to Glastonbury VPN

1. Download the NetExtender client if needed (if already installed go to step 9) at
   https://software.sonicwall.com/NetExtender/NXSetupU-x64-10.2.331.exe

2. Once the file is downloaded double click on it to run the setup.

3. If it asks if you want to allow this program to make changes click yes. Then click next.
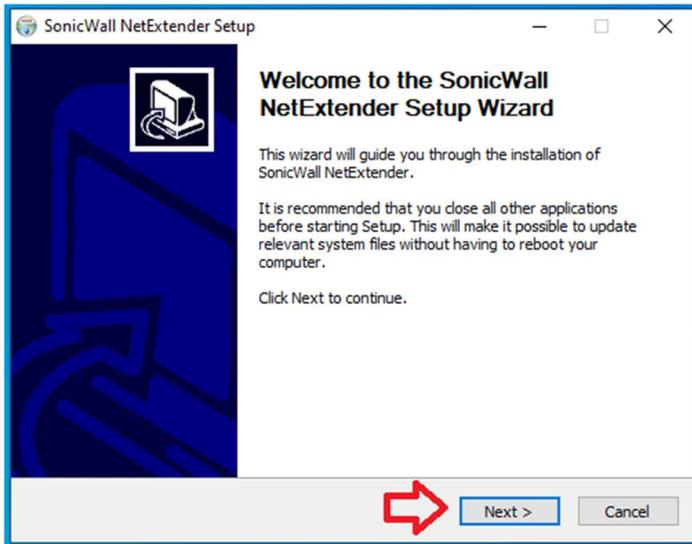
