

There are multiple methods to connect to the Check Point VPN service to gain access to County of Ventura resources. Depending on your connection method and the process will be unique. Please see the following sections for your connection type:

#### Quick Links

- I. <u>Windows Directions</u>
- II. Mac Directions
- III. Android Directions
- IV. <u>iOS Directions</u>
- V. Finding your IP Address
- VI. <u>Troubleshooting</u>
- VII. Contact Support

## I. Windows Directions

1. Obtain the CP\_EPS\_E80.60\_RAC\_Windows.msi VPN client from the IT ServiceDesk and copy to your local PC.



2. Double click on the file to start the installation and click next.



3. Select the Checkpoint Mobile option and click next.



岁 Check Point VPN Installation Wizard	_		$\times$
Client Products Choose a product to install		heck P	
C Endpoint Security VPN Enterprise Grade Remote Access Client, including basic Endpo Security Features (Recommended for SecureClient replaceme	pint ent).		
Check Point Mobile     Enterprise Grade Remote Access Client.			
O SecuRemote Basic Remote Access Client.			
Back	Next	Cano	el

4. Accept the license agreement and click next.

😸 Check Point VPN Installation Wizard	_		×
License Agreement Please read the following license agreement carefully.		heck P	oint"
Software License Agreement & Limited Hardw Check Point Software Technologies	vare Warr Ltd.	anty	^
PART I - SOFTWARE LICENSE AGREEMENT This License Agreement (the "Agreement") is an agreeme the individual installing the Product and any legal entity individual is acting) (hereinafter "You" or "Your") and C Technologies Ltd. (hereinafter "Check Point").	ent betwee on whose Check Poin	n you (bo behalf su nt Softwa	oth ich are
I accept the terms in the license agreement     I do not accept the terms in the license agreement			~
Back	Vext	Cano	el

5. Click install.



闄 Check Point VPN Installation Wizard	-		×
Destination Folder		heck P	oint
Click Next to install, or click Change to install to a different folder.		TWARE TECHNOL	DGIES LTD.
Install Check Point VPN to: C:\Program Files (x86)\CheckPoint\Endpoint Connect\		Chanş	je
Back	Install	Cano	cel

6. Click yes on the User Account Control prompt.



### 7. Click Finish

😸 Check Point VPN Installation Wizard



8. Click the small arrow pointing up near your clock on the right bottom corner of your desktop.

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 $\times$ 

9. Right click on the lock icon, and click connect on the menu to launch the Checkpoint Client.





10. Click yes to setup a new site.





12. Enter cp.ventura.org for the server name and click next.



Site Wizard	d	×
To continue, fill in the required inform	nation and click next.	
Server address or Name:	cp.ventura.org	
Display name:	cp.ventura.org	
Back Next	Cancel	Help

13. Select the radio button on the Username and Password option and click next.

😚 Site Wizard	×
Authentication Method Select the authentication method to be used.	
Username and Password	
Click if you use an account name and password.	
○ Certificate	
Click if you use Hardware tokens or any other certificate type.	
○ SecurID	
Click if you use RSA SecurID.	
○ Challenge Response	
Click if you are required to provide different responses to a challenge.	
○ Secure Authentication API (SAA)	
Click if you use third party authentication.	
Back Next Cancel Help	>

14. Click Finish.

🔂 Site Wizard	×
	Site created successfully
A A A A A A A A A A A A A A A A A A A	
Back Finish	Cancel Help



15. Click yes to test the VPN connection.



16. Enter your username and password. If you are a County Employee, enter your AD credentials. If you're a vendor or a contractor, you will be given your credentials in a secure email.

