

Alan Price

From: Alan Price
Sent: Monday, March 23, 2020 4:26 PM
To: Staff_Official; Faculty_Official
Subject: VPN user limit increased for WFH (IT Communication 08)

Good afternoon.

As part of the College's official Work From Home notification we enabled emergency mode on the Pulse Secure VPN system and are ready to support up to 200 concurrent remote users. The Pulse Secure QSG at <https://yotenet.collegeofidaho.edu/cv19/> was updated to reflect this change. If VPN is required for your work you are free to use it as needed. Please note the following important information to ensure you have the most reliable connections possible for teaching and working.

When do I NOT need VPN?

- Office 365 - Teams, Outlook, OneDrive
- Canvas
- Self Service
- WebAdvisor
- WeBWork
- RStudio
- PaperCut WebPrint
- College website
- EMS (events)
- Library resources (use your YoteNet ID or pre-authorized account)
- All other public/cloud sites and services
- When on campus (testing VPN from campus won't work, either)

When do I need VPN?

- Legacy network drives (H:, U:, and others)
- Ellucian Colleague UI
- Informer
- Network-licensed products (like Mathematica, ArcGIS, and SigmaPlot)
- Non-public web applications
- Direct printing to YotePrint (see the YoteNet website for options to print via email)

Getting an error about compliance failures?

It's safe to cancel for now and continue connecting. I am working to disable this function for employees since we expect a significant increase in user traffic and don't want to add unnecessary confusion or problems.