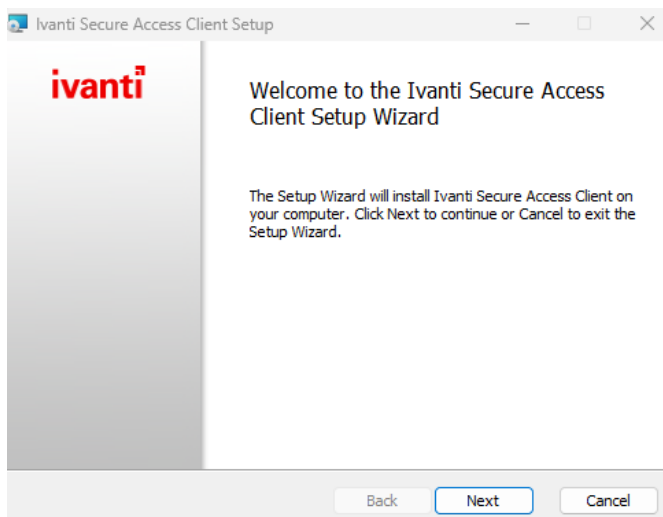
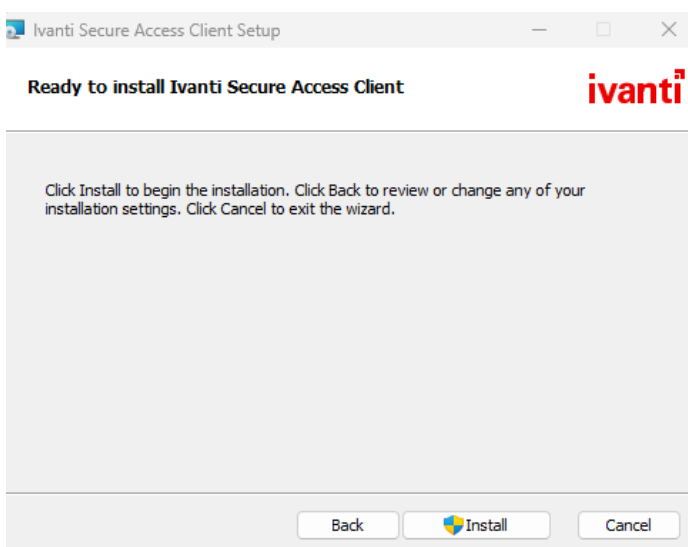


Connecting to UH online services from off-campus or using WiFi Set up Ivanti: Windows 11

1. Make sure your device has an active network connection.
2. Download the Pulse Secure installer. The installer for 64bit Windows (ps-pulse-win-22.8r4-b38767-64bit-installer.msi) can be found and downloaded from [VPN Setup](#)
If you are unsure as to whether you have a 32 or 64bit version Windows operating system, please visit <https://support.microsoft.com/en-us/help/15056/windows-32-64-bit-faq>.
3. Run the downloaded msi installation file. The installer window will open. Click **Next**

