# JOHNS HOPKINS
UNIVERSITY PRESS

Pulse Secure VPN Installation for Windows 10

If you have any issues with this installation, please call 410-955-HELP (4357) for assistance. This is the University IT help desk.
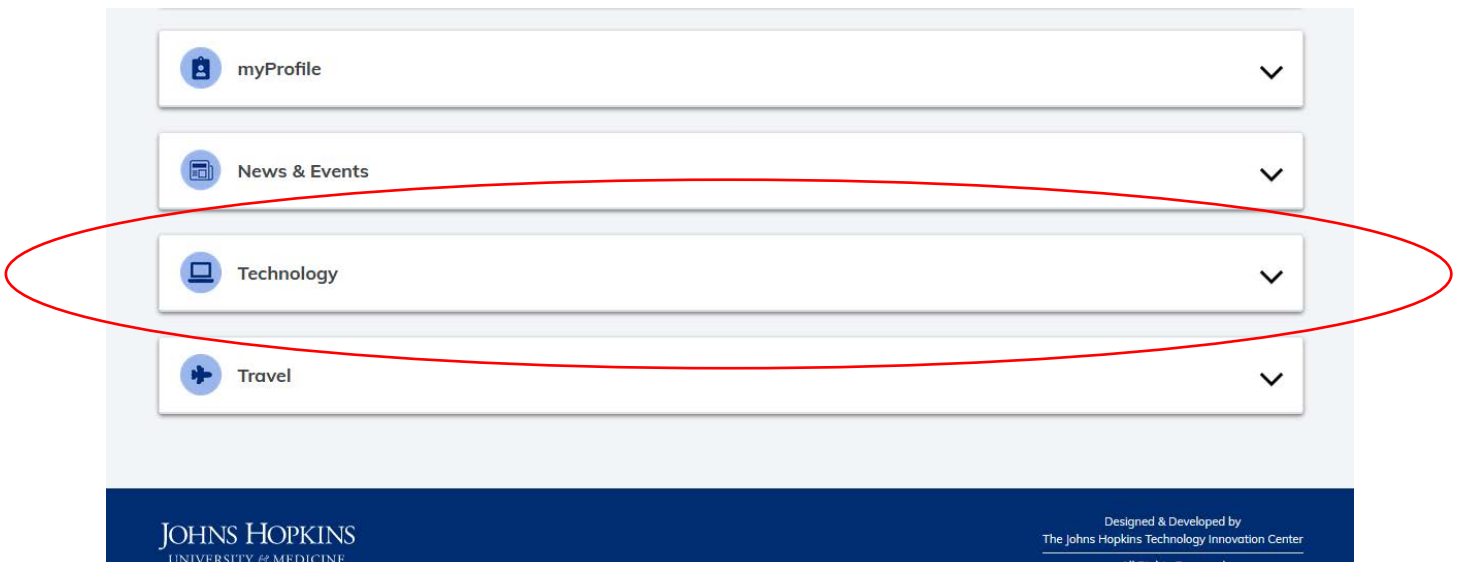
Please note before installing Pulse Secure VPN:

