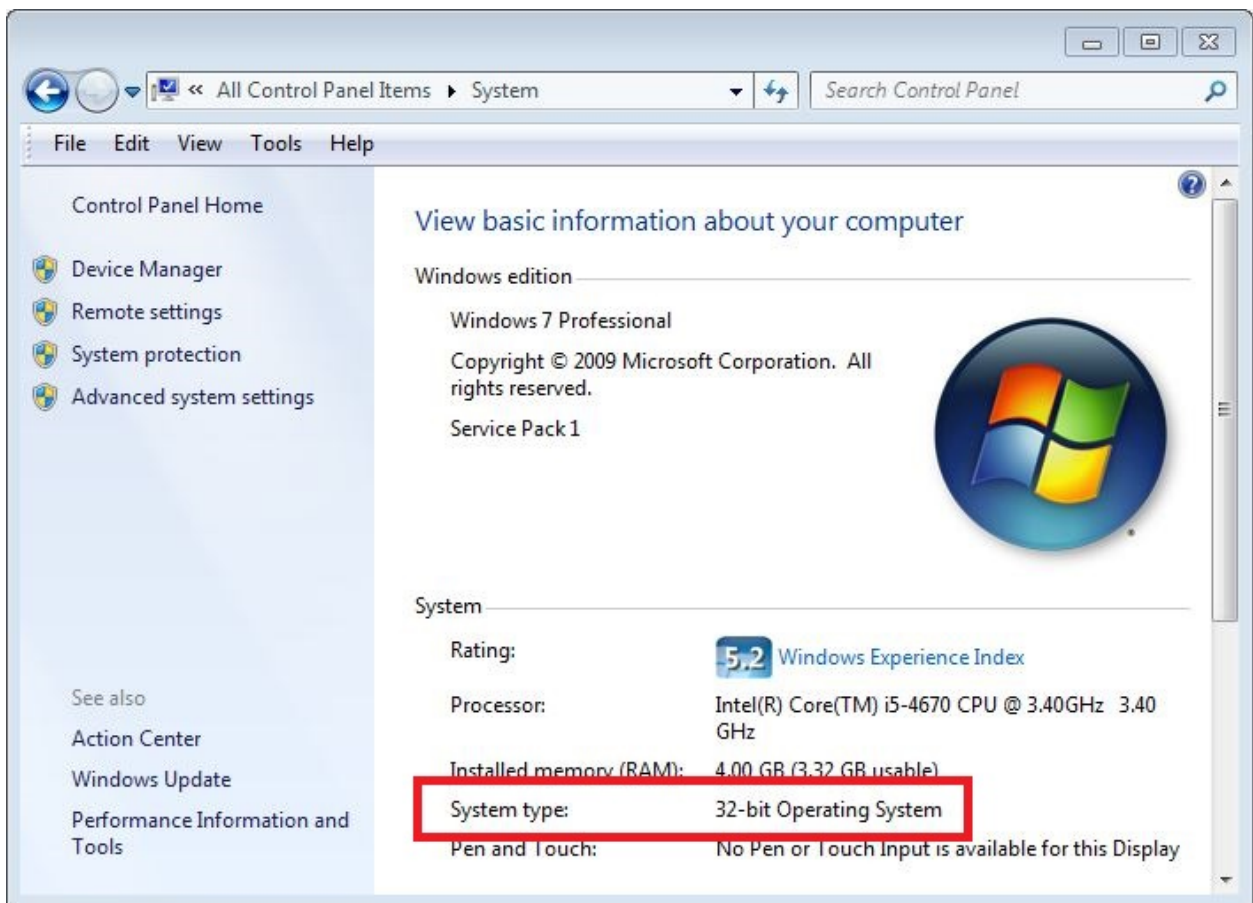


## INSTALLING THE PULSE SECURE VPN CLIENT

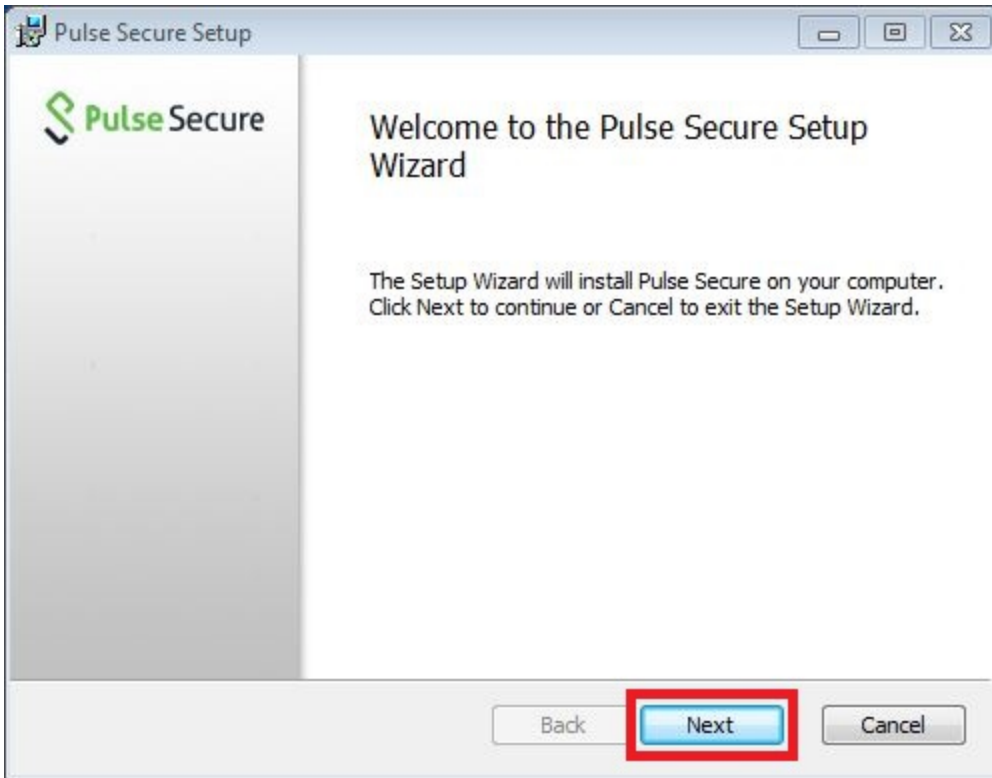
Installing the new Juniper Pulse Secure VPN client is a pretty straightforward process. Below are the instructions to download and install the Pulse Secure client, which will be replacing the Juniper Network Connect VPN client soon.

**NOTE: Before installing the Pulse Secure VPN client, it is recommended to uninstall the Juniper Network Connect VPN and Setup clients. This can be done through the Windows Control Panel.