AccessMyLan from AT&T Installation Guide

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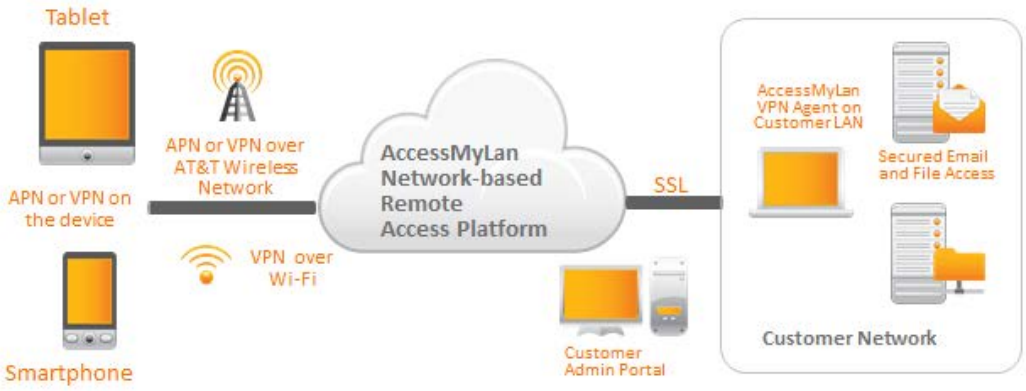
1 Introduction

AccessMyLan from AT&T provides private (data) connectivity to your office network.

AccessMyLan from AT&T does not require dedicated hardware of any type and you will not have to wait for the delivery of equipment or the presence of an engineer to deploy the service. The *AccessMyLan from AT&T* service is self-deployed by your own IT resources.

Traditionally, this type of service required either special networking equipment or software installed on a dedicated server. In both these traditional scenarios it was not unusual for the service provider to send out the hardware (network equipment or server) with an engineer to install it.



AccessMyLan from AT&T is delivered via:

- VPN Agent – a Windows service that runs on a server in your Office Network
- Administration Portal – a secure Web-based administration interface
- Access Method:
    - APN (Access Point Name) on AT&T Wireless Network – no VPN client is required, simply configure your mobile device to connect to APN:vpn.accessmylan.net
    - VPN Client – secure VPN is established over the Internet. Windows, Apple iOS and Android are supported.

1.1 VPN Agent

The *AccessMyLan from AT&T* VPN Agent is installed from a standard Microsoft Install Package which is downloaded from the *AccessMyLan from AT&T* Administration Portal as part of the installation process (see Section 2 for a step-by-step guide to installing the VPN Agent).

Before you begin the installation process, you will need to identify a Windows® Server on which to install the VPN Agent. These requirements will help your IT resource identify a suitable server:

- the server should be always on
- the server should have access to the Internet (specifically outbound `*.accessmylan.com` on TCP port 443)
- the server requires network access to the hosts and subnets that you wish to provide access to

- the server will preferably be a member of your Windows domain, good candidates are: Small Business Server, Domain Controller or Exchange Server
- it does not need to be dedicated, and given it's minimal foot print will probably work on any existing server providing other services for your organization
- it does not need to be a physical machine; the VPN Agent runs equally well on a virtual machine
- unless you explicitly enable audit logs, you will not need to cater for any special resource requirement (it has a minimal memory and disk footprint)

Minimum requirements for *AccessMyLan from AT&T* VPN Agent (over Microsoft's minimum Operating System requirements):

32MB free disk space

64MB memory

10/100 Ethernet

Finally you can move the *AccessMyLan from AT&T* VPN Agent to another machine later if needed.

If you require assistance during the installation, email your request to `support@accessmylan.com` with Subject: `AT&T Installation Assistance` (mailto:support@accessmylan.com?subject=AT%26T%20Installation%20Assistance) quoting your Username and AT&T FAN.

1.2 Administration Portal

When you order *AccessMyLan from AT&T*, you will receive an email providing you with your login details for the Administration Portal. To login to the Administration Portal, open this link: https://www.accessmylan.com/Admin/Login.aspx?chcode=0985

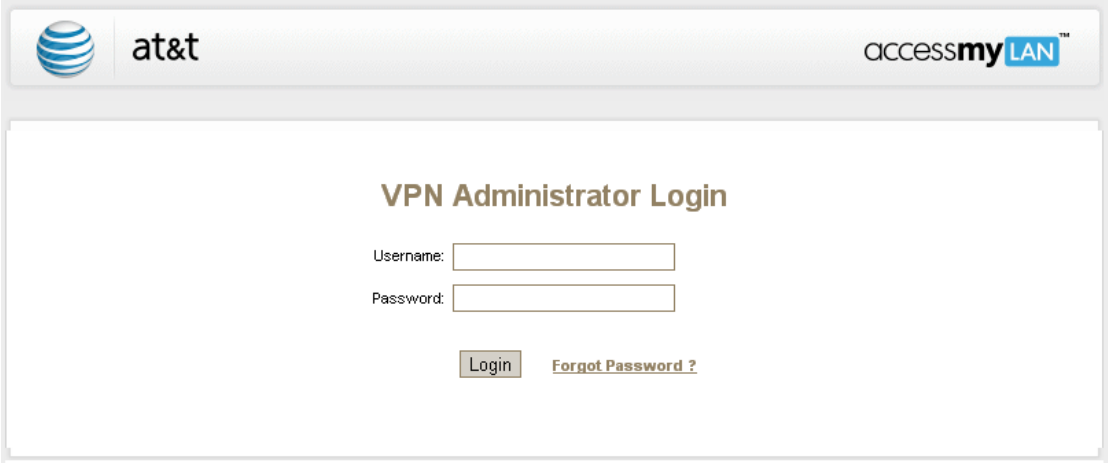


Figure 1: Administration Portal Login Page

After you have completed the installation, you will be able to **Launch Admin Site** from the VPN Agent Manager (see Figure 12: VPN Agent Manager on page 12).

1.3 Access Methods

1.3.1 APN on AT&T Wireless Network

Users connect to *AccessMyLan from AT&T* via a dedicated Access Point (APN) on the AT&T Wireless Network.

The APN for *AccessMyLan from AT&T* is `vpn.accessmylan.net`.

AT&T uses Access Point Names (APNs) to provide specific data services. When you connect a mobile device to the *AccessMyLan from AT&T* APN `vpn.accessmylan.net`, you are connecting it to your Office Network.

All mobile devices provide a means of configuring and managing APNs (see Section 3 Mobile Device Configuration on page 13).

1.3.2 VPN over the Internet

Users connect to *AccessMyLan from AT&T* via a VPN client that is deployed to their Windows PC, iPhone or iPad, or Android Smartphone or Tablet. The VPN Client establishes a secure connection over the Internet.

The Windows and iOS VPN Clients uses UDP ports 500 and 4500 to establish a UDP encapsulated IPSec connection to the *AccessMyLan from AT&T* service.

The Android VPN Client uses TCP port 443 to establish a TLS (SSL) connection to the *AccessMyLan from AT&T* service.

2 Step-by-step VPN Agent Installation

This section provides a step-by-step guide for installing the VPN Agent, which only takes a few minutes to complete.

VPN Agent Installation (or subsequent removal) does NOT require a server restart

2.1 Prerequisites

Before you start, you will need:

- eMail from 'AccessMyLan from AT&T' [no-reply@accessmylan.com] with your *AccessMyLan from AT&T* account details
- Windows Server on which to install the VPN Agent

Installation requires administrator privileges.

For additional requirements, see section 1.1 above.

2.2 Step 1: VPN Agent Download

To install your VPN Agent you will need the account setup eMail from *AccessMyLan from AT&T*, which will look like this:

From: AcessMyLan from AT&T [noreply@accessmylan.com]
Sent: 06 April 2012 19:39
To: dave@acme.com
Subject: Welcome to AccessMyLan from AT&T

FAN: 999999

Dear Customer,

A VPN account has been created for you on the AccessMyLan from AT&T service.

To complete the activation, the VPN Agent software must be installed by an IT administrator on one of your internal Windows servers. If you are not a server administrator, please forward this email to the relevant person.

The VPN Agent can be downloaded for installation from the following URL:

https://www.accessmylan.com/consumer/install.aspx?chcode=0985

URL

During the install you will need to enter the following administrator credentials:

Username: dave@acme.com
Password: KSJ89KP1

Login Details

We recommend that you change your VPN Administrator password after the install is completed.

Further information on the setup process is available in our Installation Guide (https://www.accessmylan.com/help/en/installation_0985.pdf).

If you require assistance during the installation, please email support@accessmylan.com with Subject: "AT&T Installation Assistance", quoting your Username and FAN.

Thank You,
The AccessMyLan from AT&T Team

Figure 2: Account Setup eMail

From the email, open the VPN Agent download URL. You will be presented with the following Web Page (see Figure 3: Install the VPN Agent).

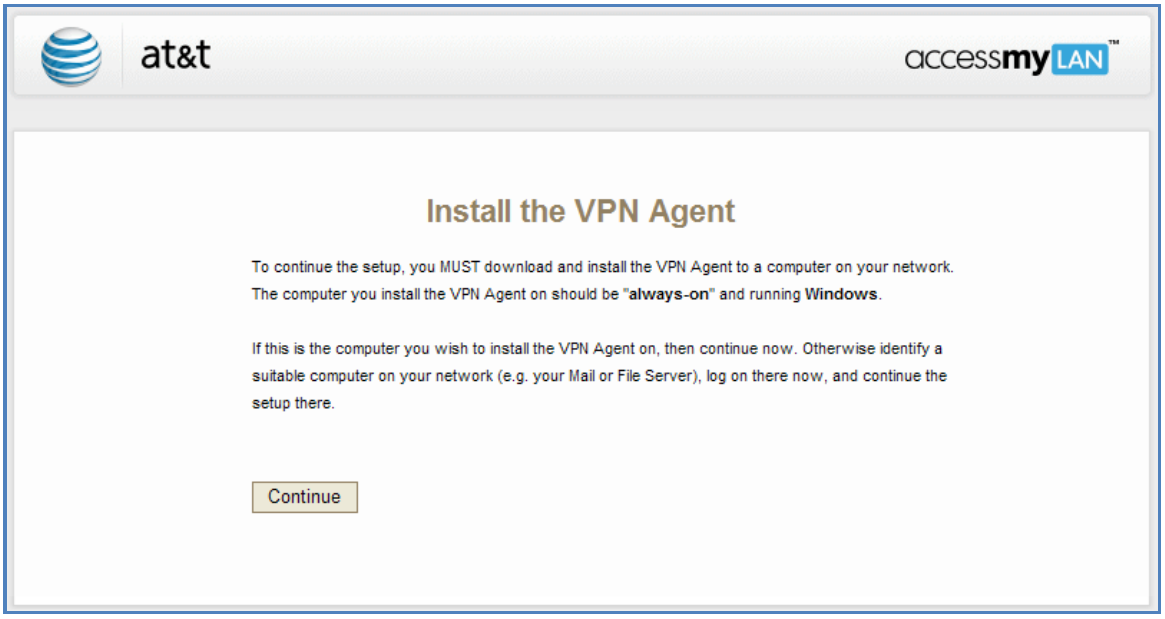


Figure 3: Install the VPN Agent

Select **Continue** to confirm Windows 32-bit or 64-bit version for download.

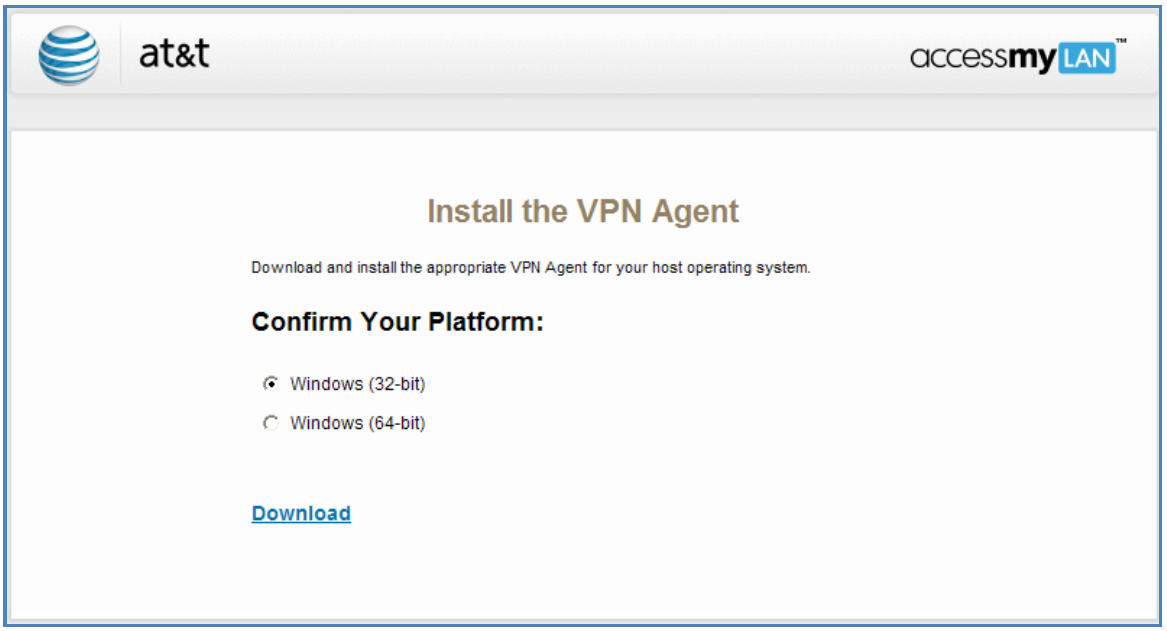


Figure 4: Install the VPN Agent (Download)

Click the **Download** link to get the VPN Agent installer.

If you are unsure if your Windows Server is 32-bit or 64-bit, try 32-bit first and if this fails come back and download the 64-bit version.

2.3 Step 2: Install the VPN Agent

Run the VPN Agent installer downloaded in Step 1:

Figure 5: VPN Agent Installer

Click **Next >**

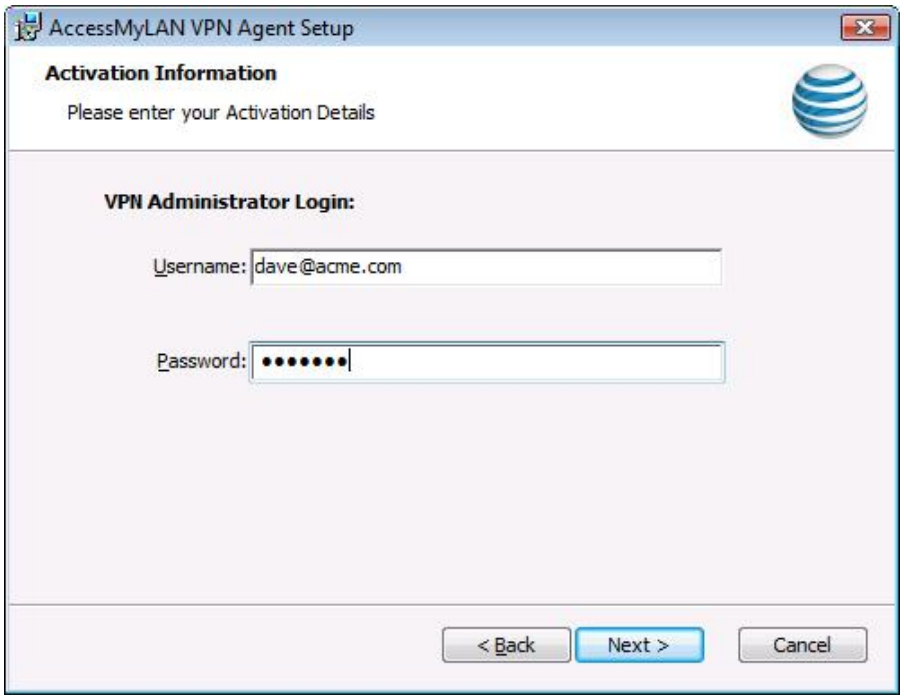


Figure 6: VPN Agent - Activation

To complete the VPN Agent installation, enter the Administration Portal Username and Password, (see Figure 6: VPN Agent - Activation above).

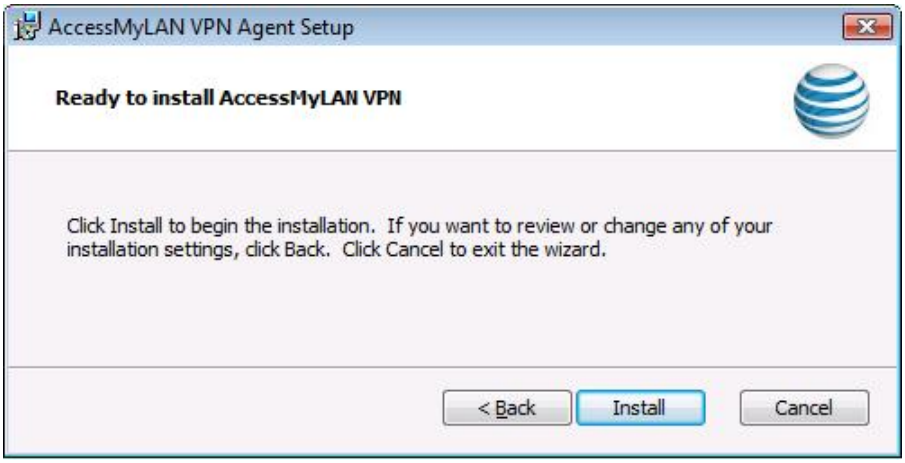


Figure 7: VPN Agent - Confirm Install

Click **Install**.

