

Using Microsoft VPN on a County Owned Laptop

Prerequisites

Microsoft VPN from Microsoft can only be used if:

- You are connecting with a county-owned laptop
- You are enrolled in MFA and agree to use the Microsoft Authenticator App as your authentication method.
- You do not require access to our Criminal Justice Data Network.

If you do not have a county-owned laptop, you should continue to connect using our traditional Cisco VPN (or VDI).

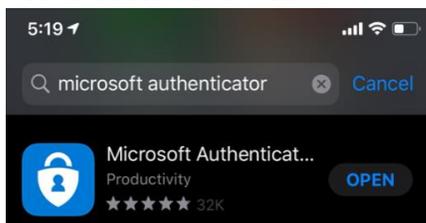
HOW TO USE THESE INSTRUCTIONS

- If you have never set up MultiFactor Authentication with Dakota County, start at **A.**
- If you use Dakota County MultiFactor Authentication with a Text (SMS) code, start at **B.**
- If you use Dakota County MultiFactor Authentication with the Microsoft Authenticator smartphone app notifications, start at **C.**

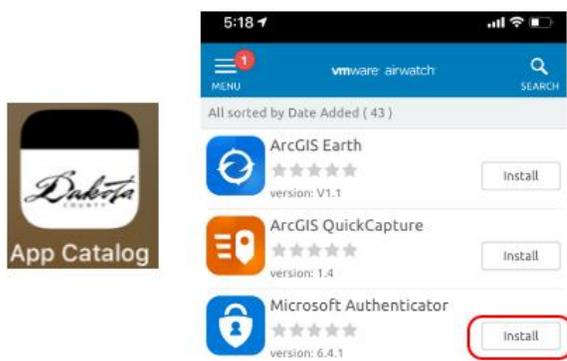
A. To register with MFA (multi-factor authentication)

1. Install the Microsoft Authenticator App on your Smartphone

- a. If you have a personally owned smartphone, go to your phone's app store, search for "Microsoft Authenticator" and install.



- b. If you have a county owned smartphone, go to the "App Catalog", and next to "Microsoft Authenticator", click "Install"



2. On your computer, open a private browsing window in your web browser.

This helps prevent issues during the enrollment process

- For Google Chrome, press Ctrl+Shift+N
- For Internet Explorer, press Ctrl+Shift+P

3. Go to the Microsoft MFA Enrollment page:

<https://aka.ms/mfasetup>

4. Enter your Dakota County email address and password, then click *Sign in*.
(first.last@co.dakota.mn.us).



← first.last@co.dakota.mn.us

Enter password

Password

[Forgot my password](#)

Sign in

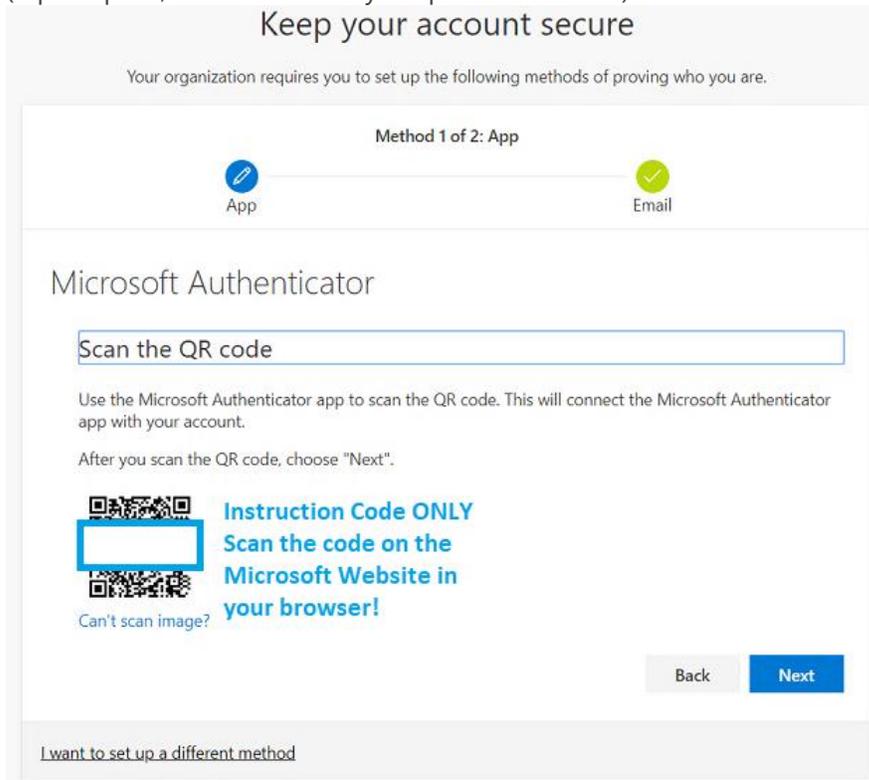
5. On the “More Information Required” screen, click next.