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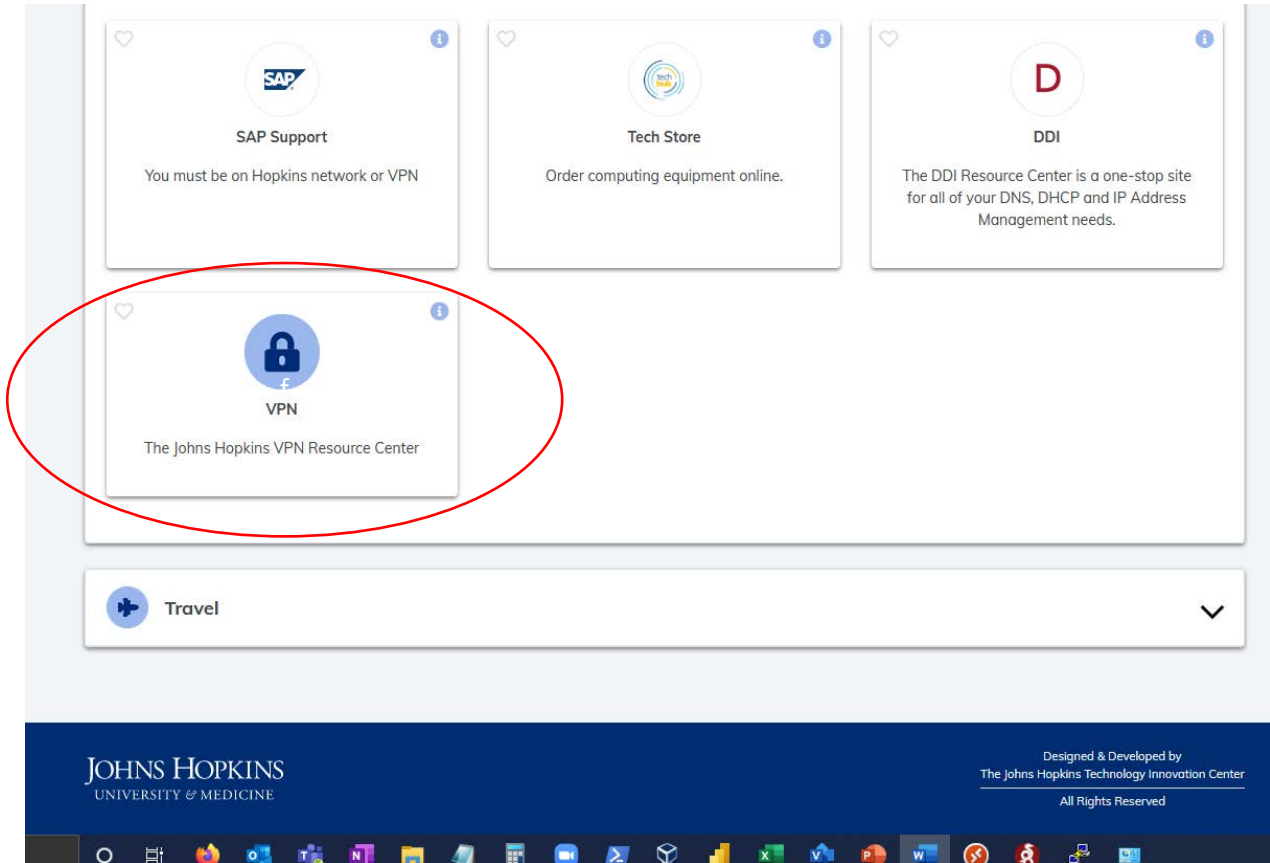
Step 1: Open a browser and go to https://my.jhu.edu. If you are not