Pulse Secure Notes

• The Pulse Secure VPN system will allow a login ONLY for specific OS versions. Save installation time by confirming now if your OS meets the requirements.

**Allowed Windows OS Versions**

Note - even though Pulse Secure allows a variety of OS's, some of them are not on IR's standards list and are therefore supported on a best-effort basis.

- Windows 10
- Windows 10-64-Bit
- Windows 8
- Windows 8-64-Bit
- Windows 8.1
- Windows 8.1-64-Bit
- Windows 7 SP1
- Windows 7-64-Bit SP1
- Windows 2008 SP2
- Windows 2008-R2-64-Bit
- Windows 2003 SP2
- Windows 2003-64-Bit SP2
- Windows 2000 SP4

**Allowed Macintosh OS Versions**

Note - even though Pulse Secure allows a variety of OS's, some of them are not on IR's standards list and are therefore supported on a best-effort basis.

- Mac OS X 10.13
- Mac OS X 10.12 (enable Java in Safe Mode)
- Mac 10.11 (enable Java in Safe Mode)
- Mac 10.10 (enable Java in Safe Mode)
- Mac 10.9 (enable Java in Safe Mode)
- Mac 10.8 (enable Java in Safe Mode)

• VPN requires two-factor authentication before you can log in. If you haven't used Duo in 365 days, register for [Duo Two-Factor Authentication](#) before beginning a new VPN installation.

• No uninstall of previous VPN clients should be necessary.

• VPN is not required if you wish to use Remote Access while on campus.

• You CANNOT browse to `utswvpn.swmed.edu` from within the campus network. This link will not work on mobile phones/non-windows tablets.

• You CAN install Pulse Secure while on campus at `campusvpninstall.swmed.edu`

• Because you will be accessing the UT Southwestern network with VPN, it is essential that your workstation have up-to-date virus protection and system updates. [See Off-Campus Guidelines for Use of Information Resources.](#)

See instructions below to install Pulse Secure on Windows or Mac
Installing Pulse Secure on a Windows Computer

1. Go to `utswpn.swmed.edu`.

2. You will see a pop-up box that says “Do you want to allow the following program to make changes to this computer? “ Press Yes to continue.

3. Then the client will start to download.

4. You will now see a Pulse Connect Secure login page. Enter the following information:
   - **Username**: SouthwesternID
   - **Password**: SWID Password

5. Press Sign In.

6. Choose your Two-Factor Authentication method and follow the prompts. Click here for more information regarding Duo Two-Factor Authentication.
7. You are now connected to the Pulse Connect Secure web portal. From here, you can access any web site by typing the URL in the field below your username in the upper right hand corner.

8. If this fits your needs, you can stop here. If you need the full VPN client, select Start next to Pulse Secure to install the client and continue to Step 10.

9. The Pulse Secure client will start to download.

10. You may see a pop-up box that says “Do you want to allow the following program to make changes to this computer? ” Press Yes to continue.

11. The Pulse Secure client will begin to install.

   **NOTE:** If an error prevents the Pulse Secure from loading properly, you can either:
   
   - Check browser compatibility
   - Continue – Not all functionality may be available

12. Select Start next to Pulse Secure to start the VPN client.
13. You may see a pop-up box that says “Do you want to allow the following program to make changes to this computer? “ Press Yes to continue.

14. You are now connected to the Pulse Secure VPN client.

Using Pulse Secure (after it has been installed)

1. Pulse Secure may start automatically OR you may need to select Start and then choose Pulse Secure.

   If it automatically starts, you will see this.

   If you choose Pulse Secure from the Start Menu, you will see this. Click Connect

2. Enter your SouthwesternID and SouthwesternID Password.
3. Duo two-factor authentication is required to connect and will require a secondary password. Choose one of the options below for authentication:
   a. **Duo Mobile App** – Type “Push” and then press Connect
   b. **Use a Passcode** – Login using a passcode generated by a keychain token
   c. **Text Message** – Type “SMS” and then press Connect
   d. **Voice Calls** – Type “Phone” and then press Connect

4. You are now connected via VPN. To end the session, click **Disconnect**.
Installing Pulse Secure on a Mac Computer

1. Before installing Pulse Secure on your Mac, ensure that your settings match those shown here.

2. Once you are ready to install Pulse Secure, go to utswvpn.swmed.edu.

3. Click Allow to continue.
4. You will see a Pulse Connect Secure login page. Enter the following information:

   **Username:** SouthwesternID  
   **Password:** SWID Password

5. Press **Sign In**.

6. Choose your Two-Factor Authentication method and follow the prompts. [Click here for more information regarding Duo Two-Factor Authentication.](#)

7. Press **Allow** to continue.

8. You are now connected to the Pulse Connect Secure web portal. From here, you can access any web site by typing the URL in the field below your username in the upper right hand corner.

9. If this fits your needs, you can stop here. If you need the full VPN client, select **Start** next to Pulse Secure to
install the client and continue to Step 10.

10. Press **Allow** to start the installation and the client will begin to download.

11. Enter your Macbook admin account username and password.

12. Press **OK**.

13. The client will start to install.
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| 14. You will see a warning that says “You are about to authenticate to an untrusted server”. Press **OK** to continue. | ![Warning Message](image)
| NOTE: Pressing View or Cancel will corrupt the installation. If this happens, you will need to uninstall and reinstall the client for it work properly. |
| 15. Client will show up as **Connected** once installed. | ![Connected Client](image)
| 16. You can now use the Pulse Secure icon to connect and disconnect to the VPN client. | ![Pulse Secure Icon](image)