Pulse Secure VPN Installation for macOS

If you have any issues with this installation, please call 410-955-HELP (4357) for assistance. This is the University IT help desk.

Please note before installing Pulse Secure VPN:

1. If you are connected to any other VPN or Citrix remote desktop session, please disconnect before starting this installation.
2. This installation should only be run on your local computer, not a workstation in the Press office to which you connect.

Step 1: Open a browser and go to https://my.jhu.edu. If you are not already logged in, click the Log In button and enter your JHED ID and password.

Step 2: Scroll down to the bottom of the page and click on the **Technology** category.
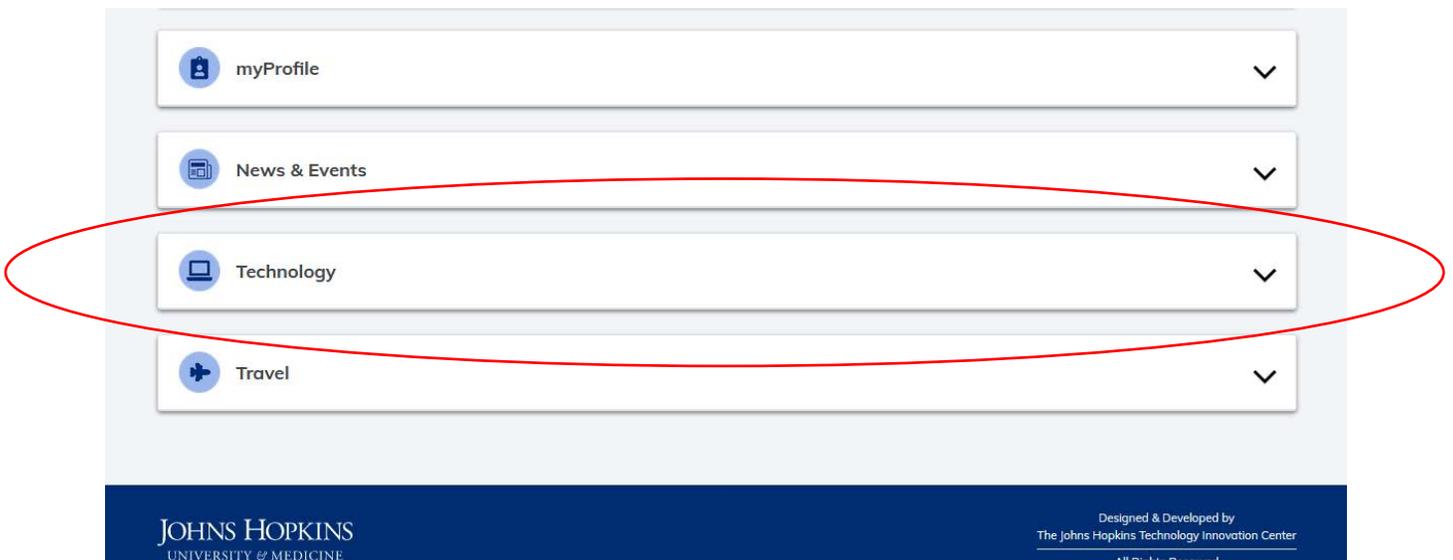
Step 3: Scroll down and click on **VPN.**
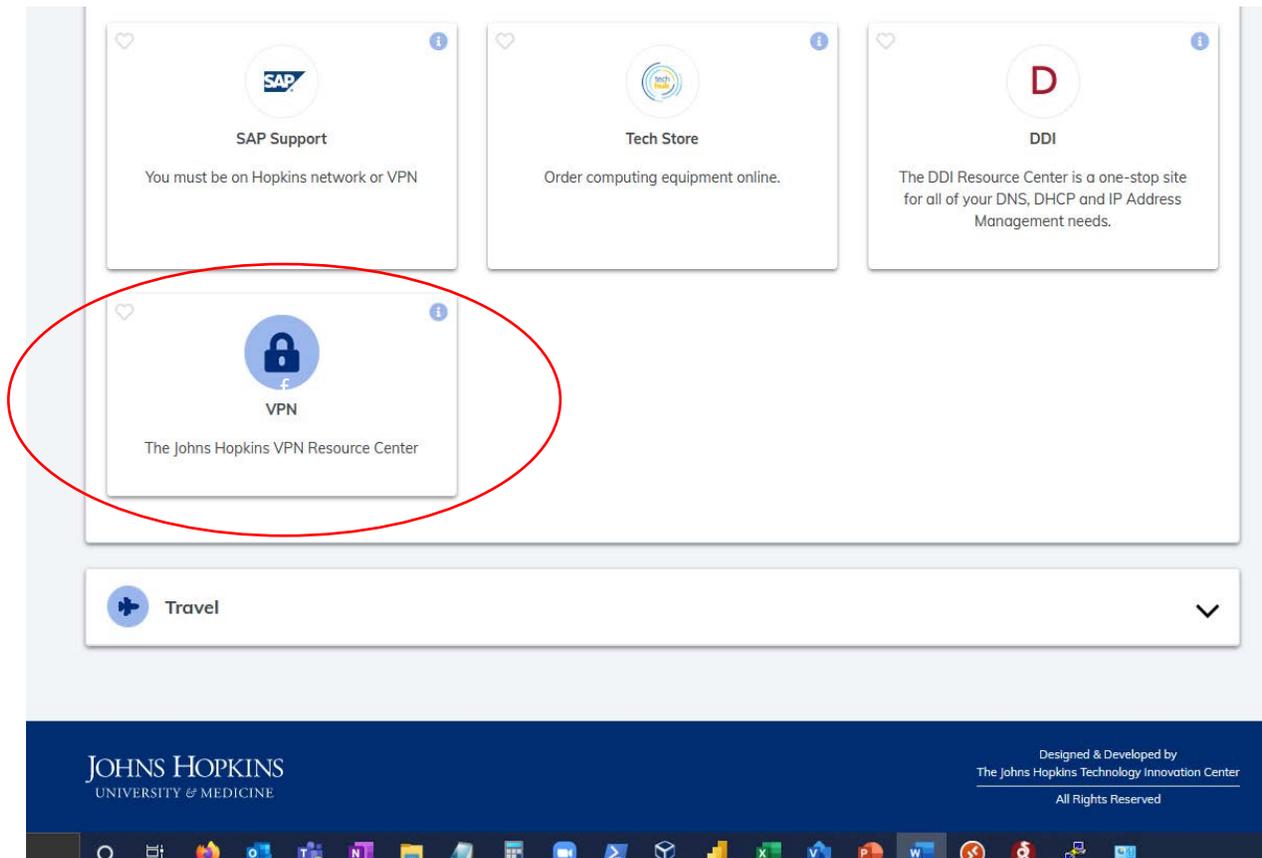
Note: if prompted, please authenticate using the Multi-factor Authentication app as you would accessing web mail or your benefits information on myJHU.

Step 4: On the right side of the page, under **VPN Client Installs (For New VPN Installs)**, click **Mac OSX.**

Step 5: If prompted, allow downloads from JHU by clicking **Allow.**
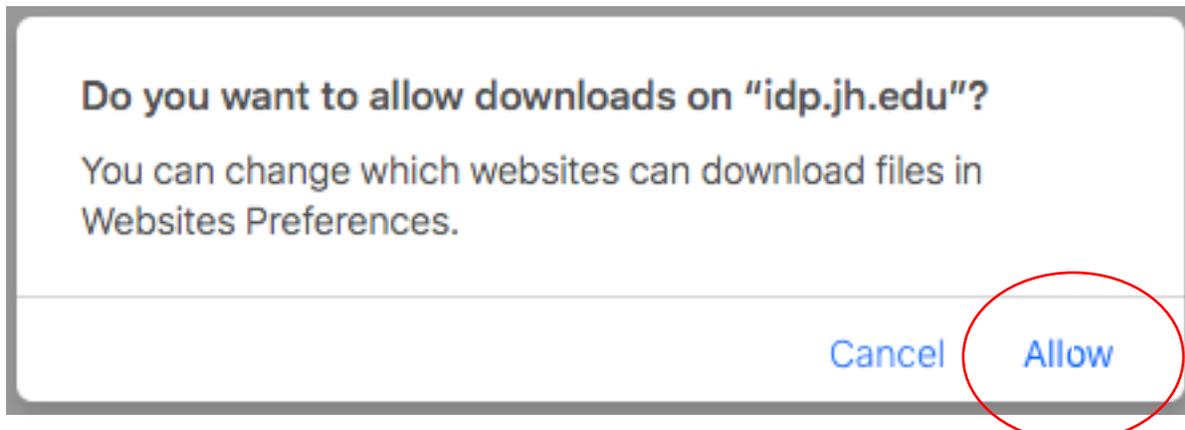
Step 6: Open a Finder Window and go to **Downloads**. Press and hold the **Control** key, then single-click the **MAC_PulseSecure91R8.pkg** file. Click **Open** in the popup menu.
