

FREQUENTLY ASKED QUESTIONS

REMOTE ACCESS: VIRTUAL PRIVATE NETWORK (VPN)

What is the VPN?

The Mason VPN (Virtual Private Network) is a service that allows your computer to act as though it is on campus, even if it is not. All traffic between the connected computer and the campus is encrypted. When connected to the VPN, you can access sensitive information without worrying about the security of the network you are on.

Who has access to the VPN?

If you are an active employee, student, or affiliate of George Mason University, you already have a VPN account. You can use your Patriot Pass NetID and password to log in at any time.

What can I access from the VPN?

Anything you can access when you are on campus, using a wired connection, including:

- Library databases (without logging in)
- All the information contained in PeopleFinder (without logging in)
- The MESA share drive
- Remote into your office computer on campus
- Any other systems or resources your school or department restricts

How do I install the VPN?

Mason uses the Cisco AnyConnect VPN client. If you are on a Mason-owned computer connected to MESA or Casper (for Macs), the client should already be installed. If you are not on MESA or Casper, you can use the [VPN section of the IT Services downloads page](#) to install the client.

How do I use the VPN?

Once the client is installed, Windows users can find it in the Start Menu under Cisco > Cisco AnyConnect Secure Mobility Client (Windows 8 users can use their All Apps screen or search from their Start Screen).

Mac users can find it under Go > Applications > Cisco.

For complete instructions for accessing and using the VPN, visit the [Using 2FA with Cisco AnyConnect VPN](#).

How do I access the MESA share drive from my remote computer?

To access your MESA files, you will need to map the drive to your computer.

- [Click for instructions on mapping MESA to Windows](#)
- [Click for instructions on mapping MESA to a Mac](#)

How do I remote into my work desktop from home?

How you remote into your work computer depends on what operating systems are being used by your remote and work computers. You will need the computer name and/or IP address of the machine you are remoting to, so please obtain that information before leaving campus.

- [Click for instructions on how to remote from one Windows machine to another Windows machine](#)
- [Click for instructions on how to remote from a Mac to a Windows machine](#)

If you are trying to remote from one Mac into another Mac, you will be using Apple's product Back to My Mac. For Apple's instructions on setting up Back to My Mac, [click here](#).

Note: Mason currently does not support remoting from a Windows machine into a Mac. If you believe you need to do this, please contact the ITS Support Center, and they will see if an accommodation can be made.

Does the VPN work on Windows 10 and Mac OS X El Capitan?

Yes. The VPN will work on Windows 7 - Windows 10, and Mac OS X Mountain Lion - El Capitan