



# Pulse Secure VPN Connection Instructions

**Overview:** The Pulse Secure VPN service will allow you to remotely and securely connect to various state resources. In order to connect – You will have to supply a username and password and have your personal assigned certificate installed for the connection. Hayes will send an e-mail to the user at the time the account created with instructions on how to receive their account credentials. The user's certificate will be e-mailed to the user at this time as well. Here we will go over the step-by-step process of installing the certificate and connecting.

**Certificate Instructions:** When your account is first created, our support staff will send a copy of your private certificate to your e-mail address on file.

- 1.) Check your e-mail and save the attached certificate to a known location on your PC – Such as "My Documents".

Note:

If you do not see the email in your Inbox, check your Junk or Spam folders.

- 2.) Double Click on the certificate file you saved to your PC to open the "Certificate Import Wizard"
- 3.) You will **not** need to change any options during the certificate import. However, the certificate is protected with a password that you will have to enter during the Certificate Import Wizard. If you do not know this information; Please contact the Hayes Support Center at 877.347.6896 Ext. 455
- 4.) Click "Finish". You should receive a message that indicates the certificate was successfully imported.

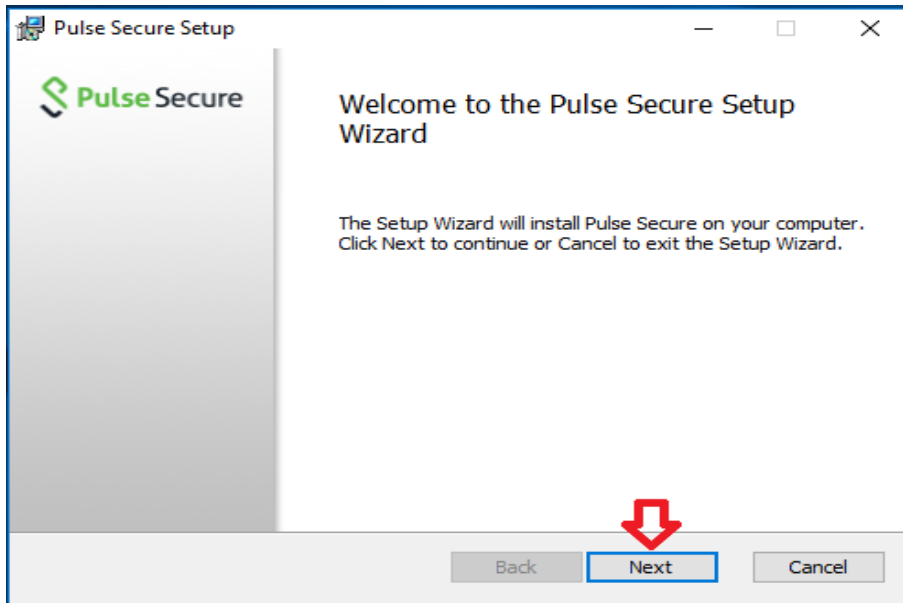
## Pulse Secure client installation:

- 1.) Download the client by clicking on one of the links for either the 32 bit or 64 bit version on the MyFlorida SSL VPN Client Download Page. Your choice will depend on whether you have a 32 or 64 bit operating system.