**

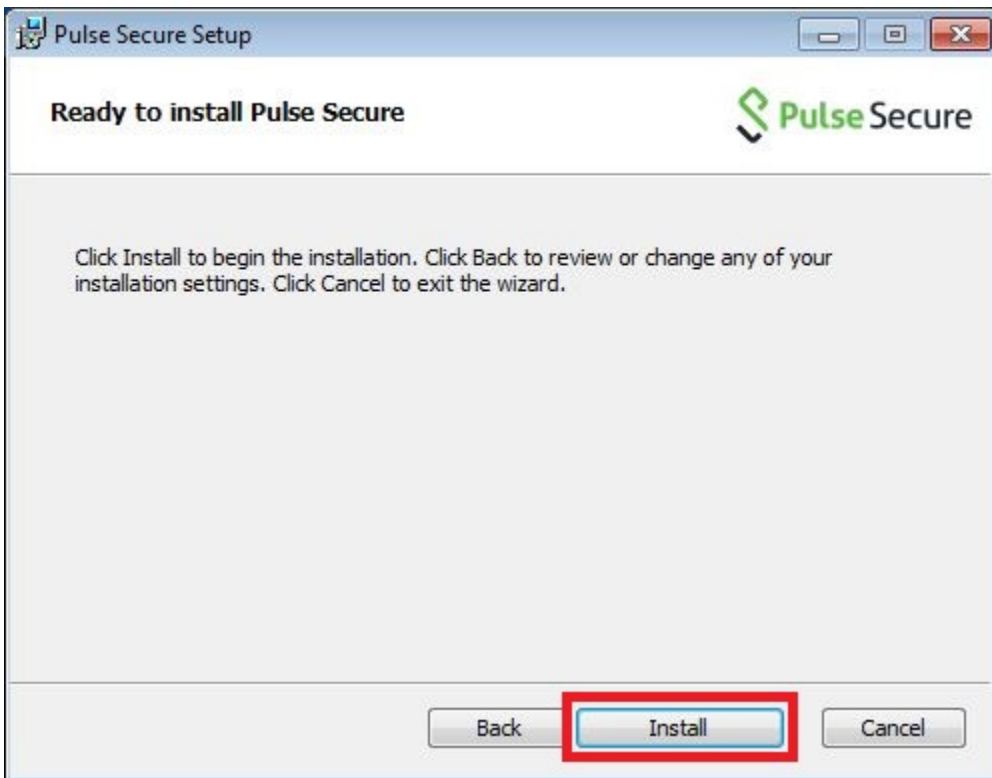
- 1) Navigate to the following URL in your web browser:  
<http://vpnclient.cnoinc.com/downs/Juniper/5.2R6.0>
- 2) Click on the appropriate link for your operating system. If you are using Windows and are unsure if you have the 32-bit or 64-bit version, you can verify your bit level in the System applet within Windows Control Panel. For example, it should look similar to this:



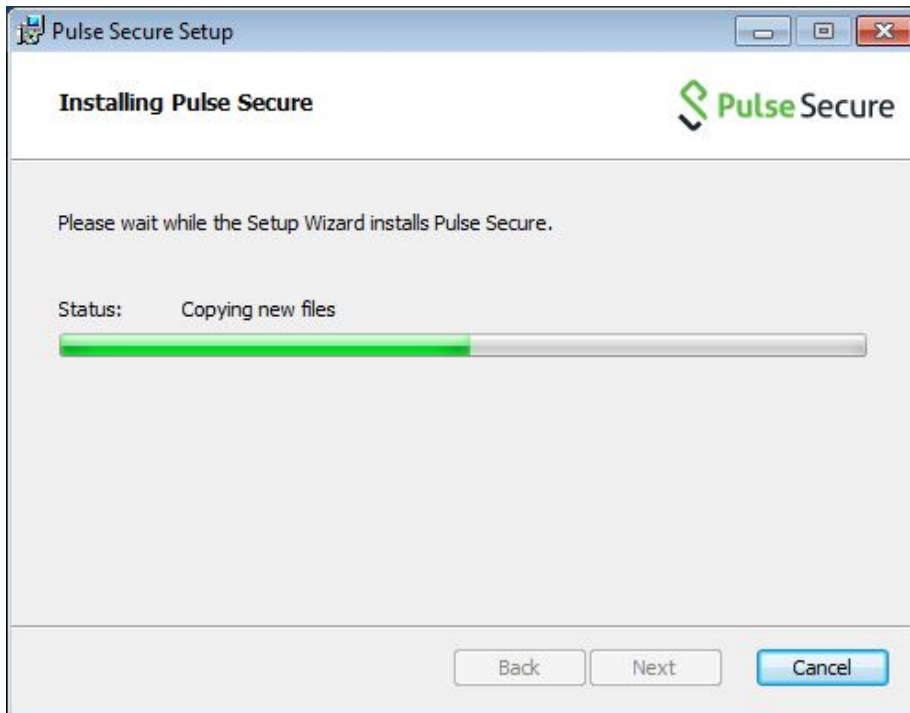
- 3) Once the file has successfully downloaded, launch the Pulse Secure installer. You should see the "Welcome to the Pulse Secure Setup Wizard" dialog. Click Next.



