

**If you are unable to connect, you will need to remove portal.vpn.sjcd.edu and then add it back.** Please follow the step-by-step instructions below for assistance.

1. Go to Menu (the three line icon) in the top right and then select **Settings**.



- 2. On the general tab look for "Portals".
- 3. Click on vpn.sjcd.edu and then click Delete.

inci di	Connection	Host Profile	Troubleshoot	ng	Notification		
Accou	unt						
	User: bria	an.harmon				Sign O	lut
Porta	ls						
	Portal		Stat	JS			
	vpn.sjcd.edu		Conr	necte	ed		
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4. **Close** the Settings window and try to start it again. When asked for a portal address enter the new VPN URL (**vpn.sjcd.edu**).



5. Click Connect.

If you are still unable to connect, please contact Tech Support at 281.998.6137 or TechSupport@sjcd.edu.