Installing Pulse Secure on a Windows Computer

1. Go to https://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
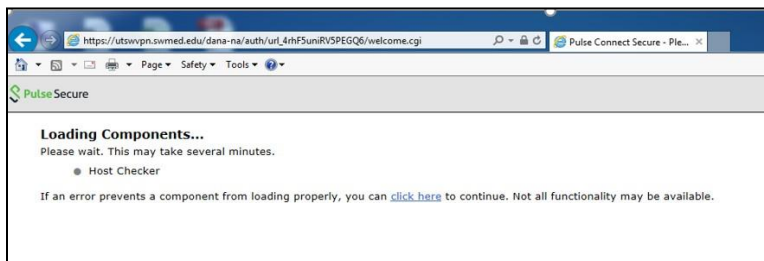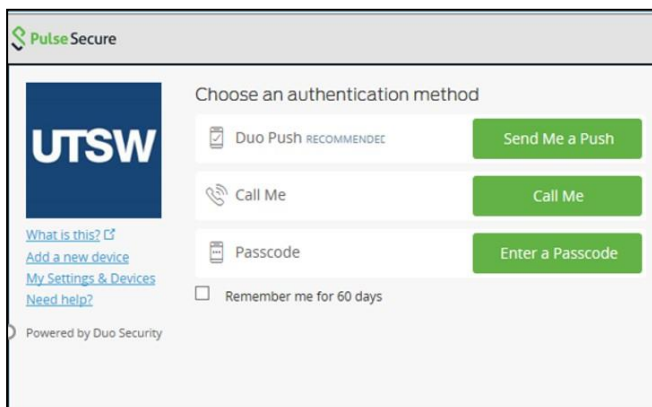
3. Then the client will start to download.
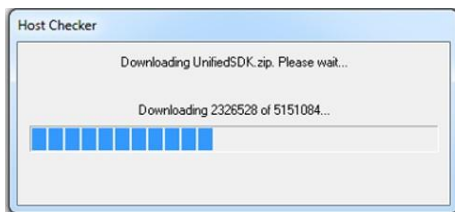
4. You will now see a Pulse Connect Secure login page. Enter the following information:
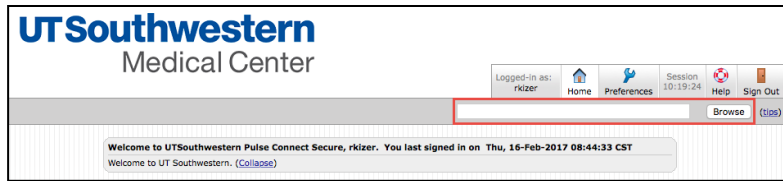
   Username: SouthwesternID
   **Password**: SWID Password

5. Press **Sign In**.

6. Choose your Two-Factor Authentication method and follow the prompts.

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**.
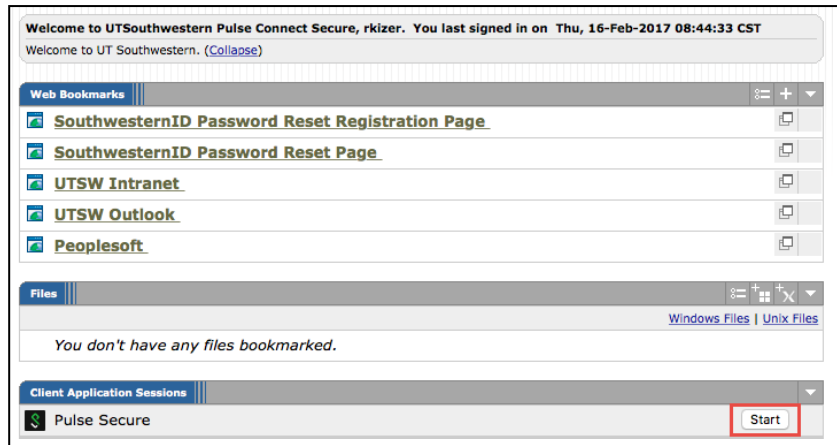
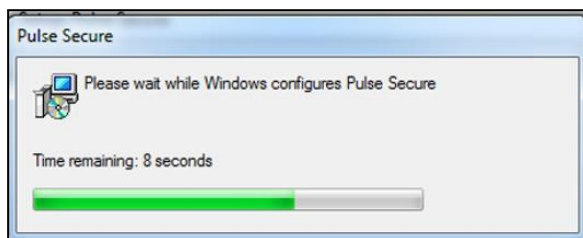9. The Pulse Secure client will start to download.

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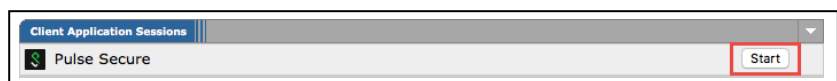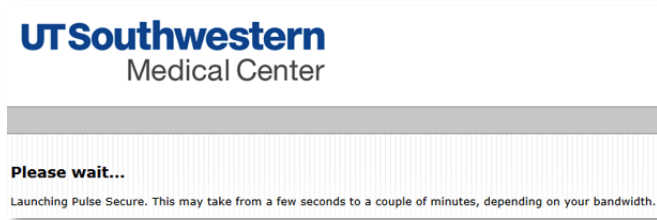
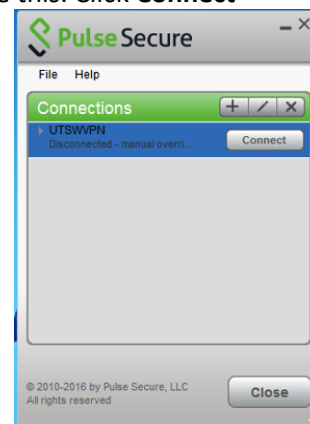14. You are now connected to the Pulse Secure VPN client.

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.
   - If you authenticate with **Duo Mobile App**: Type "Push" as the password and then click Connect
   - If you authenticate with with a **Passcode**: Login using a passcode generated by a keychain token
   - If you authenticate with a **Text Message**: Type "SMS" as the password and then click Connect
   - If you authenticate with a **Voice Call**: Type "Phone" as the password and then press Connect
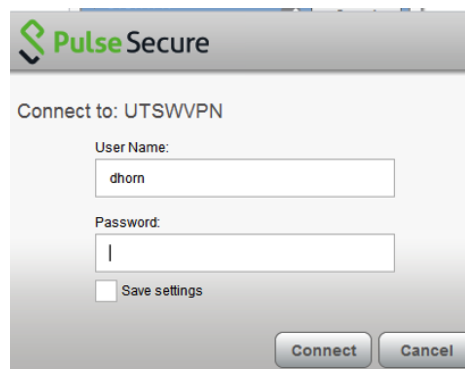
4. You are now connected via VPN. To end the session, click **Disconnect**.