

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

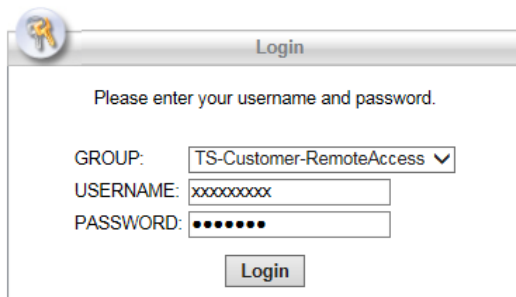
Password must include all of the following:

- 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.

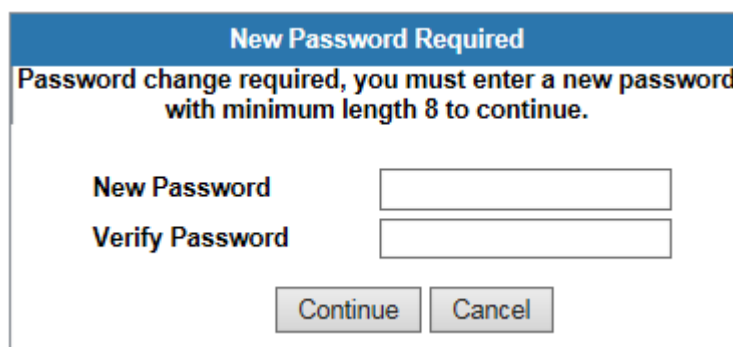
2 Login Procedure

- Go to the url: <https://vpn.telenorsbc.com>
- You need to enter the following to log in the first time:
 - VPN Group: TS-Customer-RemoteAccess
 - Username
 - Temporary Password (see VPN Welcome Email)



The screenshot shows a 'Login' dialog box with a key icon in the top-left corner. The title bar says 'Login'. Inside the box, it says 'Please enter your username and password.' Below this, there are three fields: 'GROUP:' with a dropdown menu showing 'TS-Customer-RemoteAccess', 'USERNAME:' with a text box containing 'xxxxxxxx', and 'PASSWORD:' with a text box containing eight dots. At the bottom right of the dialog is a 'Login' button.

- Change your temporary password



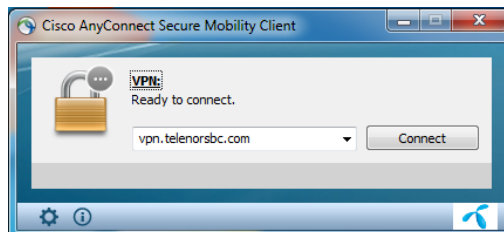
The screenshot shows a 'New Password Required' dialog box with a blue header bar. The title bar says 'New Password Required'. Below the header, it says 'Password change required, you must enter a new password with minimum length 8 to continue.' There are two text boxes: 'New Password' and 'Verify Password'. At the bottom of the dialog are two buttons: 'Continue' and 'Cancel'.

- 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

