Handy Hint Guide – VPN on Windows 10

There are TWO options to use VPN on Windows 10 at the moment (the latter may be discontinued – please check if you're reading this document after September 2020):

- BIG-IP client
- Windows Store "F5 Access" app

BIG-IP client

To install the software point your browser to https://vpn.uea.ac.uk/

This will automatically bounce you across to the general login page:
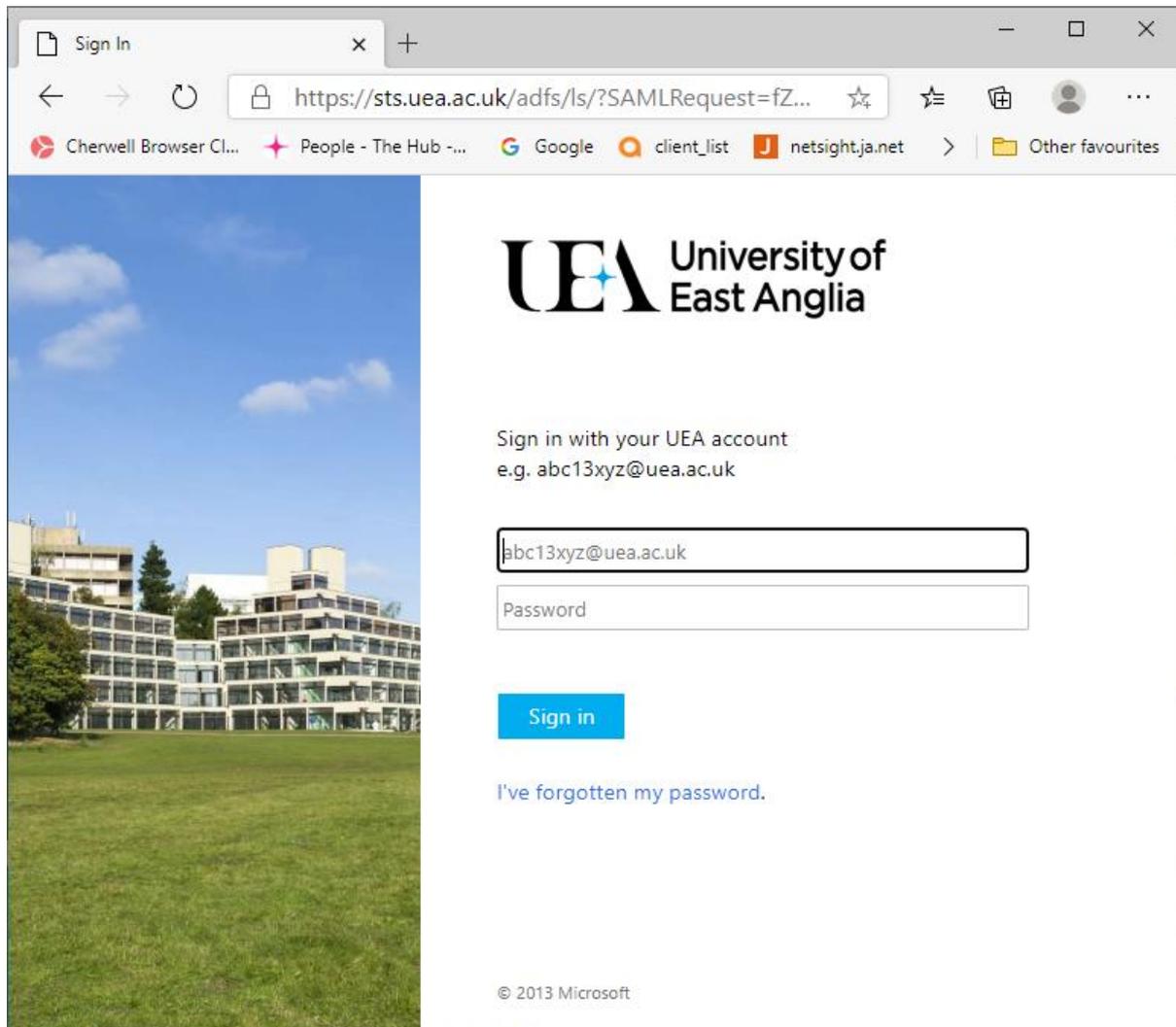
Sign in – noting that your username needs to be in use20nme@uea.ac.uk format

