# Self Help Guide

University of Hertfordshire UH

Connecting to Herts online services from off-campus or using Wi-Fi Set up Pulse Secure: Mac OS 10.11 and above

1. Make sure your device has an active network connection.

2. Download the Pulse Secure installer from AskHerts. The link to this file is labelled **Pulse Secure configuration file for Apple MacOS**.

3. Find the downloaded **PulseSecure.dmg** installation file in either your web browser's or Mac's downloads folder. Double-click the **PulseSecure.dmg** file to extract the **PulseSecure.pkg** file. Double-click this **PulseSecure.pkg** file to run the Pulse Secure installer.
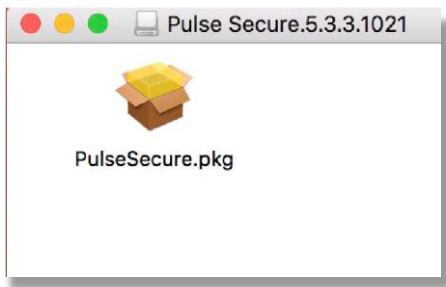

4. In the **Install Pulse Secure** window, click **Continue**, then **Install.**
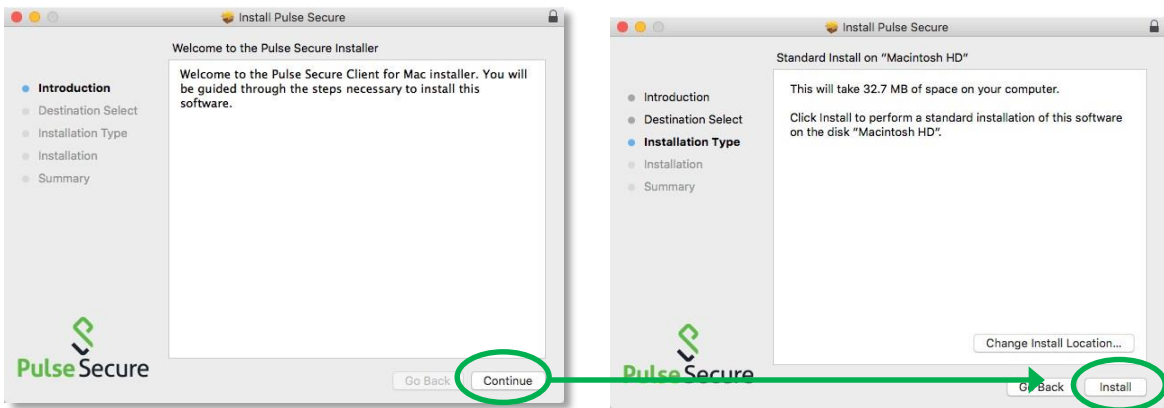
5. If Mac OS prompts you to enter **your device's password**, enter it and click **Install Software.** You will see a sequence of installation messages and finally a message stating **The installation was successful**. Click **Close.**
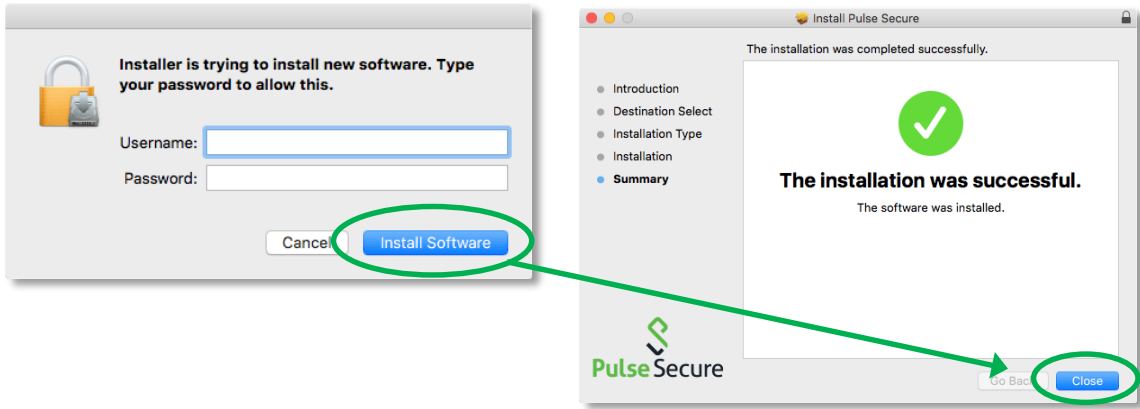
6. Pulse Secure will automatically start and minimise to the top **status bar**. Click on the Pulse Secure icon (pictured below) and select **Open Pulse Secure.**
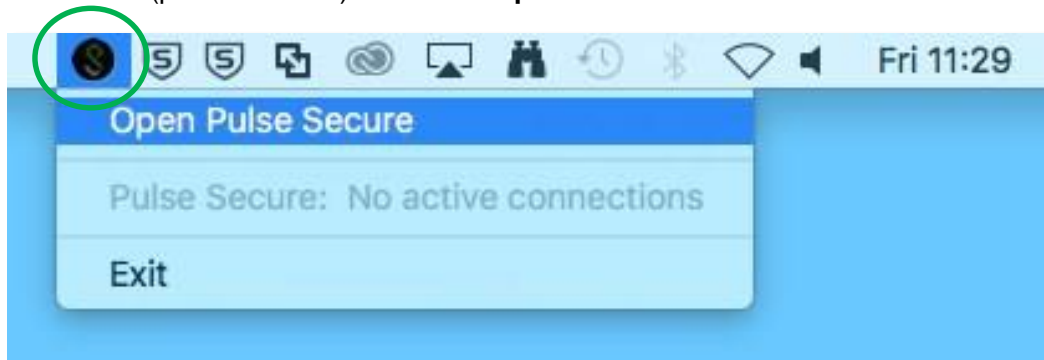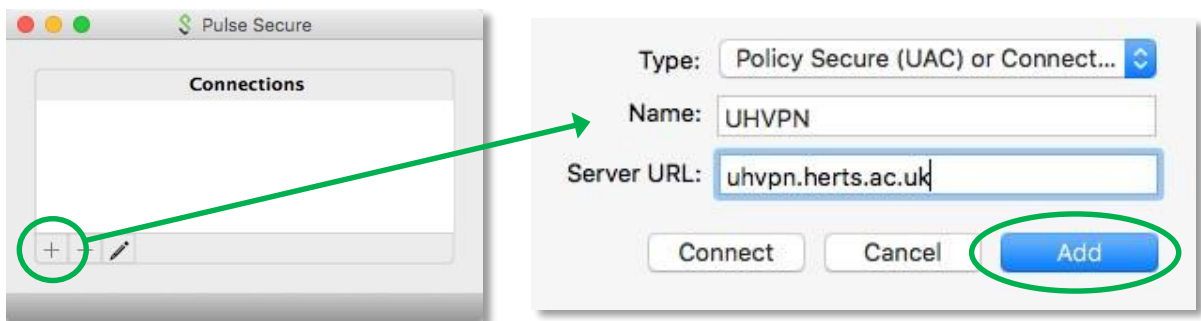

