

## Document Conventions

Our documents use certain types of document conventions to help you distinguish language elements from keyboard sequences, and so on. The following table clarifies the new conventions used across OSSTF IT-developed documentation.

 Screen Bean	Indicates a hint or tip that can be very important.	This button could save 3 steps off the process
<b>Bold</b>	Items you must select, such as menu options, command buttons, or items in a list.  Titles of chapters, sections, and subsections.	Go to the <b>Resources</b> tab.  Read the <b>Basic Administration</b> chapter.
<b>Coloured Bold</b>	The same as the <b>Bold</b> convention (see above) but with the intent of providing a greater emphasis.  Can be combined with other conventions, example <i>Italic</i> .	Go to the <b>Resources</b> tab.  Read the <b>Basic Administration</b> chapter.
<i>Italic</i>	Used to emphasize the importance of a point, to introduce a term or a directive.	You <i>must</i> close the window before you exit.
<Password>	Used to indicate that a value should replace the variable contained within the angle brackets.	User should replace <password> with your actual password.
Menu→Item	Which menu and then which submenu item to select. Select using mouse or keyboard.	New Items→Task
Capital letters	Indicates the names of keys and key sequences. Also indicates HTML element names	ENTER CTRL+R HTML element
Key+Key	Indicates a combination of keys. For example, ALT+F1 means to hold down the ALT key while pressing the F1 key.	ALT+F1

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## Do's

- Type the VPN website address directly into the browser address bar.
- When prompted, you should allow the website to add the add-ons.

## Don'ts

- Do NOT try to navigate to the VPN site by using a search engine such as Google, Bing etc.

## Introduction

OSSTF's virtual private network (VPN) is a means for employees to connect to the **OSSTF Office Network (the network)** via a secure connection through the internet.

## Components

Laptops/PCs		Tablets or Smartphones	
<b>Internet Connectivity</b>	Connection to the Internet should be external to the network.	<b>F5 Big-IP Edge Client (Edge Client)</b>	A small application comprised of individual components working together to provide services such as logon integration, network and application access i.e. VPN access to the network etc.
<b>Browsers</b>	The only browser currently supported; Internet Explorer (IE v9 or higher).		
<b>Software add-on(s)</b>	Small pieces of software adding functionality to a program. For use with the browser only.		

## VPN Access

### Installation and Configuration for first time users

The **VPN** can be accessed using multiple hardware platforms and operating systems: PC's, Tablets or Smartphones whether Windows, Android, or iOS.

- *As a first time user, you will need to download and install either an **Add-on** or an **Edge Client** prior to being able to connect.*
- *This process only needs to be completed once.*

Thereafter, you can connect to the network either through the VPN site **Logon** page or by using the **Edge Client**.

If you encounter any issues please contact the **I.T. Helpdesk at Ext. 487** or at [ITHelp@osstf.on.ca](mailto:ITHelp@osstf.on.ca)

# Establishing VPN Connectivity

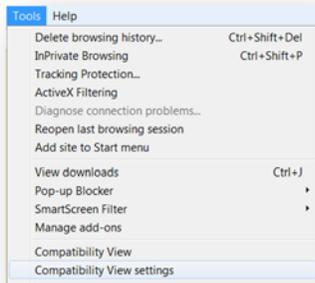
## Laptop/PC



To arrive at the OSSTF **Logon** page type <https://vpn2.osstf.on.ca>

Customize **Compatibility View** settings of your browser.

## Compatibility View Settings



In **Internet Explorer** interface customize the settings.

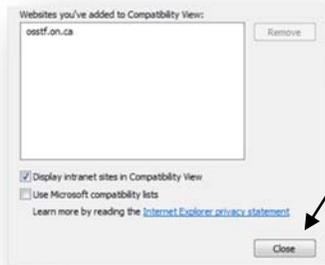
The steps are: **Tools**→**Compatibility View Settings**→Click **Add**→ Click **Close**.



To add "osstf.on.ca" from the **Add . . .** field to the list of websites in the **Compatibility View** click **Add**.

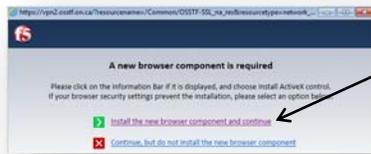


Ensure both boxes contain check-marks.



Click the **Close**.

## Allowing Add-ons



Within the **Network and Application Access** dialog box click **Install the new browser component . . .** and follow any applicable instructions.

**Note:** dialog box may look differently depending on your version of IE.



Click **Install**.



Click **More options**.



Change the default radio button selection from **Ask me every time** to **Always install software . . . Networks.**

Click **Install**.



Click **Allow**.



You may get this dialog box on multiple occasions and should always click **Allow**.



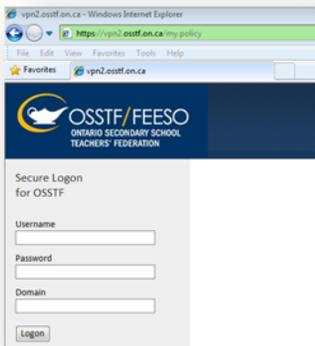
In the **User Account Control** dialog box, click **Yes**.



You may get this dialog box on multiple occasions.

VPN connectivity is now possible.

### Logging on to the VPN through the browser



On the VPN **Logon** page type your OSSTF <Username>.

Type your OSSTF <Password>

Type "OSSTF" into the **Domain** field.

Click **Logon**.

### **Webtop**



Within the Network Access section of the **Dynamic Webtop (Webtop)** click **OSSTF-SSL**.



If at any point you get a **User Account Control** dialog box asking "If you want to allow..." click **Yes**.



A connectivity process pop-up should appear to be cycling through the process ending with a “**Connected**” status.

**Initializing> Downloading> Connecting> Authenticating> Finalizing> Connected.**

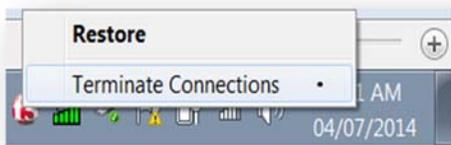


In the **Notification** area of the screen you may see a message “**VPN Connection**” indicating connectivity.

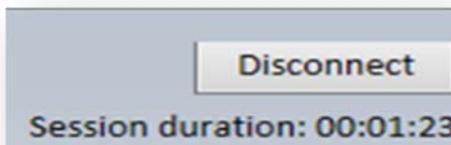
Once connected to the network, minimize the browser window and continue accessing the network.

You may need to map network drives to access your F and G drives (See Mapping a Network Drive in Appendix 1).

### **Disconnecting from the network- Browser**



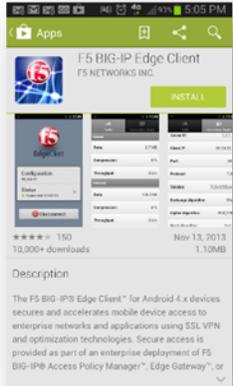
In the **System Tray** right-click **F5** icon→**Restore**→**Disconnect**.



Click **Disconnect** to terminate network connectivity.

## Android- Tablets or Smartphones

### Installing the F5 Big-IP Edge Client



Download and install the **Edge Client** from the **Google Play Store** (Android V 4.x or higher).



Tap the **Edge Client** icon to launch application.

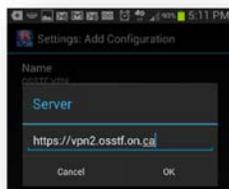
Click **Configure Server**.

A **Settings Add Configuration** page should open.



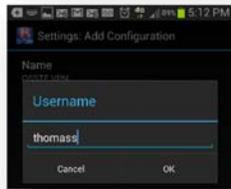
Type "OSSTF VPN" in the **Name** field.

Click **OK**.



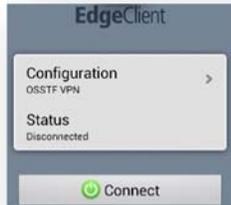
Type "https://vpn2.osstf.on.ca" in the **Server** field.

Click **OK**.



Type your OSSTF<Username>.

Click **OK**.



**Test VPN:**

Click **Connect** to launch the application.



The **Edge Client** will attempt to connect to the OSSTF network.



Click **Activate**.



