

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.

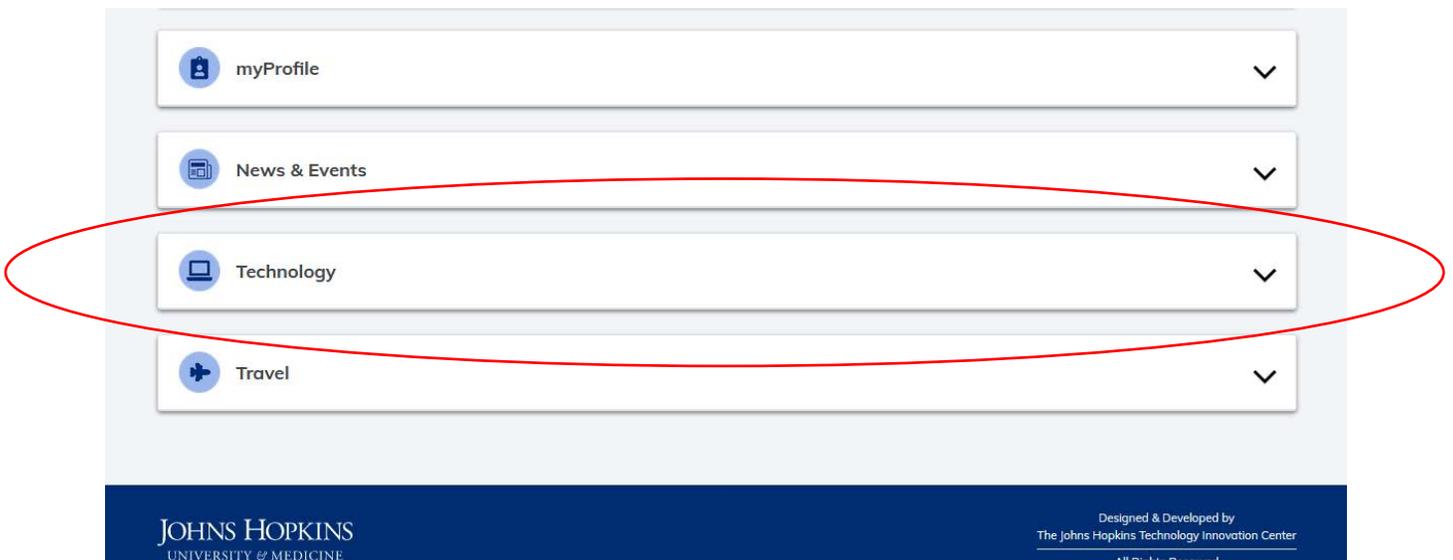
Please note before installing Pulse Secure VPN:

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.

