

## Sophos Remote VPN – User Guide

### Objective:

- Enrolment of Sophos User portal.
- Sophos Intercept X installation and configuration.
- To connect the TA VPN using the MFA.

### Step: 1 - Direct to Sophos user portal in your browser

- Please click on the below Hyper link to open the Sophos User Portal.

[Sophos User Portal-1](#)

URL: <https://vpnportal1.tigeranalytics.com/>

Or

[Sophos User Portal -2](#)

URL: <https://vpnportal2.tigeranalytics.com/>

English ▼

**SOPHOS**

Username

Password

CAPTCHA

Enter the CAPTCHA code

Login

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User Portal



## Step: 2 - Sign into the Sophos User Portal for First time.

Your Username for Sophos User Portal would be in the below format.

Perumal.kuppan or name before @tigeranalytics.com

[Perumal.kuppan@tigeranalytics.com](mailto:Perumal.kuppan@tigeranalytics.com)

Enter the username as above.

Password – AD password (Password should be same for AD and Gmail)

If you are login for the first time, you'll be presented with your QR code token to scan in mobile devices. Please install the Sophos MFA app in mobile device and scan the QR.

## Step: 3 - Installation of Sophos intercept X in your mobile for MFA

To install the Sophos Authenticator, please follow the respective URL for Android and IOS.

### ❖ Android Mobile:



- Application Name: Sophos intercept X for Mobile
- URL: <https://play.google.com/store/search?q=sophos+intercept+x&c=apps&hl=en-IN>

### ❖ IOS Mobile:



- Application Name: Sophos intercept X for Mobile
- URL: <https://apps.apple.com/gb/app/sophos-authenticator/id864224575>

### Note:

In some case, if the user password expired, user may not be able to connect the VPN.

If user have the Sophos Authenticator installed and configured in Mobile, Please Share the Current Sophos auth Code to IT.Helpdesk Via Google Chat to sync the code in Firewall.

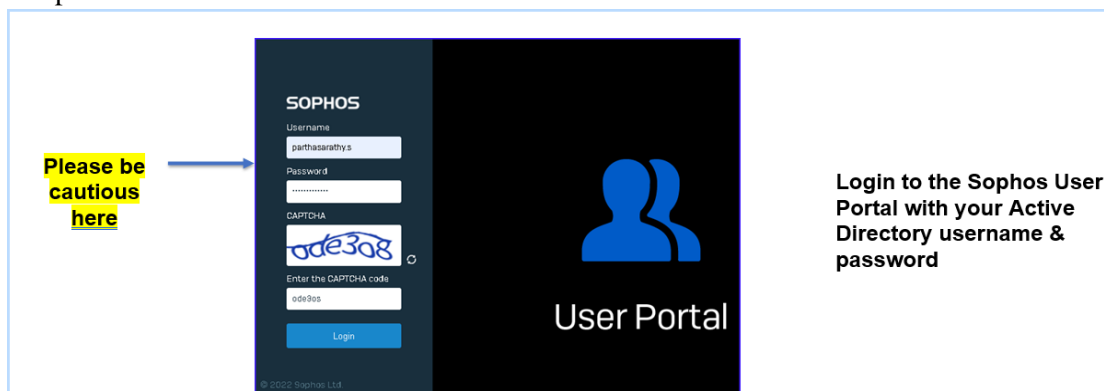
Once synced, you can be able to Download the updated OVPN File from the User portal.

## Step: 4 – After scanning click on Proceed to login to the Sophos User Portal with MFA.

Your password for Sophos User Portal would be in the below format.

