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Updating Your Open Client VPN

With the New Server Profile (Fall 2024)

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Chapter One: Introduction & Background

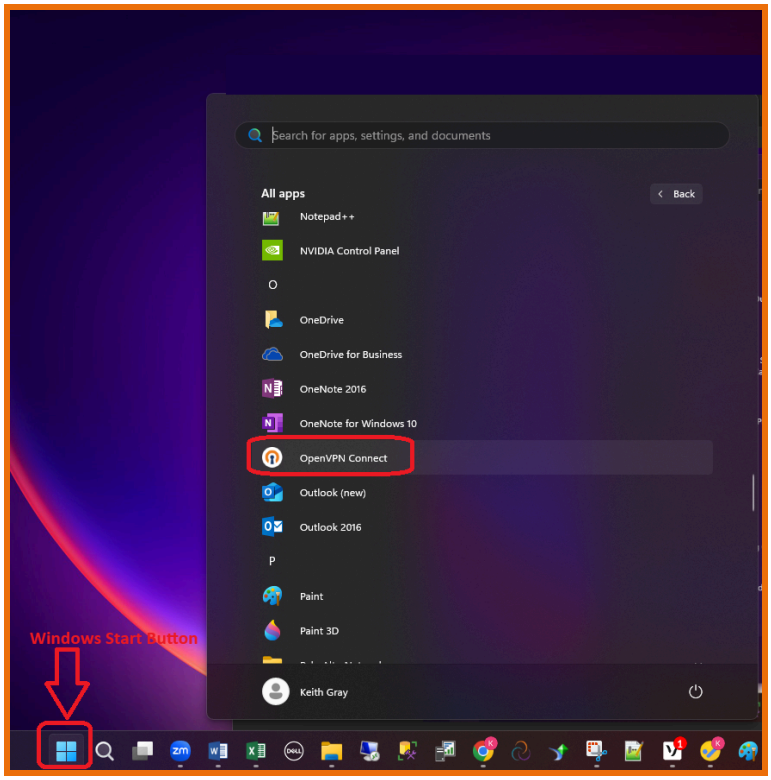
The Open Client VPN is used by Provide Enterprise customers throughout the United States to assist them in connecting to their Provide database securely. The benefit of the Open Client VPN is that it will allow you to connect securely to your Provide Enterprise database from any internet connection and you are not required to have a static IP address, nor does your IP Address need to be whitelisted by the Groupware firewall administrator. In the fall of 2024, the Open Client VPN server is being migrated to new equipment, requiring the installation of a new connection profile for each user using the Open Client VPN. This guide will review deleting your current profile and installing a new one.

Chapter Two: Deleting your Current Connection Profile

This chapter will review deleting your current (old) connection profile so that you are able to install the new profile.
Open the VPN app like you were going to sign onto the VPN by following one of the methods outlined below:

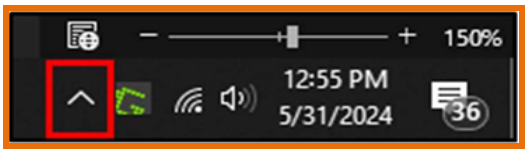
Open the VPN from the Applications Menu

- Click on your Windows Start button and look under All Apps for “Open Client VPN” and click to select that. Note: This will look slightly different based on the Windows Operating System on your computer.

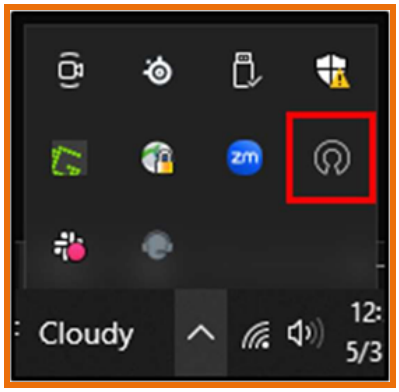


Open the VPN from the Windows TaskBar

- Click on the "^" near the clock on the bottom right corner of your screen.