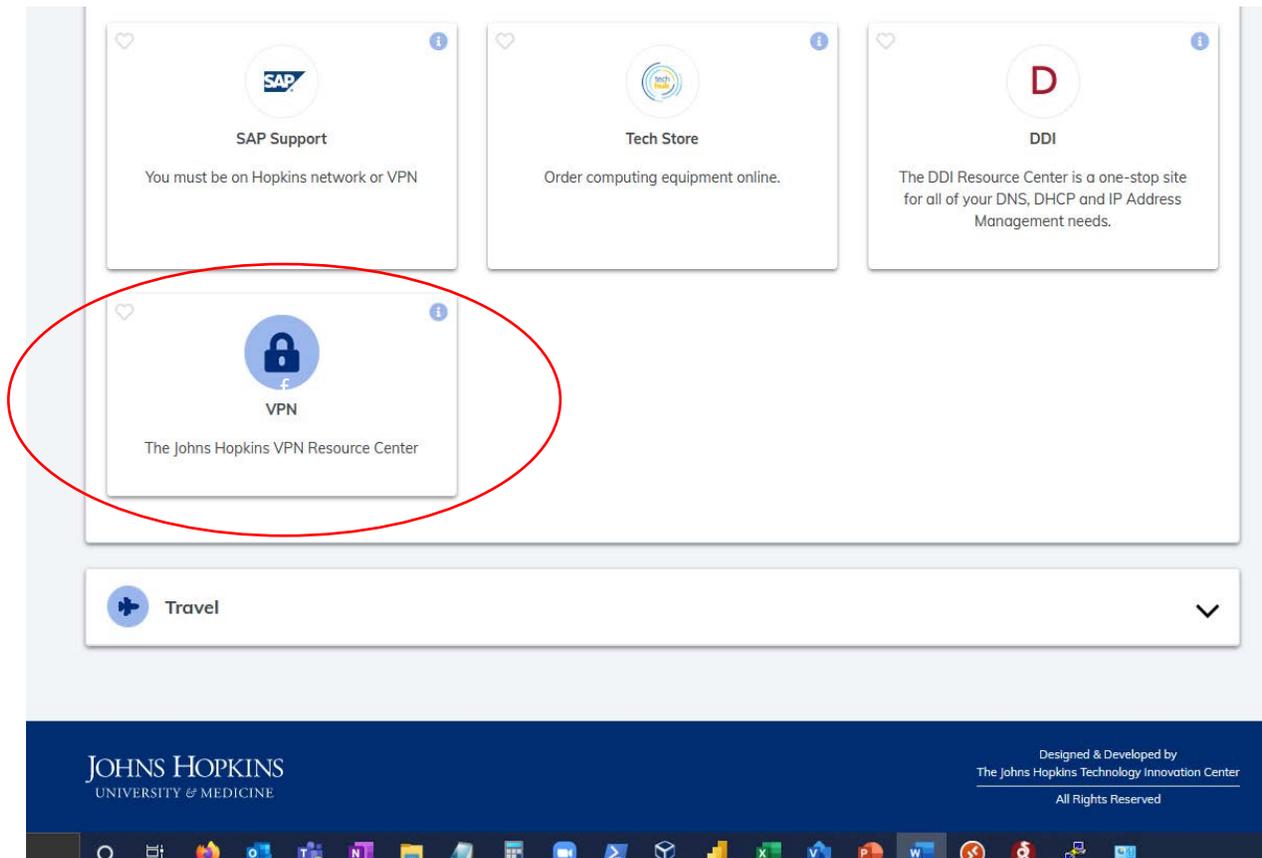
Step 1: Open a browser and go to <https://my.jhu.edu>. If you are not already logged in, click the Log In button and enter your JHED ID and password.



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**.

Pulse Secure VPN

Welcome to the Johns Hopkins VPN Resource Center. Our VPN provides a secure connection to the Johns Hopkins network when off-campus. The VPN can be used to connect from home or a remote location to access applications, websites, and files, that are only available when on the Johns Hopkins network.

The VPN is not needed to access Email via Outlook Web Access, Virtual Desktop, SharePoint, or Office 365 applications and you should not use the VPN for simply "browsing the Internet" or "streaming services". For information on remote access at Johns Hopkins and for guidance regarding when the VPN is needed, please visit the [Remote Access at Johns Hopkins](#) page.

What is Required?

- You must have an active JHED account
- You must be enrolled in Azure MFA
- You will need to request VPN access *IF* you are not Johns Hopkins Faculty or Staff
- You must have a computer, smartphone, or tablet with an active internet connection

For a complete list of supported operating systems and web browsers, [click here](#).

Getting Started

1. Ensure you have enrolled in [Azure MFA](#)

VPN Quick Links



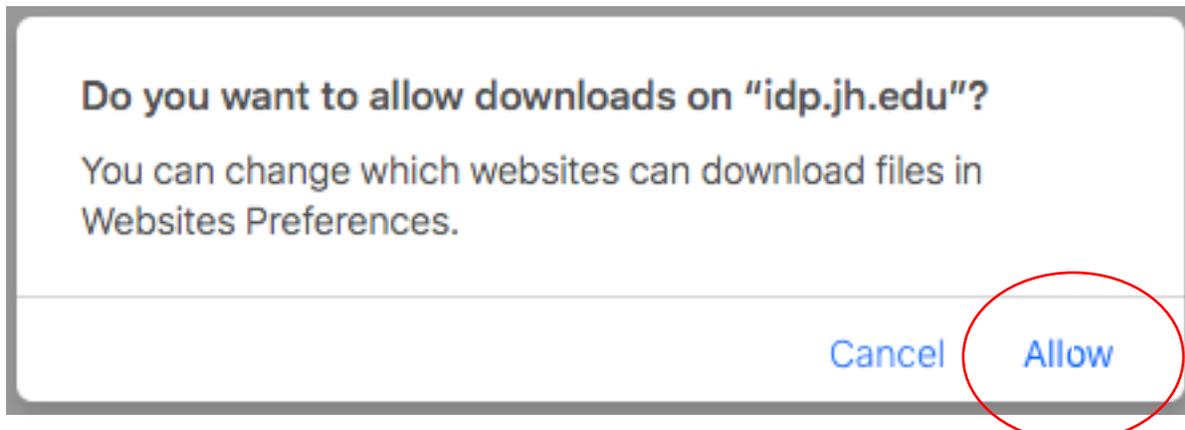
VPN Client Installs (For New VPN Installs)