Check Point Mobile     Site:     q.ventura.org     Authentication     Please enter your credentials:   Username:   Password:     Somect     Connect     Connect or q.ventura.org     Connect to cp.ventura.org     Connect to cp.ventura.org     Connect or q.ventura.org     Connect or q.ventura.org </th <th>👸 TrGUI</th> <th></th> <th>- 🗆 X</th>	👸 TrGUI		- 🗆 X
Site: Authentication Please enter your credentials: Username: Password: Tonnect Connect Connect Connect to cp.ventura.orgX Check Point Mobile Connect	Check Point	Mobile <sup>.</sup>	Check Point SOFTWARE TECHNOLOGIES LTD.
Authentication   Please enter your credentials:   Username:   Password:   ••••••••••     Connect     Cancel   Help     Connect to cp.ventura.org     Check Point Mobile        Connection succeeded     Image: Second succeeded     Disconnect        Disconnect     Close     Details >>	Site:	cp.ventura.org 💌	
Please enter your credentials:   Username:   Password:   ••••••••••••••••••••••••••••••••••••	Authentication		
Please enter your credentials:   Username:   Password:   e   e   connect   Cancel   Help     Connected to cp.ventura.org     Check Point Mobile:     Connection succeeded     100%     Connection succeeded     Disconnect        Disconnect			
Username: Password: Connect Cancel Help Connect to cp.ventura.org × Check Point Mobile' Connection succeeded Disconnect Close Details >>	Please enter your credent	ials:	
Password: Connect Cancel Help Connected to cp.ventura.org Check Point Mobile Connection succeeded 100% Connection succeeded Disconnect Close Details >>	Username:	username	0
Connect       Cancel       Help         Connected to cp.ventura.org       X         Check Point Mobile*       Conceck Point Context of the con	Password:	••••••	
Connect     Cancel     Help       Sourced to cp.ventura.org     X       Check Point Mobile     Connection Succeeded       100%       Connection succeeded       Disconnect     Close			
Connect     Cancel     Help       Connected to cp.ventura.org     X       Check Point Mobile*     Check Point*       Image: Connection succeeded     100%       Image: Connection succeeded     100%			
Connected to cp.ventura.org X Check Point Mobile Connection succeeded Disconnect Cose Details >>	Connect	Cancel Help	
Check Point Mobile Connection succeeded Disconnect Close Details >>	😚 Connected to cp.ven	tura.org	×
100% Connection succeeded Disconnect Close Details >>	Check Point	Mobile <sup>.</sup>	Check Point SOFTWARE TECHNOLOGIES LTD.
Connection succeeded  Disconnect  Close  Details >>			100%
Disconnect Close Details >>		Connection succeeded	
Disconnect Close Details >>			
		Disconnect Close	Details >>
		Disconnect Close	Details >>



#### How to turn off the always connect feature

17. Right Click Check Point Task Tray icon -> Choose VPN Options. Note: (Setup needs to be performed the first time only). Once the configuration is saved you only need to Connect.



18. Highlight cp.ventura.org and click on Properties.

🔗 Check Point Mobile - Options	×
Check Point Mobile	Check Point SOFTWARE TECHNOLOGIES LTD.
Sites Advanced A site represents the organization you want to com cp.ventura.org	New Properties Delete
Close	Help

- 19. Click on Settings Tab and uncheck Enable Always-Connect.
- 20. Click on O.K to save the configuration.

lways-Conn		Addicitio		
	ect			
Enable Alwa automatical	lys-Conn ly to you	ect to allow th r active site w	ne clien hen po	t to connect ssible.
Enable /	Always-C	Connect		
/PN tunneling				
Encrypt	all traffi	c and route to	gatew	ay
	1			



#### How to use RDP to connect to your Workstation

- 21. Click the Start Button on the lower left corner of your desktop.
- 22. Type Remote Desktop Connection into the Search Programs and Files bar and hit enter.



23. Enter your work PC's IP address in the box provided and press Connect.

(Instructions for IP Address in <u>Section V</u>)



- 24. Place the domain and a backslash before the username. The example below is Domain ent\
- 25. Enter Username Either your 6 Digit Employee ID or the password that was sent to you.
- 26. Enter Password Windows Password or the password that was sent to you.