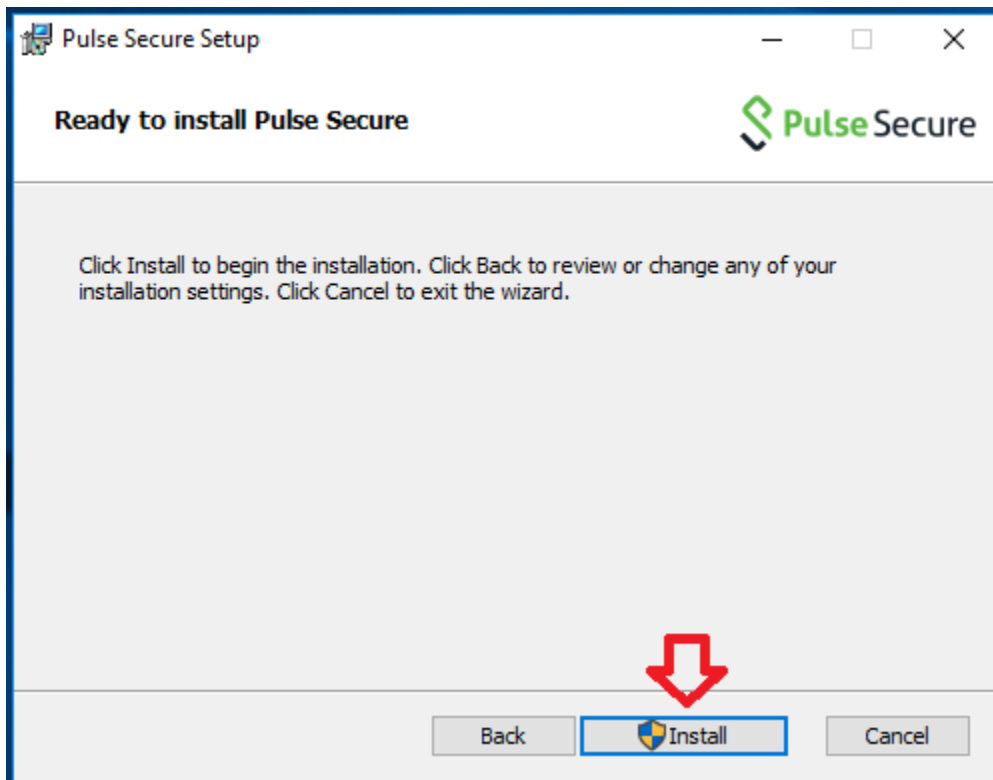
Note:

If you click on the link for the wrong operating system, you will receive a message saying the xx-bit version of Pulse cannot be installed on a xx-bit operating system. If you receive this message, you will need to click on the link for the other operating system.

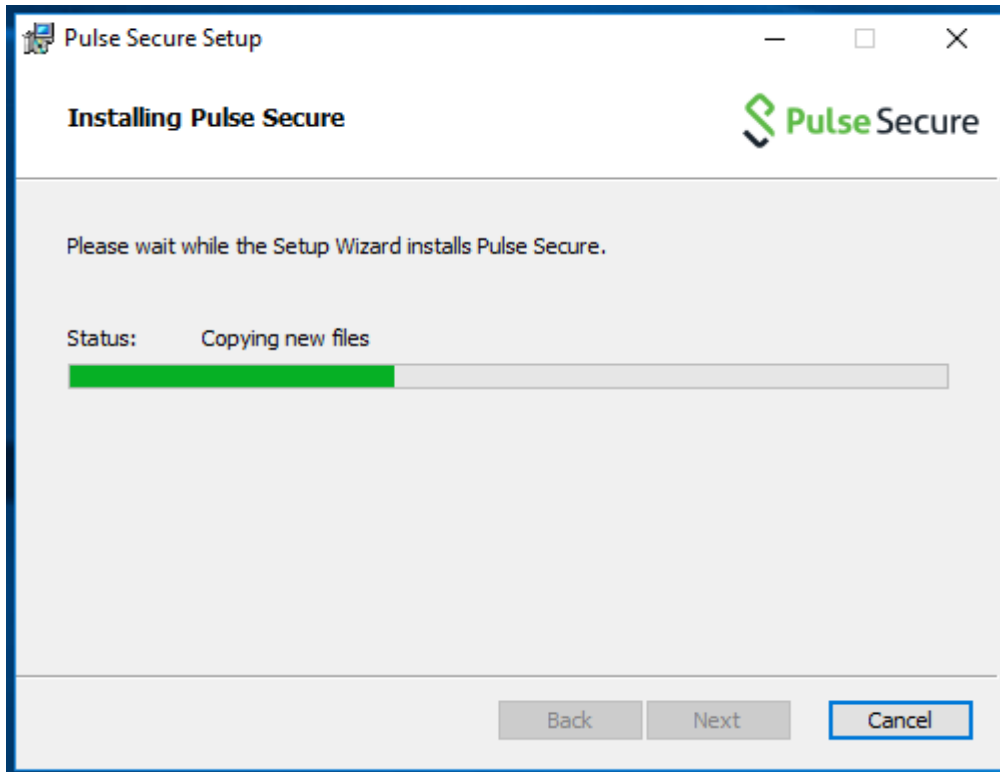
- 2.) When it is through downloading, you will need to open the file. This will start the Installation Wizard. Click the “Next” button.



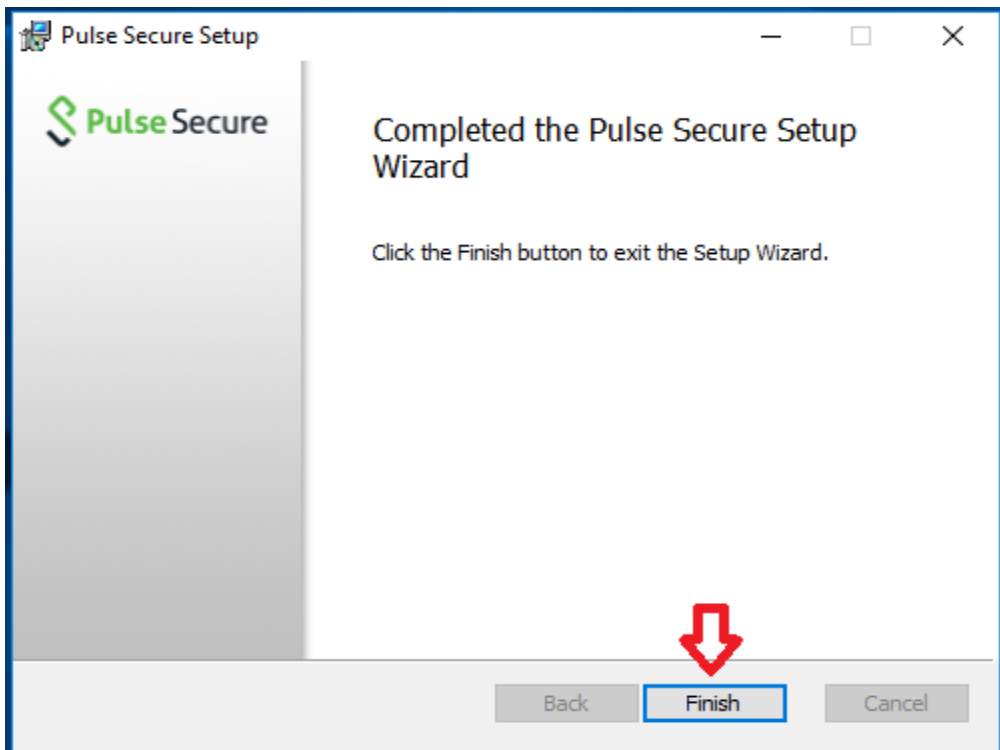
- 3.) Click the “Install” button.



4.) The next window will show the progress of the install.



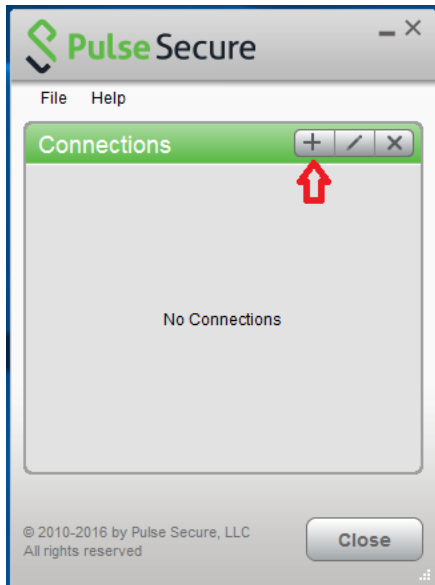
5.) When the install has finished, you should see this window. Click the "Finish" button.



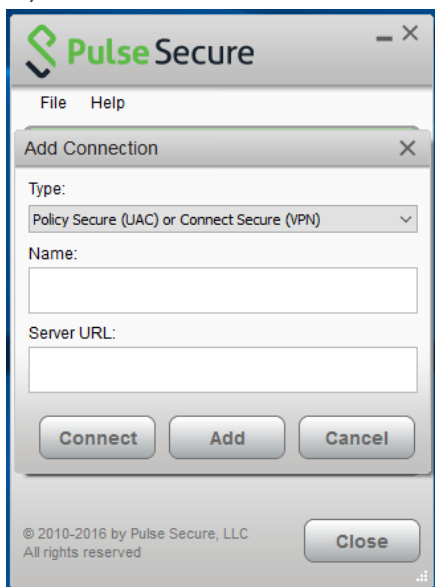
At this point the installation process is complete.