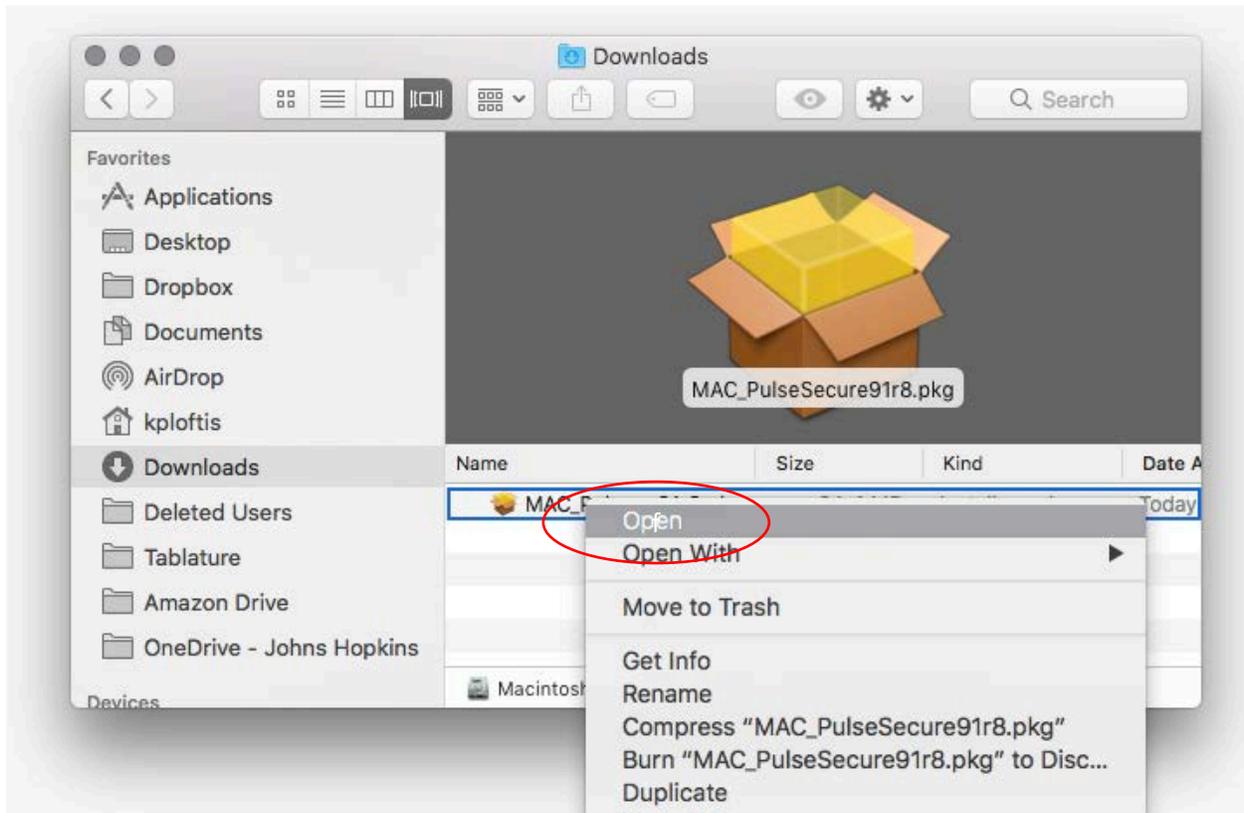
VPN Client Upgrades (For Existing VPN Upgrades)



