

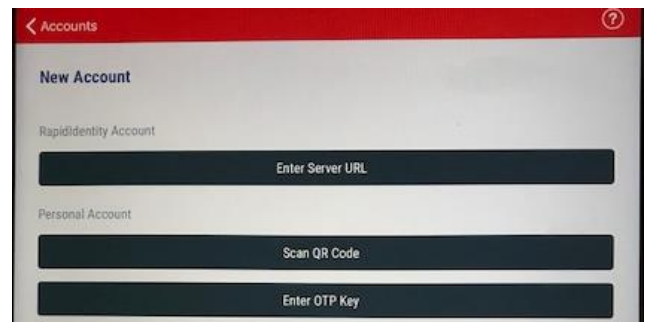
## VPN Instructions for MAC

### Step 1 – Install RapidIdentity App on SmartPhone from App Store(iPhone) or Play Store(Android)

### Step 2- Configure RapidIdentity Application

On RapidIdentity App you need to enter the following info:

Click on “Enter Server URL”



Enter Server URL: **mfa.cityoftacoma.org**



Enter in User info:  
**Tacoma\username**  
(Username is the same used to log onto your pc, ex “testuser2”)  
Check the “Use Windows Password”  
And use your network password



Set a pin (must be 6 digits)



Once Pin is set it succeeds and shows OTP (One Time Password)



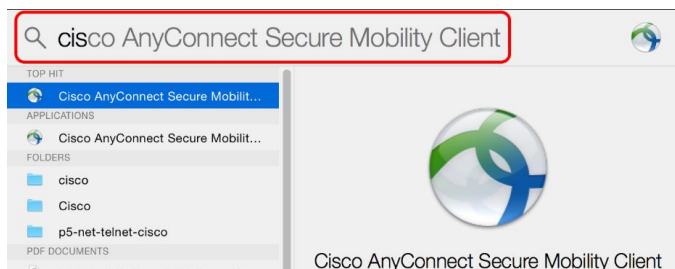
### **Step 3 – Installing AnyConnect on your MAC**

#### **Check antivirus program**

Ensure the remote/home PC has an antivirus program installed, up-to-date, and is running. The City's VPN site will not allow the remote PC to connect if Antivirus is not up to date. To see a list of approved anti-virus look here:

<http://cms.cityoftacoma.org/it/vpn/CiscoHostscan-3.1.06073.pdf>

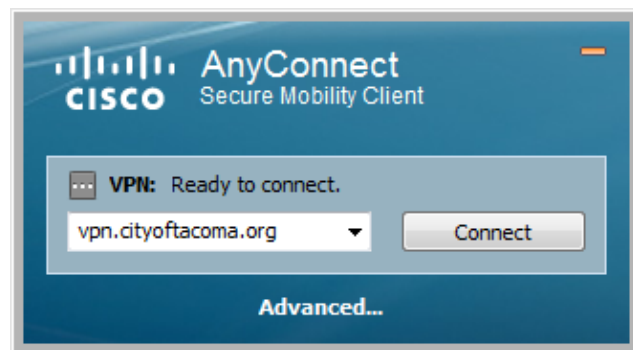
Install Cisco AnyConnect Software- Download from App store. After downloaded it looks like this:



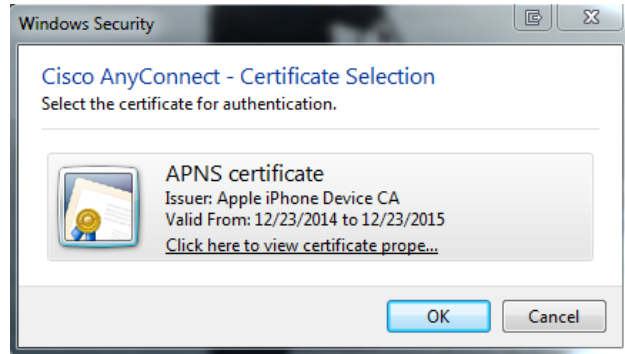
After installed you need to configure

The first time you run AnyConnect from the Start Menu you will need to type in "vpn.cityoftacoma.org" (without the quotes as shown in the picture) in the **Connect:** field. You are required to click the "Connect" button before the username and password fields appear.

Prior to the username and password fields appearing, you may receive a pop-up window stating that software needs to download and launch. This is the pre-login check for the VPN. Click Accept to continue.



If you receive the APNS certificate dialog box, choose OK.

