Installation and Setup of OpenVPN

Introduction: If you would like to use directions that include screenshots, please skip to page 3 of these directions. If you do not feel the need for screenshots, use the first two pages of directions. If you experience any issues, please contact HelpDesk at:

- Create ticket: www.crowder.edu/tickets
- Email: help@crowder.edu
- Call: 417.455.5712
- Visit: McDonald Hall room 217 on the Neosho campus

Install OpenVPN on your computer:

1. Search for "**Company Portal**" in the Start Menu and select it.
2. Search for or select **OpenVPN Connect** from the available apps in the Company Portal.
    - Company Portal allows certain optional applications to be available for you to install without the need for an IS team member to complete the installation.
3. After selecting OpenVPN Connect, click the Install button on the next screen and wait while your machine downloads and installs the application.
4. Once OpenVPN Connect has installed, locate the shortcut icon on your Desktop or search for OpenVPN Connect in the Start Menu and launch the application.
5. Using the arrows on the side, click through the directions and click the "Agree" button on the final screen. Click OK for the Updates screen.

    NOTE: Information Services has reviewed the licensing agreement for OpenVPN Connect.

6. When you reach the next screen titled "Import Profile", please proceed to the "**Setup the required MFA for using Crowder's OpenVPN**" directions.

Setup the required MFA for using Crowder's OpenVPN:

NOTE: If on a Crowder campus, attempting to setup OpenVPN, you will need to be connected to the **Crowder** wireless network (not Crowder Guest or a hardwired ethernet connection) for the following steps.

1. Open your preferred browser (Edge, Chrome, etc.) and paste the following url into the address bar:

    https://vpn.crowder.edu

    - You may get a warning that "Your connection isn't private". Click the "Advanced" button near the bottom left and click "Continue to vpn.crowder.edu (unsafe)"
    - NOTE: Information Services recognizes that this is not our normal instructions and would typically instruct you not to proceed. This is one of the few times Crowder Information Services will instruct you to proceed past a warning as we trust the connection.
2. Click the "Sign In via SAML" button

3. You will be redirected to the sign-in page unless you are already logged into your Microsoft 365 account. Enter your email address and password (the complete firstnamelastname@crowder.edu is needed).
4. Proceed through the Duo MFA prompts as normal for Microsoft 365.
5. Click the "**Yourself (user-locked profile)**" text towards the bottom of the next page. An automatic download of the profile will occur and should show in the upper right corner of most browsers.
6. If OpenVPN is already installed, click or open the downloaded profile.

   Note: If OpenVPN is not already installed, please follow the "**To install OpenVPN on your computer"** directions before proceeding.

7. OpenVPN will launch and ask to import the downloaded profile. Click "OK".
8. Click "Connect". A browser window will briefly launch and close if you have a current Duo MFA token. If you do not have a current Duo MFA token, you will be required to authenticate with Duo as normal.
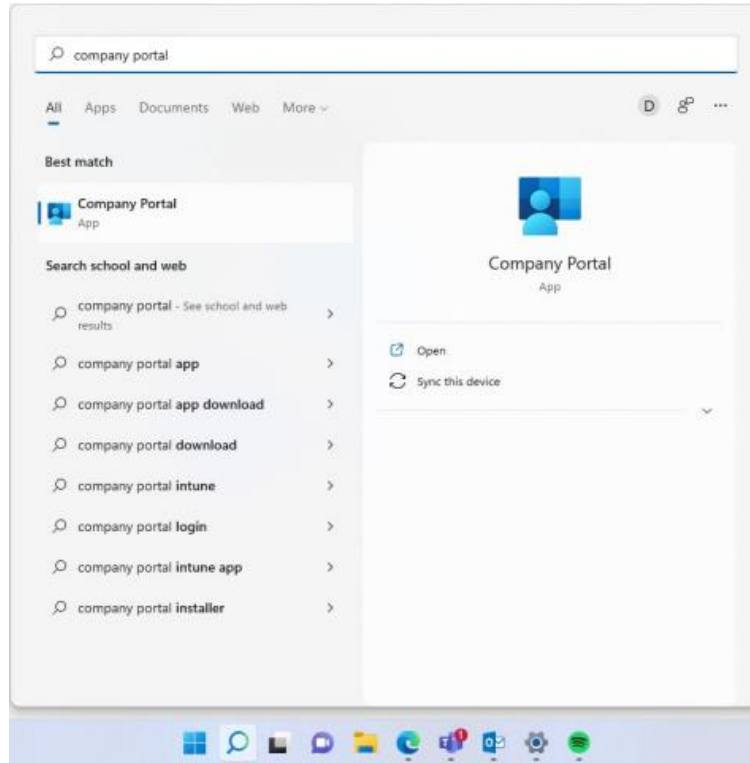
Turn on your OpenVPN connection to Crowder:

1. Click the slider/toggle to the left of your profile. Your default browser will automatically open and one of two options will occur:
   a. If you have an active Duo MFA login, OpenVPN will connect automatically.
   b. If you DO NOT have an active Duo MFA login, the opened browser will ask you to sign in with your Crowder email address, associated password, and complete the Duo MFA authentication before automatically connecting to OpenVPN

NOTE: if you wish to test turning on your OpenVPN connection to Crowder, you must do so from a non-Crowder connection, such as your home network or a personal hotspot. OpenVPN will not connect to Crowder when you are already on the Crowder network.
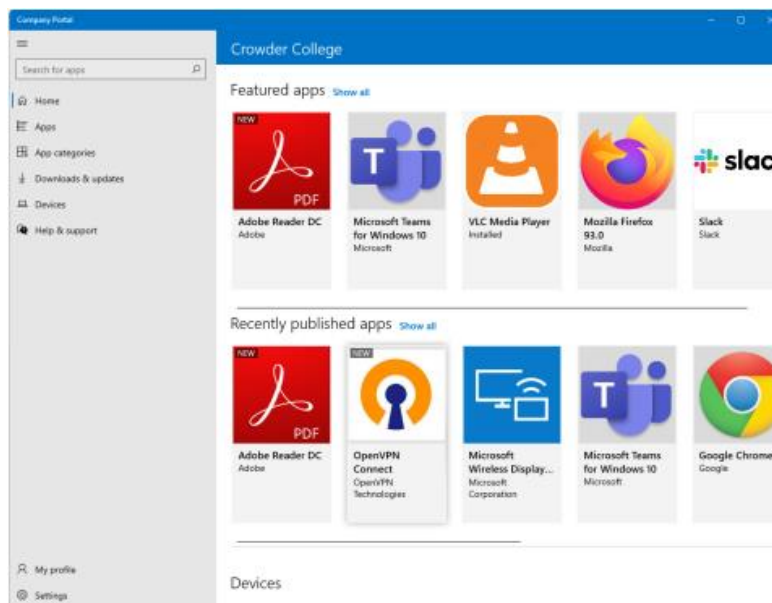
Installation and Setup of OpenVPN (with screenshots)
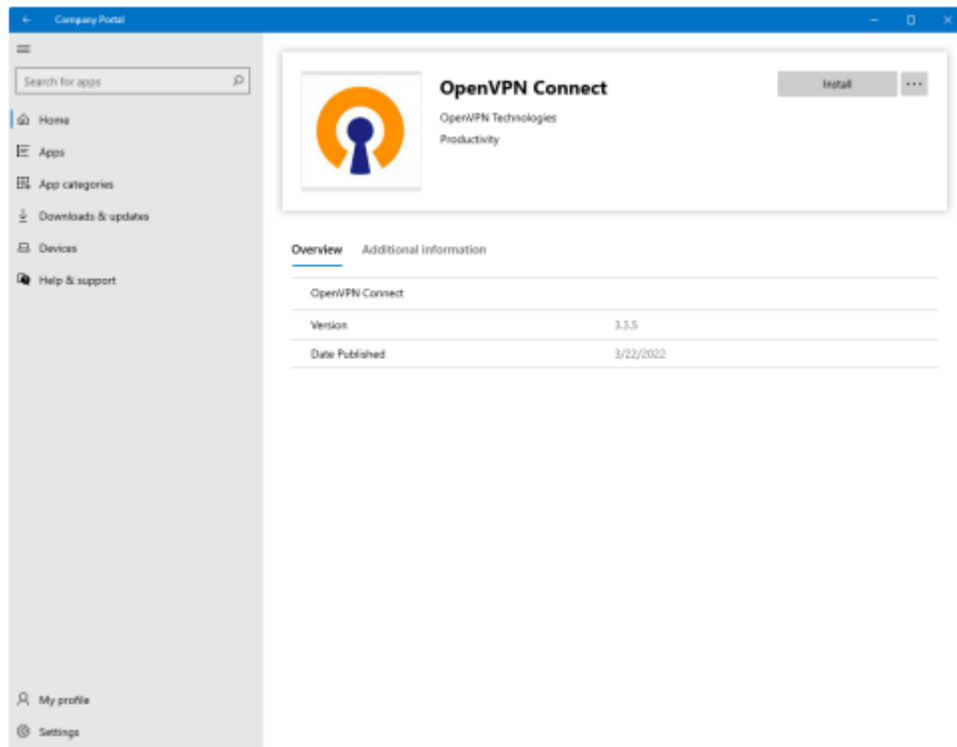
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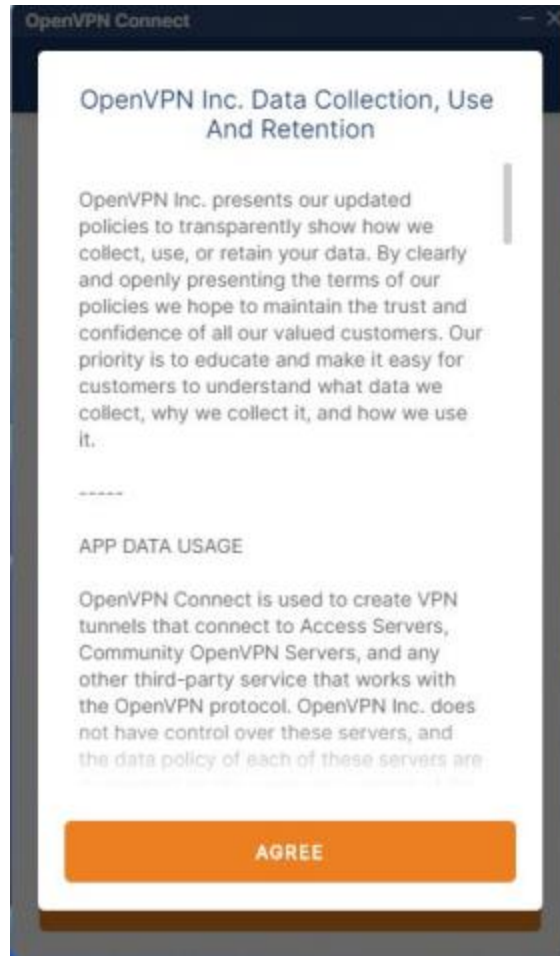
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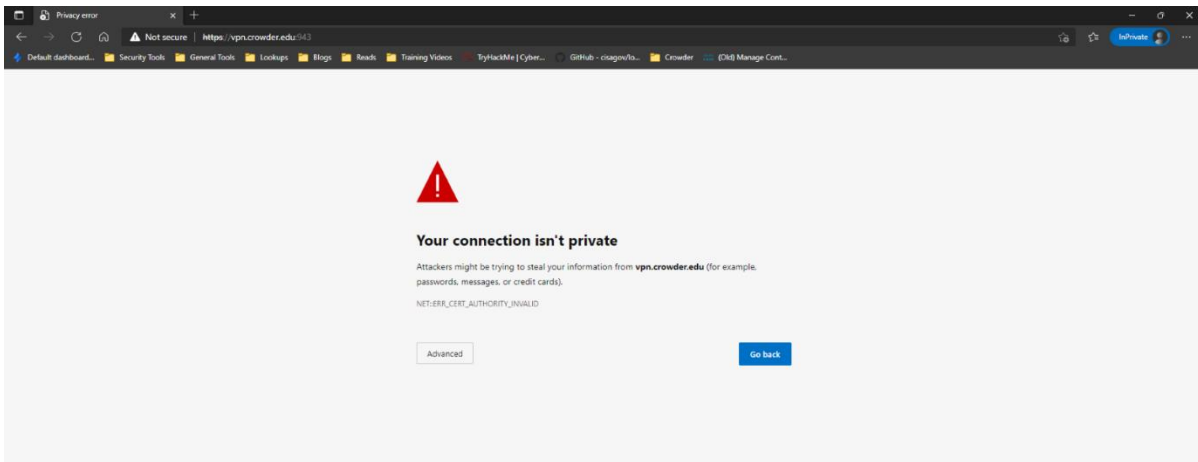
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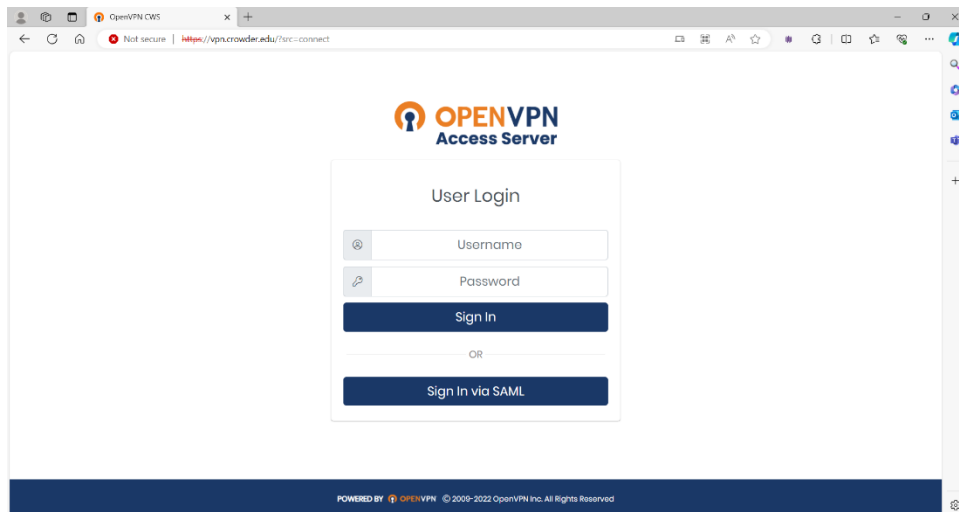
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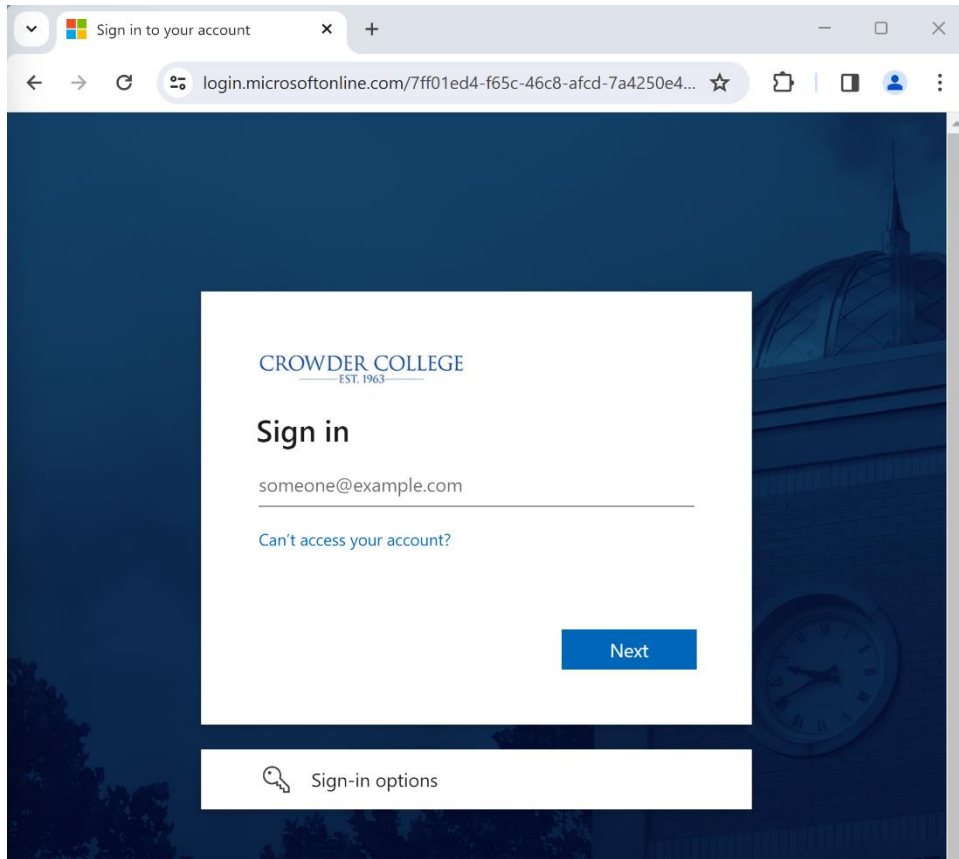
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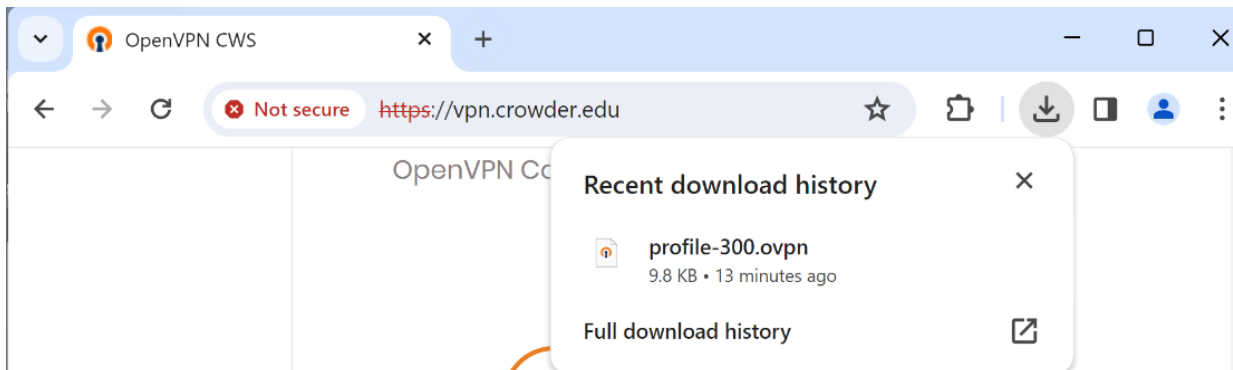

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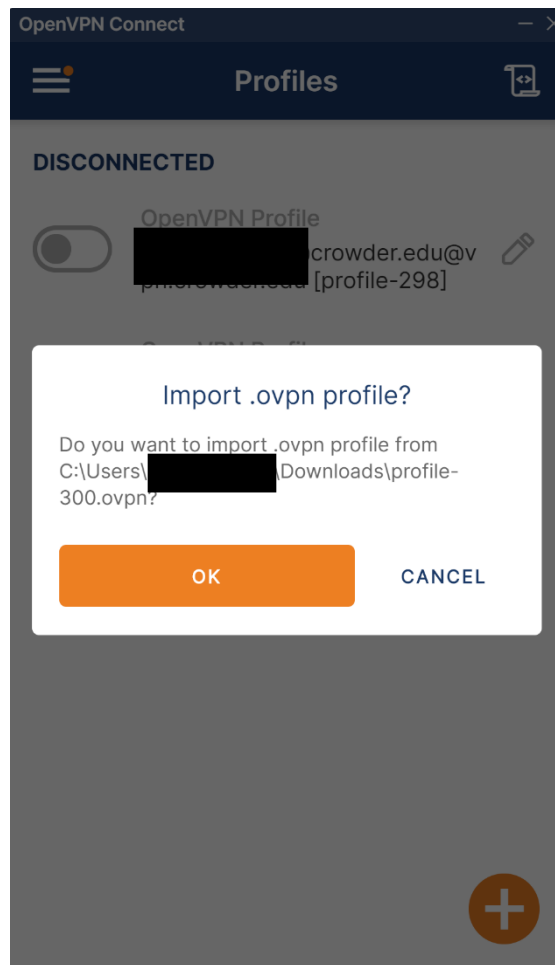

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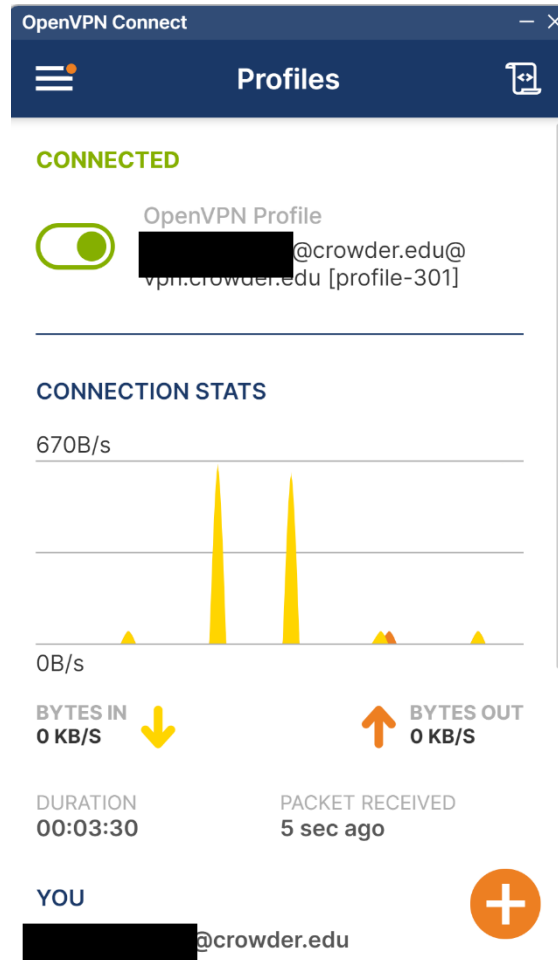
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