

AnyConnect (Remote Access VPN) Upgrade

Trust Wide Deployment Guide V1.0

Overview

The ELFT VPN remote access service, also known as AnyConnect, is being upgraded as follows.

From 13 July 2026 onwards

- Upgrade of the Cisco Secure Client software. The remote access application installed on your laptop will receive an uplift,
- And deployment of a new VPN configuration (XML) profile. Thanks to this new profile, the way you connect remotely will change, using a different, smarter and more resilient network route.

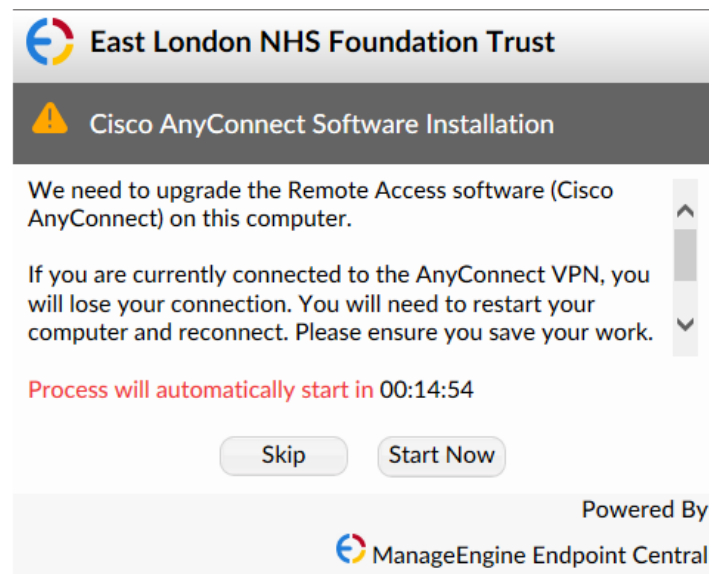
This guide explains what you need to do during these changes to ensure you can continue to connect remotely with minimum disruption.

VPN Cisco Secure Client Upgrade and New VPN Profile Deployment

From 13 July onwards

What will happen?

- The Cisco Secure Client application upgrade may run automatically in the background, **or**
- You may be prompted to start the upgrade manually as per the notification below.



Regardless of how the upgrade runs, **a laptop restart is mandatory before you attempt to reconnect to the VPN.**

Steps to connect after the VPN client upgrade

1. **Save any work in progress and restart your laptop** once the upgrade has completed.
2. On the Windows sign-in screen, **before logging into Windows**, look for the **Network Sign-In icon** at the bottom right of the screen:
 - Windows 10



- Windows 11

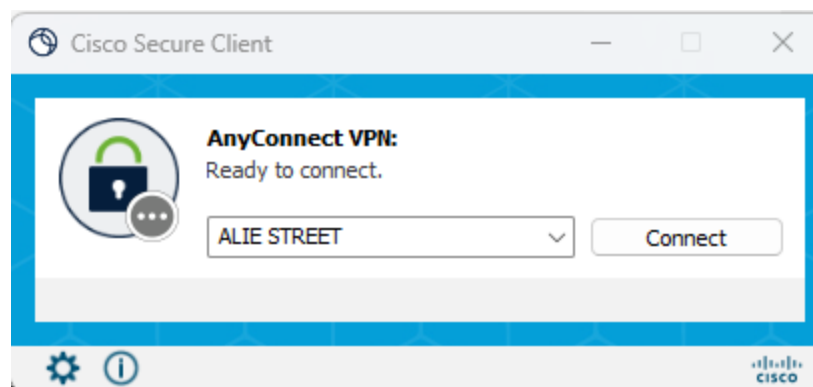


If the network icon is not displayed, restart your laptop again. It will appear.

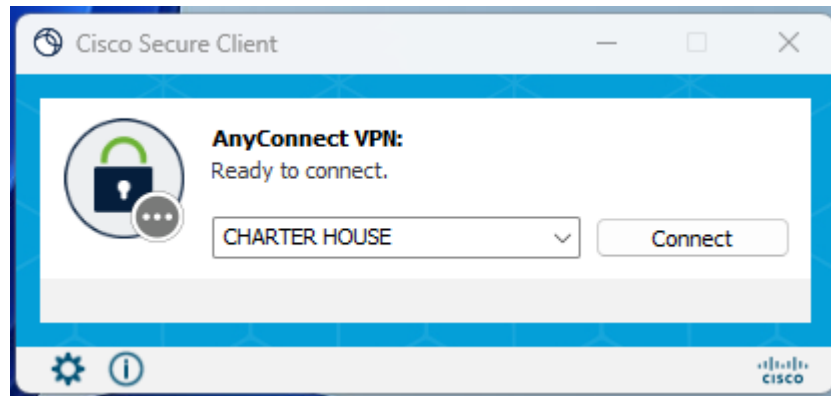
Connecting to the VPN

1. Ensure your laptop is connected to a **stable home or public Wi-Fi network** (not an ELFT network or ELFT Wi-Fi).
2. Open the **Cisco Secure Client** and click **Connect**.
3. Depending on your primary group, you will be presented with the new VPN profile, which will be **either**:
 - ALIE STREET **or**
 - CHARTER HOUSE **or**
 - WOLFSON HOUSE as per screenshots below.