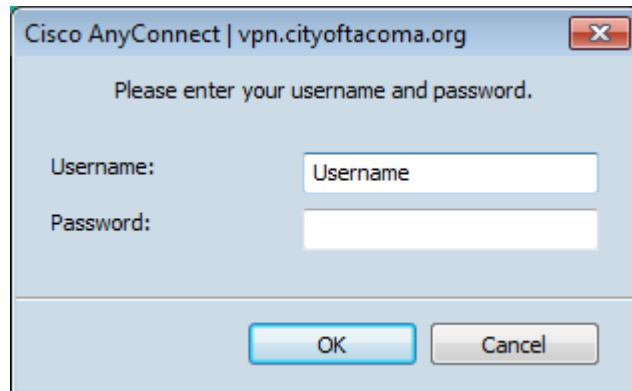


Type in your username and your passcode: The Passcode is the One Time Password (OTP) shown on the phone. Click OK.

After being connected, the window will minimize and go into the lower right hand area of the system tray and produce this icon like before:



You can manage your VPN session from the AnyConnect icon in the system tray, and you **must** use the AnyConnect icon to Disconnect from VPN when finished.



**Wake your work PC website** <http://ascot01/wra>

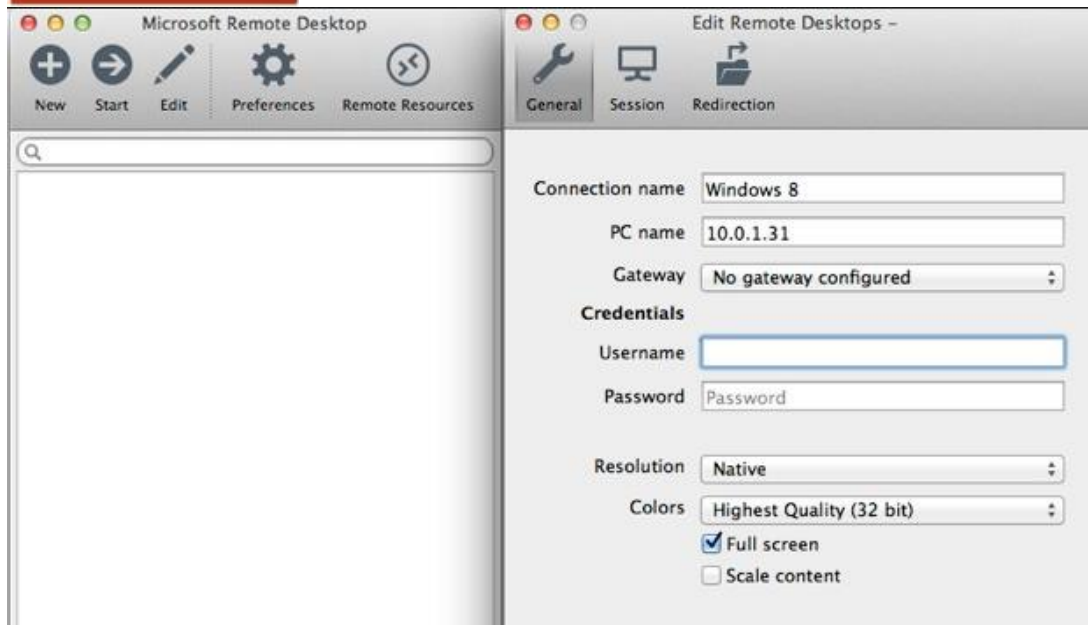
**When the status shows Computer is ON, you can log in to your computer using Remote Desktop by following the instructions below.**

Computer Wake Information	
Computer Name	pweseng046d
Status	Computer is ON (responding to ping).
Elapsed time	0:46 (Action Complete)
Ping Result	Ping reply from 131.191.178.44 (in 0 ms)

**Note:** If the computer does not respond (times out after 5 minutes) and the status indicates that the WRA server could not reach your computer, try to wake the computer again.

If you receive the same result, please contact the Field Services Service Desk via email ([itservicedesk@ci.tacoma.wa.us](mailto:itservicedesk@ci.tacoma.wa.us)) or your local CST for assistance.

Download Remote Desktop Connection (RDC) via App store like above for Cisco. After Microsoft Remote Desktop Connection is installed you will need to enter in your work pc name. (I.E. ITDFS015D or IP address)



After completed, click on your pc in Remoted desktop and you will connect just as if you were sitting at your work desk.

