

Connecting to your work computer from home

In order to work from home, you will need to first gather some information and prepare both your work computer and your home computer before you connect:

1. Gather Information and prepare your work computer
2. Prepare your home computer
3. Connecting from your home computer to your work computer


This information is based on your work computer running Windows 10. If your work computer is running an earlier version, the instructions below should still apply, just with slight variations in wording.

Please note: If you are a staff member at University of Otago, Wellington, see [VPN usage at University of Otago, Wellington](#) (staff login required).

1. Gather information and prepare your work computer

Gather Information

You will need to find out your computer's fully qualified domain name (FQDN). This is the name of your computer which you will use to connect to it from home:

1. On your work computer, go to the *Start* menu  and without clicking on anything type **cmd**, and hit *Enter*.
2. A command prompt window should open. At the flashing prompt type **ipconfig /all**
3. In the resulting information the **Host Name** and **DNS Suffix** are displayed, these two pieces of information create the FQDN of your computer.

```
C:\Users\brael68p>ipconfig /all

Windows IP Configuration

Host Name . . . . . : [redacted]
Primary Dns Suffix . . . . . : registry.otago.ac.nz
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : registry.otago.ac.nz
                                 home

Ethernet adapter Ethernet:

   Media State . . . . . : Media disconnected
   Connection-specific DNS Suffix . . . : staff.uod.otago.ac.nz
   Description . . . . . : Inter(R) Ethernet Connection I217-LM
   Physical Address. . . . . : B8-CA-3A-9E-2C-4E
   DHCP Enabled. . . . . : Yes
   Autoconfiguration Enabled . . . . . : Yes

Wireless LAN adapter Local Area Connection* 9:

   Media State . . . . . : Media disconnected
   Connection-specific DNS Suffix . . . :
   Description . . . . . : Microsoft Wi-Fi Direct Virtual Adapter
   Physical Address. . . . . : F6-8C-EB-50-47-F3
   DHCP Enabled. . . . . : Yes
   Autoconfiguration Enabled . . . . . : Yes

Wireless LAN adapter Wi-Fi:


   Connection-specific DNS Suffix . . . : home
   Description . . . . . : D-Link DWA-171 AC600 MU-MIMO Wi-Fi USB Adapter
   Physical Address. . . . . : F4-8C-EB-50-47-F3
   DHCP Enabled. . . . . : Yes
   Autoconfiguration Enabled . . . . . : Yes
   IPv6 Address. . . . . : fde0:a3ac:5de8:d900:4dc1:8fa1:3bfb:5b76(Preferred)
   Temporary IPv6 Address. . . . . : fde0:a3ac:5de8:d900:6d36:cbd8:c506:f724(Preferred)
   Link-local IPv6 Address . . . . . : fe80::4dc1:8fa1:3bfb:5b76%3(Preferred)
   IPv4 Address. . . . . : [redacted] (Preferred)
   Subnet Mask . . . . . : 255.255.255.0
   Lease Obtained. . . . . : Monday, 23 March 2020 5:20:55 PM
   Lease Expires . . . . . : Wednesday, 25 March 2020 5:20:55 AM
```

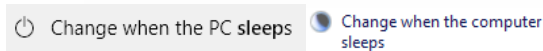
For example: If your Host Name = **abcd1234** and your Connection-specific DNS Suffix = **staff.uod.otago.ac.nz**, your FQDN would be **abcd1234.staff.uod.otago.ac.nz**. (includes the full stop at the end). For more information see [Fully qualified domain names for VPN](#).

- Record your FQDN as you will need to use it when preparing your home computer.
- Also record the number displayed under **IPv4 Address** which can be used if you have any issues using your fully qualified domain name.

Prepare your work computer

You will need to make sure that your computer does not put itself to sleep.

- On your work computer, go to the *Start* menu  and without clicking on anything type **sleep**
- Click on *Change when the PC sleeps* or *Change when the computer sleeps*.




- From the *Put the computer to sleep* drop-down  select *Never*.

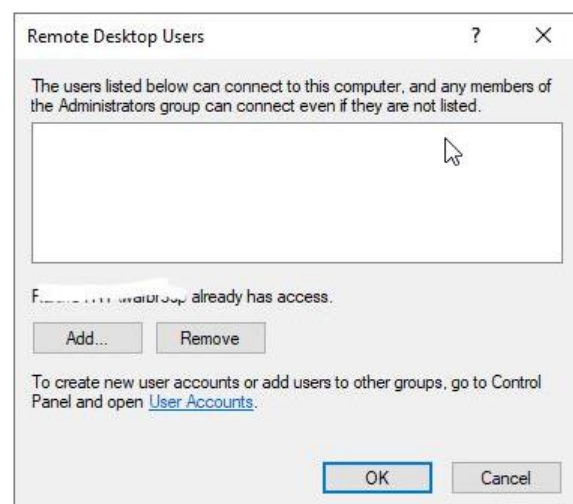
Note: if the *Put the computer to sleep* option is greyed out, click *Change settings that are currently unavailable* and select *Never*.

Your Windows work computer needs to be set up to allow incoming remote desktop connections, but you will need to be logged in as an administrator to change these settings. If you are unable to log in as administrator, ask your IT support staff to do it for you or contact AskOtago.

Tel +64 3 479 7000 or 0800 80 80 98

Email askotago.it@otago.ac.nz

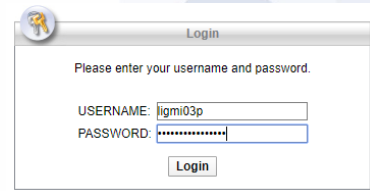
- On your work computer, go to the *Start* menu  and without clicking on anything type **control panel**, and hit *Enter*
- Click on *System > Remote*.
- You will see a *System Properties* dialogue box. In the *Remote* tab, under *Remote Desktop*, select the *Allow remote connections to this computer* radio button and the *Allow connections only from computers running Remote Desktop with Network Level Authentication* checkbox.
- Click on the *Select Users* button and as shown below, ensure that the message **<yourusername> already has access** is displayed. If this is not displayed, contact AskOtago.



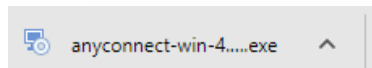
2. Prepare your home computer

Install the AnyConnect VPN client on your home computer

1. On your home computer, open your browser (IE, Edge, or Chrome – Firefox is not recommended) and go to <https://vpn.staff.otago.ac.nz>
2. Log in with your University username and password.
3. Click *Continue* on the dialogue box to agree to follow the University Remote Access Procedure.
4. Click on *Download for Windows/MacOS*.
5. **Note: This step needs to be run as local administrator:**



Once downloaded, click on the .exe file at the bottom of the web browser.





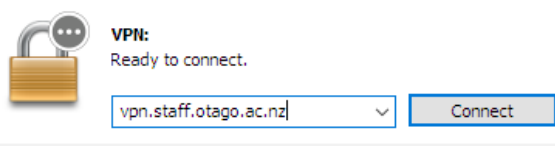
6. Click *Next*, accept the End User License Agreement, click *Next* again, and then *Install*.
7. If prompted “Do you want to allow this app to make changes to your device?” choose *Yes* (this might appear in another window).
8. Click *Finish*.

Note: The AnyConnect software is installed in the Program Files\Cisco folder but can also be accessed by using the small icon installed in the notification area in the bottom right of your screen.

3. Connecting from your home computer to your work computer


To connect to your work machine, you need to create a VPN connection so you can access the secure VPN service:

1. Double-click the AnyConnect icon in your taskbar  to start up the Cisco AnyConnect Secure Mobility Client or find it from your *Start* menu 
2. In the white box enter **vpn.staff.otago.ac.nz**
3. Enter your University username and password when prompted.



4. Enter your University username and password when prompted and click **OK**
5. Click **Accept** to agree to the condition of use and continue
6. The client should now say *Connected* and the button should change from *Connect* to *Disconnect*. If you don't need to use the VPN connection straight away, disconnect. The next time you connect you will use the **UO-VPN-STAFF** connection profile.

Once connected to the VPN you will need to create a remote desktop connection to your work computer:

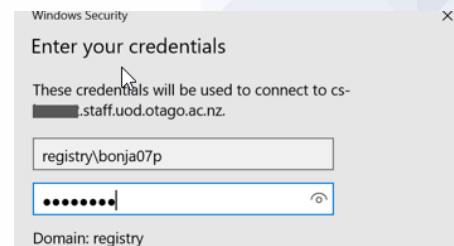
1. Using the search box in your *Start* menu  and without clicking on anything type **remote desktop connection**, and click *Enter*.



2. In the connection window, enter the FQDN that you recorded from your work computer and click *Connect*.
 - a. If your work computer is a laptop and you are unable to connect you may need to add a "-1", "-2" or "-n" to the FQDN.

For example: if your FQDN was abcd1234.staff.uod.otago.ac.nz this would become abcd1234-1.staff.uod.otago.ac.nz

3. You will be prompted to enter the username and password that you would normally use to connect to your work computer. If your computer is joined to the registry domain your username would be **registry\yourusername** if your computer is not joined to the domain your username would be **FQDN\yourusername** where **yourusername** is the name you log into your computer with normally.
4. Once you have entered your username and password you will see the same login screen you normally see to log in to your computer and once you are logged on, your work desktop will appear as a new window.
5. When you are finished working, *Sign Out of Windows*, or *Disconnect/Close the Remote session window*. If you choose to *Shutdown* your computer you will not be able to connect until it is physically powered on again.



If you need help with any of this, please contact AskOtago:

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