1. How to use VPN

1) Connect VPN Login Page

① Connect to the URL, https://vpn.hyosung.com

② Input your VPN ID and password (Same with HOPE ID/Password)
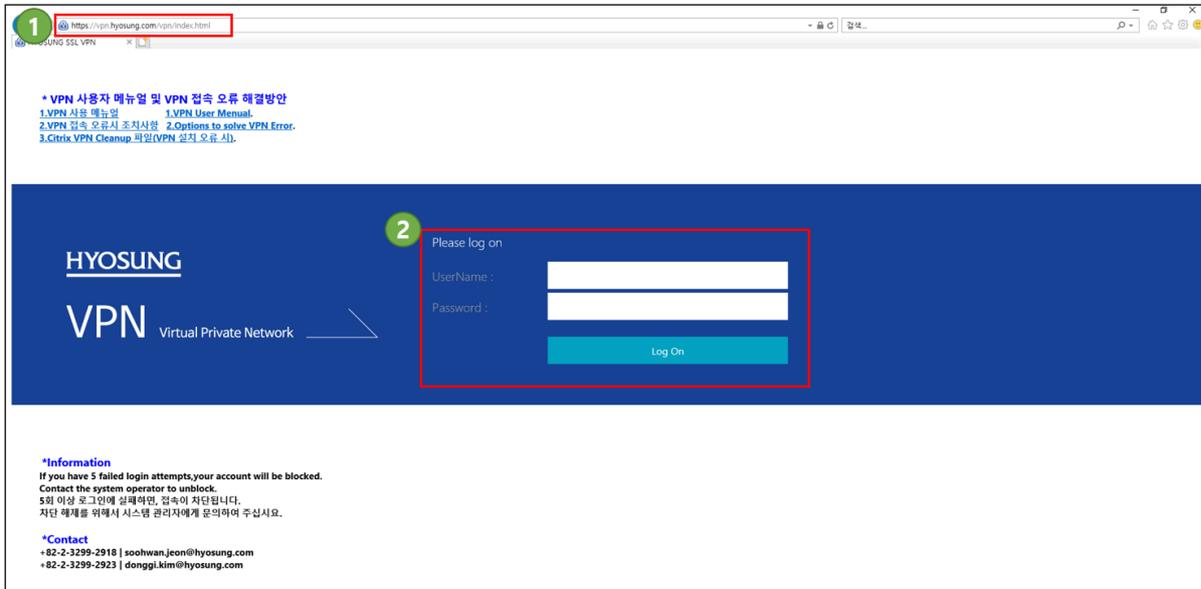
2) When you connect VPN at the first time, you need to install VPN software. Click 'Download' button and start the installation.
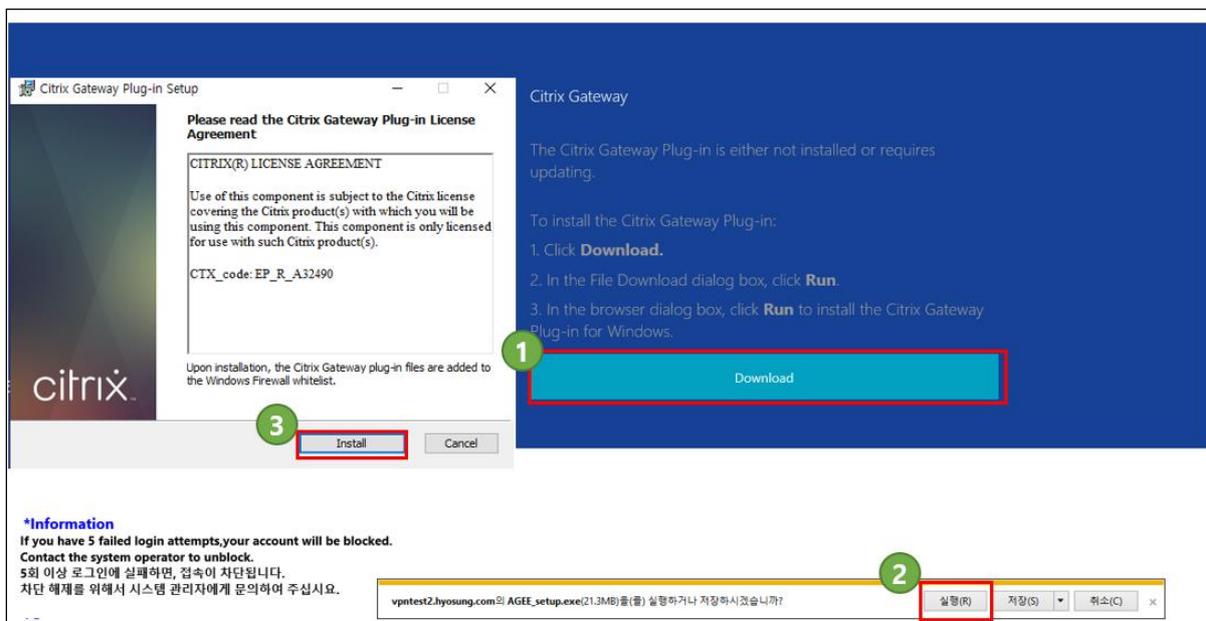
3) If the software is installed properly, you can see HOPE login page.
   You can login HOPE using your HOPE account.
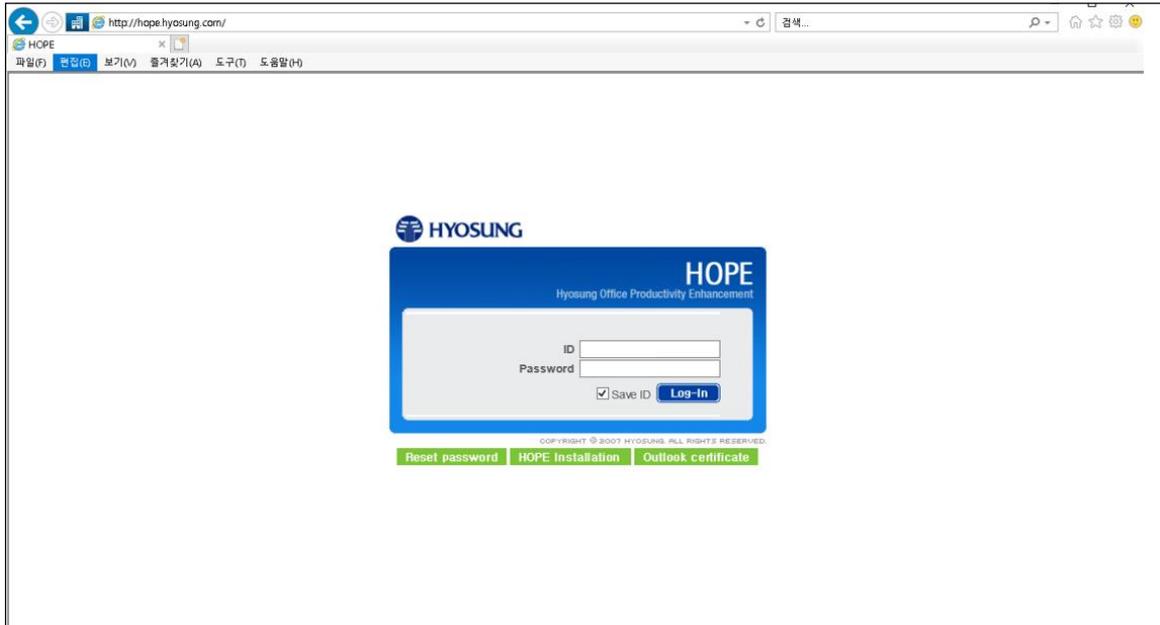
2. VPN account expiration

