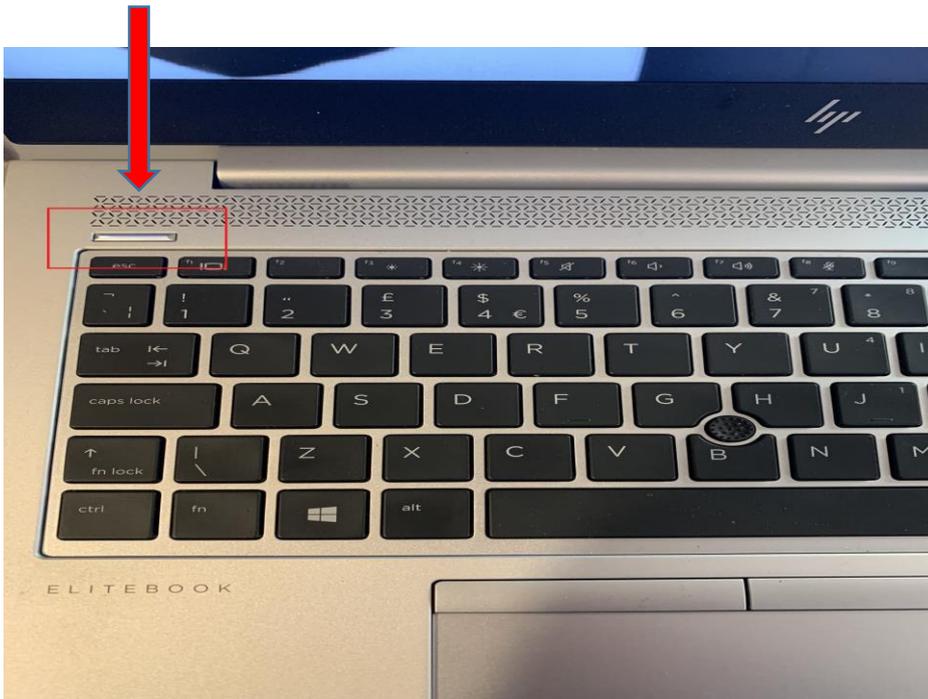


Recovering the AOVPN Connection.

IMPORTANT: Please follow these steps before contacting the CGI Service Desk.

1. Log into the device and get to the desktop.
2. Once you have the desktop screen, hold down the **power button** on the device for 12 seconds until it is fully off.

Elitebook 840 Laptop, Power on Button (top of keyboard)



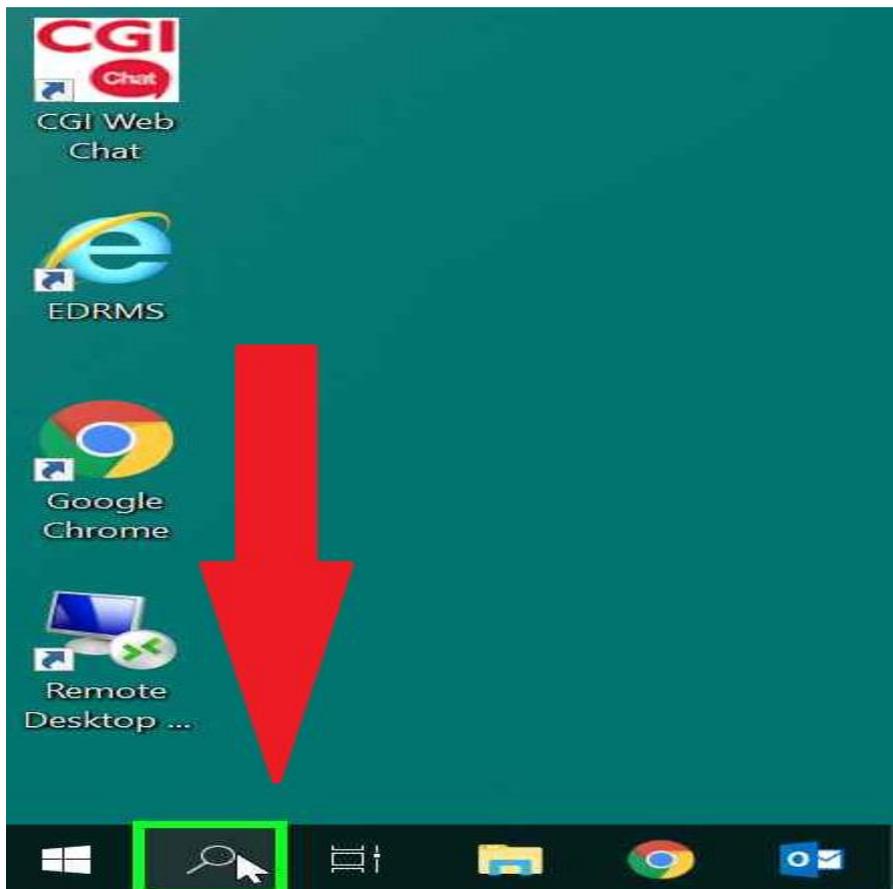
Elitebook 360 Notebook, Power on button (left hand side)



