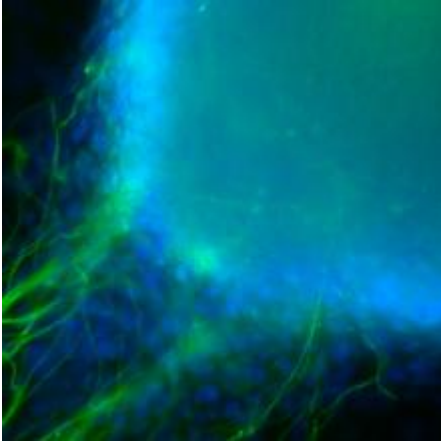


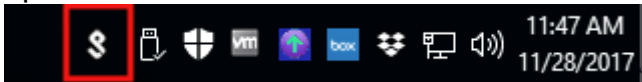
## Install and Use Pulse Secure VPN Client (Windows & Mac)



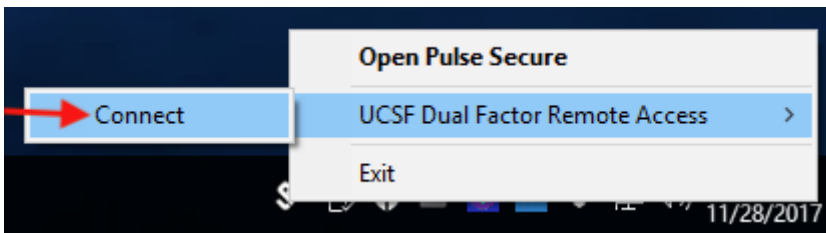
Tom Chen on January 14, 2020

### Pulse Secure for Windows Instructions

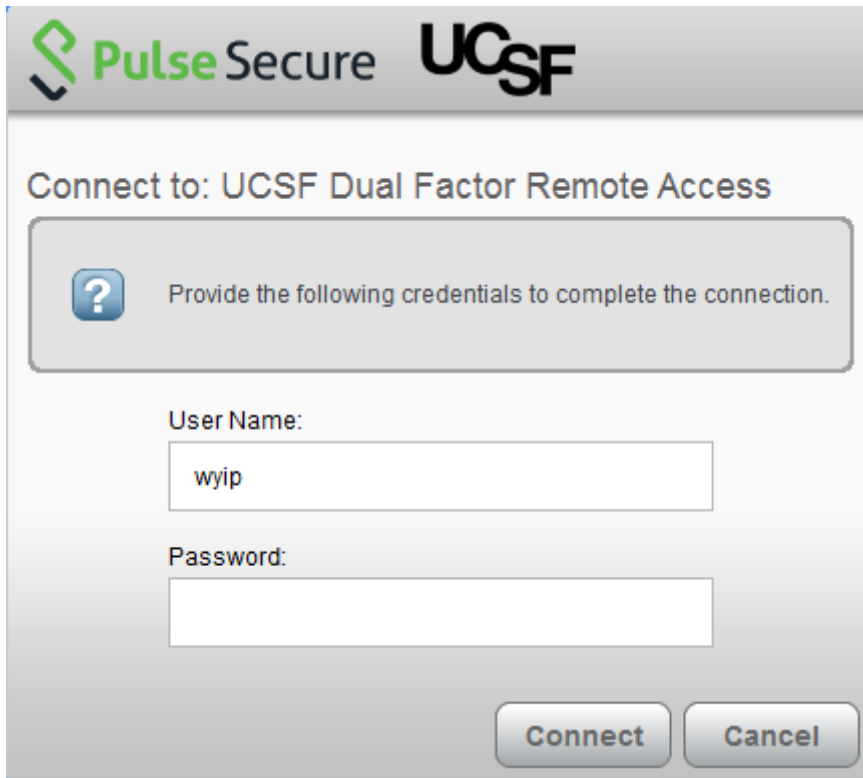
1. Download [1] the Pulse Secure for Windows VPN client installer
2. Double click the downloaded installation package to install
3. Once the installation is complete, click on the **Pulse Secure** icon in the system tray to open the Pulse menu



