If you downloaded our CSopenVPN client prior to 1ˢᵗ August 2024 it was configured to prompt you to login as needed. Usually this will be when you start a connection but it Is not unusual for a VPN connection to drop during a session and so you may get prompted to login multiple times during a long VPN session. You can change this behaviour which will cause CSopenVN to cache your password in memory and resend it automatically when needed. For all clients downloaded from 1ˢᵗ August 2024 this is the default setting.

If you installed CSopenVPN prior to 1ˢᵗ August 2024 you can change this by one of three ways

- uninstall CSopenVPN and redownload the client
- download the file myCS-VPN.zip and follow the steps below
- edit your openvpn configuration files

Uninstall CSopenVPN and redownload the client

Download the appropriate client and instructions from either http://www0.cs.ucl.ac.uk/staff/n.swift/openvpn or via https://tsg.cs.ucl.ac.uk/working-from-home/

Uninstall OpenVPN - via **Settings** then **Apps** under Windows 10/11 or delete from **Applications** on OSX
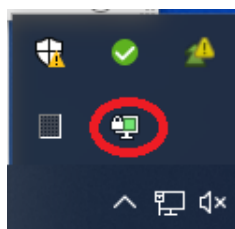
Follow the instructions in the appropriate PDF to install CSopenVPN
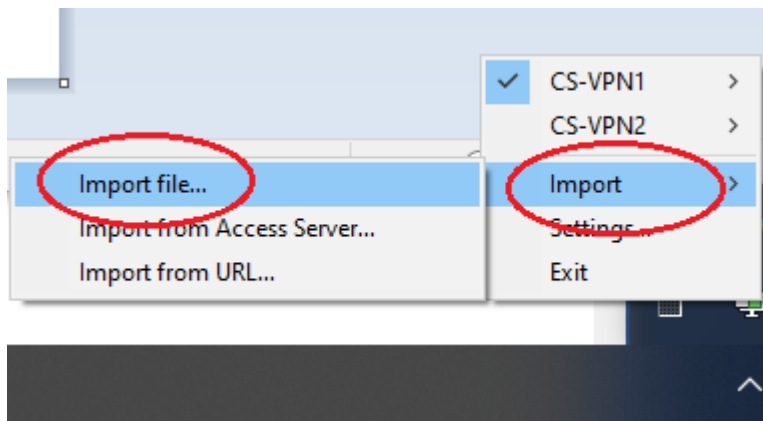
Download myCS-VPN.zip

Download and extract the contents of myCS-VPN.zip, which will be **myCS-VPN1.ovpn**, **myCS-VPN2.ovpn** and these instructions **amendCS-VPN.PDF**
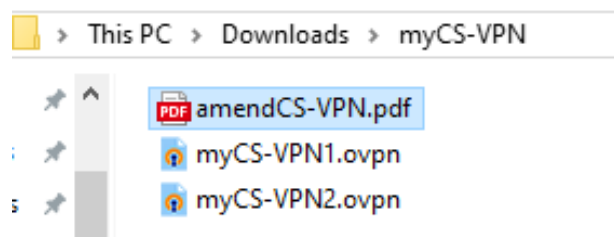
Now you have downloaded and extracted these files. Right click on the **OpenVPN** icon on your taskbar.
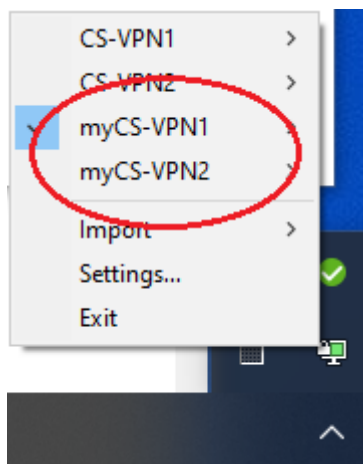
Select **Import** from the menu and then **Import file…**

Select the file **myCS-VPN1.ovpn**. Repeat the above steps a second time to select the file **myCS-VPN2.ovpn**

You will now have two additional connections displayed in your **OpenVPN** app**.** Select **myCS-VPN1** or **myCS-VPN2** to connect**.**

Edit your openvpn configuration files

You can also edit the CSopenVPN configuration files. This is a more advanced fix and may require an admin login account to implement.

Located your configuration files and place a hash in front of the line which starts **auth-nocache** so it becomes **# auth-nocache**

On Windows the configuration files are located either at **C:\Program Files\OpenVPN\config** or **C:\Users*username*\OpenVPN\config** where *username* is your logged in username**.**