### Connection set-up Instructions:

- 1.) Open the Pulse client.
- 2.) Click on the “+” button.



- 3.) The window shown below will then pop up.

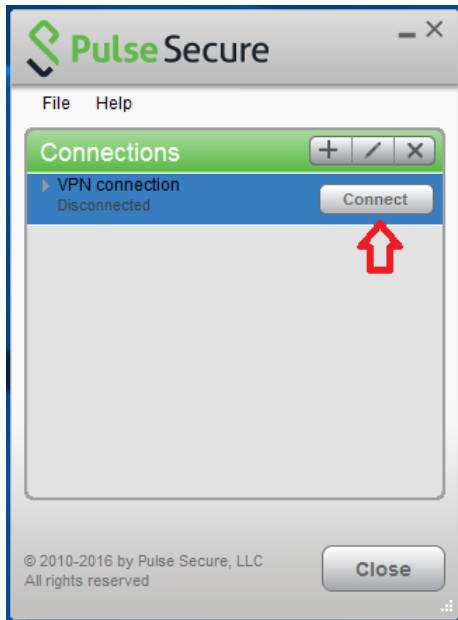


- 4.) You will not change the “Type” field.
- 5.) In the “Name” field, type in “DCF VOIP Portal”, without quotation marks.
- 6.) In the “Server URL” field type in “voip.hcs.net/dcf”, without quotation marks.
- 7.) Click the “Add” button.

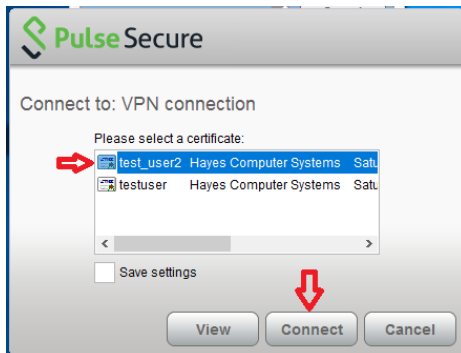
Your connection profile will now be shown in the “Connections” box on the client. See picture in the connection instructions below.

**Connection Instructions:** Now that the client has been configured, it's time to connect.

- 1.) Open the Pulse Client.
- 2.) Click on the "Connect" button.



- 3.) If there is more than 1 certificate, a window will pop up. Select the certificate with your username and click "Connect".

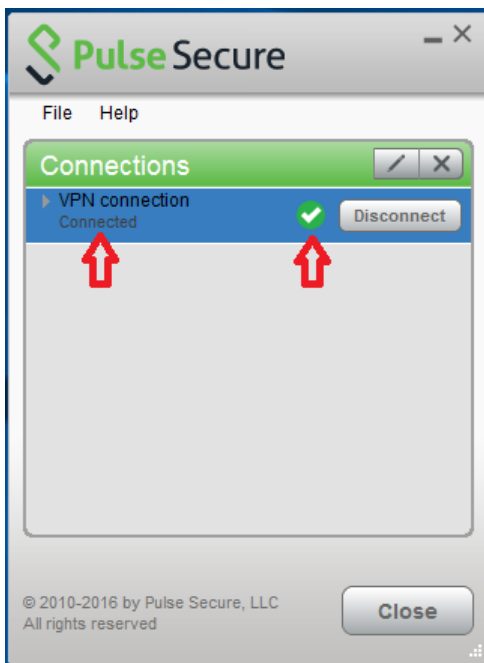


4.) Enter your User Name, Password and click the “Connect”.



The image shows a 'Pulse Secure' dialog box titled 'Connect to: VPN connection'. It contains a message: 'Provide the following credentials to complete the connection.' Below this are two input fields: 'User Name:' and 'Password:'. There is a 'Save settings' checkbox and two buttons at the bottom: 'Connect' and 'Cancel'.

5.) If you were able to log in successfully, it will bring you back to the Connections, and “Connected” will be displayed along with a green circle with a white checkmark in the center.



At this point you have a full connection to the vpn and can access your resources.

To log out, just click on the “Disconnect” button. If you have any questions, feel free to give the Support Center a call. Our contact is listed at the top of this document.