Pulse Secure VPN for Windows

Installing the VPN

Step 1
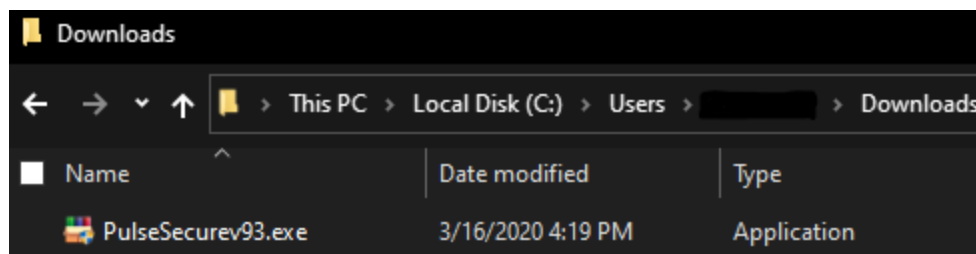
Ensure you have...

[Enrolled in Azure MFA](#)

[Requested VPN access](#), if applicable

[Downloaded the Pulse Secure VPN client](#)
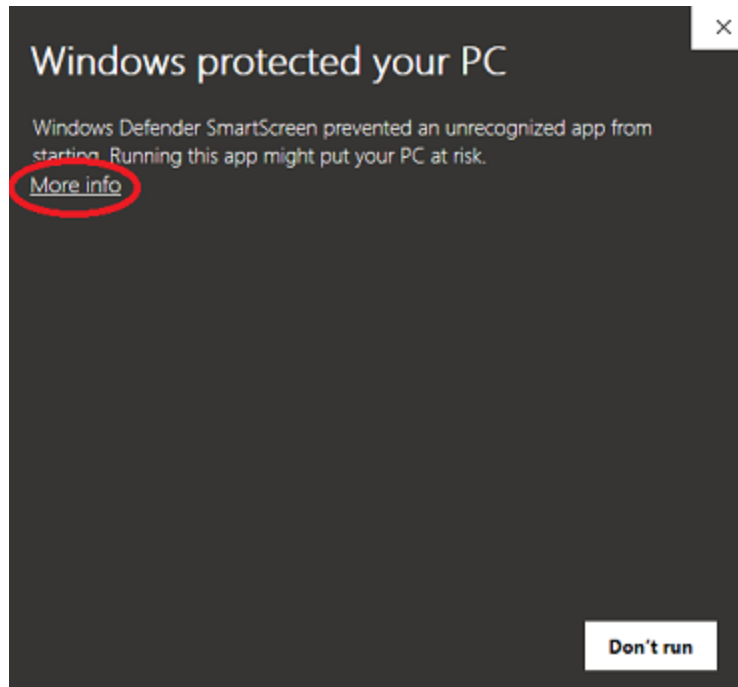
Step 2

Once the Pulse Secure VPN client has downloaded, run the setup executable file found in your *Downloads* folder.

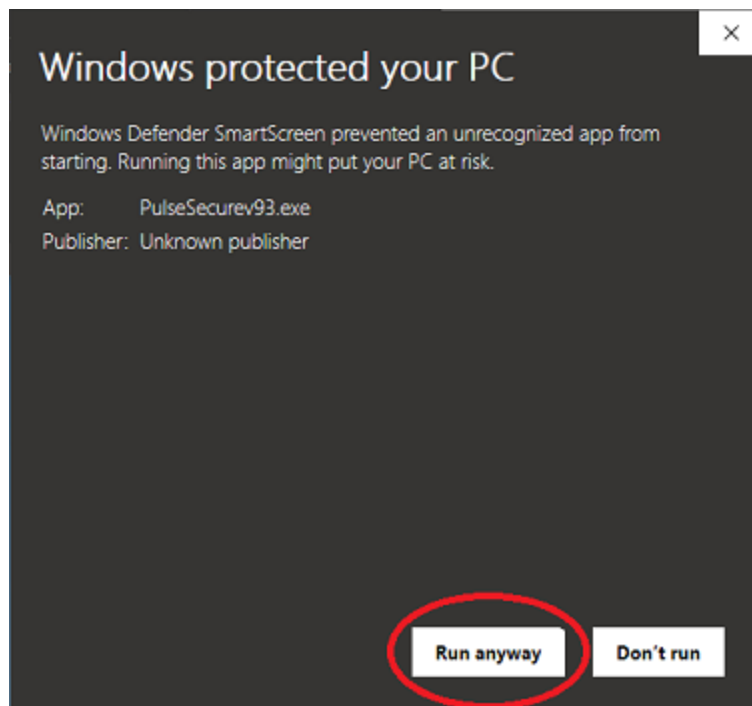You may find the setup executable in your 'Downloads' folder