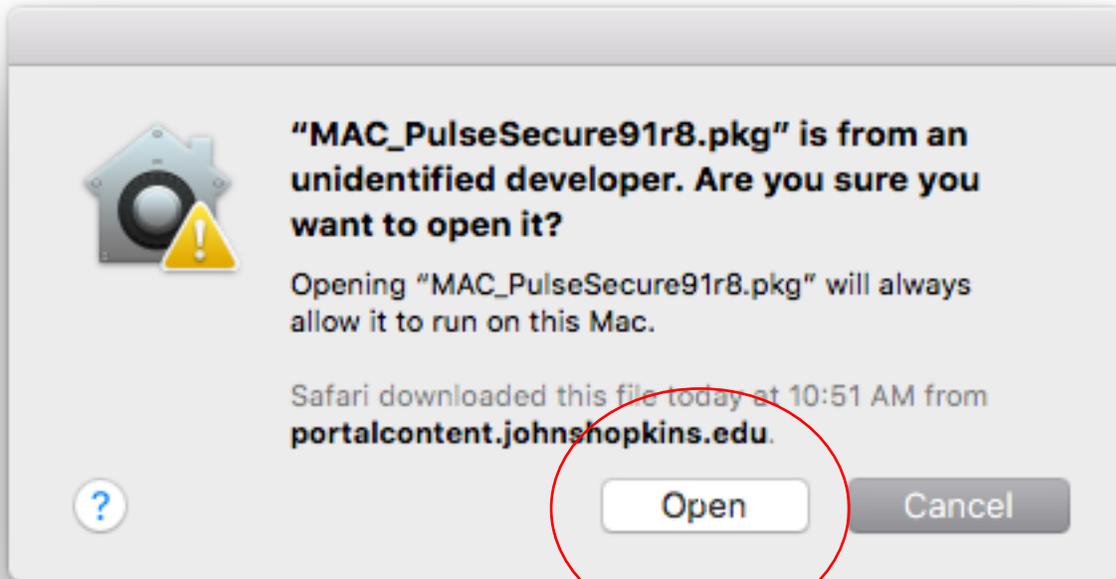
Step 5: If prompted, allow downloads from JHU by clicking **Allow**.



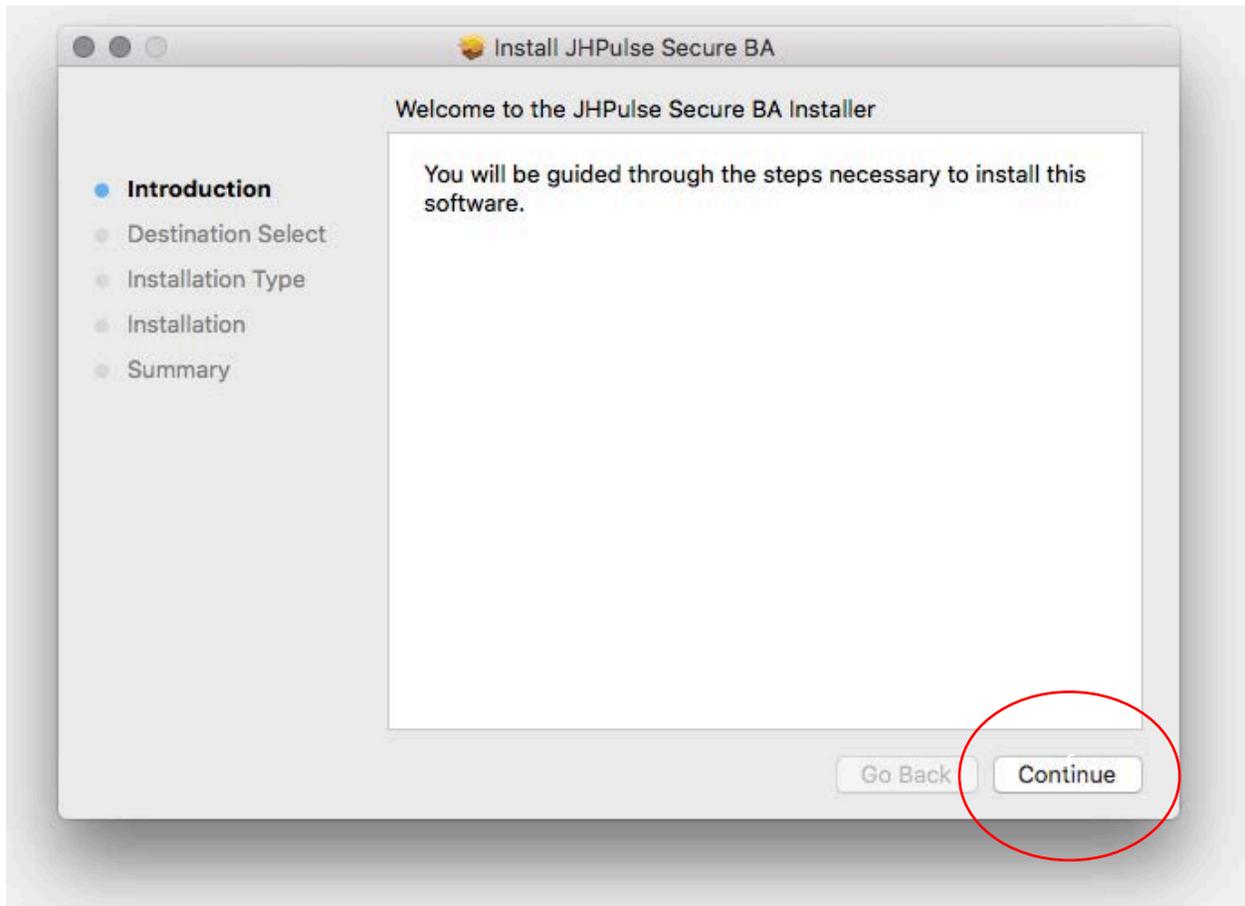
Step 6: Open a Finder Window and go to **Downloads**. Press and hold the **Control** key, then single-click the **MAC_PulseSecure91R8.pkg** file. Click **Open** in the popup menu.



