

# VPN User Agreement

This policy applies to all prospective users requesting VPN access the Orleans County network(s). This policy applies to implementations of VPN that allow direct access to any Orleans County network.

- It is the responsibility of the remote user with VPN privilege to ensure that unauthorized access is not allowed to the network.
- VPN access is controlled using username and password authentication.
- All traffic destined for any Orleans County network is logged and associated with the user, as permitted by Orleans County Administrative Regulations
- Only traffic destined for Orleans County networks will travel across the VPN tunnel, all other traffic will go through the user's Internet Connection.
- VPN users will be automatically disconnected from the Orleans County network after a predetermined amount of inactivity. The user can immediately logon again to reconnect to the Orleans County network
- VPN connections will be supported during 8:30a.m. - 5p.m. business hours by Orleans County Computer Services. After hours support will be handled by on-call personnel, but response is not guaranteed until the next business day.
- If a problem is encountered please report it to Orleans County Computer Services by phone (**585-589-0387**) or by e-mail to techsupprt@orleansny.com, with the following information:
  - Your Name and Company
  - Date and time of problem
  - Any error messages

This policy regulates the use of all VPN services to any Orleans County network and users must comply with the Computer Use Policy found on the intranet website (ocinfo). To maintain security, VPN services will be terminated immediately if any suspicious activity is found. Service may also be disabled until the issue has been identified and resolved. Any Orleans County VPN User found to have intentionally violated the VPN Acceptable Use Policy will be subject to loss of VPN privileges or further action if deemed necessary.

By accessing any Orleans County Network(s), you hereby agree to all terms and conditions listed above.