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
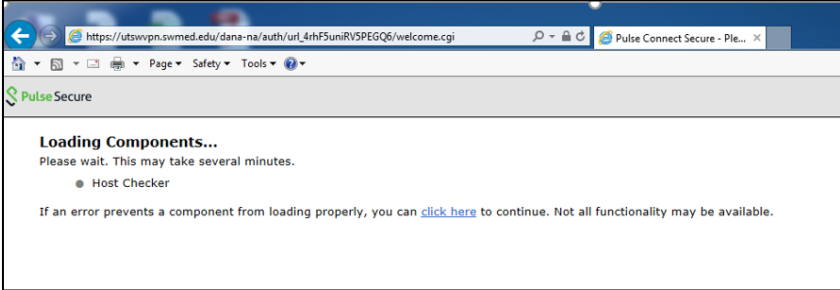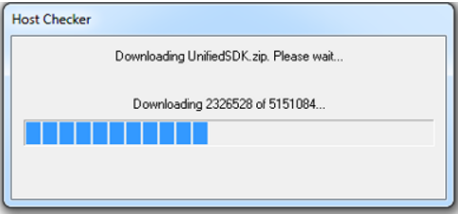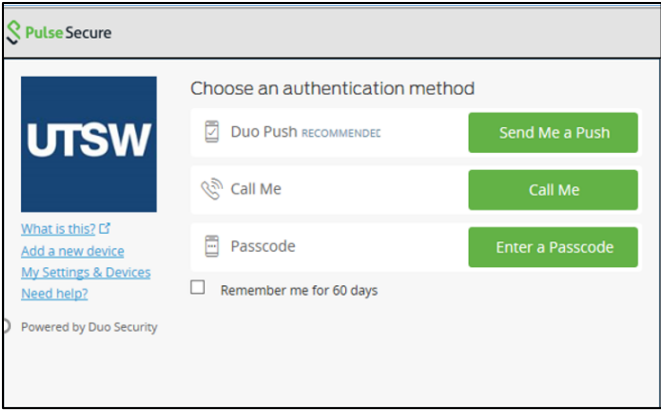 - Windows 2008-R2-64-Bit
  - Windows 2003 SP2
  - Windows 2003-64-Bit SP2
  - Windows 2000 SP4
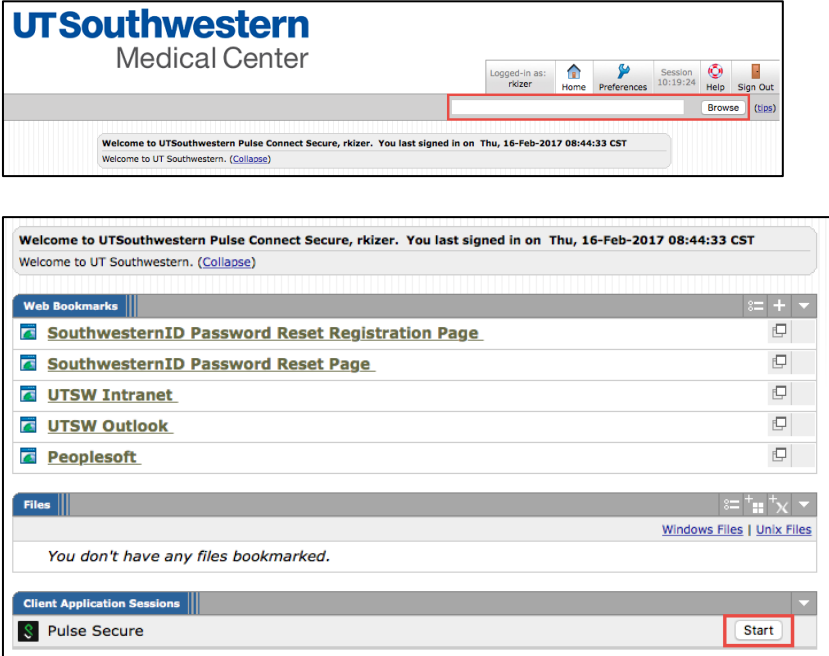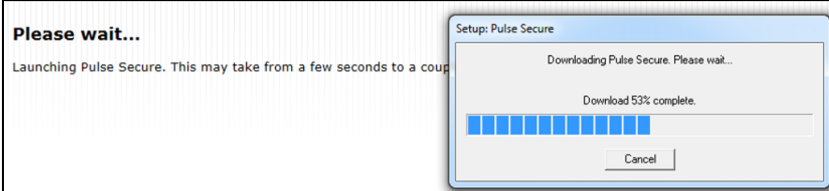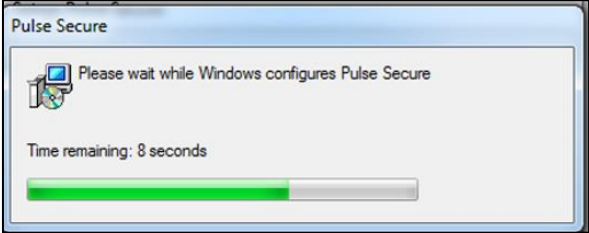
Allowed Macintosh OS Versions

