#### 1. How to use VPN

- 1) Connect VPN Login Page
  - 1 Connect to the URL, <u>https://vpn.hyosung.com</u>
  - (2) Input your VPN ID and password (Same with HOPE ID/Password)

Mtps://vpn.hyosung.com.vpn/inder.html			× ≜ C][≧4	× ଅ - © © ☆ ଜ - ସ
• VPN 사용자 미뉴얼 및 VPN 접속 오류 해결방안 1.VPN 사용 미뉴말 1.VPN Ver Menuel 2.VPN 접속 으위 조치성 2.Octions to solve VPN Error. 3.Cirrix VPN Cleanup 파일(VPN 설치 오프 사).				
HYOSUNG VPN Virtual Private Network	Please log on UserName : Password :	Log Da		
*Information If you have 5 failed login attemptsyour account will be blocked. Contact the system operator to unblock. 50 이상 로그디에 실려면진, 접하여 가친답니다. 지단 해제를 위해서 시스럽 관리자에게 문의하여 주십시요. *Contact + 82-2-3299-2913   sonhwan.jeon@hyosung.com + 82-2-3299-2923   donggi.kim@hyosung.com				

 When you connect VPN at the first time, you need to install VPN software. Click 'Download' button and start the installation.

😥 Citrix Gateway Plug-in S	Setup	- 🗆 X	Citrix Gateway
	Please read the Citrix Gateway Agreement CITRIX(R) LICENSE AGREEMEN Use of this component is subject t covering the Citrix product(s) with using this component. This compu- for use with such Citrix product(s) CTX_code: EP_R_A32490	Plug-in License o the Citrix license which you will be ment is only licensed	The Citrix Gateway Plug-in is either not installed or requires updating. To install the Citrix Gateway Plug-in: 1. Click <b>Download.</b> 2. In the File Download dialog box, click <b>Run</b>
	Loss installation, the Ohio Colourus	un in film are added in	3. In the browser dialog box, click <b>Run</b> to install the Citrix Gateway Plug-in for Windows.
citrix	the Windows Firewall whitelist.	Cancel	Download
*Information If you have 5 failed login i Contact the system opera 5회 이상 로그인에 실패하면 차단 해제를 위해서 시스템	attempts.your account will be block tor to unblock. 1, 접속이 차단됩니다. 관리자에게 문의하여 주십시요.	ed. vpntest2.hyosung.com의	AGEE_setup.exe(21.3M6)율(중) 실령하거나 저장하시겠습니까? 적장(S) ▼ 취소(C) ×

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.
  - <sup>(2)</sup> 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  $\rightarrow$  APPROVAL  $\rightarrow$  Create Approval  $\rightarrow$  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.

lease log on	
	Go Back

- 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.

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Citrix Gateway			
	🕄 Bookmark	Q, Search	
There are no anno or devictors available to usual this time			

# 4. Contact

- 1) Technical support
  - ① Soohwan Jeon (+82-2-3299-2918, soohwan.jeon@hyosung.com)
  - ② Donggi Kim (+82-2-3299-2923, <u>donggi.kim@hyosung.com</u>)
- 2) Trouble in approval
  - 1) Donggi Kim (+82-2-3299-2923, <u>donggi.kim@hyosung.com</u>)