already logged in, click the Log In button and enter your JHED ID and password.
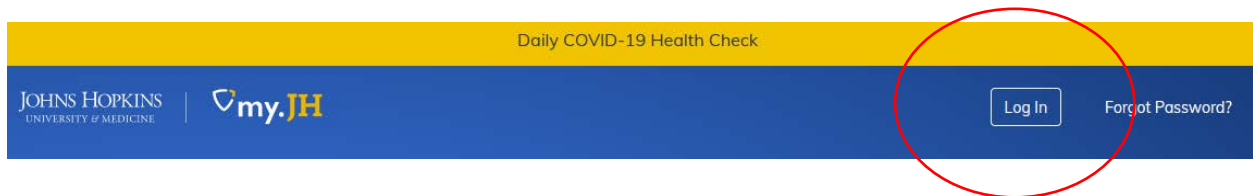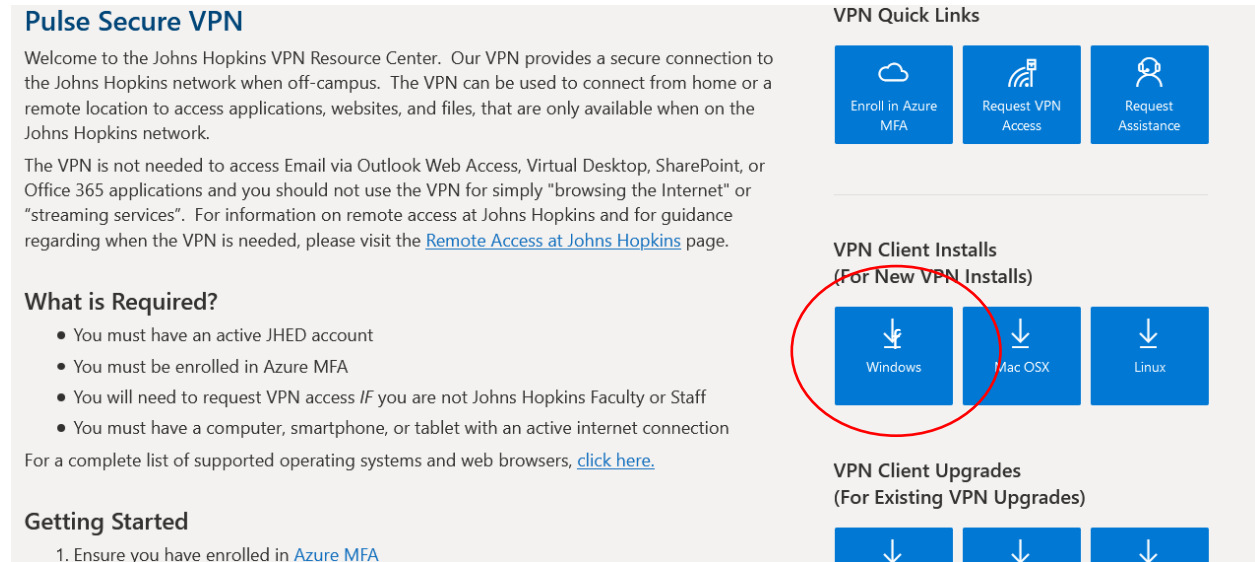

Step 2: Scroll down to the bottom of the page and click on the **Technology** category.

Step 3: Scroll down and click on **VPN.**

SAP Support

You must be on Hopkins network or VPN

Tech Store

Order computing equipment online.

DDI

The DDI Resource Center is a one-stop site for all of your DNS, DHCP and IP Address Management needs.

VPN

The Johns Hopkins VPN Resource Center

Travel
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UNIVERSITY & MEDICINE
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The Johns Hopkins Technology Innovation Center
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Step 4: On the right side of the page, under **VPN Client Installs (For New VPN Installs)**, click **Windows.**

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
Enroll in Azure MFA
Request VPN Access
Request Assistance
VPN Client Installs (For New VPN Installs)
Windows
Mac OSX
Linux
VPN Client Upgrades (For Existing VPN Upgrades)

Step 5: In the following dialog box, click **Save File.** The file named PulseSecure91R8.exe will be saved to your browser's default download directory.
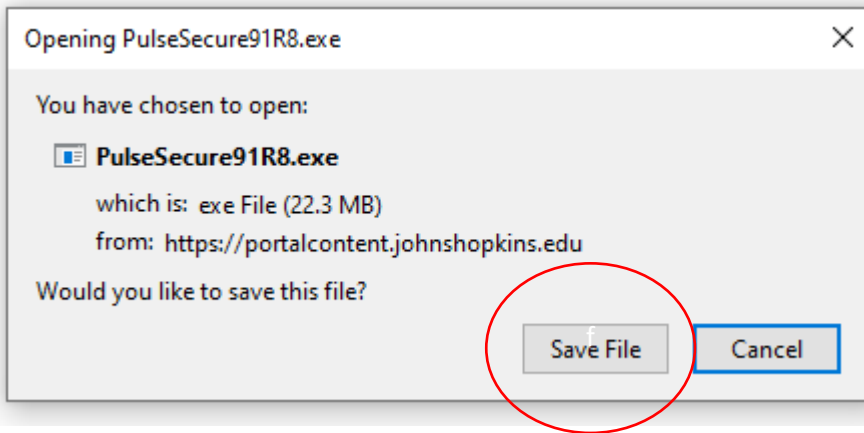
Step 6: Open the folder that contains your Downloads and double-click **PulseSecure91R8.exe.**
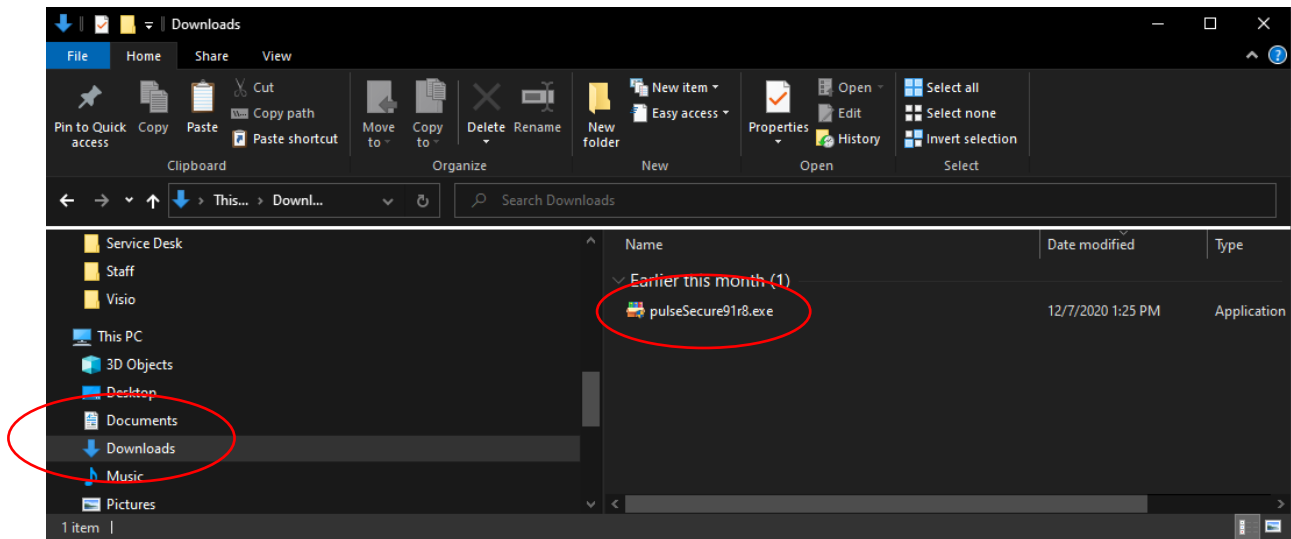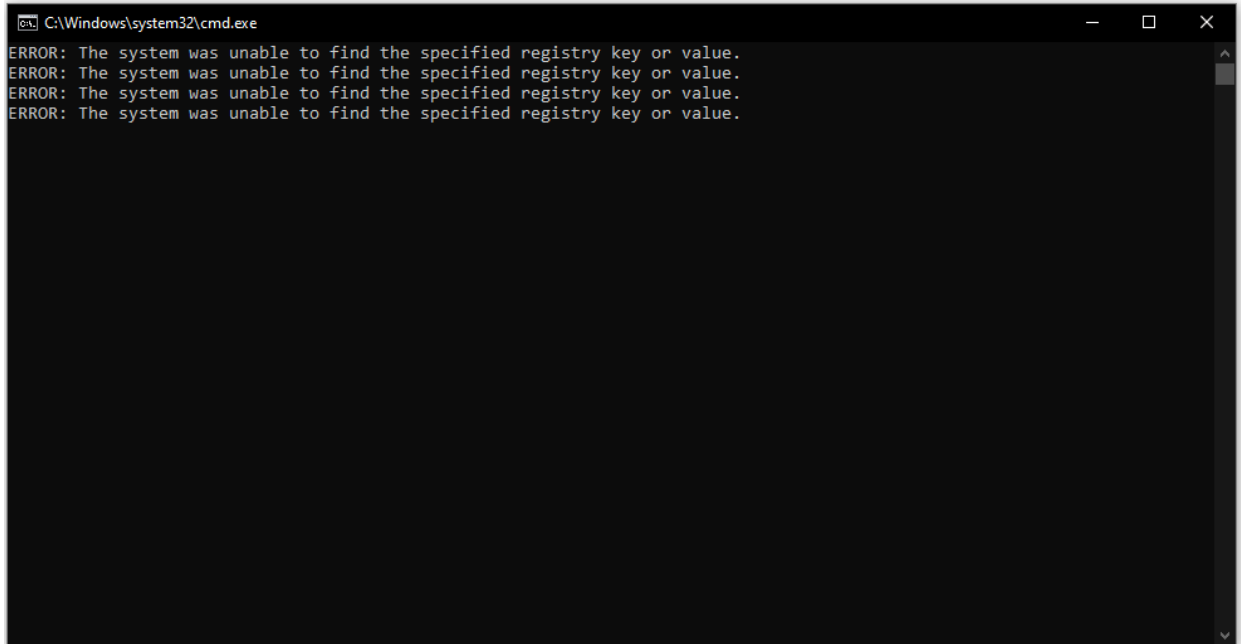
Note: The following window may appear. Please wait until this window closes, which should happen automatically in a couple of minutes.

```
C:\Windows\system32\cmd.exe                                                    —    □    X
ERROR: The system was unable to find the specified registry key or value.