4. Click I accept then click Next.
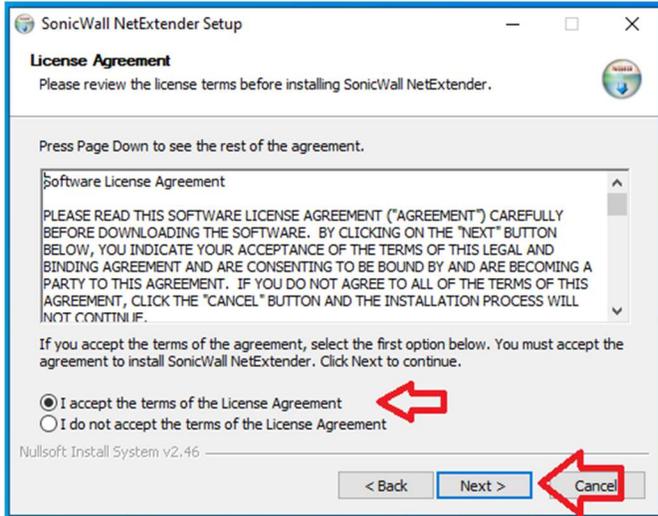
5. Click Next.
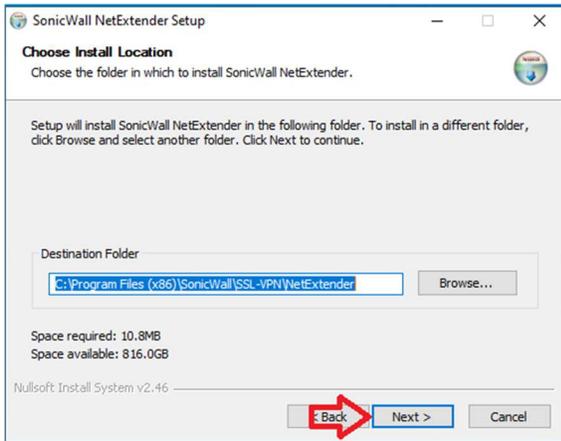
6. Click Install.
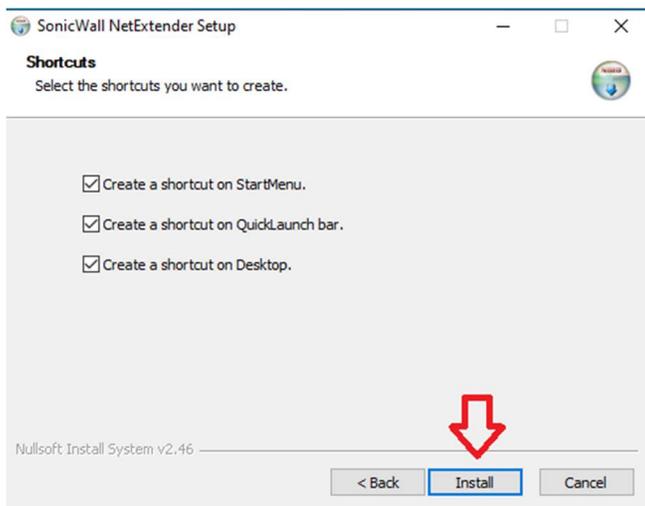
7. Click Finish then go to step 10.
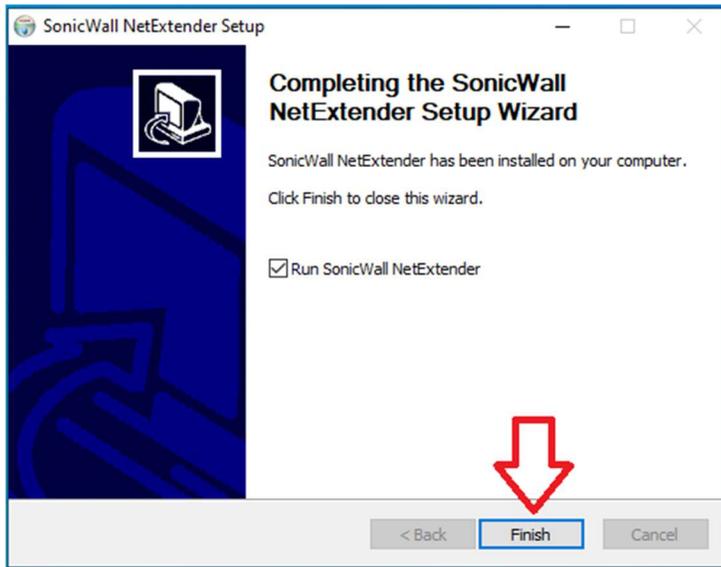
8. Double click on the NetExtender icon in the system tray or click on extender icon from the desktop if there.

