

# Getting started with the Fredonia Virtual Private Network (VPN) Services

Fredonia provides SSL Virtual Private Network ("VPN") Services for employees to remotely and securely perform their work related duties as necessary in accordance with applicable policies and regulations. The SSL VPN Services are designed to minimize the potential exposure to Fredonia from damages, which may result from unauthorized use of Fredonia resources. Damages include the loss of sensitive or University confidential data, intellectual property, damage to public image, damage to critical Fredonia internal systems, etc. NOTE: This VPN Service is required to remotely access your University computing resources (e.g. Desktop Computer).

Fredonia allows remote access when there is a clear, documented business need. Access may be allowed from State-issued or personally-owned devices, at the discretion of the Fredonia Information Security Officer or designee, and in accordance with the standards below. Such access must be limited to **only** those systems necessary for needed University business functions using the "Principle of Least Privilege."

## Approved Virtual Private Networking (Tunneling) Services include the following:

There are two types of VPN remote access methods available that provides the following services:

- **Web** - The SSL VPN Web portal enables remote users to access internal network resources through a secure channel using a web browser. This access method is for the general user that has standard remote access needs. The services are delivered within a modern HTML5 compatible web browser such as Firefox, Chrome, and Internet Explorer etc.
- **Client** - The Fredonia VPN Client enables remote users to access internal network resources through a secure tunnel delivered by the end-user installed Fortinet software. This method is designed for users with more advanced needs and will be made available on a case-by-case basis based on business needs.

Services provided by the Web and the Client VPN include the following:

- Hypertext Transfer Protocol (HTTP)
- Hyper Text Transfer Protocol Secure (HTTPS)
- Virtual Network Computing (VNC)
- Remote Desktop Protocol (RDP)
- Secure Shell (SSH)
- Internet Control Message Protocol (ICMP)

NOTE: The Information Technology Services support staff will assign the appropriate VPN access for employees based on individual needs.

Fredonia VPN Services are provided to allow approved employee access to campus-based electronic resources when remote work-related business functions are necessary. Employees with Fredonia VPN privileges understand and agree to the following:

- It is the employee's responsibility to select, coordinate the installation of, and pay the associated fees for high-speed internet connectivity via a local Internet Service Provider (ISP).
- It is the employee's responsibility to ensure that unauthorized users are not allowed access Fredonia internal networks via the VPN.
- VPN use is controlled using multi-factor authentication.
- Only the ITS approved and configured VPN client may be used in the Advanced (Client) scenarios above.
- Support and connectivity issues related to VPN access are provided by the ITS Service Center.
- VPN accounts will be annually audited and users no longer requiring VPN access will have such access removed.
- Access may be allowed from either state-issued or personally-owned devices. Such access must be limited to only those systems necessary to meet the required remote business functions.

## Getting started with the Fredonia VPN Web Service

1. To obtain access to the Fredonia VPN Services, please submit a [Tracker ticket](#).
2. Submit a [Fredonia Virtual Private Network \(VPN\) Service Application](#).
3. After the Fredonia VPN Service Application has been completed, the Information Security Office will provision access to your Fredonia eServices account to access [vpn.fredonia.edu](https://vpn.fredonia.edu). After this access has been provisioned, users may obtain assistance by contacting the ITS Service Center (716) 673-3407 or [tracker@fredonia.edu](mailto:tracker@fredonia.edu).

Short URL to this page: [https://answers.fredonia.edu/x/\\$action.getTinyUrl\(\)](https://answers.fredonia.edu/x/$action.getTinyUrl())

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## Related articles

- [Getting started with the Fredonia Virtual Private Network \(VPN\) Services](#)
- [How to setup the Client VPN Service for iOS](#)
- [How to setup the Client VPN Service for Android](#)
- [How to setup the Client VPN Service for Windows 10](#)
- [How to setup the Client VPN Service for Mac OS X](#)