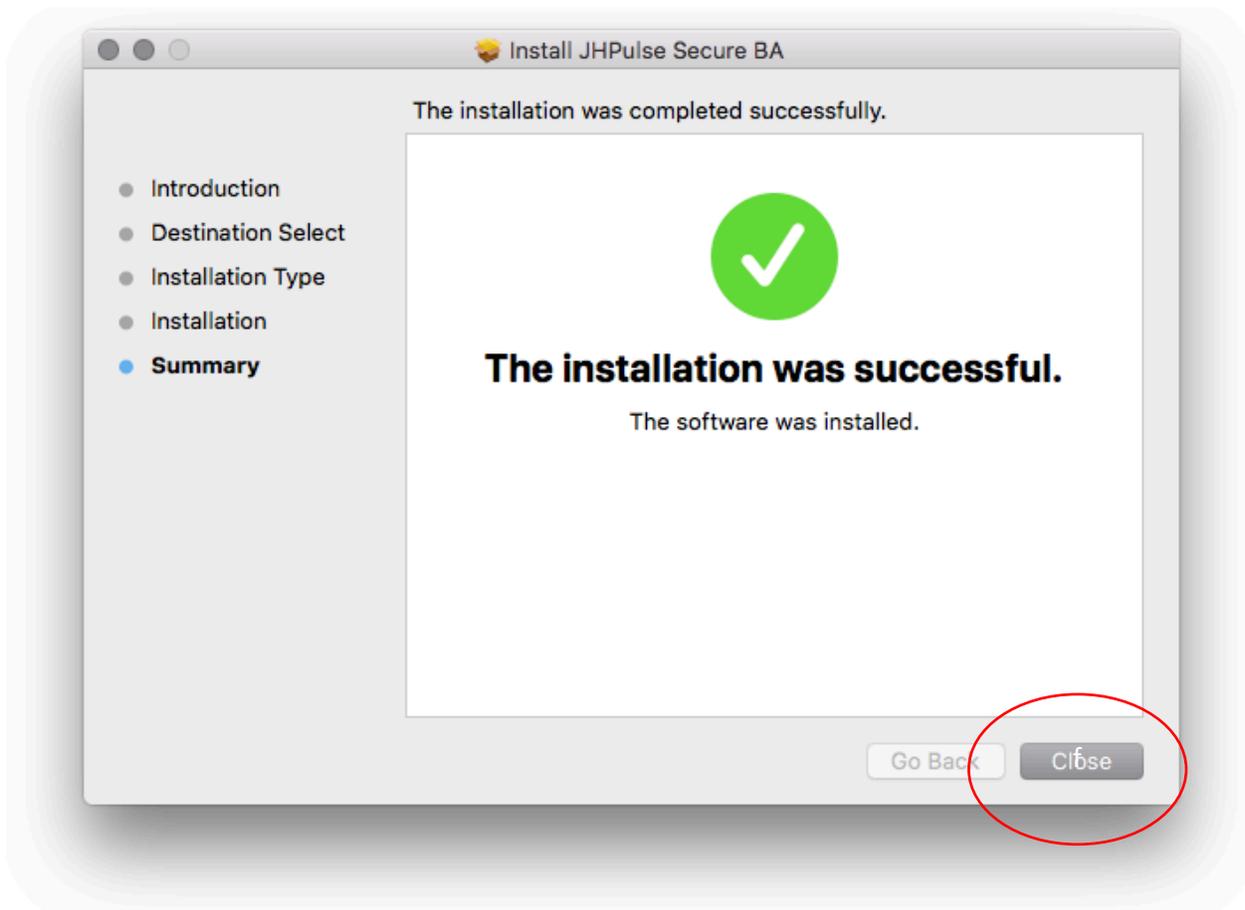
Step 7: Click **Open** to allow the install package to run.



