

You do need to be connected to the VPN when accessing UERP but students can only access UERP when connected to the latest VPN server.

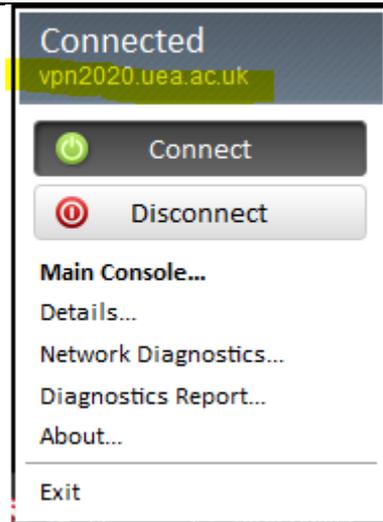
If you downloaded the VPN client from vpn.uea.ac.uk then unfortunately this points to the old one.

Please see the below instructions from IT on how to switch servers on the VPN client which should then allow you to get onto the UERP website.

You will first need to connect to the new UEA VPN (vpn2020.uea.ac.uk). The following guidance should allow you to check if you are on it already and switch to it if you are not.

In most cases your VPN is likely to be using **'vpn2020.uea.ac.uk'** already but to double check you can click on the F5 logo (which looks like this ).

This will appear in the notification area (bottom right of your desktop). You can confirm that the **'vpn2020.uea.ac.uk'** is in use as it will be listed under the **'Connected'** text as per the image on the right.



If it does not read 'vpn2020.uea.ac.uk' (most likely it will read 'UEA VPN') then you can change this easily by clicking where it says 'Main Console' in the image above. This will open a larger window with a button at the bottom left that reads 'Change Server' (see right). Click this button and in the box that appears type **vpn2020.uea.ac.uk** and click 'Next'. Then click on the 'Connect' button (making sure you Disconnect first if you are already using the VPN).

