

Always on VPN

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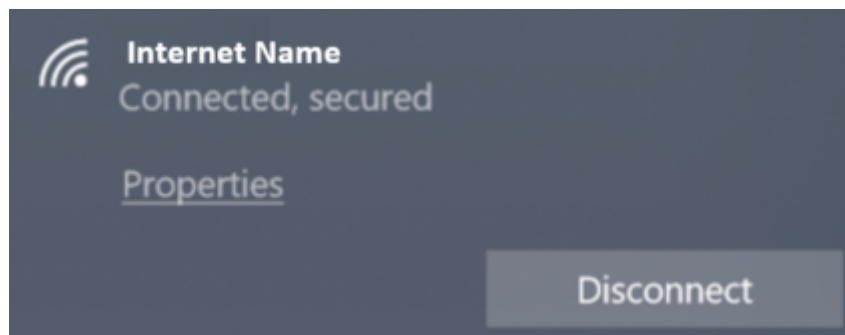
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Connection to Always on VPN

To successfully connect to Always on VPN the following steps must be completed:

- Turn on Laptop or mobile device but do not log in
- Hit CTRL-ALT-Del and then hit the internet connection icon in the bottom right of the screen, It will look like this 
- Select your required connection, this is most likely to be your home router, workplace WIFI connection or a mobile hotspot. Enter the credentials to connect. You will know when you are successfully connected to the internet as it will show as below:



You should now be able to log in as if you were at your desk in your workbase, connect to all your network drives, emails and the internet.

What if I cannot connect to AOVPN?

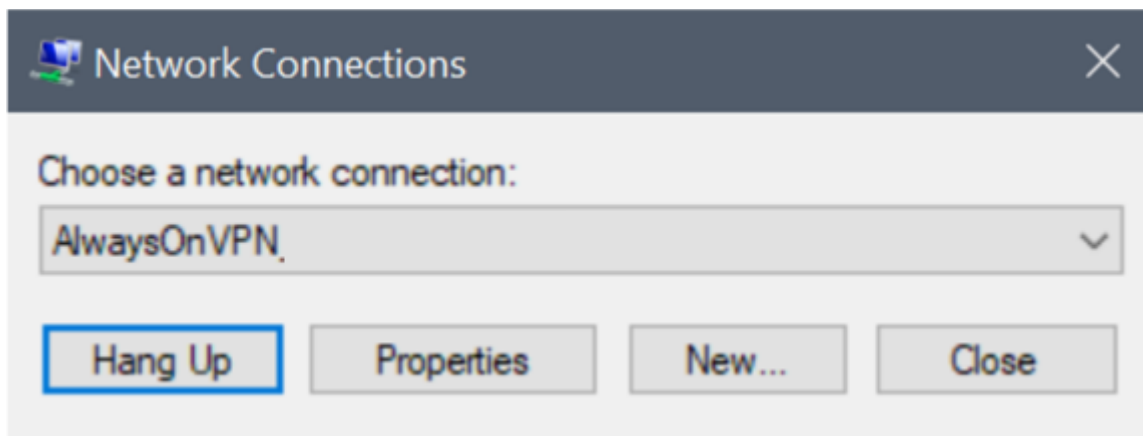
If the above steps are completed but you are still not able to connect as expected there are a few things you can try to get connected.

Check your VPN Dialer Connection

On your desktop you will be able to see an icon called VPN Dialer:



When you click on this ICON it will look something like the below. If the connection says Hang Up, then you should be successfully connected and able to work on AOVPN. If the connection says Connect, then you are not connected to AOVPN, Click on Connect and your laptop will connect to AOVPN:



If you are able to try to connect via another source, most likely Hotspot using mobile data, or sim installed mobile data and see if you can access this successfully.

