

HillChart Remote VPN Access Set Instructions and Procedure

User Guide

Overview

This guide provides the setup instructions and procedure to install AnyConnect and Citrix Receiver for users who will need remote VPN Access to **HillChart or Epic Playground**.

Note: This new Any Connect method replaces the existing remote access to NextGen. It will allow access to both NextGen and Epic simultaneously. Follow the two part installation process below.

NOTICE: One Remote Access session per User is allowed to our systems from IP addresses within the United States. Foreign access is prohibited.

Install AnyConnect-Part 1

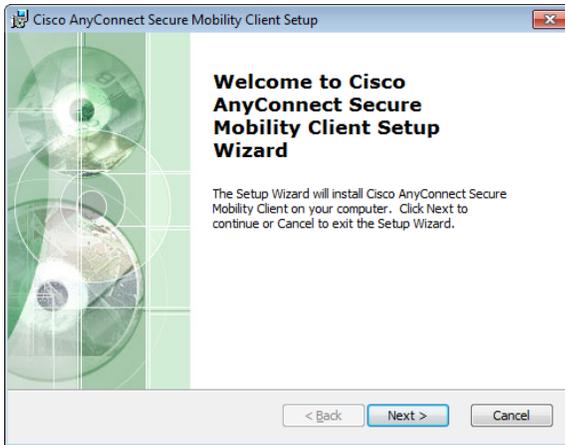
1. Open a web browser, Internet Explorer or Chrome and go to: <http://Setup.HillChart.com>
2. Select the correct system and click “Cisco AnyConnect” to start the setup program.



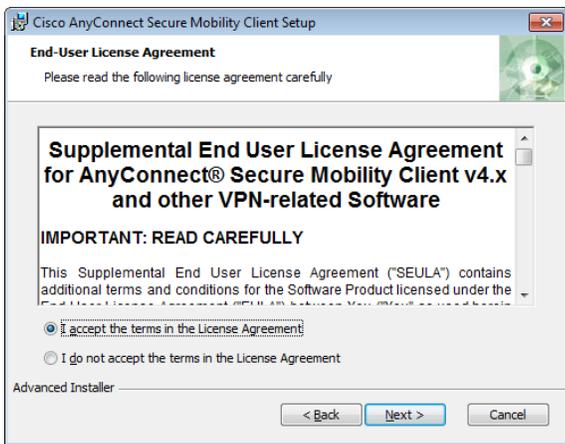
3. The message below will appear, click Run. Then follow the prompts from steps 4-7.



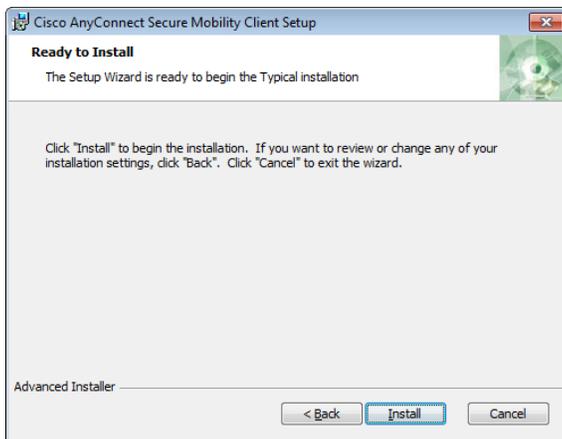
4. Click **Next**.



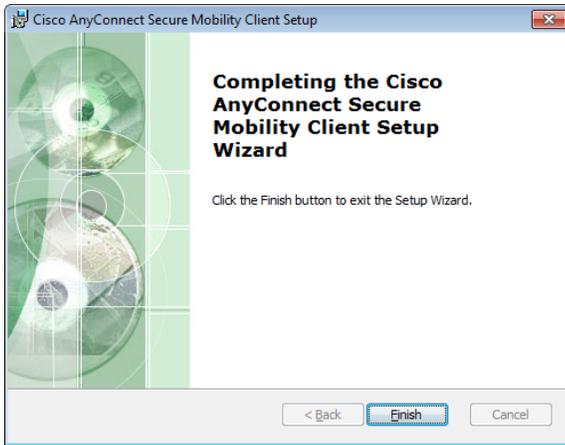
5. Accept the License Agreement, and then click **Next**.