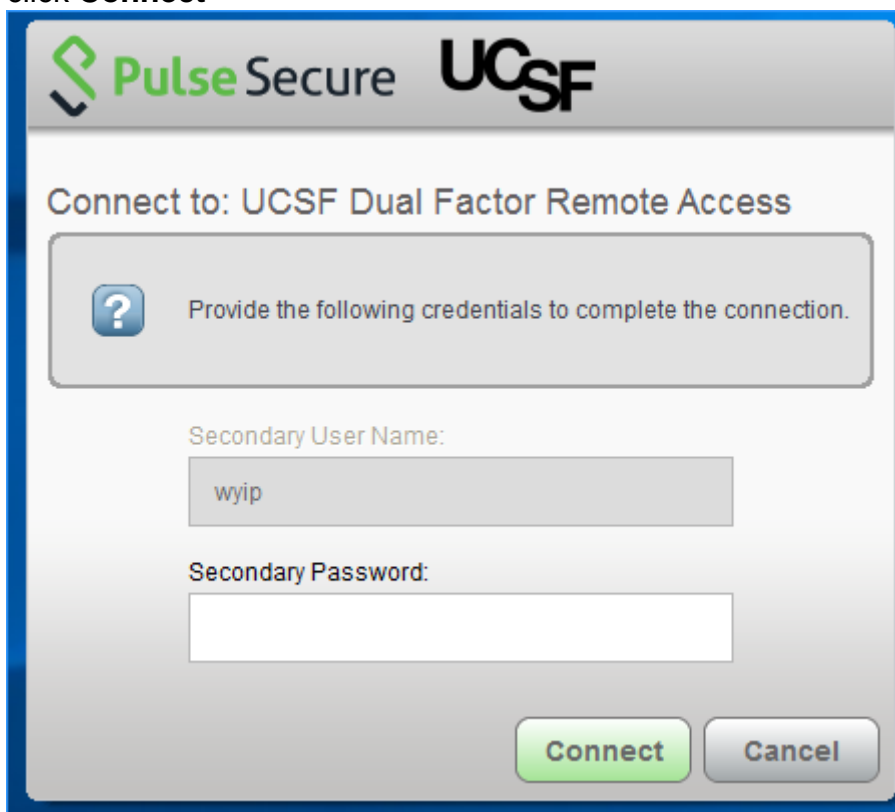
4. Select **UCSF Dual Factor Remote Access** and click **Connect**



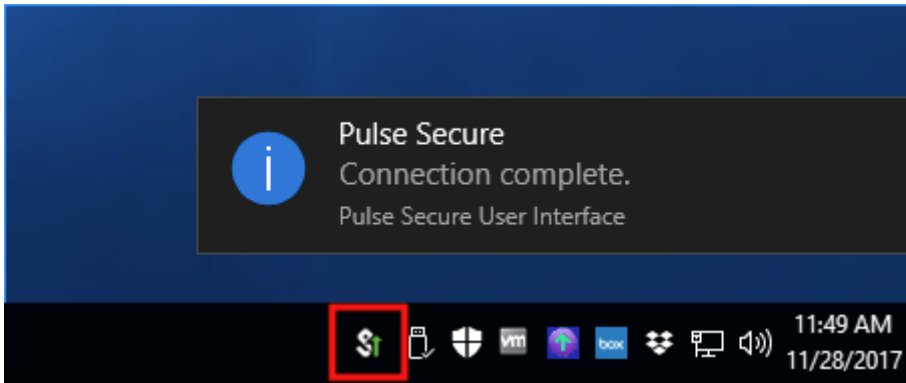
5. Enter UCSF username and password and click **Connect**



