

ConnectSecure VPN Installation & Access Guide

Version 1.0

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System: ConnectSecure VPN

Document Type: User Installation Guide

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Audience: Vitae Electronic Employees, SME, HR, IT Support Staff

Version	Date	Description	Author
1.0	May 24, 2026	Initial release	Mahalia Grier

Overview

This guide provides step-by-step instructions for downloading, installing, signing in to, verifying, and troubleshooting ConnectSecure VPN. It also outlines system requirements and support resources.

Background

ConnectSecure is Vitae Electronics' internal VPN, designed to provide employees with fast, secure remote access to company systems. It was created to replace outdated access tools and streamline connectivity for remote and hybrid staff.

Issue

Employees have difficulty installing and accessing ConnectSecure VPN, resulting in increased IT support requests and delays during remote onboarding.

System Requirements

Requirement	Details
Operating System	Windows 10 or Windows 11
Internet Connection	Stable broadband connection
User Account	Active Vitae Electronics Employee Account
Permissions	Local administrator rights may be required for installation



Do not disconnect from the internet during installation

Process

Step 1: Download ConnectSecure

Download the ConnectSecure VPN installer from the Software Portal. Visit the Software Portal at this link: portal.vitaeconnect.com. Next, log in using your employee username and password. The page will go to the Dashboard page.

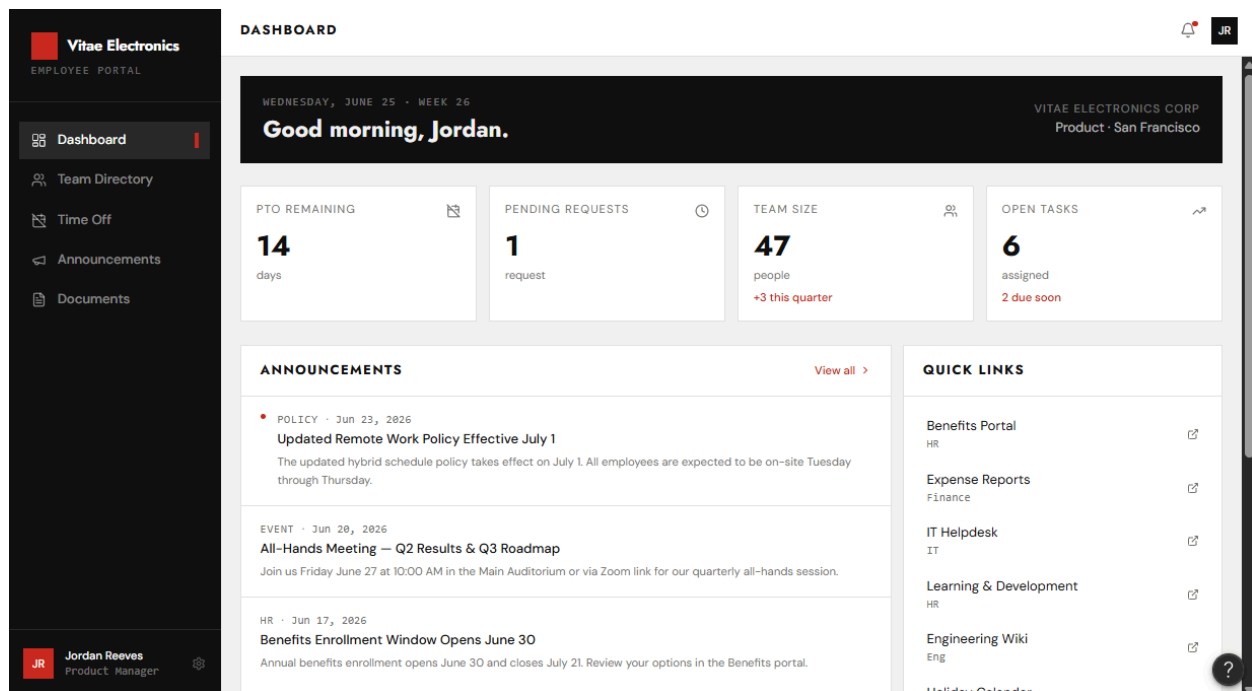


Figure 1. Software Portal Dashboard

Click the Documents tab. After signing in, the Dashboard page is displayed. Navigate to the Documents tab and select ConnectSecure VPN. Click download and save the installer file to your computer.

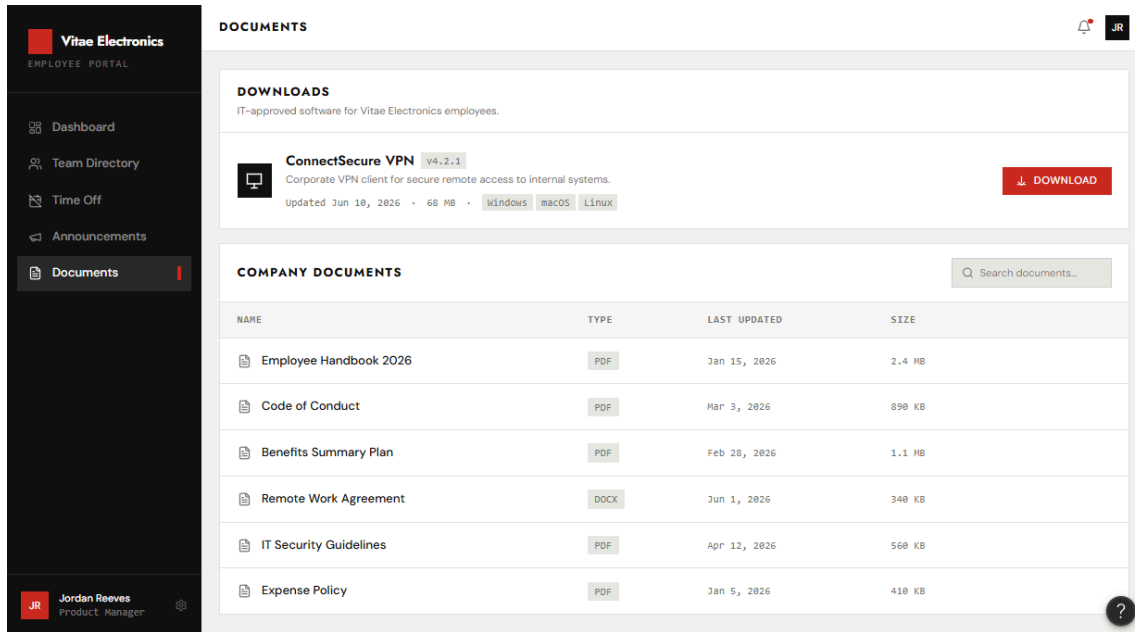


Figure 2. ConnectSecure Download Page

Step 2: Installation Instructions

Locate the download file **ConnectSecureSetup.exe**. Double-click the file to open the installer. When prompted, select **Run** to launch the installer. Follow the on-screen setup wizard. If a firewall prompt appears, select **Allow**. When the installation is complete, click **Finish**. Lastly, restart the computer if prompted.

Step 3: Logging In

Open ConnectSecure from the Start Menu or Desktop. Enter your employee username and password. Click **Connect**.

Step 4: Verify the Connection

After authentication is complete, the ConnectSecure status should display **Connected**. Verify that the VPN icon appears in the Windows system tray. Open internal company resources, such as shared drives or intranet websites, to confirm connectivity.

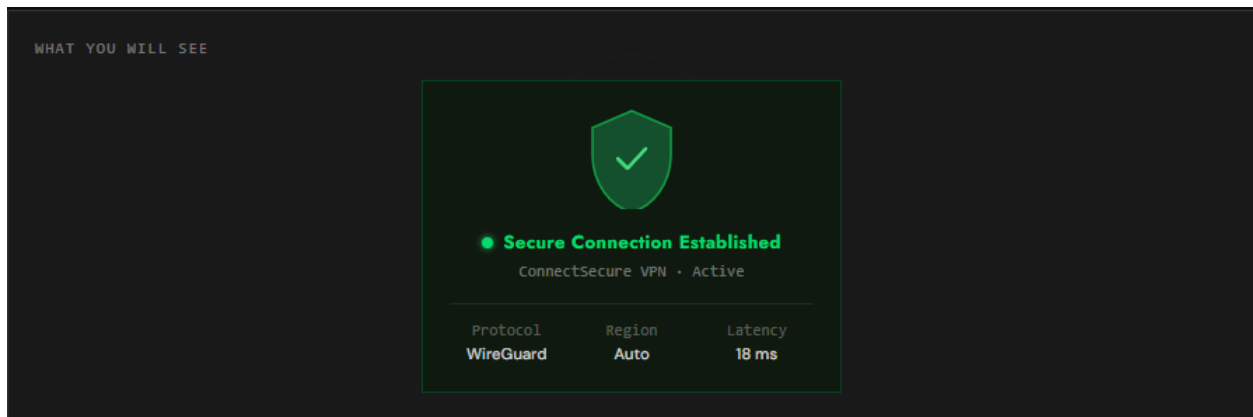


Figure 3. Successful VPN Connection



Tip: A lock icon will appear in your system tray when the VPN is active.



Security Notice

Never share your VPN credentials with anyone. Always disconnect from the VPN when working on a shared or public computer.

Step 5: Troubleshooting and Support

If you experience issues while accessing ConnectSecure VPN, refer to the troubleshooting steps below.

Issue	Resolution
Incorrect password	If login fails due to an incorrect password, reset your password through the Employee Portal, then attempt to sign in again.
Unable to connect to the server	Verify that your device has an active internet connection. Once connectivity is restored, retry the connection.
Firewall blocks the application	If a firewall or security prompt appears, select Allow Access to permit ConnectSecure VPN to communicate through the firewall.

Issue	Resolution
	Administrative privileges may be required.

Need Additional Assistant

If the issue persists after completing the troubleshooting steps, contact the IT Help Desk.

Email: support@vitaelectronics.com

Phone: (555) 555-0185

Hours: Monday–Friday, 8:00 AM–5:00 PM EST