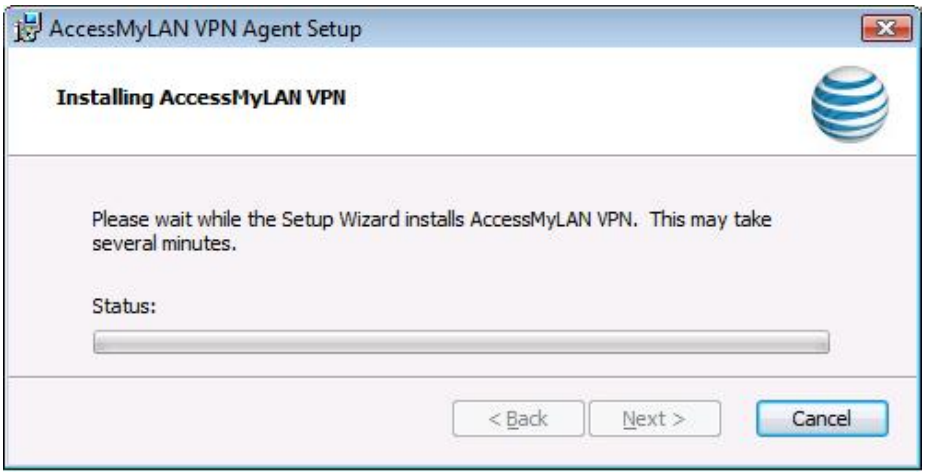


Figure 8: VPN Agent - Progress

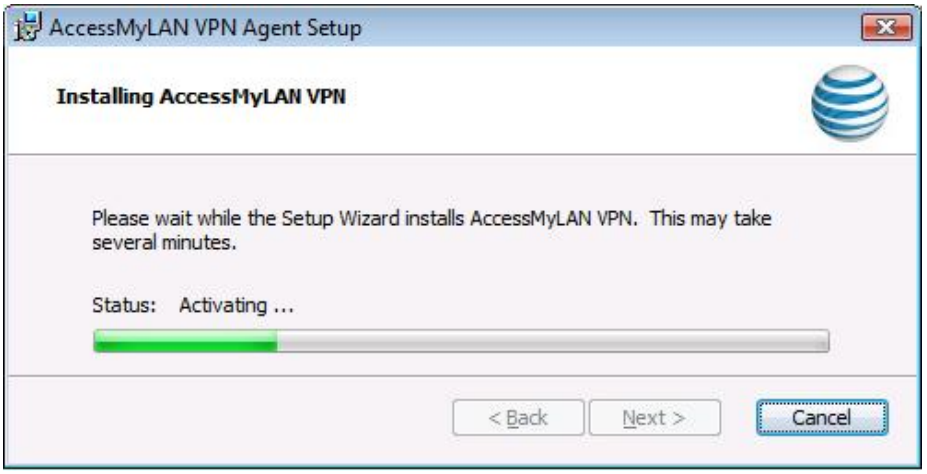


Figure 9: VPN Agent - Progress

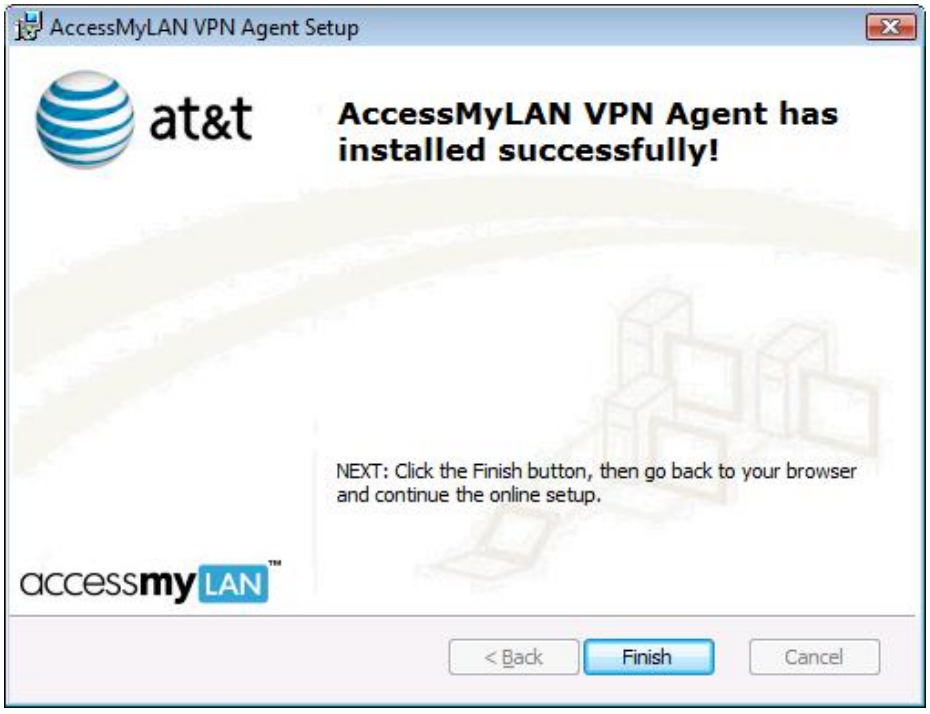


Figure 10: VPN Agent - Finish

To complete the installation process, click **Finish**.

After you finish, you will be automatically launched into the Administration Portal.

2.4 Congratulations

Congratulations, the VPN Agent is now installed!

In the System Tray (the bottom right corner of the Desktop) you will see this icon appear…

Figure 11: VPN Agent - System Tray

Double-clicking the icon will open the VPN Agent Manager panel:

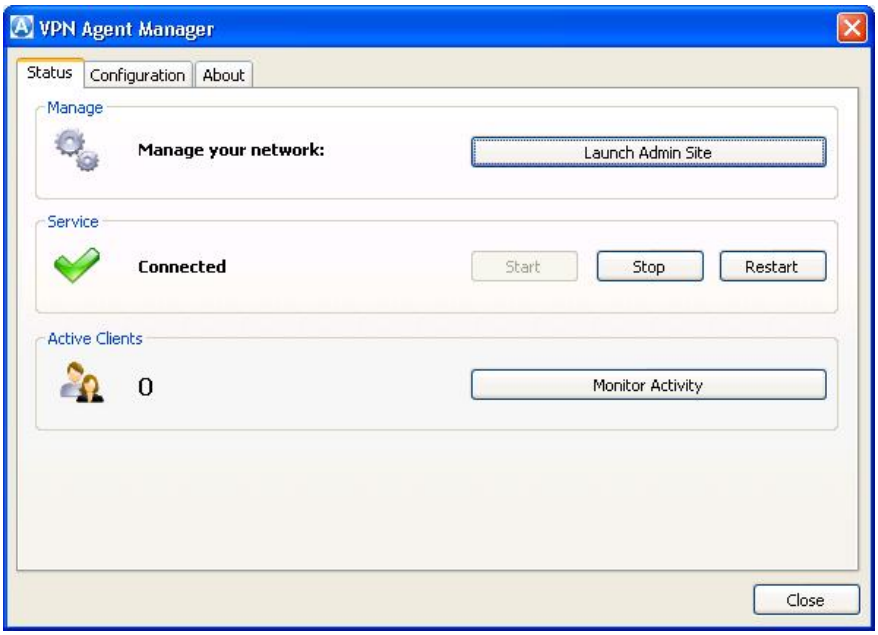


Figure 12: VPN Agent Manager

The VPN Agent runs as a Windows Service in the background and will automatically maintain connectivity to the *AccessMyLan from AT&T* service.

You can click the **Launch Admin Site** button as a quick way to login to the Administration Portal.

AccessMyLan from AT&T is now installed and you are ready to connect your AT&T mobile devices.

When you order APN connectivity for *AccessMyLan from AT&T* on a mobile line, the mobile number will be automatically setup on your account.

When you order VPN licences for *AccessMyLan from AT&T*, each license enables you to create a new user (See section 3.2.).

3 Mobile Device Configuration

3.1 APN Configuration

Accessing the *AccessMyLan from AT&T* APN doesn't require any software to be installed on your mobile devices, however it does require configuration of the mobile data connection settings.

In this section we provide some specific instructions for configuring the most popular mobile devices. For less popular devices, we provide information to help you find the information you require from the manufacturer's documentation or on the Web.

When you have configured the APN `vpn.accessmylan.net` on your mobile device, you'll need to test it.

To do this you need to get the mobile device to connect to the AT&T Wireless Network, which may require switching off WiFi and starting a program that brings up the data connection, e.g. a Web browser.

Use the Administration Portal to check if the device is connected.

3.1.1 APN Configuration for iPhone®/iPad®

There are two options for configuring your iPhone/iPad device with the APN settings:

3.1.1.1 Option a) Download iOS Configuration Profile

Download the iOS configuration profile from here:
https://www.accessmylan.com/channel/0985/apn.mobileconfig

We would recommend you email the above link to your iPhone/iPad or browse to the above URL on the device. Follow the prompts on your device to install the profile.

3.1.1.2 Option b) Create your own iOS Configuration Profile

Create a profile using Apple's iPhone Configuration Utility and install it on your iPhone/iPad.

If you don't already have the *iPhone Configuration Utility*, it can be downloaded and installed from Apple's site: www.apple.com/support/iphone/enterprise.

If you are unfamiliar with the *iPhone Configuration Utility*, Apple's online help can be found here:
http://help.apple.com/iosdeployment-ipcu/

The following instructions guide you through creating a new configuration profile named `AccessMyLan` and installing it on a iPhone/iPad device.

1. Launch the *iPhone Configuration Utility*
2. Create a new configuration profile by clicking the **New** button in the toolbar

You add payloads to the profile using the payloads list. Then you edit payloads by entering and selecting options that appear in the editing pane. Required fields are marked with a red arrow.

3. Complete the **General** settings. When completing the fields you can set **Name** to `AccessMyLan` and set **Identifier** to `net.accessmylan.vpn`.
4. Select the **Advanced** settings. Set the required **Access Point Name (APN)** field to `vpn.accessmylan.net`.

5. Install the configuration profile on your device. This can be done by connecting the device to a USB port. After a moment, the device appears in the **Devices** list in the *iPhone Configuration Utility*. Select the device, and then click the **Configuration Profiles** tab. Select the `AccessMyLan` configuration profile from the list, and then click **Install**. On the device, tap **Install** to install the profile.

Refer to Apple's documentation for other methods of distributing Configuration Profiles.

3.1.2 APN Configuration for Windows® Phone 7 (and 7.5)

On Windows Phone 7 (and 7.5) you need to enter a new APN under Cellular Settings.

Microsoft's documentation can be found here:

http://www.microsoft.com/windowsphone/en-us/howto/wp7/start/cellular-settings.aspx

The following instructions guide you through adding a new APN for vpn.accessmylan.net.

1. On **Start**, flick left to the **App** list, tap **Settings**, and then tap **Cellular**
2. Tap **Edit APN** or if not present tab **Add APN**
3. Tap **APN**, then type `vpn.accessmylan.net`
4. Tap **Done**

3.1.3 APN Configuration for Windows® Phone 8

On Windows Phone 8 you need to enter a new APN under Cellular Settings.

Microsoft's documentation can be found here:

http://www.windowsphone.com/en-us/how-to/wp8/start/cellular-settings

The following instructions guide you through adding a new APN for vpn.accessmylan.net.

5. On **Start**, flick left to the **App** list, tap **Settings**, and then tap **Cellular**
6. Tap **Add Internet APN**
7. Tap **APN**, then type `vpn.accessmylan.net`
8. Tap **Save**

3.1.4 APN Configuration for Android

There are variations between versions of Android and between manufacturer's customizations, however these instructions will guide you.

1. Navigate to **Applications** > **Settings** > **Wireless & Network** > **Mobile Network** > **Access Point Names**
2. Tap the menu button and select **New APN**
3. Complete the field **Name** as `AccessMyLan`, and **APN** as `vpn.accessmylan.net`
4. Leaving all other fields blank, tab the back button to save these settings

3.1.5 APN Configuration for Mobile DataCard

Mobile DataCards, whether built-in or USB-stick, come with Connection Manager software.

Using the Connection Manager software, create a new APN profile, setting the **APN** to `vpn.accessmylan.net`. If the software requires credentials, set **Username** and **Password** to `accessmylan` and `accessmylan`, otherwise leave blank.

AT&T Connection Manager 9.1 and 9.2

In AT&T Communication Manager 9.1 and 9.2, you will need to enable access to mobile profiles in the Settings page by pressing **Ctrl + Shift + M**.

See instructions here: http://pre-www.att.com/esupport/article.jsp?sid=KB117476

3.1.6 AT&T Elevate 4G Mobile Hotspot

To configure an AT&T Elevate 4G Mobile Hotspot, from the Web UI (http://att.elevate), follow these steps:

1. Click the **Advanced Settings**
2. Go to **WAN** > **Setup**
3. Under the section **Profiles**, click **Add/Edit Profiles**
4. Set the **Name** field to `AccessMyLan`
5. Set the **APN** field to `vpn.accessmylan.net`
6. Select from the **Auth Type** dropdown meny to `PAP`
7. Click **Save**
8. On returning to the **Setup** page, select `AccessMyLan` on the `Default Profile` dropdown menu.

3.1.7 Manufacturer's APN Configuration Information

All devices provide a mechanism for configuring APN settings. This setting will typically be under `GPRS`, `Cellular`, `3G` or `Wireless` sections of the configuration.

If it is not obvious how to change a device's APN settings, you should be able to find information in the manufacturer's documentation by searching for the keyword `APN` and/or `Access Point Name`. In their documentation they may refer to example configurations where the APN is `internet` or `isp.cingular`.

3.1.8 Machine-2-Machine (M2M) Configuration

AccessMyLan from AT&T is ideally suited for M2M configurations where you need to communicate with machines connected via AT&T SIMs using static IP addresses.

We have a lot of experience delivering M2M solutions and our experience has taught us that our customers need one-on-one assistance from our M2M Engineers.

So, for assistance or guidance on designing and configuring your M2M solution, schedule a call with an *AccessMyLan from AT&T* M2M Engineer.

See Section 5 Getting Support (support@accessmylan.com).

3.2 VPN Client Configuration

Using the *AccessMyLan from AT&T* VPN Client requires the deployment of a client. *AccessMyLan from AT&T* supports deployment to Windows PCs, Apple iOS devices and Android based devices.

VPN Client Licensing

VPN Licences are added to an AT&T cellular number (**Service Number**) under your AT&T Wireless contract. *AccessMyLan from AT&T* requires that each VPN User is associated with an available licence on the AT&T cellular number (**Service Number**).

You can view VPN Licences on the *AccessMyLan from AT&T* administration portal under **My Account**.

Before the software is installed you must add a user on the *AccessMyLan from AT&T* administration portal. Login to the portal at https://www.accessmylan.com/Admin/Login.aspx?chcode=0985 or by selecting **Launch Admin Site** from the VPN Agent Manager (see Figure 12: VPN Agent Manager on page 12).

In this section we're going to show, by example, how to add a new user and deploy a VPN client as part of the user setup. To start, navigate to the **Remote Users** page by selecting **Users** under the **Configuration** menu.

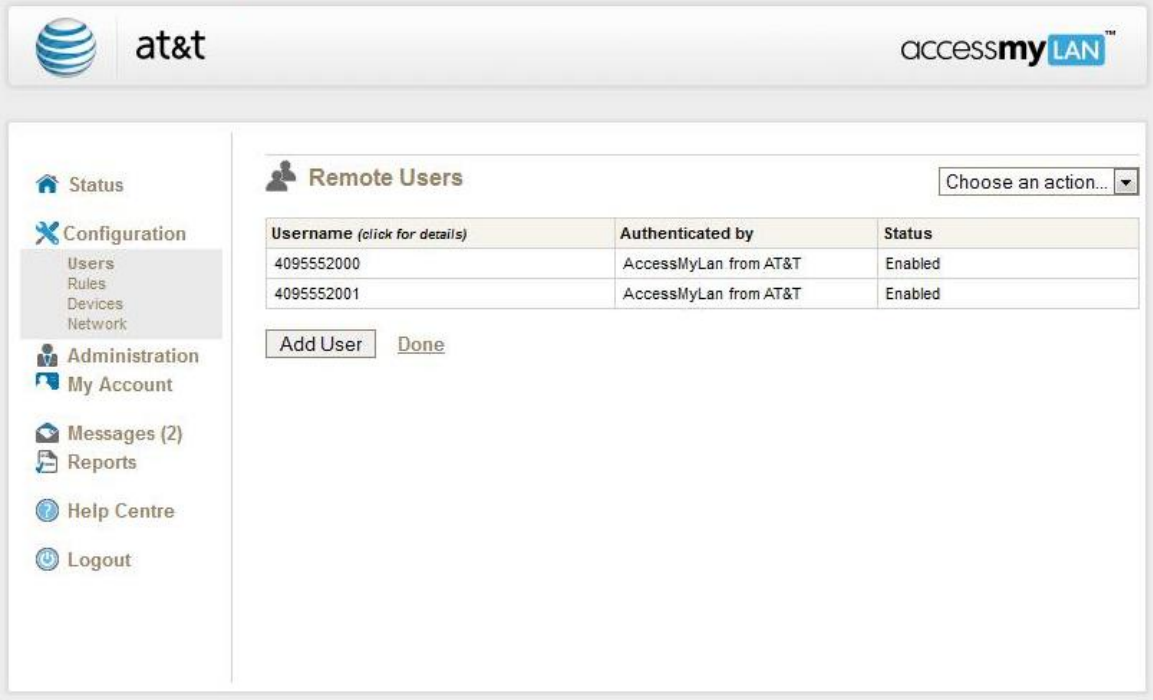


Figure 13: Add User

To setup a new user for a Windows PC, continue to the next section 3.2.1. For iPhone and iPad user setup, skip to section 3.2.4.

3.2.1 VPN Client for Windows – Add Remote User

On the **Add Remote User** page (see Figure 13: Add User) complete each section as shown below:

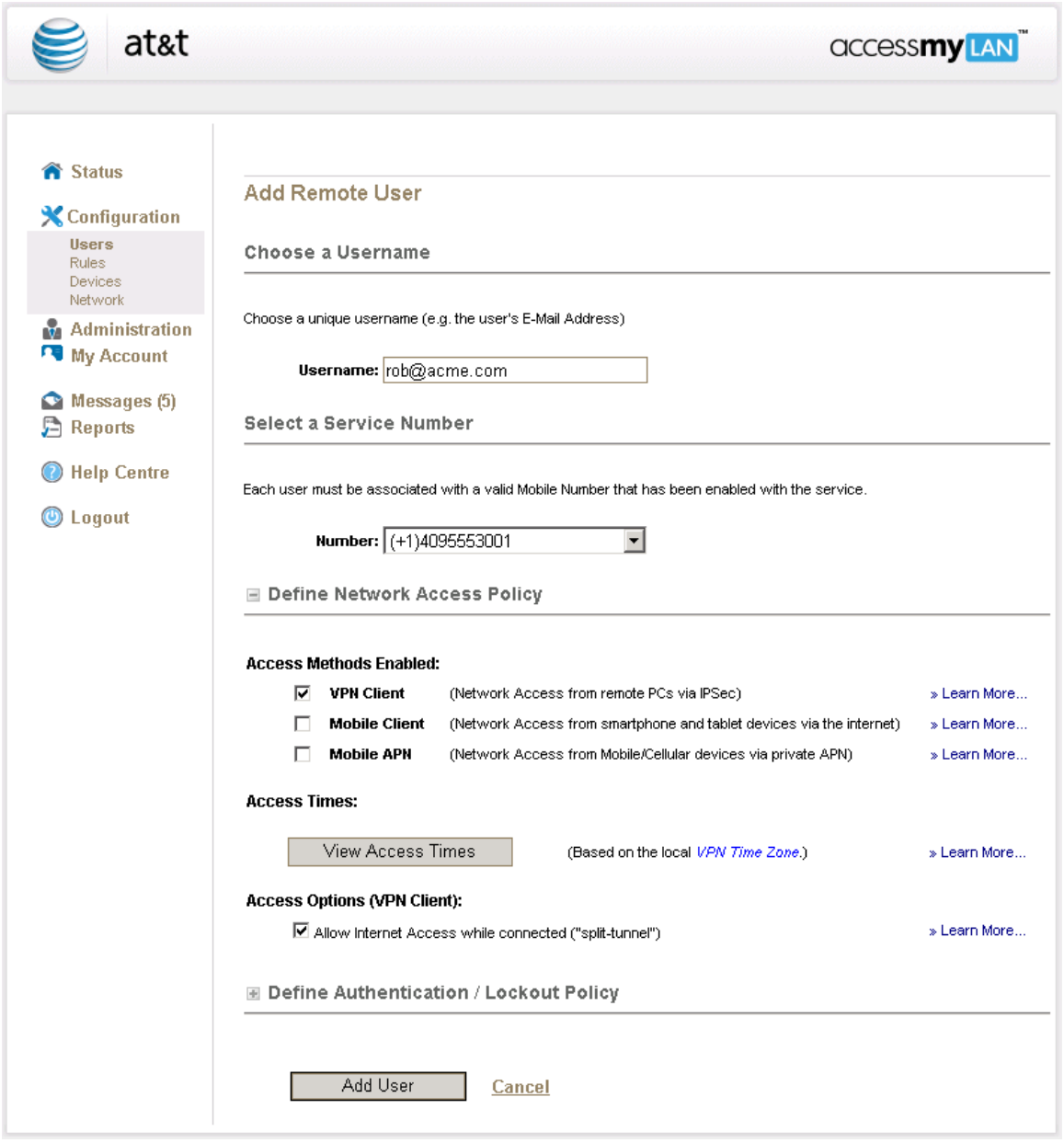


Figure 14: Add Remote User - Windows

Section **Choose a Username**:

Enter a **Username** for the new user. This username needs to be unique - we recommend using the user's email address.

Section **Select a Service Number**:

Select an available service number from the **Number** dropdown.

Section **Define Network Access Policy**:

For a Windows PC user, select **VPN Client**

Click **Add User** to confirm the settings.

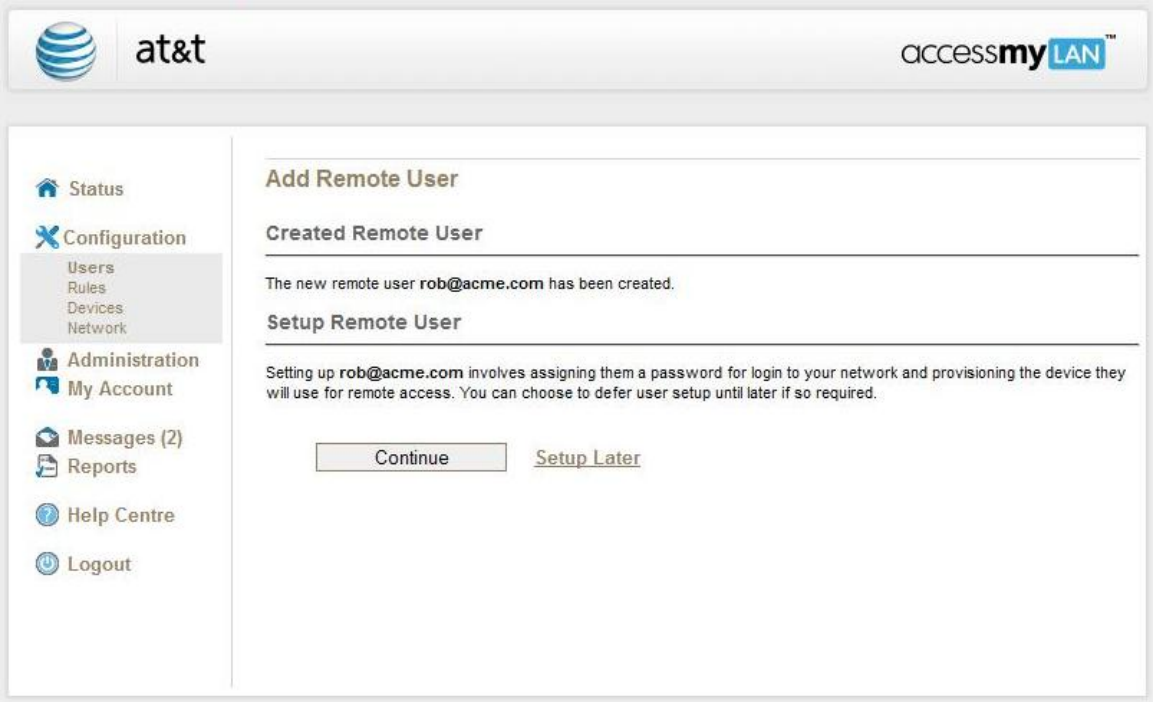


Figure 15: Create Remote User (Windows)

Click **Continue**.

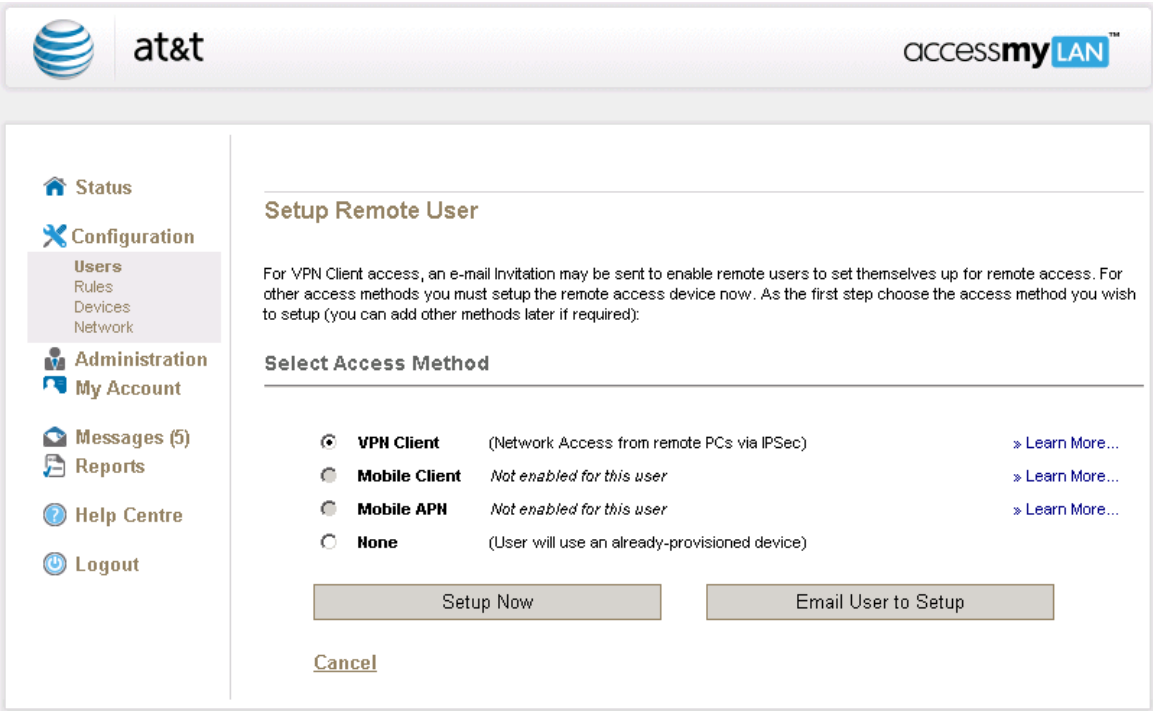


Figure 16: Setup Remote User - Windows

AccessMyLan from AT&T supports two Windows installation flows. One flow can be completed directly by you (choose **Setup Now**). The other flow allows the end-user to complete the installation (choose **Email User to Setup**).

For **Setup Now** installation instructions, follow on to the next section (section 3.2.2). For **Email User to Setup** installation instructions, skip to section 3.2.3 below on page 23.

3.2.2 VPN Client for Windows – Setup Now

The instructions in this section show how to setup a Windows client directly from the administration portal.

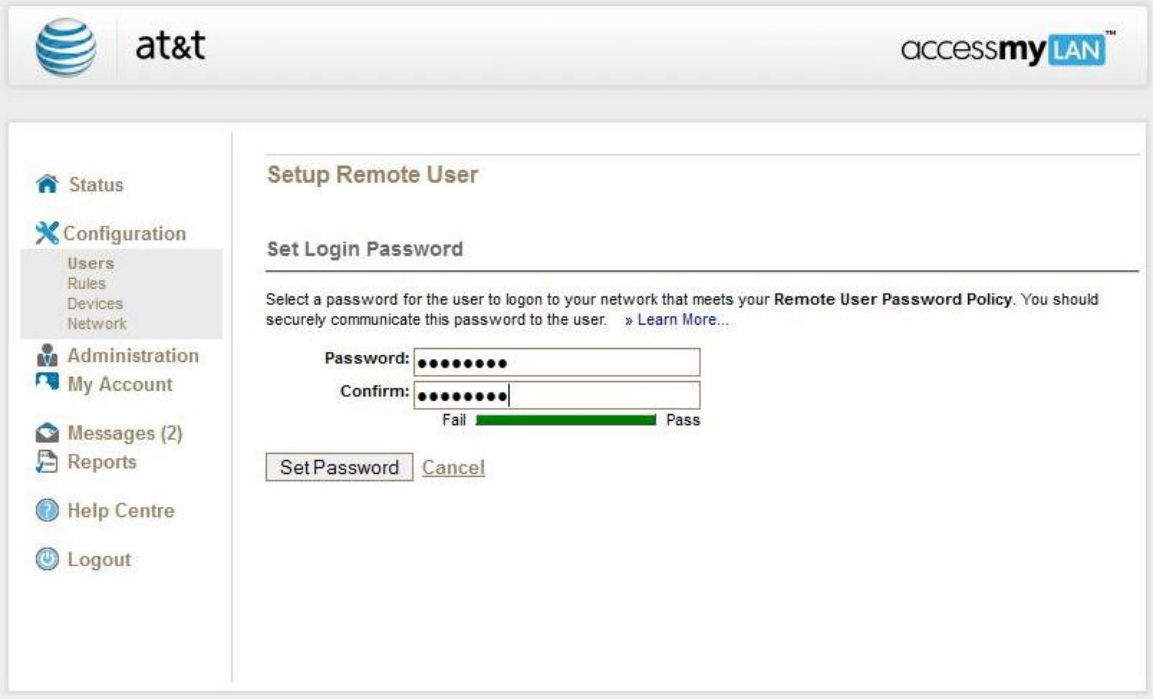


Figure 17: Setup Remote User - Set Password

The Windows VPN client requires a username and password to login to the VPN.

Enter the user's login password in the **Password** field and again in the **Confirm** field, then select **Set Password**.

Passwords need to comply with the *Remote User Password Policy*. The default policy requires that passwords contain a minimum of 6 characters from 2 character groups (letters, numbers and others). The policy can be changed in **Network > Remote User Password Policy**.

For assistance in configuring Windows Domain or Token-based (RADIUS) authentication, contact *AccessMyLan from AT&T* support.

Figure 18: Windows Client Download

Click the **Download VPN Client for Windows** link to select the Windows installer.

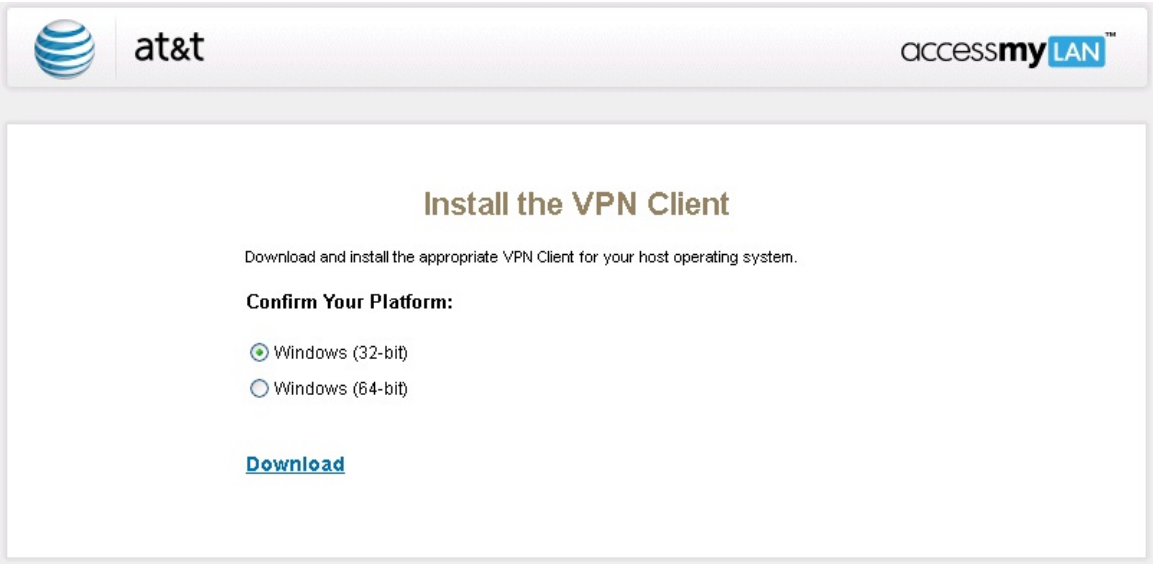


Figure 19: Select Windows Download

Select the correct Windows version and then click **Download**.

The installation on Windows requires administrator privileges.

Depending on your version and configuration of Windows you may have to accept the User Account Control (UAC) prompts during the installation (not

shown).

When downloaded, run the installer.

Figure 20: Windows VPN Client Setup - Welcome

Click **Next >**.

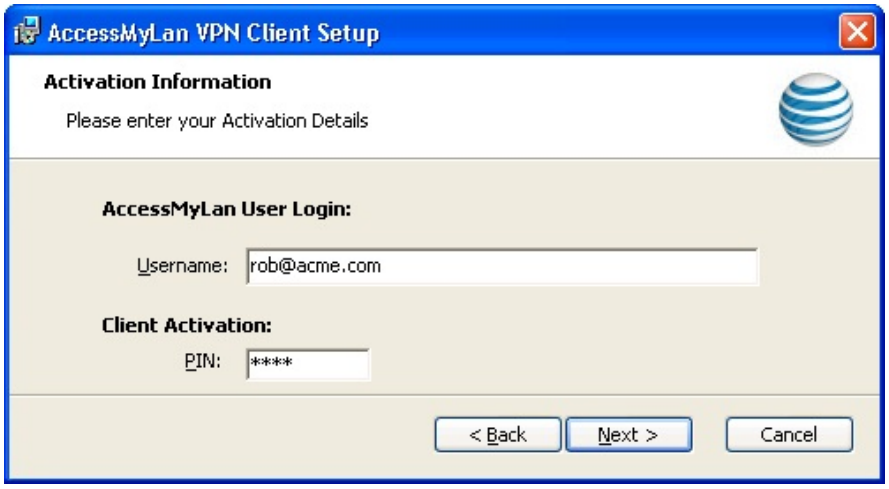


Figure 21: Windows VPN Client Setup - Activation Details

Enter the **Username** and **PIN** and click **Next >**.

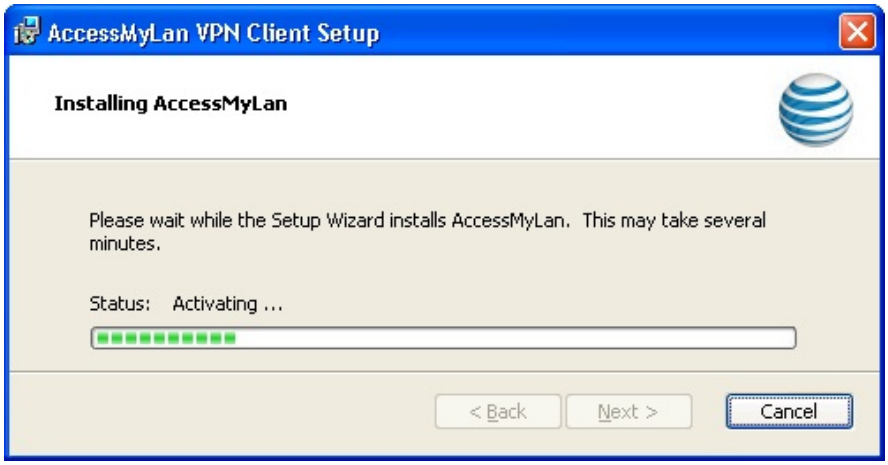


Figure 22: Windows VPN Client Setup - Activating...

The installer, having verified the activation details, will enrol the Windows PC into your AccessMyLan VPN. When the process has completed, you will be able to click **Next >**.

