

VPN/RDP Laptop Usage instructions:

This document details how to use the laptops provided to users which connect to the secure NEST environment using VPN connectivity. Note that these instructions do not apply to on premise machines with hardwired connections to the NEST environment.

Contents

VPN/RDP Laptop Usage instructions:	1
Using the VPN/RDP laptop:.....	1
Starting the VPN/RDP laptop:	2
Logging into the VPN/RDP laptop:	2
How to connect to a terminal server in the NEST environment:.....	3
To change your password in the NEST environment:.....	4
How to connect a second monitor to the system:.....	4
How to pin the Remote Desktop Connection icon to your task bar:.....	6
How to create a shortcut for the Remote Desktop Connection client on your desktop for your specific terminal server access:	6
What to do if you close the Remote Desktop Connection dialog box and can't figure out how to reopen it:.....	7
How to log out of the RDP session to the terminal server:	7
How to disconnect from the terminal server in the NEST environment, leaving any applications running:.....	7
How to log out of the terminal server in the NEST environment:	8
What do I do if:	9
Upon initial boot up, when I try to connect to a wifi network I get the error message "Can't connect to this network"	9

Using the VPN/RDP laptop:

Overview:

You will be prompted to log into the system at least 3, possibly 4 times to authenticate properly into the NEST environment. Here is a summary of the credentials you will need:

1. If you are not connected to a network with a hardwired connection, you will need to connect to a wifi network. This may require you to enter your wifi credentials.
2. Once you have initiated your network connection, a “pre-logon” VPN connection will immediately and automatically be established with the NEST environment. This will allow you to authenticate using your NEST credentials in order to log into your laptop.
3. Your VPN will automatically switch from the “pre-logon” VPN to a dedicated VPN connection which will provide you access to the resources you have been given access to. You will need to reenter your NEST credentials to initiate this VPN connection.
4. Once you have connected to the NEST environment with a VPN connection using your NEST credentials, you will need to initiate an RDP session to the terminal server in your project environment. You will need to authenticate using your NEST credentials.

Note: In order to access the NEST environment you will need to have the Duo client installed on your smart phone. For more information on utilizing and installing the Duo application, please see this site: <https://its.fsu.edu/service-catalog/security/multi-step-verification>

Starting the VPN/RDP laptop:

When you first turn on a VPN/RDP laptop, you will be prompted to enter the PIN code to unlock the machine.

Each machine is encrypted using BitLocker. You must have the PIN code to decrypt the machine. The PIN code has been provided to the user(s) the machine is assigned to. This PIN code needs to be protected and should never be attached directly to the laptop or included in a laptop bag or any other method that would allow an unauthorized person to access the PIN code.

Enter the PIN code.

The machine will now boot up. You can follow the steps below to log in.

Logging into the VPN/RDP laptop:

1. Press <Ctrl><Alt> to get to a login screen (**do not attempt to log in yet**).
2. Click OK to accept the Usage Notice.
3. If you are using a hardwired connection, your machine should have gotten its networking information automatically so skip to step 5 otherwise follow the steps below to connect to a wifi network.
 - a. Initiate the wifi connection by clicking on the wifi icon in the task bar. It will look like

this:



- b. If you are in proximity of the FSU wifi, select the FSUSecure wifi. If you are using another wifi network, select the appropriate wifi network.
 - c. Deselect the Connect automatically checkbox.
 - d. Click the Connect button
 - e. If you are prompted to “Continue connecting”, click Connect if you are connecting from a location where you expect to find this wifi network. If you are not at such a location, cancel and connect to a wifi network you are expecting.
 - f. Enter the applicable credentials (your FSU credentials for the FSUSecure wifi network or alternate credentials for other wifi networks).
 - g. You should then see that the wifi network you have chosen has changed to “Connected, secured”.
4. You can now log into the laptop using the NEST credentials you have been provided.
 5. Wait while your profile is created if this is your first time logging in.
 6. Wait for GlobalProtect client to start up. This may take a few moments.
 7. If a GlobalProtect message appears asking you to enter your portal address, click ok (this should be prepopulated with the portal address of vpn.nest.fsu.edu).
 8. You will now get a dialog box prompting you to log into the Global Protect client:



9. Enter your NEST credentials and click the Sign In button.
10. You should now get a request to accept the DUO authentication on your phone. Accept this.
11. You have now successfully logged into the NEST environment and have access to the resources you have been approved to access.

How to connect to a terminal server in the NEST environment:

Access to resources in the NEST environment is done through the Remote Desktop Protocol (RDP) connection to a terminal server in the NEST environment. To connect to the terminal server assigned to your project, you will need to know the name of that server. The Remote Desktop tool will open automatically on your desktop when you first log in. Enter the name of the terminal server you need access to and you will be prompted to log into that server with your credentials. Once authenticated, you can run the applications and access the data for your project.