9. Login to NetExtender using your Glastonbury credentials (Only type in your current password in the password field). Make sure you have setup Duo Mobile on your phone for authentication.
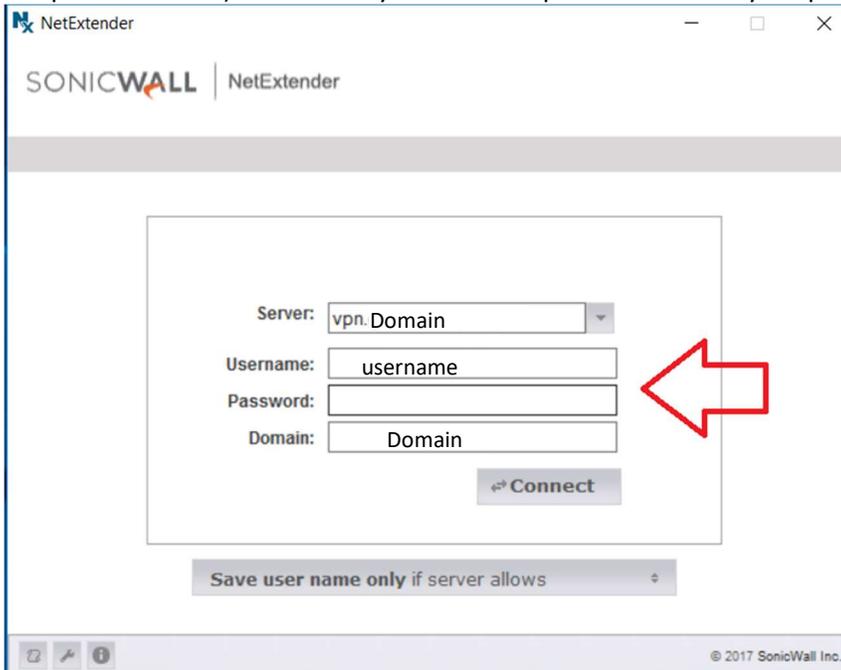
10. You will be prompted on your phone by Duo to authenticate your identity. Click on the notification. *Be sure to allow notifications from DUO Mobile in your phones settings.
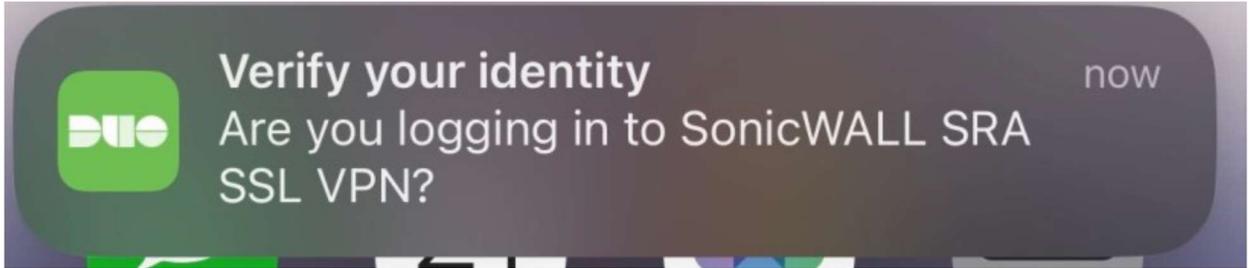
11. It will then ask if you are logging in to SonicWALL SRA SSL VPN. You will then need to click on Approve with the green check mark.
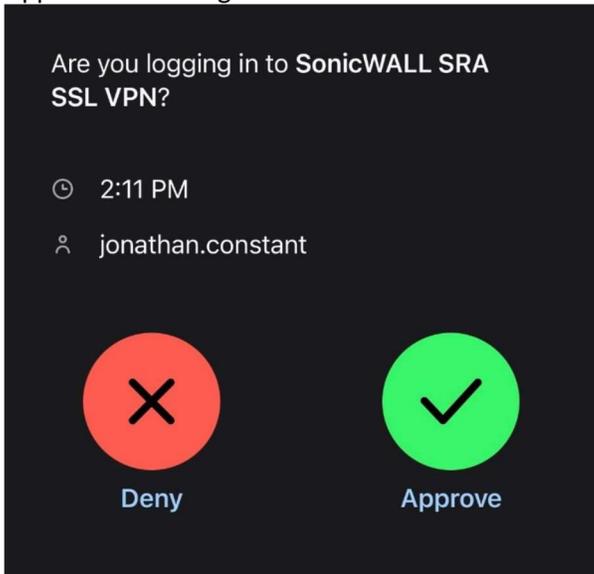
12. Once logged in you will see this screen.
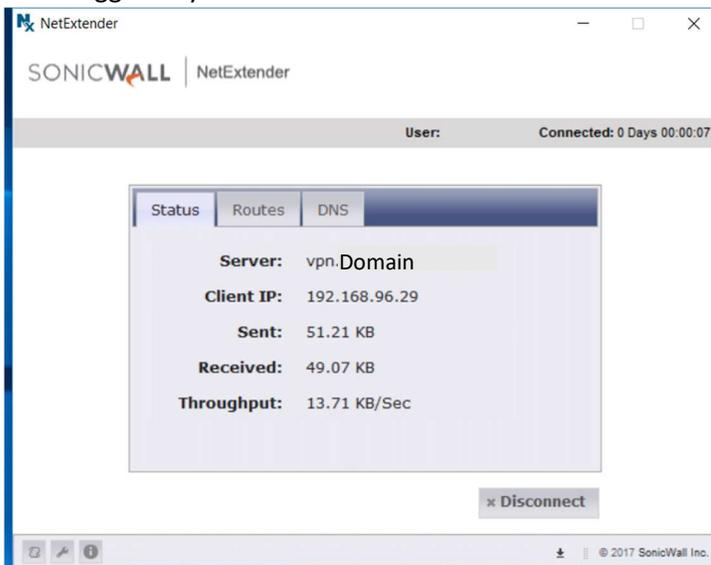
13. At this point you are connected to the Glastonbury network as if you were in town hall. You can use your laptop like you would at work or continue to the next step and connect remotely to your desktop PC.

