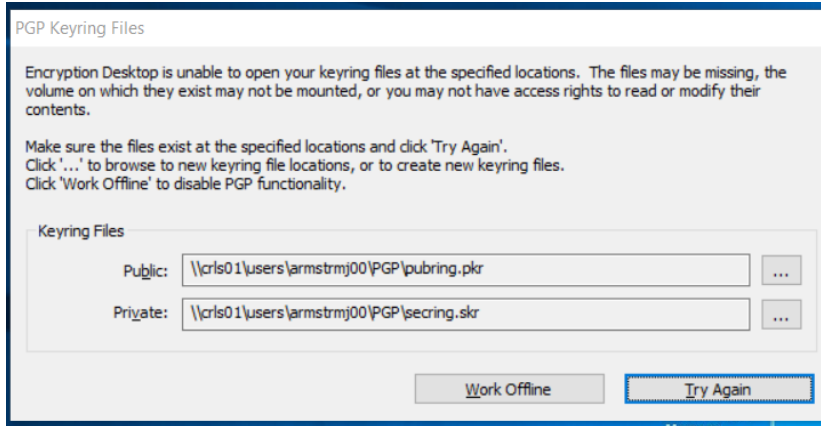# Connecting Via VPN- JetPack

1. Turn on the laptop and enter in your Symantec Encryption Desktop (PGP) passphrase.
2. Turn on the JetPack.
3. Log into the laptop with your standard username and password.
4. You will not be connected to the bank network at this point, so ignore any errors you might receive. Examples would be:


5. If the laptop doesn't automatically connect to the JetPack, click the Wireless icon, and select Verizon JetPacks
6. Once you are connected, you are ready to log into the VPN.

7. The Netscaler Gateway plugin will show up in the system tray as a Grey lock
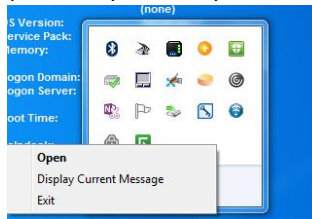
8. Right click on that Lock and select Open.
9. (If for some reason the lock does not show up in your system tray, open Internet Explorer and go to https://citrix.qcrh.com, and follow the remaining instructions.)
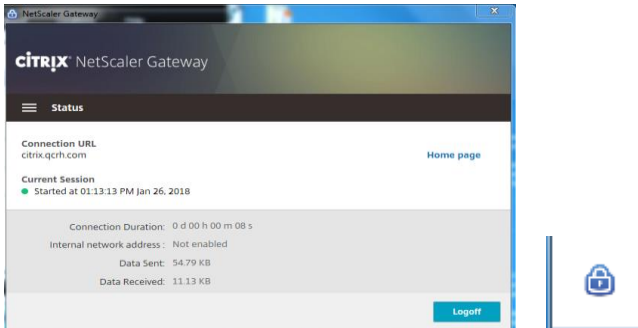10. Enter your network password and Click Logon
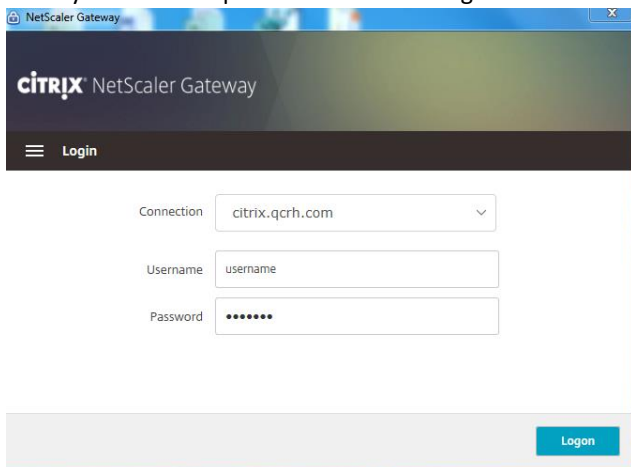
11. You will receive a DUO notification on your phone, open the notification
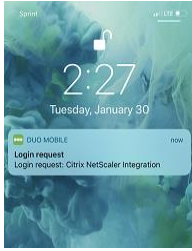
12. On your Phone, press the Green box with the Check to approve the connection on your phone
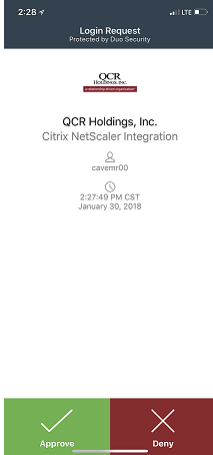
13. You are connected when this screen appears and you will see in the system tray the grey lock has turned blue

You may click the X. The VPN application will stay connected and running until you log off.

14. If your mapped drives do not map properly, double click the CR Map Drives icon on your desktop. Once you're connected and drives are mapped, if you still have the Symantec error on your screen, you can click Try Again.

15. You can choose to logoff by right clicking the Blue lock and Selecting log off or select open and click Log Off
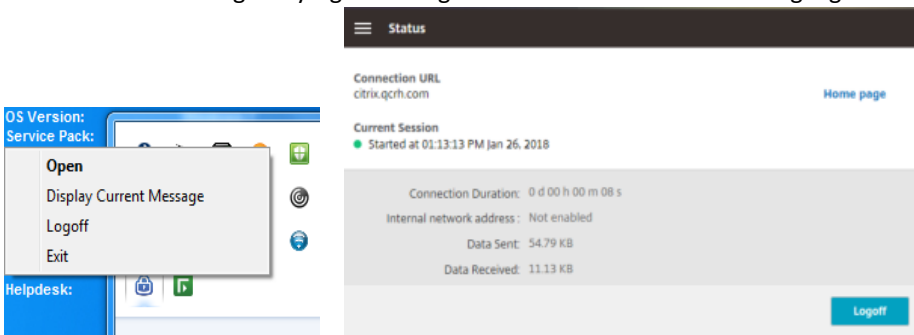
16. Once you log off of VPN, make sure you shut off your jetpack as well.