

VPN Self-Help Tips

Prior to departing worksite.

1. Use the [“How to enable CGVPN Connection” TechTip](#). Ensure you follow the software update directions, and verify that you have AnyConnect installed. Print these instructions and take home.
2. Ensure you have enabled files and folders for offline use. [Working with offline folder](#) TechTip. Recommend syncing your entire “U: drive”. This will take ~2 hours.

Now I am at home, what do I do?

For VPN Connection:

- I turned on my computer, now what?
 1. Before logging in:
 - a. Using the printed instructions, start on page 6. the “How to enable CGVPN Connection” TechTip: [Start Before Login \(SBL\)](#)
 - b. If you do not have the instructions printed:
 - i. On the startup screen, click “ok”, do not log into the laptop.
 - ii. On the lower righthand corner of screen near the shutdown button you will see 2 square white icons, click it.
 - iii. Anyconnect will open.
 - iv. On “Bottom Rectangle” connect to your wifi/modem. Once connected follow next step.
 - v. VPN “Top Rectangle” select (in priority order):
 1. [cgvpn.uscg.mil](#)
 2. [cgvpnosc.uscg.mil](#) (East Coast)
 3. [cgvpnala.uscg.mil](#) (West Coast)
 4. [cgvpntis.uscg.mil](#)

Hot Tips

1. **For best VPN connection** - Use [Start Before Login \(SBL\)](#) method (page 6) (SBL is summarized in paragraph 1 of this document).
2. In Cisco Anyconnect box’s “top rectangle” pick in this order:
 - a. [cgvpn.uscg.mil](#)
 - b. [cgvpnosc.uscg.mil](#) (East Coast), [cgvpnala.uscg.mil](#) (West Coast)
 - c. [cgvpntis.uscg.mil](#)
3. [VPN Training Video](#)

Problem:

Grey X’s: Sync Your Files at work: i.e., “How do I make the Grey X’s go away?”

- Make files [available offline](#)
 - o **Note: Must be “at work” and plugged on network. Sync Time: ~2 hours if you do not use other programs during sync*

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Additional Troubleshooting:

VPN Connection Error:

- **Red X: “The IPsec VPN connection was terminated....”** Try another VPN site on Anyconnect VPN dropdown rectangle (ex: cgvntis.uscg.mil).
- If none work, the network is full.

Network Connection Issues:

- Directly plug your laptop into your modem with a cable
- Still not connecting? Reboot your WiFi modem. Try again.

Microsoft Outlook not working?

- Use [OWA while in VPN](https://outlook.uscg.mil/owa/) (https://outlook.uscg.mil/owa/)

Practice Good Etiquette!

- **Send/Receive Email Intermittently**
 - o Work Offline: Outlook >> Send/Receive Tab >> Work Offline (Far right top menu).
 - o Work Online again: Outlook >> Send/Receive Tab >> Deselect Work Offline.
- **Don't be a Bandwidth Hog!** - If using outside video streaming (LMS, etc.), disconnect your VPN:
 - o CISCO Anyconnect >> Disconnect (Top “rectangle” VPN)
- **Properly Shut Off VPN** – Don't be a Zombie session!
 - o CISCO Anyconnect >> Disconnect (Top “rectangle” VPN)

Feedback:

- If you have feedback on the content of this page, please send an email to outbreakquestions@uscg.mil.

Updates:

- If you received this via email, please check <https://www.dcms.uscg.mil/Telework/> for the most current information and potential additional tips.