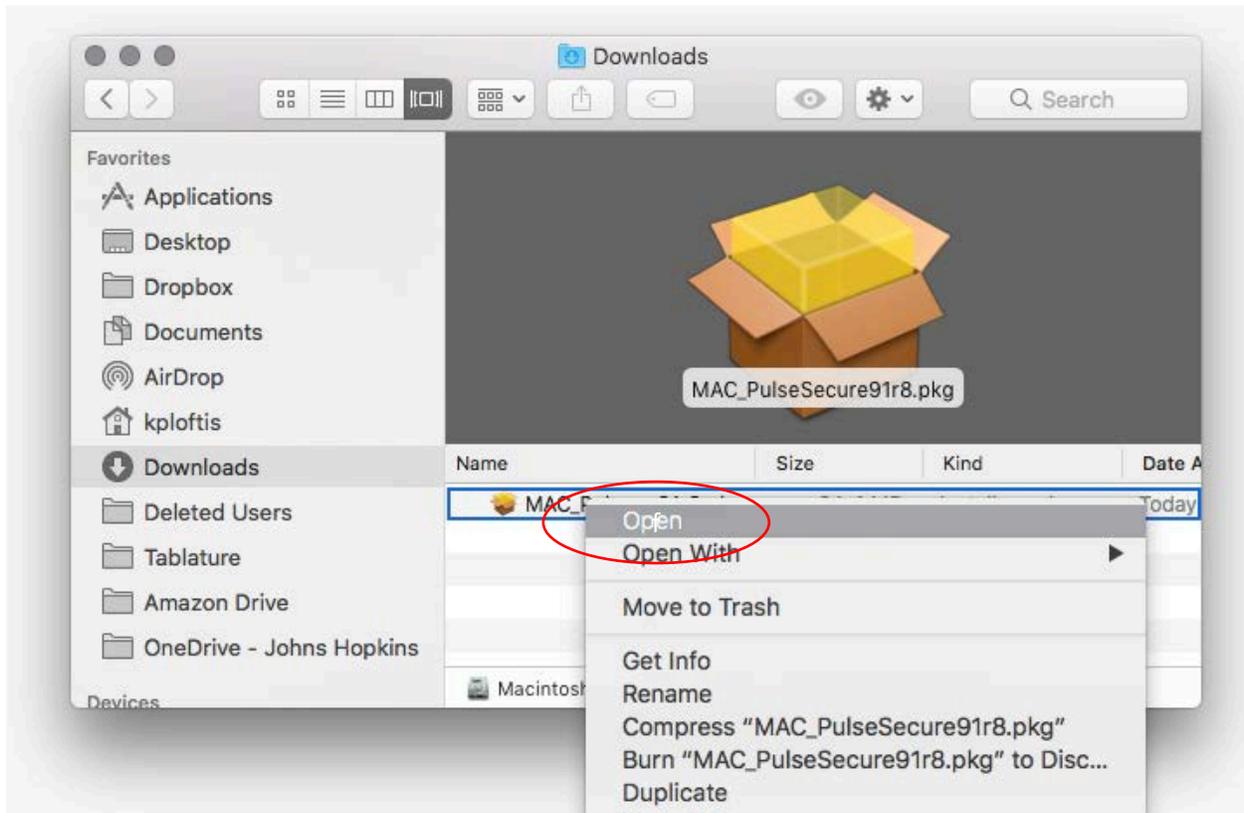
Step 7: Click **Open** to allow the install package to run.