Step 3

If Windows Defender appears, click *More Info.*
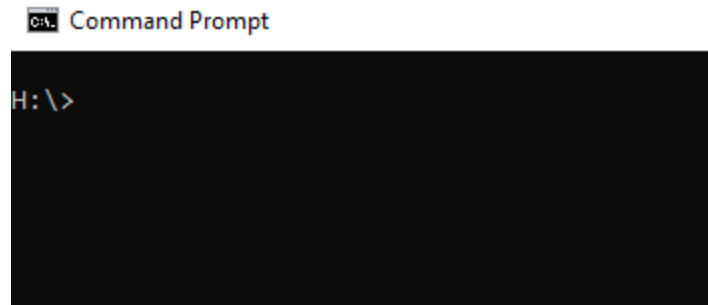

Step 4

Click *Run anyway* to continue.

Step 5

You will see a black command prompt window for a few seconds. This is normal during the setup process. Allow this window to close on its' own.

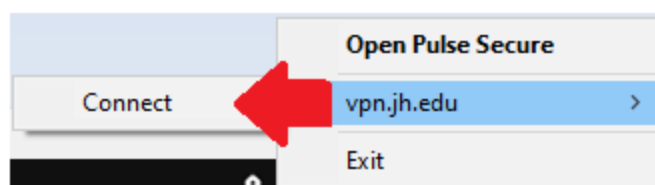Allow the command window to close on its' own

Step 6

Once the command prompt disappears, you will the VPN icon in your task tray.
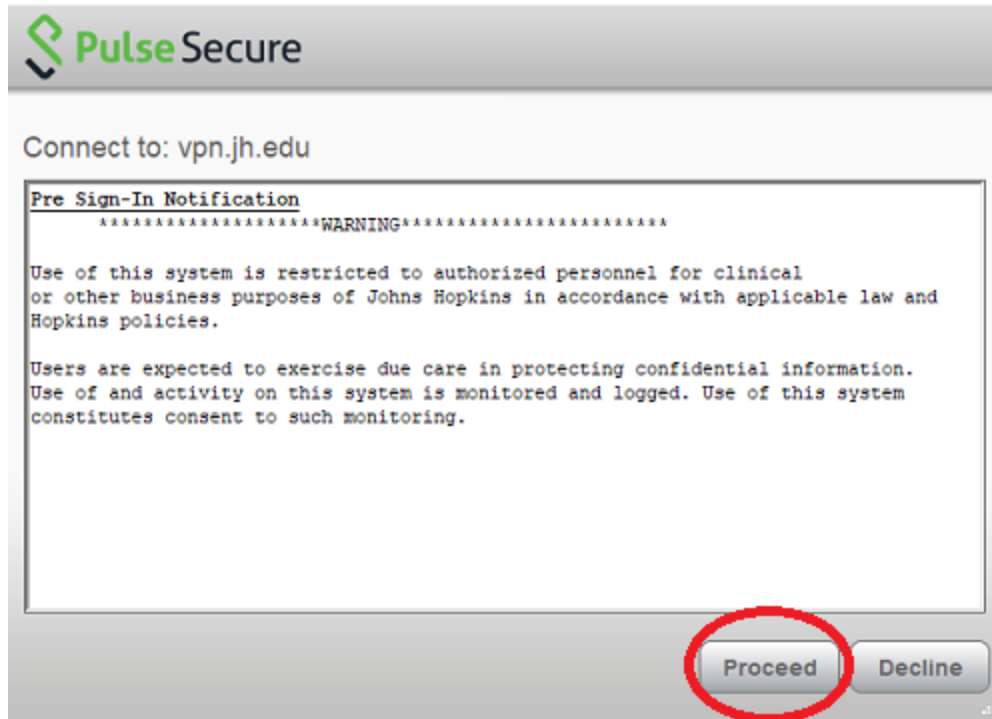