7. In the Pulse Secure **Connections** window, **click the plus sign +** to create a new connection
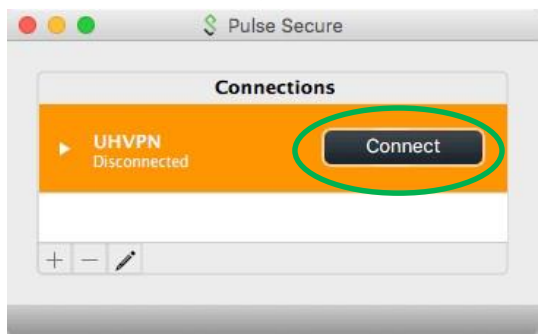
    Complete the displayed fields as follows:
    Type: Policy Secure (UAC) or Connect Secure (VPN)
    Name: UHVPN
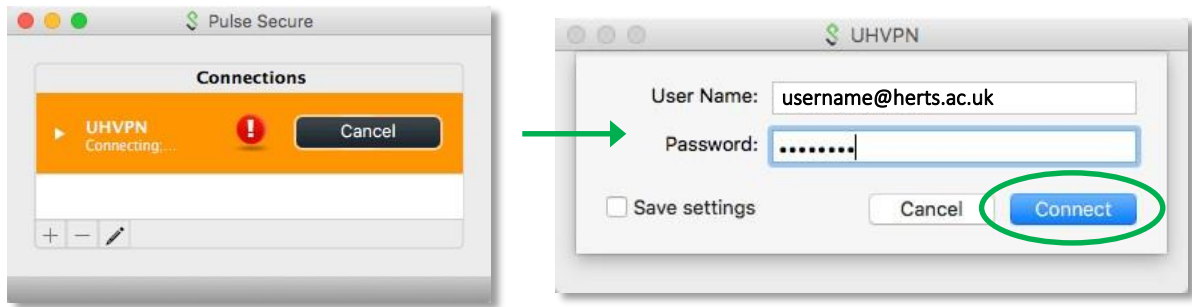   **Server URL**: uhvpn.herts.ac.uk

8. Click **Add**, followed by **Connect.**

9. Pulse Secure will attempt to connect. When prompted, enter your username@herts.ac.uk
   Enter your **University password**

Click **Connect.**

If you see a check box allowing you to **Save Settings**, **DO NOT** check the box. We recommend NOT checking the box for security reasons.

