

Setting up and using remote access with Aruba VIA

In order to access the Trust network remotely, you will need to use a remote access tool called Aruba VIA Client.

Once set up and running, your device will be enabled to remotely access the Trust network when you connect to any non-Trust wireless connection, e.g. a WiFi hotspot, or patient's home Wifi.

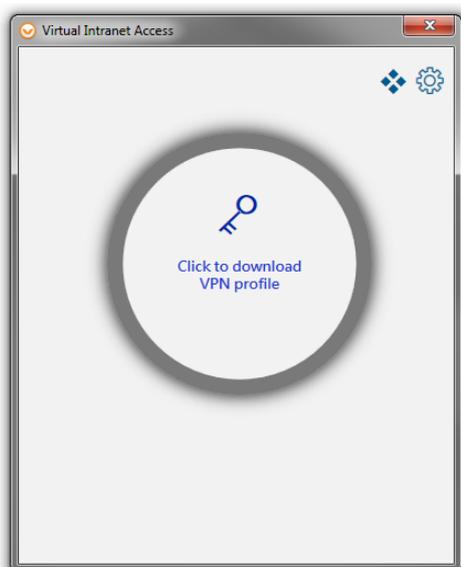
FIRST TIME ACCESS

We recommend setting up your remote access for the first time within the Trust, if you have any issues you can then contact the IT Service Desk for assistance.

When you first access Aruba VIA on your laptop you will need to follow the steps below:

Double-click the 'Virtual Intranet Access' icon on your desktop.

You will be presented with the screen below. Click on the central button and enter the VPN profile name of **remote.plymouth.nhs.uk** as below.



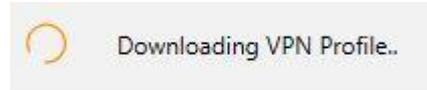
The server details will start to download...



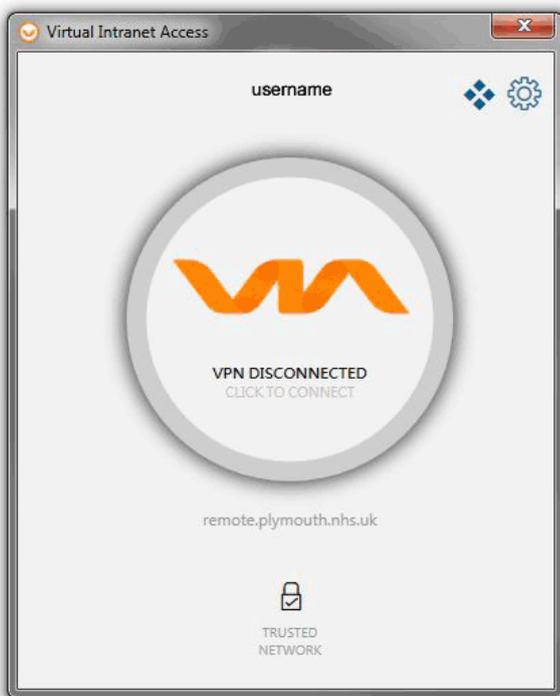
You will then be asked to enter your credentials. Enter your normal Windows username & password, click **Proceed** and wait for your remote access profile to download.

Connecting to: remote.plymouth.nhs.uk

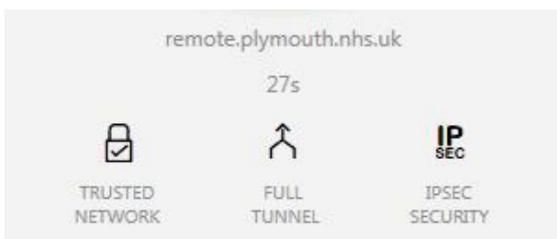
Please provide credential



Your VIA software is ready to be used and the grey circle will be shown below. Simply click anywhere within the circle and the remote connection will commence.



Once the connection is complete the lower part of your connection window will display the amount of time you have been connected to remote.plymouth.nhs.uk.



REMOTELY ACCESSING THE TRUST NETWORK

Once set up and installed, when you access a non-secure WiFi connection (e.g. at home or a public wifi point) your laptop will automatically connect securely using Aruba VIA.