Then select the "F5 Edge Client (Win)" option:
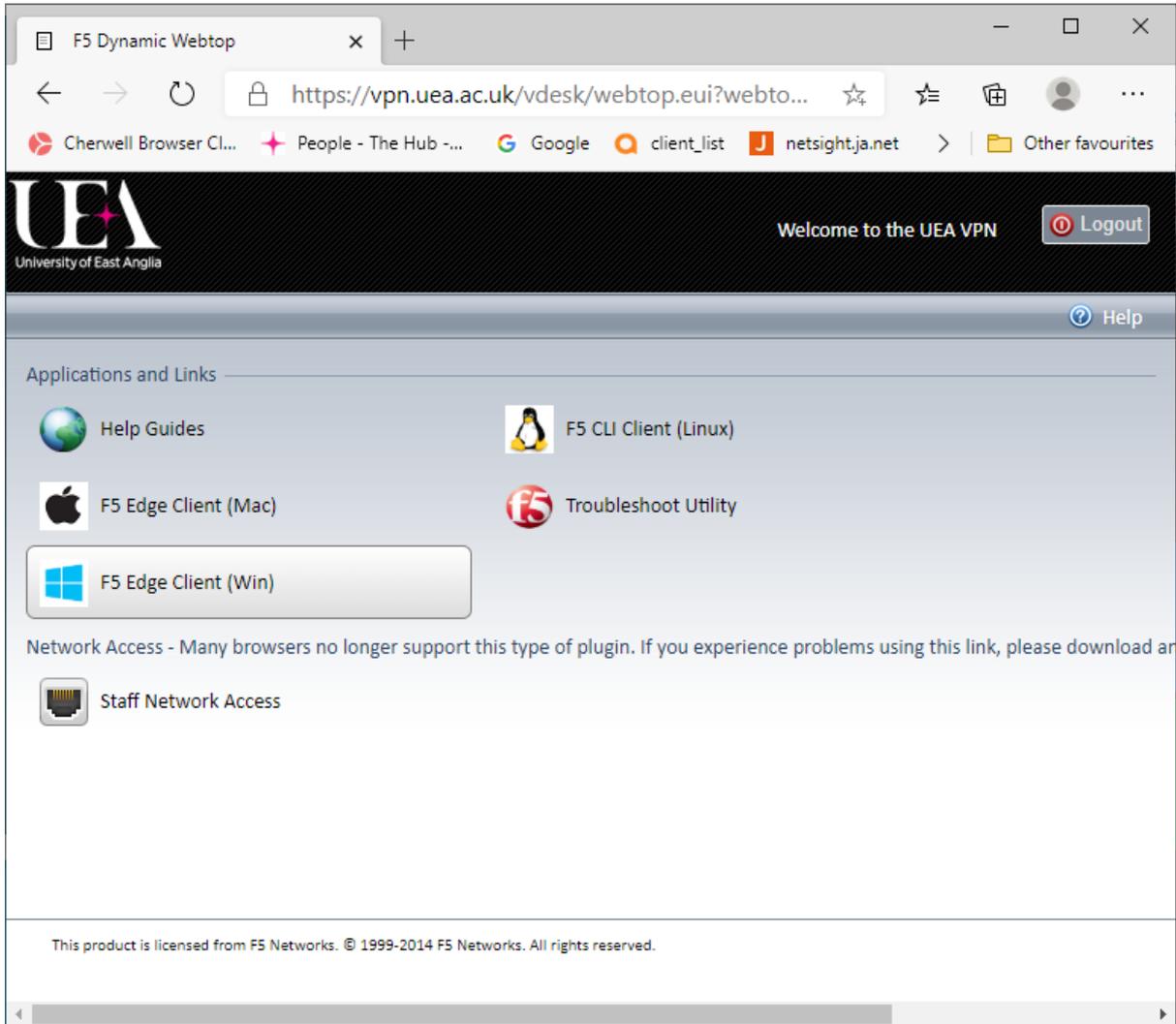
Download…
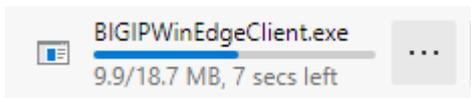
Then choose "open" to install.

At the end of the install process you will then have a new application on your start menu:
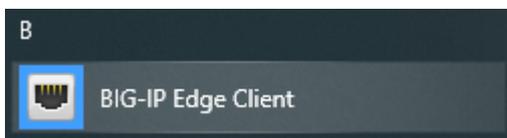
If you start this program you will see a new window appear with the option to "connect" (Note under the word "Disconnected" at the top the Server: UEA VPN):
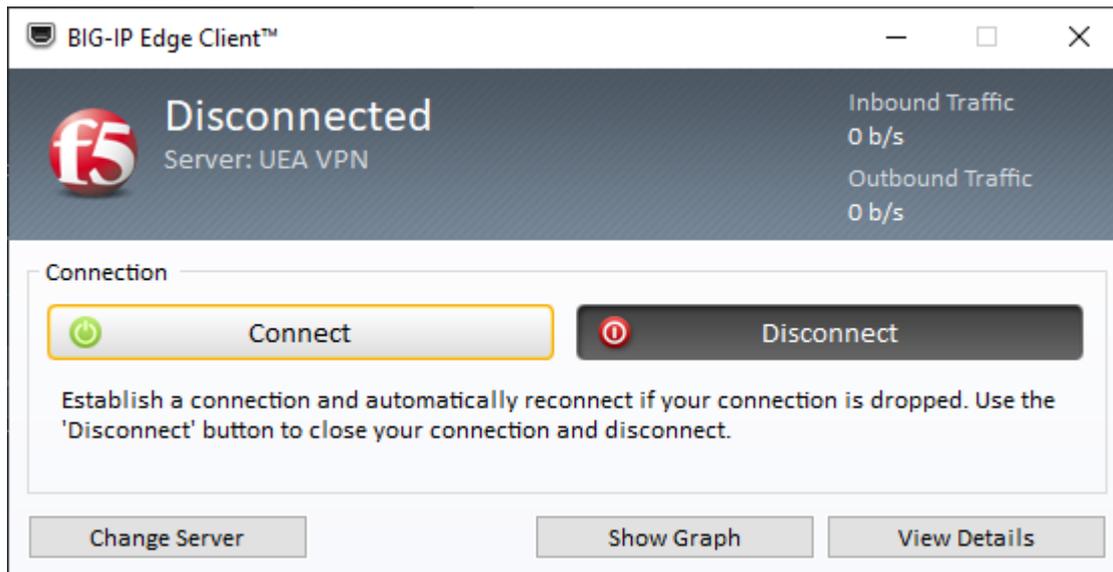
This should bring up the general login page (again):
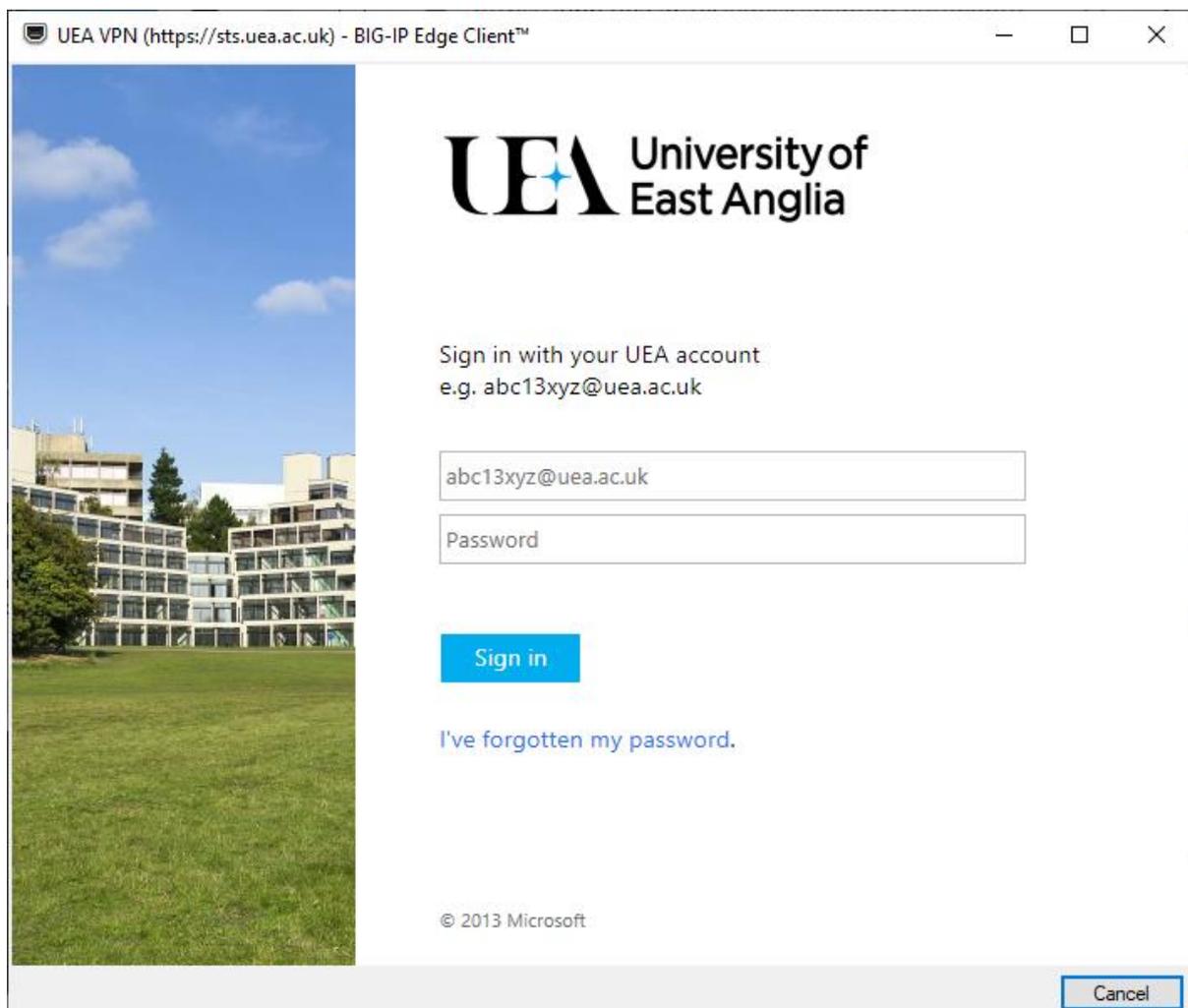
Sign in – noting that your username needs to be in use20nme@uea.ac.uk format