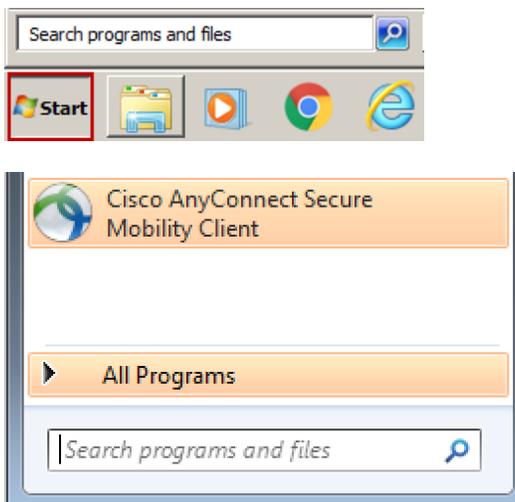
6. Click **Install**.



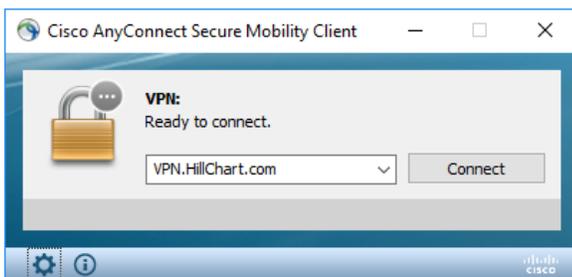
7. When the setup is complete, click **Finish**.



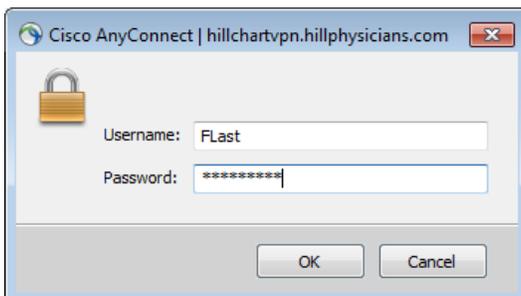
8. Then go to the Start Menu and select the Cisco AnyConnect Mobility Client.



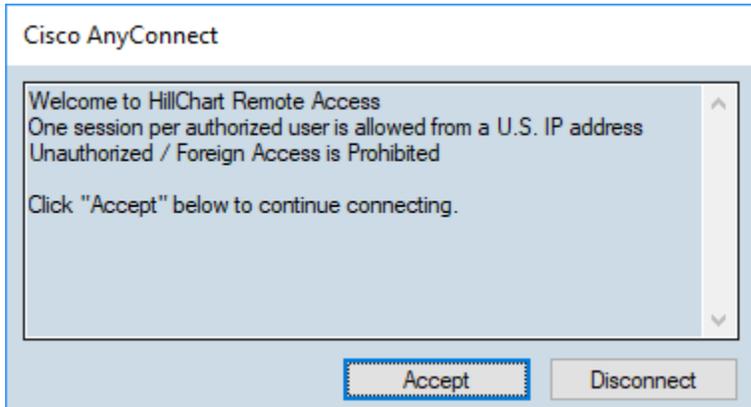
9. Enter the name of the security portal: **VPN.HillChart.com** then select Connect.



10. Login using your HillChart login credentials.



11. When you receive the “U.S. IP Addresses Only” notice, click “Accept” to continue.



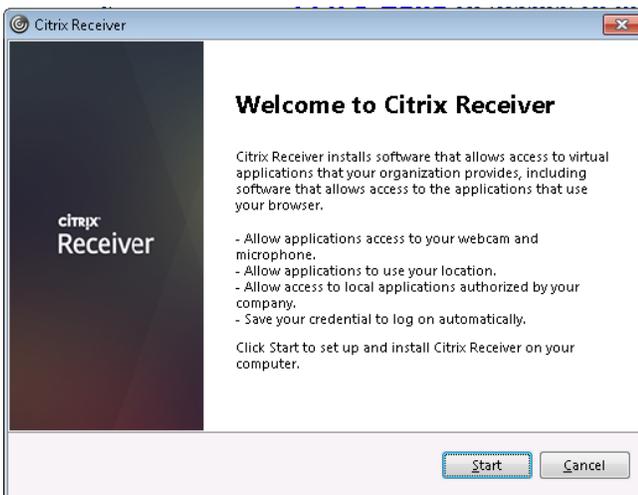
12. You should be securely connected with AnyConnect. Proceed the Part 2 (below) and install Citrix Receiver.

