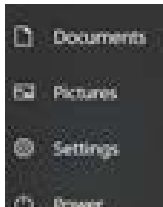**Do you have windows 10?**

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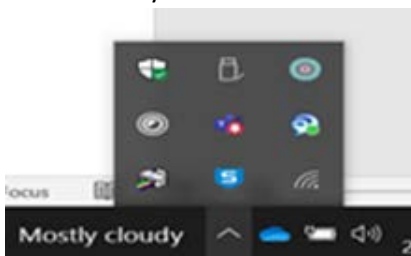

Then settings:

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

Do you use Corporate VPN for remote access?

Select ^ 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: