VPN With Microsoft Authenticator

These instructions are for employees of UVMMC. All other users should contact support for assistance.

Step 1: Install Microsoft Authenticator

Have you already configured your Microsoft Authenticator App?

If not, please follow the install instructions before trying to access the Gateway.

- YES: Skip to Step 2: Open & Access Cisco AnyConnect

- NO: Configure your Microsoft Authenticator App using the install instructions before trying to access the Gateway

    a. If you are off-site you will need to call your IT Support Center/Helpdesk for support with setting up your Microsoft Authenticator App

    b. If you are on-site, use a company workstation and follow the instructions.

Step 2: Open & Access Cisco AnyConnect

1. Important: Make sure you are connected to WiFi or have a strong cell signal before proceeding with the following steps. Have your phone ready for the Microsoft Authenticator approval request.

2. Open Cisco AnyConnect Secure Mobility Client

3. Enter fahcvpn.fletcherallen.org and click connect

4. Select the FAHC-MFA Group from the drop down list and enter your email address and password. Click OK to start the authentication process. Reminder: Have your phone ready to approve the request within 10 seconds.
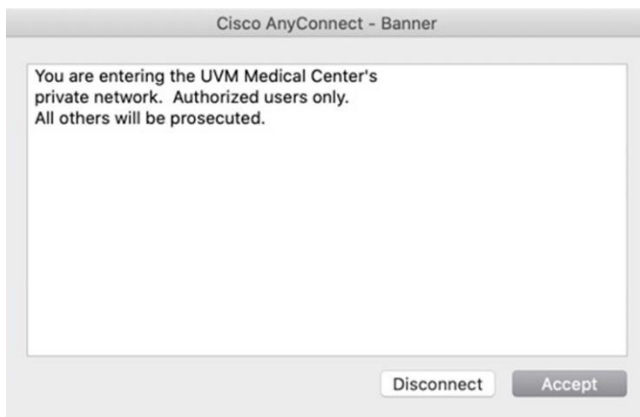
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5. You should be prompted to approve an Azure MFA request via the Authenticator Mobil Application, approve the request as soon as it comes in.
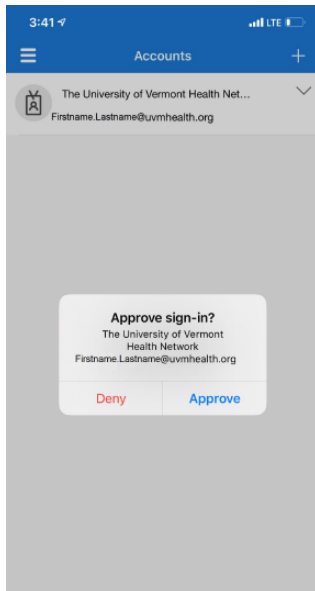
6. Upon successful authentication with Microsoft Authenticator, you should see the private network disclaimer.

7. Accept that disclaimer to complete the VPN connection to UVMMC.

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Help and Support

Contact us if having any problems connecting to the AnyConnect VPN.

servicenow	Submit an incident via ServiceNow

Immediate Support	**IT Support Center / Help Desk - Contact Information:**
	
	Central Vermont Medical Center - IT Help Desk
	   • (802)-371-4176
	
	Champlain Valley Physicians Hospital - ISS Help Desk
	   • (518)-562-7444
	
	Porter Medical Center - IT Help Desk
	   • (802)-382-3457
	
	UVM Medical Center - IT Support Center
	   • (802)-847-1414