Connect to the VPN

Step 7

Click the VPN client in your task tray, hover over vpn.jh.edu, and click *Connect.*
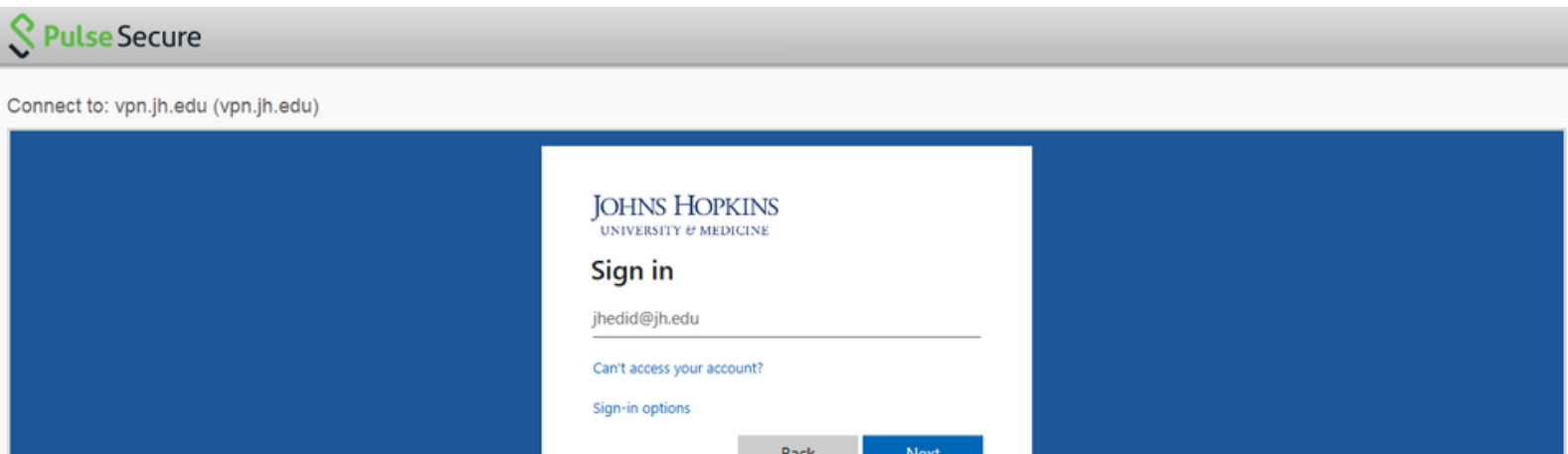
Step 8

Read the terms of the sign-in notification and click *Proceed*.

Step 9

If you are logged in to a Hopkins-managed computer, you may not be prompted for login information. If prompted, proceed with entering your *JHEDID@jh.edu* username and click *Next*.

Step 10

Enter the password to your JHED account and click *Sign in*.

Pulse Secure

Connect to: vpn.jh.edu (vpn.jh.edu)

JOHNS HOPKINS
UNIVERSITY & MEDICINE

Enter password

Because you're accessing sensitive info, you need to verify your password.

Password

Forgot my password

Sign in

First Time JHED Users Click Here

If you are prompted to enter the code displayed on your authenticator app from your device, and have <u>not</u> yet enrolled in Azure MFA, we have migrated your existing JH MyIT Login Code settings for you. Please use the code you were using from that application

The purpose of Johns Hopkins Enterprise Authentication is to provide a single sign-on functionality for our customers to access many applications with just one login.

Terms of use   Privacy & cookies   ···

Cancel

Step 11

Since you are enrolled in Azure MFA, you will need to approve the authentication request. Depending on your default MFA method, this could mean approving a push notification on your smartphone, answering a phone call, or entering a 6-digit code.

Note: If you do not receive your MFA prompt, you may want to click the option '*Sign in another way*'.

