CPUC Technology Services Unit
505 Van Ness Avenue, Rm. 3003
San Francisco, CA 94102

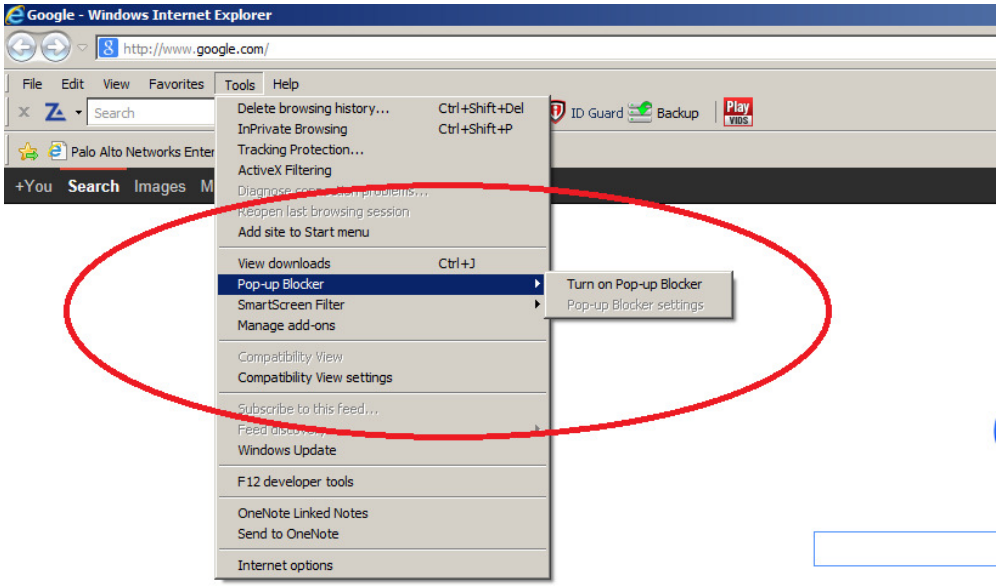
Connecting to Juniper VPN for the first time

1. If you have this document:

- You have been approved by your Supervisor and a IMSD Officer
- You have been given permissions to connect over a public network to our private network by Virtual Private Networking to access CPUC's network resources.
- You have agreed to be in compliant with CPUC's Users Agreement policy for Virtual Private Network (please check the intranet for details)

2. Before you connect to the VPN make sure you check the following:

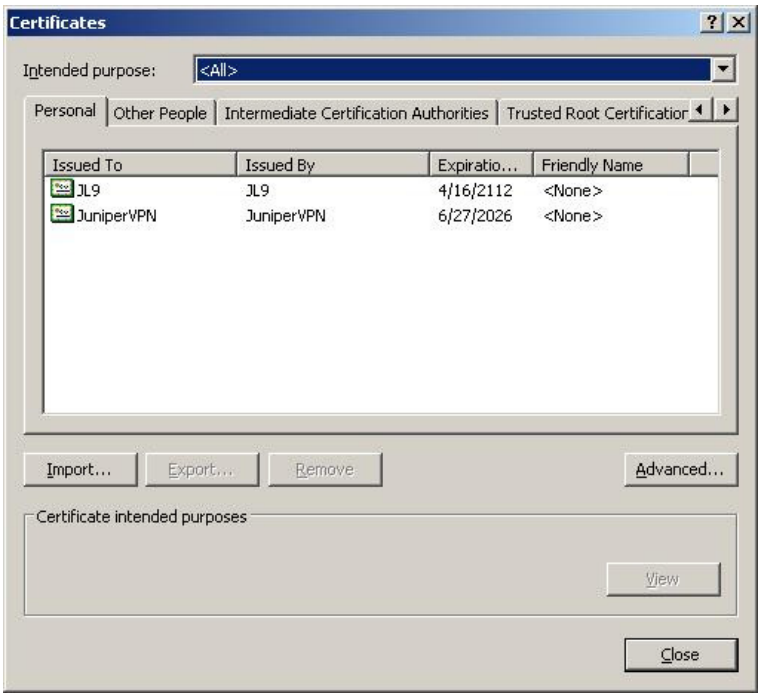
- Checked with helpdesk staff that your state issued laptop is installed with the updated juniper software
- Make sure you have an Internet Browser with the pop-up blocker turned off. See PIC1



(PIC1)

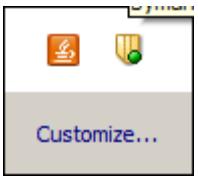
- Check your browser has the CPUC certificate installed. Under Menu bar (You may need to hit Alt button to see it), go to Tools/Internet Options/Content/ and Select the Certificates button. See PIC2

(PIC2)



- Check your Antivirus Software and make sure you have completed a full scan , make sure your antivirus definition is updated. (This should be at the lower right hand side of your computer screen) You will see either Symantec Antivirus (See PIC3) or Forefront Antivirus (See PIC3.1 (Circled in red)).

(PIC3)



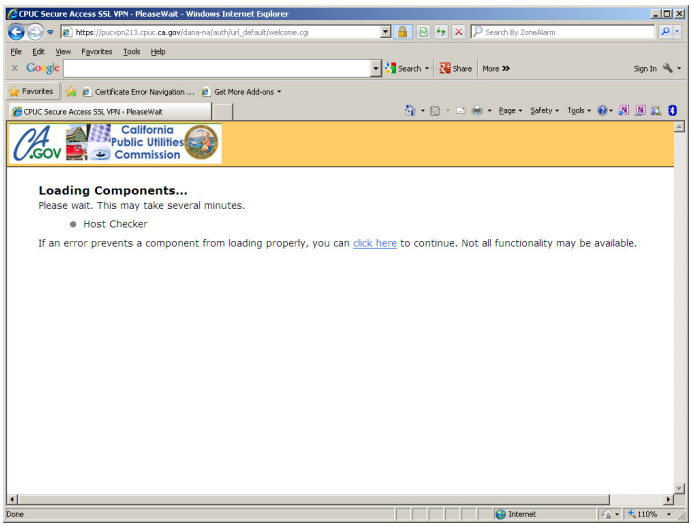
(PIC3.1)

3. Lets Begin!

1. Go to the following website provided below. You may see this screen while the juniper software automatically installing to your PC. Please be patient, it may take up to 4 minutes. See PIC4

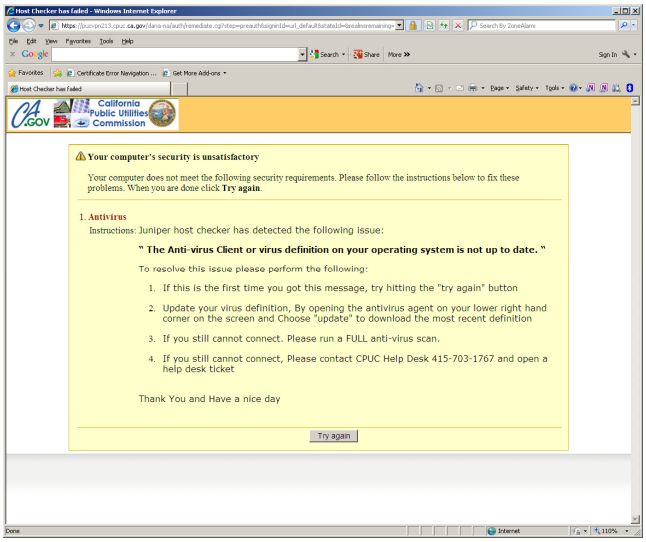
   a. https://pucvpn213.cpuc.ca.gov

(PIC4)

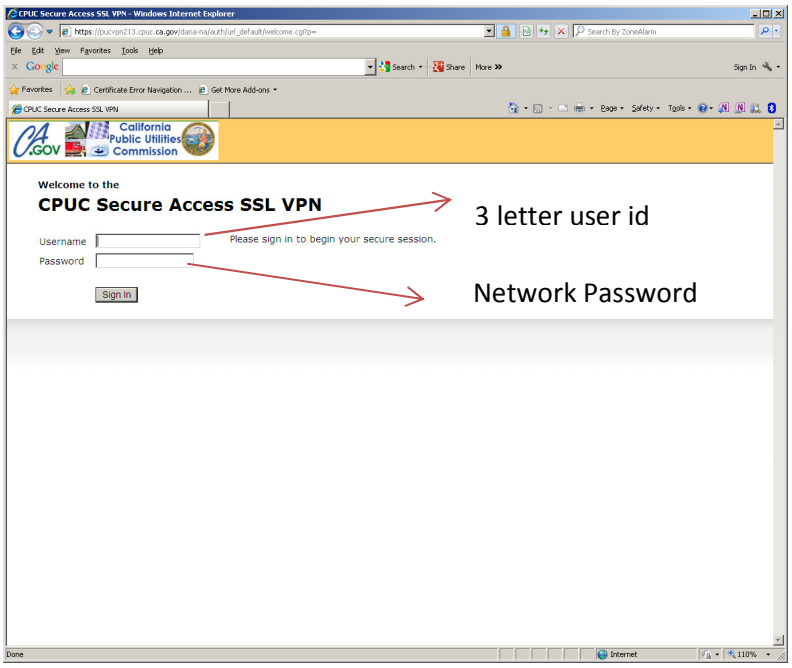


2. If You see this screen just hit the button "try again" button. See PIC5

(PIC5)

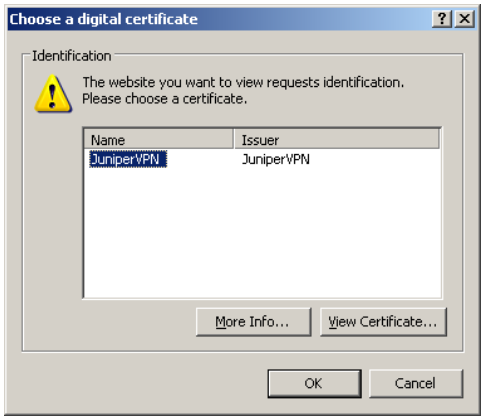


3. If you see this screen you are ready to enter your credentials. Please enter your 3 digit ID and your network password. See PIC6



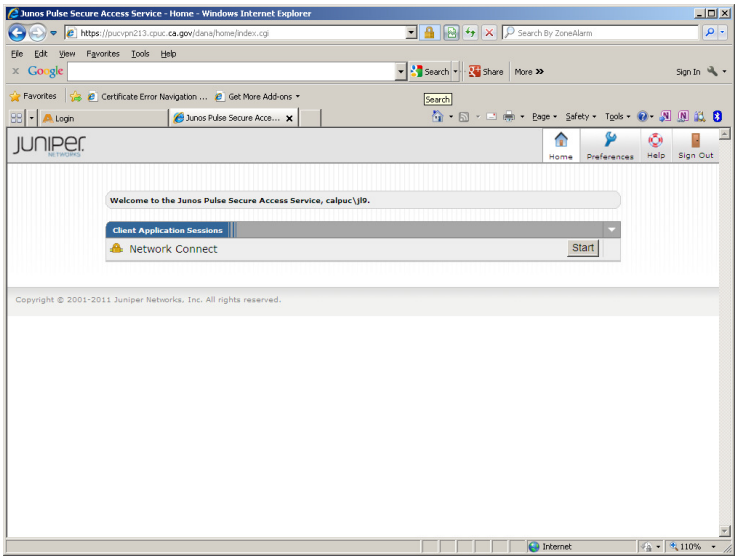
(PIC6)

4. It will ask you to choose a certificate. See PIC7



(PIC7)

5. If you will see this page(PIC8). You will also see this icon on the lower right hand side of your screen. (PIC9). YOU HAVE SUCCESSFULLY CONNECTED TO THE VPN!



(PIC8)

(PIC9)

*** If you are not able to connect to the Juniper VPN, Please contact the helpdesk during regular business hours at 415-703-1767 or send an email to mailto:Help_Desk@cpuc.ca.gov?subject=HELP!

THANK YOU AND HAVE A NICE DAY!