Install Citrix Receiver-Part 2

1. Open a web browser, Internet Explorer or Chrome and go to: <http://Setup.HillChart.com>
2. Click “Citrix Receiver” to start the setup program.



3. Click **Start**.



4. Accept the license agreement and click **Next**.



5. Click **Install**.

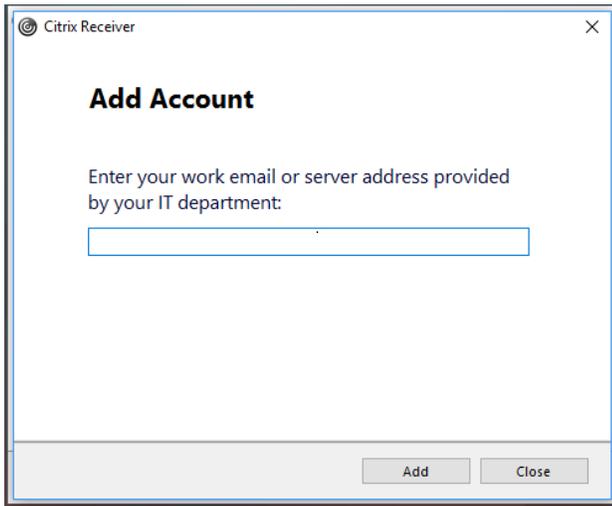
a. Installation may take several minutes to complete.



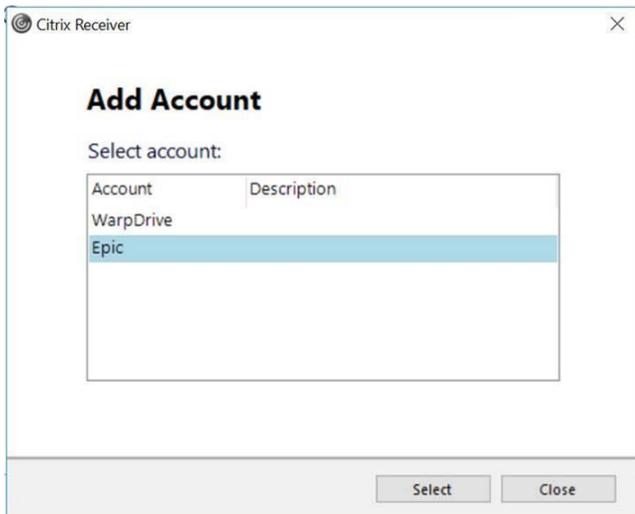
6. When prompted, click **Add Account**.



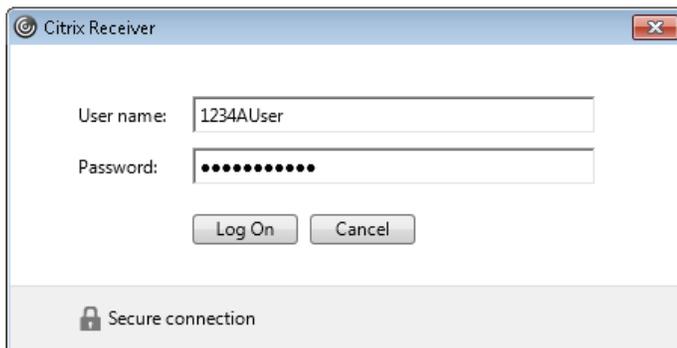
7. Enter the following, in the Enter your work email or server address provided by your IT department section:
epic-storefront.et1013.epichosted.com



8. Select the "Epic" account.



9. Enter your credentials; use your HillChart username and password.



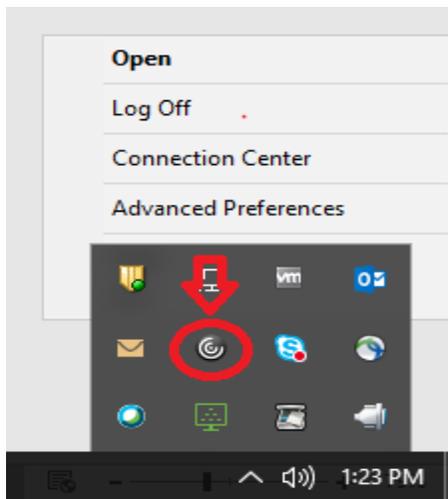
10. Now locate and select the icon to access **HillChart** or **Epic Playground**.