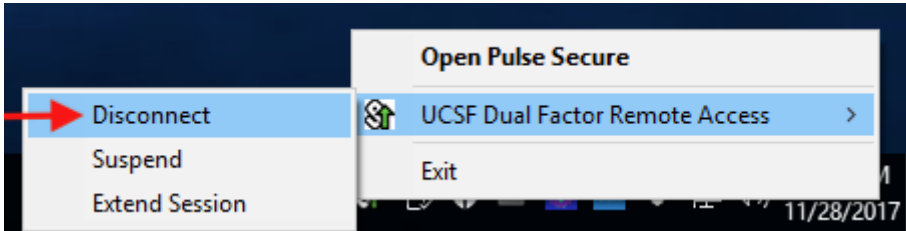
6. Use one of the Duo authentication methods [2] to provide a **Secondary Password** and click **Connect**



7. Pulse Secure will minimize to the taskbar, and the icon in the system tray will change indicating that it is connected to the UCSF network

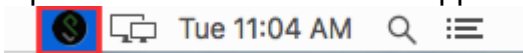


8. To disconnect Pulse Secure from the UCSF network, click on the **Pulse Secure** tray icon, select **UCSF Dual Factor Remote Access**, and click **Disconnect**

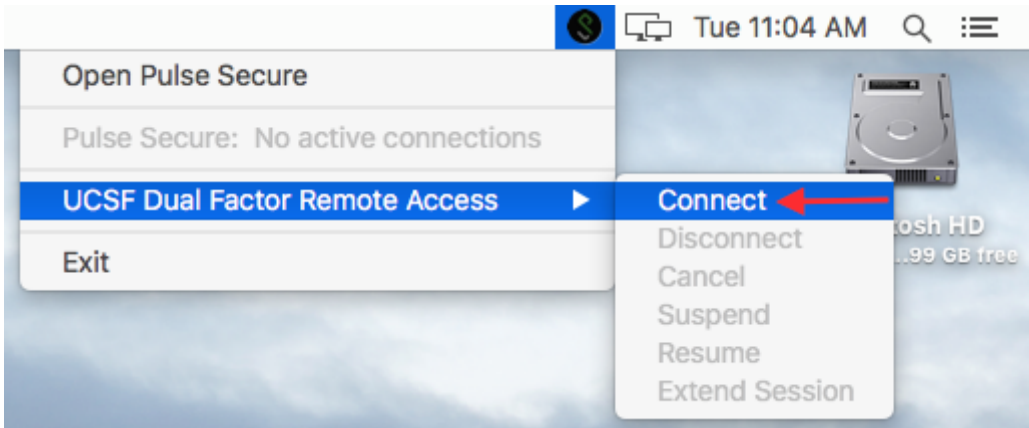


### Pulse Secure for Mac Instructions

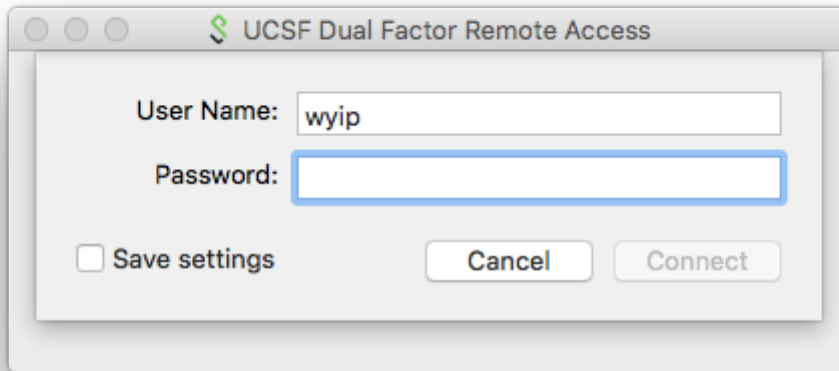
1. Download [1] the Pulse Secure for Mac VPN client installer
2. Double click the downloaded package and follow the prompts to install
3. Open Pulse Secure from the Applications folder, and click on the Pulse Secure icon



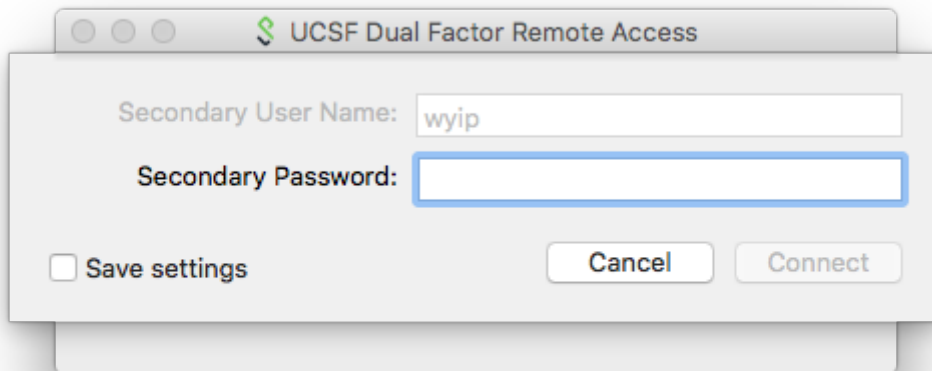
4. Select **UCSF Dual Factor Remote Access** and click **Connect**



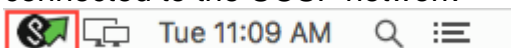
5. Enter UCSF username and password and click **Connect**



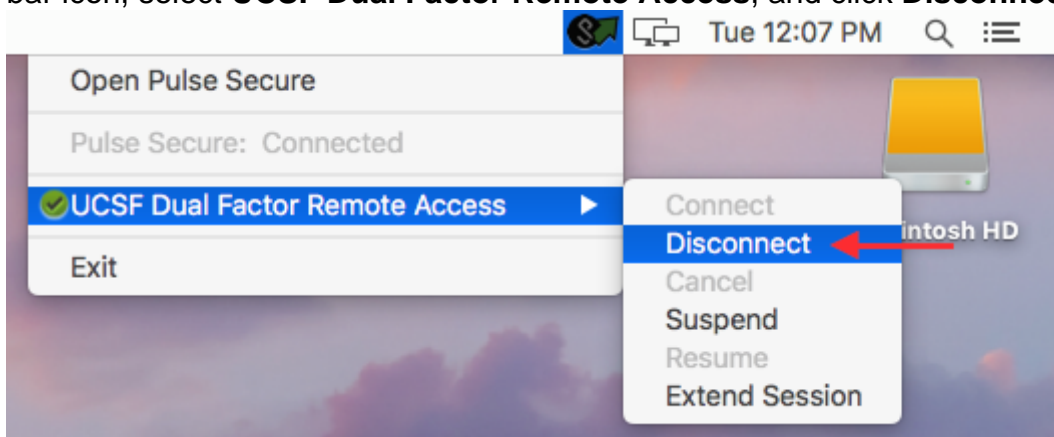
6. Use one of the Duo authentication methods [2] to provide a Secondary Password and click **Connect**



7. Pulse Secure will minimize to the menu bar and the icon will change indicating that it is connected to the UCSF network



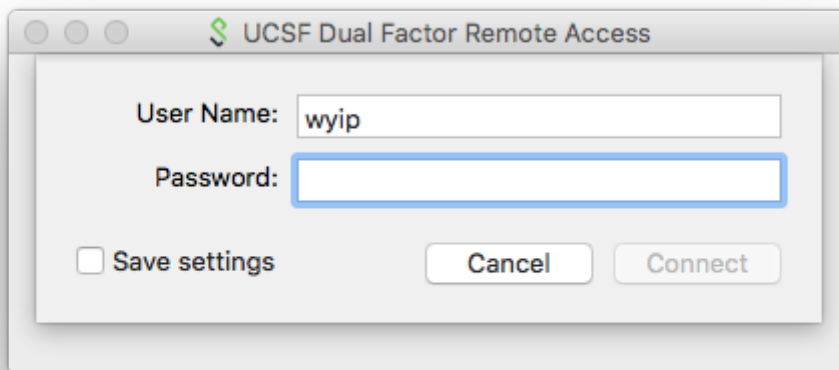
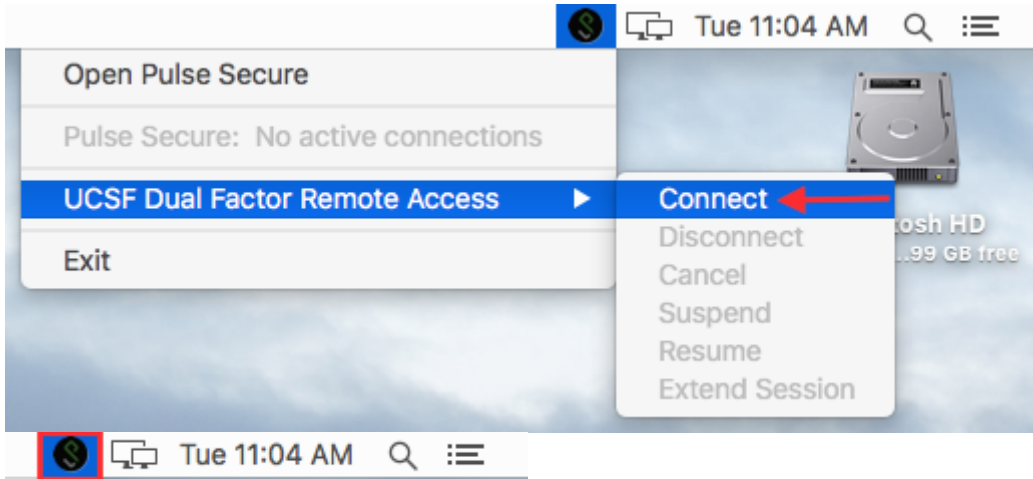
8. To disconnect Pulse Secure from the UCSF network, click on the Pulse Secure menu