For information about Azure MFA, please visit the Azure MFA Resource Center.
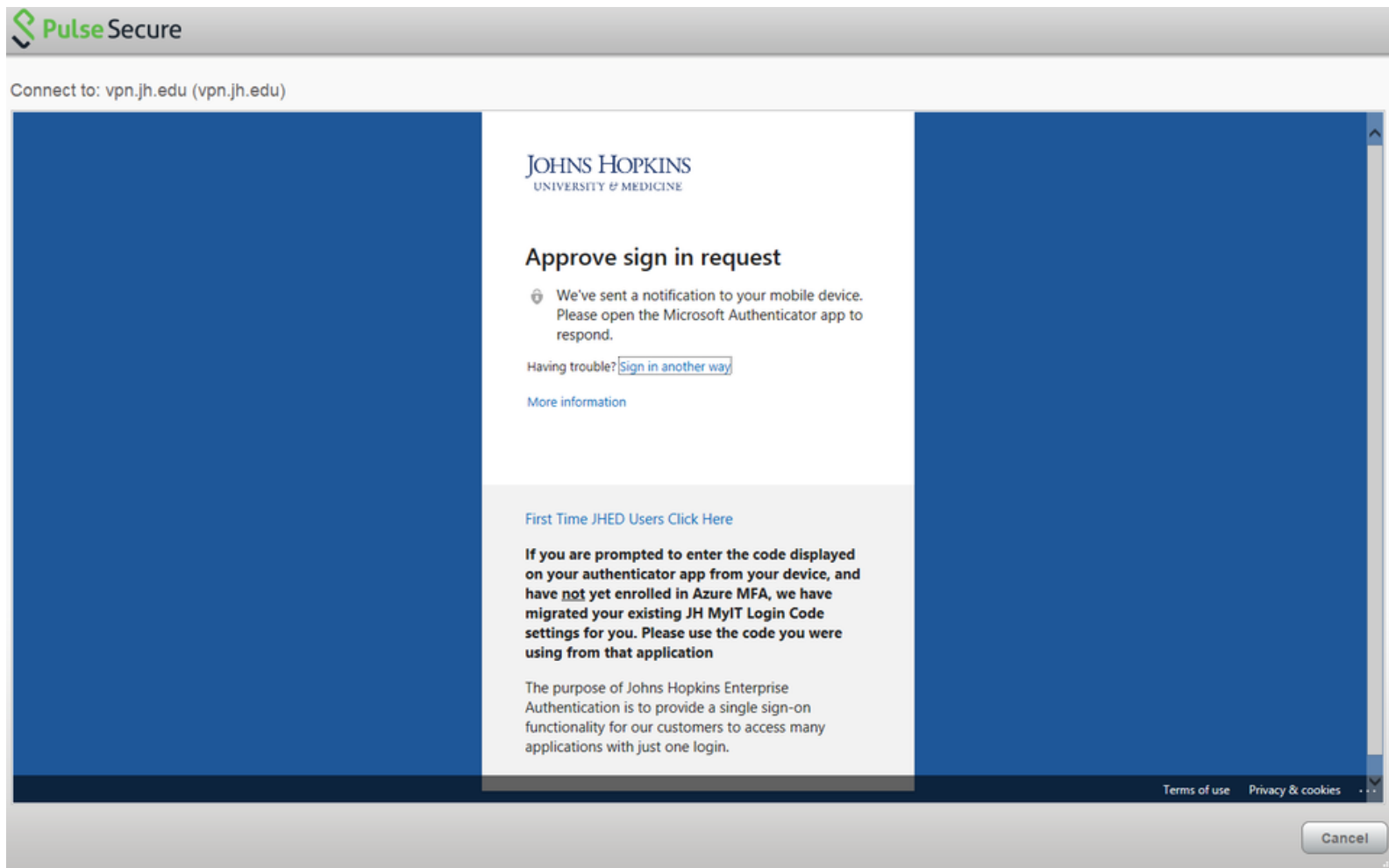
Step 12

If successfully connected to the VPN, you will see the Pulse Secure icon now has a green arrow pointing up.

When you are finished using the VPN, make sure you disconnect your session.

For assistance with the VPN, please submit a Service Now ticket