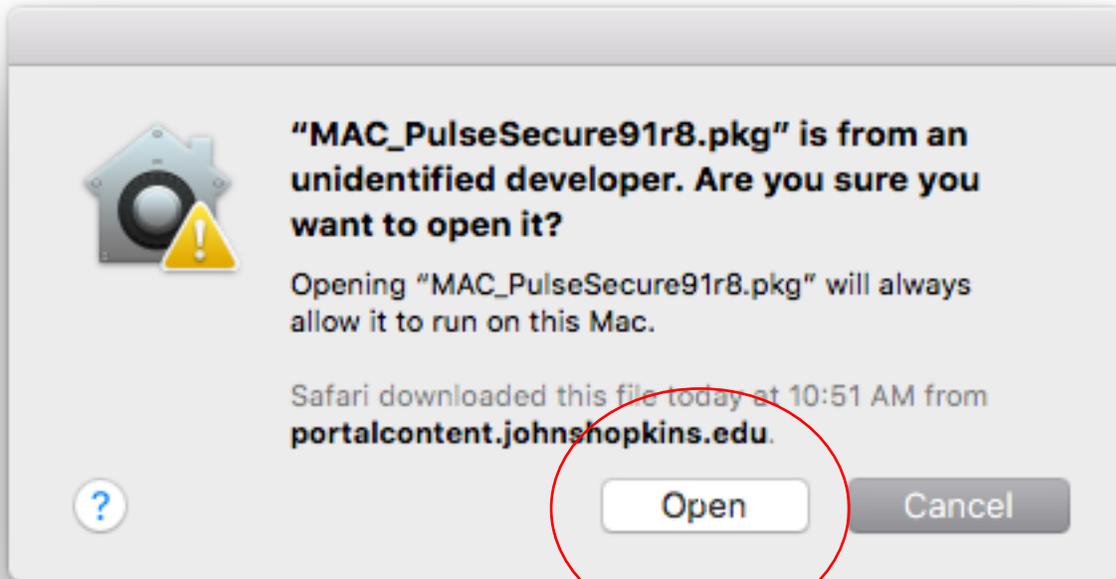
Step 8: Follow the prompts to install **Pulse Secure**. Accept the defaults for each prompt and enter your password if requested.
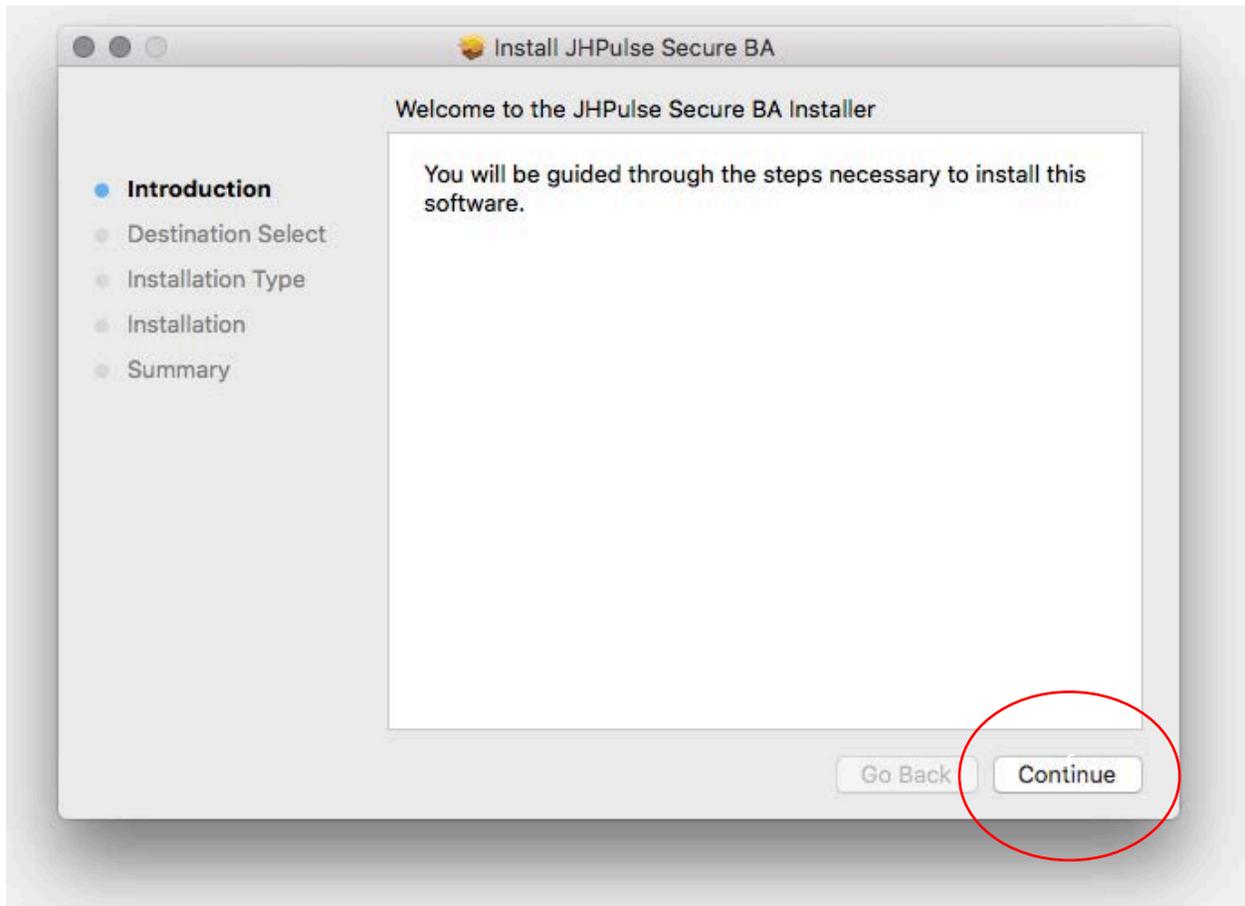
Step 8: Click Close to complete the installation. You can opt to move the installer to the Trash if prompted.
