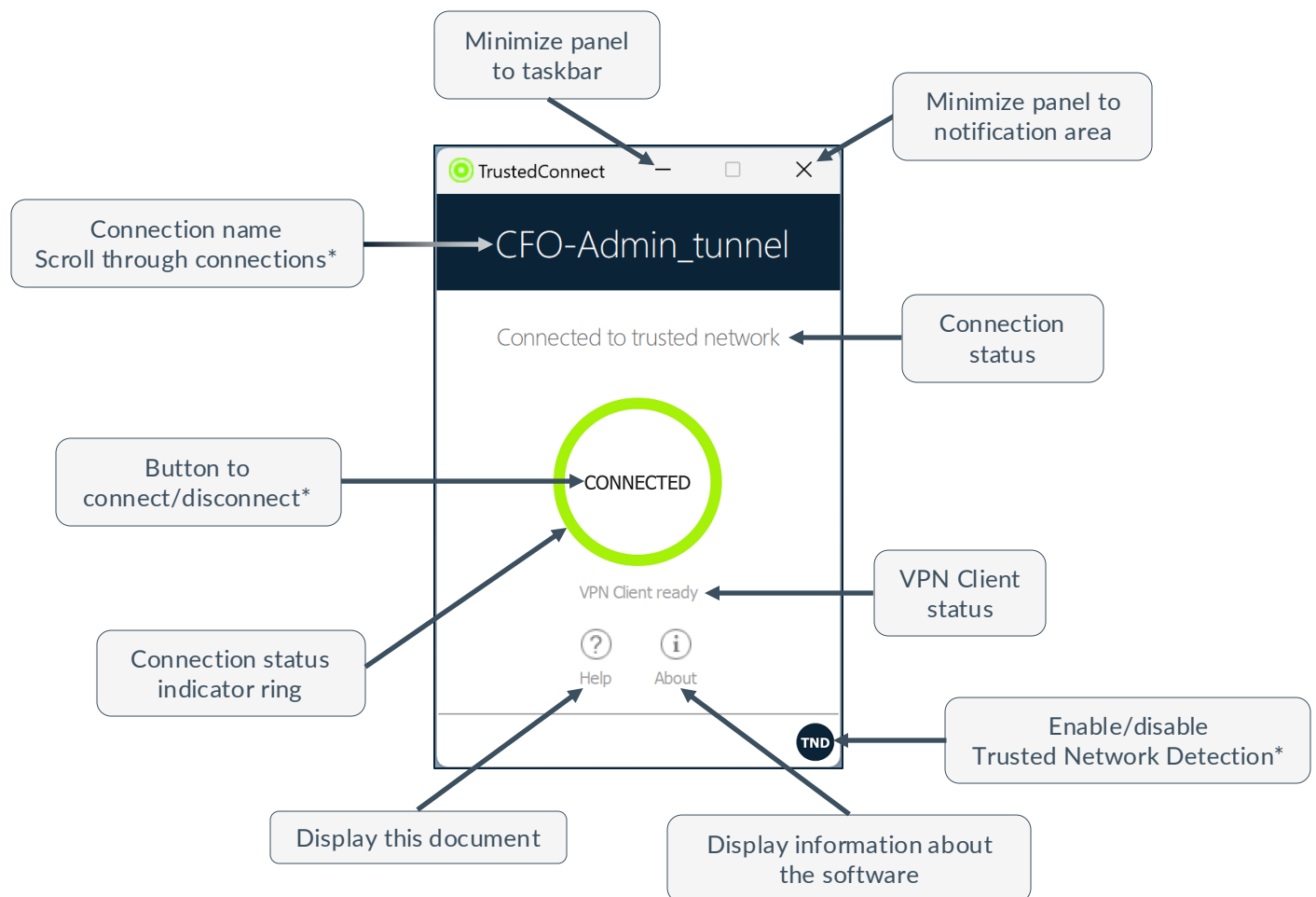**THEGREENBOW**

TrustedConnect Panel
Quick Reference Guide

Overview

The **TrustedConnect Panel** is the user view of TheGreenBow Windows Enterprise VPN Client. It is designed to provide an optimal user experience, focused on ease-of-use and security.

This guide describes the panel's interface and how to use it.

Minimize panel to taskbar

Minimize panel to notification area

Connection name
Scroll through connections*

⊙ TrustedConnect — □ ✕

CFO-Admin_tunnel

Connected to trusted network

Connection status

Button to connect/disconnect*

CONNECTED

Connection status indicator ring

VPN Client ready

VPN Client status

? Help   i About

TND

Enable/disable Trusted Network Detection*

Display this document

Display information about the software

* Depending on how the administrator has configured the software, these features may be hidden or disabled.

Running the software

The **TrustedConnect Panel** is launched automatically either before or after the Windows user session starts, according to how the administrator has configured the software.

The first time it is started, the main screen of the **TrustedConnect Panel** is displayed in the center of the screen. All subsequent times it is opened, the **TrustedConnect Panel** will return to the position it was in when it was last closed.

Main features

The **TrustedConnect Panel** allows you to permanently keep a secure connection to the trusted network thanks to the following features:

- **TND (Trusted Network Detect)**: Used to determine whether the workstation is within the trusted network based on the DNS suffixes and on beacon identification
- **Always-On**: Ensures that the connection remains secure whenever the network interface changes, for example, between Ethernet, Wi-Fi and 4G/5G
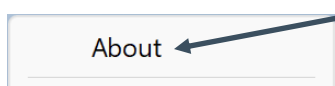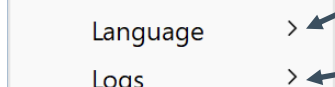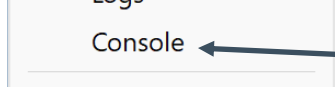
Color codes

The taskbar icon and the connection status indicator ring may take on the following colors according to the **TrustedConnect Panel**'s current state:
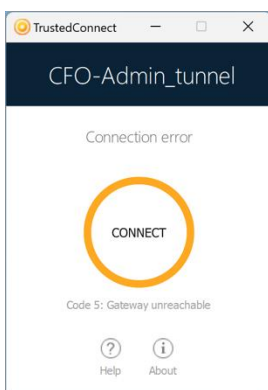
TrustedConnect Panel is not managing any connection on the workstation. Generally, this state is encountered when the user explicitly requests the VPN connection to be closed.

Workstation is directly connected to the trusted corporate network. Please note that the administrator may have disabled this color, in which case this status will be shown in green.

Workstation is connected to the corporate network through a VPN connection. The workstation thus is physically located on a network that is not considered as trusted.

Workstation is connected to a remediation tunnel so that it may be updated. Depending on the user's rights, the user can initiate updates or ask an administrator to bring the workstation into compliance.

Could not establish a VPN connection.

Contextual menu

Right clicking the icon in the taskbar or notification area opens the contextual menu. It provides all, some, or none of the following options depending on how the administrator has configured the software:

Opens the **About** window.

Used to switch the display language between French and English.

Used to start logging. Once logging is started, two additional options are shown to display the logs and stop logging.

Opens the **Console** window containing VPN traces.

Used to restart the VPN tunnel.

Closes the VPN tunnel and quits the software.

Error cases

An orange connection status indicator ring, an error code, and a brief message describing the error are shown in the TrustedConnect panel to identify the main error cases.

Contact the network administrator to resolve the issue. The error code shown may provide some indication or explanation as to the issue encountered.

If the administrator asks for logs, you can start logging and display logs from the contextual menu.

Secure your connections
in all circumstances

www.thegreenbow.com