Virtual Private Network (VPN) Training Guide

Federal Energy Regulatory Commission

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Introduction to the Virtual Private Network (VPN)

FERC is now using a Virtual Private Network application, as an additional capability to improve connectivity to the FERC network and enhance teleworking.

The VPN will allow you to connect into the FERC network as if you were sitting at your desk at FERC.

Benefits of Using a VPN

- Connection to the FERC Network as if you were sitting at your desk.

- Easy access to your network drives (K, L, P)

- Access to FERC applications from your FERC laptop (FERCNet, Outlook, ATMS)

Connecting to the VPN Remotely

> **NOTE:** If connecting using wireless, the following steps will also apply after you have established a wireless connection.

Before you get started

> For the VPN solution to function correctly, you must be logged into your computer with your PIV card and you must also have an active internet connection.

> **Important:** This solution does not work if you are located at FERC.

Using Employee Page

1. Open a new Internet Explorer (IE) browsing session and type in
   http://connect.ferc.gov in the text box at the top of the browser. The
   following page displays.

Figure 1 -Employee Screen

NOTE: Make sure that you open a new session rather than opening a new tab.

2. Click the Connect Via (VPN) link on the screen.

Figure 2 -Connection Link

OR

Using F5 Icon

1. Click the F5 Icon in your computer Tool Bar to initiate the VPN.

Figure 3 – Selecting the F5 Icon

2. Select a Certificate from the Pop-Up box.
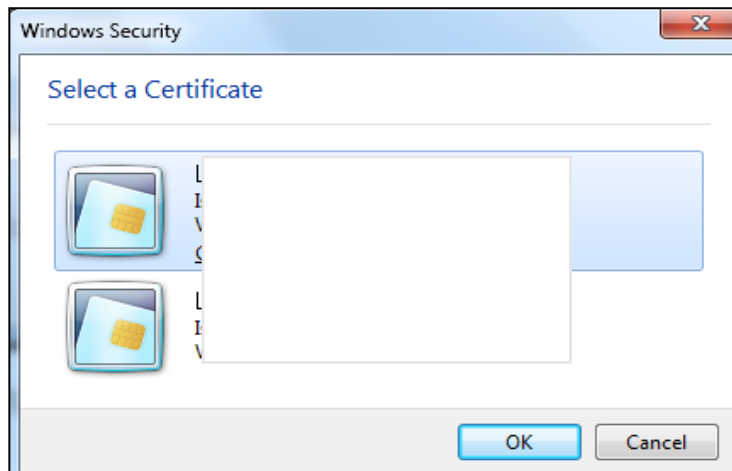3. click the OK button.

Figure 4 – Select a Certificate

NOTE: Most users will have two certificates to choose from, you can select either one. If you have more than two, select the certificate with the latest "valid from" date.

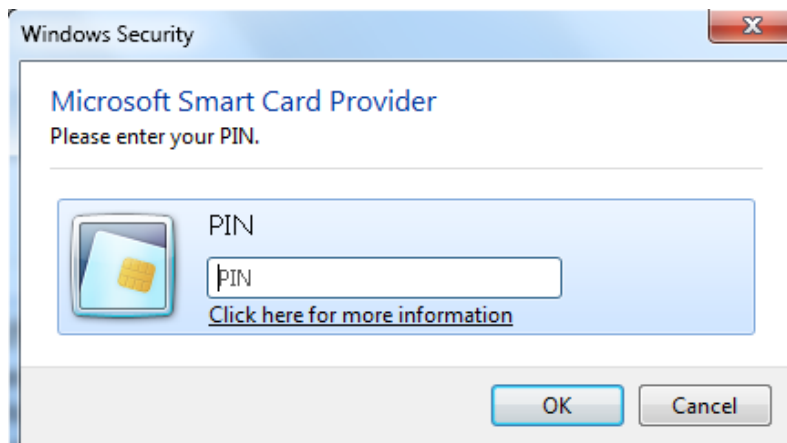4. Enter your PIN number in the available field and click the OK button.