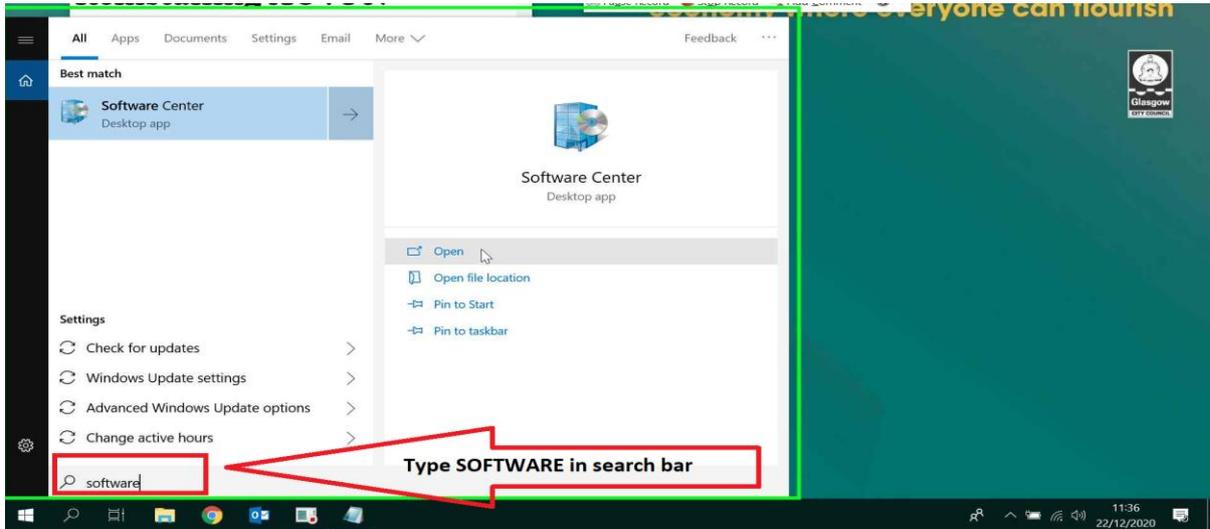
3. Switch **OFF** the power to your home broadband router for 12 seconds then switch back on again.

OFFICIAL

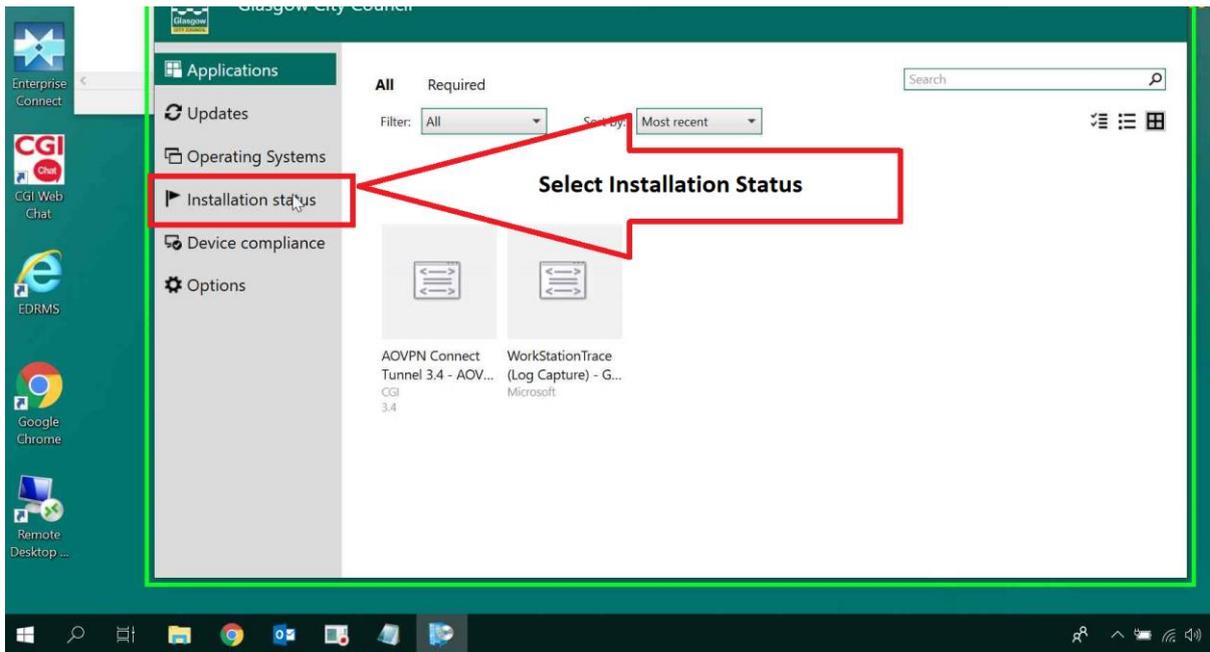
4. Once your broadband router has fully reset (allow up to ten mins for this step as some routers can take longer to initialise).
5. Switch your device back on.
6. Log-in and get to your desktop screen.
7. Select the Search Bar



