VPN to NCompass on Windows 10

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Customer Guide

Need further help?

Call Support on 0845 125 9193

You can also email support@findesolutions.com
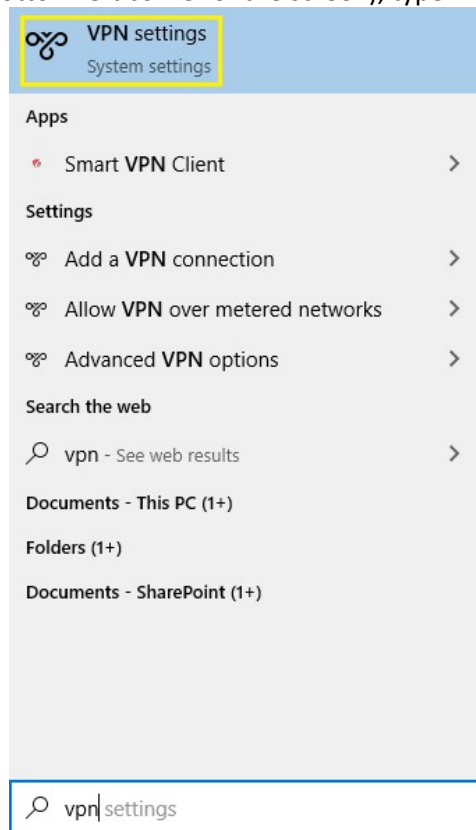
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Introduction

These instructions are designed to guide customers through the steps for accessing NCompass at work from their own computer at home. Calculus Support will need to have made some changes to a work computer which already has NCompass installed as well as behind-the-scenes updates to the work router configuration.

VPN Setup

1. In the Windows search box (bottom left corner of the screen), type *VPN*. Click on *VPN Settings*.

2. Click on *Add a VPN Connection*.

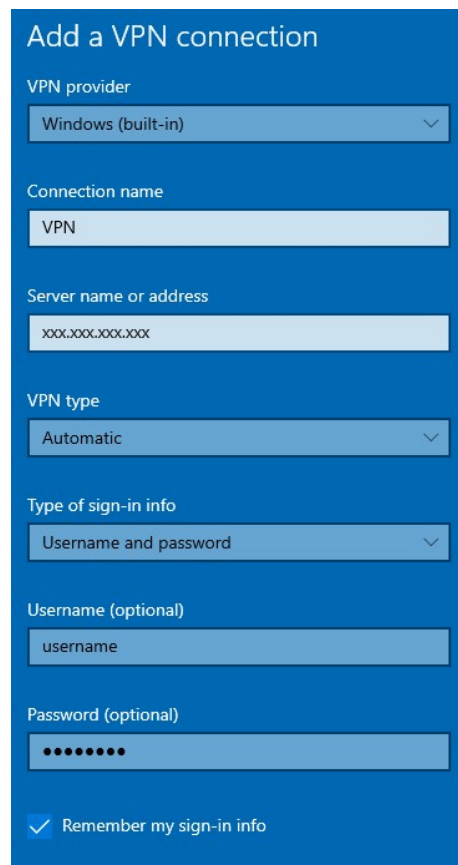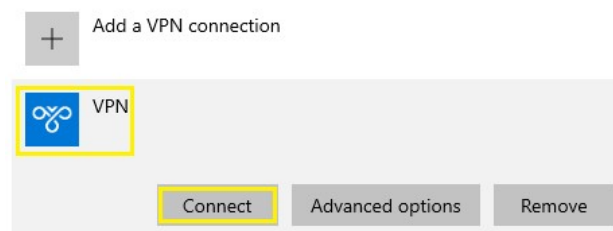3. You will need details from Calculus Support to complete the VPN connection fields.
   a. Set the VPN provider to *Windows (built-in)*.
   b. Choose a connection name, this is your own preference.
   c. In the 'Server name or address' box, enter the IP address given to you. This will be the external IP address of your work.
   d. Set the VPN type to *Automatic*.
   e. Set the Type of sign-in info to *Username and password*.
   f. Enter the username given by Calculus Support.
   g. Enter the password given by Calculus Support.
   h. Press *Save*.
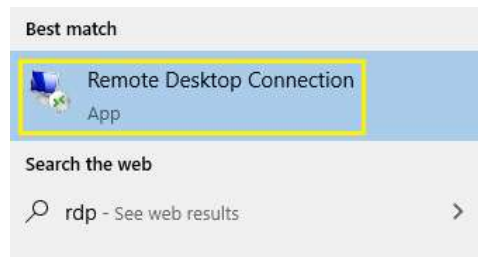

4. Click on your new VPN, then click on Connect.

5. You can access the VPN again by using the Windows search box and typing *VPN*.

RDP Setup

1. In the Windows search box (bottom left corner of the screen), type *RDP*. Click on *Remote Desktop Connection*.

2. Enter the IP address of the computer at work. This will be given by Calculus Support.

3. When you connect you will be prompted for a username and password. This will be the credentials you normally use for logging into your work computer. Calculus Support do not have these.

4. You should now be able to access NCompass and other applications as if you were directly in front of your work computer.