6. On the “Keep your account secure” page, click “Next”

7. On the “Keep your account secure” page, click “Next”

8. ON YOUR SMARTPHONE, Launch the Microsoft Authenticator App

- a. If prompted, allow notifications
- b. Click "Add Account"
- c. Choose "Work or School Account"
- d. Point your phone's camera at the QR code on the Microsoft "Keep your account secure" page (if prompted, allow access to your phone's camera)



- e. When your phone recognizes the QR code, it will automatically enter your County account information into the App
- f. On your computer, in the "Keep your account secure" page, click next
- g. Microsoft will send a test notification to your phone
 - i. On your phone, click "approve"
 - ii. On your computer, you should see "Notification Approved"
 - iii. On your computer, Click "Next"

9. On your computer, click "Next" to set up your secondary authentication method, if prompted.

Options include email, security questions, or phone.

Your DEFAULT Authentication Method must remain "Microsoft Authenticator – Notification" to use Dakota County's Microsoft VPN.

10. Click *Done* to close the window. MFA is now available to log into the County's Microsoft VPN remotely.

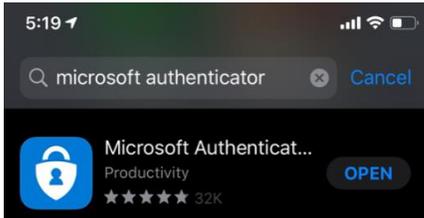
11. Once installation is complete, proceed to Section **C**.

B. Change MFA Authentication method to Authenticator App

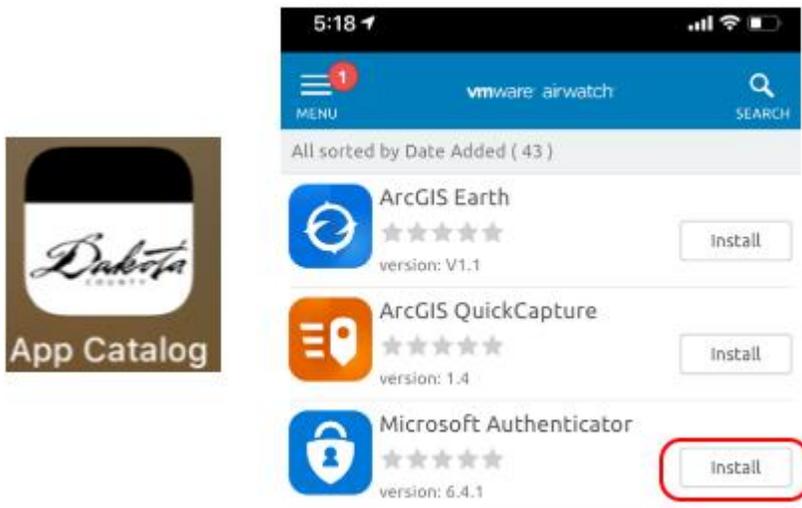
In order for Microsoft VPN to work, it must use the Microsoft Authenticator App as the primary authentication method.

1. Install the Microsoft Authenticator App on your Smartphone

- a. If you have a personally owned smartphone, go to your phone's app store, search for "Microsoft Authenticator" and install.



- b. If you have a county owned smartphone, go to the "App Catalog", and next to "Microsoft Authenticator", click "Install"



2. On your computer, open a private browsing window in your web browser.

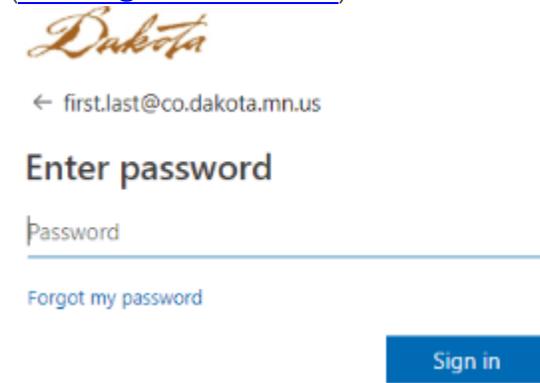
This helps prevent issues during the enrollment process