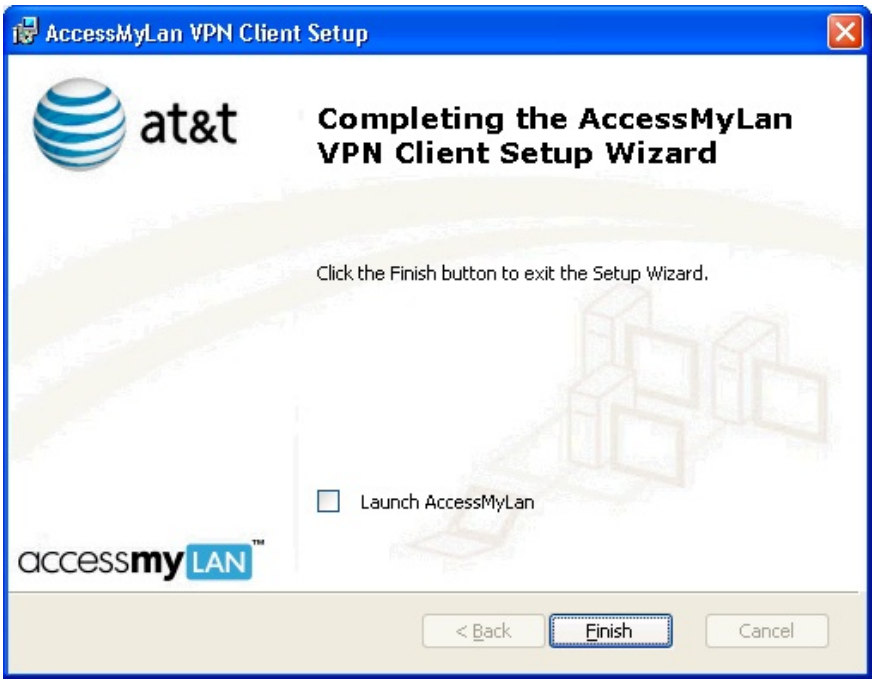


Figure 23: Windows VPN Client Setup - Finish

The installation has completed successfully. Click **Finish**.

The VPN client is integrated directly to Windows' Networking and Sharing Centre. Additionally, a desktop icon (see Figure 24: Desktop Icon) is installed and you can find *AccessMyLan from AT&T* under the Windows Start menu.

Figure 24: Desktop Icon

To "Dial the VPN", simply open the client, for example, by double-clicking the desktop icon:

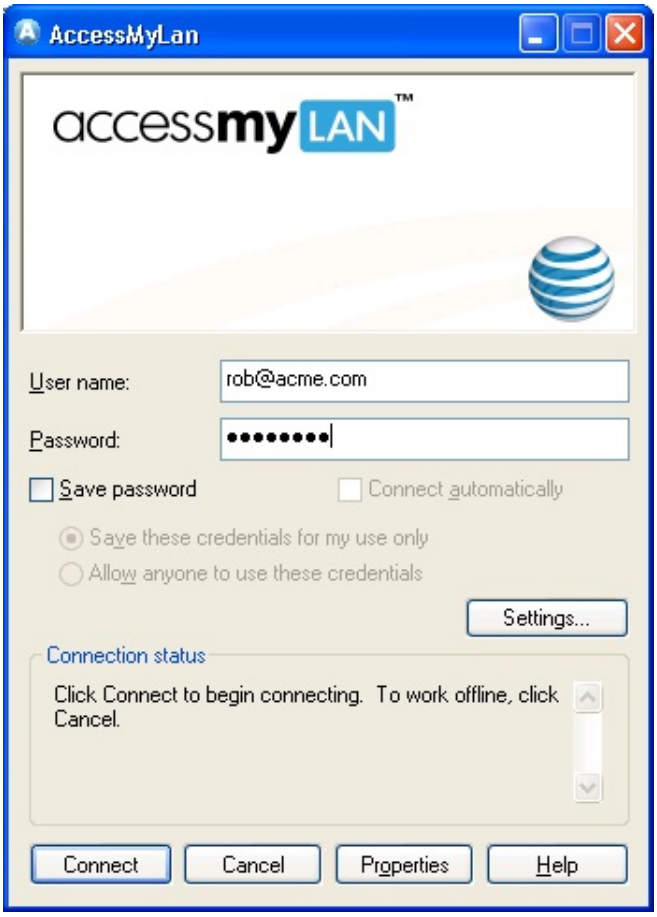


Figure 25: Windows VPN Client Login

Enter the **Password**, and click **Connect**.

When the VPN connection has been successfully established, the dialog box will automatically close.

3.2.3 VPN Client for Windows – Email User to Setup

The instructions in this section show how to *invite a* remote user to setup the Window VPN client by email invitation. This flow is selected by choosing **Email User to Setup** on the **Setup Remote User** page (see Figure 16: Setup Remote User - Windows, on page 18).

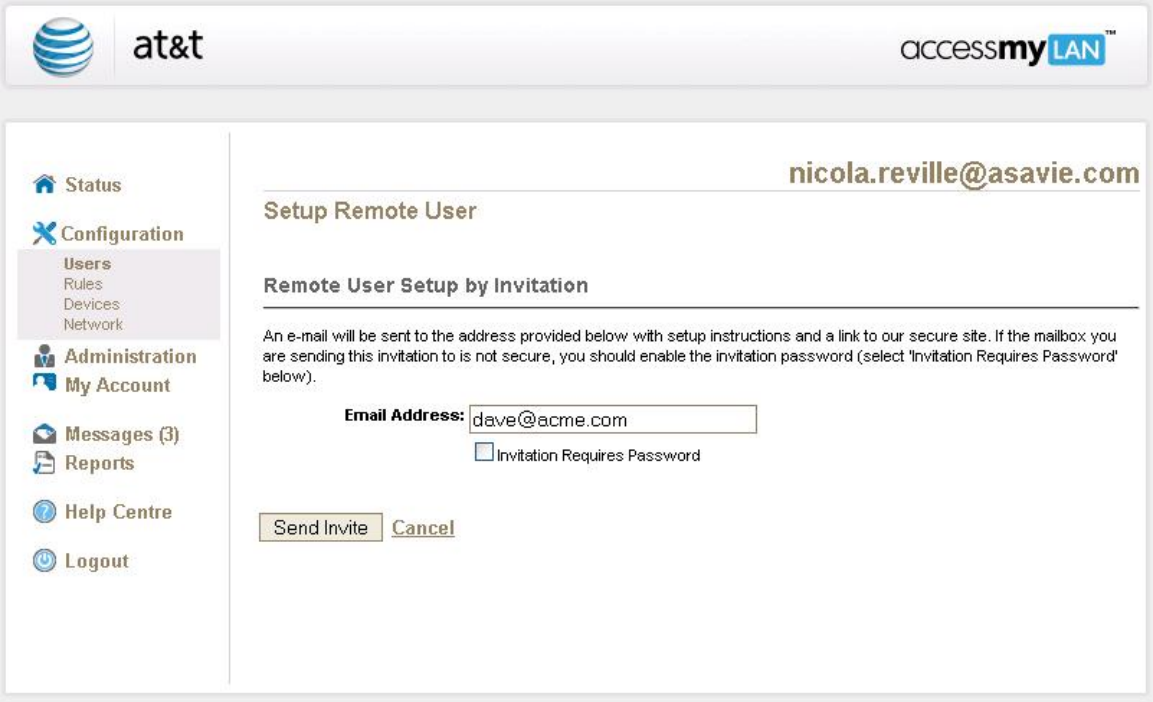
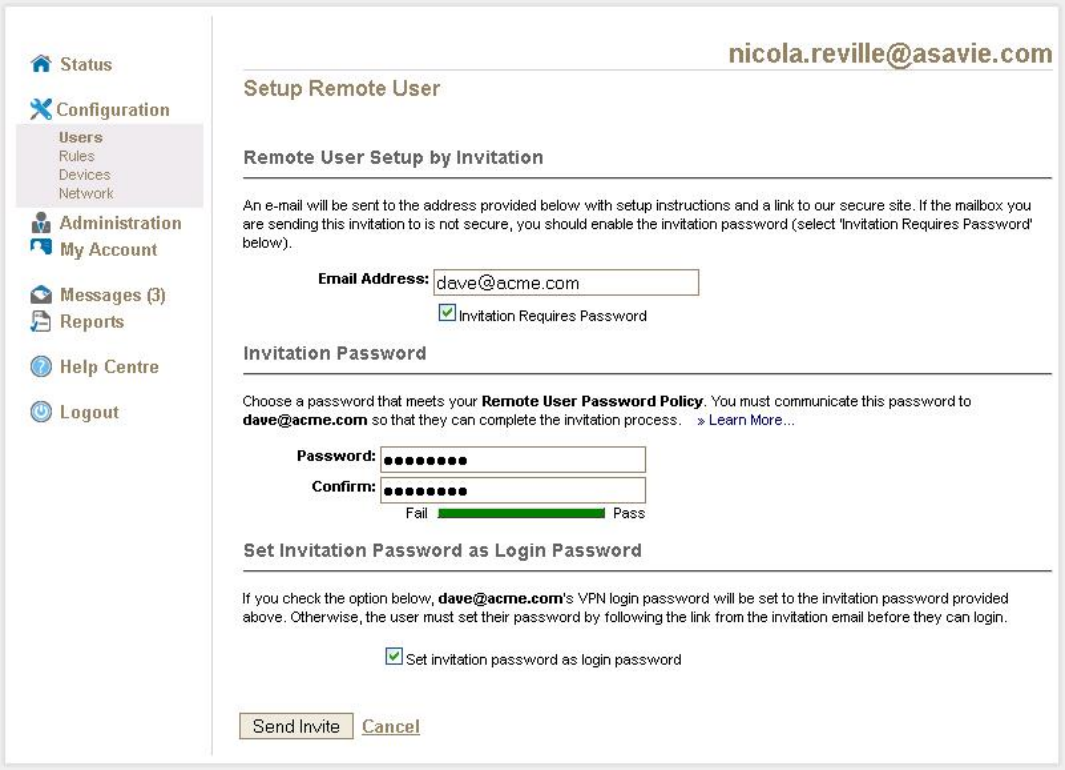


Figure 26: Remote User Setup by Invitation

Enter the user's email address in the field **Email Address** and click **Send Invite**.

If the checkbox **Invitation Requires Password** is selected, the administrator can specify a password which the email recipient must enter before being able to access the activation details required by the installer.

It can also be specified that the **Invitation Password** should be the user's login password. If the checkbox **Set invitation password as login password** is selected, the user login password is the same as the invitation password, or otherwise the user will be asked to choose a password.



To send the invitation email, click **Send Invite**.

The user will receive an email similar to this:

The user installs the Windows VPN Client by clicking the link in the email.

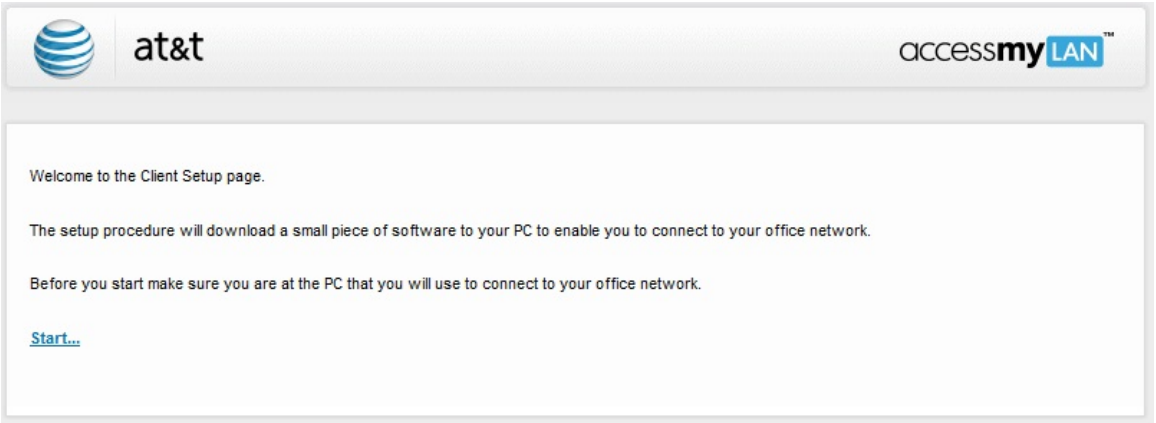


Figure 27: End-User Windows Client Setup - Welcome

The user should click the **Start…** link.

Depending on the options selected in the invitation setup, the sequence may differ slightly.

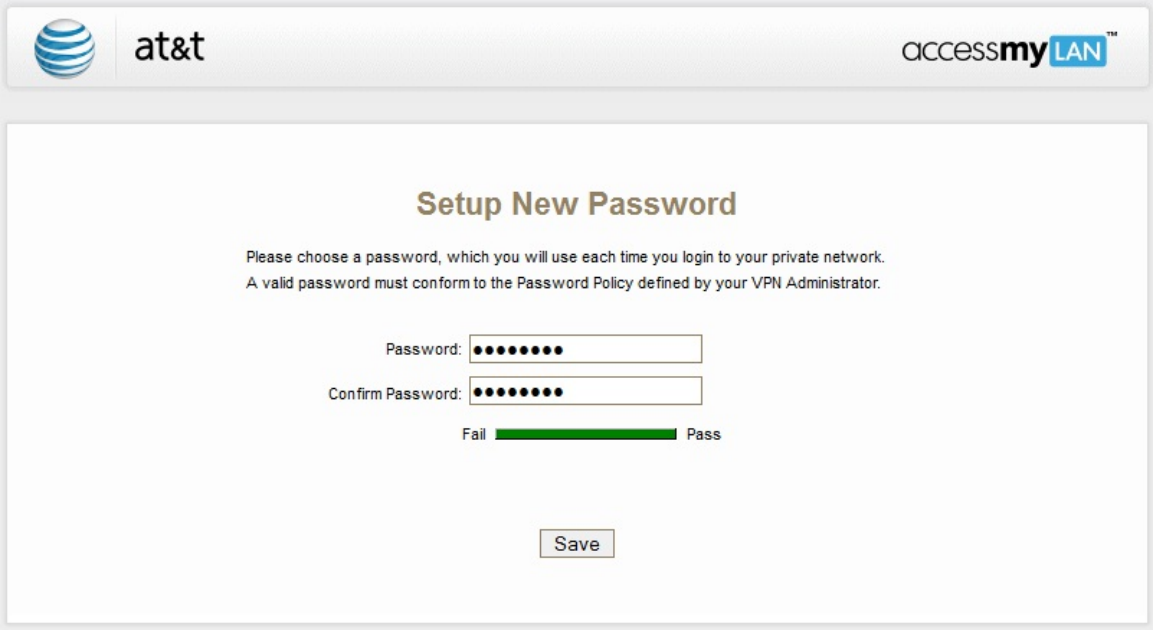


Figure 28: End-User Windows Client Setup - Setup New Password

Passwords chosen by the end-user must meet the *Remote User Password Policy*.

The user needs to complete the pages asking for and setting up passwords.

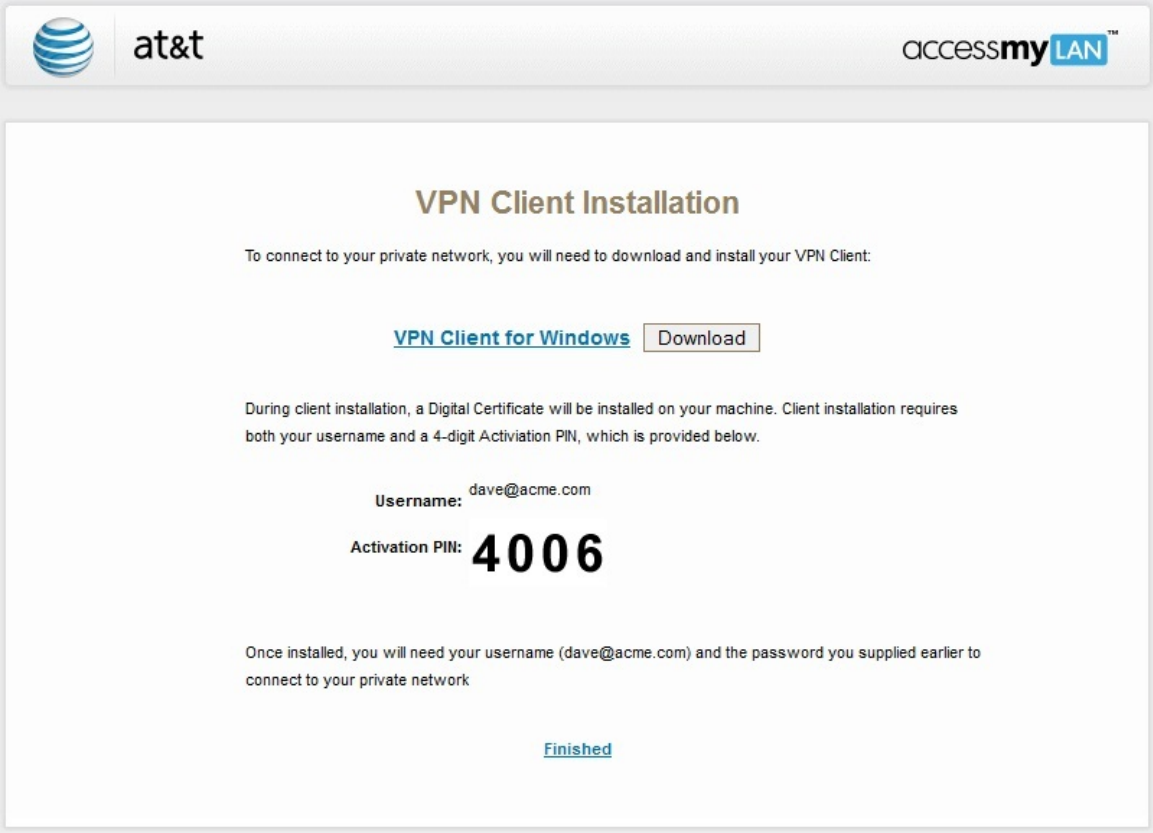


Figure 29: End-User Windows Client Setup - Installation

The **VPN Client Installation** page provides all the Download and Installer Activation details.

The user needs to click **Download** to select the Windows installer.