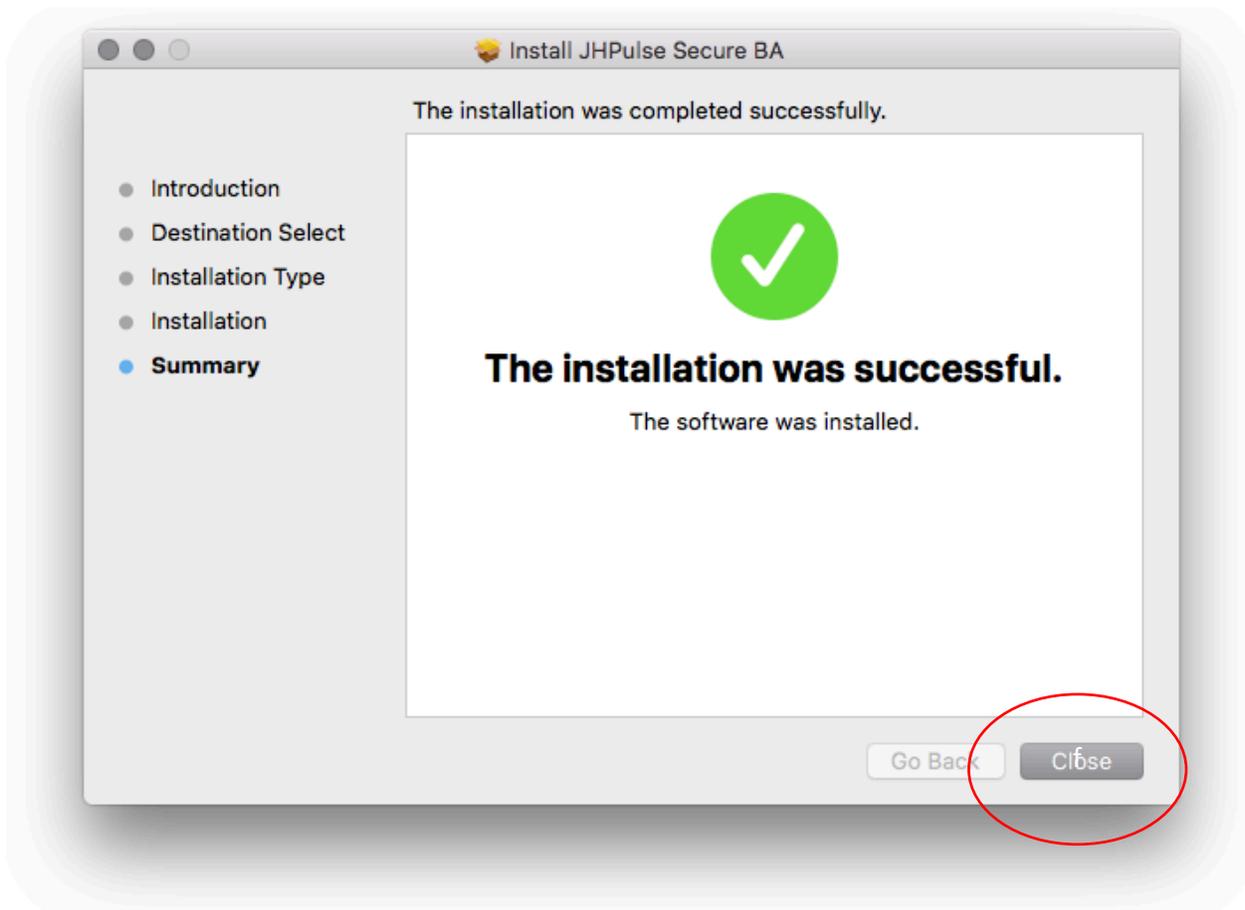
Step 8: Launch Pulse Secure VPN. The installation process is now complete. You may now go to Applications and open **Pulse Secure.**
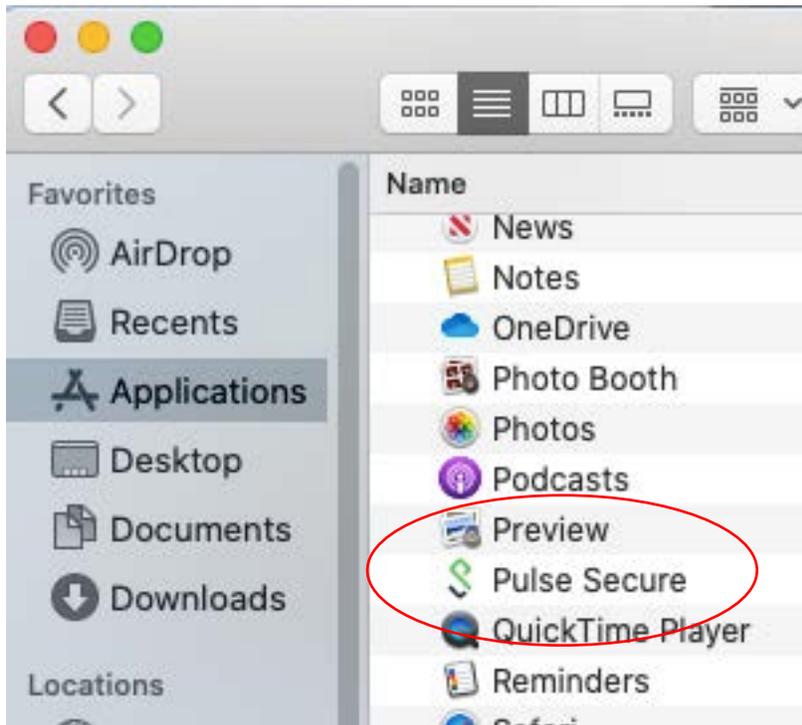
