University of UH Hertfordshire

Self Help Guide

Set up Pulse Secure: Apple iOS iPhone/iPad

Connecting to UH online services from off-campus or using Wifi

- 1. Open the App Store.
- 2. Type **Pulse Secure** in the search bar.
- 3. Select **Pulse Secure** (Pulse Secure LLC)
- 4. Download and Install **Pulse Secure** following the onscreen instructions.
- Start the Pulse Secure application and if prompted, Accept the End User License Agreement. If you're asked to enable the app, tap Enable Pulse Secure.
- You will be greeted with a Welcome to the Pulse Secure Client screen inviting you to enter a corporate email or URL. Enter uhvpn.herts.ac.uk and
- 7. In the displayed fields, enter the following (pictured right):

Name: UHVPN

click Submit

URL: https://uhvpn.herts.ac.uk Username:

username@herts.ac.uk

Authentication Type: **Password** Realm: **leave blank** Role: **leave blank**

। रू Back	^{13:54} Add a Connectio
Save any changes.	
\checkmark This will be your default connection	
Connection Name	
uhvpn	
URL	
https://uhvpn.herts.ac.uk	
Username	
username@herts.ac.uk	
Authentication	
Password	
Realm	
Optional	
Role	
Optional	
	Save
	Save

8. Tap **Save.**

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

- 9. Click Connect.
- 10. You will see the university **Secure** Access Service logon page (pictured right).

N.B: On all iPhone models running iOS7 or higher, users may find the font and field sizes to be very small. This is a known device limitation and cannot be controlled.

Enter your username (in most cases, this is already filled in for you) followed by your university password, then tap **Sign In**.

Remember: username@herts.ac.uk

	13:54	89% 📼
	uhvpn.herts.ac.uk	Cancel
	University of Hertfordshire	
	Secure Access Service	
Please sign in to begin your	secure session.	
Login with username	@herts.ac.uk	
New! Network Connect has	been replaced by Pulse Secure.	
Do I have to do anything?		
If you use Network Connect device/s in <u>Stud</u>	you should set up Pulse Secure on your device. Please follow the set-up i	instructions for your
username@herts	.ac.uk	
Password		
	Sign In	

With the VPN connection established, **VPN** will appear next to the Wi-Fi/Network signal icon or the battery charge indicator.



11. Tap **Intranet** (pictured right) to gain access to the **Web Bookmarks** you would normally see on the Secure Access Service webpage.

> You can now press the **Home** button to *minimise* Pulse Secure, and access resources that require a UH VPN connection.

> To disconnect from the VPN service, open Pulse Secure and tap **Disconnect** (pictured right).

Subsequent use of Pulse Secure

d 🗢 VPN	13:57	
	Pulse Secure	
Connection		
uhvpn https://uhvpn.herts.ac.uk		
Intranet		
	Disconnect	
lrcxmjc@staff		

After the initial installation you can run **Pulse Secure** by clicking on the **Pulse Secure** icon (pictured right) which will take you is to **step 9** in the above instructions. You will just be required you to enter your password. Your VPN session will last up to seven hours for staff and four hours for students (or until you manually disconnect).



For further help and information please see AskHerts or contact the Helpdesk Tel. +44 (0)1707 284678 internal ext 4678 or email helpdesk@herts.ac.uk