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.
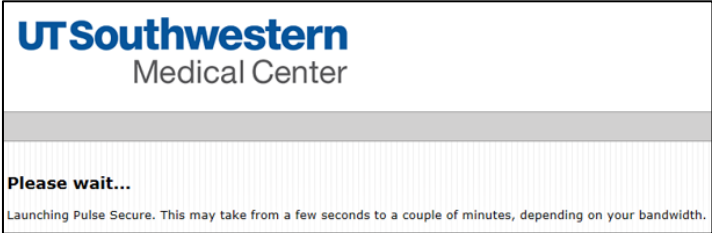
  - Mac OSX 10.13
  - Mac OSX 10.12 (enable Java in Safe Mode)
  - Mac 10.11 (enable Java in Safe Mode)
  - Mac 10.10 (enable Java in Safe Mode)
  - Mac 10.9 (enable Java in Safe Mode)
  - Mac 10.8 (enable Java in Safe Mode)

- 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
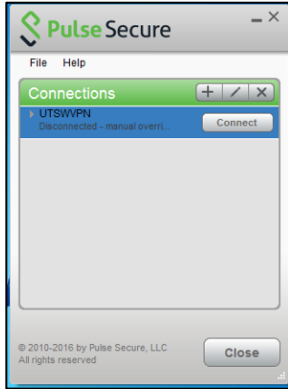
Installing Pulse Secure on a Windows Computer

1. Go to utswvpn.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	Loading Components... Please wait. This may take several minutes. ● Host Checker If an error prevents a component from loading properly, you can click here to continue. Not all functionality may be available.
3. Then the client will start to download.	Host Checker Downloading UnifiedSDK.zip. Please wait... Downloading 2326528 of 5151084...
4. You will now see a Pulse Connect Secure login page. Enter the following information: **Username**: SouthwesternID **Password**: SWID Password 5. Press **Sign In**.	Pulse Secure Welcome to the **Pulse Connect Secure** username password Please sign in to begin your secure session. Sign In
6. Choose your Two-Factor Authentication method and follow the prompts. Click here for more information regarding Duo Two-Factor Authentication.	Pulse Secure UTSW Choose an authentication method Duo Push RECOMMENDED — Send Me a Push Call Me — Call Me Passcode — Enter a Passcode What is this? Add a new device My Settings & Devices Need help? ☐ Remember me for 60 days Powered by Duo Security

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**.

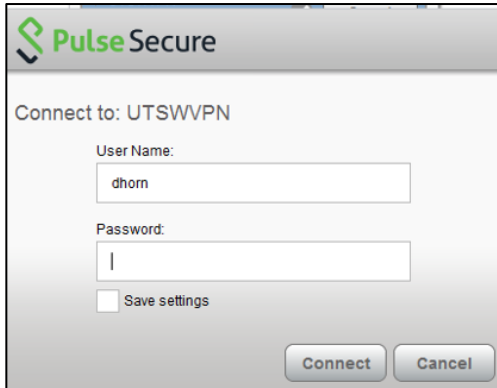9. The Pulse Secure client will start to download.