Step 9: Launching PulseVPN will open the following window. Click **Connect.**
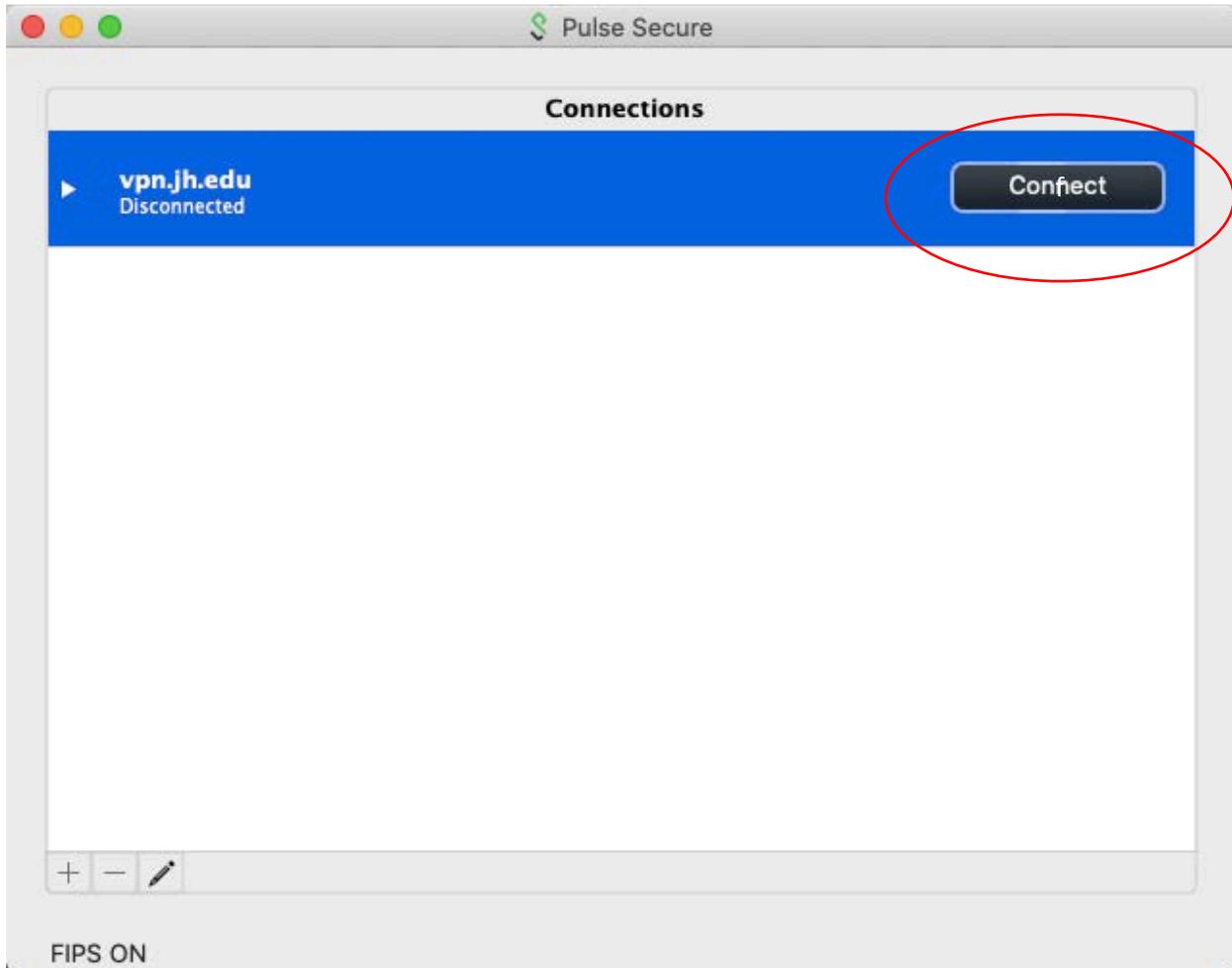
Step 10: Click the **Proceed** button.
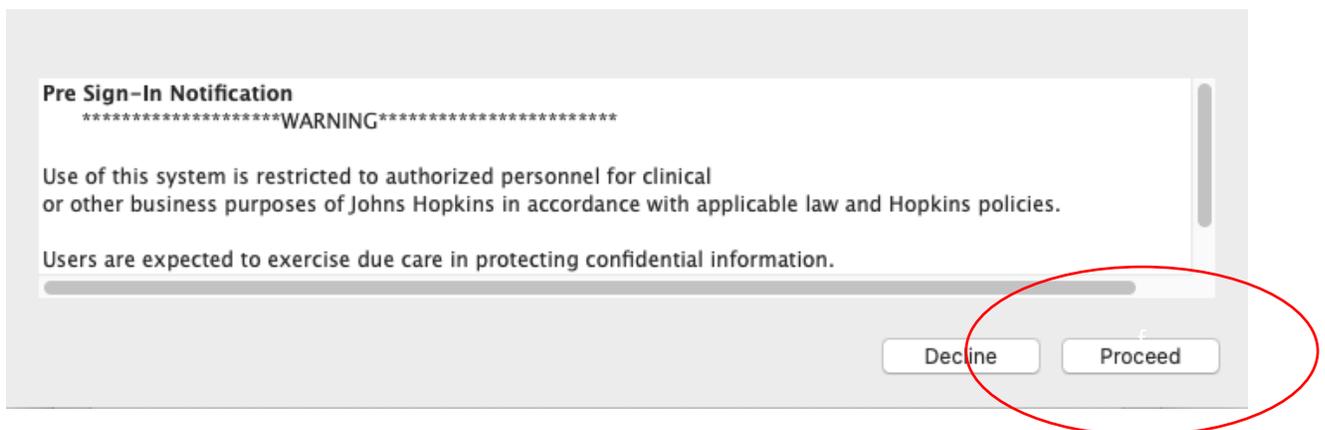
Step 11: If prompted, enter your JHED ID and password and Accept the multi-factor authentication challenge on your phone. You are now successfully connected to the Pulse Secure VPN.