Do you have windows 10?

Click the start button at the bottom left of your screen:



Then settings:



You will now see a window displayed click "system" then "about" you will see the Windows version displayed now:

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Do you use Corporate VPN for remote access?

Select ^A on your task bar bottom right, then click the wifi icon highlighted below:



The next window you will see it is below if you have the entry highlighted you are using NAC VPN:

