



## Device Based VPN Authentication Changes Frequently Asked Questions

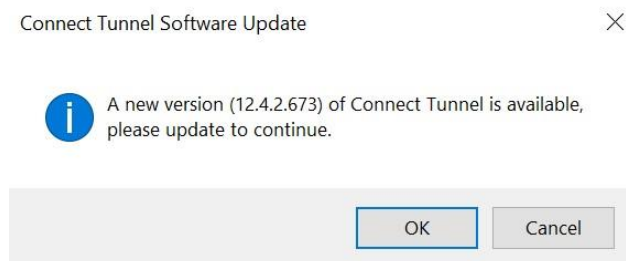
### What will happen when I connect to the VPN when the change is made?

The VPN software will convert to an 'always on' device connection. Once the change to the software is complete, you'll receive a confirmation that the laptop is **Connected to HIOW VPN** with a green icon:



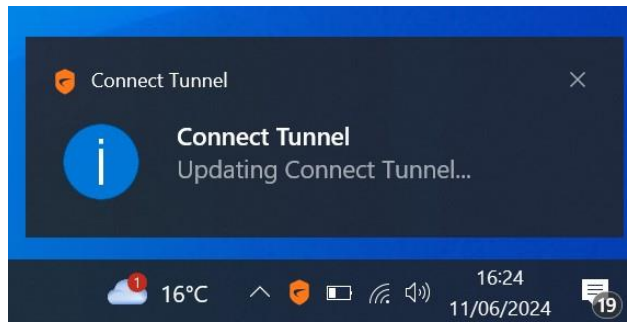
### What will happen if my software needs updating?

If the VPN software hasn't updated prior to the change, an update will be forced. The user must click **OK** on an upgrade box before commencement.



There will be a minute of no visual feedback, but then the VPN software will say **Updating Connect Tunnel.**

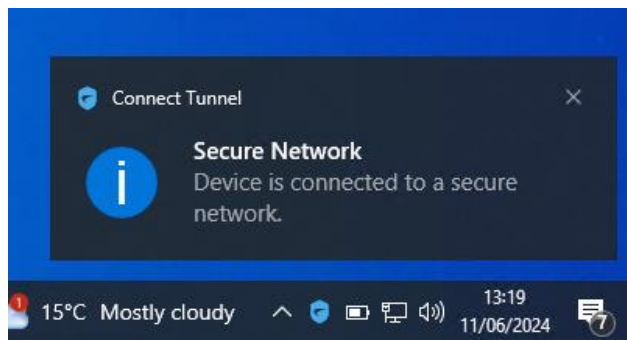
Protected



The software will automatically connect once upgraded and you'll see the **Connected to HIOV VPN** message. If your software is already up to date, then no update message will appear.

**If the VPN is running all the time, will the VPN connect when I'm inside the Practice, after the changes have been made?**

No, the VPN will detect Practice Networks or Practice wifi, but will confirm you're connected to a **Secure Network**, with a blue icon.



**HampshireGP Wifi & NHS Wifi**

Connect Tunnel will not work over the HampshireGP SSID Wifi and NHS Wifi. Please ensure the laptop is connected to HIOV Secure Wifi SSID.

**What if I have issues on the day of the change?**

In the rare chance you have any issues please call the Trusted Technology IT Helpdesk on 0345 0348690.

