

# Virtual Private Network (VPN) FAQs

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## What is an SSL VPN (Virtual Private Network)?

- An SSL VPN (Secure Sockets Layer Virtual Private Network) is a form of VPN that can be used with a standard Web browser. In short, it provides a secure tunnel to the University's resources from the Internet.

## Why do I need a VPN connection to connect to UM?

- A VPN connection is needed to access protected services and applications that are not generally available from the Internet.

## How long is the initial installation process?

- In general, the installation should take about 10-15 min on a broadband connection. This will be dependent mainly on the system's connection speed and processor as several components are downloaded and installed.

## Will my system be required to reboot?

- In most cases, after the initial installation of the VPN client your system will prompt for a forceful reboot.

## What is Host Checker?

- This is an endpoint security based feature that performs security and system integrity checks that pre-qualifies a system before allowing access to the Network's resources.

## What does Host Checker actually check?

- Host Checker evaluates the system to make sure that it meets the following requirements:
  - A host based firewall software is installed and loaded.
  - An antivirus software is installed and actively protecting the system.
  - The system has the latest service pack level and updates.

## Why can't I access certain services and systems?

- The VPN policies may prevent a user from accessing certain systems and services. Please check with the system administrator of the system or service to see if any such restriction has been put in place.

## What operating systems are supported?

- Supported operating systems are Windows 7 and greater, and Mac OS X.

## Where can I find more documentation on the installation procedures?

- Our current SSL VPN Installation Manual can be found [here](#).

## How do I access the SSL VPN?

- The SSL VPN portal may be accessed by typing [remote.miami.edu](https://remote.miami.edu) or [remote.med.miami.edu](https://remote.med.miami.edu) in your Internet browser.

## How do I request Secure SSL VPN access?

- For Secure SSL VPN access, a request must be sent to [security@miami.edu](mailto:security@miami.edu) with the user's CaneID for verification.