

VPN – Windows Edition

Connecting to the UMass Lowell VPN requires the use of 'Pulse Secure', a software package which you must load onto your Windows computer before you can connect to the VPN. **Effective October 24 2017 usage of the VPN requires multi-factor authentication using DUO.** If you are not currently enrolled in DUO for other applications such as HR Direct, please do so first by visiting www.uml.edu/mfa.

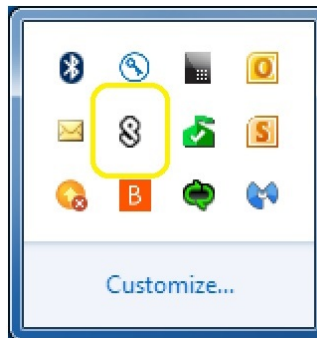
Should you have questions on these directions or using the VPN, please contact the IT Service Desk at 978 934 4357.

Installing Pulse Secure on Windows:

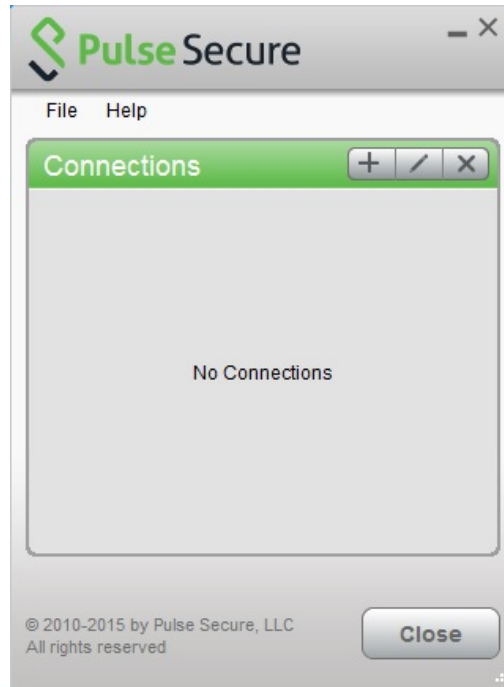
1. Open a web browser and navigate to <https://www.uml.edu/vpn> and download the appropriate version (64bit or 32bit)
2. Run the downloaded installer package and choose the defaults during the installation.

To use Pulse Secure in Windows:

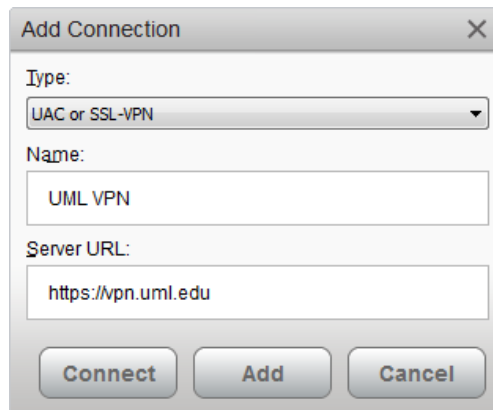
1. Open Pulse Secure either by:
 - a. Go to Start Menu → All Programs → Pulse Secure → Pulse Secure (Windows 7) Start Menu → All apps → Pulse Secure → Pulse Secure (Windows 10) OR
 - b. Expand the *Notification Area* on the *System Task Bar* and right-click on the Pulse Secure icon. From the pop-up menu select **Open Pulse**.



2. In the Pulse Secure program window, click on the “+” button to add a connection.



Fill in the connection information screen with the following information (this only needs to be done the first time you connect to the VPN from this computer)

The image shows a screenshot of the "Add Connection" dialog box. The dialog box has a title bar with "Add Connection" and a close button. It contains three input fields: "Type:" with a dropdown menu showing "UAC or SSL-VPN", "Name:" with a text box containing "UML VPN", and "Server URL:" with a text box containing "https://vpn.uml.edu". At the bottom of the dialog box, there are three buttons: "Connect", "Add", and "Cancel".

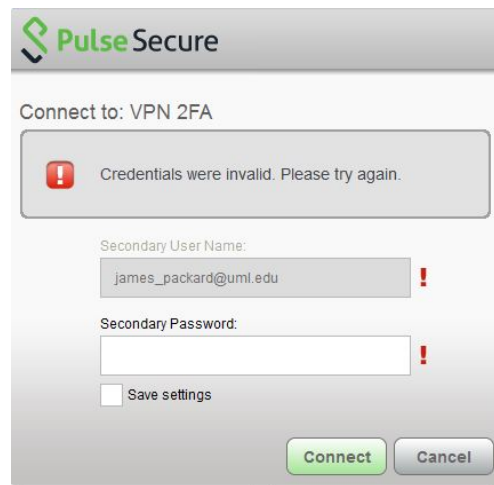
Click connect



3. Enter your UML email address password when prompted and click Connect.
4. In the "Secondary Password" field, enter one of the following, and then click **Connect**:
 - a. A passcode (e.g., **123456**): Generated by Duo Mobile, an SMS text, or a single-button hardware token
 - b. **push**: Sends a push login request to the Duo Mobile app on your primary smartphone or tablet
 - c. **phone**: Calls your primary phone number (e.g., smartphone, landline)
 - d. **sms**: Sends a new SMS passcode to your primary device; once you receive the passcode via SMS, enter it into the "Secondary Password" field.

Important:

Entering **sms** will cause the initial login to fail, resulting in the screen as shown below. Enter one of the codes once they are received on your phone.



5. Once you are successful with the Secondary Password prompt, you are connected to the UML Network and can continue to access file shares or applications as you normally would when using VPN.
6. You can minimize or close the PulseSecure window, this will not disconnect you from the VPN.
7. To disconnect from the VPN session, open up the PulseSecure application and click the Disconnect button.