W	indows Securi	ty	×
	Enter your These credenti	credentials ials will be used to connect to 157.145.13.30.	
	Я	ent\	
	Reme	mber my credentials	
		OK Can	cel

27. Click Yes on the pop up that says the identity of the remote computer cannot be verified.

Semote Desktop Connection	<
The identity of the remote computer cannot be verified. Do you want to connect anyway?	•
The remote computer could not be authenticated due to problems with its security certificate. It may be unsafe to proceed.	
ISD-M57162.ent.co.ventura.ca.us	
Certificate errors	
The following errors were encountered while validating the remote computer's certificate:	
The certificate is not from a trusted certifying authority.	
Do you want to connect despite these certificate errors?	
Don't ask me again for connections to this computer	
View certificate Yes	

28. Now you will be taken to your RDP session and be able to log in to your workstation.

Legal Warning Banner	a didia manka ka manalal andara dara f	There are an investigated	
cipitot rights to privacy using this system under Section 502 of the California Penal (	. Unauthonized or nlegal use may be a telen Code and/or other laws.	y ottensa punishabla	
	OK		
🎭 W	indows 7 Professional		
	100.300		



#### **Disconnecting from the VPN Client**

29. When you are ready to disconnect your VPN session right click on 'lock icon' and select Disconnect.



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## II. Mac Directions

- 1. Obtain the Endpoint\_Security\_VPN\_E80\_60.pkg VPN client from the IT ServiceDesk and download it to your Mac.
- 2. Double click on application to start the installation.
- 3. Click continue to allow the application to install.

	🥪 Install Endpoint Security VPN	
Check Po Endpoint	This package will run a program to determine if the software can be installed.	
Introducti     License     Destinatio	To keep your computer secure, you should only run programs or install software from a trusted source. If you're not sure about this software's source, click Cancel to stop the program and the installation.	tall this
Installation	Cancel Continue	
Installation		
Summary		
	Go Back	Continue

4. Click continue.



Check Point* Endpoint Security	Welcome to the Endpoint Security VPN Installer
Introduction	You will be guided through the steps necessary to install this
License	Software.
Destination Select	
Installation Type	
Installation	
Summary	