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 be 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.

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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.	**UT Southwestern** Medical Center **Please wait...** Launching Pulse Secure. This may take from a few seconds to a couple of minutes, depending on your bandwidth.

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**
Pulse Secure Connect to: new [?] Provide the following credentials to complete the connection. User Name: [|] Password: [ ] ☐ Save settings [Connect] [Cancel]	**Pulse Secure** _ × File Help Connections [+ / ×] ▸ UTSWVPN Disconnected - manual overri... [Connect] © 2010-2016 by Pulse Secure, LLC All rights reserved [Close]

2. Enter your **SouthwesternID** and **SouthwesternID Password**.	**Pulse Secure** Connect to: UTSWVPN User Name: dhorn Password: [|] ☐ Save settings [Connect] [Cancel]

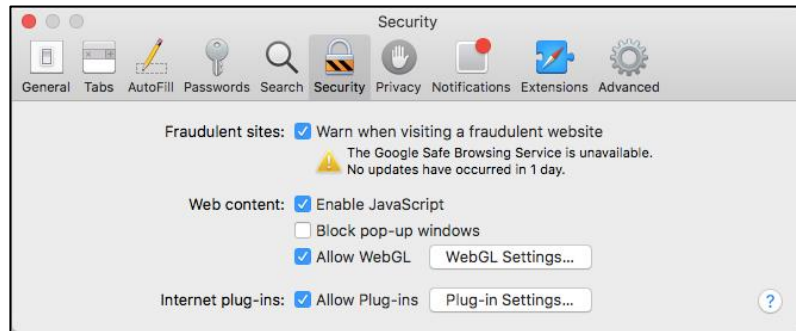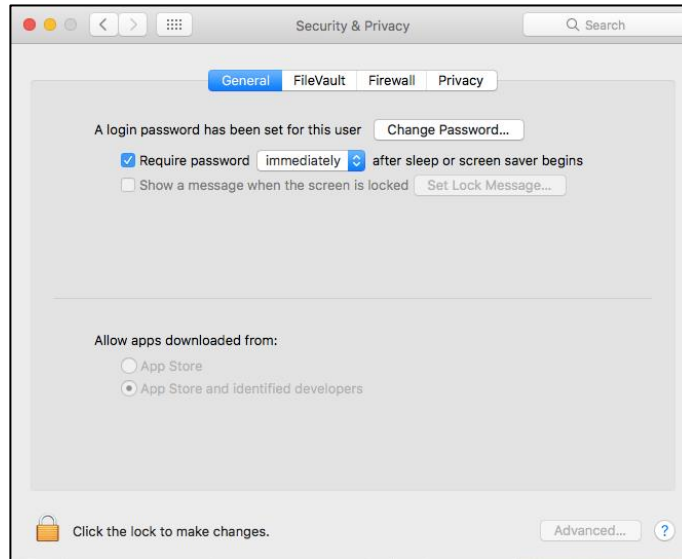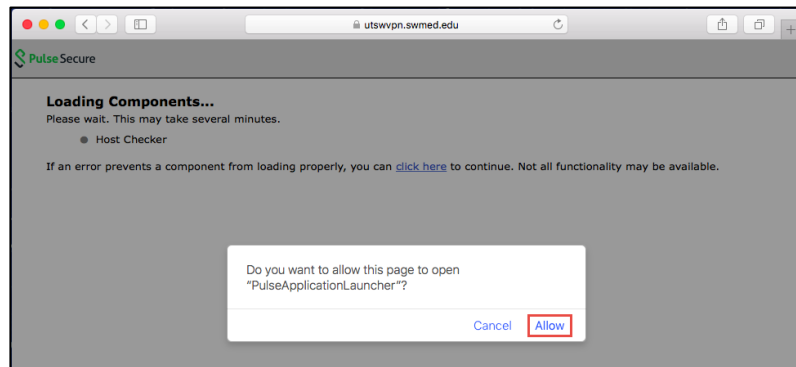|	