To change your password in the NEST environment:

After successfully logging into the NEST environment (see above), press <Ctrl><Alt>. This will bring up a menu of commands. Choose the Change a password menu item. You will then be prompted to enter your current password and enter your new password twice. The password complexity requirements for the new password are listed below:

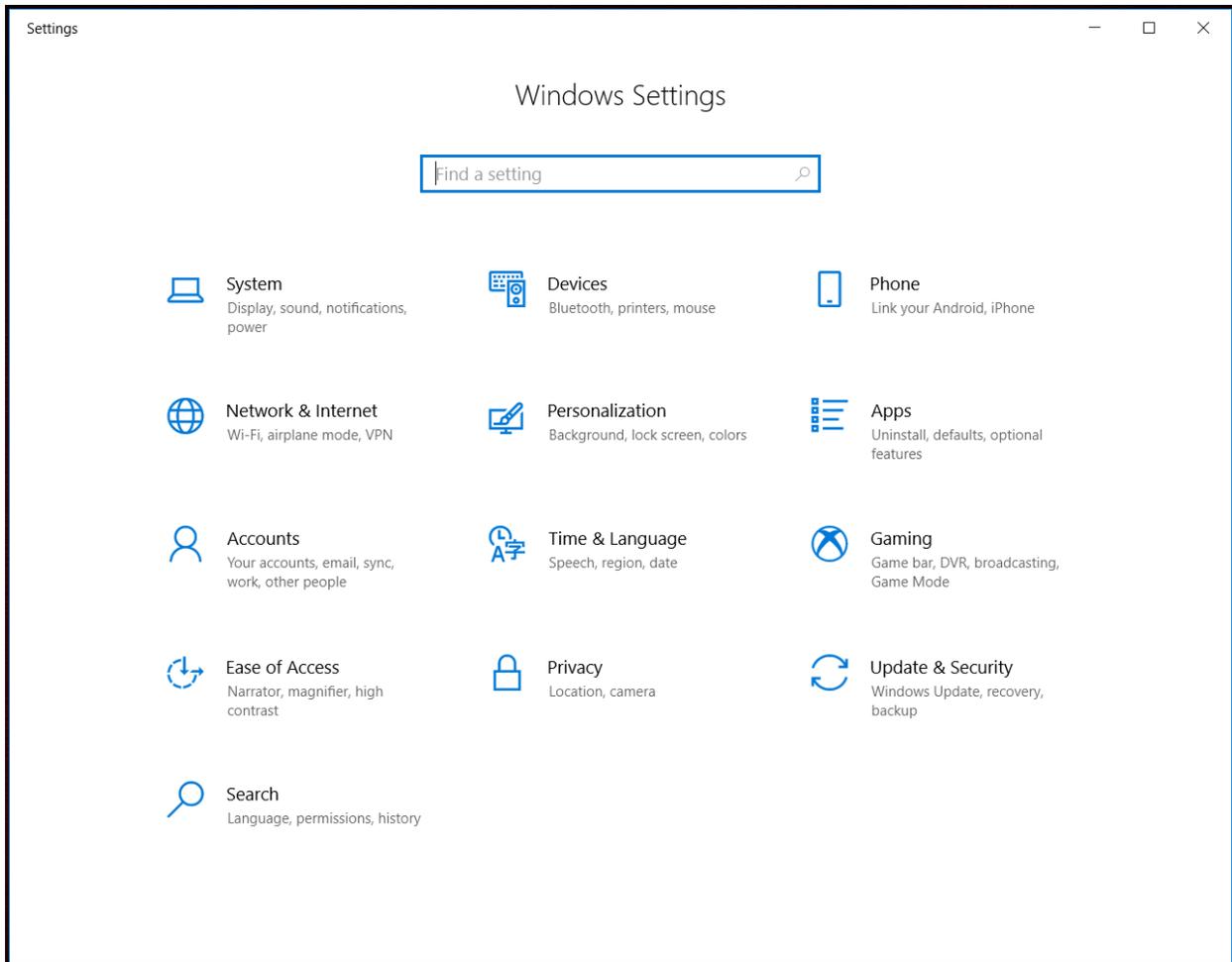
- Passwords must meet the following minimum requirements:
 - Must not contain the user's account name or parts of the user's full name that exceed two consecutive characters
 - Be at least 14 characters in length
 - Contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #, %)
 - Complexity requirements are enforced when passwords are changed or created.
 - Passwords must be greater than 1 day old to change password.
 - Password cannot be the same as the last 24 passwords.
 - Password cannot be older than 90 days.