14. Launch remote desktop connection by clicking on the start button and typing in remote. Once it appears click on the program to start it.
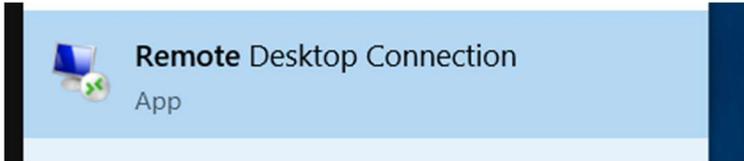
15. Type in the name of your PC (see below on how to find your computer name) and click on Show Options.
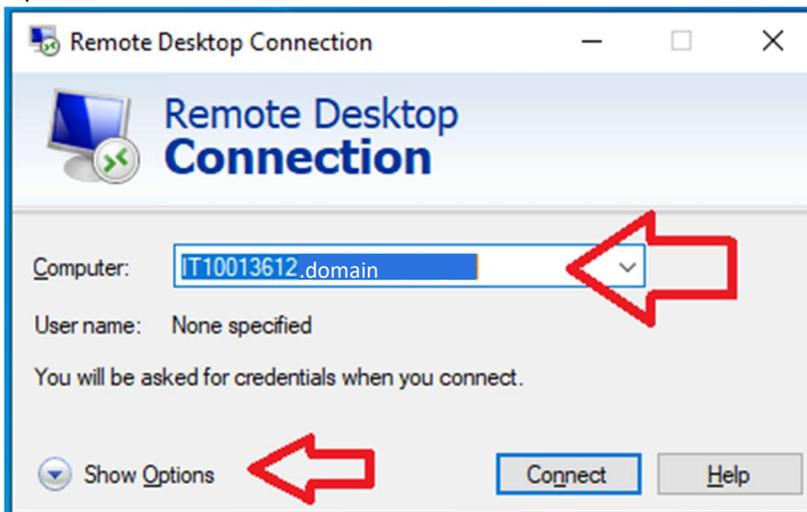
16. Type in your user name using first.last@domain and click connect.
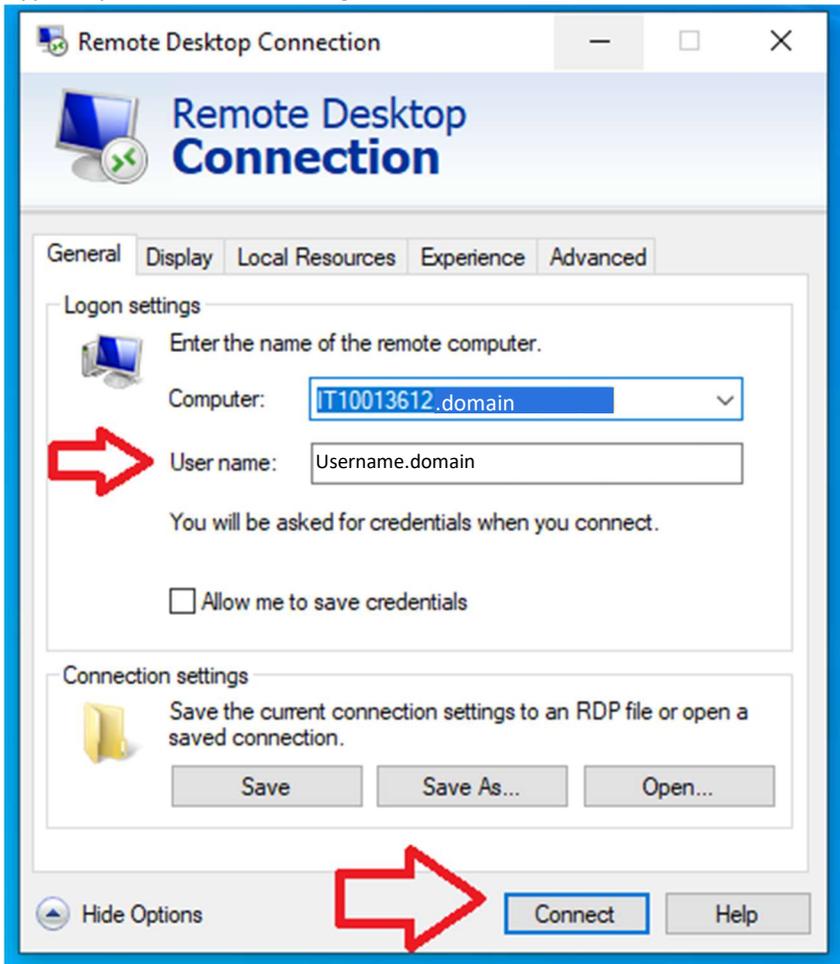
17. Once connected to your PC you can use it as you would normally.