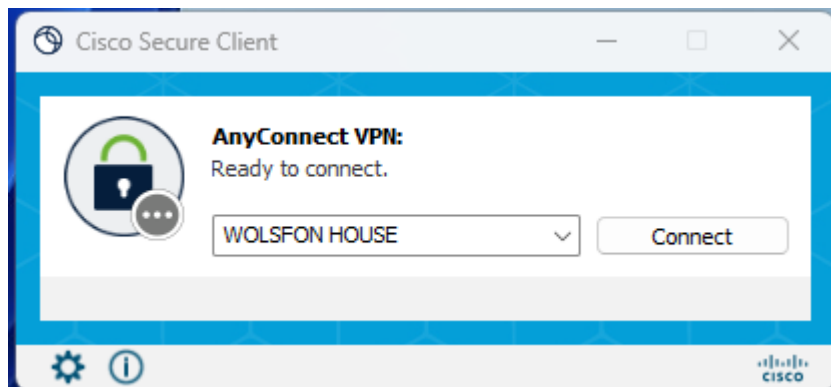
Either



Or



Or



4. Enter your **IT username** (IT login) when prompted.

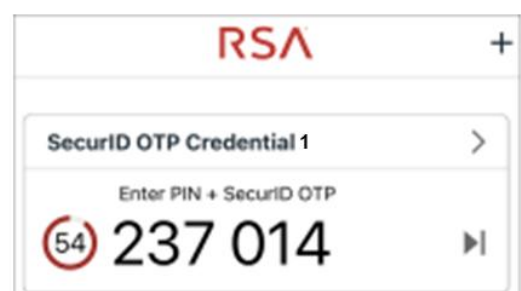


5. Enter your **VPN password**, which is a combination of:

- Your **permanent 4-or-more-digit remote access PIN**, followed immediately by
- The **6-digit one-time code** displayed on your RSA authentication app on your mobile phone.

Example:

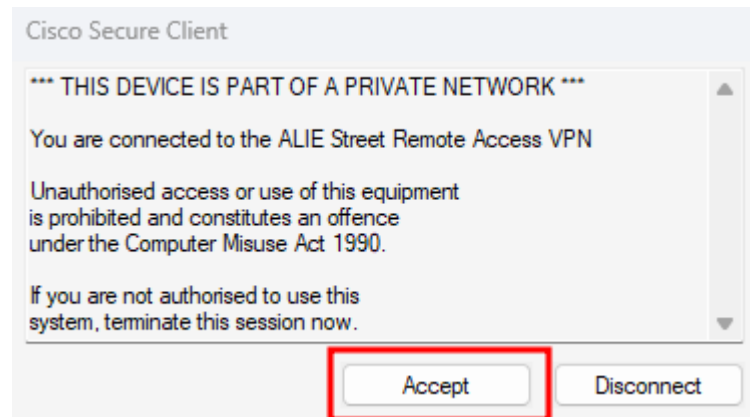
- If permanent PIN is: 5678
- and if RSA code is: 237014
- the password to enter is: 5678237014



6. Click **OK** to continue.

⚠ Important

- The 6-digit RSA code changes every 60 seconds.
 - Do **not** attempt to log in twice using the same code.
 - Re-using an expired code may lock your remote access account. Wait for the next RSA code to be displayed or on press on the ►| button to refresh it.
7. When the **Cisco AnyConnect Terms of Use** appear, click **Accept**.



8. A confirmation message will appear once connected.
You are now successfully connected to the VPN.

Troubleshooting

Restart your laptop

Most issues experienced during this upgrade can be resolved by:

- Saving your work
- Fully restarting your laptop

This is particularly important after:

- The Cisco Secure Client upgrade (the remote access application loaded on your laptop)
- The new VPN profile deployment (the new configured route being used to remotely access resources).

New VPN profile

- The **new profile** (either ALIE STREET, CHARTER HOUSE or WOLFSON HOUSE) will be used by default.
- If you experience problems that prevent you from working, please

- a) Save your work
- b) Restart your laptop

Reporting issues

If restarting your device does not resolve the problem, please contact

IT Service Desk

- By using the [IT Service Desk Portal](#) located on our Intranet,
- or call 020 7655 4004,
- or ask a colleague to log a call on your behalf.