8. Type Software Center into the search bar and press enter.

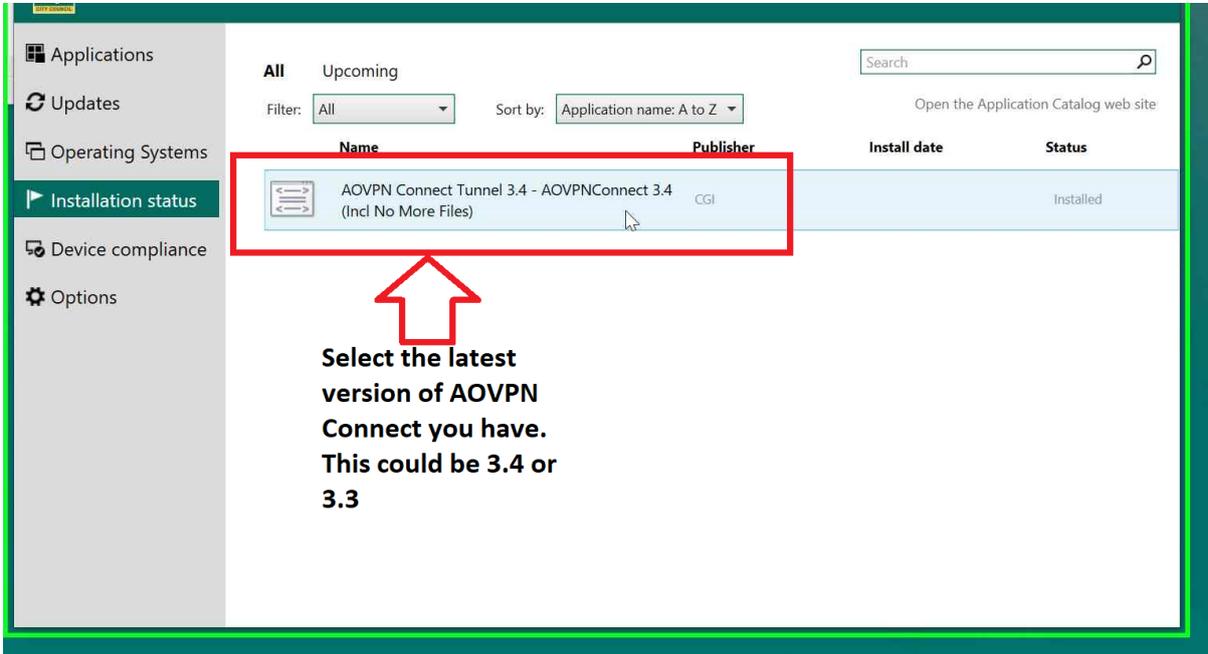


9. Select Installation Status

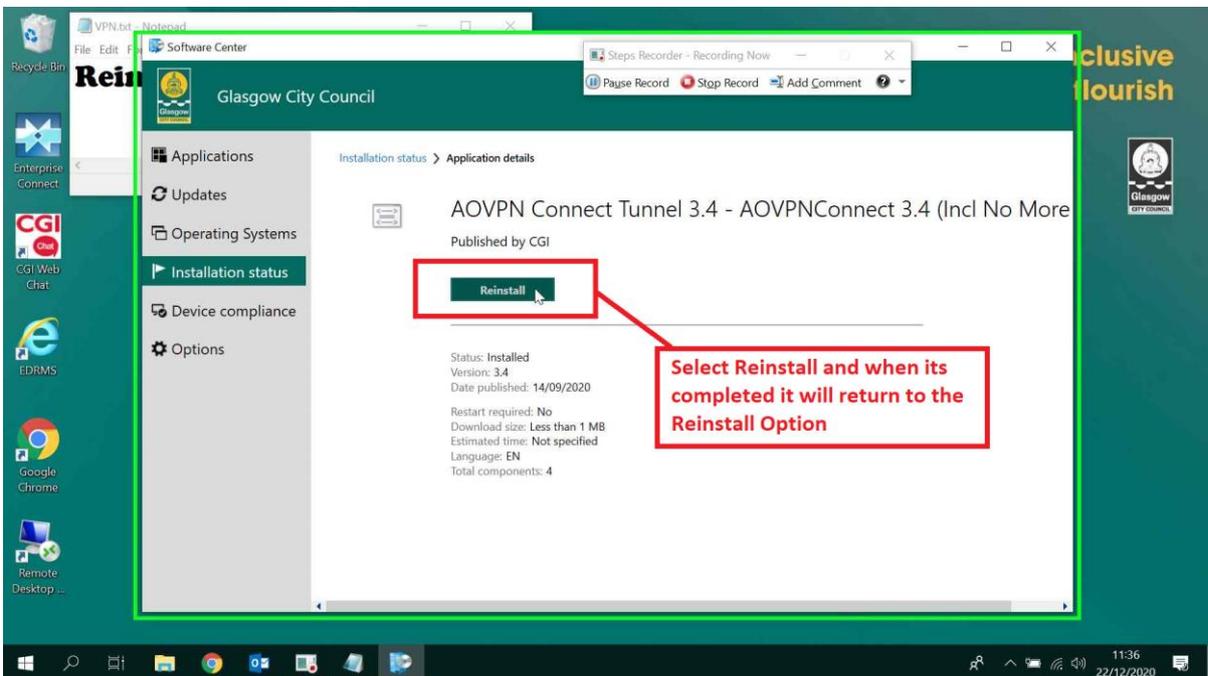


OFFICIAL

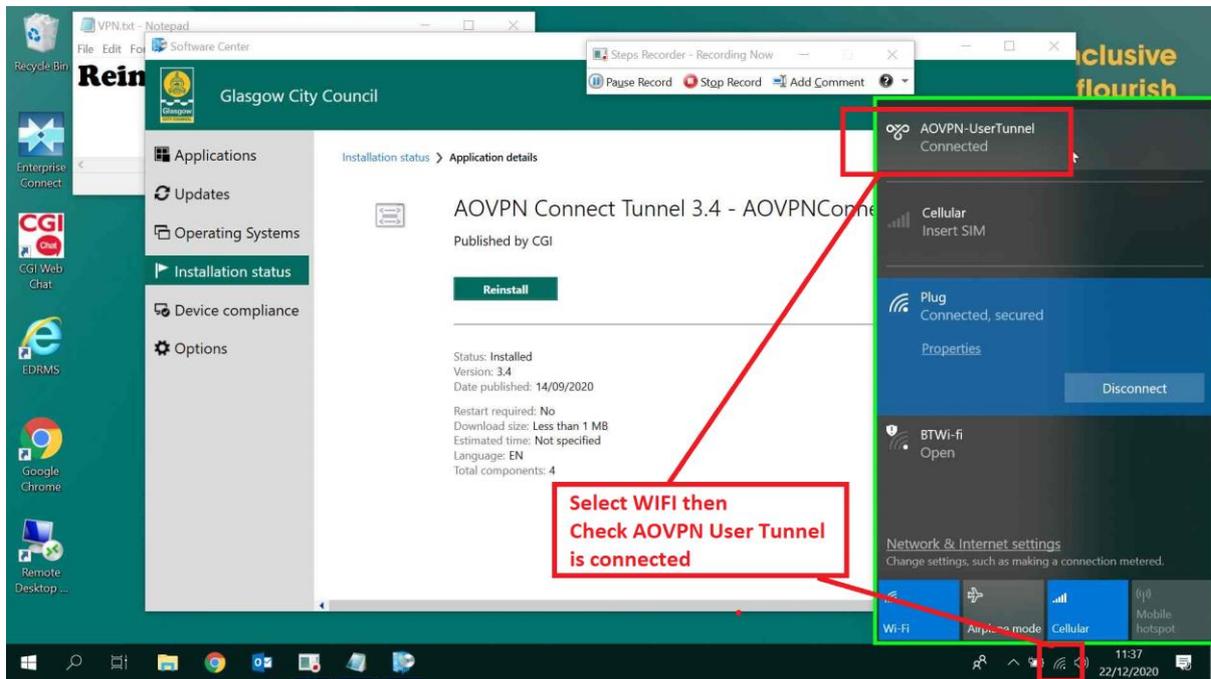
10. Select the latest version of the software you have installed, this will be version 3.3 or 3.4.
(Don't be concerned if you don't have the latest version 3.4 this will update to the latest version in the background once you are online.)



