GSD. Network - Request VPN Access via IT Service Portal

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General Information:

Possible symptoms/errors:

User wants to know how to Request VPN Access via IT Service Portal

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

VPN access is required to access the network and use applications and services while working offsite or from the home office (e.g., portal access, intranet, SAP). Exception: Outlook, Teams and OneDrive. These applications use user's internet connection and don't require VPN.

This article describes how to request VPN access. Before applying for this service advise user to have the following information ready:

Approver (internal employee of Fresenius)Cost CenterPreferred Access Point (this the path where user's connection to the VPN will be rooted by). User must select the one which is close to user's location.Equipment Type

Details:

To apply for "VPN Access" from service catalog under category "Network Services". Advise user to click on VPN Connect Full Access.

Now user must fill out the needed information then click on Order now once done.

3. Once request has been submitted, user can find the request under My Requests on top of the home page.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

VPN Connect Full Access:

https://fmcna.service-now.com/sp?id=sc_cat_item&sys;_id=c2f8cd996f7035005b09c145eb3ee484