11. Pro Tip: Post Install Settings – (HILL RECCOMENDED CITRIX RECEIVER VERSION IS 4.12)

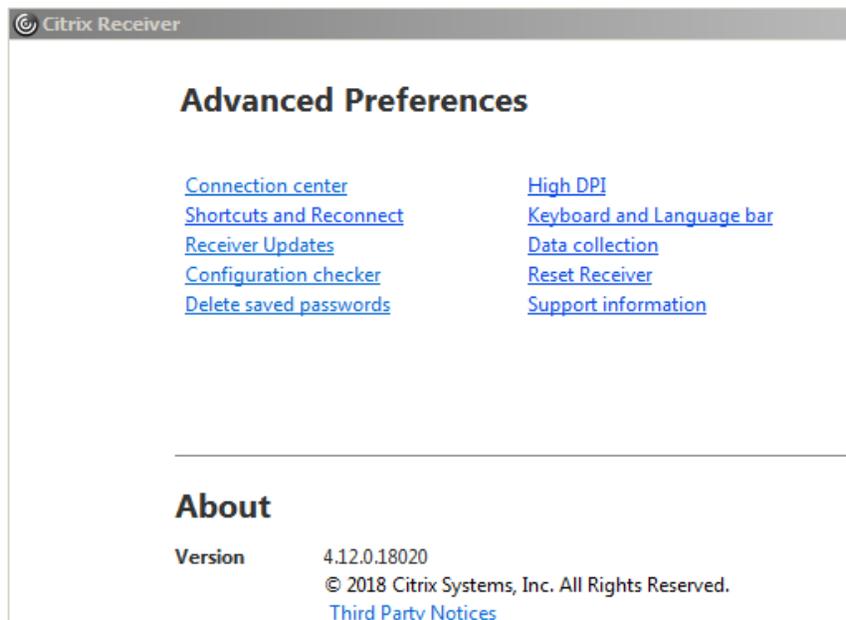
To avoid Citrix Receiver from auto upgrading to the new Citrix Workspace (Which we have seen cause disconnects and odd behavior). Please take the time to block upgrades to Citrix ensuring your PC remains on the recommended version of Citrix Receiver 4.12.

**If your Citrix icon is BLUE you are using Citrix Workspace and we recommend reverting to 4.12 ASAP.*

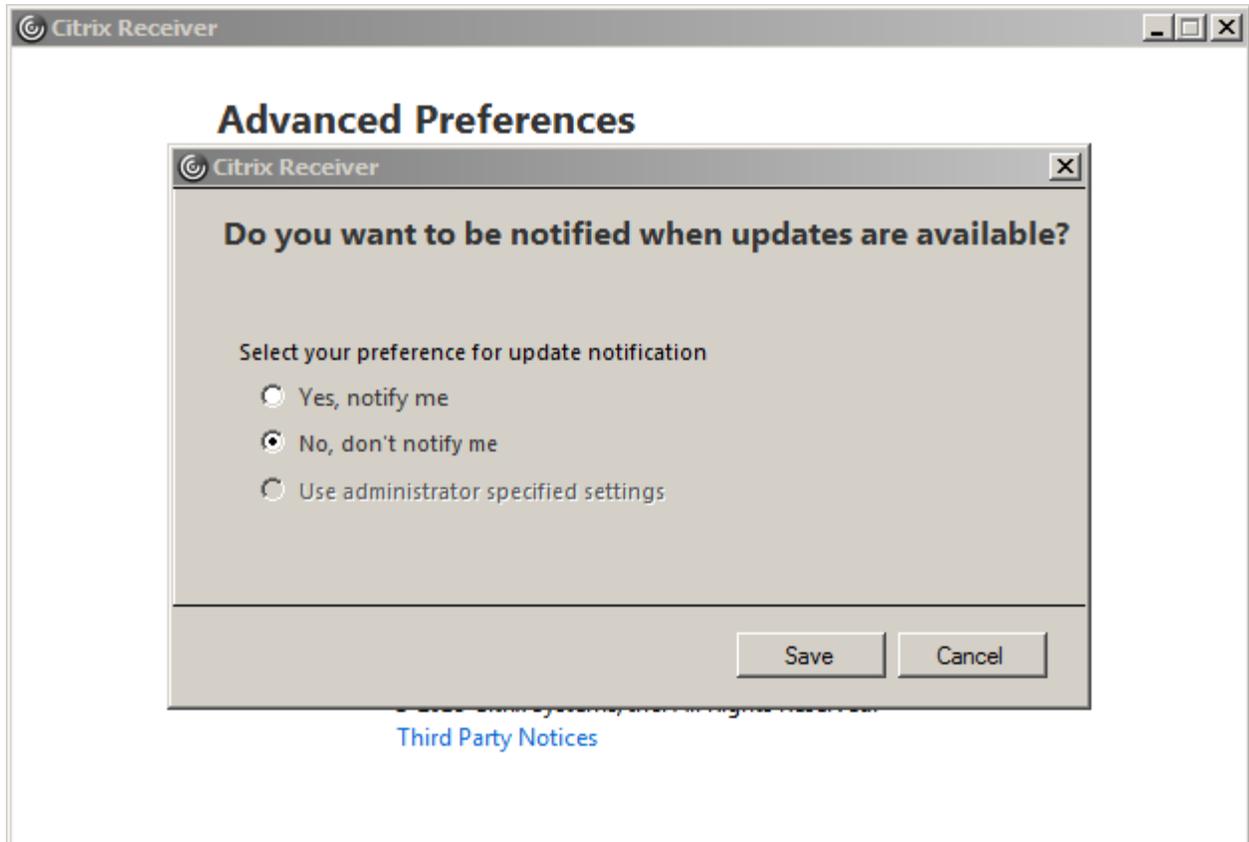
- A. Right Click the Citrix Icon located in your System Tray and select Advanced Preferences:



- B. Then select Receiver Updates:

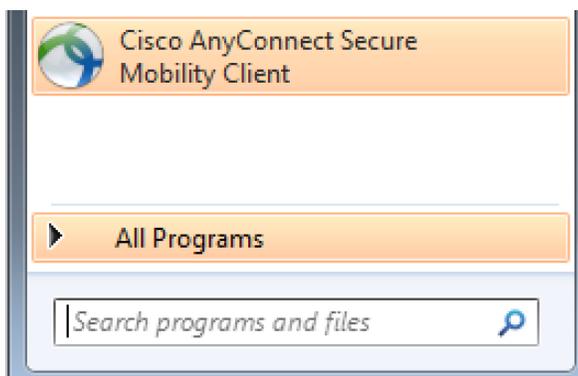


- C. Change the option to “No, don’t notify me” and select Save.

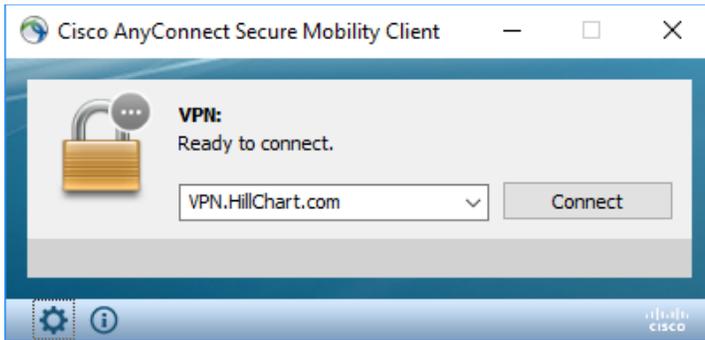


Connecting and/or Disconnecting from Cisco AnyConnect (after installation)

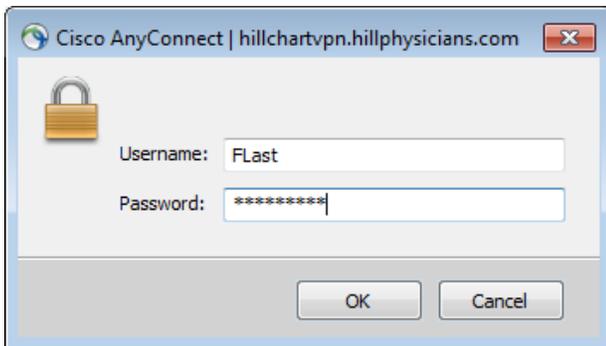
1. From the **Start Menu**, select the **Cisco AnyConnect Secure Mobility Client**.

