

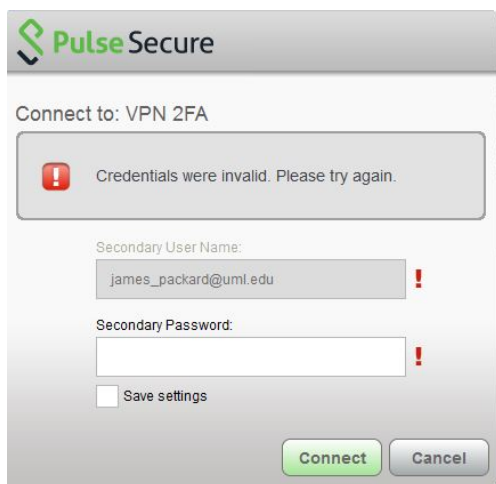
As of October 24, 2017, connecting to UMass Lowell's [VPN](#) (Pulse Secure) requires [Multi-Factor Authentication via \(Duo\)](#) for everyone, regardless of your university status.

### For Windows and macOS:

1. Follow the instructions at [www.uml.edu/vpn](http://www.uml.edu/vpn) to install and configure the PulseSecure client software if not already installed on your computer.
2. Start PulseSecure and in the "User Name" and "Password" fields, enter your UML email address and password, and then click **Connect**.
3. In the "Secondary Password" field, enter one of the following, and then click **Connect**:
  - A passcode (e.g., **123456**): Generated by Duo Mobile, an SMS text, or a single-button hardware token
  - **push**: Sends a push login request to the Duo Mobile app on your primary smartphone or tablet
  - **phone**: Calls your primary phone number (e.g., smartphone, landline)
  - **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.

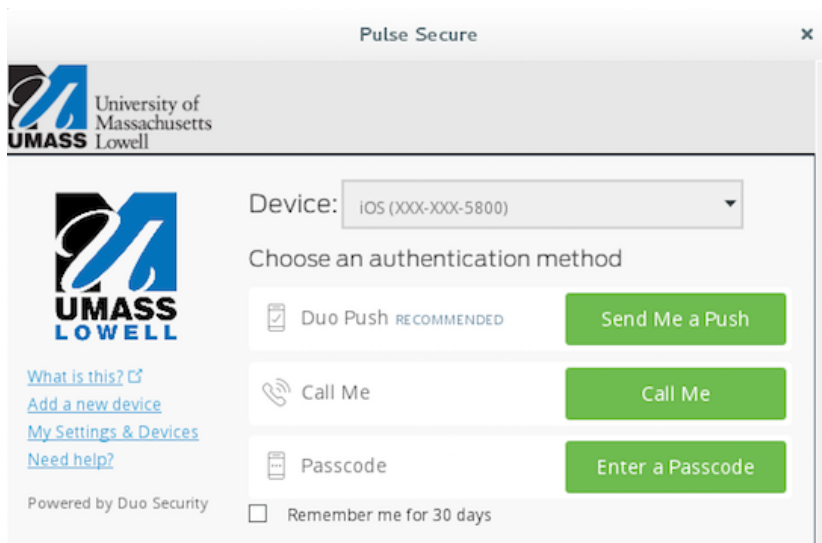


### Note:

You can add a number at the end of each type if you have more than one device of that type registered. For example, **push2** will send a login request to your second phone, **phone3** will call your third phone, etc.

## For Linux:

1. Follow the instructions at [www.uml.edu/vpn](http://www.uml.edu/vpn) to install and configure the PulseSecure client software if not already installed on your computer.
2. Start PulseSecure and in the "User Name" and "Password" fields, enter your UML email address and password, and then click **Sign In**.
3. Specify your choice for DUO authentication (as indicated below) to log into the VPN.



## For mobile/tablet:

1. Follow the instructions at [www.uml.edu/vpn](http://www.uml.edu/vpn) to install and configure the PulseSecure client software on your device.
2. After authenticating with Pulse Secure your primary DUO authentication method will be used in order to confirm the login request.
3. After confirming the login request via the device that is contacted, you will be connected to the VPN.