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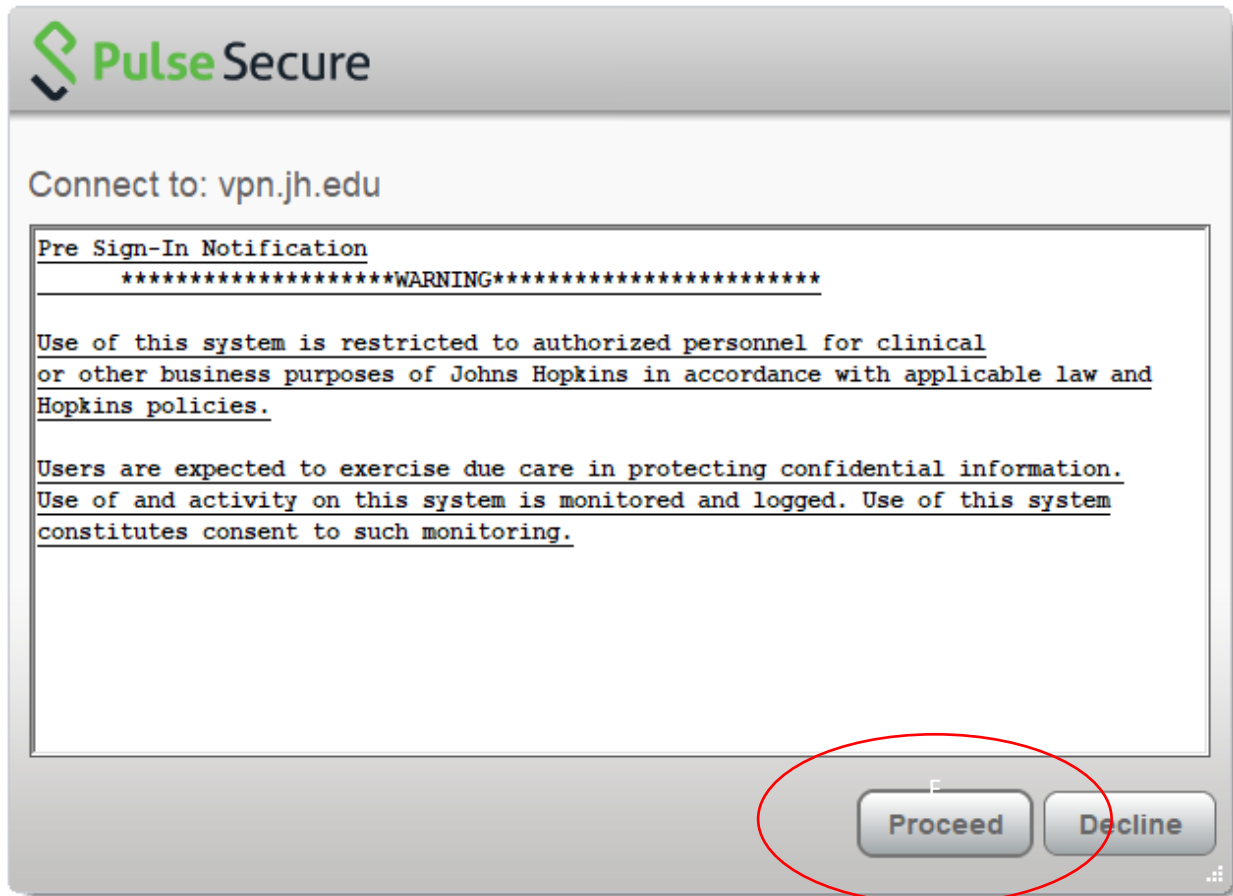
Step 7: Launch Pulse Secure VPN. The installation process is now complete. You may now click the Windows **Start** button and open **Pulse Secure.**
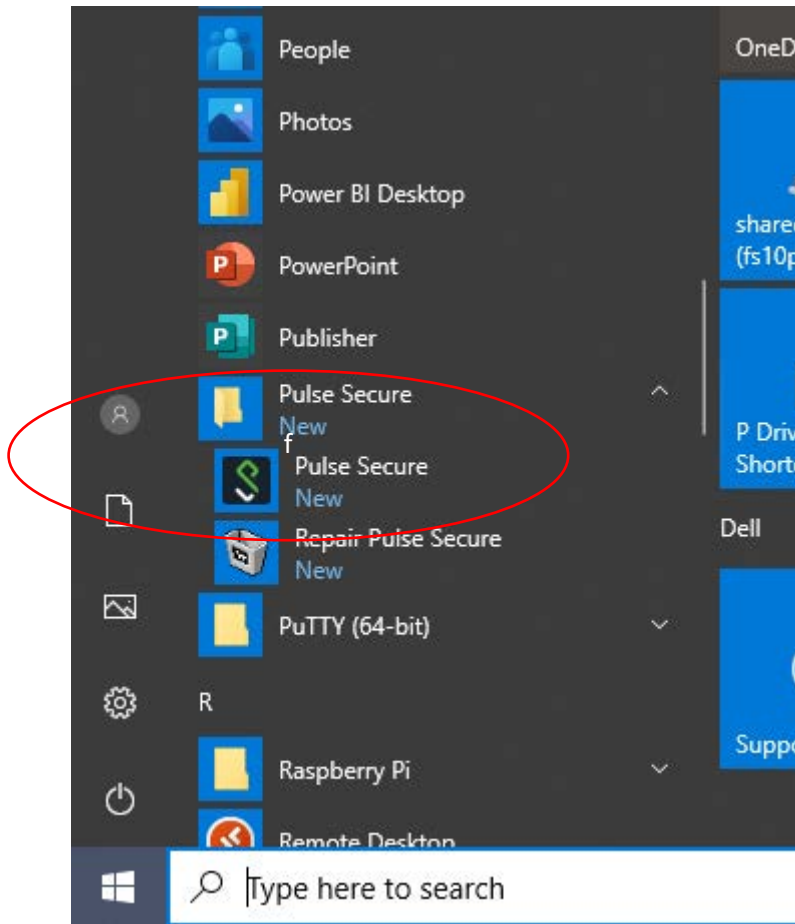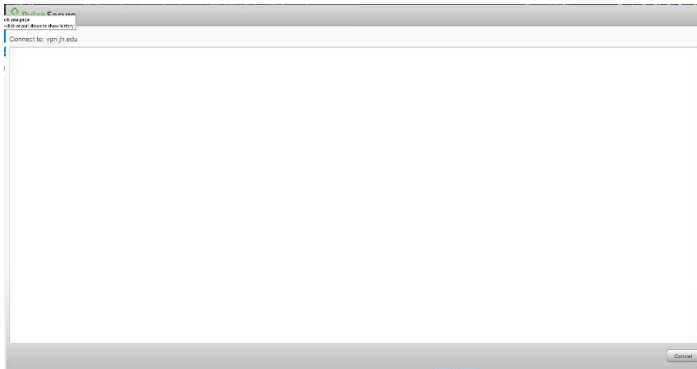
Step 8: Launching **Pulse Secure** will open the following window. Click **Connect.**
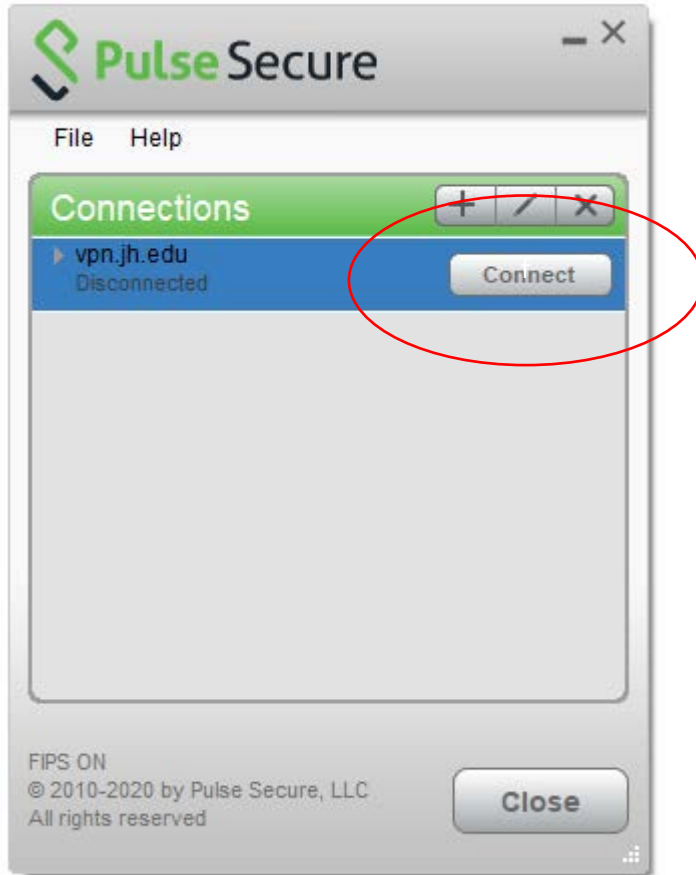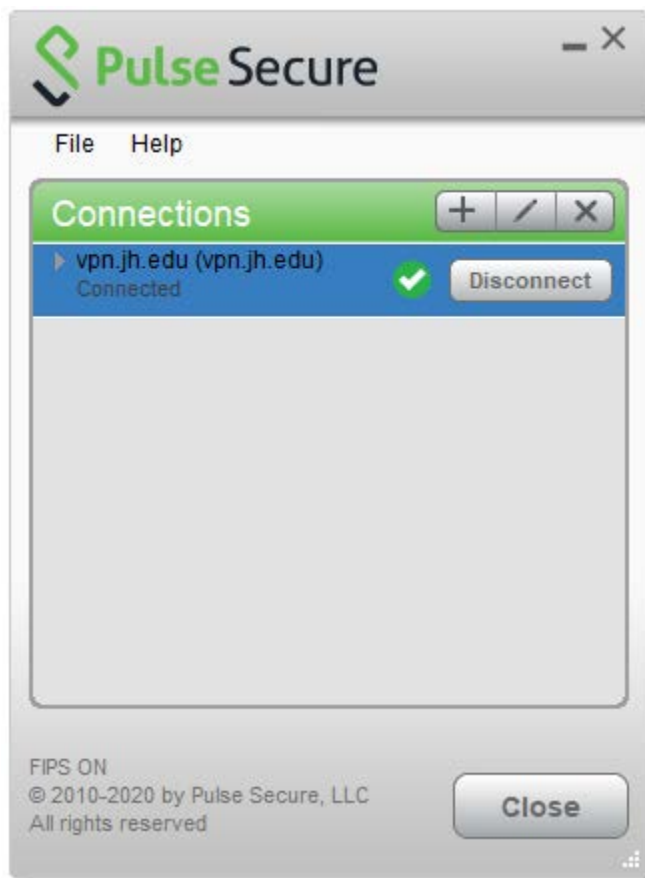
Step 9: Click the **Proceed** button.

