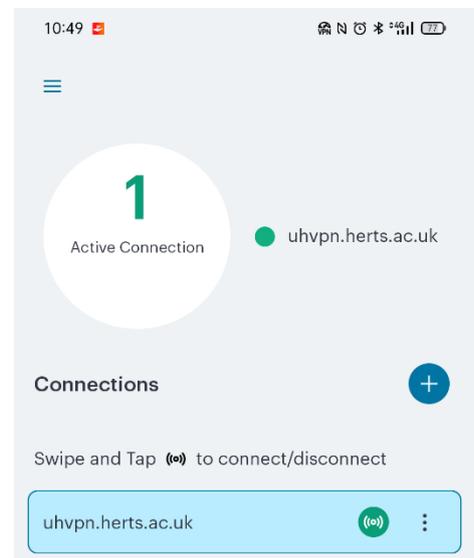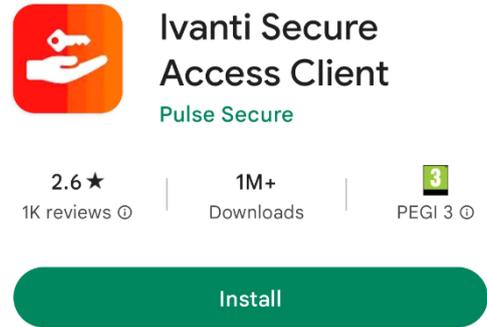# Self Help Guide

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

Set up Pulse Secure: Android

The Pulse Secure app has been renamed Ivanti Secure Access Client. The screen layout and configuration steps may vary slightly between devices and versions of Android.

1. Open the **Google Play Store** and search for **Ivanti**.

2. Select **Ivanti Secure Access Client** and confirm the publisher is Pulse Secure and select **Install**.

3. Open the **Ivanti** application. It will probably be called **Secure Access** (under letter S) in your A-Z list of Apps.

4. On the welcome page, replace **Corporate email or URL** with **uhvpn.herts.ac.uk**, then tap **Connect**. Invalid URLs will be rejected.

Ivanti Secure Access Client
Pulse Secure

2.6 ★
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Install

5. On the **Add Connection** screen, leave the settings as they are and tap **Add** (bottom left).

6. Click on the pale blue bar labelled uhvpn.herts.ac.uk to start the VPN connection, then click the blue **Connect** button at the bottom for the following screen**.**

7. You should now see the standard UH login screen. Login with your username@herts.ac.uk and UH password. You should then be prompted for two-factor authentication.

8. Select **ALWAYS ALLOW** at the security prompt if asked to **Allow "Security access" to create a VPN connection?**

9. When the VPN connection is established the orange **Ivanti Secure Access Client** icon should now be visible in the at the top of the device screen and the app should show **1 Active Connection** (see right).

10. You can now minimise Pulse Secure, and access resources that require an UH VPN connection in your preferred web browser.

11. To disconnect from the VPN service, open **Ivanti Secure Access Client**, click the light blue button and then tap **Disconnect**.

10:49

1
Active Connection   ● uhvpn.herts.ac.uk

Connections   ⊕

Swipe and Tap (o) to connect/disconnect

uhvpn.herts.ac.uk   (o)   ⋮

Once the app has been setup following the steps above, on future occasions you just click on the **Ivanti Secure Access Client** app (remember this may just be labelled **Secure Access**) and repeat steps 7-12 above. If you wish to access the Bookmarks to UH services, once connected, click on the menu (stack of three dots) on the right end of the blue bar on the connection screen in the image above, then Bookmarks & History.

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