



## VPN FAQs

### What is a VPN?

VPN is an acronym that stands for *Virtual Private Network*. It allows you to create a secure connection to Montgomery County Government's network over the internet.

### What will I need?

You can use any computer running Windows 7 or above, or a Mac running OSX/MacOS. You must also have an active internet connection.

### Are mobile devices supported?

The County VPN supports mobile devices running Android and iOS.

### What software will I need?

- Anti-virus software such as Windows Defender that has current virus definitions. If you are using a non-County provided machine, note that VPN supports most modern anti-virus software.
- Internet Explorer 11 for Windows machines
- The *Pulse Secure* app from the App Store or Google Play Store for mobile devices (optional)

### Where do I request VPN access?

Request the VPN form from your IT Department or the Helpdesk (240-777-2828 or x72828). Your manager will need to fill out the form and submit the request to the Helpdesk on your behalf.

### How do I get to the County VPN?

Windows devices go to: <https://secure.montgomerycountymd.gov>

Mobile devices go to: <https://secure.montgomerycountymd.gov/mobile>

Mac devices go to: <https://secure.montgomerycountymd.gov/mac>

Log in with the same username and password you use at your workstation.

### Why won't browsers like Edge, Google Chrome or Firefox work?

Those browsers no longer support JAVA and ActiveX applets, which are needed for certain tasks on the VPN.

### How do I get help if I'm having problems?

Call the County IT Helpdesk at 240-777-2828.