How to connect a second monitor to the system:

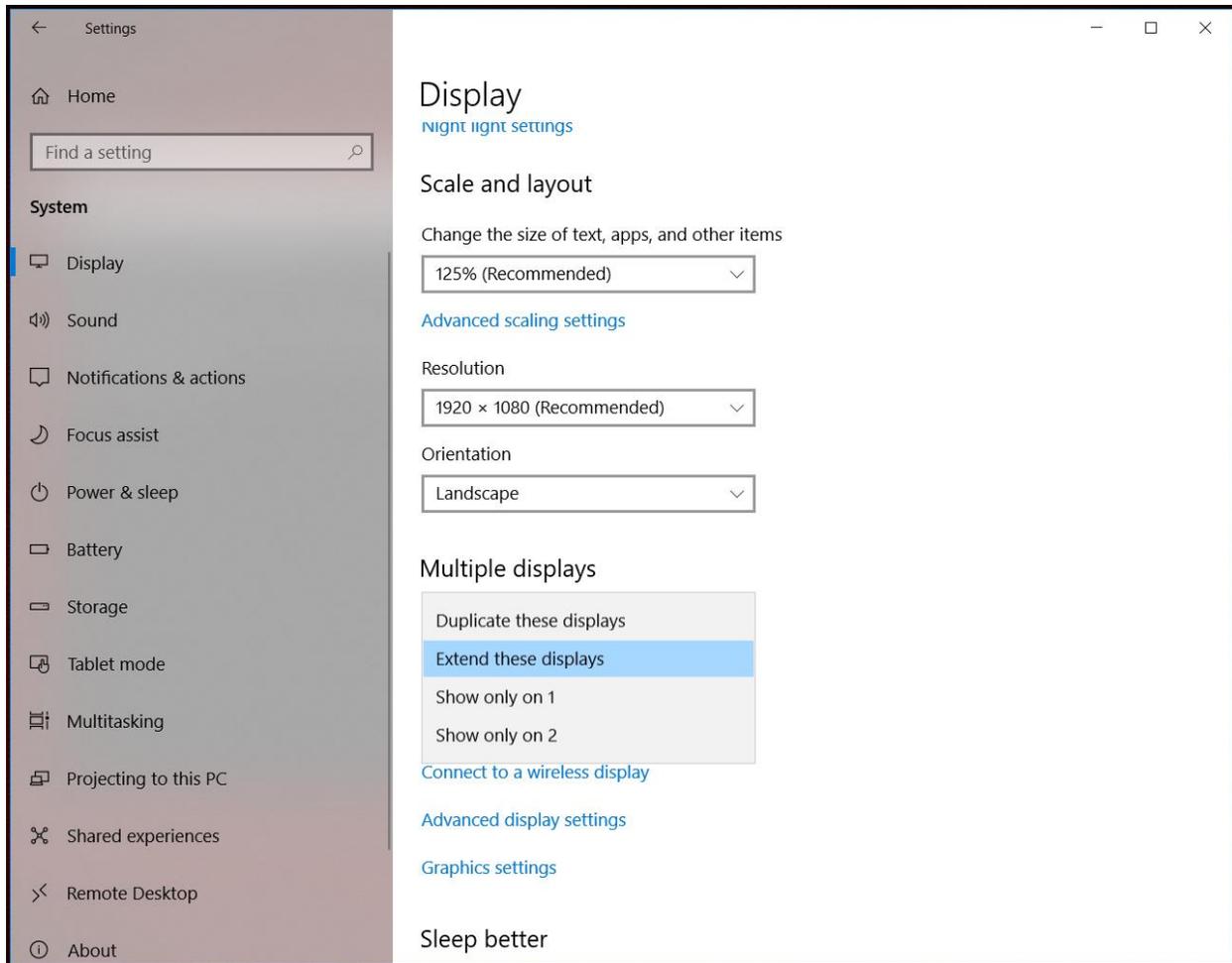
If you would like to connect an external monitor to your system so that you have two monitors, for example for a presentation on an overhead projector, do the following:

Connect the monitor using the VGA adapter or HDMI adapter.

Press <Windows><i> to bring up the Windows Settings screen.



Select System, then Display and select your display preferences for the second display:



[How to pin the Remote Desktop Connection icon to your task bar:](#)

To make future access to the Remote Desktop Connection client a little easier, you may want to pin a shortcut for it to your task bar.

To pin the Remote Desktop Connection to your task bar, you should already see the Remote Desktop icon on the taskbar. Right click on it and click on "Pin to taskbar". This will allow you to reopen the Remote Desktop Connection dialog box from the task bar if you inadvertently close it.

[How to create a shortcut for the Remote Desktop Connection client on your desktop for your specific terminal server access:](#)

To make future access to the Remote Desktop Connection client a little easier, you may want to create a shortcut for it on your desktop. You can create unique desktop shortcuts for each terminal server you need access to.

To create a shortcut on your desktop for the Remote Desktop Connection do the following:

- In the Remote Desktop Connection dialog box (which should already be displayed on your desktop),
- Click on the down arrow to the left of Show Options at the bottom left hand side of this dialog box.
- Under Logon settings, enter the Computer Name of the terminal server you have been authorized to access.
- Under Connection settings, click on the Save As button.
- Choose the Desktop to save this setting to your desktop.
- In the file name, create a name for this to match the terminal server you are accessing.
- Click Save.
- You should now see a new shortcut on your desktop.
- Close the Remote Desktop Connection dialog box by clicking on the x in the upper right hand corner.
- Double click on the new desktop shortcut.
- Click Connect
- You should now be prompted for your NEST credentials to access the terminal server.