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	
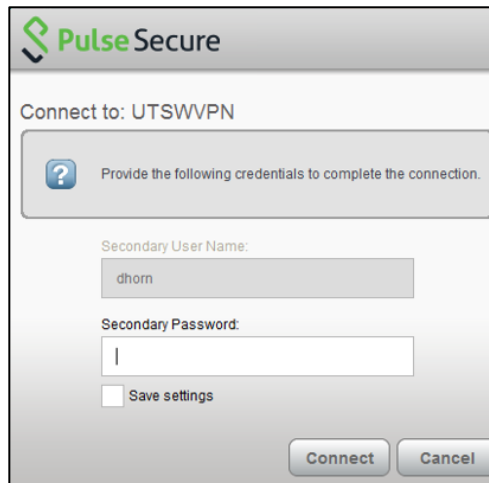
4. You are now connected via VPN. To end the session, click **Disconnect**.	
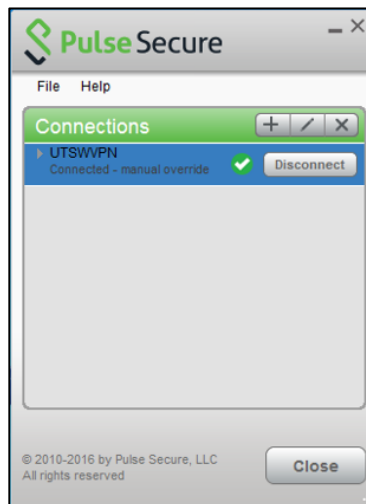
Installing Pulse Secure on a Mac Computer
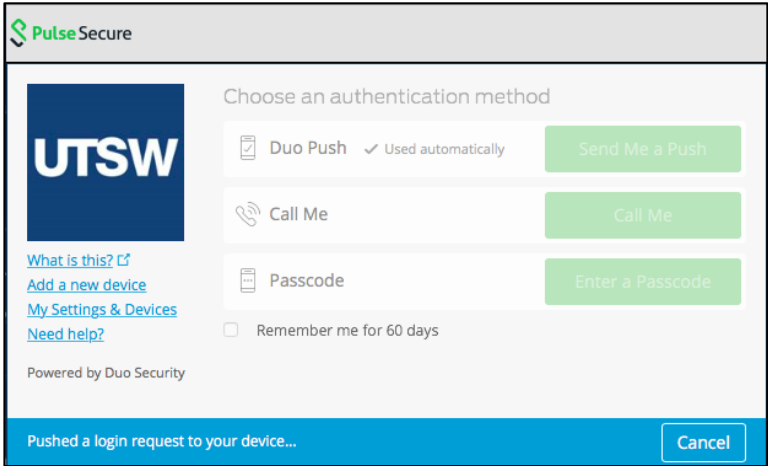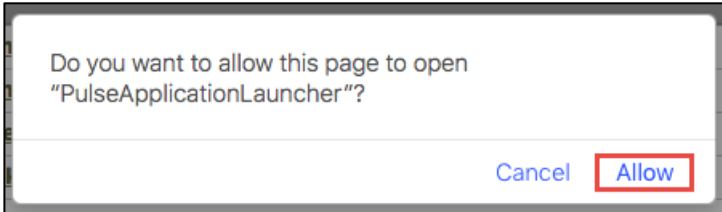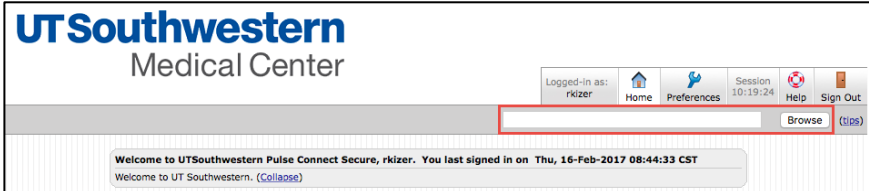
1. Before installing Pulse Secure on your Mac, ensure that your settings match those shown here.	
