Teachers College Virtual Private Network (VPN) Procedure

1.0 Purpose
The purpose of this document is to provide guidelines for request and use of Remote Access PPTP or L2TP Virtual Private Network (VPN) connections to the Teachers College network.

2.0 Scope
This process applies to all Teachers College employees, contractors, consultants, temporaries, and other workers including all personnel affiliated with third parties utilizing VPNs to access the Teachers College network. This document applies to all current and future implementations of VPN available at Teachers College.

3.0 Authorization for Access
All requests for VPN access requires the completion of the Information for Access form along with the Teachers College VPN Access Form be submitted by the requestor’s supervisor or department head.
- Information for Access form: http://www.tc.columbia.edu/forms/infoaccess
- TC VPN Access form: http://www.tc.columbia.edu/forms/vpnaccess

4.0 Procedure
Approved Teachers College employees and authorized third parties (customers, vendors, etc.) may utilize the benefits of VPNs, which are a "user managed" service. This means that the user is responsible for selecting an Internet Service Provider (ISP), coordinating installation, installing any required software, and paying associated fees. The Teachers College CIS Helpdesk will provide support for installing and configuration of the TC VPN client but will have no responsibility in regards to the end users Internet connectivity or support of privately-owned workstations. Installation of the Teachers College VPN client on personally owned machines is done at the sole risk of the owner of said machine and Teachers College assumes no responsibility for assisting in the repair of any personally owned machine.

Additionally,
1. It is the responsibility of employees with VPN privileges to ensure that unauthorized users are not allowed access to Teachers College internal networks. Examples of unauthorized users may consist of friends or other family members who have no legitimate reason to access the Teachers College network resources.
2. When actively connected to the corporate network, VPNs will force all traffic to and from the PC over the VPN tunnel: all other traffic will be dropped.
3. All computers connected to Teachers College internal networks via VPN or any other technology must use the most up-to-date anti-virus software, this includes personal computers.
4. VPN users will be automatically disconnected from Teachers College's network after sixty minutes of inactivity.
5. The VPN server is limited to an absolute connection time of 10 hours.
6. Users of computers that are not Teachers College-owned equipment must configure the equipment to comply with the most updated OS and Virus-scan patches.
7. By using VPN technology with personal equipment, users must understand that their machines are a de facto extension of Teachers College's network, and as such are subject to the same rules and regulations that apply to Teachers College-owned equipment.

4.1 VPN access from TC Provided Systems
1. If a departmental user requires VPN access it will be the responsibility of the department to acquire a computer for the sole purpose of connecting to the TC VPN. The user will be asked to read and sign the Computer for VPN access form prior to being given the computer from the department. It is the responsibility of the department to ensure that the document is signed by the user and submitted to the CIS Help Desk. http://www.tc.columbia.edu/forms/Compvpnaccess
2. The computer given to the employee will be for the sole use of that employee and no other persons.
3. The computer given to the employee will be for the sole purpose of connecting to the Teachers College VPN and will not be used for any other purpose.

4.2 VPN access from non-TC Owned Systems
1. All PC’s, laptops and Macs must have the operating system with all current security patches installed and maintained.
2. All PC’s, laptops and Macs must have a reputable anti-virus solution with the latest definition files applied.
   • Available licensed Anti-Virus software for TC faculty and staff can be acquired through the MYTCPortal, web site under the Software & Tools tab.

4.3 VPN access for non-Teachers College employees (consultants and vendors)
1. The Teachers College VPN service may be used by third-party consultants and vendors who require access to devices on the TC network in order to provide contracted services.
2. The department requesting VPN access for the third-party is required to have the party complete the Access to Information form located at http://www.tc.columbia.edu/forms/infoaccess
3. Upon completion of the form the department will contact the Helpdesk to request the account creation.
4. All third part vendor accounts will remain active for the duration of the engagement as indicated by the TC department head. If engagement is long term, account access will need to be reset every four month to comply with TC password standards.

5.0 Support
All support for VPN connectivity will go through the CIS Help Desk.
Email: helpdesk@tc.columbia.edu or 212-678-3300