The window should close and you'll then be connected – the VPN client should minimise down to the space near the clock as a little red round F5 logo: You can right click on this to control your connection.

Windows Store "F5 Access" app

If people are having problems with the main application – we can use the Windows Store to download an alternative.
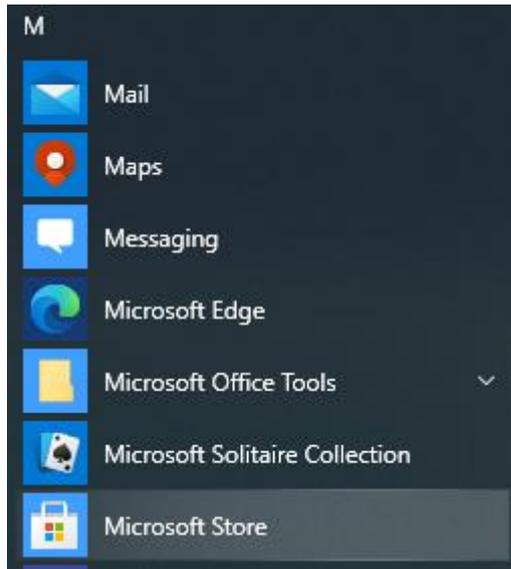
Search for "F5 access" and install:
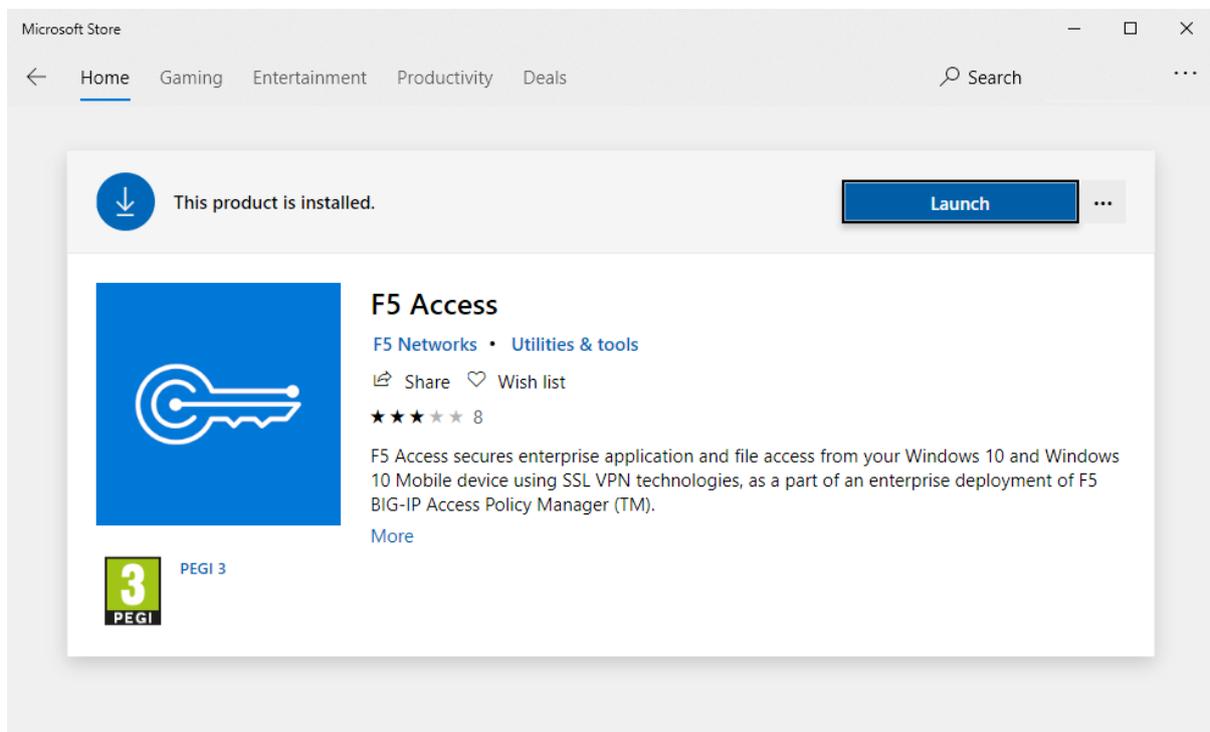
If you press "Launch" it'll take you to a "manage VPN connection" button:
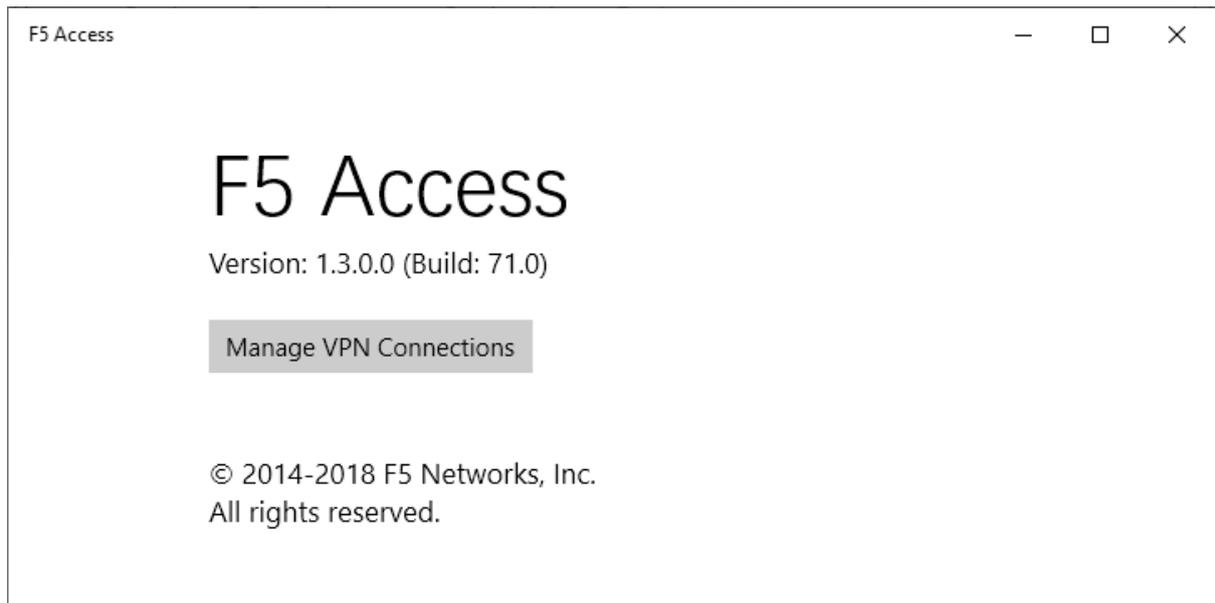
