|  |  |
| --- | --- |
| **Subject** | **How to Add/Delete/Reset VPN Users on Rack space Firewall** |
| **Department** | **IT Support** |
| **Recorder** | **Tharindu Chinthaka** |
| **Approved by** |  |
| **Create Date** | **05/03/2019** |
| **Last Update** | **05/03/2019** |
| **Path on Network Location** | [**Click Here**](https://cisintlcom.sharepoint.com/itsupport/_layouts/15/guestaccess.aspx?docid=138c9ba1ab8a6453d82562707100d82e4&authkey=Ac-16rS9iaQrVTd6Raeugmg&expiration=2018-07-11T03%3A51%3A28.000Z&e=YbZ2Wr) |
| **No. of Pages Including this page** | **2** |

**Updated by - Tharindu Chinthaka**

**Updated Date - 05-03-2019**

**01.Log in to rack space portal - https://my.rackspace.com/portal**

**02.Go to Tickets => Create a ticket**

**03.Select subject "VPN User Management - add, reset, delete VPN user(s) on firewall(s)"**

**04.Select**

**a. Create new VPN user on firewall**

**b. Reset VPN user on firewall**

**c. Delete VPN user on firewall**

**05.Select the Firewall**

**a.806086-FW1.cis - (Main firewall)**

**b.887064-fw2.cis.com**

**06.type "username"**

**07. if you want to add new username click "add another username" and "type Username"**

**08. Click "create Ticket"**

**09. After response close ticket**