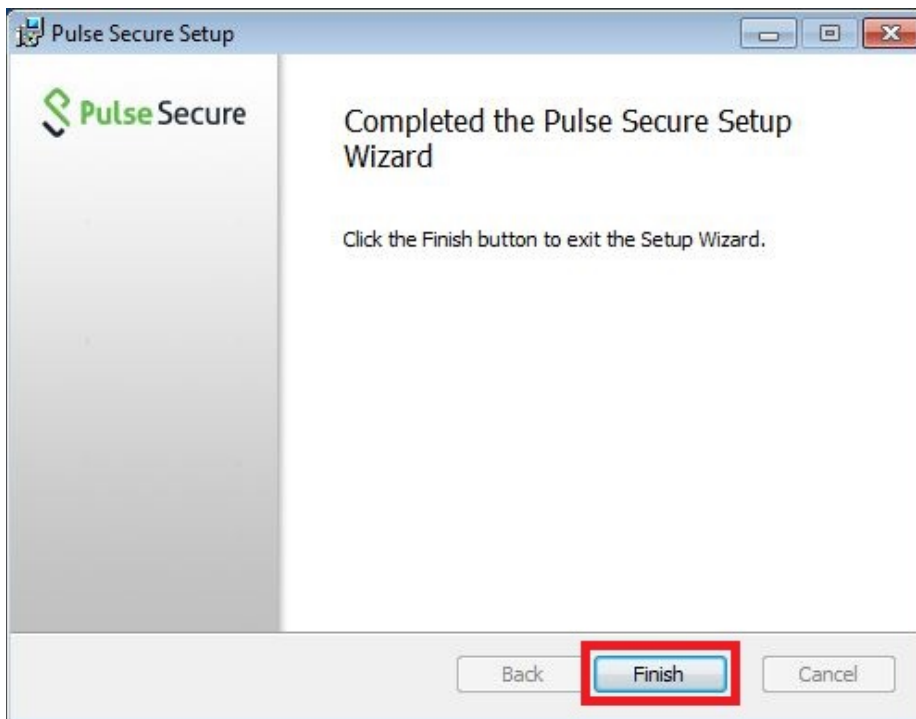
4) You should now see the "Ready to install Pulse Secure" dialog. Click Install.



- 5) The Pulse Secure installation will now begin. This may take up to a few minutes depending on your computer. During the installation, you should see multiple “Installing Pulse Secure” status screens.



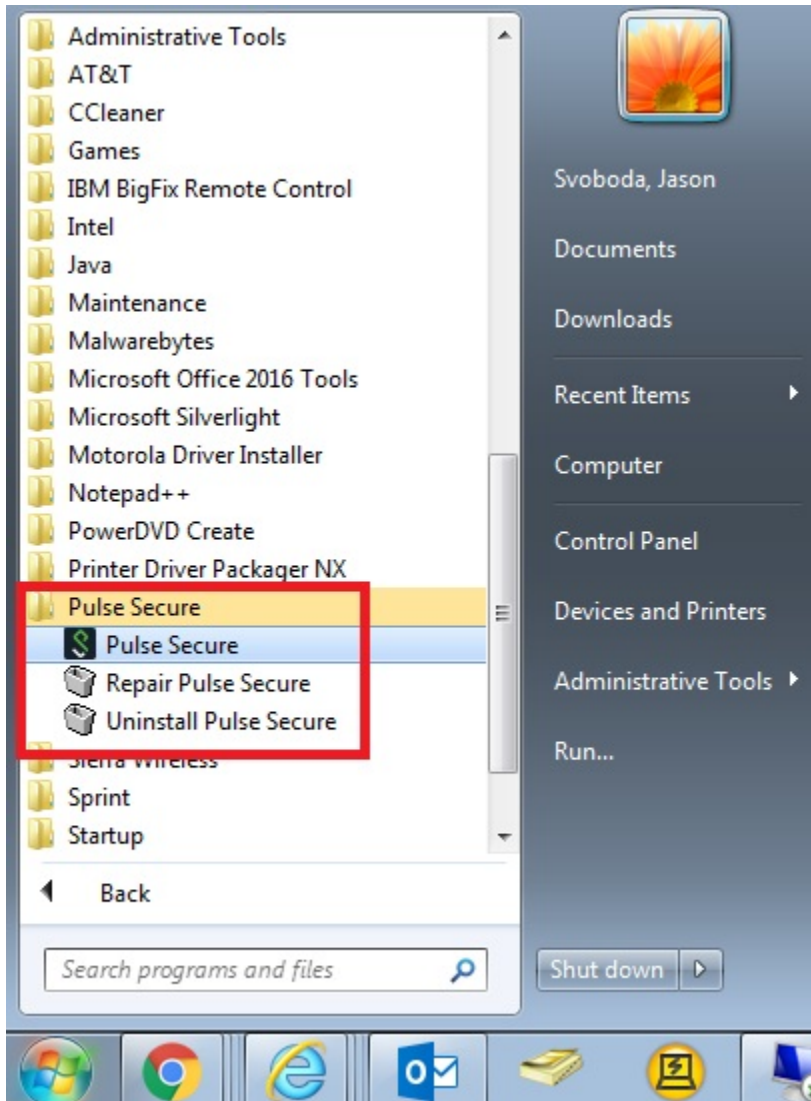
- 6) Once finished, you should see the “Completed the Pulse Secure Setup Wizard” dialog. Click Finish. Congratulations, the Pulse Secure VPN client is now successfully installed.



