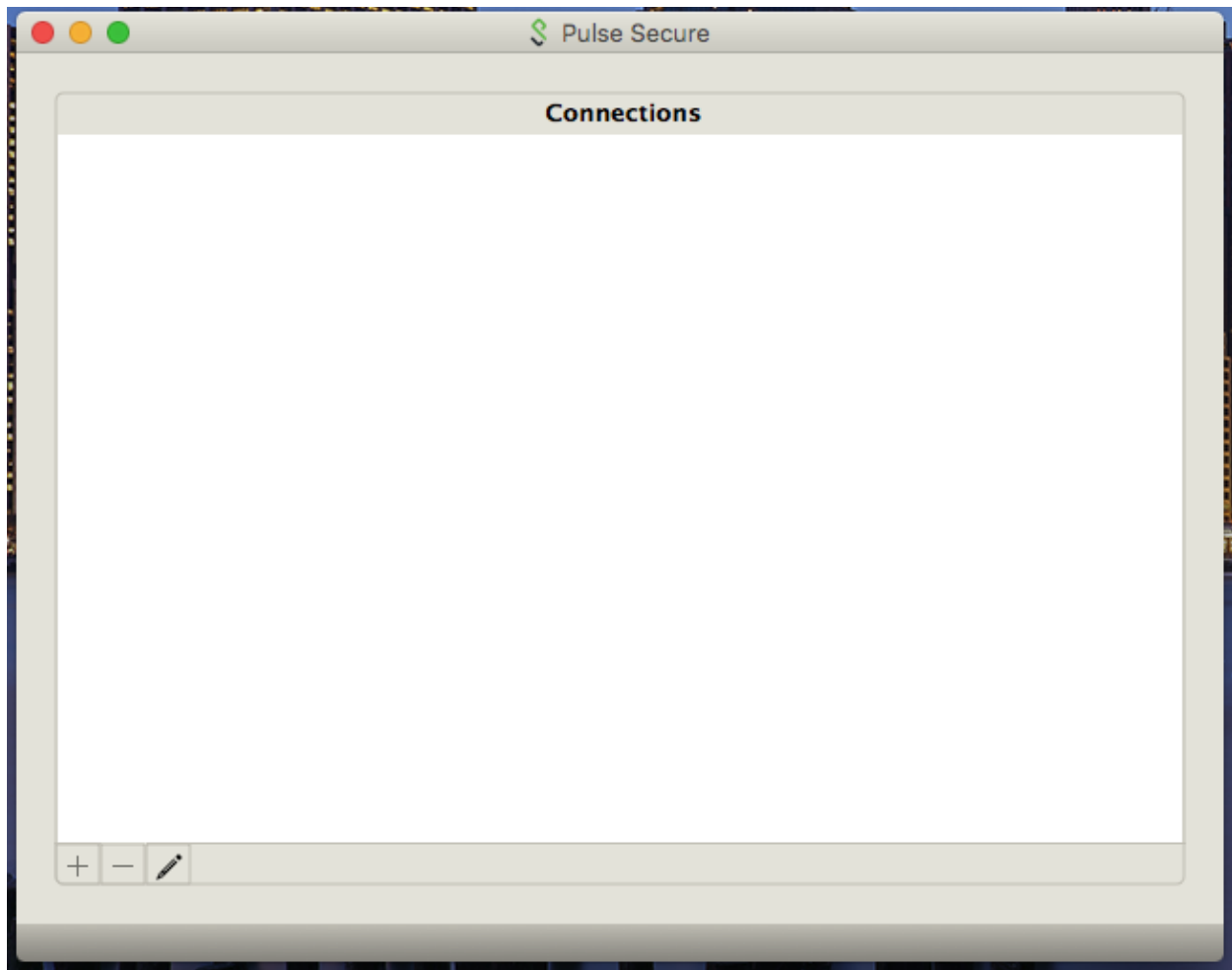