1) Notification email
　① If the period of using VPN is about to be expired, you will get an email like below.
　② The email is sent you automatically 30 days, 15 days and 7 days before the last day of the period.
　③ If you need to use VPN service continuously, you need to fill up the request form again as following '1. How to get a new VPN account'.

2) Sample of notification email

> ### Notification of VPN expiration
>
> 　　Your VPN account will be EXPIRED in OO days. After expiration, you will not be able to login the system.
> 　　If you need to use the system with no trouble, please submit a new application form to extend the end date.
>
> ■ Using system / Expiration date[yyyy.mm.dd]
> 　- HOPE / 2018.05.31
> 　- **Outlook / 2018.03.31**
> 　- SmartHR / 2018.05.31
> 　- HSECM / 2018.04.30
>
> ■ How to extend the end date
>
> 　- HOPE → APPROVAL → Create Approval → Request for VPN

3. Troubleshooting

1) Incorrect password

① If you try to login with wrong password five times, your VPN account will be locked and you cannot login VPN any longer.

② If you see this message below, please contact to the technical support.
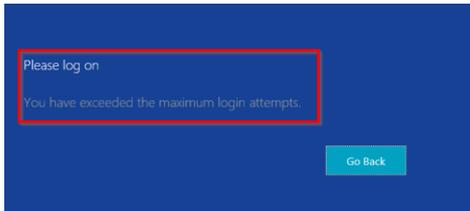
2) Do not have VPN permission

① When you see the follow screen (*'There are no apps or desktops available to you at this time'*) after you login to VPN, you don't have VPN permission now.

② In this case, you should check that your VPN account is expired and if expired, it is possible to use after extending a VPN account.
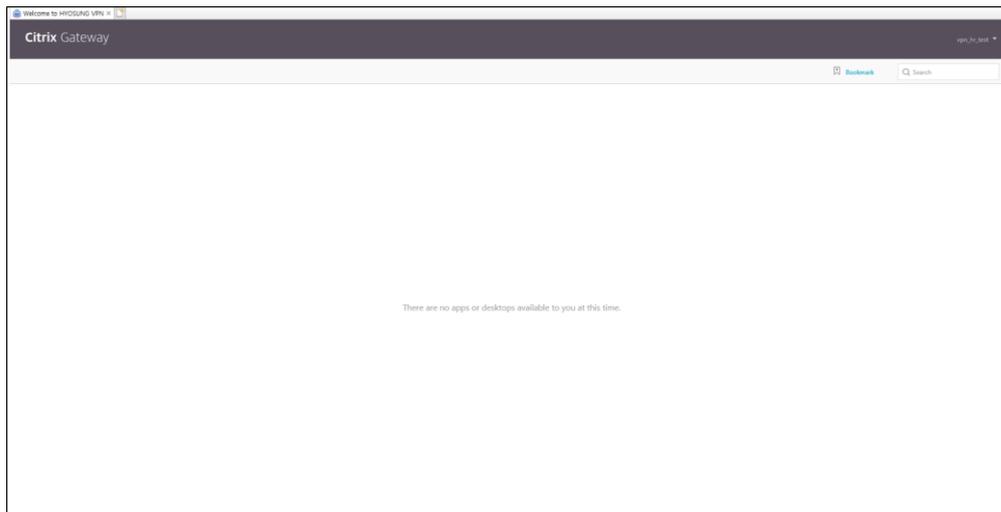
4. Contact

1) Technical support

① Soohwan Jeon (+82-2-3299-2918, soohwan.jeon@hyosung.com)

② Donggi Kim (+82-2-3299-2923, donggi.kim@hyosung.com)

2) Trouble in approval

① Donggi Kim (+82-2-3299-2923, donggi.kim@hyosung.com)