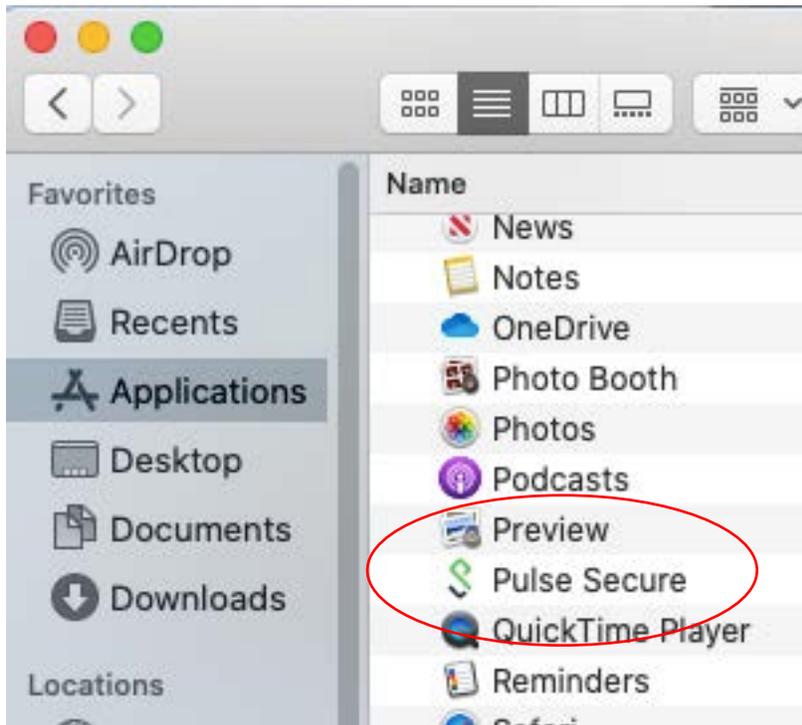
Step 8: Follow the prompts to install **Pulse Secure**. Accept the defaults for each prompt and enter your password if requested.