2. Once you are ready to install Pulse Secure, go to utswvpn.swmed.edu. 3. Click **Allow** to continue.	
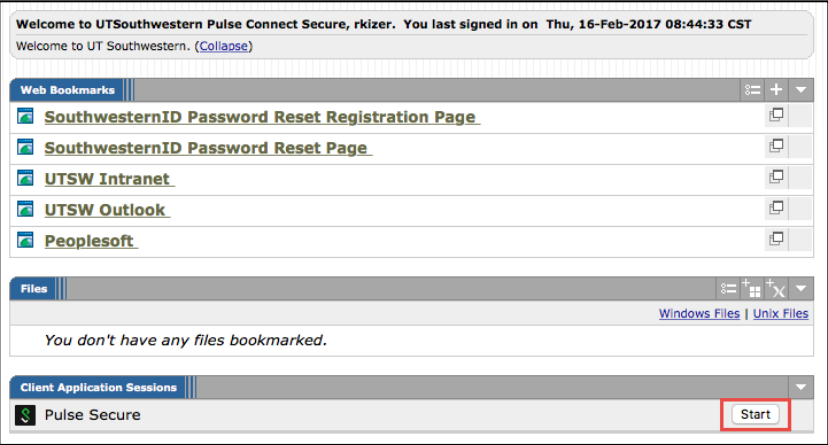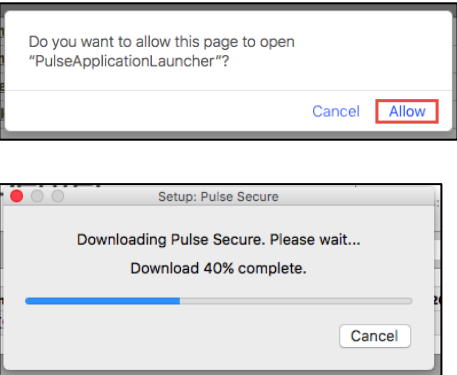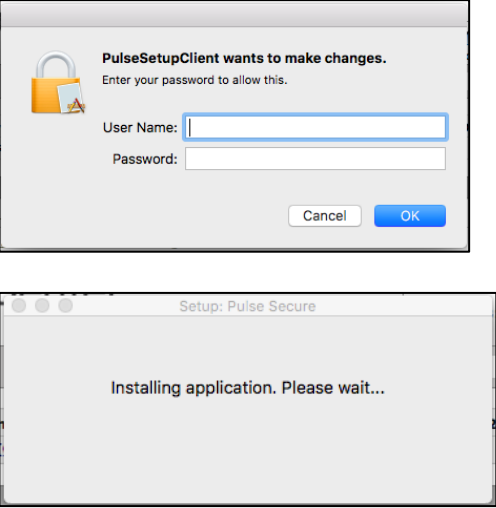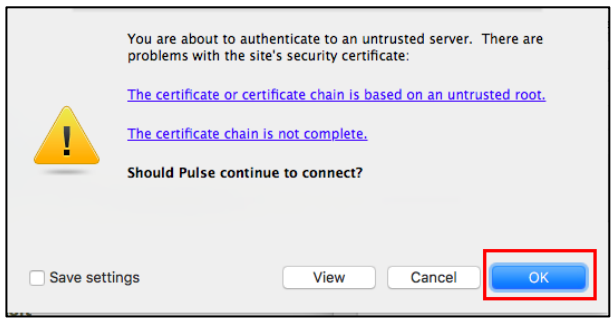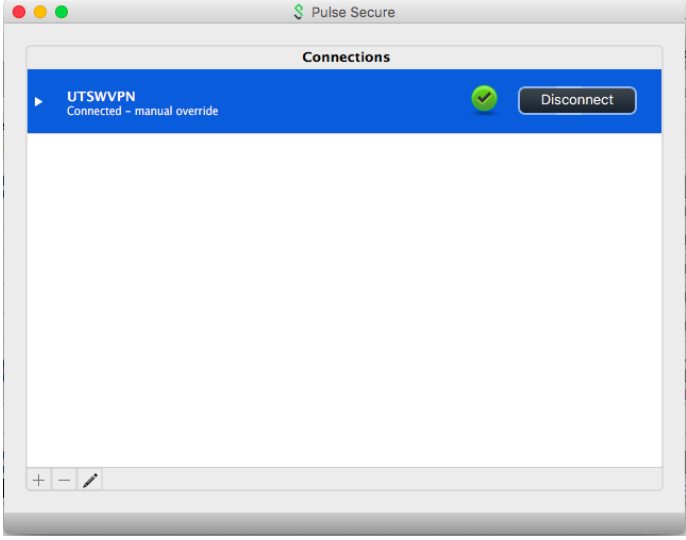
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4. You will see a Pulse Connect Secure login page. Enter the following information:
 	