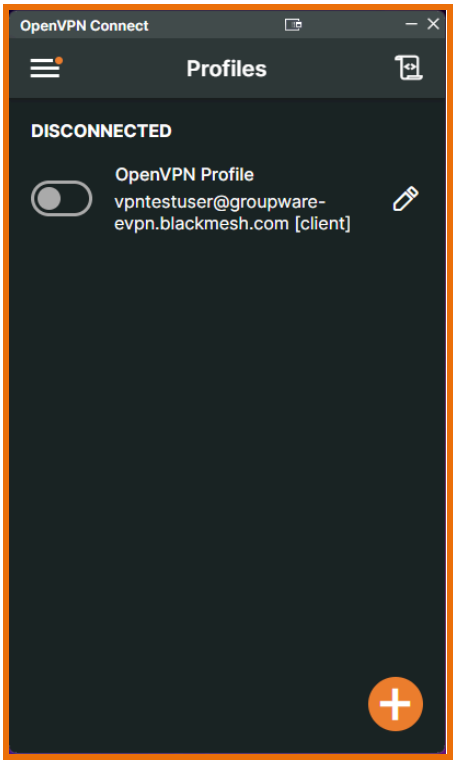


- Open the app by clicking on it once the task bar expands.

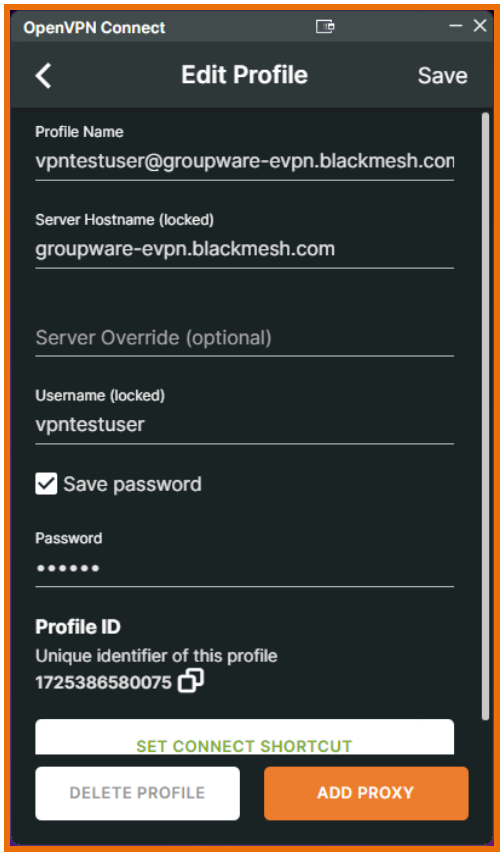


Delete the Current Profile

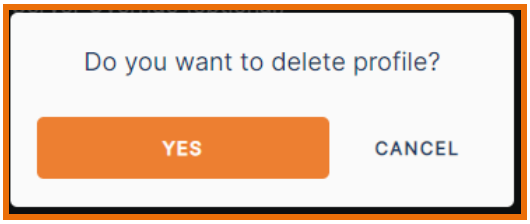
- When your Open Client VPN comes up on screen, you will be brought to your current VPN server profile, similar to that in the figure below:



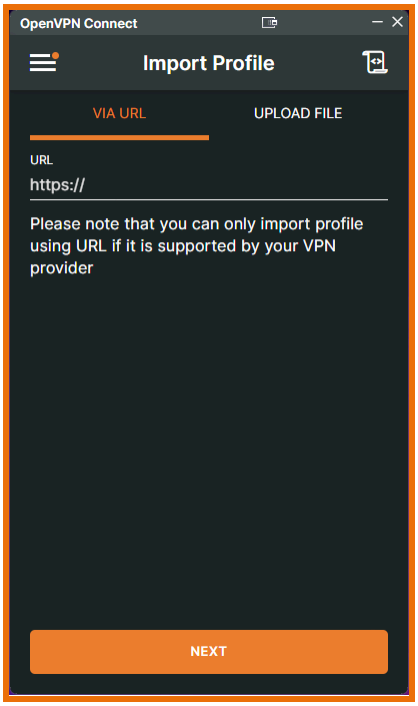
- Click the pencil icon to bring the profile into Edit Mode similar to that in the figure below:



- Click the button. You will then be prompted to verify deletion of the profile:



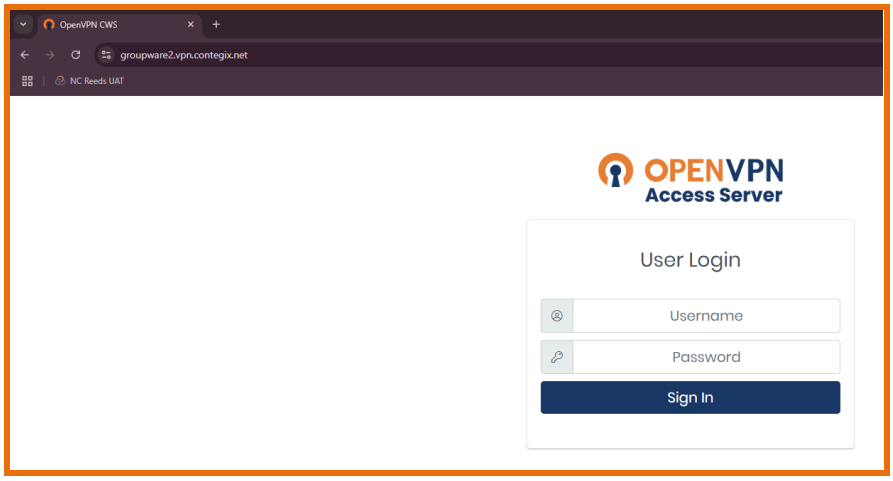
- Select **YES** to remove the profile.
- The profile will be deleted and the Open Client VPN will update and look similar to that below:


OpenVPN Connect
Import Profile
VIA URL
UPLOAD FILE
URL
https://
Please note that you can only import profile using URL if it is supported by your VPN provider
NEXT

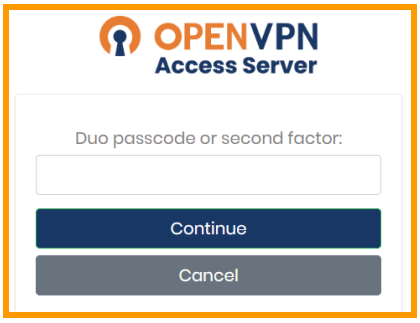
Chapter Three: Downloading an Update Open Client VPN Profile

Once you have deleted the existing Open Client VPN server connection profile, you must download the new profile. To do that, follow the steps below:

- Navigate to the new Open VPN website using your internet browser by clicking on the link below: New Server Profile Download Link. If the link does not work, you can copy and paste the following link into your browser:
  https://groupware2.vpn.contegix.net
- The User Login Screen will appear, similar to that below:

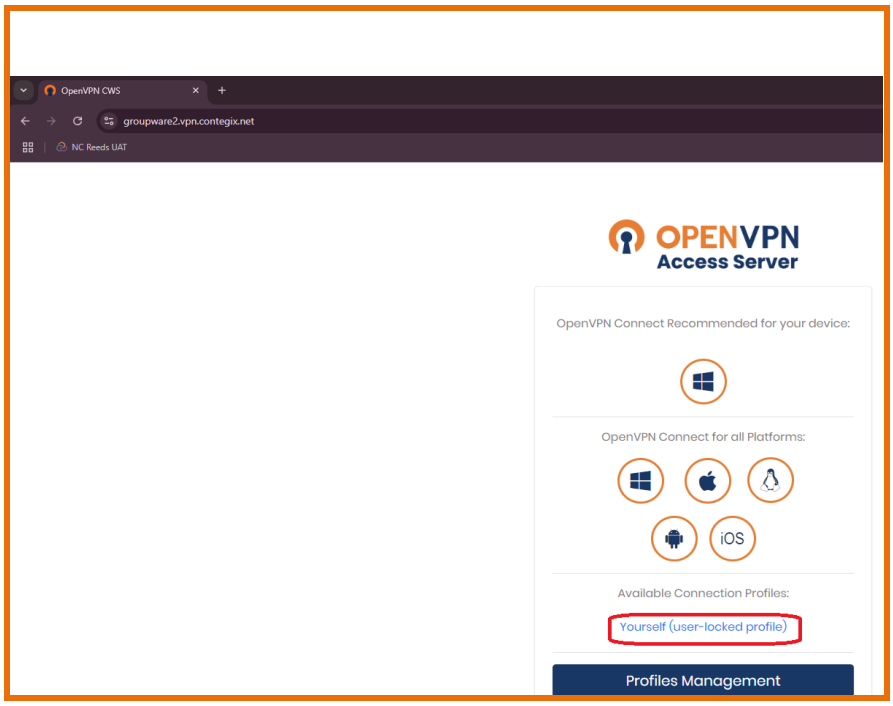


- Enter your VPN Username and Password into the appropriate fields and then click **Sign In**.
- You will then be prompted to enter your Multi Factor Authentication (MFA) method:

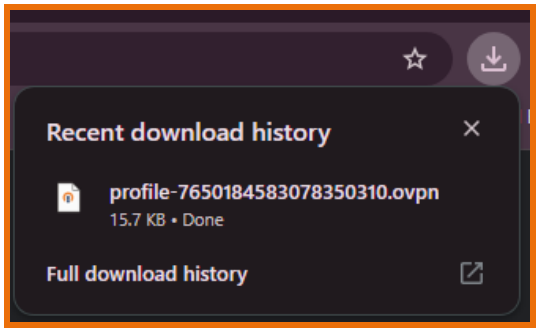


- If you currently receive a telephone as your multifactor authentication method, type in the work **Phone** and then click **Continue.**

- If you currently receive a push notification on your phone as your multifactor authentication method, type in the work **Push** and then click **Continue.**
- Once you have successfully authenticated, your screen will refresh and look like that below.



- Under the **Available Connection Profiles:** select **"Yourself (user-locked profile)".**
- You should see the file begin to download. This will look a bit different based on the internet browser and version you are using, but will look similar to that below:



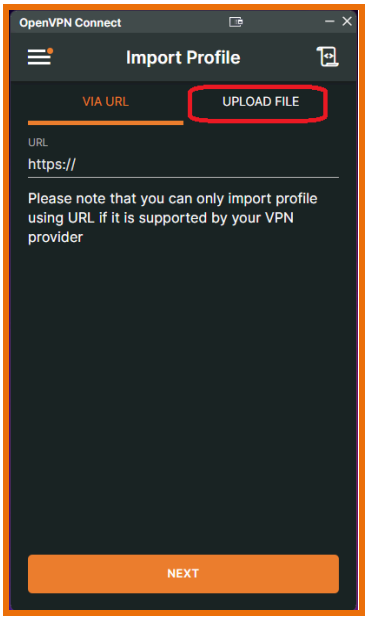
- The file will be available now for import to your Open Client VPN.

Chapter 4: Importing the New Profile

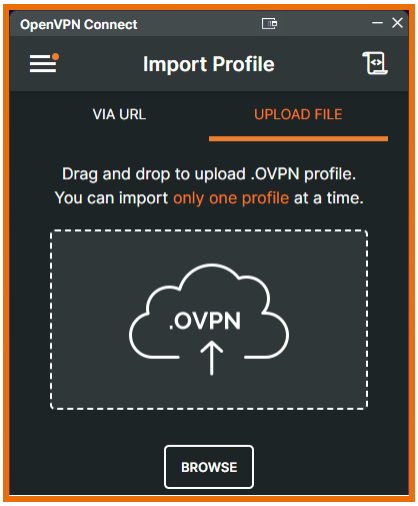
Once you have deleted the old profile and downloaded the new profile, you will be ready to import the new profile into your Open Client VPN.

To do this, follow the steps below:

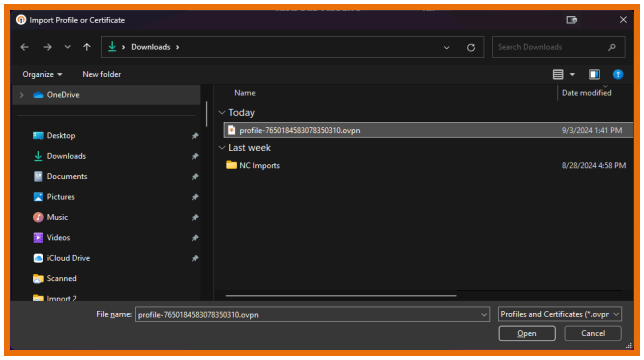
- From the Import Profile screen on your Open VPN Software, select **Upload File** (circled in red in the figure below):