# 5. Click continue and accept the license agreement.

		_
Check Point* Endpoint Security	Software License Agreement	
<ul> <li>Introduction</li> </ul>	English	
License	Corporate License Agreement Check Point Software Technologies, Inc.	
Destination Select	Check Point Endpoint Security	
Installation Summary	This Corporate License Agreement ("Agreement") is an agreement between you (both the individual downloading or installing the Product and any legal entity on whose behaff such individual is acting) (hereinaliner, "You" or "You") and Check Point Software Technologies, Inc. (hereinafher, "You" or "You") and Check Point AGREEMENT CAREFULLY BEFORE DOWNLOADING OR INSTALLING OR USING THE PRODUCT. BY DOWNLOADING OR INSTALLING AND/OR USING ANY PART OF THE PRODUCT, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS AGREEMENT. THIS AGREEMENT SUPPRSEDES ANY PREVIOUS VERSIONS. IF YOU ARE DOWNLOADING A SILENT CLIENT FOR DISTRIBUTION TO AUTHORIZED RECIPTENTS, THEN YOU ARE ACREPTING THESE LICENSE TERMS ON BEHALF OF SUCH RECIPTENTS. IF YOU DO NOT AGREE TO THE TERMS ON BEHALF OF SUCH RECIPTENTS. IF YOU DO NOT AGREE TO THE TERMS ON BEHALF OF SUCH RECIPTENTS. IF YOU DO NOT AGREE TO THE TERMS ON BEHALF OF SUCH RECIPTENTS. IF YOU DO NOT AGREE TO THE TERMS ON BEHALF OF SUCH RECIPTENTS. IF YOU DO NOT AGREE TO THE TERMS ON BEHALF OF SUCH RECIPTENTS. IF YOU DO NOT AGREE TO THE TERMS ON BEHALF OF SUCH RECIPTENTS. IF YOU DO NOT AGREE TO THE TERMS ON BEHALF OF SUCH RECIPTENTS. IF YOU DO NOT AGREE TO THE TERMS ON BEHALF OF SUCH RECIPTENTS. IF YOU DO NOT AGREE TO THE TERMS ON BEHALF OF SUCH RECIPTENTS. IF YOU DO NOT AGREE TO THE TERMS ON BEHALF OF SUCH RECIPTENTS. IF YOU DO NOT AGREE TO THE TERMS ON BEHALF OF SUCH RECIPTENTS. IF YOU DO NOT AGREE TO THE TERMS ON THIS AGREEMENT, YOU ARE NOT AUTHORIZED TO DOWNLOAD OR INSTALL THE PRODUCT.	
	1. Definitions:	
	Print Save Go Back Continue	
0 0	🥪 Install Endpoint Security VPN	
Cick Agree to quit the Installe	stalling the software you must agree to the terms of icense agreement. continue or click Disagree to cancel the installation and er.	
Read License	Disagree Agree (both	
Summary	behalf such individual is acting) (hereinafter, "You" or "You") and Check Doint Software Technologies, Inc. (hereinafter, "Check Point"). PLEASE READ THIS AGREEMENT CAREFULLY BEFORE DOWNLOADING OR INSTALLING OR USING THE PRODUCT.	
	BY DOWNLOADING OR INSTALLING AND/OR USING ANY PART OF THE PRODUCT, YOU ARE AGREENG TO BE BOUND BY THE TERMS OF THIS AGREEMENT. THIS AGREEMENT SUPERSEDES ANY PREVIOUS VERSIONS. IF YOU ARE DOWNLOADING A SILENT CLIENT FOR DISTRIBUTION TO AUTHORIZED RECPIENTS, THEN YOU ARE ACCEPTING THESE LICENSE TERMS ON BEHALF OF SUCH RECIPIENTS. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, YOU ARE NOT AUTHORIZED TO DOWNLOAD OR INSTALL THE PRODUCT.	
	1. Definitions:	
	Print Save Go Back Continue	

6. Click install.



	📚 Install Endpoint Security VPN	
Check Point* Endpoint Security	Standard Install on "Macintosh HD"	
<ul> <li>Introduction</li> <li>License</li> <li>Destination Select</li> <li>Installation Type Installation Summary</li> </ul>	This will take 51.2 MB of space on your computer. Click Install to perform a standard installation of this software on the disk "Macintosh HD".	
	Change Install Location Go Back Install	

7. Enter the username and password you used to unlock your Mac computer if prompted when installing the software. Then click the install software button.

Installer is your passw	trying to install new software. Type rord to allow this.
Username:	User Name
Password:	••••••
	Cancel Install Software

8. Click close.



9. Click the Checkpoint lock icon in the bar at the top of your screen. Then click Connect.







11. Click next to begin the Site Wizard.

	Site Wizard
	Welcome to the Site Wizard
	The wizard will guide you through the configuration of a new site for the VPN client.
Back Next	Cancel Help

12. Enter cp.ventura.org for the Server Address then click next.



Site	e Wizard			
A site is your gateway to network resources.				
To continue, fill in the required inform	nation and click next.			
Server address or Name:	cp.ventura.org			
Display name:	cp.ventura.org			
Book	Canaal			
Back				
Select the radio button on the l	Jsername and Password option.			
Site	e Wizard			
Authentication Method Select the authentication method	d to be used.			
Username and Password				
Click if your system administrator password.	provided you with account name and a			
<ul> <li>Certificate</li> </ul>				
If you are using Hardware tokens	or any other certificate type.			
SecurID				
Click if you are using RSA SecurI	D.			
Challenge Response				
Click if you are required to provide	e different responses to a challenge			
Back Next	Cancel Help			
	<ul> <li>Site</li> <li>Welcome to the Site Wizard A site is your gateway to networ</li> <li>To continue, fill in the required inform Server address or Name:</li> <li>Display name:</li> </ul> Back Next Select the radio button on the U <ul> <li>Site</li> <li>Authentication Method</li> <li>Select the authentication method</li> <li>Select the authentication method</li> <li>Select the authentication method</li> <li>Certificate</li> <li>If you are using Hardware tokens</li> <li>SecurID</li> <li>Click if you are using RSA SecurII</li> <li>Challenge Response</li> <li>Click if you are required to provide</li> </ul>			