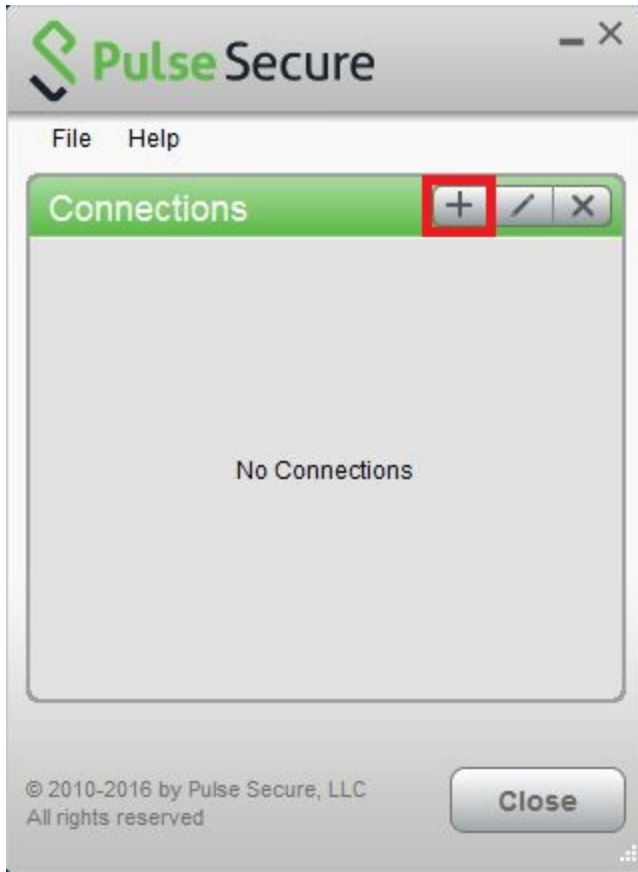
## CONFIGURING THE PULSE SECURE VPN CLIENT

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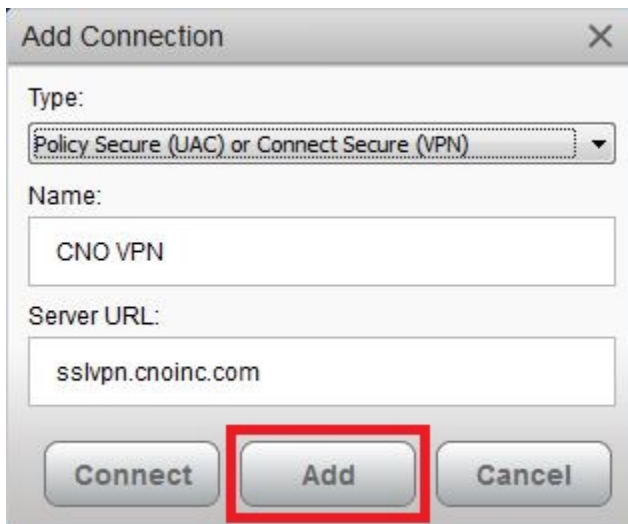
- 1) Once installed, we must now launch and configure the Pulse Secure VPN client. On the Windows start menu, you should have a Pulse Secure program group as shown in the screenshot below. Click on Pulse Secure to launch the application.