Check power settings

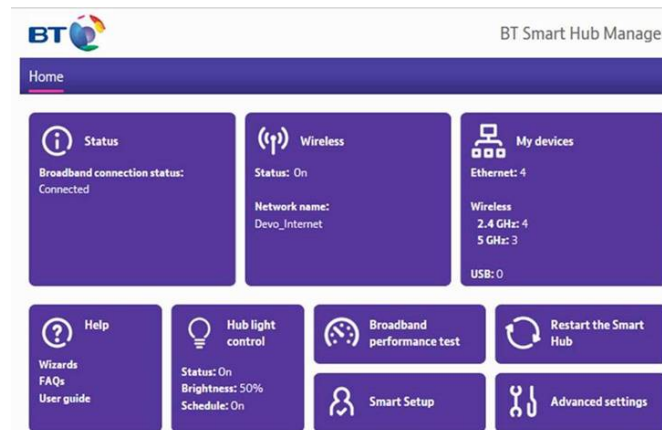
- Browse to the Control Panel
- Select Power options
- Select Change when my computer sleeps
- Select Never in all 4 drop down boxes
- Select Save Changes

Check windows version

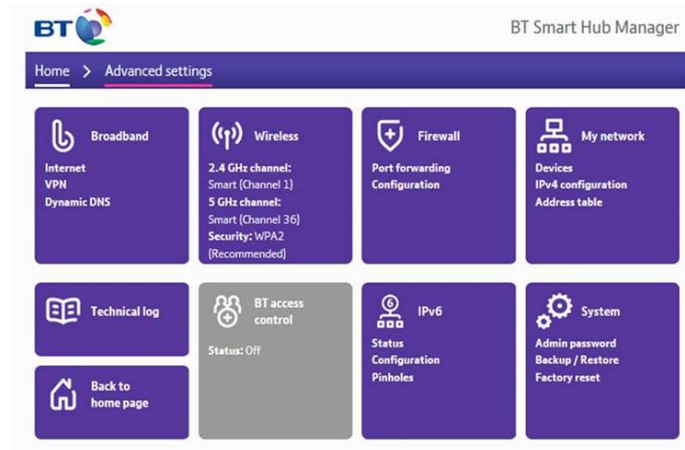
Check the Windows version if not lower that 1803. If the windows version is below 1803 it will need to be upgraded before the laptop can be AOVPN enabled.

Check your router settings (ONLY for BT & PlusNet routers)

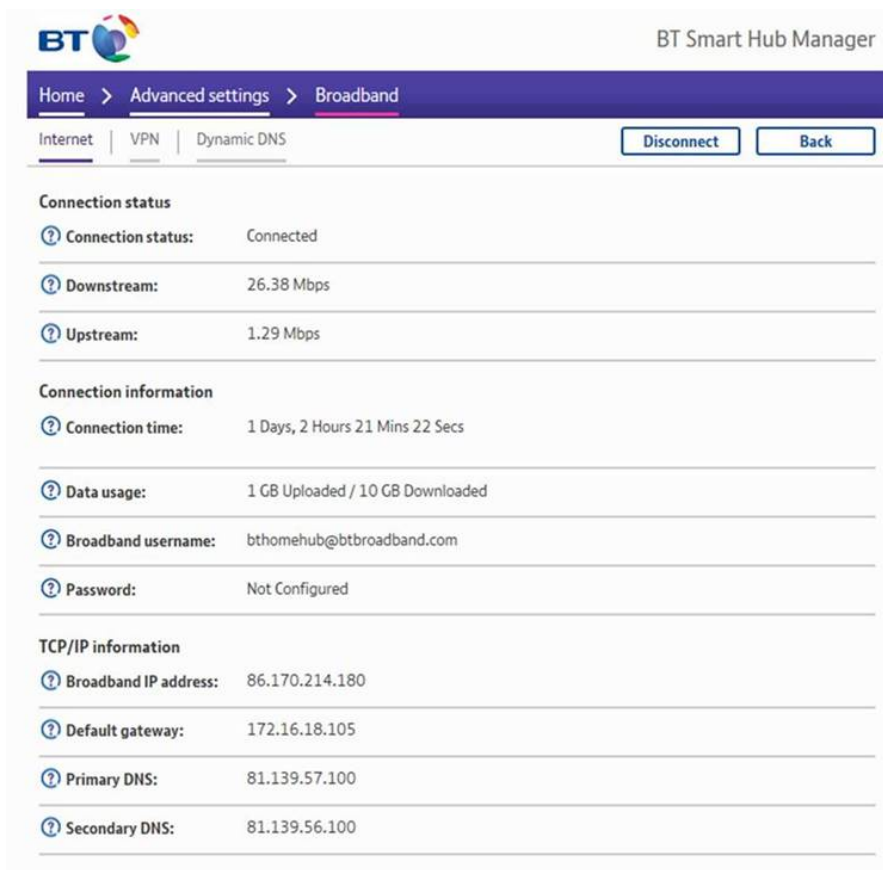
Open Internet Explorer and enter 192.168.1.254 to access hub manager



