

Frequently Asked Questions: Accessing, Connecting and Using Wedge Remote VPN

Q. Why can't I connect to Wedge Remote VPN?

- A. 1. Check internet connection – WIFI, network cable and router
- 2. Check if internet browser is supported. **See table on right**
- 3. Check if username and password are correct
- 4. Check if Operating System is supported. **See table on right**
- 5. Click yes/accept if prompted for security risk
- 6. Is the **WedgePC.com** domain selected?
- 7. Reboot if necessary

Supported Internet Browsers
Internet Explorer 11
Microsoft Edge
Mozilla Firefox 7 or higher
Chrome 8 or higher
Safari

Q. Why is my connection slow?

- A. 1. Check my internet speed [Run Speed test](#) Minimum 20 mbps
- 2. Moving closer to Wi-fi router will increased speed
- 3. Try using a different browser
- 4. Check if too many add-ons are affecting performance
Yahoo add-ons are always culprits.
- 5. Close unused programs
- 6. Also for consideration, if you are sharing WIFI, reduce speed is expected as users are also sharing bandwidth).
- 7. **Do not** add "www:" before "vpn.wedgepc.com
- 8. Reboot if necessary

Supported Operation Systems
Windows 8.1 or higher
Windows Phone 8.1
Windows 10
iOS version 7.0 or higher
OS X 10.9 or higher
Android 4.1 or higher
ChromeOS 45 or higher

Q. Why can't I see the scroll bar?

- A. 1. Increase the screen resolution
- 2. Try using a different browser
- 3. Check your browser settings

Q. Why does my session timeout?

- A. 1. To comply with HIPPA regulations, the VPN session is configured to terminate after a specified period of inactivity