Virtual Private Network (VPN) FAQs

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:
  o A host based firewall software is installed and loaded.
  o An antivirus software is installed and actively protecting the system.
  o 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?
• The current supported operating systems are Windows 7 and greater, as well as Mac OS X.

Where can I find more documentation on the installation procedures?
• Our current SSL VPN Installation Manual can be found by clicking here or by typing http://it.miami.edu/wda/it/Enterprise_Remote_Access_SSL_VPN_Access_Client_Installation_Instructions_2016.pdf in your Internet browser.
How do I access the SSL VPN?
• The SSL VPN portal may be accessed by clicking here or by typing remote.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 with the user's CaneID for verification.