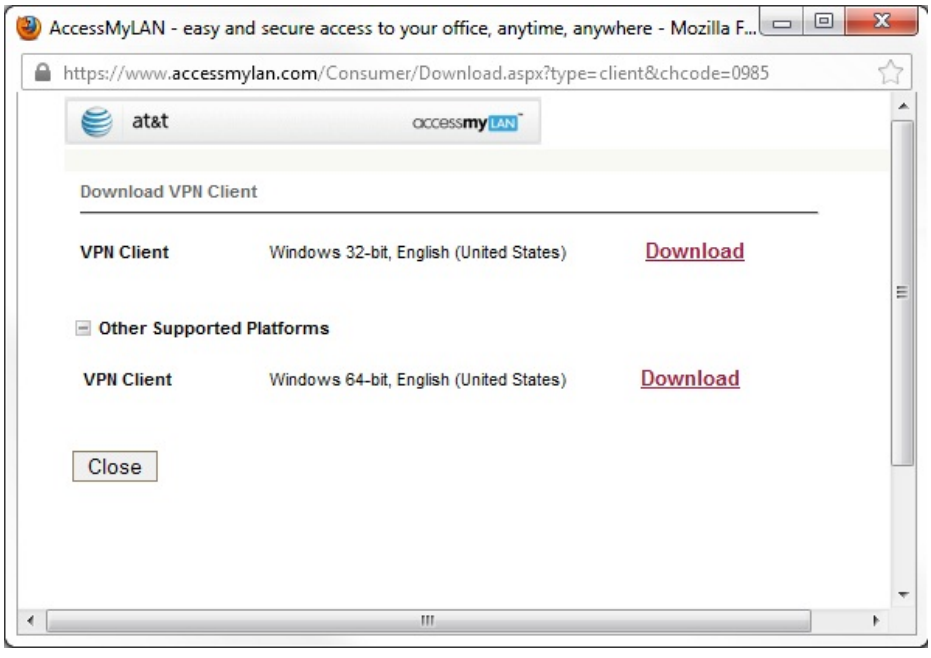


Figure 30: End-User Windows Client Setup - Select Installer

The user needs to select the `Download` link appropriate for their version of Windows.

The installation on Windows requires Administrative rights.

Depending on the version and configuration of Windows the user may have to accept the User Account Control (UAC) prompts during the installation (not shown).

When downloaded, the user needs to run the installer.

Figure 31: Windows VPN Client Setup - Welcome

The end-user should click **Next >**.

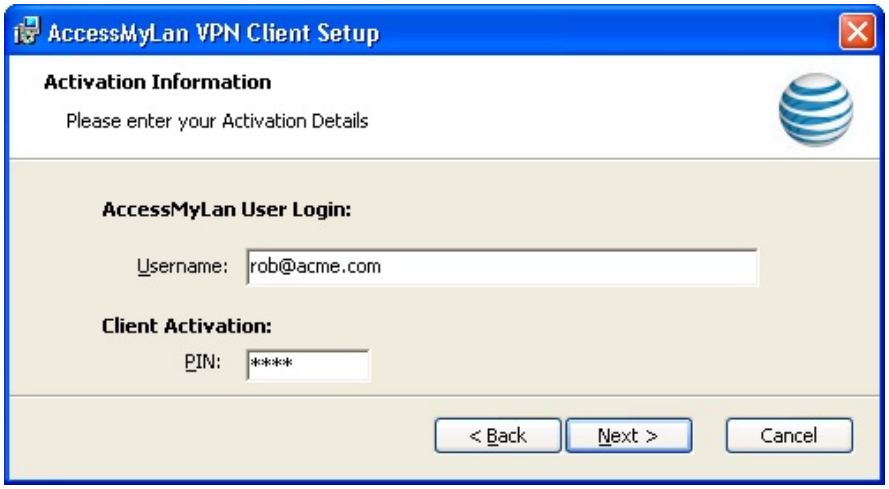


Figure 32: Windows VPN Client Setup - Activation Details

The user should enter their **Username** and activation **PIN** and click **Next >**.

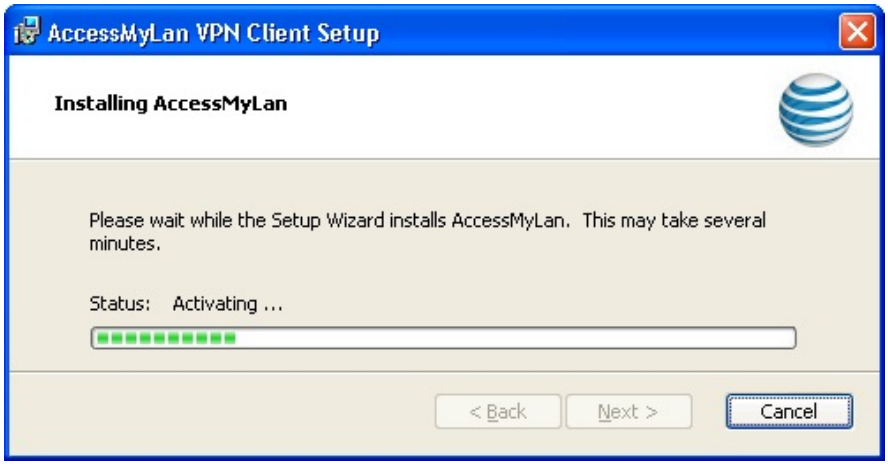


Figure 33: Windows VPN Client Setup - Activating...

The installer, having verified the user's activation details, will enrol their Windows PC into your AccessMyLan VPN. When the process has completed, the user will be able to click **Next >**.

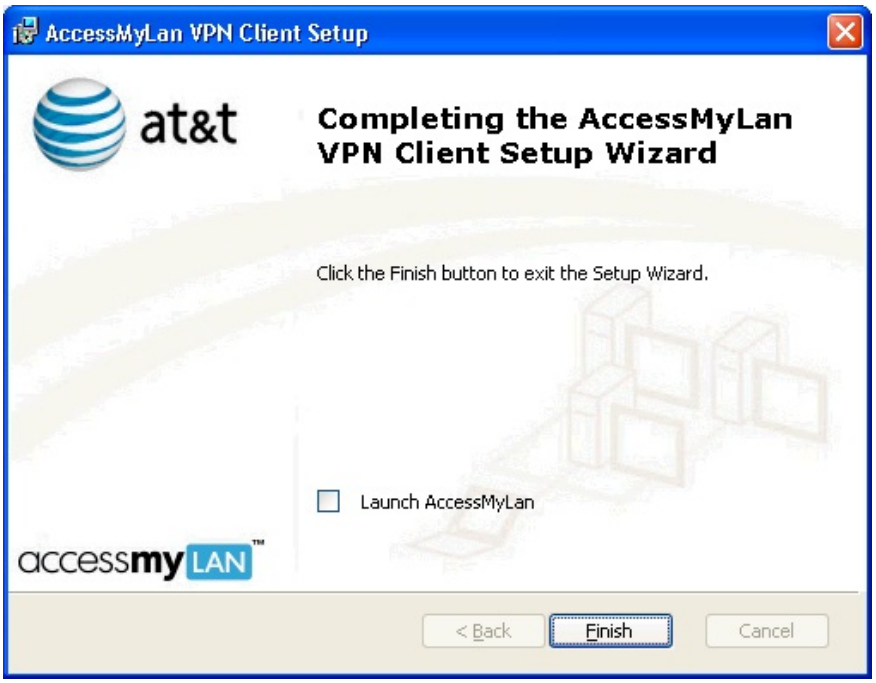


Figure 34: WIndows VPN Client Setup - Finish

The installation has completed successfully. The user should click **Finish**.

The VPN client is integrated directly to Windows' Networking and Sharing Centre. Additionally, a desktop icon (see Figure 24: Desktop Icon) is installed and the user can find *AccessMyLan from AT&T* under the Windows Start menu.

Figure 35: Desktop Icon

To "Dial the VPN", the user opens the client, for example, by double-clicking the desktop icon:

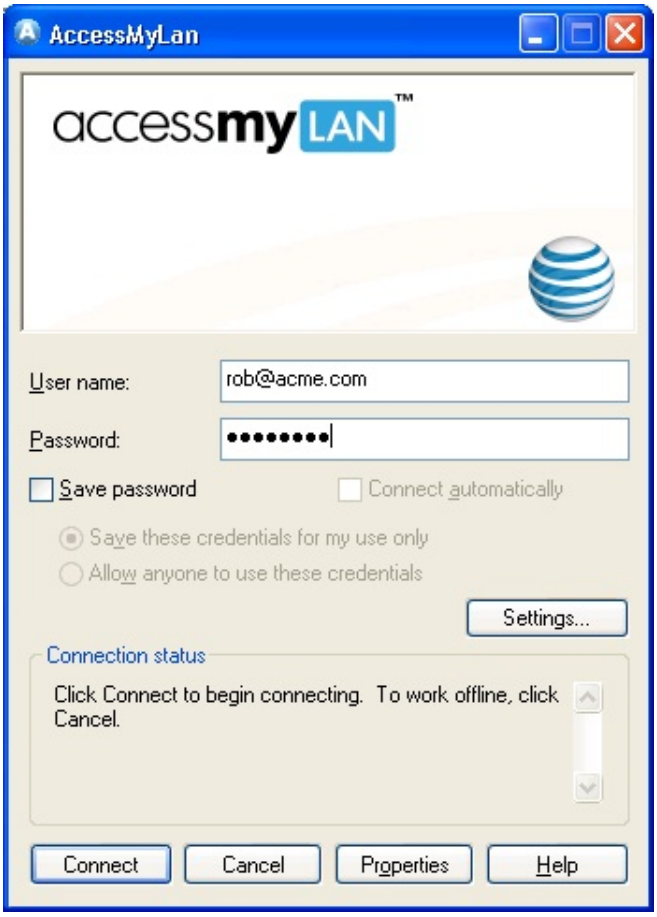


Figure 36: Windows VPN Client Login

The user needs to enter their **Password**, and click **Connect**.

When the VPN connection has been successfully established, the dialog will automatically close.

3.2.4 Mobile Clients for iOS and Android

This section shows how to setup a remote user on an Apple iOS device or an Android-based device.

On the **Add Remote User** page (see Figure 13: Add User) complete each section as shown below:

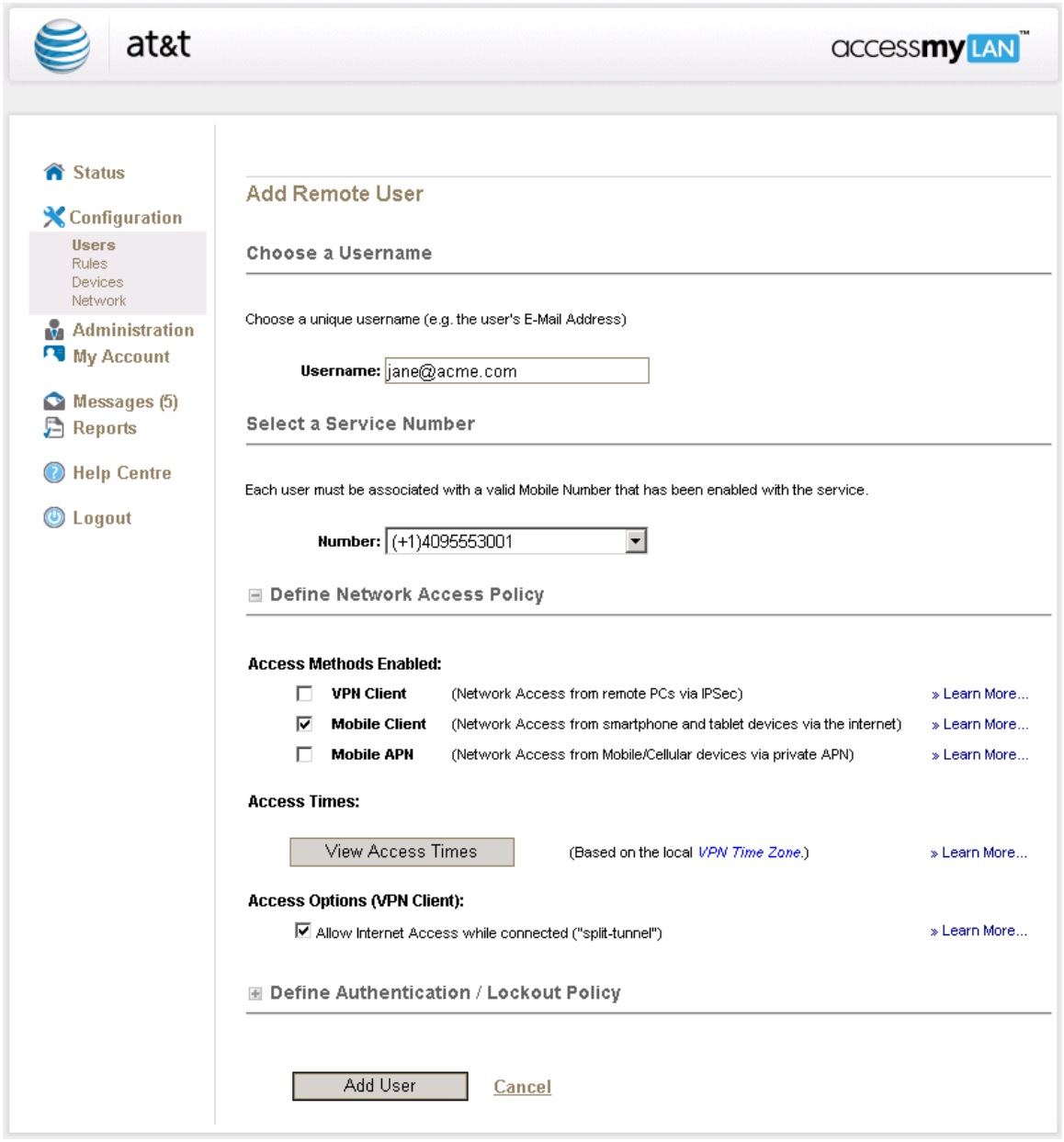


Figure 37: Add Remote User (Mobile Client)

Section **Choose a Username**:

Enter a **Username** for the new user. This username needs to be unique - we recommend using the user's email address.

Section **Select a Service Number**:

Select an available service number from the **Number** dropdown.

Section **Define Network Access Policy**:

For an iPhone, iPad or Android-based device, select **Mobile Client**

Click **Add User** to confirm the settings.

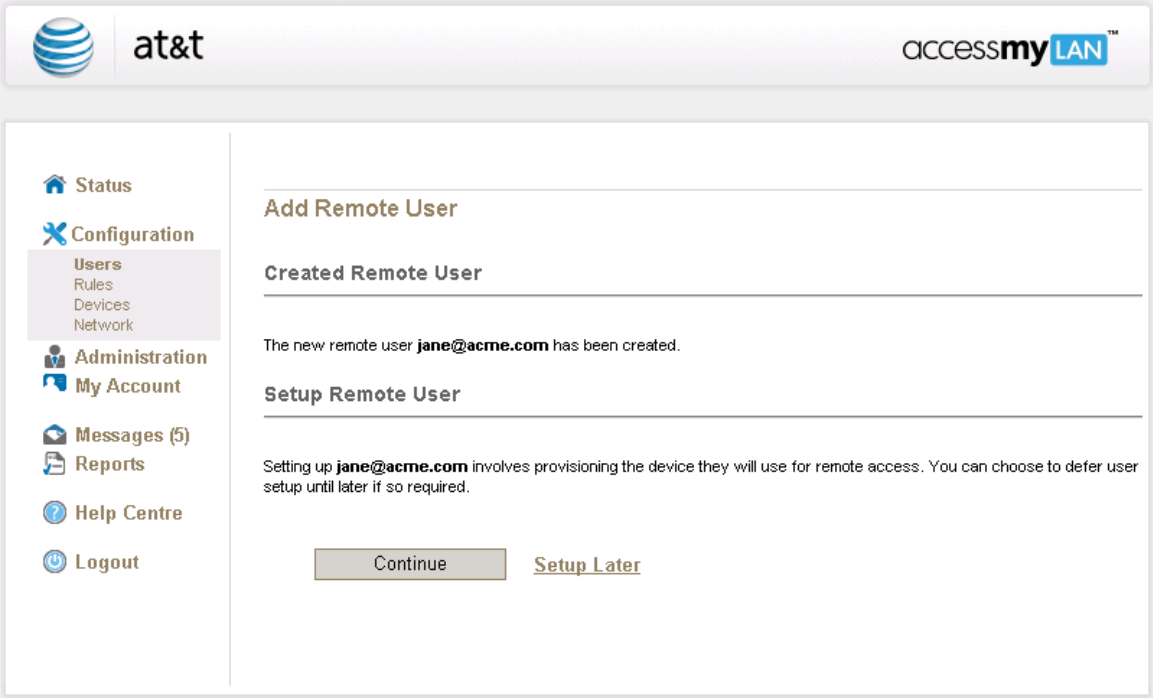
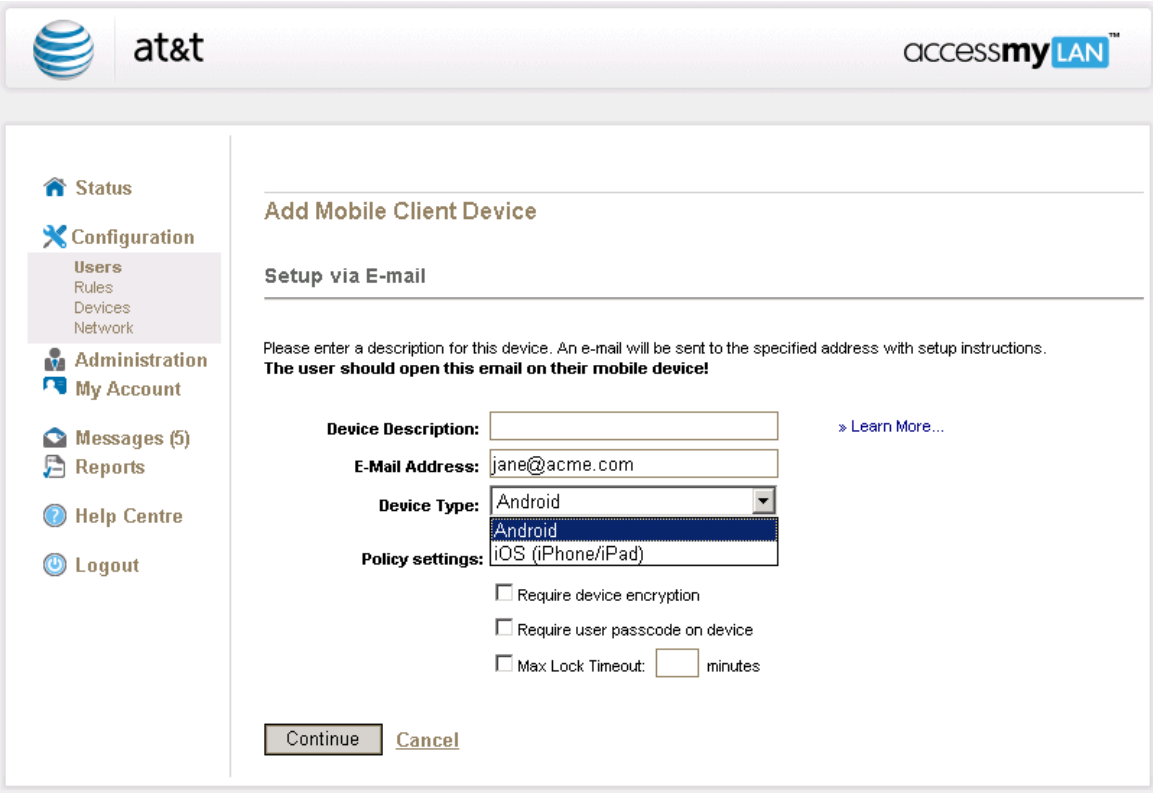


Figure 38: Create Remote User – Mobile Client

Click **Continue**.



