# VPN – Apple macOS Edition

Connecting to the UMass Lowell VPN requires the use of 'Pulse Secure', a software package which you must load onto your macOS 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 Apple macOS:

1. Open a web browser and navigate to https://www.uml.edu/vpn and download the Apple macOS version.
2. Locate the DMG file just downloaded (most likely in the Downloads folder), then double click it.
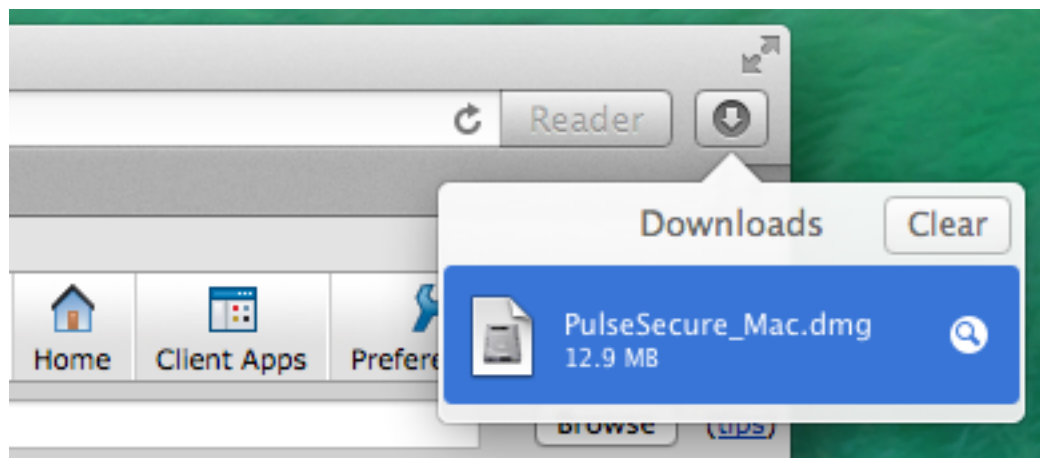
3. This will open another window with the installer package inside.
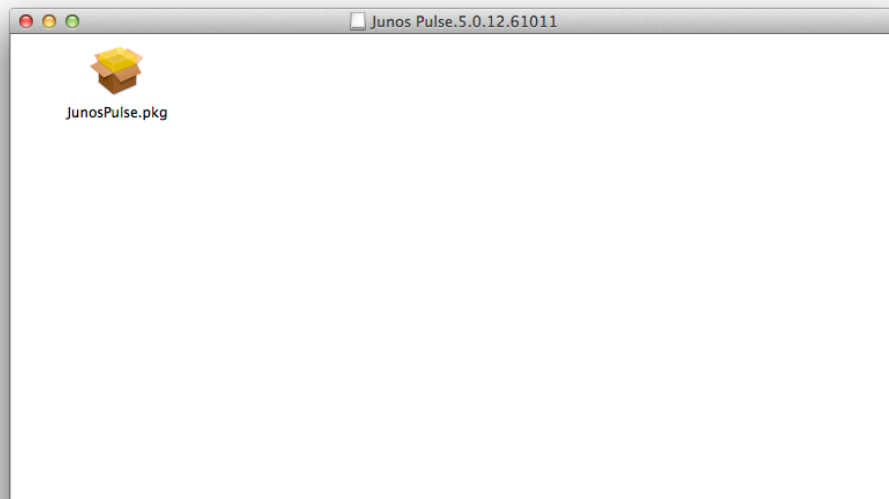
4. To run this installer, right-click on the file and select **open**. If you do **not** right-click the file to open it you will get the following error:
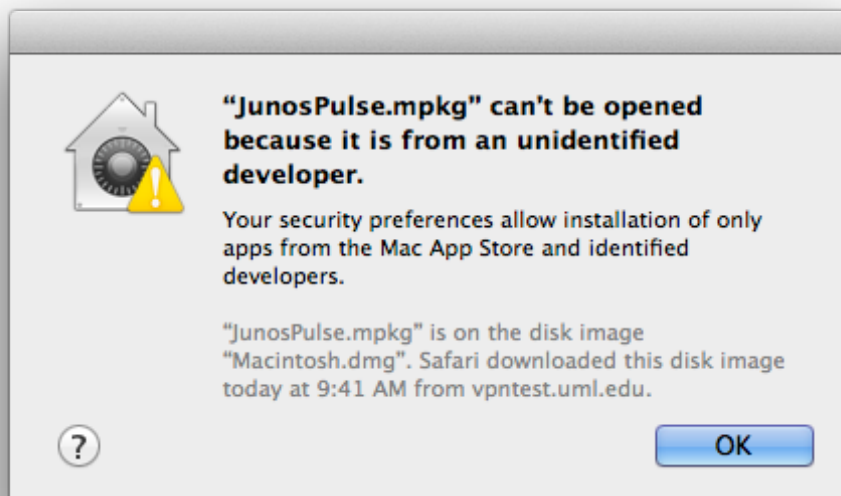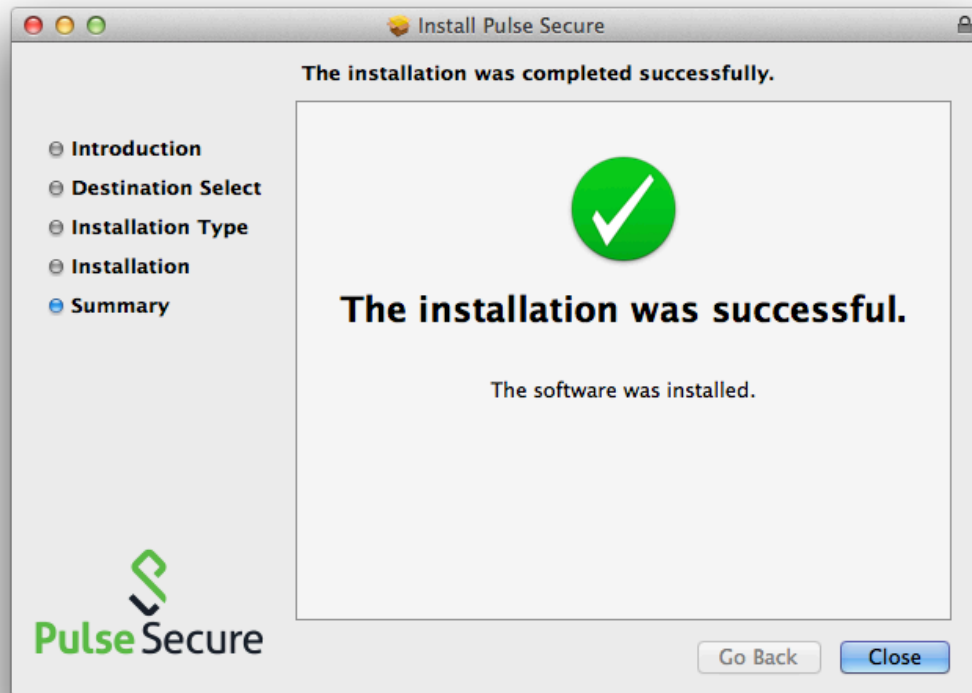