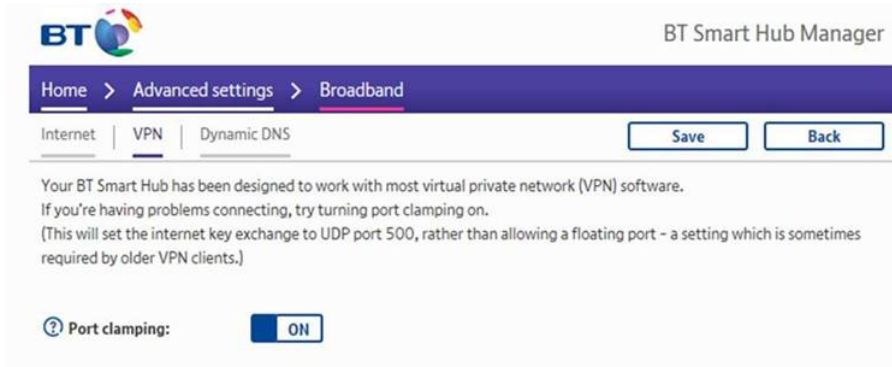
Click advanced settings



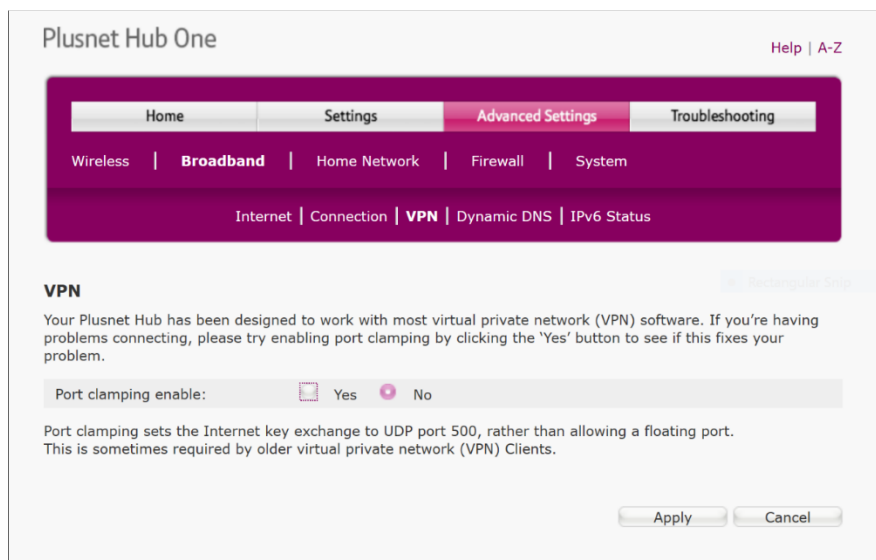
Click broadband



Click VPN tab



Similarly for Plus Net routers see below:



Reboot

Reboot and make sure you do not restart or log back in for at least 4 minutes. This allows time for the previous connection to be completely severed before a new connection is sought.