AccessMyLan from AT&T supports Android-based and iOS (iPhone/iPad) device types. In both cases the rest flow in the Add Mobile Client Device is the same.

The Mobile Clients uses X.509 Certificate Base authentication deployed through a secure enrolment, so the user doesn't need a password to bring up the VPN. The instructions to install the **OfficeVPN** App, required to register and manage the mobile client, are sent to the user by email.

AccessMyLan from AT&T supports Mobile Client deployment alongside Android/iOS Mobile Device Management (MDM) platforms. Contact our support for guidance.

See Section 5 Getting Support (support@accessmylan.com).

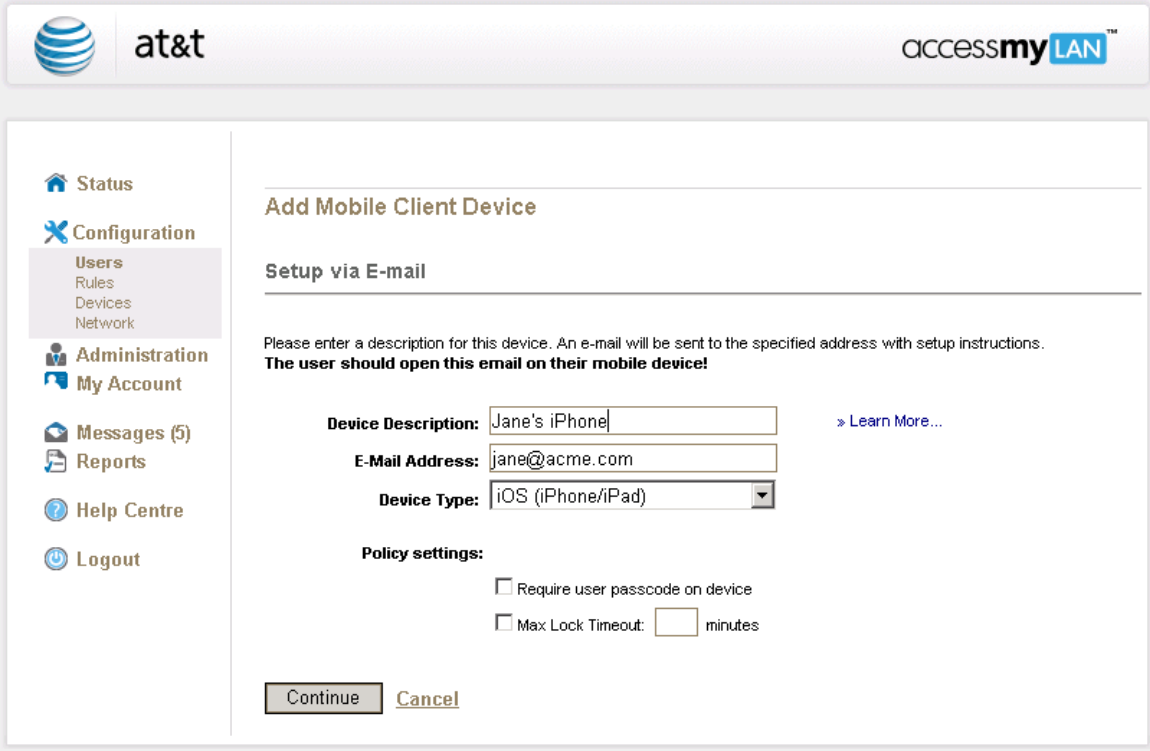


Figure 39: Add Mobile Client Device

Enter a **Device Description**, the user's **E-Mail Address** and select the **Device Type**. An email will be sent to the email address with setup instructions.

The user should open this email on their Mobile Client device!

Click **Continue**.

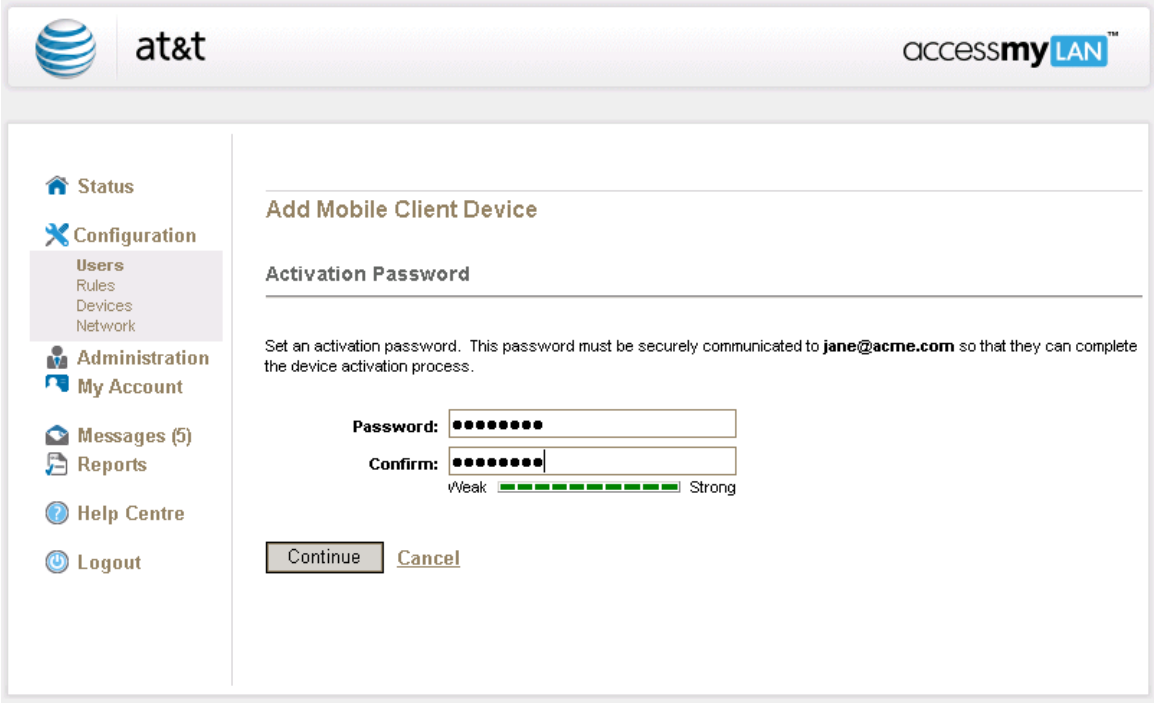


Figure 40: Add Mobile Client Device - Activation Password

Once the Mobile Client has been setup by the user, they will not need a password to bring the VPN up, however an initial activation password is required to securely **Register** the Mobile Client device.

Choose a suitable password to protect the device activation and enter it in the **Password** field and again in the **Confirm** field, then communicate this password (along with their username) to the user, who will need to **Register** their Mobile Client device.

Click **Continue**.

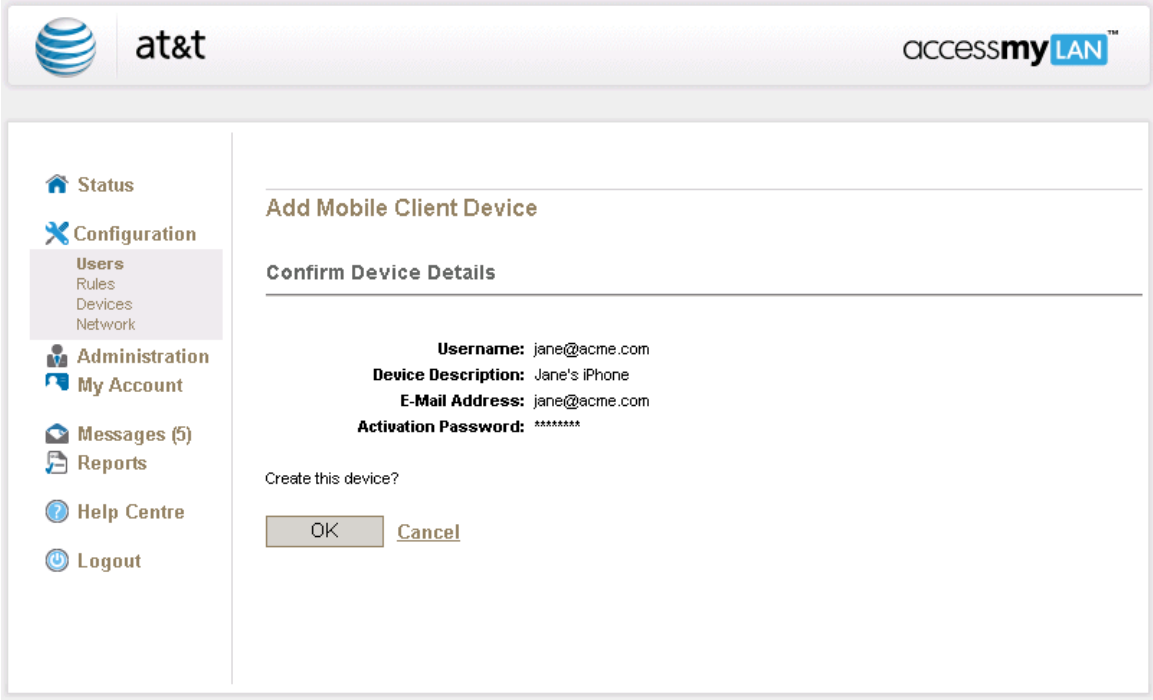


Figure 41: Add Mobile Client Device – Confirmation

Click **OK**.

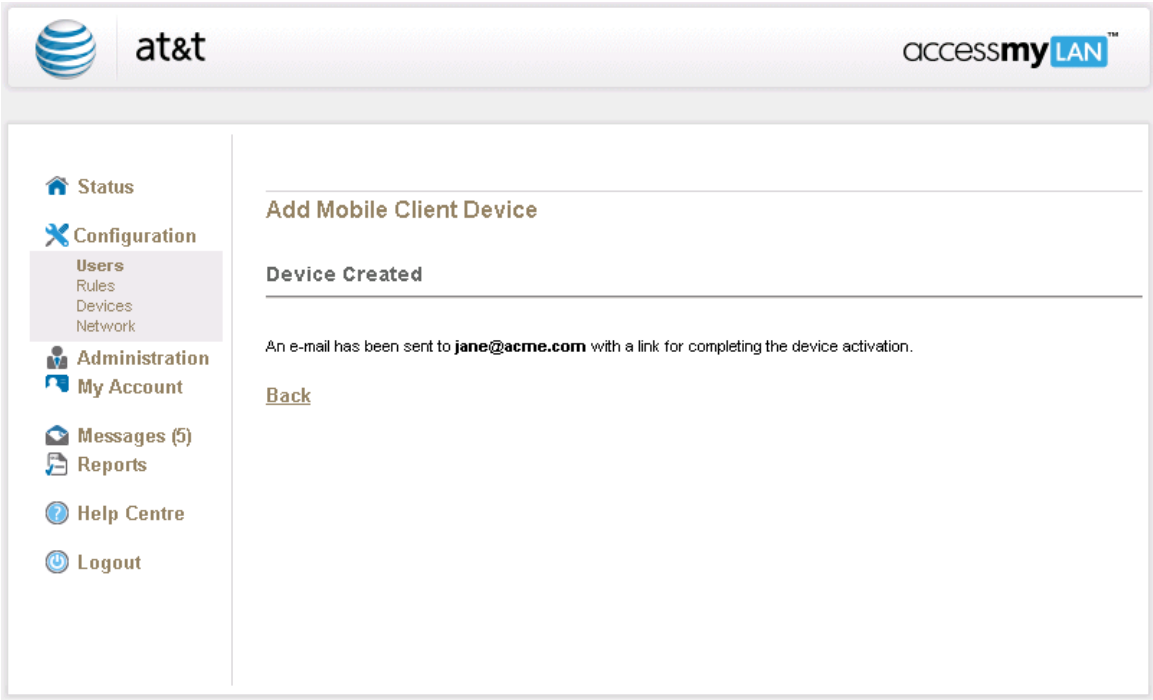


Figure 42: Add Mobile Client Device - Device Created

The user will be sent an email to ask them to **Register** their iOS device. You will need to contact the user and provide them their **Username** and **Password**.

See Section 3.2.5 OfficeVPN for iOS Installation below for the steps that a user needs to follow to complete an iOS device setup.

For the setup on an Android-based device, see Section 3.2.6 OfficeVPN for Android Installation on Page 41.

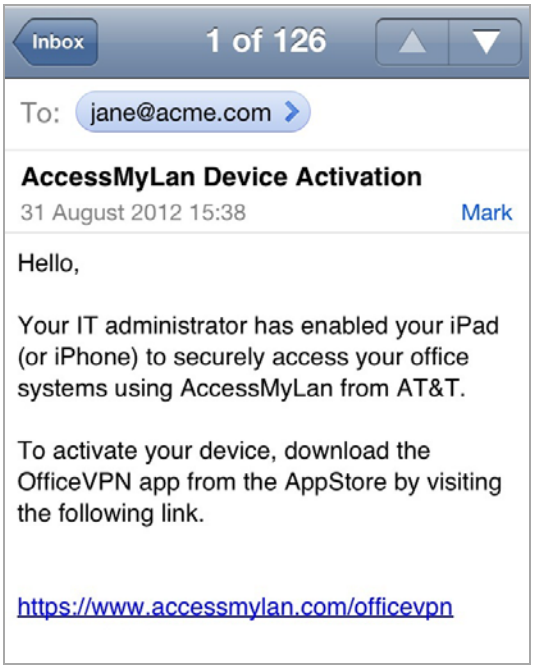
3.2.5 OfficeVPN for iOS Installation

While the iOS screen shots in this section are from an iPhone, all iOS devices are supported, which includes iPad devices.

These screenshots show the steps that a user will follow on their iOS device. These steps have been designed to be simple and intuitive for iOS device owners. They are included here so that you can provide assistance to your users.

These steps take a typical user only a minute to complete.

1 – Open the email **AccessMyLan Device Activation**.



2 – Tap the link

3 – Tap **INSTALL**

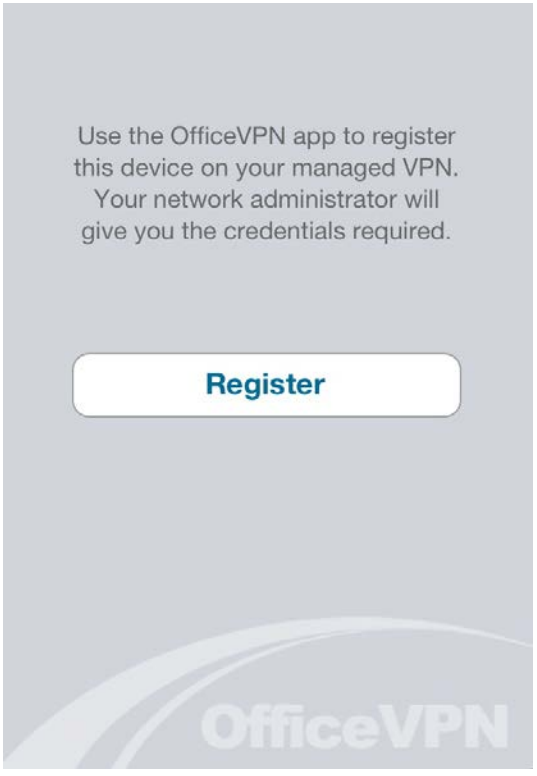
4 – Tap **OfficeVPN** App

5 – Tab **OK**

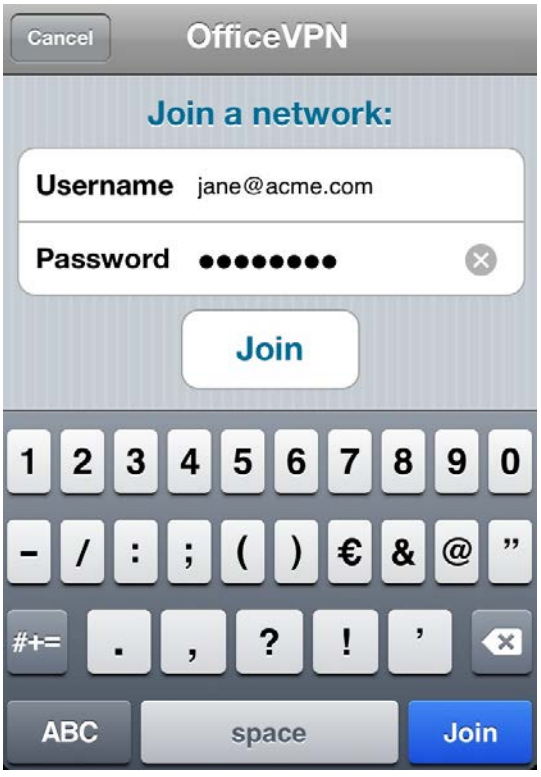
6 – Tap **Install**

7 – Tab **Install**

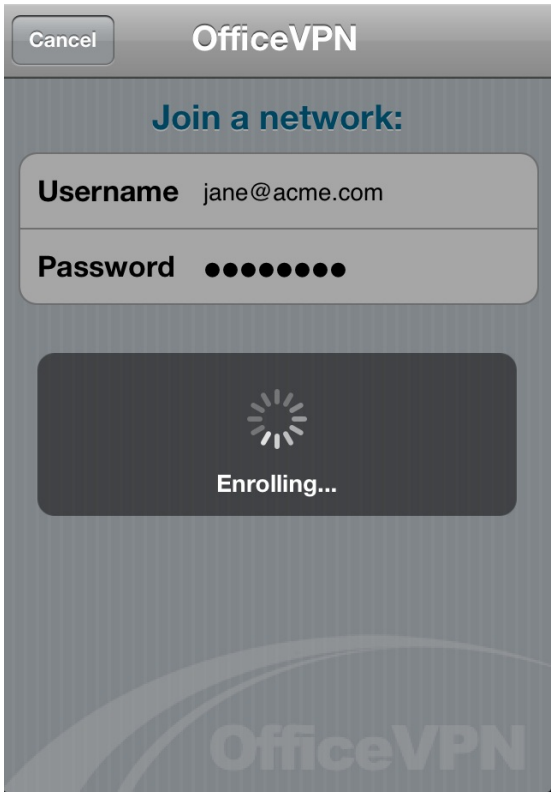
8 – Tab **Done**



9 – Tap **Register**

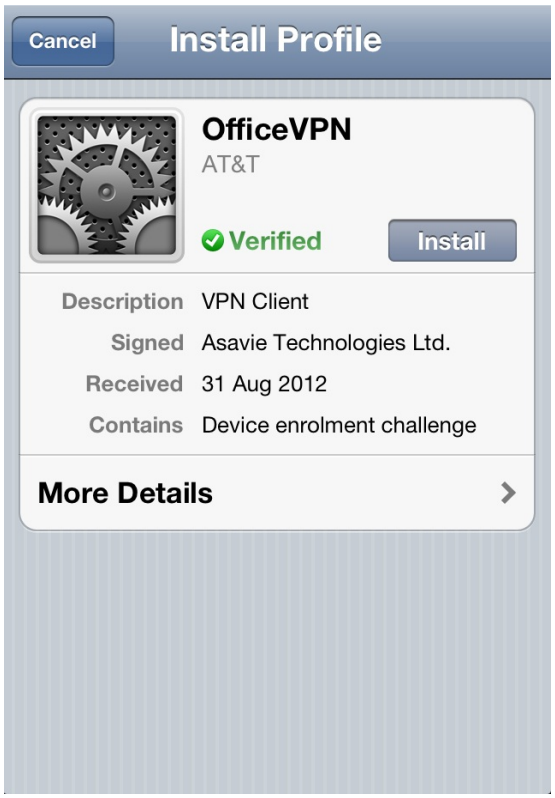


10 – Enter **Username** and **Password** and Tap **Join**



11 – **OfficeVPN** will enrol the device

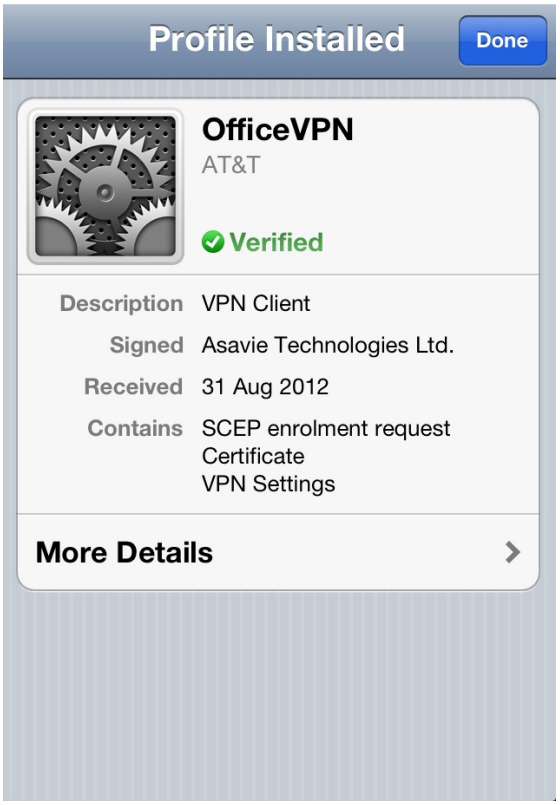
12 - The **OfficeVPN** App will automatically transfer into the Profile Manager to Install a Profile…



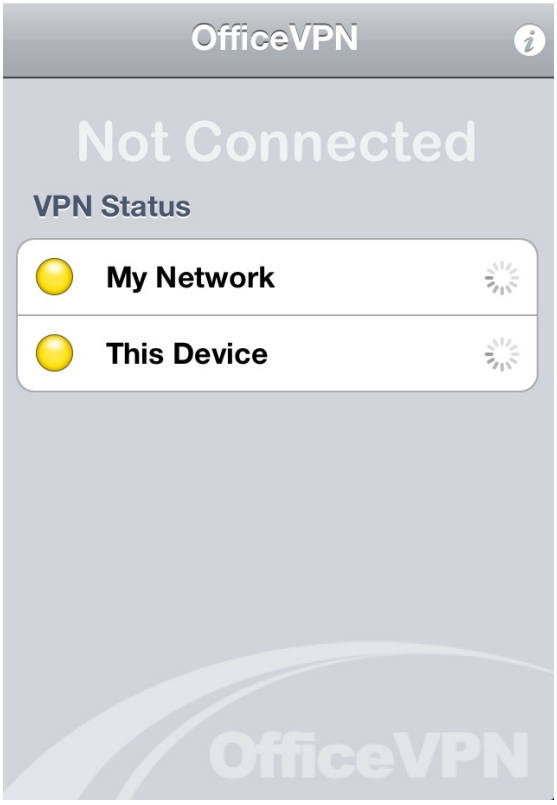
13 – Tap **Install**

14 – Confirm by tapping **Install Now**

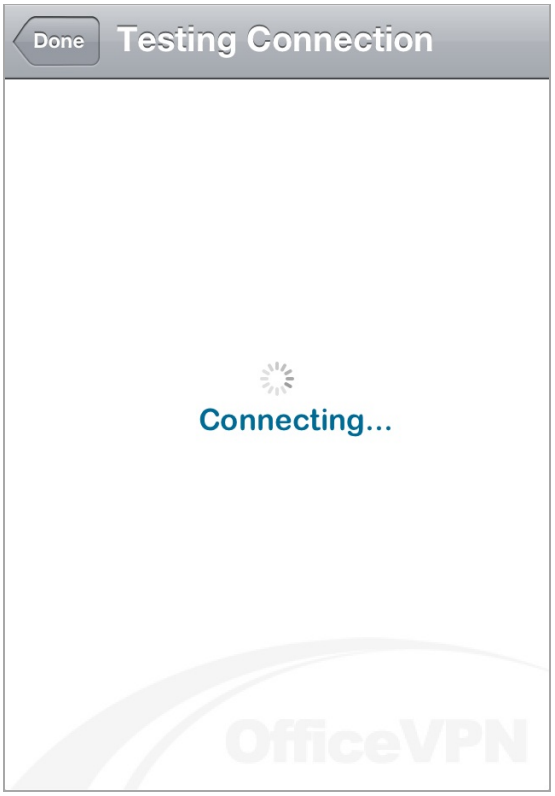
15 – Accept by tapping **Install Now**



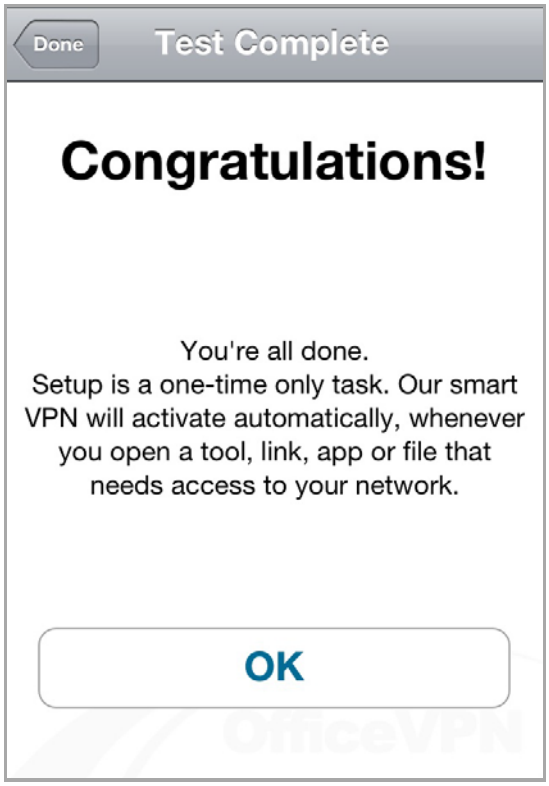
16 – Finish by tapping **Done**



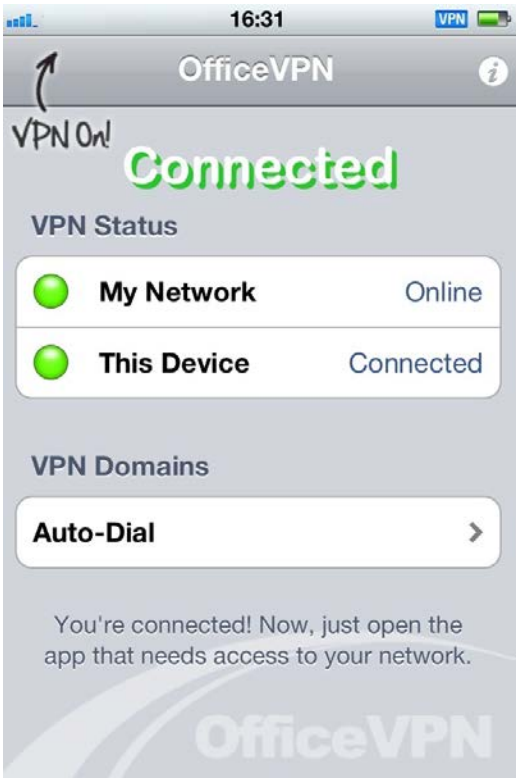
17 – Automatic transfer back to **OfficeVPN**



18 – **OfficeVPN** will make a test connection



19 – Congratulations!



20 – Note the VPN symbol in the top bar

The iOS VPN supports Dial-on-Demand, the domains for which can be viewed in the **OfficeVPN** App by tapping **Auto-Dial >**. The Dial-on-Demand domains can be configured on the Administration Portal in **Configuration > Network > iOS Dial-on-Demand Domains**.

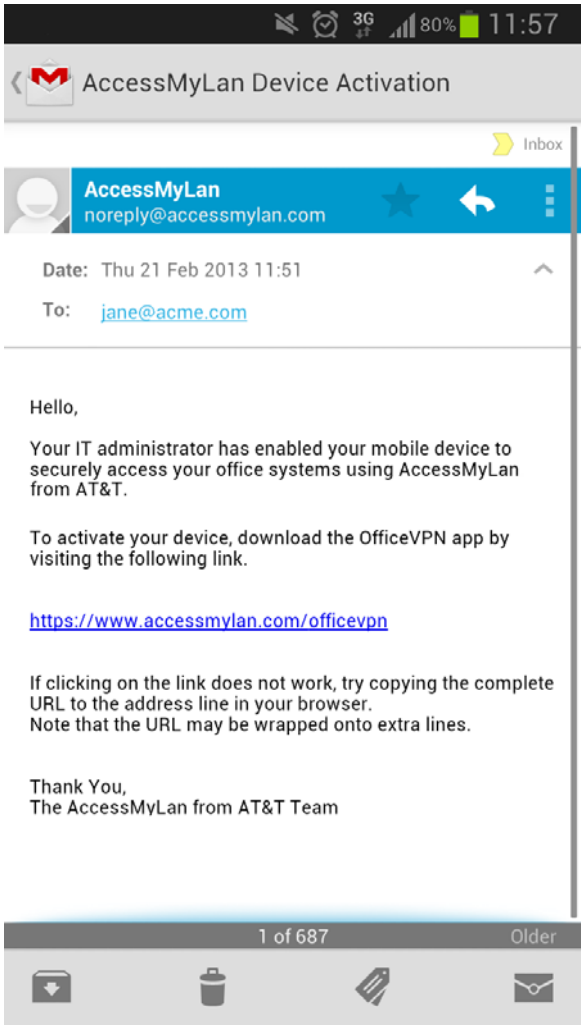
3.2.6 OfficeVPN for Android Installation

While the Android screenshots in this section are from an Android SmartPhone, all Android-based devices running 4.0 and up are supported.

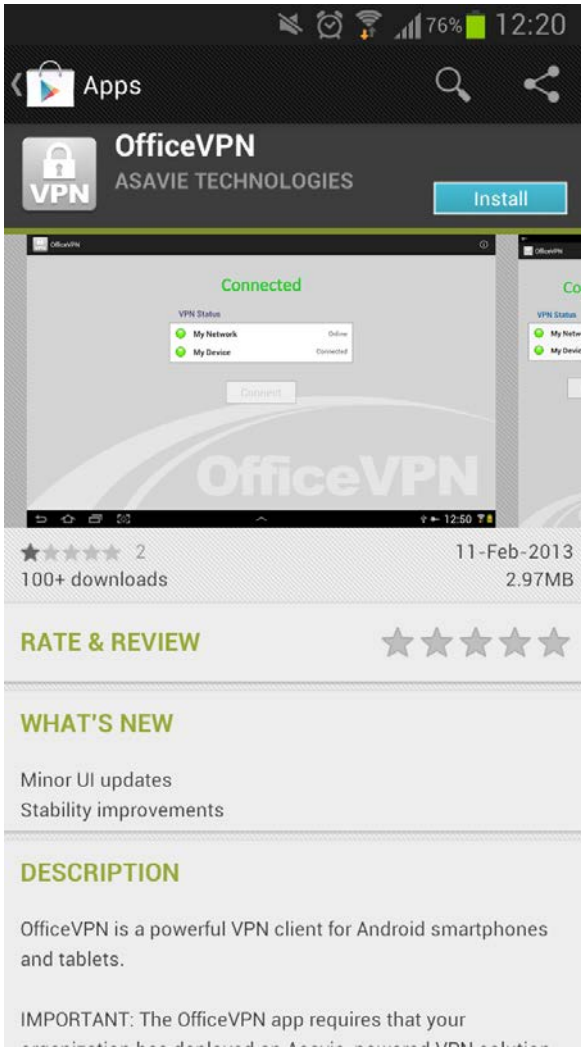
These screenshots show the steps that a user will follow on their Android-based device. These steps have been designed to be simple and intuitive for Android device owners. They are included here so that you can provide assistance to your users.

These steps take a typical user only a minute to complete.

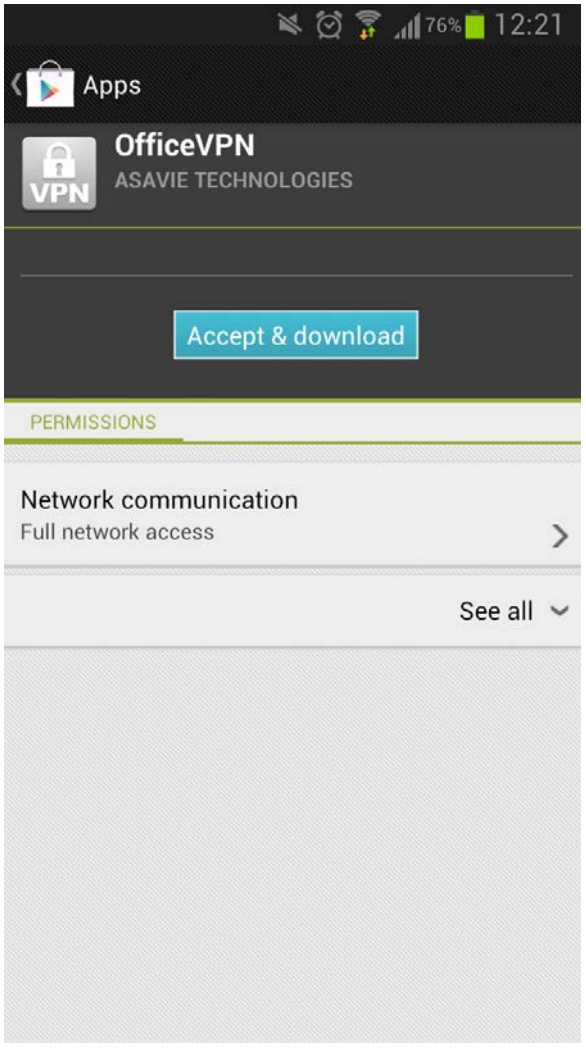
1 – Open the email **AccessMyLan Device Activation**.



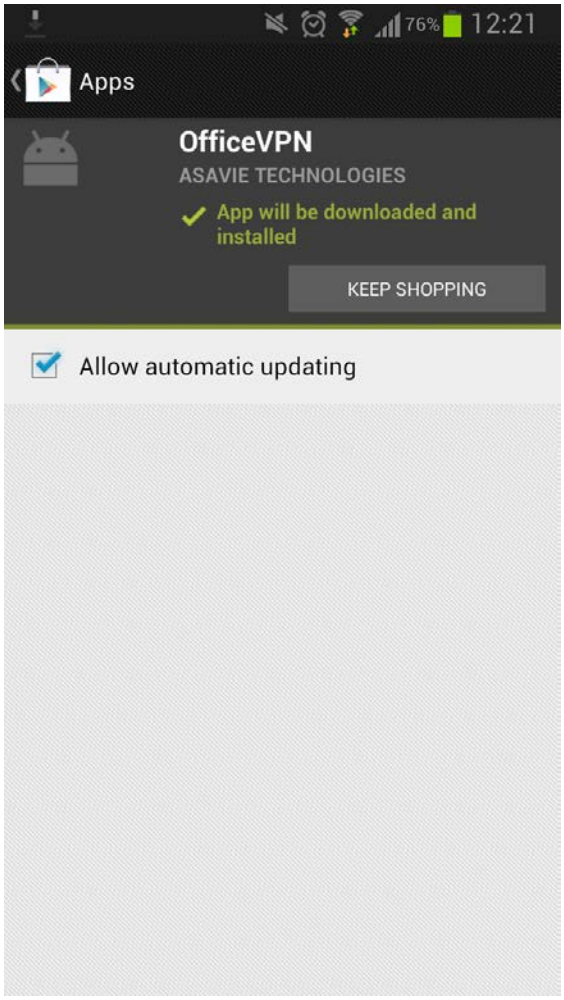
1 – Tap the link



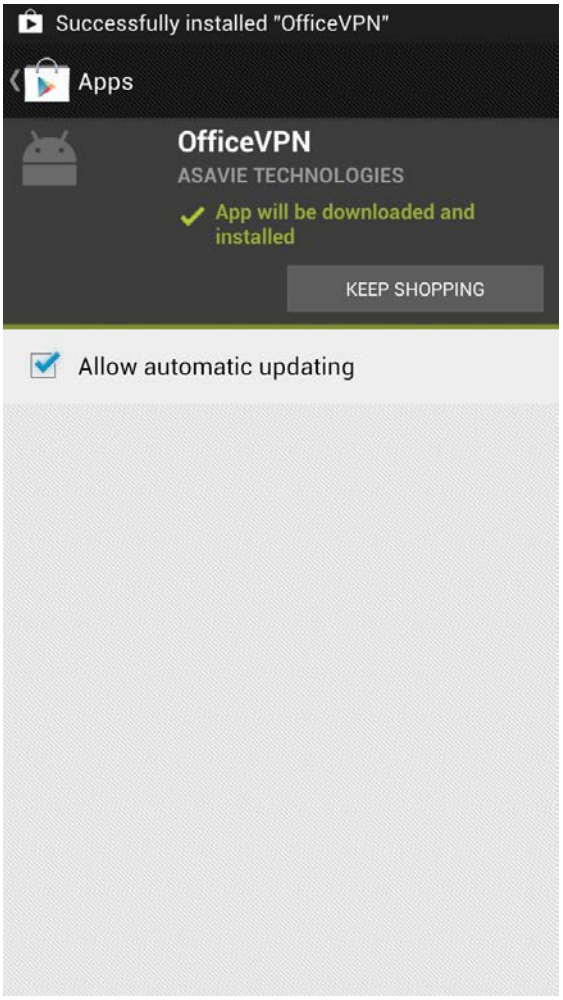
2 – Tap **Install**



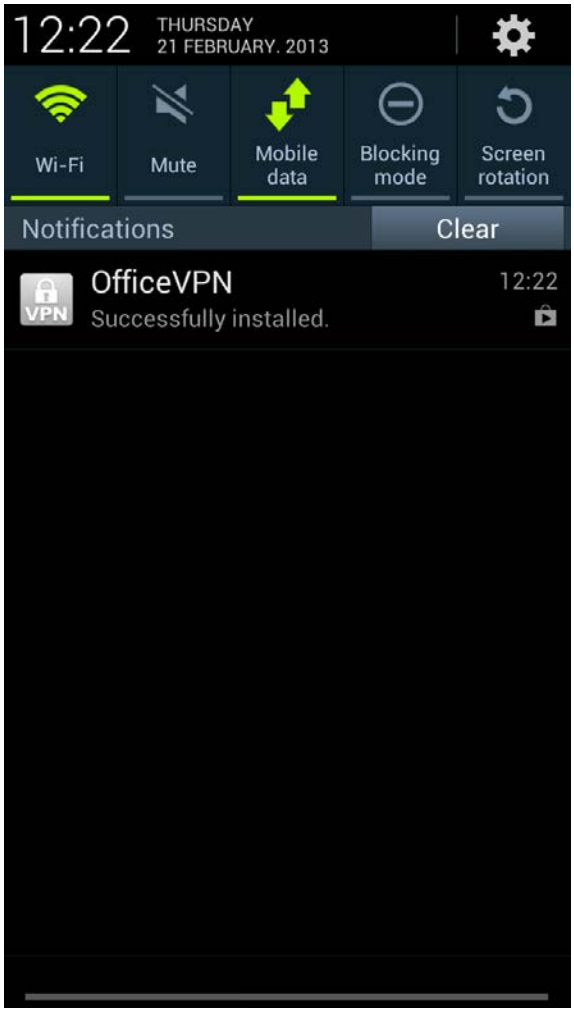
3 – Tap **Accept & download**



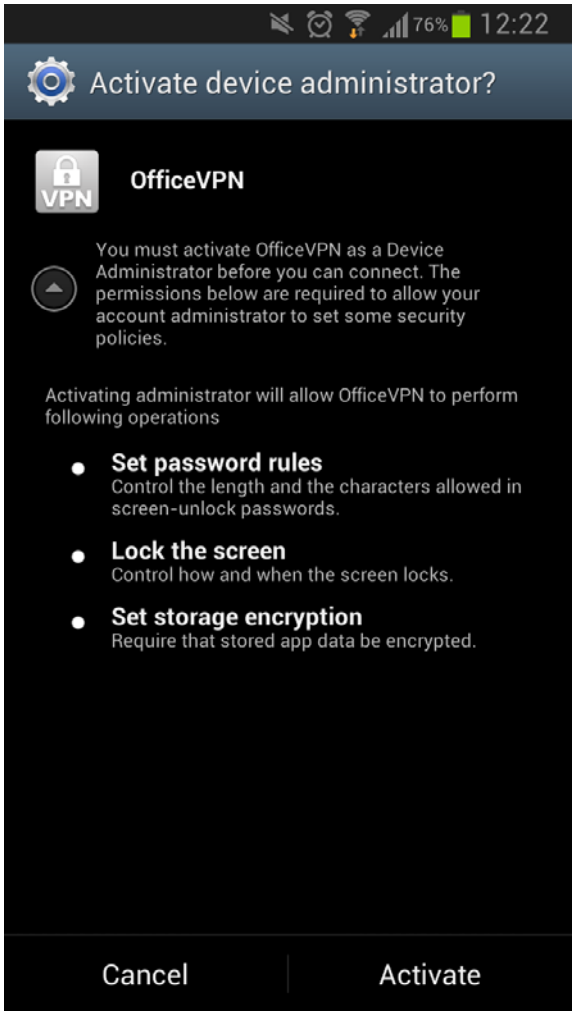
4 – Wait for the installation to complete…



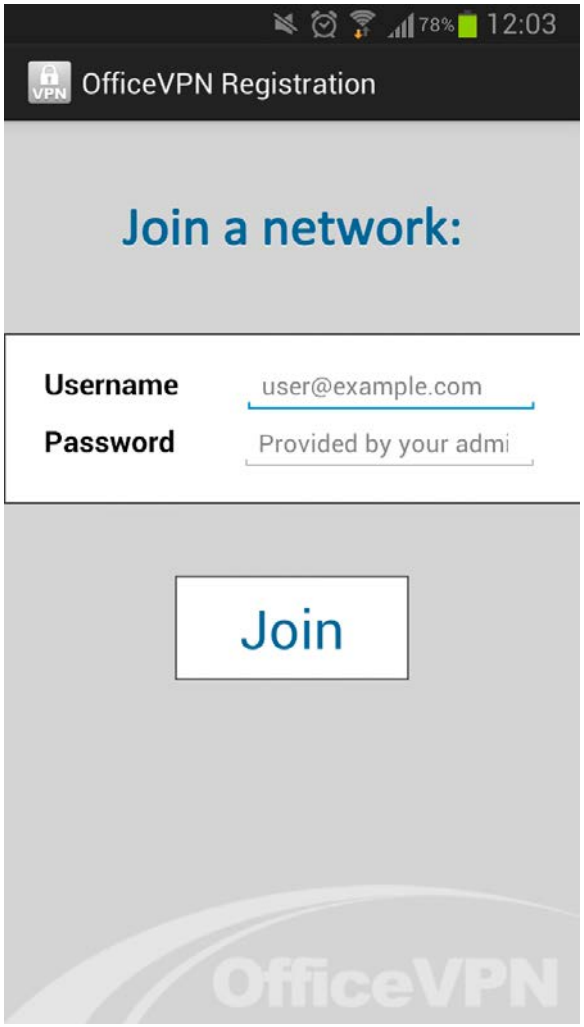
5 - Successfully installed ‘OfficeVPN’



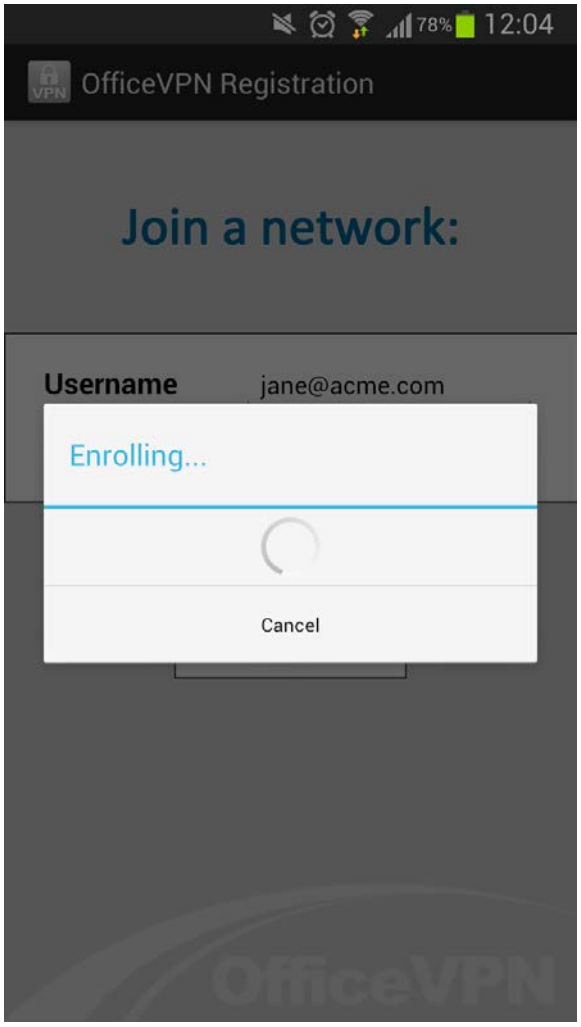
6 – Pull down the notification and tap **OfficeVPN**



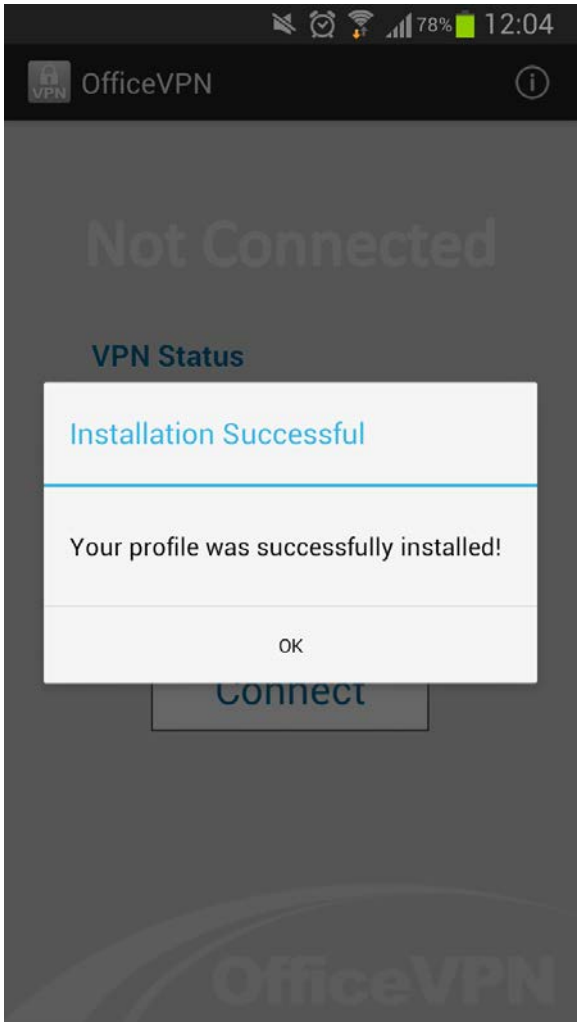
7 – Tab **Activate**



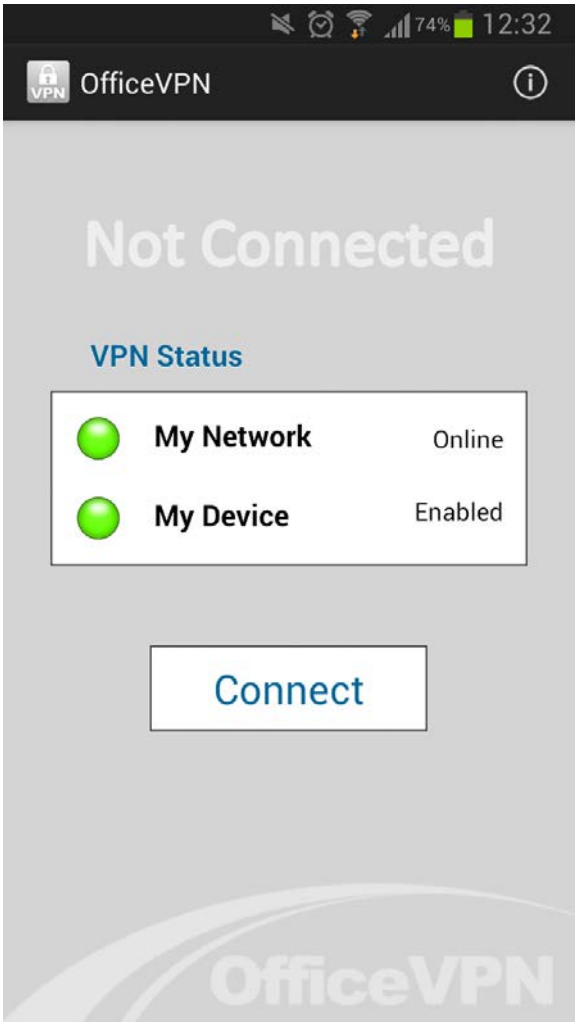
8 – Enter **Username** and **Password** and tap **Join**



9 – OfficeVPN will enrol the device



10 – Tab **OK**



11 – Congratulations!

4 Managing Your Account

You can manage your account online via the *AccessMyLan from AT&T* Administration Portal.

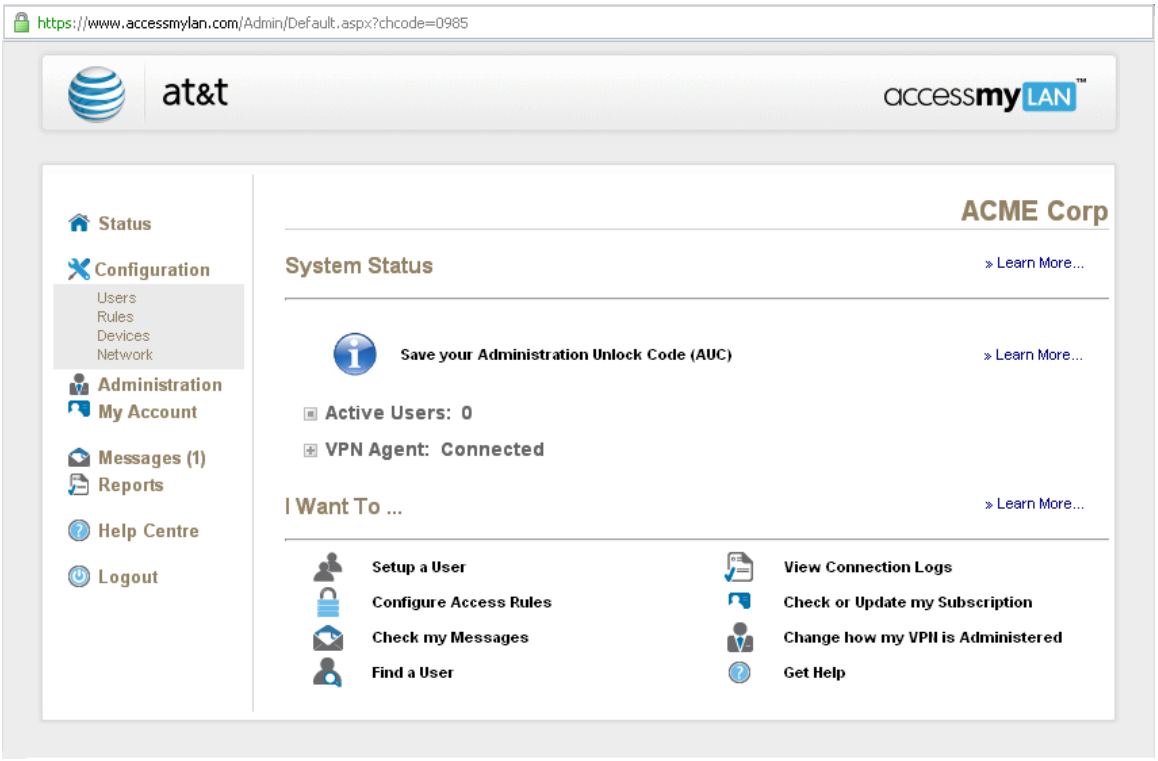


Figure 43: Administration Portal - Status Page

The Administration Portal provides real-time status of connected devices and your VPN Agent. You also have an historical view under **Reports**.

The Administration Portal's simple and intuitive layout and in-page help (>> Learn More…) means that it requires no training to use.

Unless you have a requirement for advanced features or policy settings you won't need to make any configuration changes. Simply use the Administration Portal's status and reporting features.

To order (or cancel) lines, contact AT&T. When the order is processed, the lines will be automatically added (or removed) to your account.

If you haven't already done so, we strongly recommend that you change your password using **Administration** > **Change Password**.

5 Getting Support (support@accessmylan.com)

The best way to get support is by eMail to support@accessmylan.com.

To assist us deal efficiently with your query, please quote your Administration Portal Username and AT&T FAN.

Your AT&T FAN can be found on the **My Account** page of the Administration Portal.

Do you need to contact us? The Administration Portal provides real-time status of your account, the status of your devices and your VPN Agent.