Figure 5 – Enter PIN Number

5. Your PC will run processes in the background before being connected. This process may take between 5 and 15 seconds.

6. After a few seconds the connection screen displays.

NOTE: You will know that you are connected when you see the "Connected" status in the IE Window.
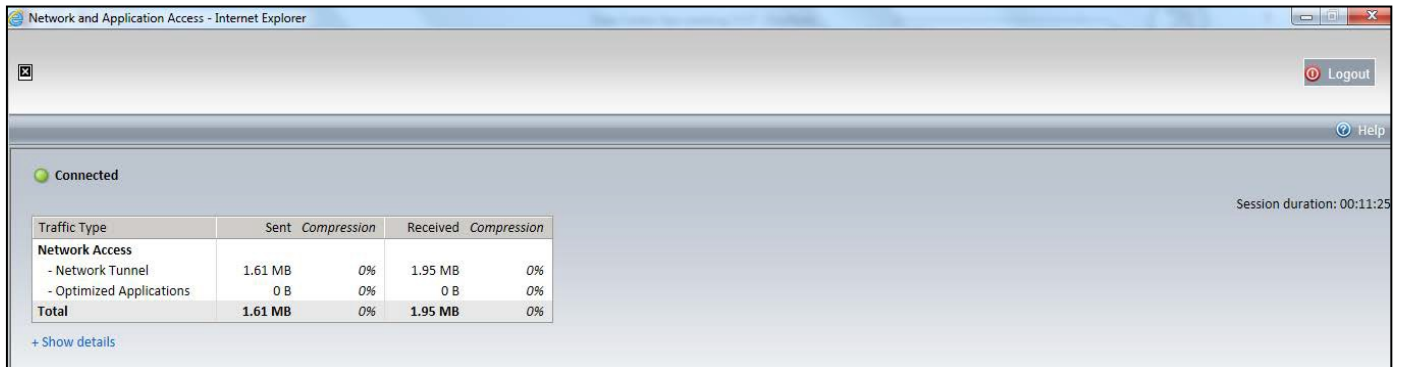

Figure 6 – Connection Screen

7.   Once connected it may appear you have no drive connections. Simply click on each drive and the Red X will no longer display.
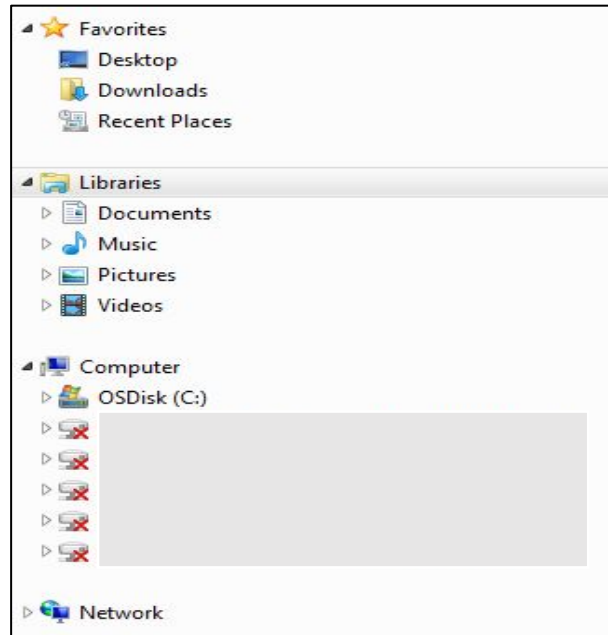
Figure 7 – Network Drives

Closing the Connection

1. You may close the connection by selecting the "F5" icon located on the system tool tray. This displays the Connection Screen.
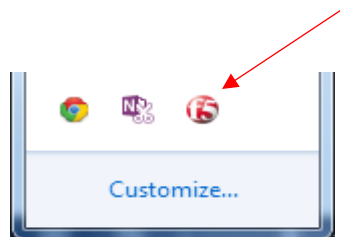