10. As long as you have entered your username and password correctly, Pulse Secure will connect successfully. You should see a green-ticked Pulse Secure icon in the top **status bar**, and a green tick in the **Connections** window.
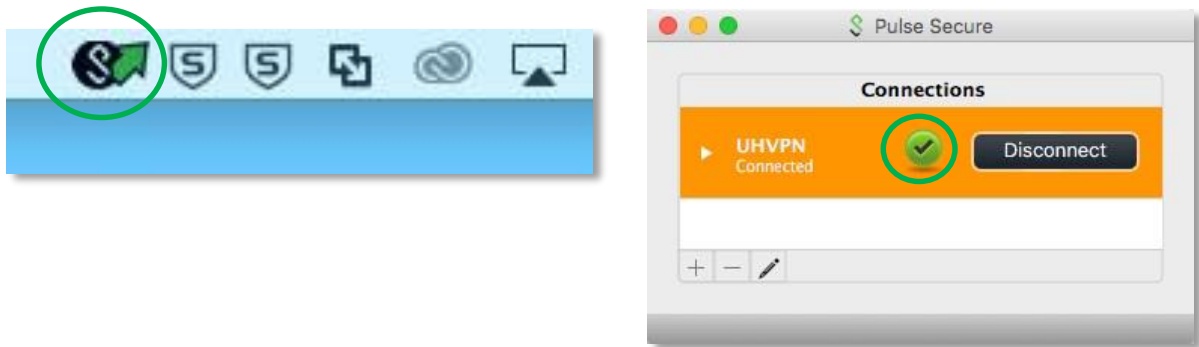
At this stage, your device is connected to the Secure Access Service. You are able to access *all* services that are normally available via the Secure Access Service webpage, including systems that previously required Junos Pulse or Network Connect.

11. **It is important that you remember to disconnect**. When you are ready to disconnect go to the Pulse Secure **Connections** window and click **Disconnect**, OR click the Pulse Secure icon in the top **status bar**, click **UHVPN**, followed by **Disconnect**.
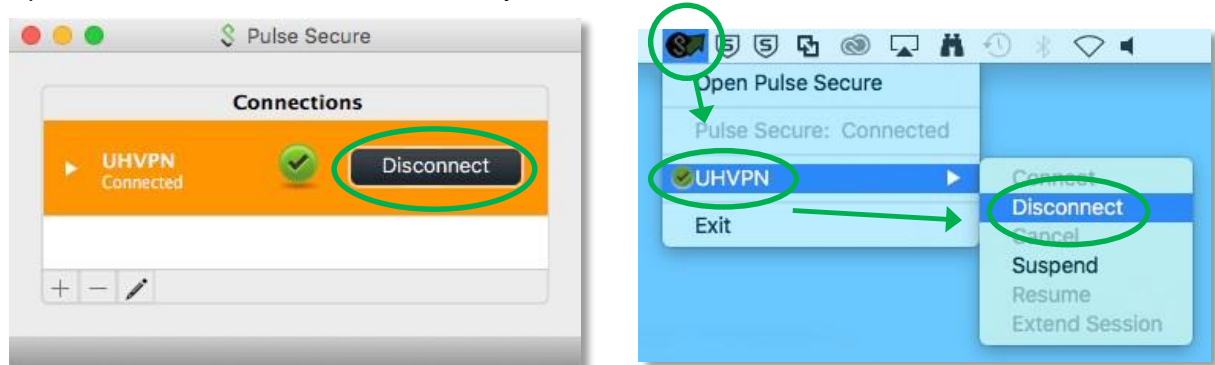
12. **On subsequent occasions, if you are attempting to access University resources or systems that you would normally access on campus whilst using a University-networked Apple device, please open Pulse Secure, and log in:**

Click on the **Pulse Secure icon** in the top **status bar**
Click on **UHVPN** Click on **Connect**
Enter your **username@herts.ac.uk**
Enter your **University password**

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 helpdesk@herts.ac.uk

For further help and information see AskHerts or contact the Helpdesk on

Tel. +44 (0)1707 284678 internal ext 4678 or email helpdesk@herts.ac.uk