AHS NetMotion VPN Client User Guide

Requirements

To connect to the Alberta Health Services (AHS) network using NetMotion VPN, you must have:

- An AHS laptop with security software installed and configured for remote access.

- Authorization for your user account to access the NetMotion Virtual Private Network (VPN).

- A working Internet connection. (You can check that your connection is working by going to a website like www.yahoo.com or www.google.ca.

Note:
- Depending on the speed of your Internet connection, your computer's performance may not be the same as when you are connected to the internal AHS network.
- From the NetMotion VPN logon screen, you can select **Bypass** to log in to your computer without connecting to the AHS network. Your desktop will appear, but you will not have access to your mapped drives or Outlook. If you are connected to the internet, you can check your AHS email by logging in to http://my.albertahealthservices.ca and then Outlook Web Access (OWA).

Common Taskbar Icons

 You are connected to NetMotion VPN.

 NetMotion VPN is unable to connect. This can mean your internet connection is not working or your AHS login information was not entered correctly. For more information about why NetMotion VPN is not connected, double-click the icon to view Properties.

 NetMotion VPN is attempting to connect. If you see this icon, you don't have access to the AHS network. For more information about why NetMotion VPN is not connected, double-click the icon to view Properties.

![Alberta Health Services logo]

Connecting to the AHS Network Using NetMotion VPN

1. At the Windows startup screen, press Ctrl+Alt+Delete to open the Windows Security dialogue box.

2. Type your AHS user name and password to log in to your computer.
   The **Mobility Logon** dialogue box opens.

3. Type your AHS **User name** and **Password**.

4. Click **OK**.

The Windows operating system and your desktop will load. You are now connected to the AHS network and can access your files and applications.


Note:

Most AHS computers are configured to start NetMotion VPN each time you log in. If the **Mobility Logon** dialogue box does not open, you will need to log in manually after your computer has logged into the Windows operating system. (See instructions below.)

Manually connecting to the AHS network using NetMotion VPN

If the **Mobility Logon** dialogue box does not open when your computer is logging in to the Windows operating system, you will need to manually connect to NetMotion VPN.

To connect manually:

1. Click **Start → All Programs → NetMotion → Mobility XE Client**.
   The **NetMotion Mobility XE Client** dialogue box opens.
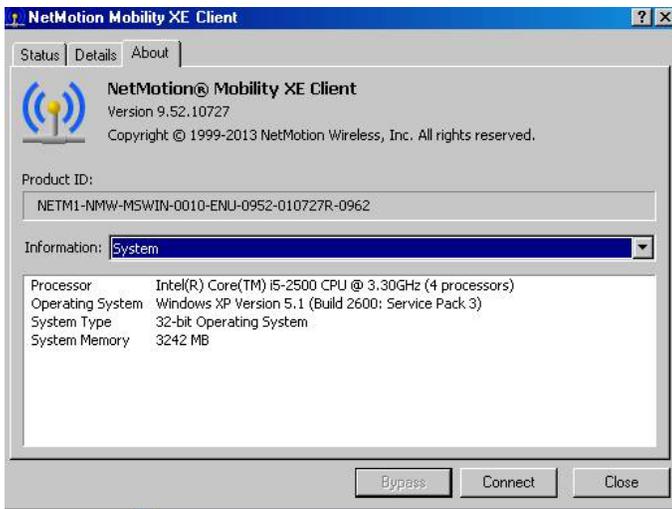
2. Click **Connect.**
   The **Mobility Logon** dialogue box opens.

3. Type your AHS **User name** and **Password**.

4. Click **OK**.
   The **NetMotion Mobility XE Client** dialogue box opens.

   In the **Connection** area, the **Status** will show **Connected as Healthy**AHS username.*
   You are now connected to the AHS network and can access your files and applications.