bar icon, select **UCSF Dual Factor Remote Access**, and click **Disconnect**

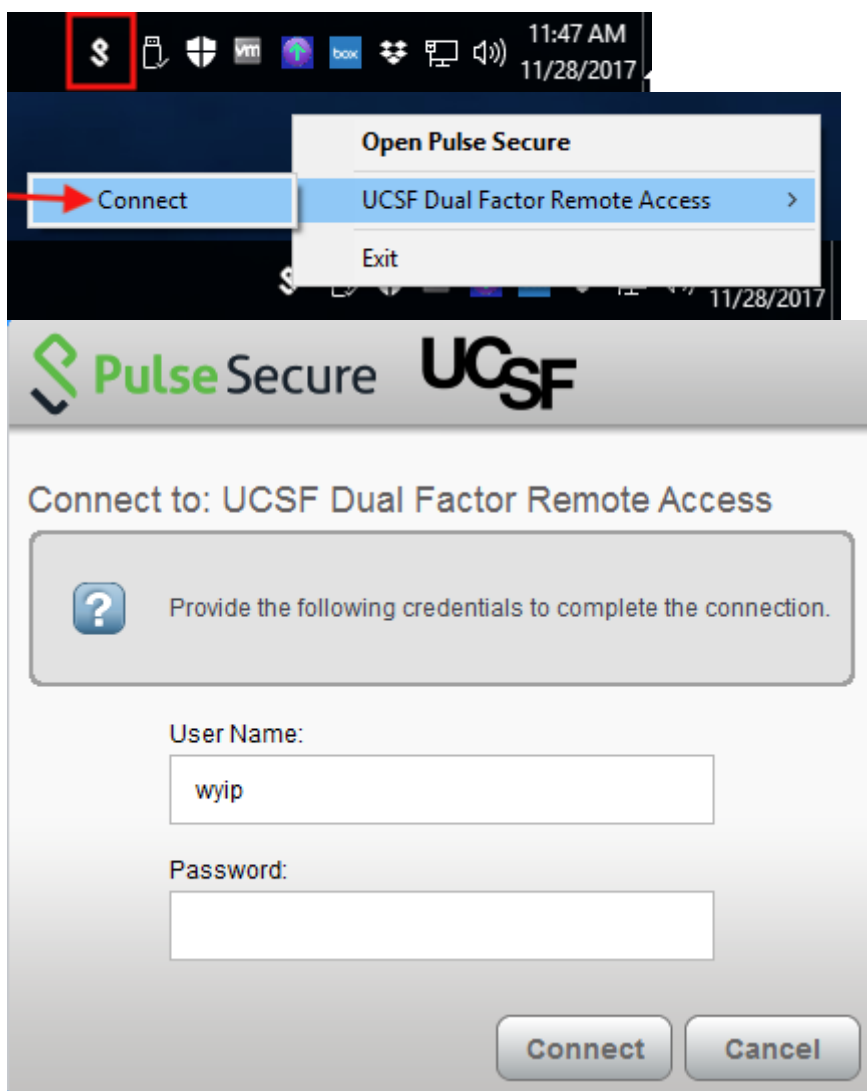
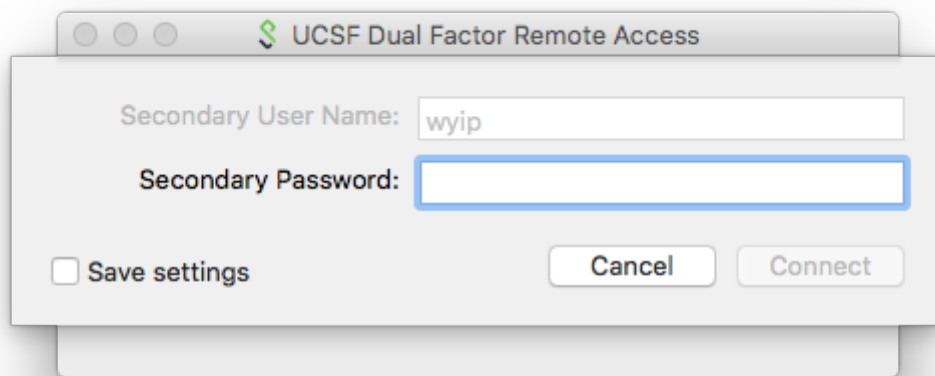


