

## HCPS Laptop VPN Access

Employees with HCPS issued laptops have remote connection to the HCPS network through a feature called **Always on VPN** (aka AutoVPN). The feature is built into the laptop operating system and will load automatically at machine boot-up.

The laptop must be connected to a WiFi network with Internet access.

**AutoVPN** will detect the presence of a WiFi connection. If a connection to the Internet is present, **AutoVPN** will authenticate and join the laptop to the HCPS network.

If No Connection to the Internet is detected, **AutoVPN** will try again at 10-minute intervals.

To verify a successful connection through **AutoVPN**, open a browser and navigate to <http://start.hcps.org>

If you see this app tile

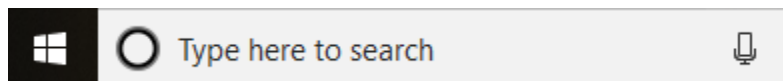


You are successfully connected to the HCPS network.

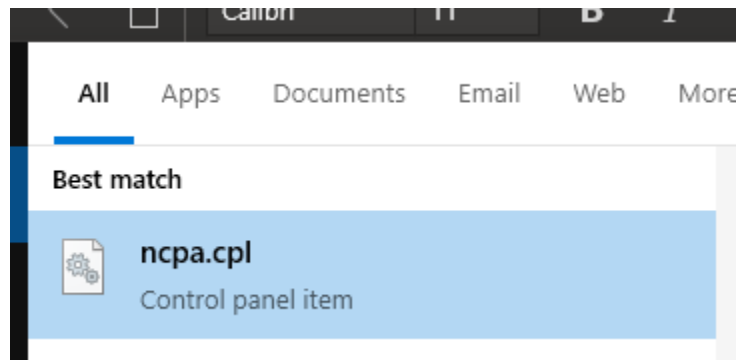
If you do not see the Lawson Employee Self-Service app tile on the browser start page <http://start.hcps.org>, **AutoVPN** is not connected to the HCPS network.

## Troubleshooting - What Can You Do ?

1. **Verify the laptop is connected to a WiFi network with access to the Internet**
  - A. Open a browser and navigate to <http://www.hcps.org> if the site loads, you are connected to the Internet; proceed to Step 2.
2. **Verify the laptop is configured to use AutoVPN**
  - A. In the lower left corner adjacent to the Start button, locate the search box;

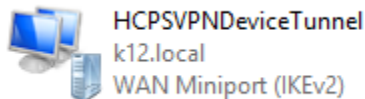


- B. Type **ncpa.cpl** into the search box



- C. Click the result to display the **Control Panel > Network Connections**

The network connection **HCPSVPNDeviceTunnel** should be listed. If the network connection is not listed, the laptop is not configured to use AutoVPN. For assistance, email [User.Support@hcps.org](mailto:User.Support@hcps.org)



## Tips and Tricks

Troubleshooting described in Steps 1 and 2 (above) was successfully verified, but the laptop is not connecting to the HCPS network. Below are tips and tricks to be attempted individually.

- **Airplane Mode**  
Toggle the laptop in / out of airplane mode (once) will disconnect / reconnect the laptop to the WiFi network and trigger the HCPSVPNDeviceTunnel service (AutoVPN) to connect.
- **Reboot the Laptop**  
Reboot and manually connect to the WiFi network (immediately). Delay or failure in the laptop's automatic connection to a WiFi network may cause the HCPSVPNDeviceTunnel connection to fail initial authentication; thus waiting 10-minutes for the next attempt.
- **WiFi Signal Quality**  
Check the quality of the WiFi signal. Stronger is better. If the signal is weak, move closer to the WiFi access point.
- **Internet Connection Speed**  
Check the speed of the Internet connection. Faster is better. Visit <https://fast.com/> to evaluate Internet speed. Be advised that the service provider may be experiencing high demand which impacts the quality of service.



Your Internet speed is

**150** Mbps



**Latency**

Unloaded

**15** ms

Loaded

**174** ms

**Upload**

Speed

**10** Mbps

### Additional Information

WiFi network connections are susceptible to radio frequency interference generated by wireless handsets (phones), microwave oven usage, older fluorescent lighting, IoT devices and other electrical appliances which may generate signals in the frequency spectrum used by home WiFi networks. Further, the quality of the home WiFi network installation must be consider in terms of access point location, signal coverage and strength.

By secure design, the **AutoVPN** service is sensitive to any disruption in WiFi service. Unlike streaming media and content download which buffers data to mitigate service interruption, **AutoVPN** requires a persistent (not buffered) connection. When the connection is disrupted, **AutoVPN** will disconnect and enter the 10-minute authentication / connection cycle.