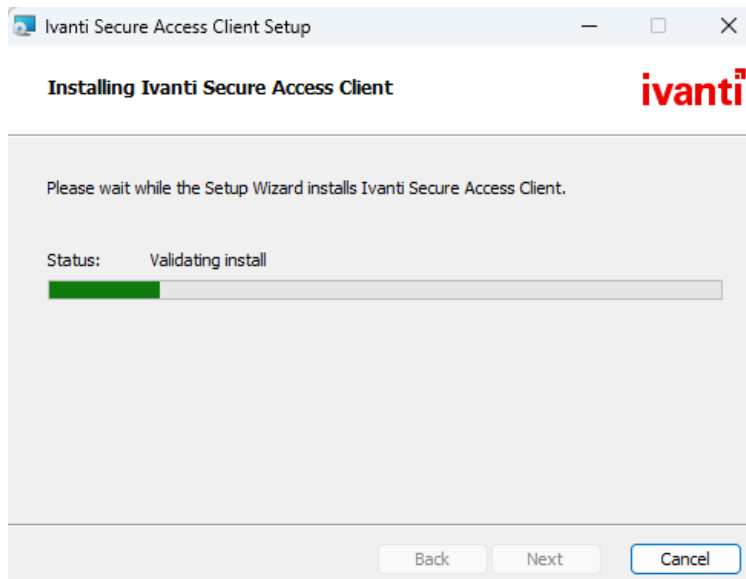


4. Click **Install**.

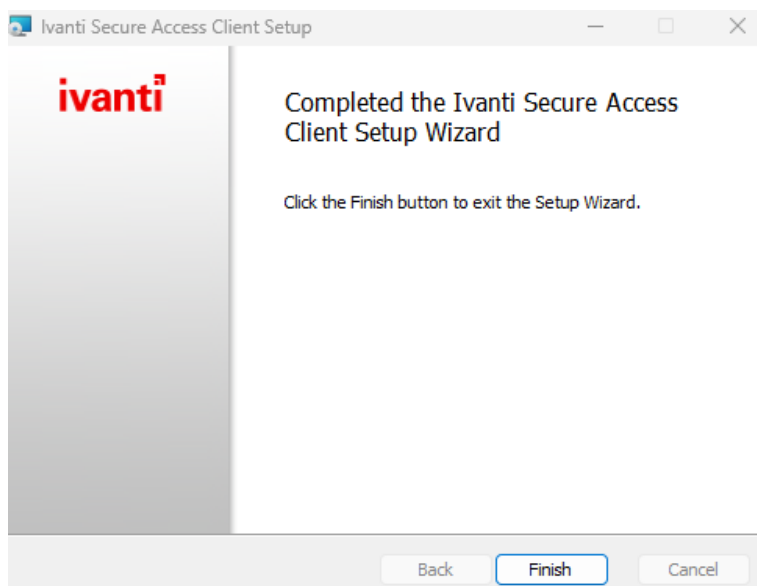


You may be asked by Windows User Access Control security to allow this install. Click **Yes**.

- Installation may take a few minutes.

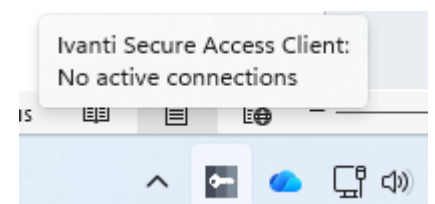



- Click Finish. Pulse Secure is now installed.



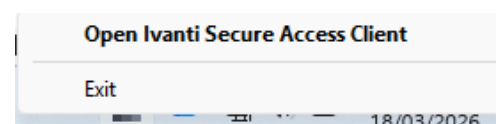
- You now need to configure a connection specific to UH.

You should see the Ivanti Secure Access Client 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.



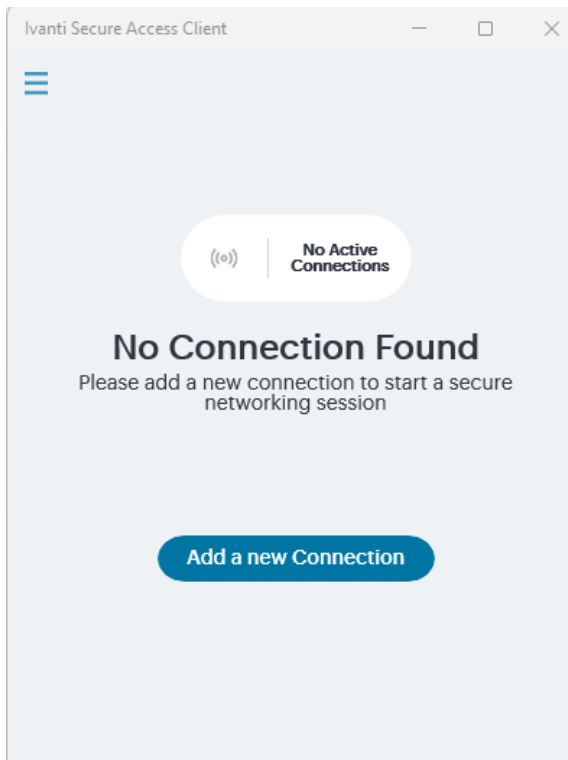
You may need to click the up arrow  to see it amongst the hidden icons.