<AD user\_password><generated 6-digit passcode\_in\_the\_mobile>

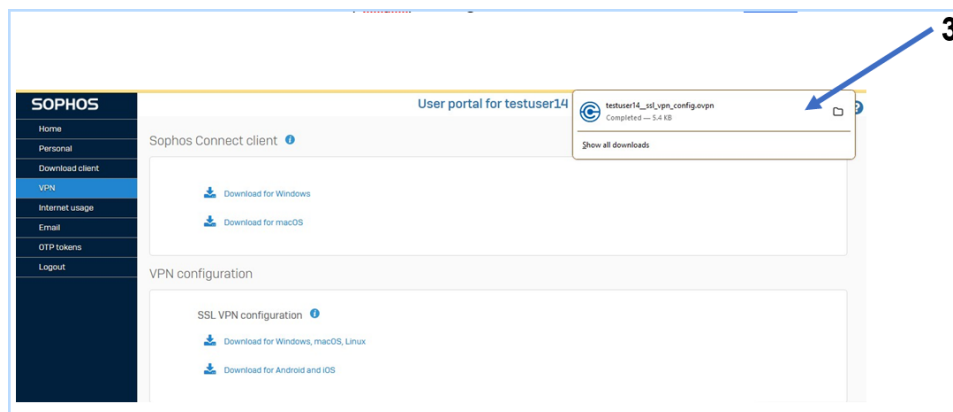
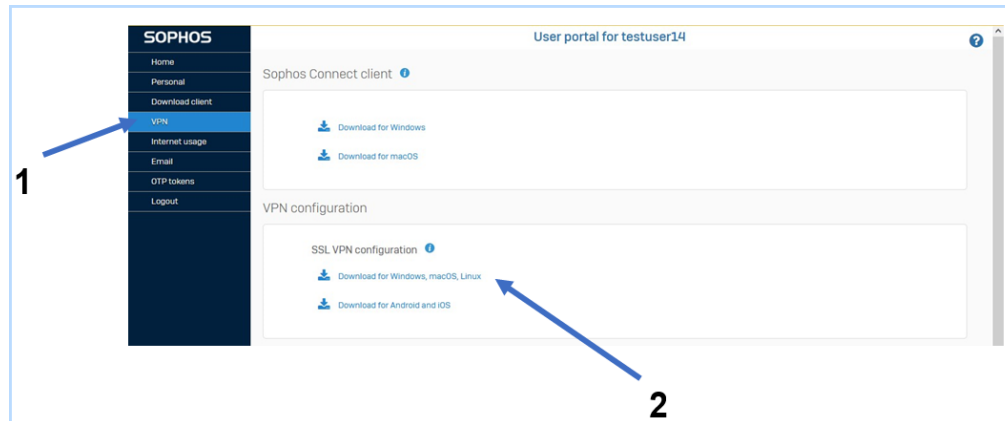
For Eg: If your user password is production@123, now you need to enter your password as production@123321123.



## Step: 5 - Downloading the VPN Configuration from Sophos User Portal


Once you logged in to the Sophos user portal, please select the VPN menu in the left panel.

- In the VPN menu, please locate the VPN configuration for Windows & macOS.
- You should notice the download of (.ovpn) configuration file in the downloads folder.

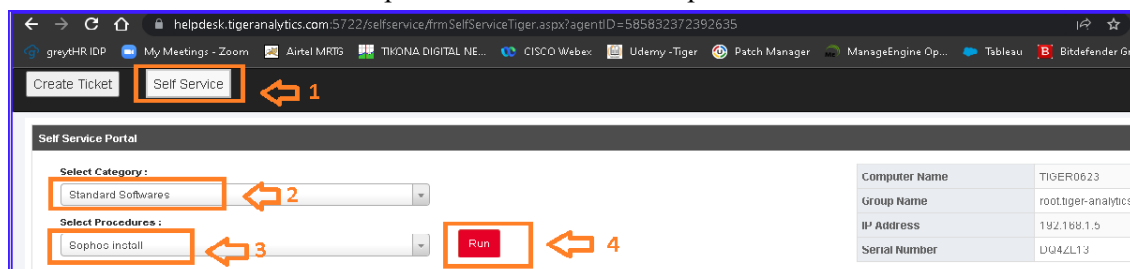


Please skip the below **step 5a** if the Sophos Connect is already installed in your laptop.

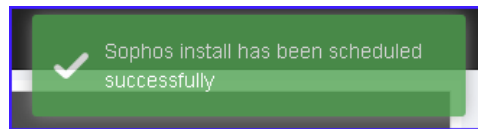
### Step: 5a – Installation of Sophos Connect through Self-service portal (PcVisor).

Please right click the  PcVisor agent in your system tray & select Service Desk and follow the below steps.

- Select Self Service option.
- Select category as “Standard software's” from the drop down.
- Select Procedures as “Sophos Install” from the dropdown.

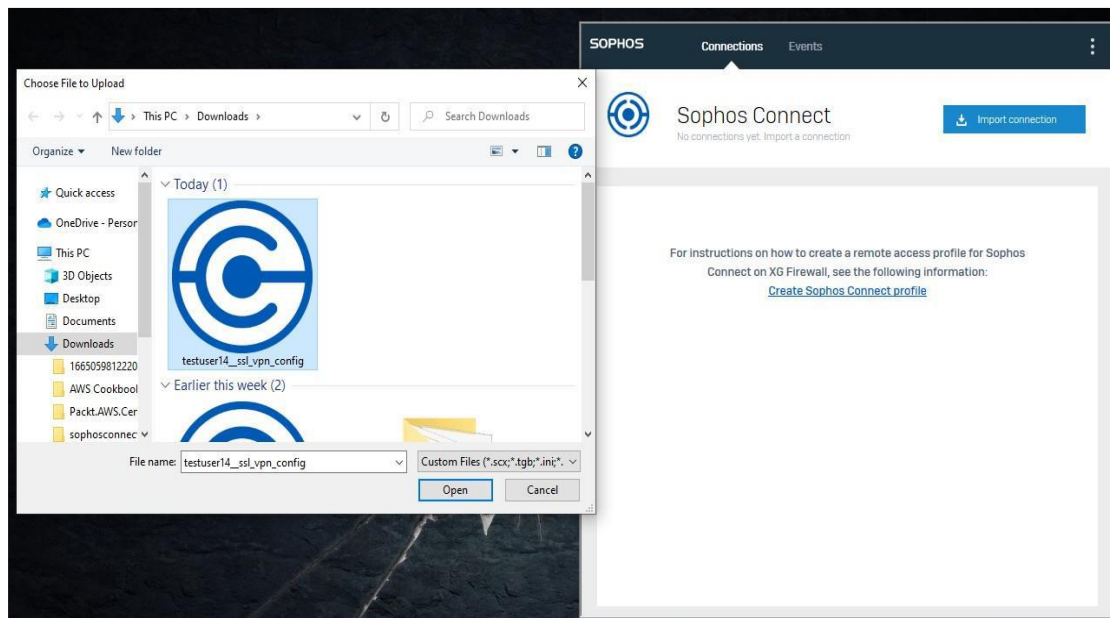


- Click run and again click ok on the popup window.
- Once completed the above step, you will get browser notification as below. (Installed application can also be verified in control panel – Programs and Features).



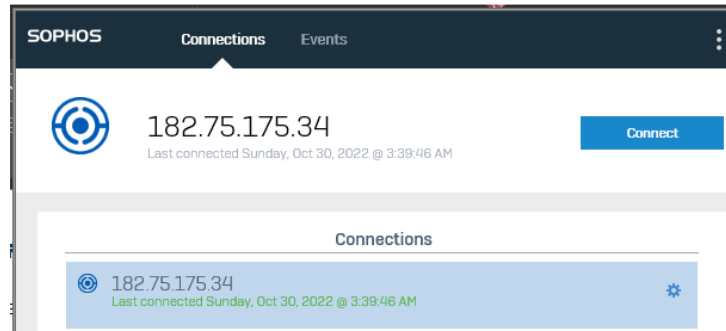
## Step: 6 - Open the Sophos Connect client & import the (.ovpn) file.

- Locate the Sophos Connect client at system tray & open it, you'll be presented with the screen as shown in the figure. Click on 'Connections' tab.
- Press 'Import Connection' tab in that Sophos Connect client & import the (.ovpn) file which you've downloaded from the Sophos User Portal.

