

WSC ADVISORY #2019-008
CHANGE IN VPN SERVICE PROVIDER

FUTURE ACTION REQUIRED

EFFECTIVE DATE: FEBRUARY 15, 2019

This advisory is to notify all Waiver Support Coordinators (WSC) that the Department of Management Services has entered in to a contract with Harris Corporation as the new VPN service provider. **This change will not disrupt your service.**

In the coming weeks, WSCs will receive a system generated welcome email from Harris, indicating the VPN service provider has changed. Directions for VPN client set up and Harris customer support information will be included in the email to all WSCs. At the time of receiving the email, WSCs have 15 days to set up the new VPN client on their computers. 15 days after receipt of the Harris welcome email, your current VPN certificate will be terminated

The following information has changed under Harris Corporation -

- VPN service is a 6-month subscription, costing roughly \$35.34 biannually.
- APD suggests that WSCs uninstall the current VPN client (Juno Pulse, etc.), before installing the new VPN client (Harris)
- A new VPN account will be charged an activation fee of roughly \$80.25 plus \$35.34 for the 6-month subscription cost
 - **This includes accounts created for solo WSCs moving to an agency, agency providers becoming a solo provider, and a WSC who is moving between agencies will be charged the activation fee of \$80.25**
- If the VPN account is disconnected for failure to pay, expect an additional 30-40 days for your payment to be processed and your VPN service to be restored. You will be charged the \$80.25 reconnect fee.

Solo Providers and Agency Heads are now responsible for the disconnection of unneeded VPN accounts. You must log on to your SUNCOM account and disconnect your service.

If there has been a change of billing information such as email address, this change can be made on the SUNCOM account for the VPN account holder. A System Access Request Form (SARF) form is still required for updating WSC information in all APD systems.

Pursuant to 59G-13.070, The Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook (September 2015) page 2-77, "The WSC provider is responsible for the cost of the electronic VPN access to the APD network." If you do not pay your subscription in full, the VPN service will be disconnected, and possible disciplinary action as determined by the Agency.

The following DMS billing information has not changed -

- The subscription will automatically renew and the WSC is responsible for payment of subscription
- Only checks or money orders are accepted by DMS
- Checks or money orders must be made to the Department of Management Services (DMS) with the invoice number included on the check or money order

- Payments must be mailed to P.O. Box 5438, Tallahassee, FL 32399-5438
- You must contact DMS for billing or payment issues. Neither Harris nor APD is involved with the billing or payments of your account
- Advance payments are not accepted by DMS
- Your check will be returned by DMS for any of the following reasons: incorrect address, missing invoice number, payment amount does not match total due of the invoice, over-payment, etc.
- DMS does not issue credit for a partially used subscription

If you have questions or concerns, please utilize the contact information listed below -

Make check or money order payable to:

State of Florida
Department of Management Services
P.O. Box 5438
Tallahassee, FL 32399-5438

For billing questions

Open a SIMS ticket through your SUNCOM account
Selected SIMS from the homepage
Select CSAB Ordering Help
Select VPN2 Client to LAN
Select Harris Corporation
Complete the ticket fields and submit

For RSA token issues or technical issues:

MFN-2 Security Operations
support@mfn2.myflorida.com
1-844-548-MFN2 (6362), option 2