Figure 8 – F5 Icon

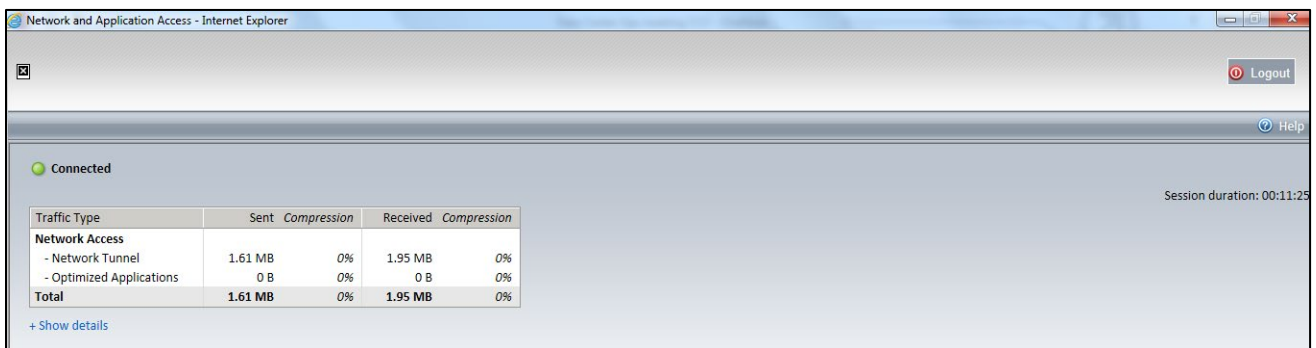2. Click the "Logout" button on the top right of browser to close the VPN connection to the FERC network.

Figure 9 - Connected

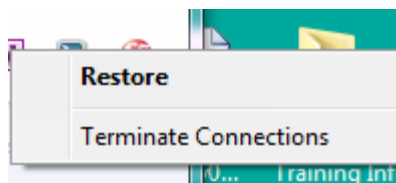3. **Or** right click the F5 Icon and select **Exit** from the menu.

Figure 10 – Connection Window

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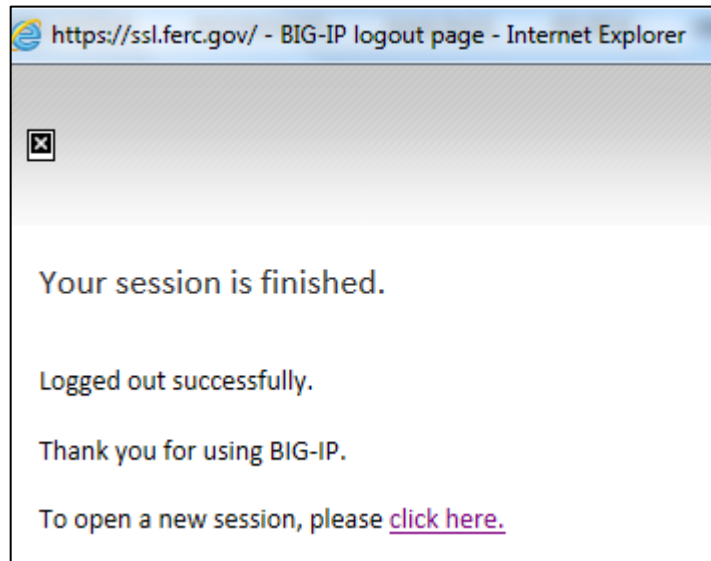4. A confirmation window displays "Your session is finished."

Figure 11 – Log-out screen

IMPORTANT

If you have any issues with the VPN client, contact IT support at 202-502-8163.

PIV Card Error Messages

Token Payload Error Message
Contact IT support to ensure that the certificate on your PIV card matches the profile on the laptop that you are using. IT support will assist you through the processes and inform you of the steps that you need to take to resolve the problem.

PIV Card is locked or blocked message
Go to the US Access facilities located on the first floor of the FERC building. This message means that something is wrong with your PIV certificate (e.g, expired, locked out). Once the US Access facility makes the necessary corrections to your card, contact IT support to make your new certificate matches with the profile of your laptop.