Type your OSSTF <Password>.  
Click **Login**.



Place a check mark in the “I trust this...”box.

Click **OK**.

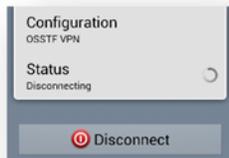


“Connected” in the **Status** area along with a timer increasing in value indicates a successful connection.

This initial connection also serves as a test of connectivity.

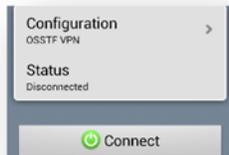
You have successfully installed and configured the **F5 Big-IP Edge Client**.

### Disconnecting the Edge Client from the network



Click **Disconnect** to terminate connectivity with the network.

The **Status** area should change from “Disconnecting” to “Disconnected.”

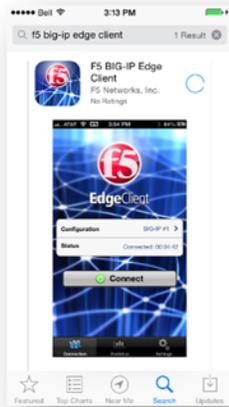


Additionally **Disconnect** should change back to **Connect**.

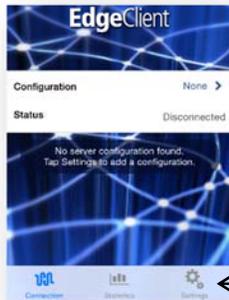
This allows for subsequent connections to the network.

## iOS- Tablets or Smartphones

### Installing the F5 Big-IP Edge Client

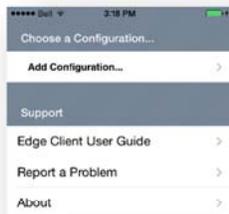


Download and install the **Edge Client** from the **App Store**.



Tap the **Edge Client** icon to launch application.

Click **Settings**.



Click **Add Configuration**.



Type "OSSTF VPN" in the **Description** field,  
Click **Next** (on the keyboard).



Type "https://vpn2.osstf.on.ca" in the **Server** field.

Click **Next**.



Type your OSSTF<Username>.

Click **Next**.



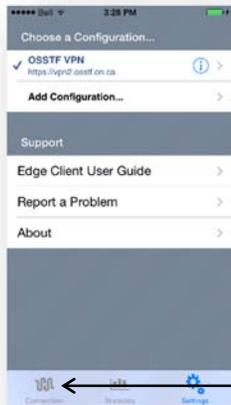
Leave <Password> field with “Ask Every Time,”

Click **Done**.



Click **Save**.

You have successfully installed and configured the **Edge Client**.



**Test VPN:**

Click **Connections**.



Click **Connect**.



Type your OSSTF<Password>.

Click **OK**.



The **Edge Client** will attempt to connect to the OSSTF network.



“Connected” in the **Status** area along with a timer increasing in value indicates a successful connection.

You have successfully installed and configured the **F5 Big-IP Edge Client**.

### Disconnecting the Edge Client from the network



Click **Disconnect** to terminate connectivity with the network.

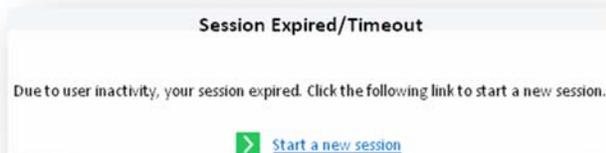
The **Status** area should change from “Disconnecting” to “Disconnected.”



Additionally **Disconnect** should change back to **Connect**.

This allows for subsequent connections to the network.

### Session Expired/Timeout



VPN sessions will time-out after 15 minutes of inactivity.

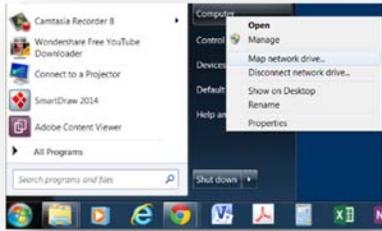
Click **Start a new session** link to re-establish OSSTF network connectivity.