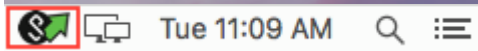
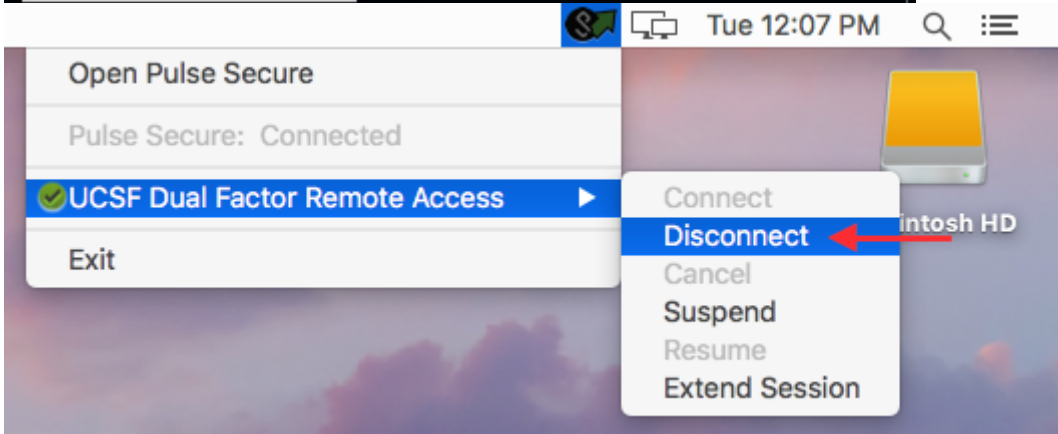
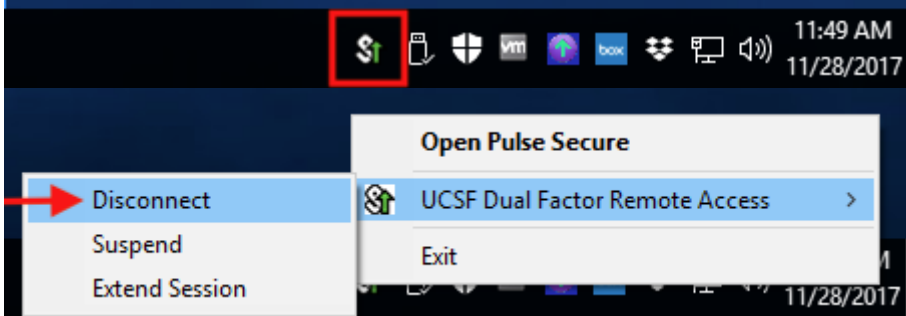
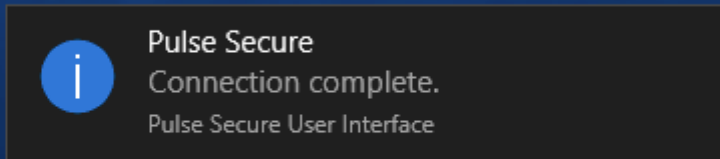
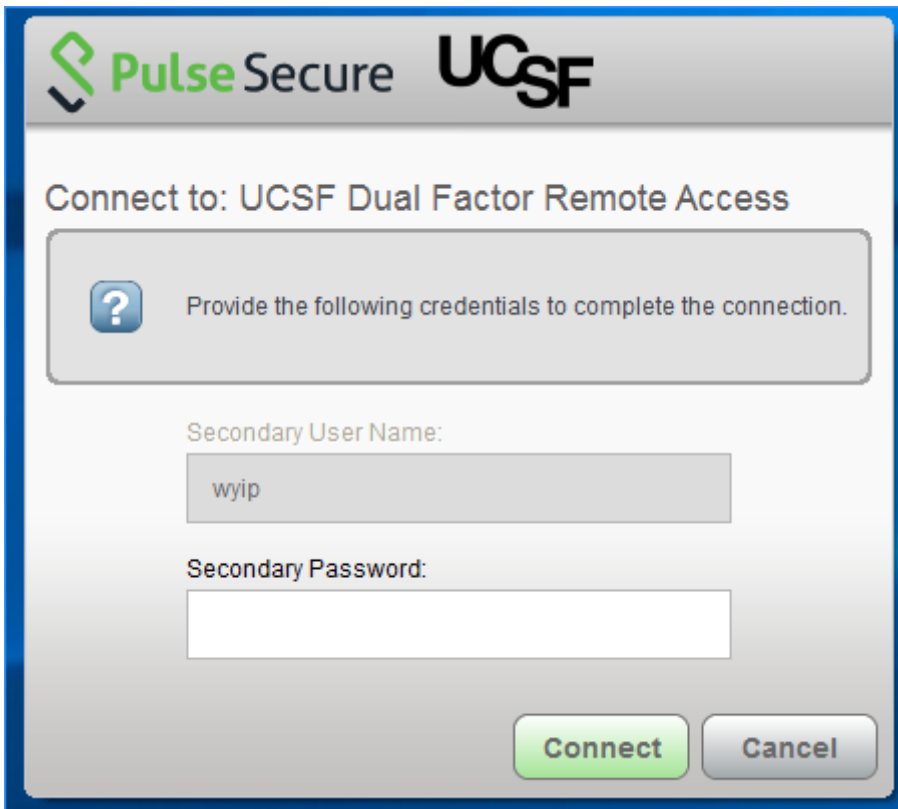
## Required Service Information

VPN [3]

## Images







**GET IT HELP.** Contact the Service Desk online, or phone 415.514.4100

Site Login Site Index

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**Source URL:** <https://it.ucsf.edu/services/vpn/configure/how-log-vpn>

**Links**

[1] <https://software.ucsf.edu/content/vpn-virtual-private-network>

[2] <https://it.ucsf.edu/services/duo-two-factor-authentication/additional/duo-authentication-methods>

[3] <https://it.ucsf.edu/services/vpn>