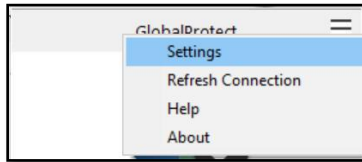
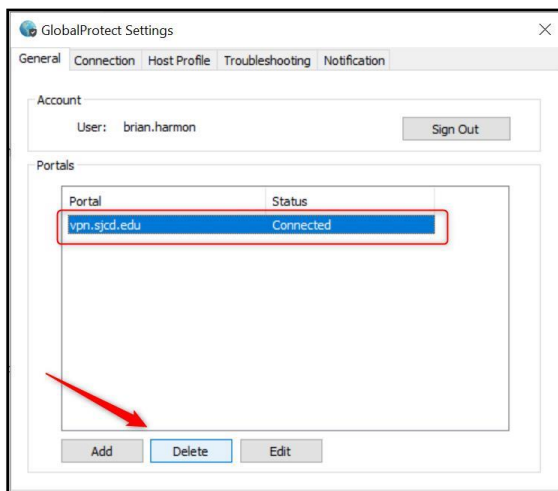


If you are unable to connect, you will need to remove `portal.vpn.sjcd.edu` and then add it back. Please follow the step-by-step instructions below for assistance.

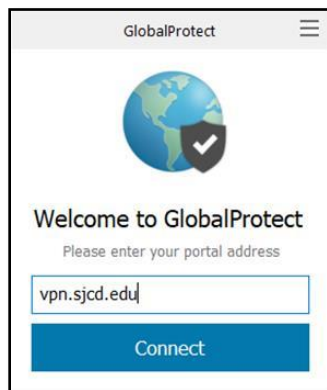
1. Go to Menu (the three line icon) in the top right and then select **Settings**.



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



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.