- For Google Chrome, press Ctrl+Shift+N
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3. Go to the Microsoft MFA Enrollment page:

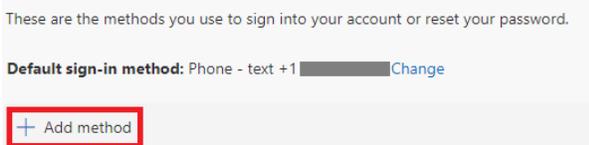
<https://aka.ms/mfasetup>

4. Enter your Dakota County email address and password, then click *Sign in*. (first.last@co.dakota.mn.us).

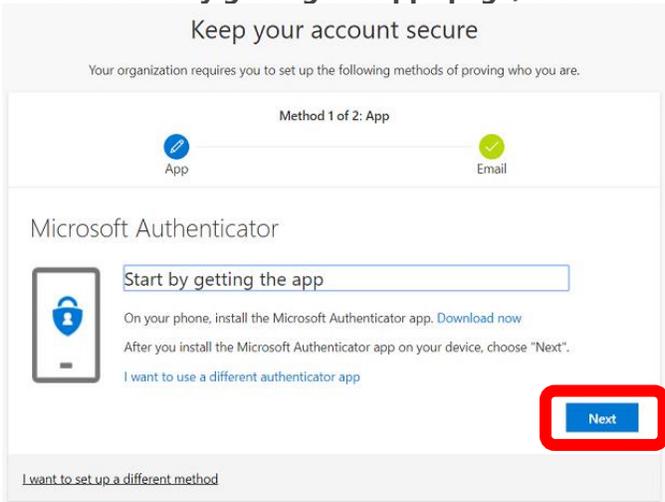


5. Enter your Text MFA Code

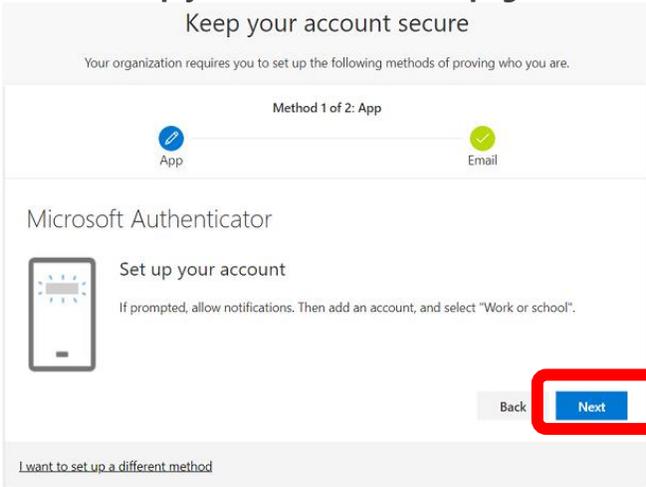
6. Click 'Add Method', Confirm 'Authenticator App' is selected | Click 'Add' Security info



7. On the "Start by getting the app" page, click "Next"

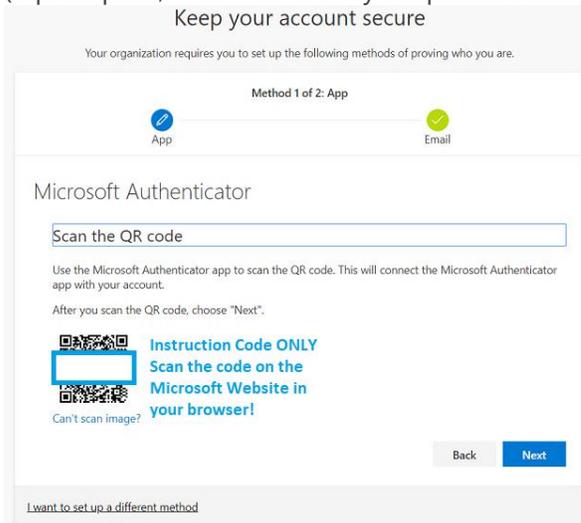


8. On the "Keep your account secure" page, click "Next"



9. ON YOUR SMARTPHONE, Launch the Microsoft Authenticator App

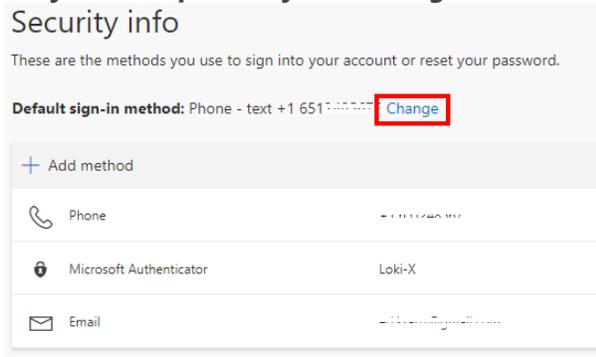
- a. If prompted, allow notifications
- b. Click "Add Account"
- c. Choose "Work or School Account"
- d. Point your phone's camera at the QR code on the Microsoft "Keep your account secure" page (if prompted, allow access to your phone's camera)