14. Click Finish



	Site Wizard
	Site created successfully
The second se	
Back Finish	Cancel Help

15. Click yes to test the VPN connection.



- 16. Enter your username and password. If you are a County Employee, enter your AD credentials. If you're a vendor or a contractor, you will be given your credentials in a secure email.
- 17. Click connect.

• • •	Check Point Endpoint Security	
🔒 Endpoint Security <sup>.</sup>		
Site: Authentication	cp.ventura.org	
Username:	123456	
Password:		
Connect	Cancel Help	





### How to turn off the always connect feature

18. Once successfully logged in, click on the small lock icon on the top of your screen.



19. Click VPN Options on the drop down menu (Setup needs to be performed the first time only). Once the configuration is saved you only need to Connect.



20. Highlight cp.ventura.org and then click Properties.



• • •	Options	Chaole Daint
Endpoint Security		SOFTWARE TECHNOLOGES LTD.
A site represents the o	Sites Advanced	o. New Properties Delete
Close		Help

21. Click the settings tab on the properties window and uncheck the Enable Always-Connect box. Then click ok.

Properties	of cp.ventura.org
Details	Settings
Always-Connect	
Enable Always-Connect to a automatically to your active	llow the client to connect site when possible.
Enable Always-Connect	
VPN tunneling	
When connected, all outbour to the gateway but only traffi passed.	nd traffic is encrypted and sent c directed at site resources is
Encrypt all traffic and rou	te to gateway
Authentication	
Method:	sername and Password
ОК	Cancel Help

## How to use RDP to connect to your Workstation

22. Open the Apple Store and download the Microsoft Remote Desktop application.



Search Results for "Microsoft RDP"



23. Open the application and click New.

• • •		Microsoft I	Remote Desktop		
New Start	Edit	Preferences	Remote Resources	Azure RemoteApp	
Q	:	:			

- 24. Name the connection. Work PC has been used in the example below.
- 25. Enter your workstation's IP address. (Instructions for finding your workstation's IP address are available in <u>Section V</u>)
- 26. Enter username and password again with the domain and a backslash before the username. Examples ent\; vcso\; etc.
- 27. All other options can be left as the defaults. Click the red dot at the top of the window to close it.



General Session F	Edit Remote Desktops -
Connection name	Work Computer
PC name	123.123.123.123
Gateway	No gateway configured
Credentials	
User name	ent\123456
Password	

28. Highlight your connection and click the start button.



29. Click continue on the verify certificate pop up.



30. Next you'll be taken to your workstation and will be able to login.



This system is for authorized use only. All activities may be recorded and monitored. There are no implicit or explicit rights to privacy using this system. Unauthorized or illegal use may be a felony offense punishable under Section S20 of the California Penal Code and/or other laws. Pressing the OK button will continue and by doing so, you accept these terms		
	ОК	

#### **Disconnecting from the VPN Client**

31. When you're ready to disconnect from the VPN, right click the small lock on the status bar at the top of the screen. Then click disconnect on the drop down menu.



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# III. Android Directions

1. Download the Check Point Capsule VPN client from Google Play Store. You will need to have a Google account and password setup to access the Play Store.





2. Accept the security permissions.



- 3. Open the Checkpoint Capsule VPN application.
- 4. If you're not taken directly to the next screen, click the "Create new site" button to add a VPN connection.