Note: The following windows will display temporarily, then automatically close.
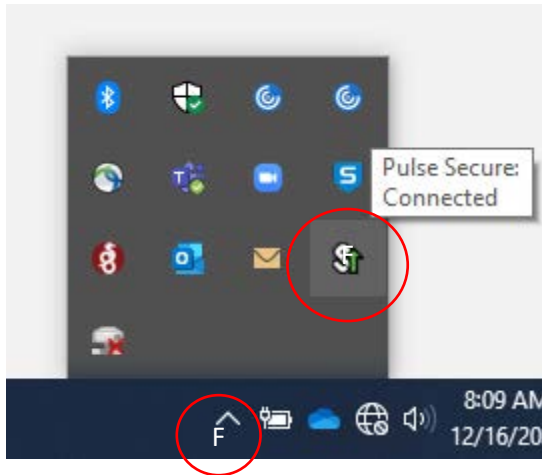

Step 11: The following window indicates that you are successfully connected. You may minimize or close this window and you will remain connected to the Pulse Secure VPN.
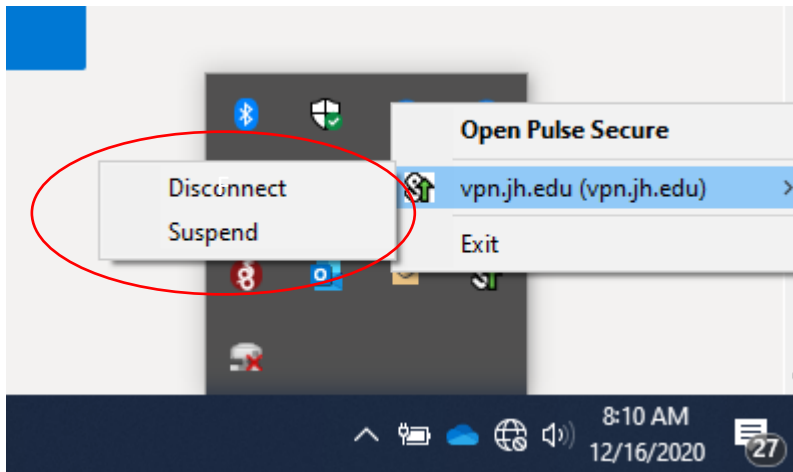
Step 12: To check the status or to disconnect, open the system tray and click the **Pulse Secure** icon.

Step 13: From this window, you may disconnect or suspend your VPN connection.

End: You are now successfully connected to **Pulse Secure VPN**.