### IT Help Desk Contact Info

For further info contact IT Help Desk at Ext. 487 or at [ITHelp@osstf.on.ca](mailto:ITHelp@osstf.on.ca)

## Appendix 1

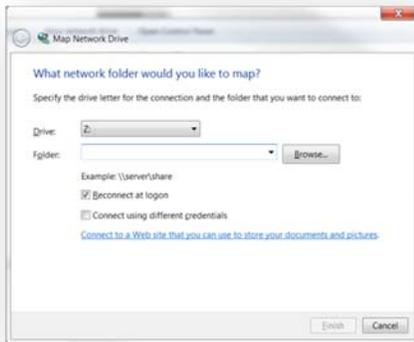
### Mapping a Network Drive



Click Windows **Start**.

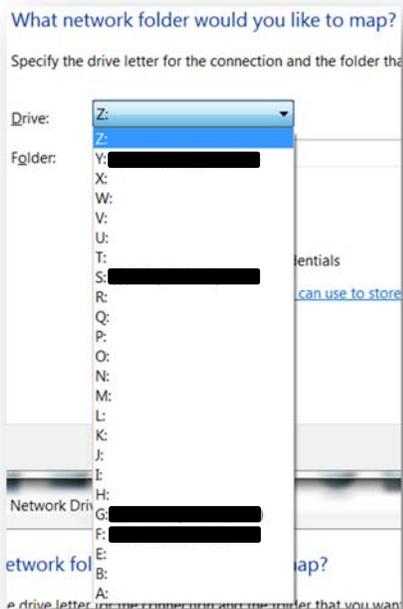
Right-click **Computer**.

Click **Map network drive**.



Specify the drive letter in the **Drive** field.

While the actual letter choice doesn't matter there are de facto uses for the letters F and G within Provincial Office.



**To map your F drive (network folder):**

In the **Folder** field type \\server01\xxx\$ where the "xxx\$" is your OSSTF <Username>.

Contact the I.T. Help Desk for the name of the server.

Click **Finish**.

If prompted type your OSSTF **Username** and **Password**.

**To map your G drive (departmental folders):**

In the **Folder** field type \\server01\xxx\$ where the "xxx\$" is the name of the Departmental folder.

Contact the I.T. Help Desk for the names of the server and departmental folders.

Click **Finish**.

If prompted type your OSSTF **Username** and **Password**.

#### **Note:**

If you can't connect to a network drive or folder, the computer you're trying to connect to might be turned off or you might not have the correct permissions. Contact the IT Help Desk.

## Frequently Asked Questions

This section was/will be filled in with questions culled from those sent in to the Helpdesk.

Q: I don't have/use Internet Explorer, why do I have to use the Internet Explorer browser?

A: Internet Explorer is the only supported browser and we would be unable to provide more than a best effort support for any other browser.

Q: I'm using a loaner laptop with an internet stick, why can't I seem to connect to the VPN?

A: As a starting point, check to see if you have turned off the on-board wireless switch. The internet stick and on-board wireless function conflicts with each other. Secondly, ensure that the internet stick is installed, functioning and has stable connectivity.

Q: I'm using a loaner laptop with an internet stick, why does VPN connectivity seem intermittent?

A: The VPN service is dependent upon having a stable internet connection. A stable internet connection is a function of the signal strength which can vary from location to location.

Q: What if the computer won't let me install the add-ons?

A: It is possible that you are not an administrator on your machine and so not authorized to install software. However, you do not have to install the add-ons but must recognize that working without them being installed can limit some functionality.

Q: Why am I currently unable to access the F and G drives after logging in to the VPN?

A: If you cannot "see" your F and G drives, you may need to map network drives. See Appendix 1- **Mapping a Network Drive**.

Q: I tried logging in to the VPN using my current username and password and got an error message "Authentication failed: Invalid username or password," why am I unable to log in?

A: There are a number of reasons why you might not be able log in to the VPN but you should at a minimum check the two items below before seeking help by contacting the **IT Help Desk at Ext. 487 or at [ITHelp@osstf.on.ca](mailto:ITHelp@osstf.on.ca)**

- Carefully recheck the spelling of your username and password.
- If you had already done so but had also attempted to enter your username and password repeatedly you may have triggered an automatic lock-out of your account and will need to have the Help Desk team unlock your account.