

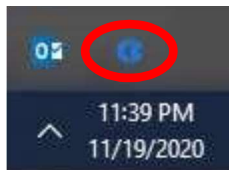
MTS Laptop Security Update Procedure

Created: November 19, 2020

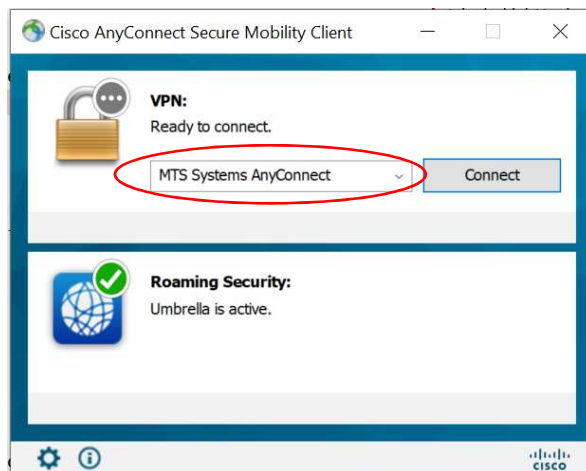
Help Desk: 716-206-2632 (Sensors Division Help Desk will provide support for this update)

Please follow the following steps to perform a required security update on your computer. Please note, if your computer has exhibited unusual activity, please contact the Help Desk before proceeding.

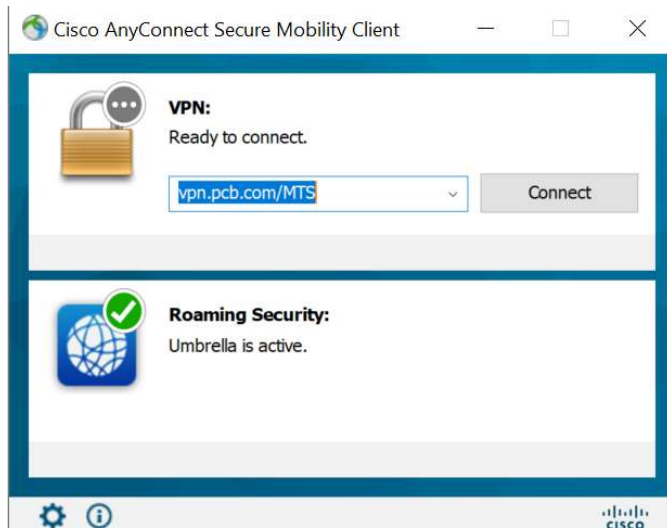
If the security update has already been installed on your computer, e.g. because you have been in the office last week, you will see a blue icon in the task tray. In this case you will be able to directly connect to the VPN as usual and do not need to follow the below steps.



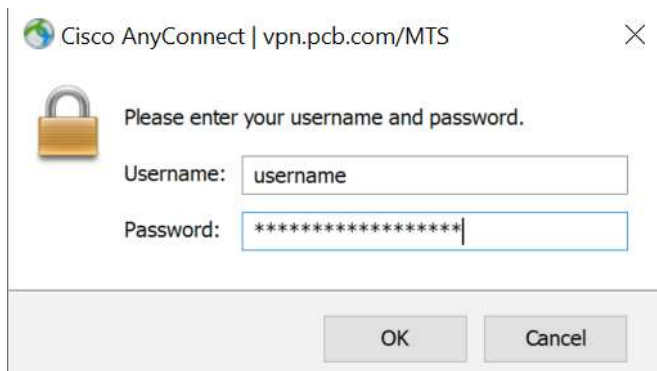
1. Open Cisco AnyConnect Secure Mobility Client and note what address you normally connect to as you will need to revert to it after this process.




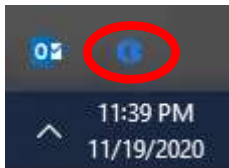
2. In the Text Window, type in `vpn.pcb.com/MTS` and click Connect



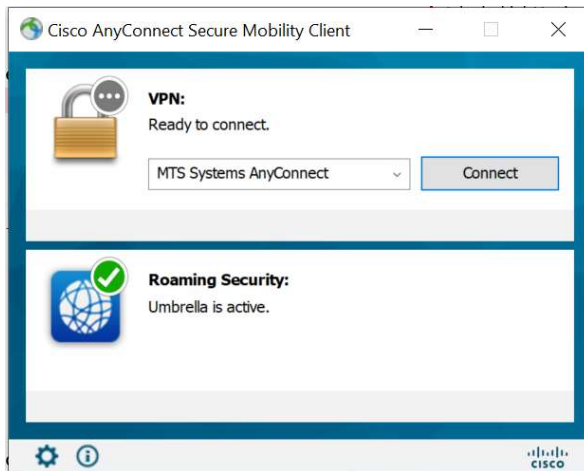
3. When prompted, enter your computer logon name and password.



4. Once Connected, the VPN will minimize to the Taskbar and you will see this icon:  While connected to the PCB VPN you will not have access to MTS Resources, including email (Outlook and Webmail).
5. Please stay connected until a new Blue Icon appear in the task tray, indicating the software has been installed. Installation may take up to 30 minutes. If you have not received the update after 45 minutes, please turn off your computer and call the MTS Test Help Desk 1-844-737-8687.



6. After the software has installed, please reboot your computer, leave it on and connected to the internet for 4 hours before connecting to the MTS VPN.
7. Change your VPN in the Cisco AnyConnect Client back to the address you normally use. Once connected you may continue to access MTS resources over the VPN.



8. If you receive the following message, please ensure you have the icon shows in step 5. If you attempt to connect to MTS VPN without successfully completing the above steps you will receive the following error. If you have the icon in step 4 and still receive the following error please contact your regular help desk.