⦿ When VIA is successfully connected, the icon in the lower right

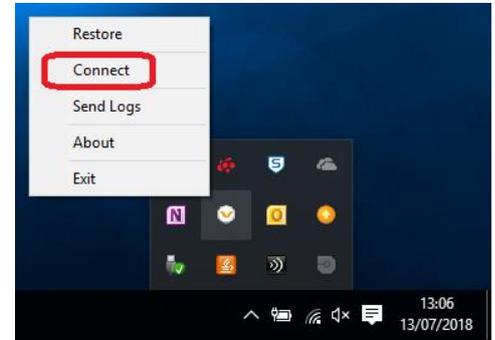
System Tray will be green:



⦿ When disconnected, it will be white:



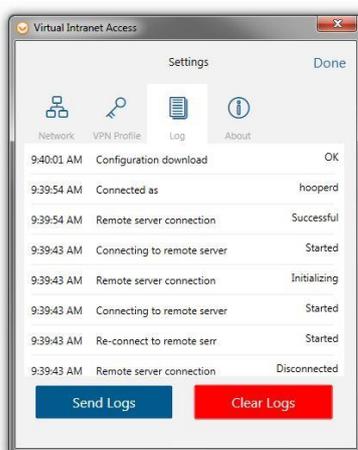
⦿ You can also manually connect or disconnect by right-clicking on the VIA icon in the system tray.



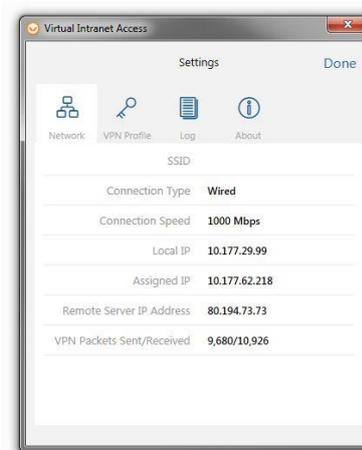
TROUBLESHOOTING

If you are unable to connect to the Trust network:

1. Check that the login window has the correct Remote Server address **remote.plymouth.nhs.uk** and you have entered your username and password correctly (your password is case-sensitive)
 - If you have recently changed your Windows password, try entering your previous password
2. Try to manually disconnect, then reconnect using the methods shown above
3. If you are still unable to connect, close the Aruba VIA application by right clicking the 'Virtual Internet Access' icon in your notification area in the bottom-right of your screen and then clicking Exit, you can then restart the Aruba VIA application using the shortcut on your desktop and reconnect.
4. If you are still experiencing problems please call the IM&T Service Desk on 01752 437000. We may ask you to describe or send the connections details as shown below. In order to do this you will need to click on the settings cog from the top right of the main VIA window.



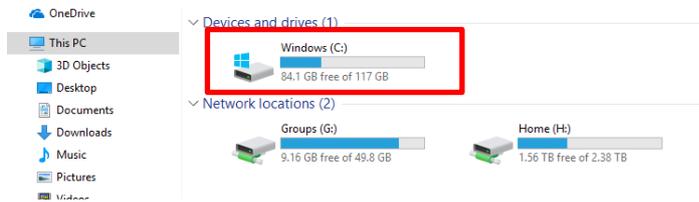
The Log window displays your connection.



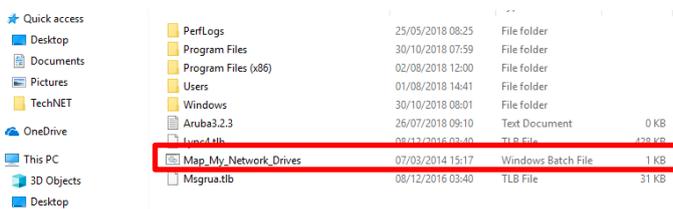
The Network window displays network info.

If you are connected via Aruba VIA and cannot find or access files on your computer:

1. Access your C:\ drive which can be found under **My Computer** or **This PC** in the Start Menu on Windows 10



2. Open the file contained inside named **Map_My_Network_Drives**



3. You should now be able to access files in your **H:/** and **G:/** drive.