What to do if you close the Remote Desktop Connection dialog box and can't figure out how to reopen it:

If you close the Remote Desktop Connection dialog box and can't figure out how to reopen it, do the following:

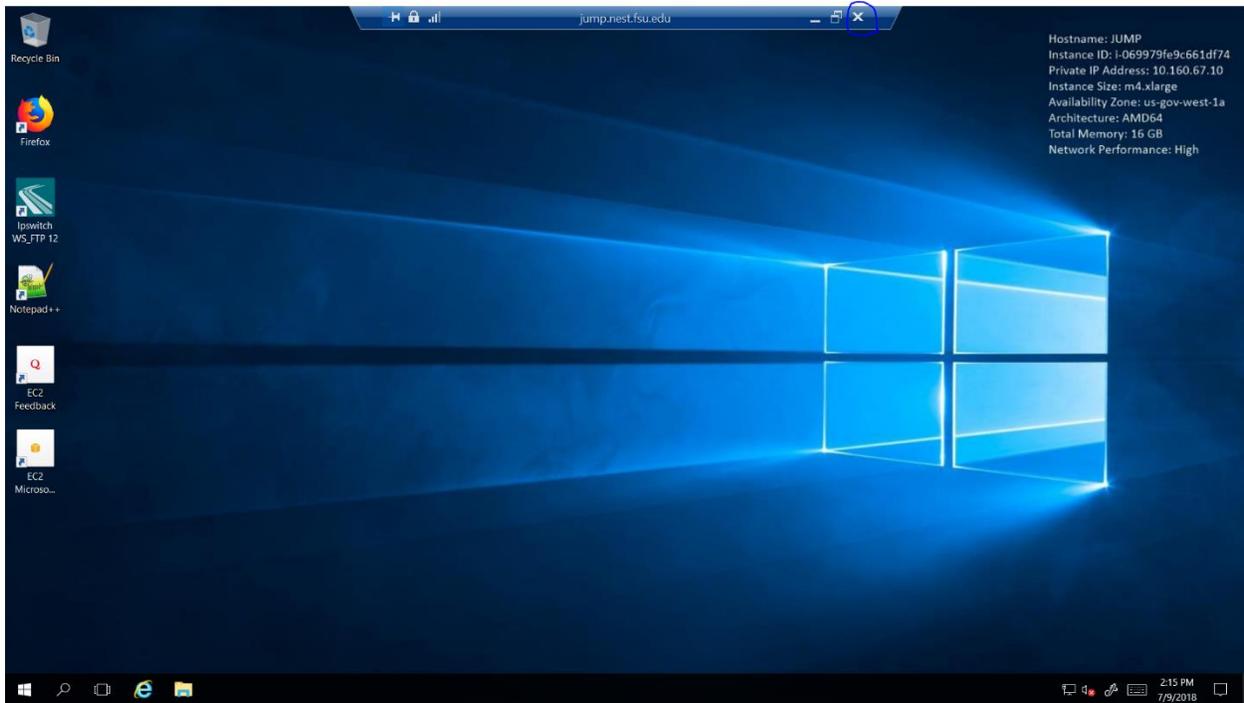
- Click on the magnifying glass icon in the bottom left hand side of the task bar.
- In the "Type here to search" box, type remote.
- You will see the Best match items automatically populate in the menu above.
- When you see Remote Desktop, Desktop app, click on this.
- This will reopen the Remote Desktop Connection dialog box.

How to log out of the RDP session to the terminal server:

When you are ready to disconnect from the terminal server in the NEST environment, you have a couple of choices on how you can do this. You can 1. Just disconnect, leaving any applications running or 2. Log out, thereby terminating any applications or processes running under your credentials on the terminal server.

How to disconnect from the terminal server in the NEST environment, leaving any applications running:

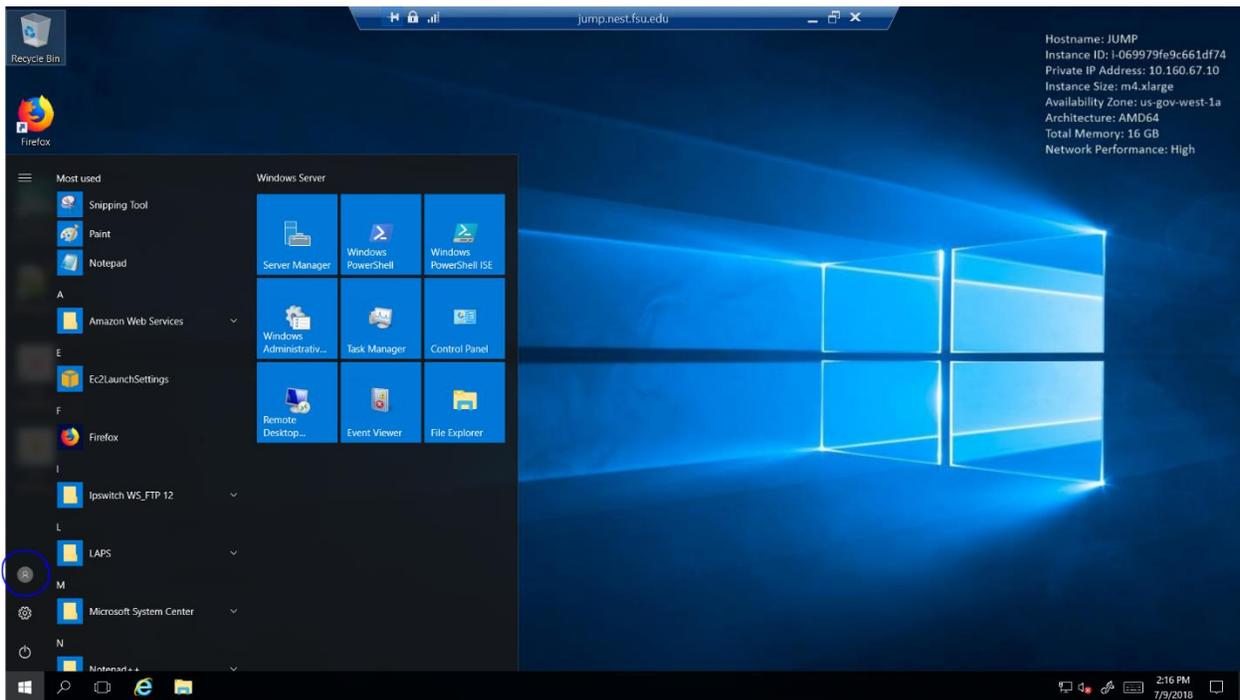
To disconnect, click on the x button in the upper right hand corner of the RDP session (see the diagram below):



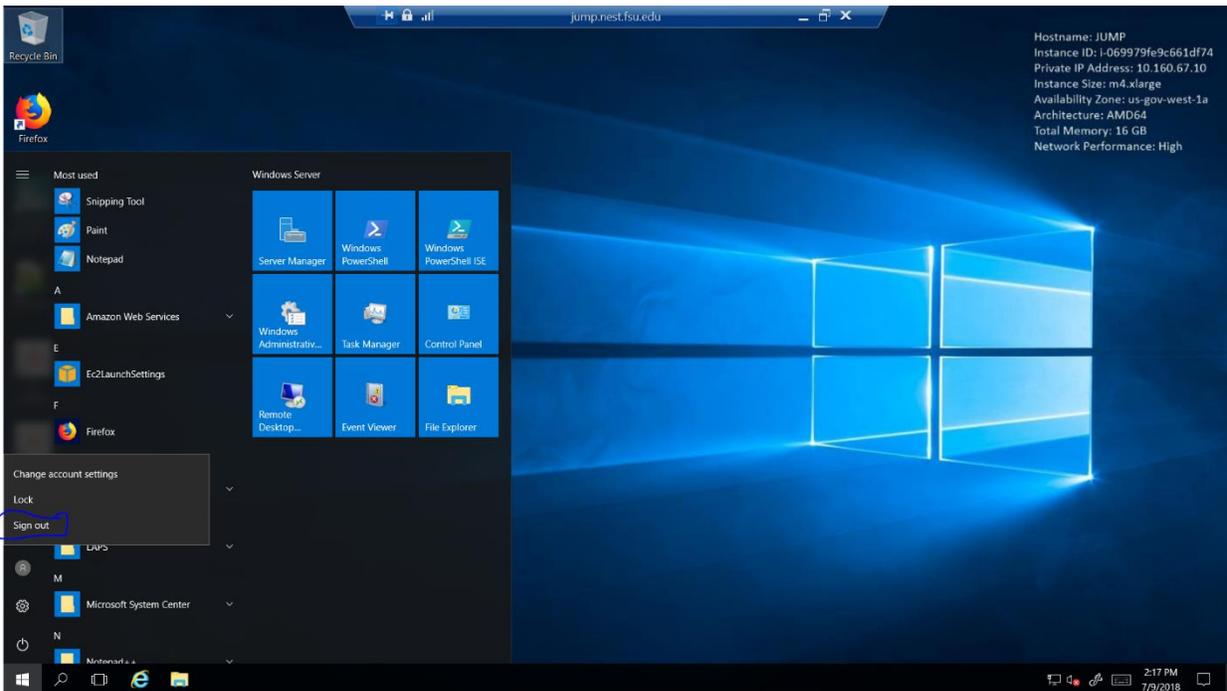
This will leave your applications running so that you can pick up where you left off the next time you log in.

How to log out of the terminal server in the NEST environment:

To sign out of the system, click on the start button (the Windows icon in the bottom left hand side of the screen and click on the user icon in the menu that pops up on the left hand side (see diagram below):



Then click on the Sign out option (see diagram below):



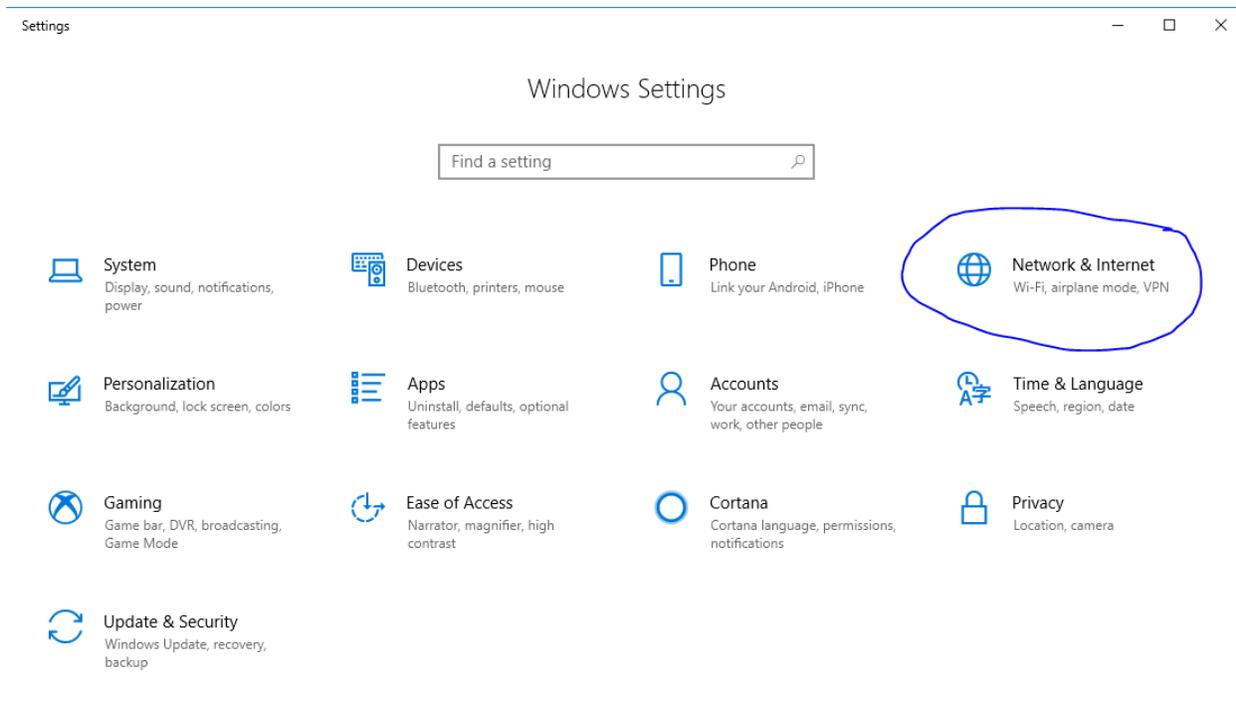
You will now be logged out of the terminal server and can proceed with logging out or shutting down your system.

What do I do if:

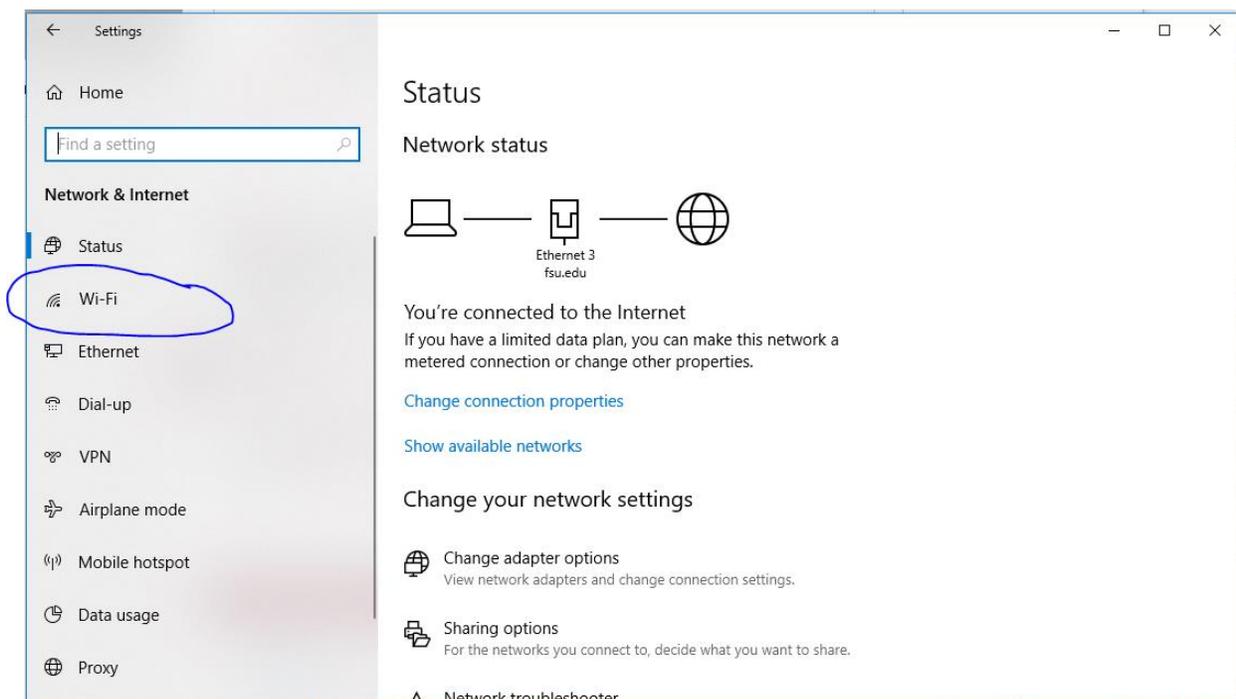
Upon initial boot up, when I try to connect to a wifi network I get the error message “Can’t connect to this network”.