5. Enter "COV" in the Name field and "cp.ventura.org" in the Site field. Click create when done.

	Ō	
Name:	COV	
Server:	<u>cp.ventura.org</u>	
	Create	



6.	Click ok to verify	the server certifi	cate.
	0		
	Do you trust	this server?	
	Trust this server onl following details w	y if you can verify the ith your IT helpdesk:	
Server certificate common name: cp.ventura.org			
ARGO WAY SOME BUB GORY HERD JAR VAN LARK BILK HUED APT			
Details			
	Cancel	Trust	

7. Select username and password for the Authentication Method.





8. Enter your username and password. If you are a County Employee, enter your AD credentials. If you're a vendor or a contractor, you will be given your credentials in a secure email.



9. Click okay to allow the connection.

Allow connection	
Capsule is requesting permission to set up a VPN connection that will allow it to monitor network traffic. Only allow this if you trust the source.	
An icon will be shown at the top of your screen while the VPN is in use. Allow?	
CANCEL OK	

10. Next you should see the screen showing that you're connected to the VPN. Also a small key icon should appear in your notification bar at the top of your screen.



0	(i)
STATUS	DETAILS
CONN	ECTED
0.0(	1.05
Time lef	t: 3:59:54
Us	er:
124	531
Ser	ver:
CC	V
Disco	nnect

How to use RDP to connect to your Workstation

11. Download the Microsoft Remote Desktop app from the Google play store.





13. Click the accept button to begin.

⊊ <sub>⊗</sub> Remote Desktop			
Use of this app requires acceptance of the following agreements. <u>License terms</u> <u>Privacy statement</u>			
I have read and agree to be bound by the terms of these agreements.			
Accept			

14. Click the + icon and then select desktop to add your workstation.

E Remote Deskt	ор	+
	Desktop	
It's lonely h		
To get started, ad	Remote Resource Fo	eed
you want to conn can also add rem apps and desktor	Azure RemoteApp	
up for you.		

15. Enter your workstation's IP address and press save.



# Add desktop

PC name		
<u>157.145.xxx.xxx</u> ×		
User name		
Enter every time		
How do I set up a PC?		
Show additional options		
Cancel	Save	

16. Click the desktop you just setup.

🚍 Remote Desktop	+
<b>G</b>	
157.145.	•

17. Next you'll get this pop up saying that the certificate can't be verified. Click continue to connect anyway.

Certificate can't be verified		
You are connecting to: 157.145.13.30		
Name in certificate from the remote PC: ISD-M57162.ent.co.ventura.ca.us		
It may not be safe to connect to this PC because of the following reasons:		
Not from a trusted certifying authority		
Do you want to connect anyway?		
Don't ask me again for connections to this computer		
Cancel	Connect	

18. Enter the domain with a backslash before the username. Examples: ent\ vcso\ hca\ etc.



19. Enter your password and click connect.

Logon		
Connecting to 157.145.		
User name		
ent\123456	$\times$	
Password		
	Χ.	
Cancel	Connect	
	157.145.13.30	
Connecting to 157.145.		
	$\bigcirc$	
Initiating remote connecti	on	Cancel

20. Next you will see your work PC on your Android device. You can log off of your workstation when you're ready to disconnect the session.





#### **Disconnecting from the VPN Client**

21. When you're ready to disconnect, open up Capsule from the notification bar and click disconnect.



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# IV. iOS Directions

- 1. Navigate to the Apple App Store. You will need to have an Apple ID and password to access the Apple App store.
- 2. Install the Check Point Capsule Connect Client and launch the application.



Capsule Connect Check Point Software Tec...