- 2) You should now see the main Pulse Secure application with no connections. Click on the “Add Connection” button (+) as highlighted in the screenshot below.



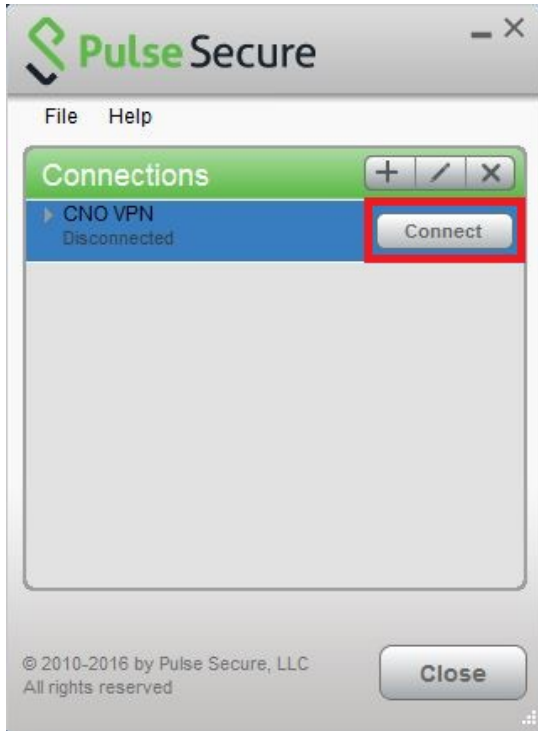
- 3) You will now see a blank “Add Connection” dialog. Fill out the “Name” and “Server URL” input boxes as shown in the screenshot below. Once finished, click Add. Congratulations, the Pulse Secure VPN client is now successfully configured.



## USING THE PULSE SECURE VPN CLIENT

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- 1) Launch Pulse Secure from the application group on the Windows startup menu. Once open, you should now see the CNO VPN connection in the list. Click Connect.



- 2) First, you will be prompted to select your Realm. Make your selection and click Connect.



- 3) Next, enter your CNO VPN credentials and click Connect.



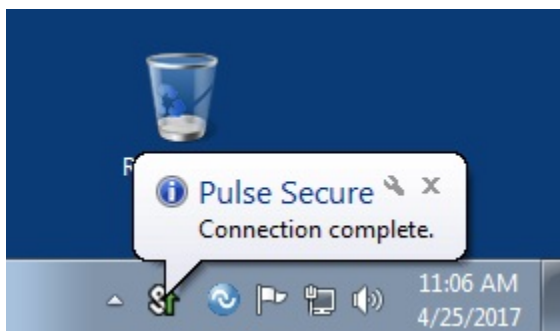
- 4) Finally, you will be prompted for your Duo authentication method. You will use the “Secondary Password” field to tell Duo how you want to authenticate. Here’s how:

Type...	To...
A passcode	Log in using a passcode, either generated with Duo Mobile, sent via SMS, generated by your hardware token, or provided by an administrator. Examples: "123456" or "1456789"
<b>push</b>	Push a login request to your phone (if you have Duo Mobile installed and activated on your iOS, Android, or Windows Phone device). Just review the request and tap "Approve" to log in.
<b>phone</b>	Authenticate via phone callback.
<b>sms</b>	Get a new batch of SMS passcodes. Your login attempt will fail — log in again with one of your new passcodes.

For more information on Duo: <https://guide.duo.com/pulse>



- 5) If your connection attempt was successful, the Pulse Secure VPN client should now connect and minimize to the Windows system tray as shown in the screenshot below. You may now begin working as normal.



#### **NEED ADDITIONAL HELP?**

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If you have any problems installing the Pulse Secure VPN client or connecting to the VPN after normal business hours, please don't hesitate to call in for afterhours technical support. To do so, call 877-817-3400 and ask to speak with the on call remote support technician. If you have an Apple computer, please be aware that we provide very limited support for Apple systems.