5. When the installation runs, click "Continue" from the first screen and follow the prompts.

6. If asked for your credentials, fill them in and click the "Install Software" button.
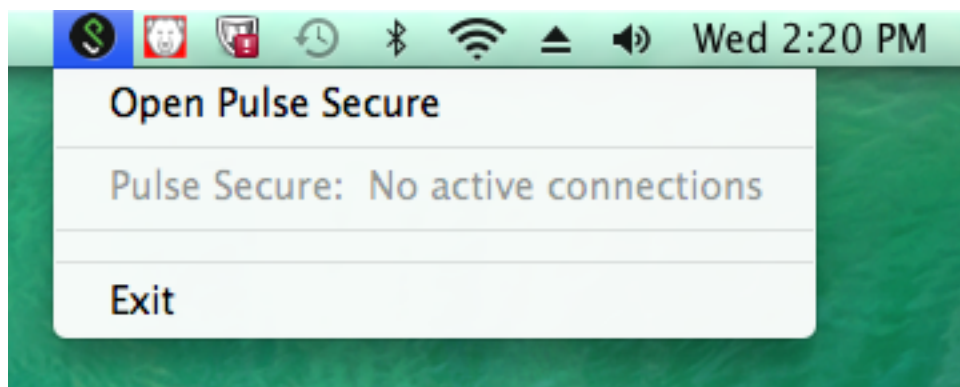

7. When the install has completed, you will see the "install was successful" screen. Close the window.

Using Secure Pulse on macOS:

1. Open Pulse either by:
   a. Opening the program by browsing for it under the Applications section of the Finder Or,
   b. By clicking on the Pulse icon in the upper right-hand side of the desktop screen and select "Open Junos Pulse" from the menu.
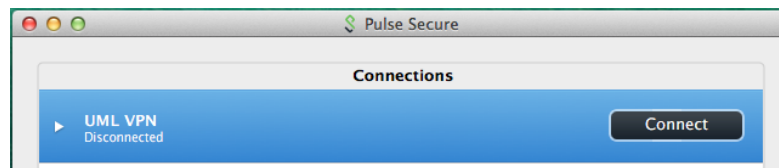
2. When the Pulse window appears, click on the "+" button at the bottom-left of the screen.
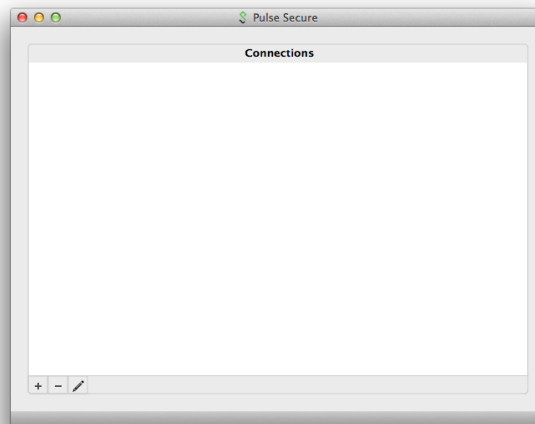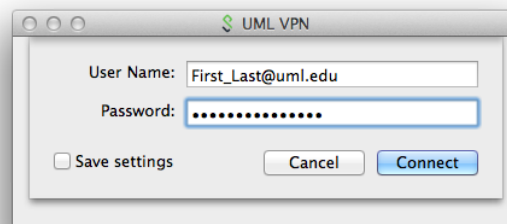

3. Fill in a name and URL for the server.
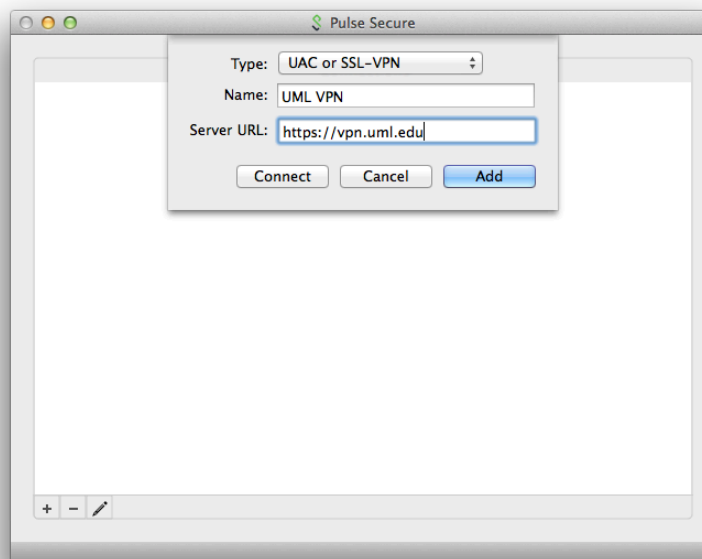
4. You will now have an entry in the Pulse window for the VPN. Click "Connect".

5. When prompted, enter your UML credentials and click Connect.

6. 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.
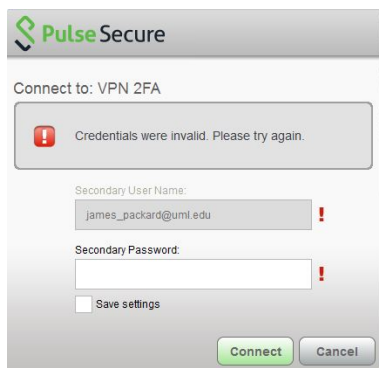
7. Once successfully connected the Pulse screen will look like this:
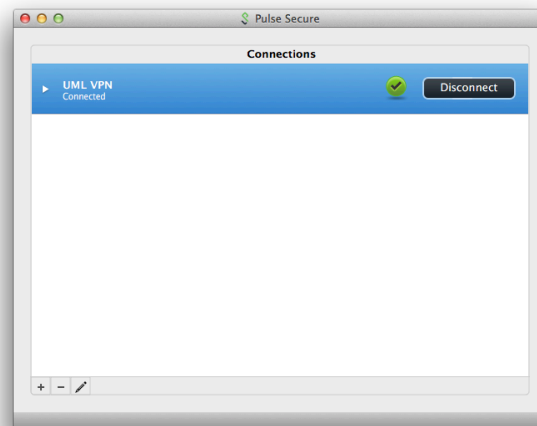
8. At this point you are connected to the UML Network and can continue to access file shares or applications as you normally would when using VPN.
9. You can minimize or close the PulseSecure window, this will not disconnect you from the VPN.
10. To disconnect from the VPN session, open up the PulseSecure application and click the Disconnect button.