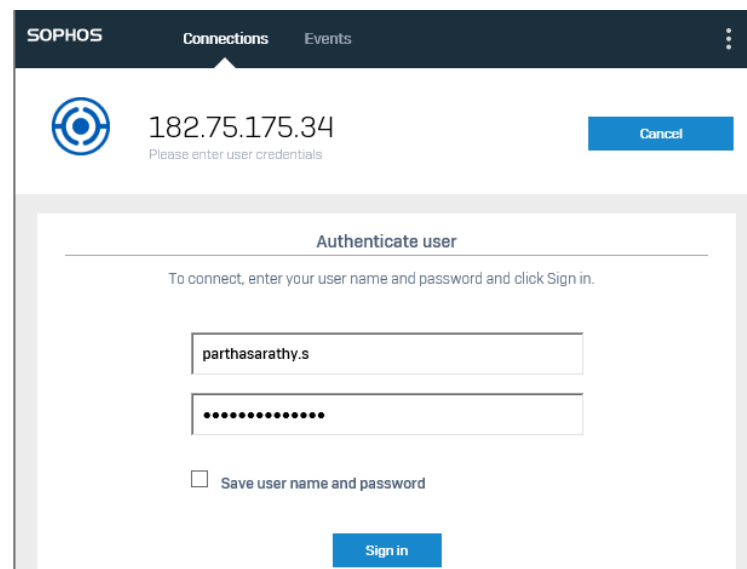


## Step: 7 - Establishing the VPN connection via Sophos Connect.

- Once you've successfully imported the VPN connection, please press 'Connect' tab as shown below.



- At this stage, you need to enter your existing AD 'Username' & 'Password' to connect the VPN as below.
- Please note: You need to enter your password with MFA passcode from your Sophos Authenticator mobile app.
- For eg: If your user password is production@123, now you need to enter your password **production@123312056**. Where **312056** is your MFA passcode.

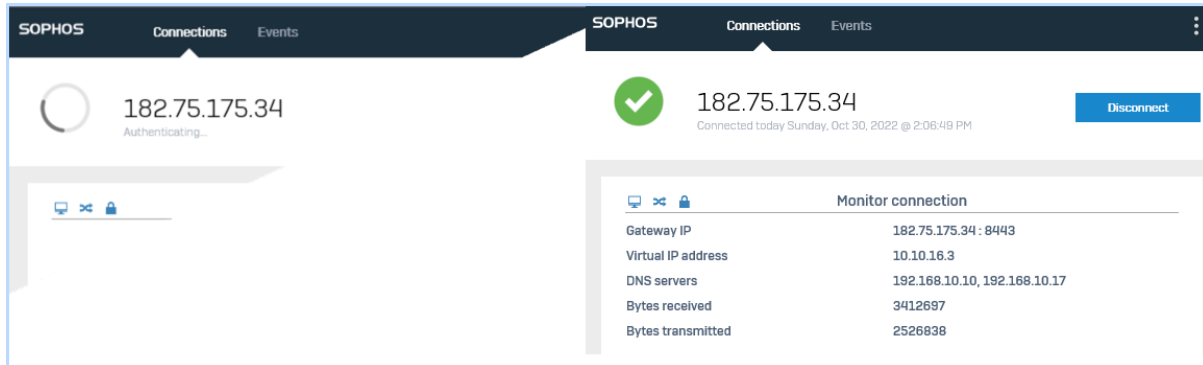


- Once you've successfully authenticated with the proper password & MFA code, your VPN connection will be established. Post this step, you can access your internal resources as usual.



### Step: 8 - Disconnecting your VPN connection

- To disconnect the VPN, open the Sophos Connect Client and click on 'Disconnect' in the 'Connections' tab.



#### Note:

- From Step 1 to Step 6 is the one-time activity.
- To connect the VPN, we can follow from Step 7.
- You need to reset the password by connecting to VPN every 50 days from the time you change the password.

#### Support:

Email: [it.helpdesk@tigeranalytics.com](mailto:it.helpdesk@tigeranalytics.com)

Phone: IT Support Number: 9150086094,9150086095

## Thank You