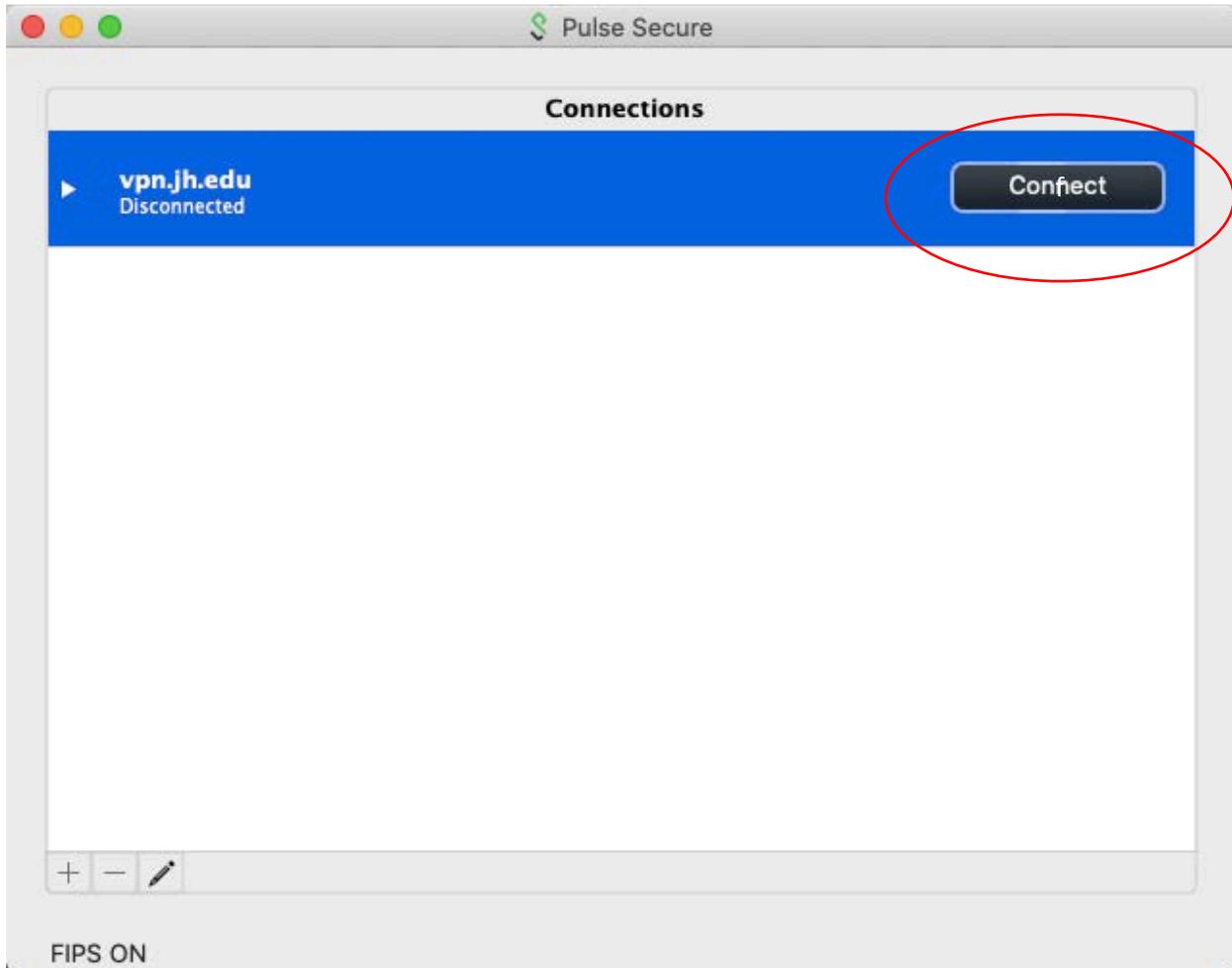
Step 8: Click Close to complete the installation. You can opt to move the installer to the Trash if prompted.



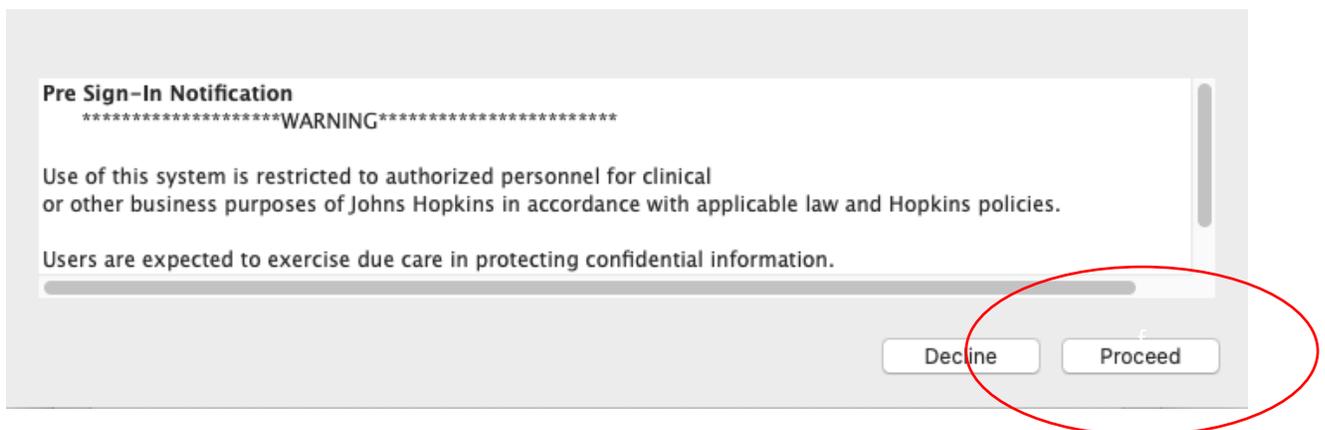
Step 8: Launch Pulse Secure VPN. The installation process is now complete. You may now go to Applications and open **Pulse Secure**.



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.

