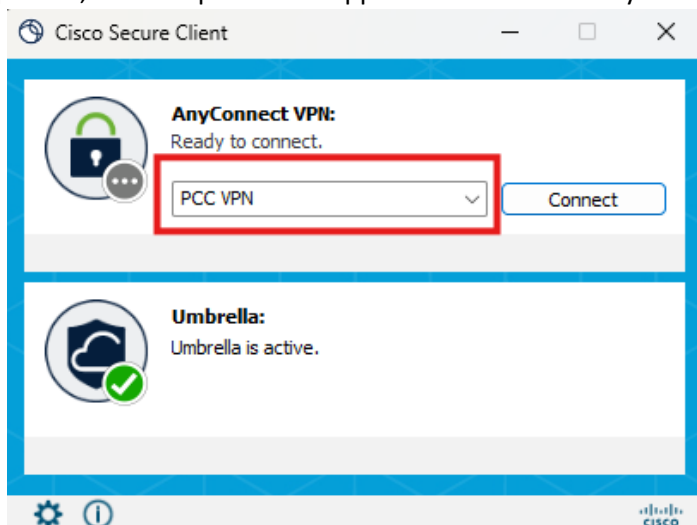


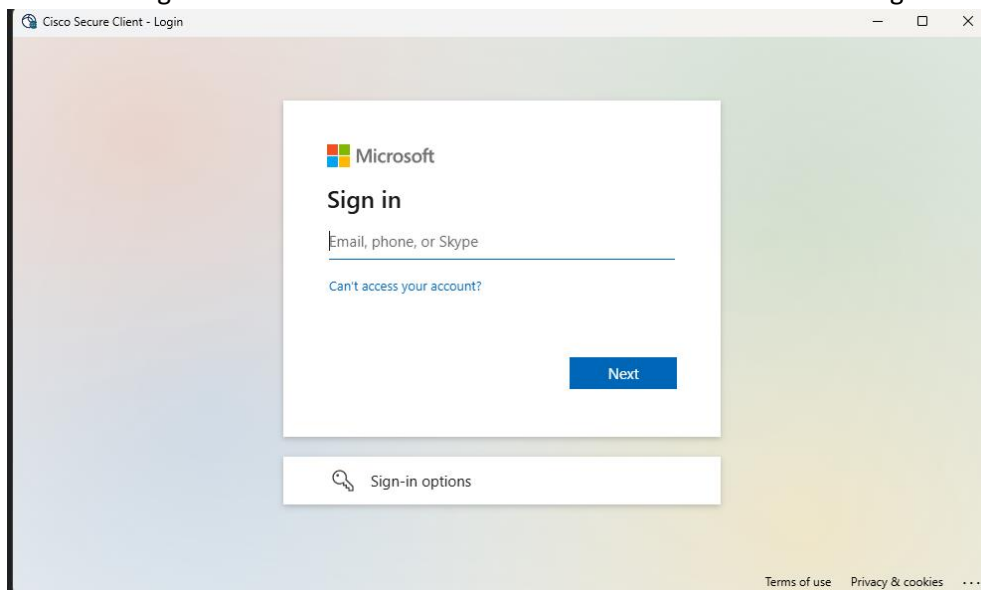
PCC Wellness – VPN Updates

What is changing?

- To increase security and stability for remote users, Impact will be updating the VPN profile on all users' installations of Cisco AnyConnect
- Once updated, the VPN profile will appear as PCC VPN in AnyConnect



- When connecting, users will be taken to a Microsoft 365 login window
- Note: This login window uses the same O365 credentials used for accessing email



- Users will sign in and complete the MFA prompt with Duo



- NOTE: Part of this update includes a new security group being created for VPN access. As a result, some users may no longer have access to the VPN. If access is needed, please submit a ticket to support@impactnetworking.com to automatically generate a ticket for access.

What do I need to do?

- If the new “PCC VPN” profile does not appear, reboot your device, and relaunch the Cisco AnyConnect VPN application
- If the profile still does not appear after rebooting, please email support@impactnetworking.com with your device’s Impact tag # to get the update pushed to your device
- If the profile appears, but you are unable to login, you likely need to be added to the new security group for access. If so, please email support@impactnetworking.com to generate a ticket requesting access