    Username: SouthwesternID
    Password: SWID Password
 	
5. Press **Sign In**.
	Pulse Secure
	
	Welcome to the
	Pulse Connect Secure
	
	username [_____] Please sign in to begin your secure session.
	password [_____]
	
	[Sign In]

6. Choose your Two-Factor Authentication method and follow the prompts. Click here for more information regarding Duo Two-Factor Authentication.	**Pulse** Secure UTSW Choose an authentication method Duo Push ✓ Used automatically Send Me a Push Call Me Call Me Passcode Enter a Passcode What is this? ⬈ Add a new device My Settings & Devices Need help? ☐ Remember me for 60 days Powered by Duo Security Pushed a login request to your device... Cancel
7. Press **Allow** to continue.	Do you want to allow this page to open "PulseApplicationLauncher"? Cancel [Allow]
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	UTSouthwestern Medical Center Logged-in as: rkizer Home Preferences Session 10:19:24 Help Sign Out [_____] Browse (tips) Welcome to UTSouthwestern Pulse Connect Secure, rkizer. You last signed in on Thu, 16-Feb-2017 08:44:33 CST Welcome to UT Southwestern. (Collapse)

install the client and continue to **Step 10**.	Welcome to UTSouthwestern Pulse Connect Secure, rkizer. You last signed in on Thu, 16-Feb-2017 08:44:33 CST Welcome to UT Southwestern. (Collapse) **Web Bookmarks** SouthwesternID Password Reset Registration Page SouthwesternID Password Reset Page UTSW Intranet UTSW Outlook Peoplesoft **Files** Windows Files | Unix Files You don't have any files bookmarked. **Client Application Sessions** Pulse Secure Start
10. Press **Allow** to start the installation and the client will begin to download.	Do you want to allow this page to open "PulseApplicationLauncher"? Cancel Allow Setup: Pulse Secure Downloading Pulse Secure. Please wait... Download 40% complete. Cancel
11. Enter your Macbook admin account username and password. 12. Press **OK.** 13. The client will start to install.	**PulseSetupClient wants to make changes.** Enter your password to allow this. User Name: [ ] Password: [ ] Cancel OK Setup: Pulse Secure Installing application. Please wait...

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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. **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.**	You are about to authenticate to an untrusted server. There are problems with the site's security certificate: The certificate or certificate chain is based on an untrusted root. The certificate chain is not complete. Should Pulse continue to connect? Save settings View Cancel OK
15. Client will show up as **Connected** once installed.	Pulse Secure **Connections** UTSWVPN Connected – manual override Disconnect

16. You can now use the Pulse Secure icon to connect and disconnect to the VPN client.	100% Thu 8:51 AM
	
	Open Pulse Secure
	Pulse Secure:Connected
	UTSWVPN ▶ Connect
	Exit Disconnect
	                 Cancel
	                 Suspend
	                 Resume
	                 Extend Session