VPN Customer User Guide

1   Preface

The VPN login is based on Cisco Anyconnect and username/password credentials. If you do not have Cisco Anyconnect installed on your system, please install it according to this manual. The user passwords will be governed by the following policy:
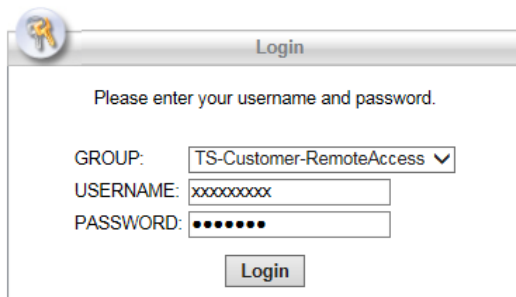
Password length: minimum 8 characters
Password must include all of the following:

- Uppercase characters
- Lowercase characters
- Digits (0 through 9)
- Nonalphanumeric characters

Accounts will be locked for 30 minutes if the wrong password is entered 5 times.
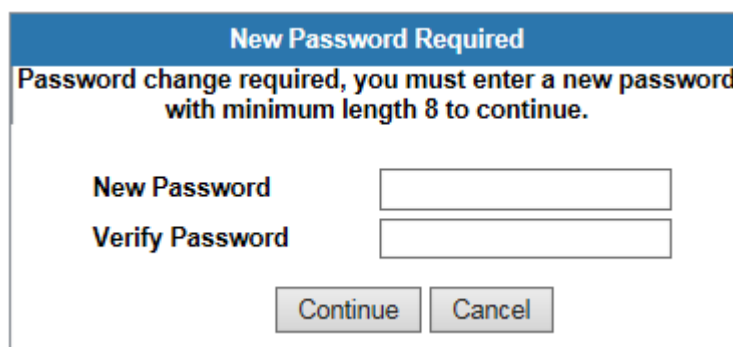
2   Login Procedure

a. Go to the url: **https://vpn.telenorsbc.com**

b. You need to enter the following to log in the first time:

1. VPN Group: TS-Customer-RemoteAccess
2. Username
3. Temporary Password (see VPN Welcome Email)

c. Change your temporary password

d. Automatic Cisco Anyconnect install wizard will start

If Java or ActiveX is active on your computer, then the automatic installation will start. If not, just click the Anyconnect VPN link seen in the Anyconnect Install Wizard (see above). This will start manual installation.

e. Log in using Cisco Anyconnect
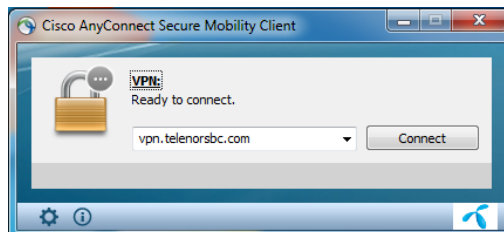
f. Enter group, username and password
   o Group = TS-Customer-RemoteAccess