11. Now Select Reinstall

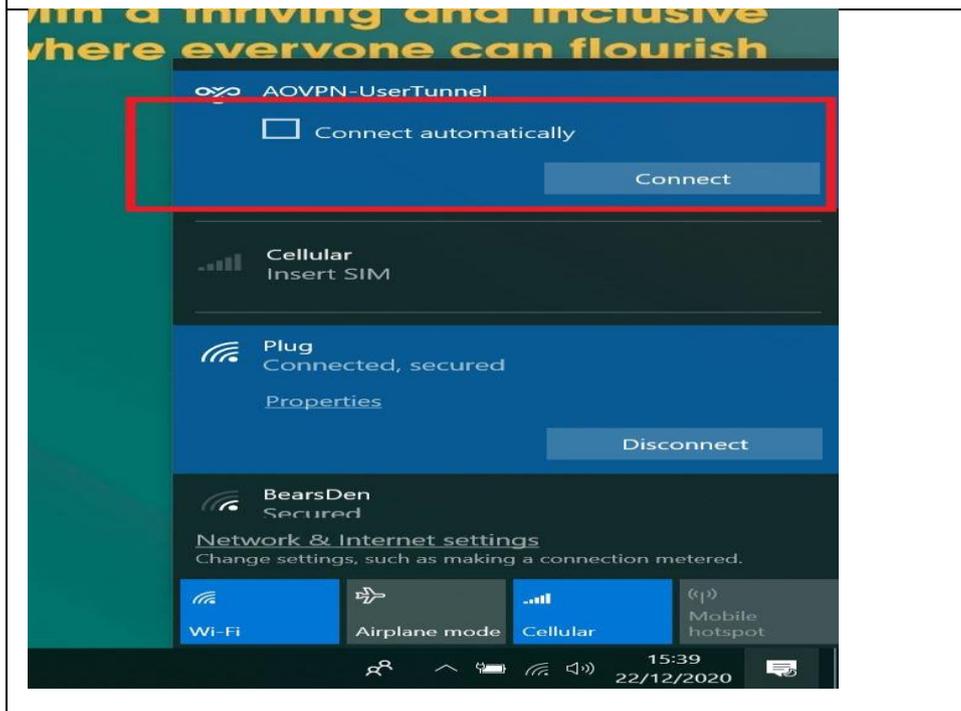


12. Reinstall is completed, now connect to AOVPN



13. Enabling Auto Connection

You may have to select the AOVPN User Tunnel and click the **Connect Automatically** box.



14. Once you have successfully reconnected, remain online and connected for at least 1 hour then restart your device following the instructions below.

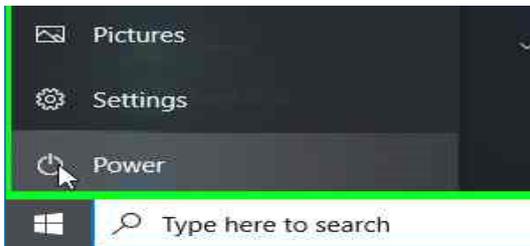
Restart the Windows 10 Device

It is good practice to restart your W10 device, this will make sure your device is updated regularly. Add the steps below to your daily routine. You should do this every day at lunchtime, or a minimum of twice a week.

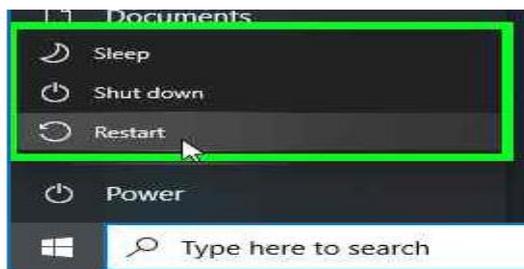
1. Click on **Start menu** (window icon)



2. Click on **Power**



3. Click on **Restart**



Your device will Restart. If you have updates pending you will be advised **not to turn off your computer.** Allow this process to complete then log-in as usual.