3. Click the Manual Connection option.



# New Connection



4. Enter cp.ventura.org for the server name and click create.



If this information is not available to you please contact your system administrator



5. Accept Certificate and Trust Server:

0
Do you trust this server?
Irust this server only if you can verify the following details with your IT helpdesk:
cp.ventura.org Server certificate fingerprint:
ANGO WAY SOME BUB GORY HEND JAR VAN LANK BILK HUED APT Details
Cancel Trust

6. Select Username and Password as the authentication method.



7. Click Yes to Enable VPN

Connect to: cp.ventura.org	
Jser	
Connect	
Enable VPN Check Point Capsule Connect enables VPN functionality in your device. Would you like to allow this application to enable it?	
Don't allow Yes	



8. Your username is your 6 digit employee ID and your network password **OR** use the provided Username and Password if you do not have an employee ID. Enter your credentials, and click Connect.



9. Next you should this screen after connecting to the VPN.



## How to use RDP to connect to your Workstation

10. Download the Microsoft Remote Desktop application.



Microsoft Remote Desktop Microsoft Corporation



- 11. Launch the application to setup your RDP session.
- 12. Click the "+" in the top right corner to add a new connection.



	••००० AT&T LTE एम्झ ट्रिंट्रे ?	9:31 AM Microsoft Remote Desktop	***
	lt's lone	ly here.	
13.	To get started, a to using this de with apps and d Click Add PC or	add the remote desktop that you want vice. You can also add remote resour lesktops your administrator has set up r Server:	t to connect ces to work for you.
	••০০০ AT&T LTE VPN Cancel	9:31 AM	88% 🗖
	ADD CONNECTION		
	Add PC or Serve	r	>
14.	Click on the PC	Name.	
	Cancel	Create Co	nnection
	PC Name	Host name or IP addr	>
	User Name	e Prompt for user nam	>
	Settings		>

- 15. Type in the IP address of your workstation that you want to connect to. (Instructions on how to find your IP Address can be found in <u>Section V</u>)
- 16. Click save.

Cancel	Create Co	nnection	S
PC Name	157.145.xxx.yyy	>	
User Name	Prompt for user nam	>	
Settings		>	

17. Once the configuration is completed the desktop connection will be saved for future use. Click on the icon to connect to the remote IP once you have connected with the VPN Capsule Client.



✓ My Desktops



18. Enter the domain name\userid and password to connect. These are the same credentials that you use to login to your workstation or the provided credentials. Select done.

Cancel	Credentials	Done
157.145. <b>XXX.YYY</b>		٦
User Name	Domain\user or user@domain	
Password	Required	
Store user name and	d password	$\bigcirc$

19. Accept the certificate.

Reject	Accept
157.145.XXX.YYY	Not Verified
Client Authentication	Expires 05/06/2015 17:52:39

- 20. You should now be connected to your workstation.
- 21. When you're ready to end your RDP session, you can click the start button on your desktop and log off.





#### **Disconnecting from the VPN Client**

22. When are ready to disconnect, open the Capsule Client and tap disconnect.

CONNECTED

00:00:12	
Time Left: 03:59:28	
User	
124531	
Site	
cp.ventura.org	
Disconnect	

# V. Finding Your IP Address

1. Click the start button on the bottom left corner of the screen. Enter cmd in the Search programs and files bar and hit enter.





2. In the command window type ipconfig and hit enter. The IP Address will be the IPv4 address under Ethernet adapter Local Area Connection:



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# VI. Troubleshooting

- If you are having trouble connecting to the VPN or Remote Desktop, first check to ensure your
  applications are up to date. IOS applications can be updated in the Appstore. Android applications
  can be updated in the Google Play Store. For Windows and Mac you can check with the IT Service
  desk to see if you have the newest versions of the software.
- Double check that your user ID and password are correct.
- WIFI Access:
  - VPN access via NCWiFi and VCWiFi is NOT SUPPORTED with the Checkpoint Client.
  - VPN access via SSL (Web version cp.ventura.org) is accessible via the County WiFi networks.
  - It is supported from most Mobile phones.

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# VII. Contact Support

If you have any questions or VPN related issues please contact the IT Service Desk at:

IT.ServiceDesk@ventura.org

805-685-4357 (help)