Once in the VPN settings:
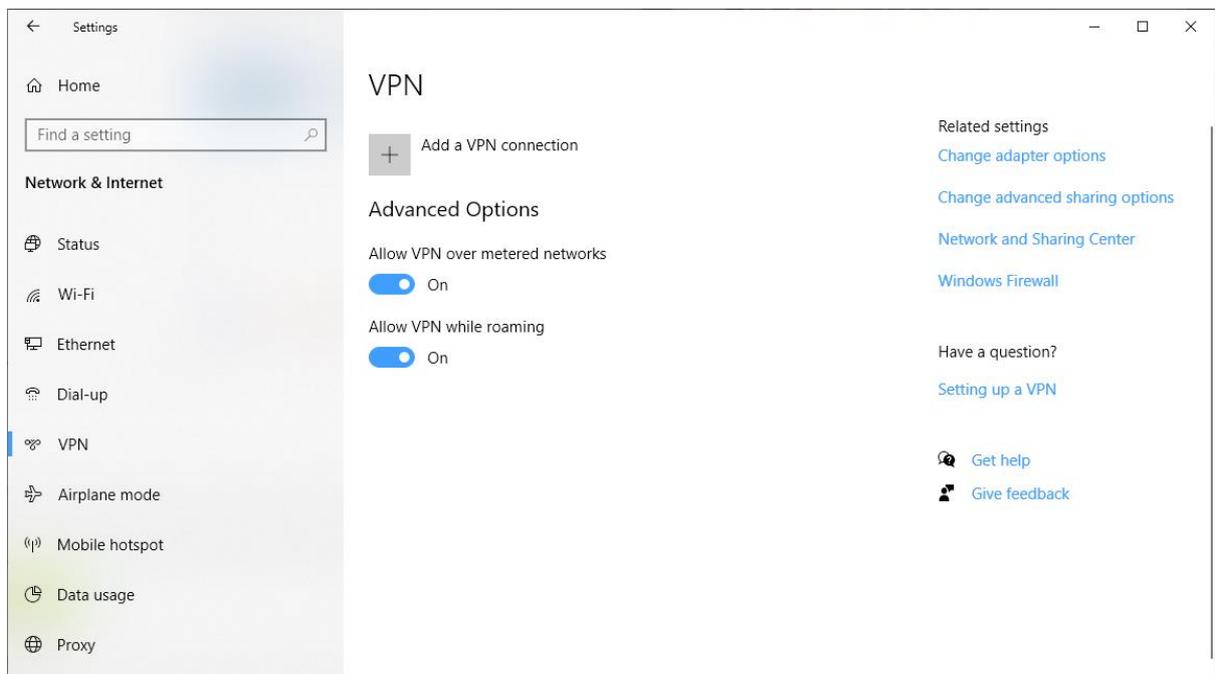
You can "Add a VPN connection"
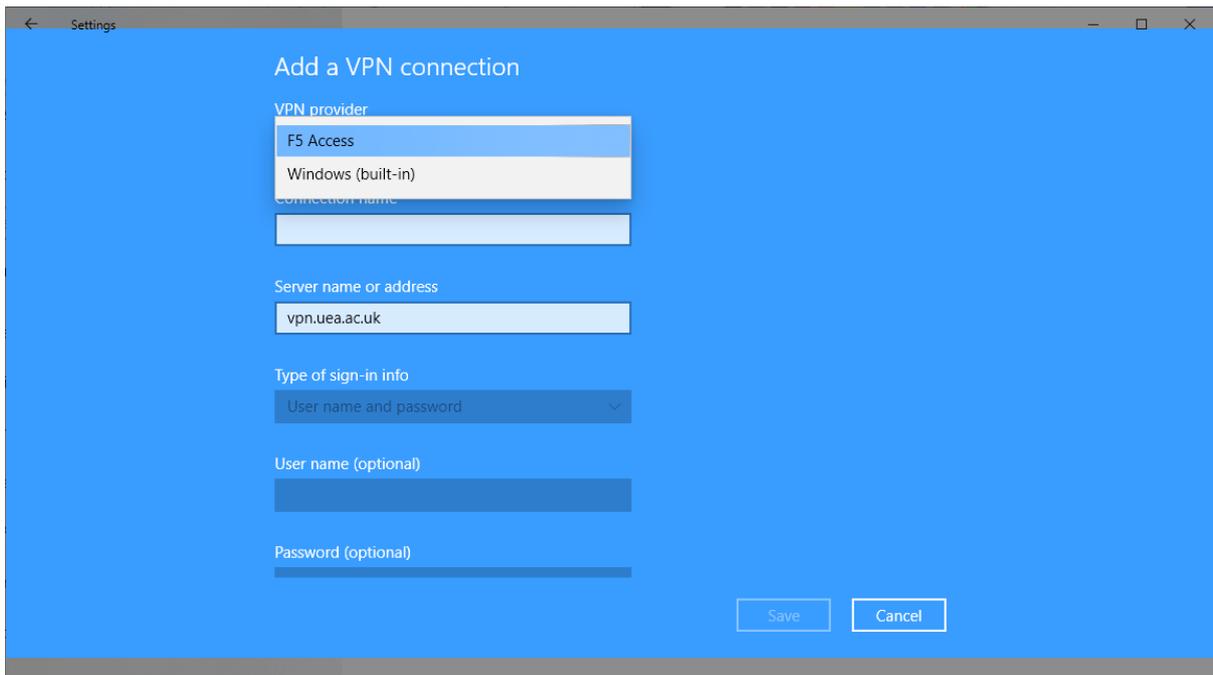
Choose "F5 Access" as the VPN provider.. then add a name such as "UEA VPN". For the server name or address add: vpn.uea.ac.uk