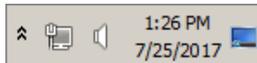


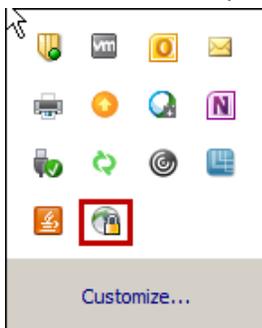
2. Enter **VPN.HillChart.com**. **IF** you have previously connected to VPN.HillChart.com, select it from the drop-down menu, then select Connect.

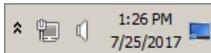


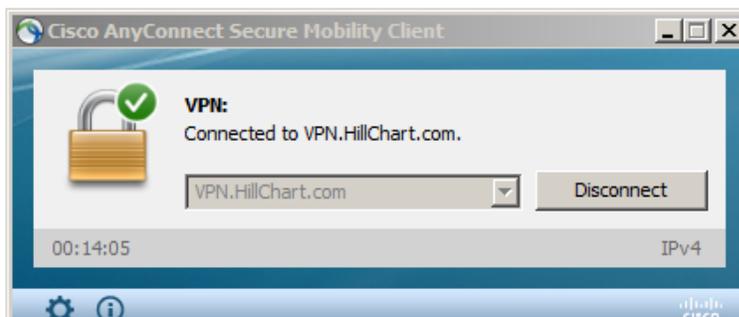
3. Login using your HillChart login credentials.



4. Your system tray will show the Cisco AnyConnect VPN icon. Click the up arrows  to view the icon, which displays a lock indicating you are connected.

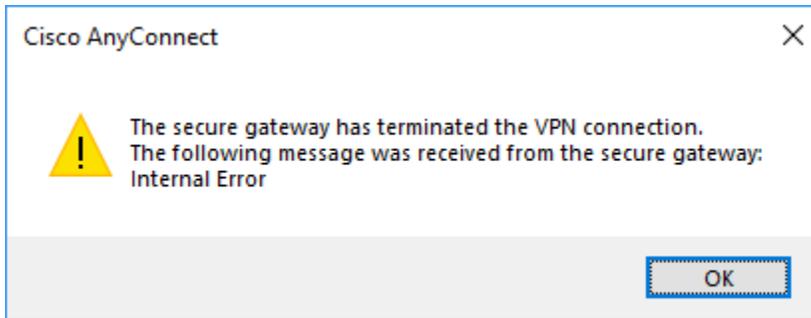


5. To disconnect, click the up arrows  and click the Cisco AnyConnect VPN icon.
6. When the window opens, select Disconnect



Troubleshooting

- A. If you attempt to login using AnyConnect more than once using the same user ID from a different computer, the first computer will disconnect and display this message:



- B. If you experience connection issues when you first attempt to connect, you may need to Disable IPv6 on your Windows system. Follow these steps to Disable IPv6:
1. Go to <http://Setup.HillChart.com>
 2. Click on the "Disable IPv6" icon which will take you to the Microsoft website



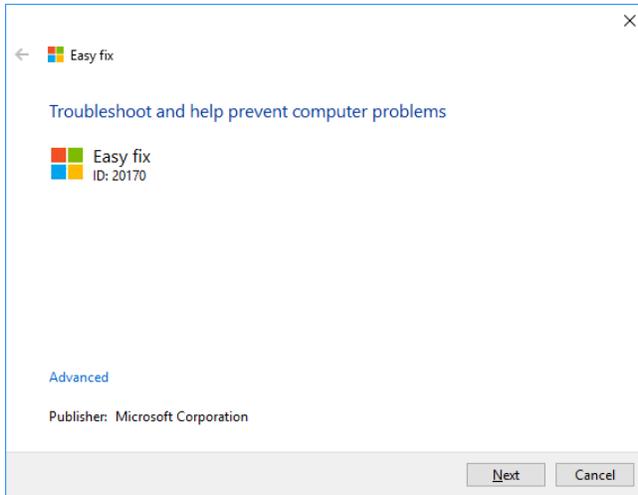
3. Scroll down and click on the Download button for "Disable IPv6 on nontunnel interfaces (except the loopback) and on IPv6 tunnel interface"

**Disable IPv6 on
nontunnel interfaces
(except the loopback)
and on IPv6 tunnel
interface**

Download

4. Click "Open"

5. Click “Next”



6. Click “Close” when done.