Generally, if you get an error when trying to connect to a wifi network and it fails, you most likely have an issue with your credentials. For example, if you have changed your FSU password and can no longer connect to FSUSecure or if you have not used this laptop in a long time and you know that your password has changed. To fix this, log into the laptop with your cached NEST credentials. This will get you to a desktop, but you will be unable to connect to wifi. From here you will need to delete your cached credentials for this wifi connection. To do this:

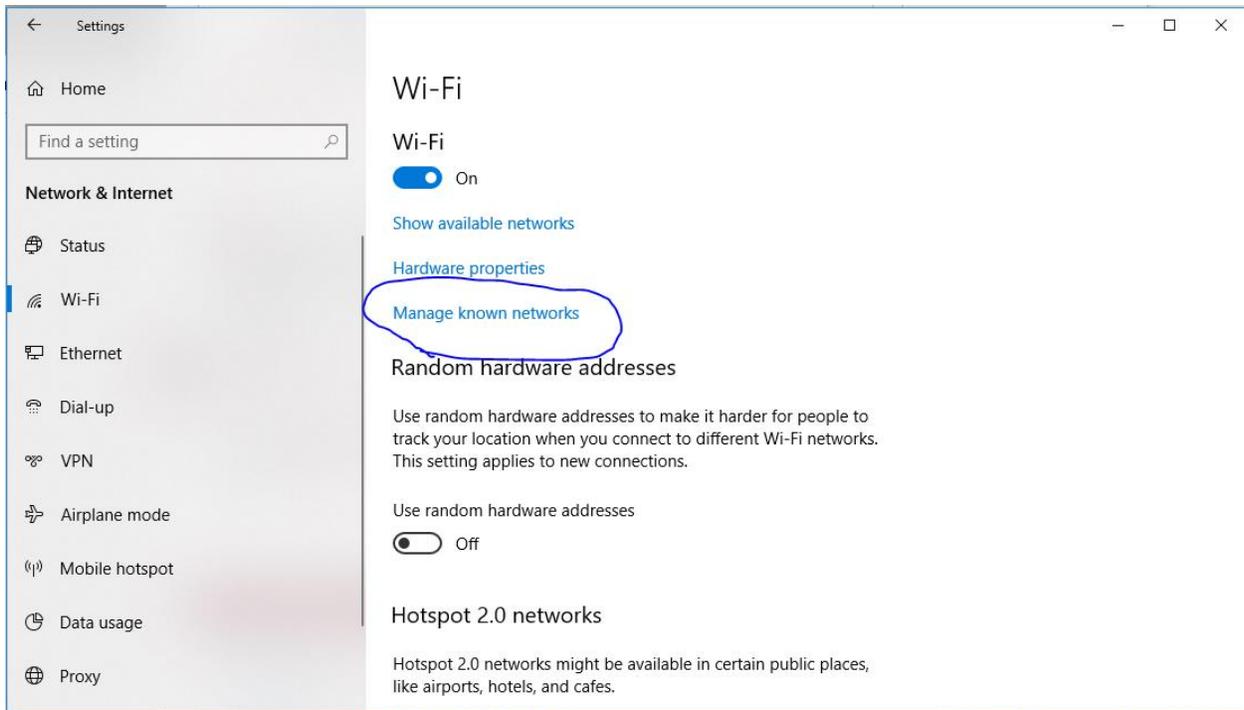
Click on the Start button, then click on the settings icon (the little gear). This will bring up the Windows Settings dialog box:



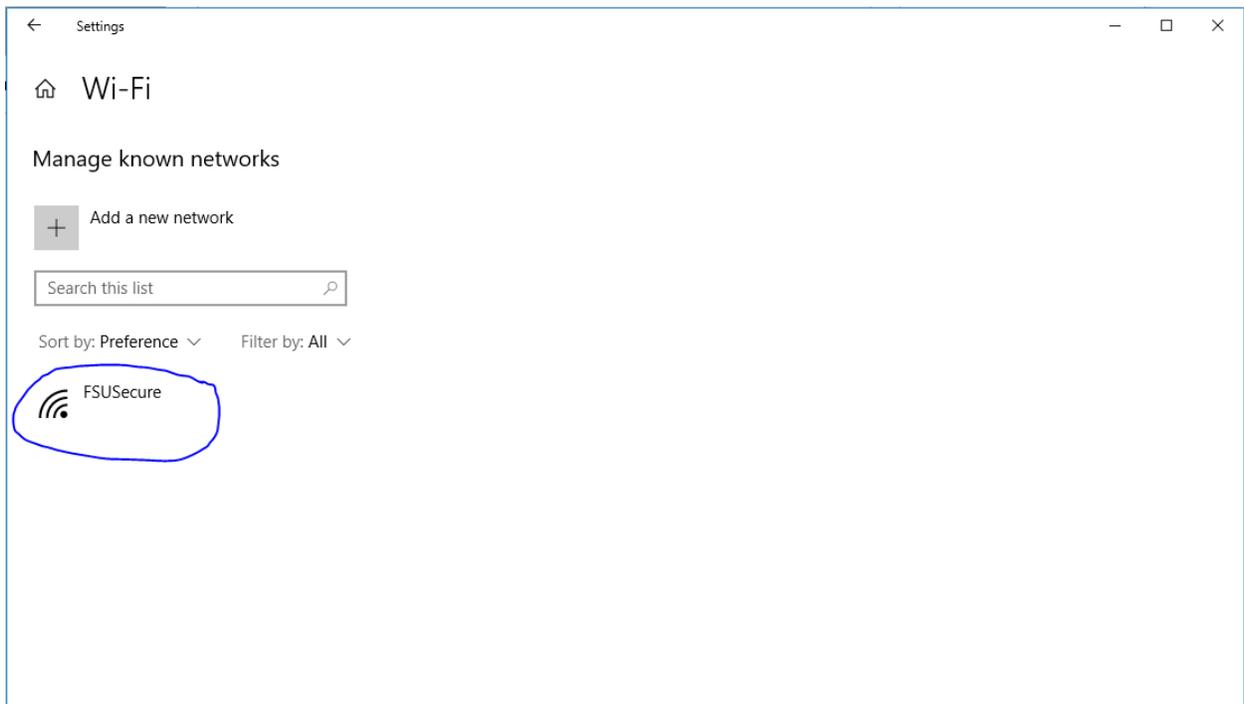
Click on Network & Internet.



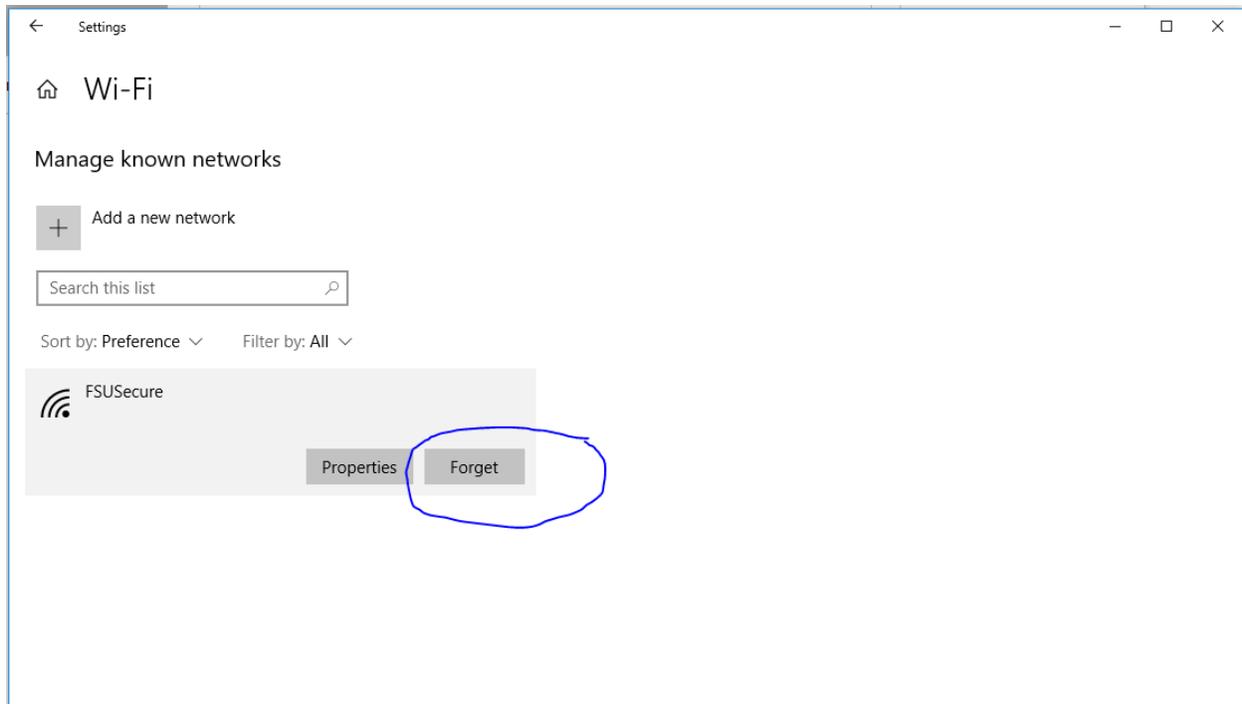
Click on Wi-Fi.



Click on Manage known networks.



Click on the Wifi network you having issues with.



Then click on the Forget button.

Close the Settings dialog box.

Now reboot your laptop.

Upon reboot, the system should start normally. You can follow the [Steps to log into the VPN/RDP laptop](#). When you select the wifi network you will be prompted for credentials.