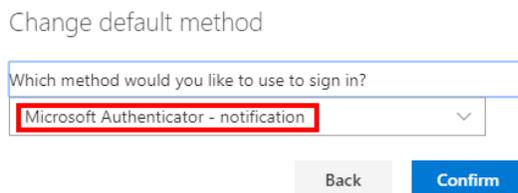
- e. When your phone recognizes the QR code, it will automatically enter your County account information into the App
- f. On your computer, in the "Keep your account secure" page, click next
- g. Microsoft will send a test notification to your phone
 - i. On your phone, click "approve"
 - ii. On your computer, you should see "Notification Approved"
 - iii. On your computer, Click "Next"

10. On your Computer, once the test notification has been successful, click "Next or Finish"

11. On your Computer, by Default sign-in method, click "Change"



12. Choose "Microsoft Authenticator – notification" and click "Confirm"



13. Once installation is complete, proceed to Section **C**.

C. Installing Microsoft VPN

Prerequisite

Users will need to log into the laptop at least once from **INSIDE** the county network!
These instructions will need to be performed for **EACH USER** that will use this laptop remotely.

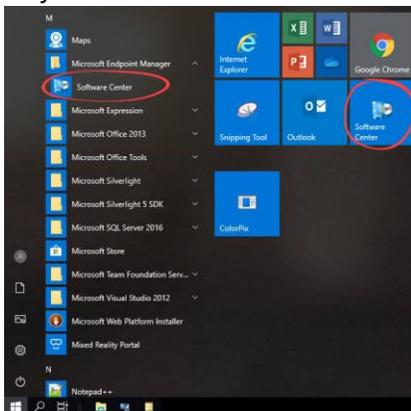
Installation Process

1. If you are currently IN a Dakota County building, or are currently connected to the existing Cisco VPN, proceed to Step 2.

If you are working remotely, please connect to the existing Dakota County Cisco VPN (AnyConnect) as you normally would. *If you need help connecting to the Cisco AnyConnect VPN, please contact your ISS or the IT Help Desk.*

Once connected to the Dakota County network, proceed to Step 2.

2. Click on Start, then click on "Software Center" located on the right side of the Main Start Menu Page, OR scroll down through the list of applications. It can be found in the "Microsoft System Center" folder. Both ways are circled below.



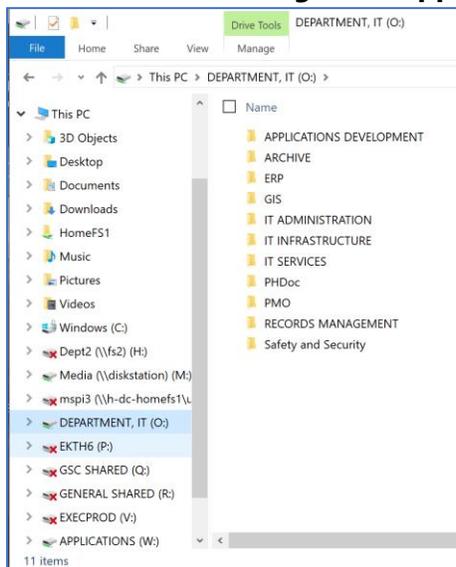
3. In Software Center, click on "AlwaysOn VPN" and click "Install"
 - You may have to change your "Sort by" criteria at the top of the screen to see this selection
 - Status will show "Installed" once the process has completed. It may take a few minutes to finish.
4. Once the Installation has completed, wait a few minutes, then reboot your computer.

Steps to Follow every time you connect remotely using Microsoft VPN

IMPORTANT NOTE

When you login to this laptop while outside of the office, you must have your MFA-enrolled smartphone at hand so you can "Approve" the connection as part of our requirement for multi-factor authentication. It may be helpful to have the Authenticator App open on your smartphone before you login.

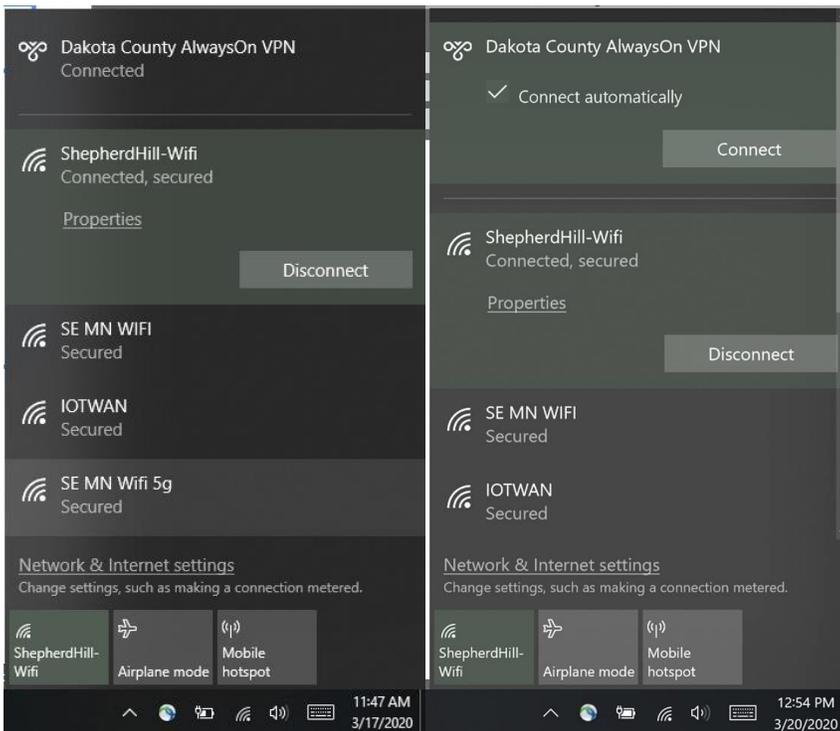
1. Login to your laptop as you normally would.
2. Connect to wifi if you aren't already.
3. The Microsoft Authenticator App will now send you a notification that a connection is being attempted.
 - **You must approve the notification that pops up on your phone within 60 seconds to connect.**
 - **iPhone users:** You will see a notification and the option to 'Approve' or 'Decline' the connection. If you 'Approve' the connection, login will continue.
 - **Android users:** You will see a notification with the question "Approve sign-in?" (you may have to swipe down on the notification bar to see this). You can click on the notification, or the blue down-arrow on the top right of the notification, to expand it. You'll then see options to 'Deny' or 'Approve' the connection. If you 'Approve' the connection, login will continue.
4. Open "File Explorer" and look at your mapped drives. If they have red X's on them, click on each red X and it should go away. **Make a habit of checking this each time you connect with Microsoft and do this BEFORE launching other applications.**



Troubleshooting Microsoft VPN Connectivity

- If you are connected to your home wifi, click on the Wifi Icon in the Windows Task Bar. 
- If you are connected to a dock or network cable, double-click the Network icon. 
- You should see "Dakota County Microsoft VPN" at the top of the network list.
- If you see "Dakota County Microsoft VPN" and it shows "Connected" installation is successful.
- If it shows 'Not Connected', ensure 'Connect Automatically' is checked and then click 'Connect'.
- **If you miss the Multi-Factor Authentication prompt** on your phone you can follow these same steps above to reconnect.

The below diagram shows a successful Microsoft VPN connection at the top of the list, and the individual's home Wifi network connection listed right below it:

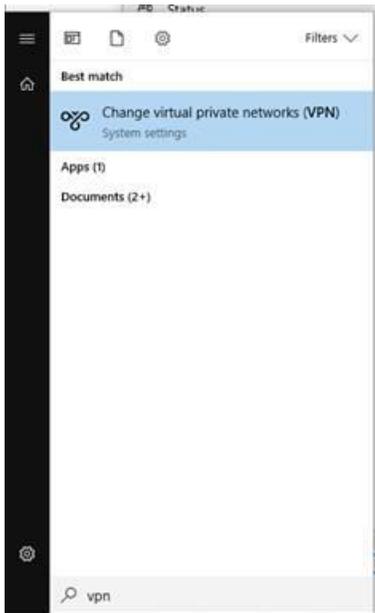


- **IF Dakota County AlwaysOn is stuck at "Connecting" and never connects:**

- Click on the Start Button



- Start typing "Virtual Private" when it opens and choose the "Change Virtual Private Networks (VPN)" option



- Under VPN, click on “Dakota County AlwaysOn VPN”
- Have the authenticator app open
- Click “connect”
- Click “approve” on your smartphone.