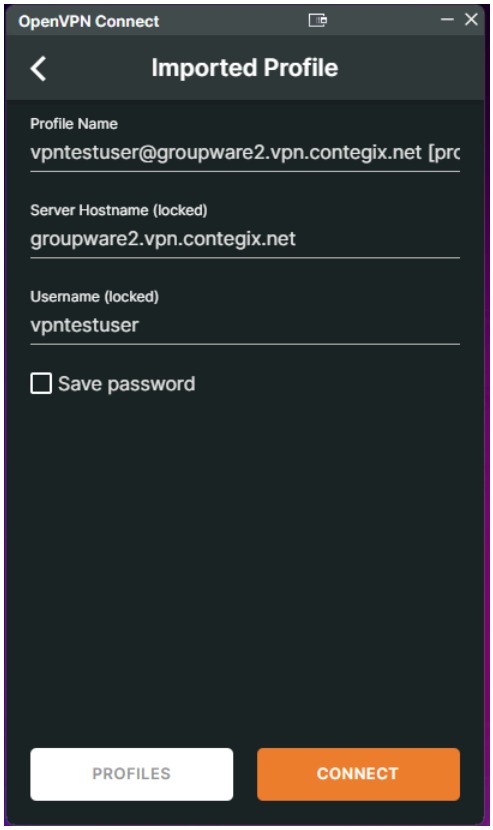
- The screen will refresh and look like the following:



- Click on the **Browse** button and then use the **Import Profile or Certification** window that opens to navigate to the folder where you saved the downloaded open client vpn profile. Once in the folder, the profile should look similar to that in the image below:

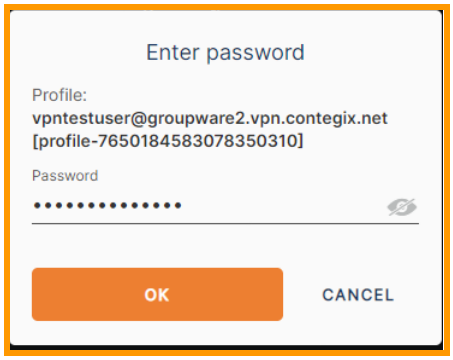


- After selecting the profile, click on the **Open** button. The window will disappear and your Open VPN screen will refresh to look similar to that below:

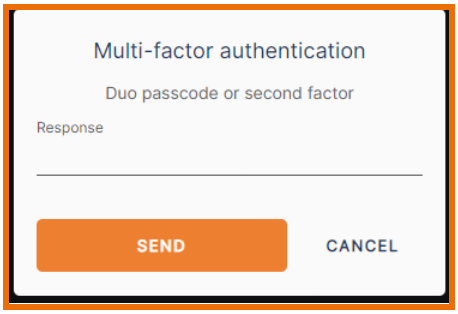


- If you wish to save your password (not recommended), you can select to do that here and you will be prompted to enter your VPN password.
- Once your screen is set like that below, click the **Connect** button to finalize the profile.

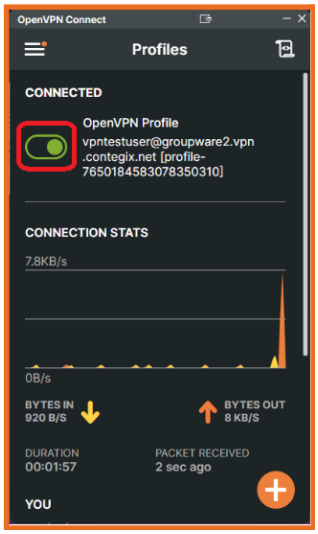
- If you did not save your password, you will be prompted to enter it now.



- After entering your password, click the **OK** button.
- You will then be prompted to enter the Multifactor authentication method.



- If you currently receive a telephone as your multifactor authentication method, type in the work **Phone** and then click **Send.**
- If you currently receive a push notification on your phone as your multifactor authentication method, type in the work **Push** and then click **Send.**
- Once you have successfully authenticated, your screen will refresh and look like that below.



- You have now successfully installed the new profile and connected the VPN.

- At this point if you do not need to use your VPN connection, you can disconnect by clicking the green radio button (circled in red in the above figure) next to the profile name. If you need to use the VPN, you can simply remain connected.