Troubleshooting Steps

If you find that you are having trouble staying connected to the VPN try these self-help fixes.

1. If you are connected wirelessly try connecting via cable from your device to your router / cable modem
2. Try unplugging your cable modem and or router for 5 minutes to reset both devices.
3. If you have a cell phone with hot spot capability, try connecting to the internet through the hot spot to see if that alleviates the problems. If you find it works fine using your hotspot then you might want to Call your ISP to have them check the connection to your house and or inside wiring to your modem.

It is helpful to understand that a VPN connection is not like a regular Internet connection. Most stuff done on the Internet is not very time sensitive. When you do search it comes back when it is ready. If you watch a movie it will buffer part of the movie in advance before it starts so that it always has some in the buffer. VPN does not have a buffer. Any momentary disconnects will tend to break the connection. We have found minor cable problems at home or traps left on circuits from previous owners have kept the circuits from working properly and never get discovered until we start using VPN at the house. Your Service provider would be the one that would have to test their system to see if there is a problem.

Finding your computer name for Remote Desktop

1. On your PC lick on Windows File Explorer.
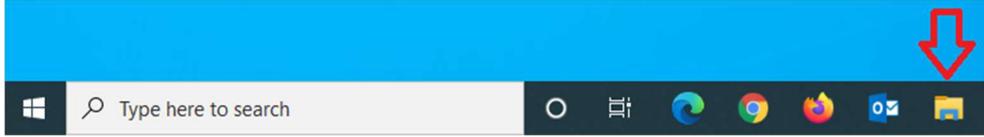
2. Right click on the My Computer icon in the left pane of the window.
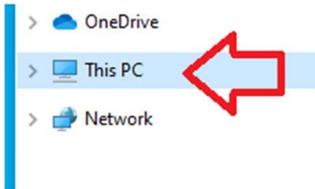
3. Click on Properties.
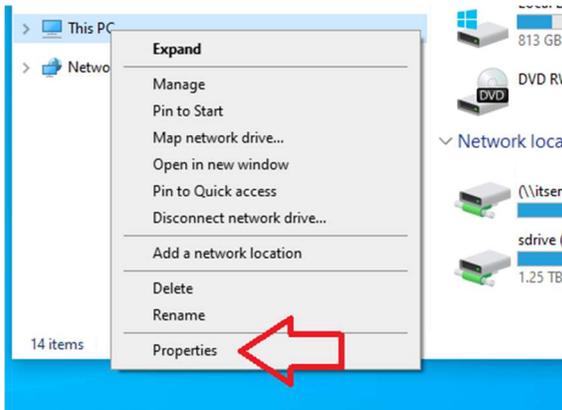
4. The Full computer name is what you will input in Remote Desktop Connection to connect to your PC.