- Right click on this icon and select **Open Ivanti Secure Access Client**



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 new connection' button



10. Add the settings as below

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

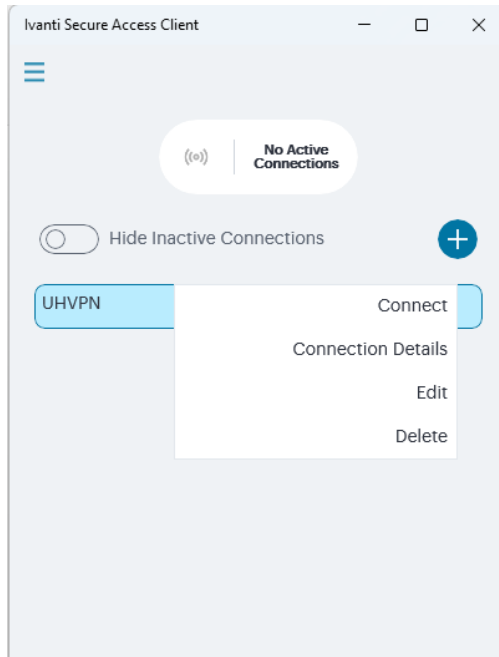
Name: UHVPN

Sever URL: uhvpn.herts.ac.uk

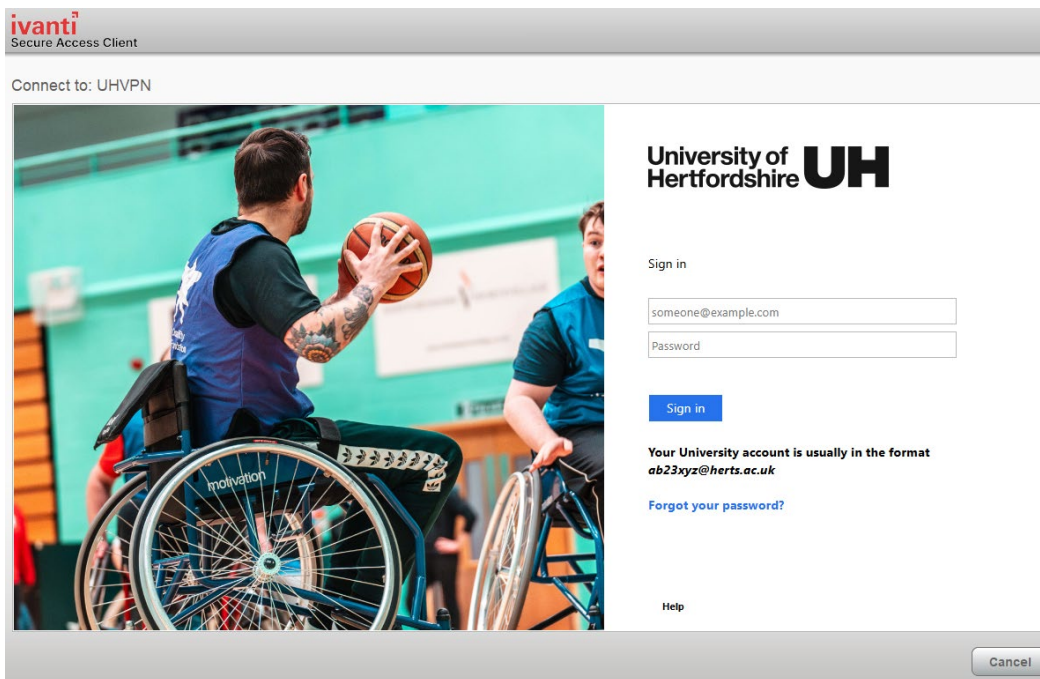
Click Add

A screenshot of the "Add Connection" dialog box within the Ivanti Secure Access Client. The dialog has a title bar with "Ivanti Secure Access Client" and standard window controls. The main heading is "Add Connection". Under the heading, there are three input fields: "Type" with a dropdown menu showing "Policy Secure (UAC) or Connect Secure (VPN)", "Name" with a text box containing the placeholder "Enter Connection Name", and "Server URL" with a text box containing the placeholder "Enter Server URL". Below the input fields, there are three buttons: "Add", "Cancel", and "Connect".

11. Now click Connect

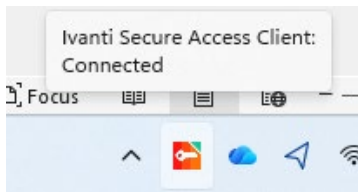


12. Log in with your username@herts.ac.uk (e.g. ab12cde@herts.ac.uk)
Enter your UH password.



Click Sign in, this will then take you to the authentication page

13. After a second or so the system tray icon should show a successful connection denoted by the icon turning orange and showing a green triangle in the corner and **Ivanti Secure Access Client: connected** message when you hover over the icon.



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

