University of UH Hertfordshire

Self Help Guide

Connecting to UH online services from off-campus or using WiFi Set up Pulse Secure: Windows 7,8,10

- 1. Make sure your device has an active network connection.
- Download the Pulse Secure installer. The installer for 64bit Windows (PulseSecure.x64.msi ~ 17MB) can be found and downloaded from <u>AskHerts.</u>

If you are unsure as to whether you have a 32 or 64bit version Windows operating system, please visit <u>https://support.microsoft.com/en-us/help/15056/windows-32-64-bit-faq</u>.

3. Run the downloaded msi installation file. The installer window will open. Click Next



4. Click Install.



If you would like this document in a different format, please contact the Helpdesk on +44(0)1707 284678 or ext 4678 or email helpdesk@herts.ac.uk

You may be asked by Windows User Access Control security to allow this install. Click **Yes**.

5. Installation may take a few minutes.



6. Click Finish. Pulse Secure is now installed.

🔀 Pulse Secure Setup	– 🗆 X
Secure Secure	Completed the Pulse Secure Setup Wizard
	Click the Finish button to exit the Setup Wizard.
	Back Finish Cancel

7. You now need to configure a connection specific to UH.

You should see the Pulse Secure icon in the system tray (bottom right of the screen on the taskbar near the system clock). The icon looks like an 'S'. It will say **Pulse Secure - No active connections** when you hover over it.



You may need to click the up arrow to see it amongst the hidden icons.

8. Right click on this icon and select **Open Pulse Secure.**



For further help and information see AskHerts or contact the Helpdesk Tel. +44 (0)1707 284678 internal ext 4678 or email helpdesk@herts.ac.uk 9. Click on the + 'add connection' button

Secure ^{−×}				
File Help				
Connections	+ / ×			
No Connections	Add Connection			
© 2010-2018 by Pulse Secure, LLC All rights reserved	Close			

10. Add the settings as below

Type: Policy Secure (UAC) or Connect Secure (VPN) - Leave this as the default Name: UHVPN

Sever URL: uhvpn.herts.ac.uk

Click Add

Add Connection	×
Iype:	
Policy Secure (UAC) or Connect Secure (VPN)	\sim
Name:	
UHVPN	
Server URL:	
uhvpn.herts.ac.uk	
Connect Add Cancel	

11. Now click Connect

Secure Secure	_ ×
File Help	
Connections	+ / x
UHVPN Disconnected	Connect
	Click to con

12. Log in with your <u>username@herts.ac.uk</u> (e.g. ab12cde@herts.ac.uk) Enter your UH password.

Secure Secure	
Connect to: UHVPN	
User Name:	
ab12cde@herts.ac.uk	
Password:	
••••••	
Save settings	
Connect	Cancel

Click Connect

13. After a second or so the system tray icon should show a successful connection denoted by the upward green arrow and **Pulse Secure Connected** message when you hover over the icon.



14. For future sessions, right click on the Pulse Secure icon in the taskbar, click on UHVPN > Connect
> and then log in as above. (Do not log in via <u>https://uhvpn.herts.ac.uk</u> and click the start button to try and activate a session as does not currently work)

		Open Pulse Secure	e
Connect		UHVPN	>
æ	~ *	Exit	
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