Then choose "Save".

If you click on the name you made – it'll open up and give you options, including to "connect":
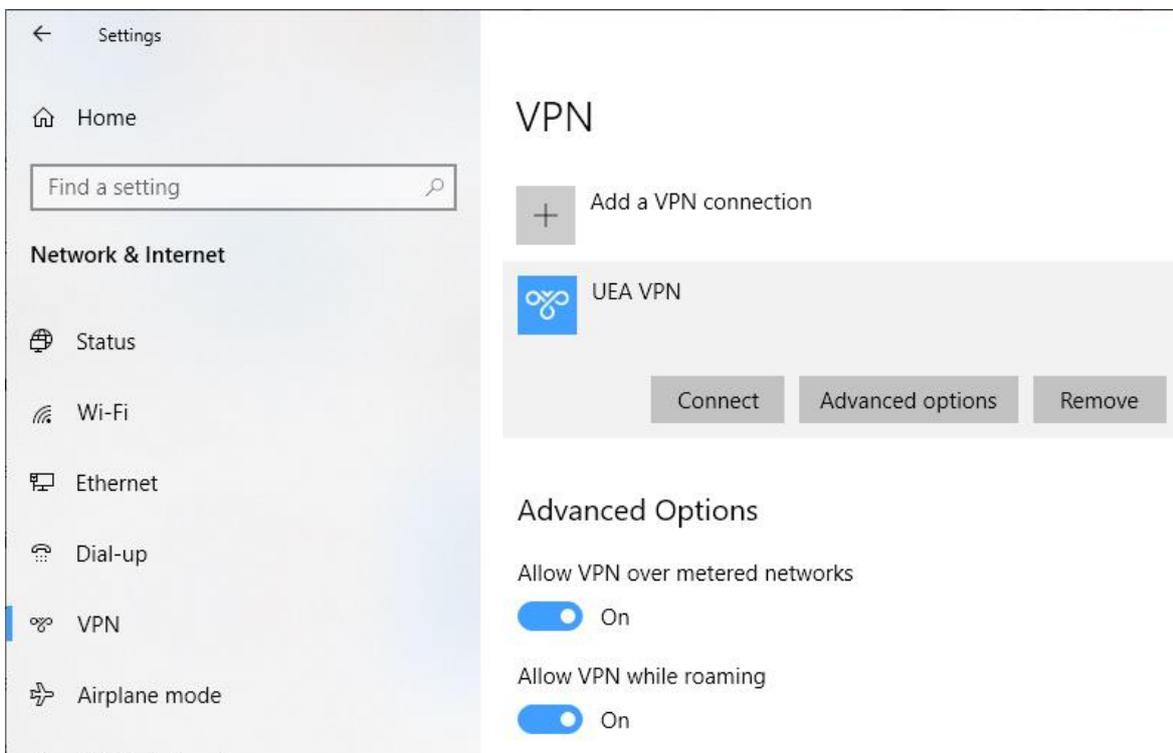
If you click on connect it'll ask you to log in

(IMPORTANT: the username here is with**OUT** the @uea.ac.uk on the end)
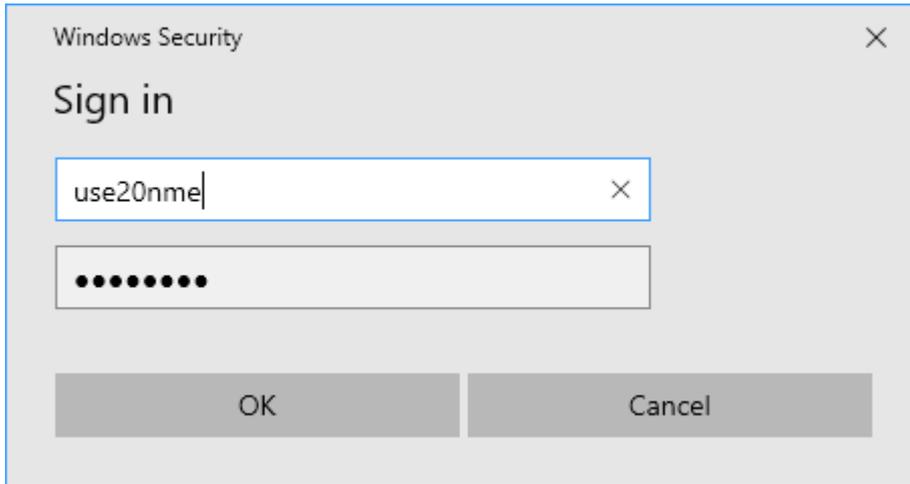
You'll now be connected.

Note that you'll need to go back to the VPN settings to disconnect – by clicking on the "UEA VPN" and it opening up to show you disconnection options.

The quickest way of getting there is to find the network icon near the clock on the task bar.. which will look like (if it's a cable connection) or (if it's connected over wifi) and then choose the VPN connection from the list that appears: