

VPN Update

A VPN update is scheduled for **April 2, 2024**. To access the update, please enter vpn.ehealth.ca into your Cisco Secure Client, as shown in the attached image. Your login process and functionalities will remain the same.

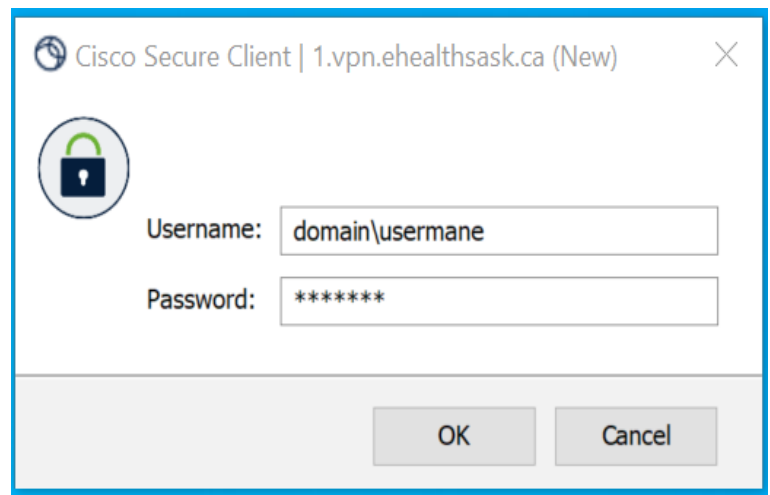
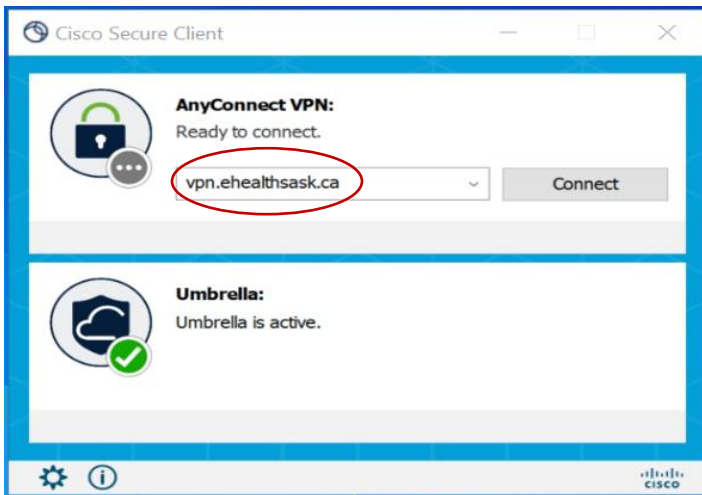
For those using a duo token device, please enter **vpn.ehealthsask.ca\token**. If you encounter any difficulties, please don't hesitate to contact our service desk at **1-888-316-7446** or via email at servicedesk@ehealthsask.ca. Thank you for your attention to this matter.

Please just follow these simple instructions to get connected to the new URL.

1. Select the VPN client on the bottom right on your task bar.

Note:

- Use your Active Directory (AD) domain\username and password.
- The Multi Factor Authentication (MFA) will automatically push to the DUO Mobile app.



DUO Mobile app on mobile devices

- On your mobile device, press Approve to the **DUO Mobile app** notification.
- Make sure that you have notifications turned ON for the **DUO Mobile app** on your mobile device. If you do not have notifications turned ON, you will need to open the **DUO Mobile app** to approve.

To turn notifications ON for the **DUO Mobile app** on your mobile phone:

- **iPhone:** Settings > Notification > Duo Mobile > Allow Notification
- **Android:** Settings > Apps > Duo Mobile > Show Notification

If you need any help, do not hesitate to reach out to our service desk team!

You can give us a call at **1-888-316-7446** or shoot us an email at

servicedesk@ehealthsask.ca.