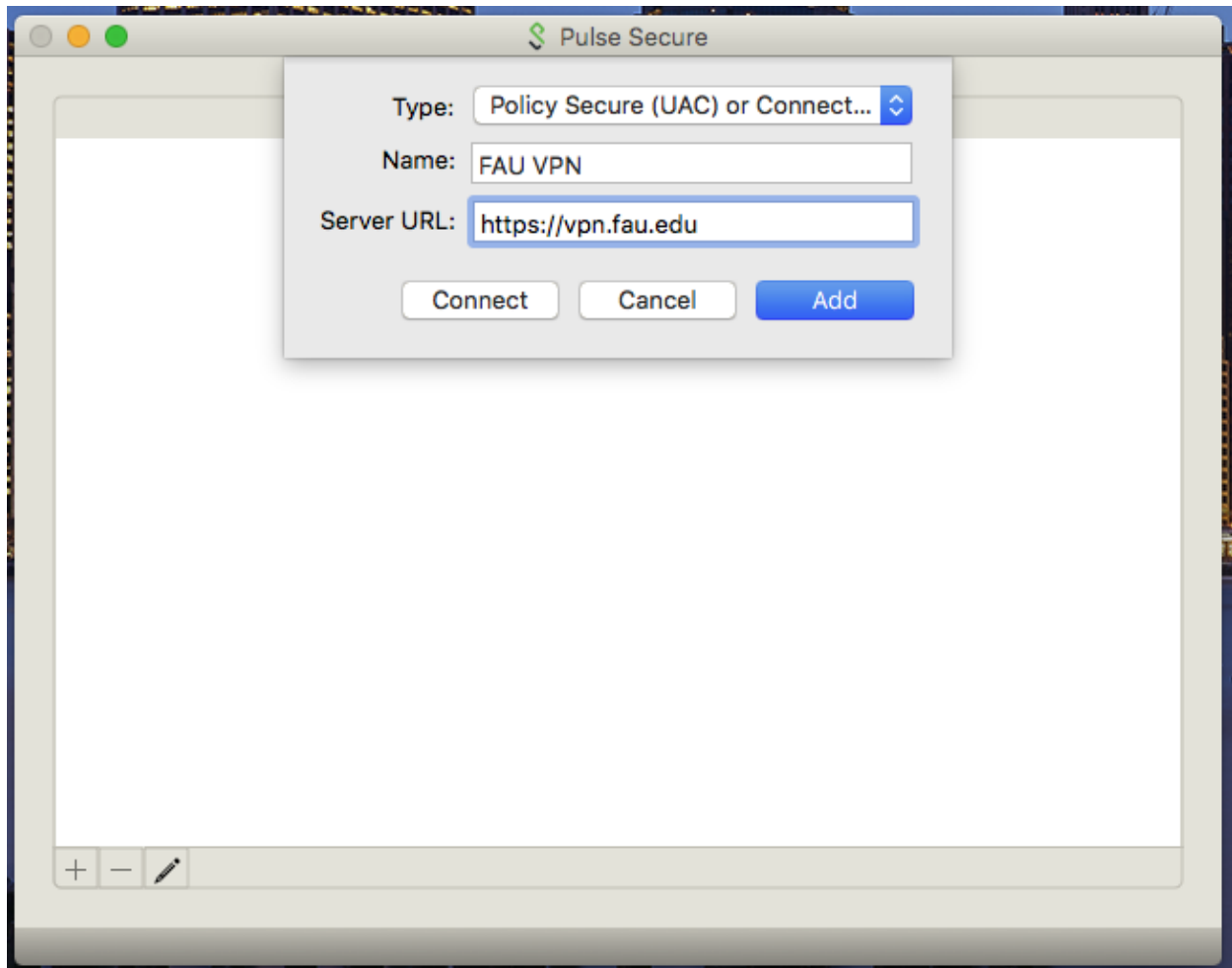


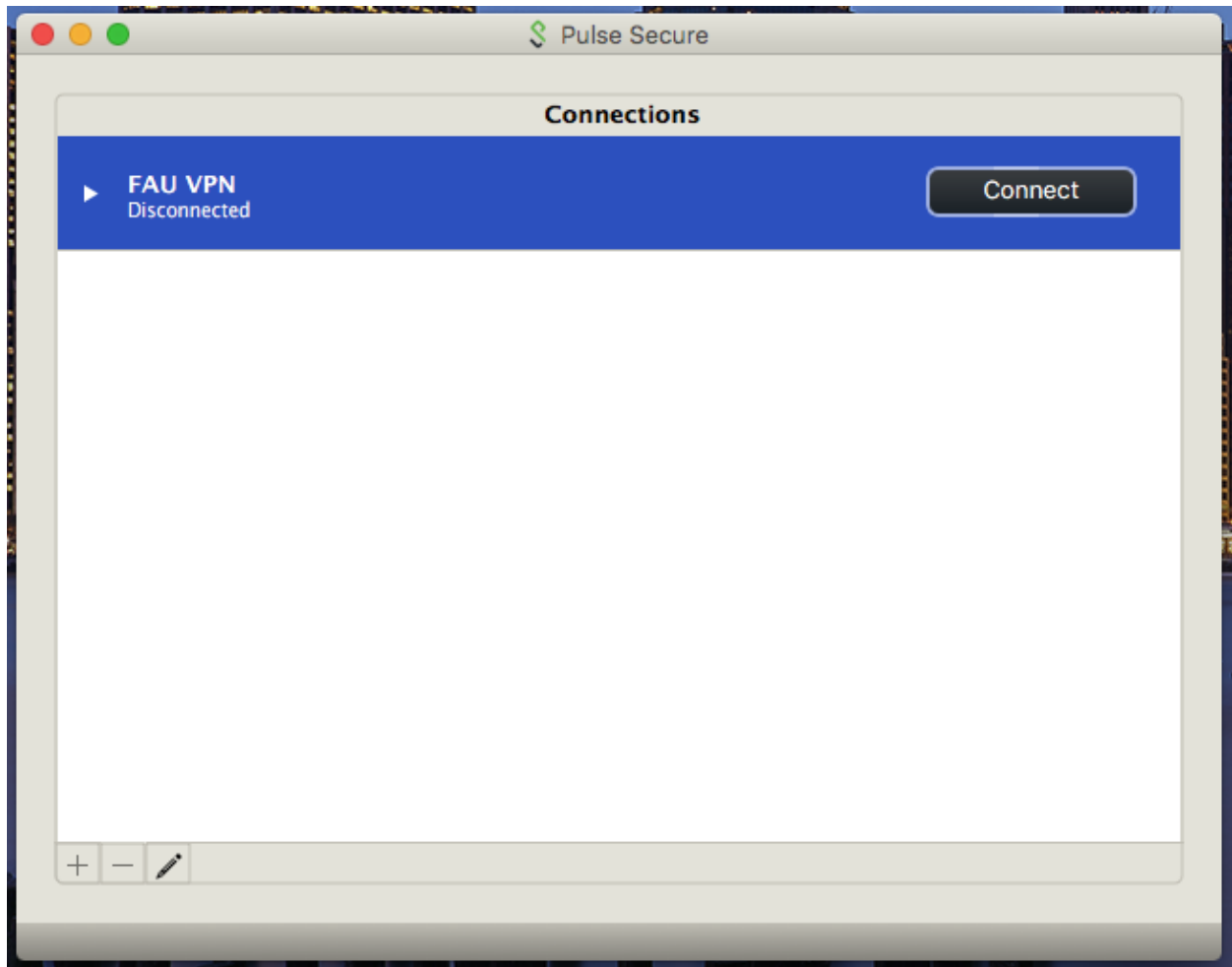
Pulse Secure VPN Instructions for Mac OS X/Mac OS



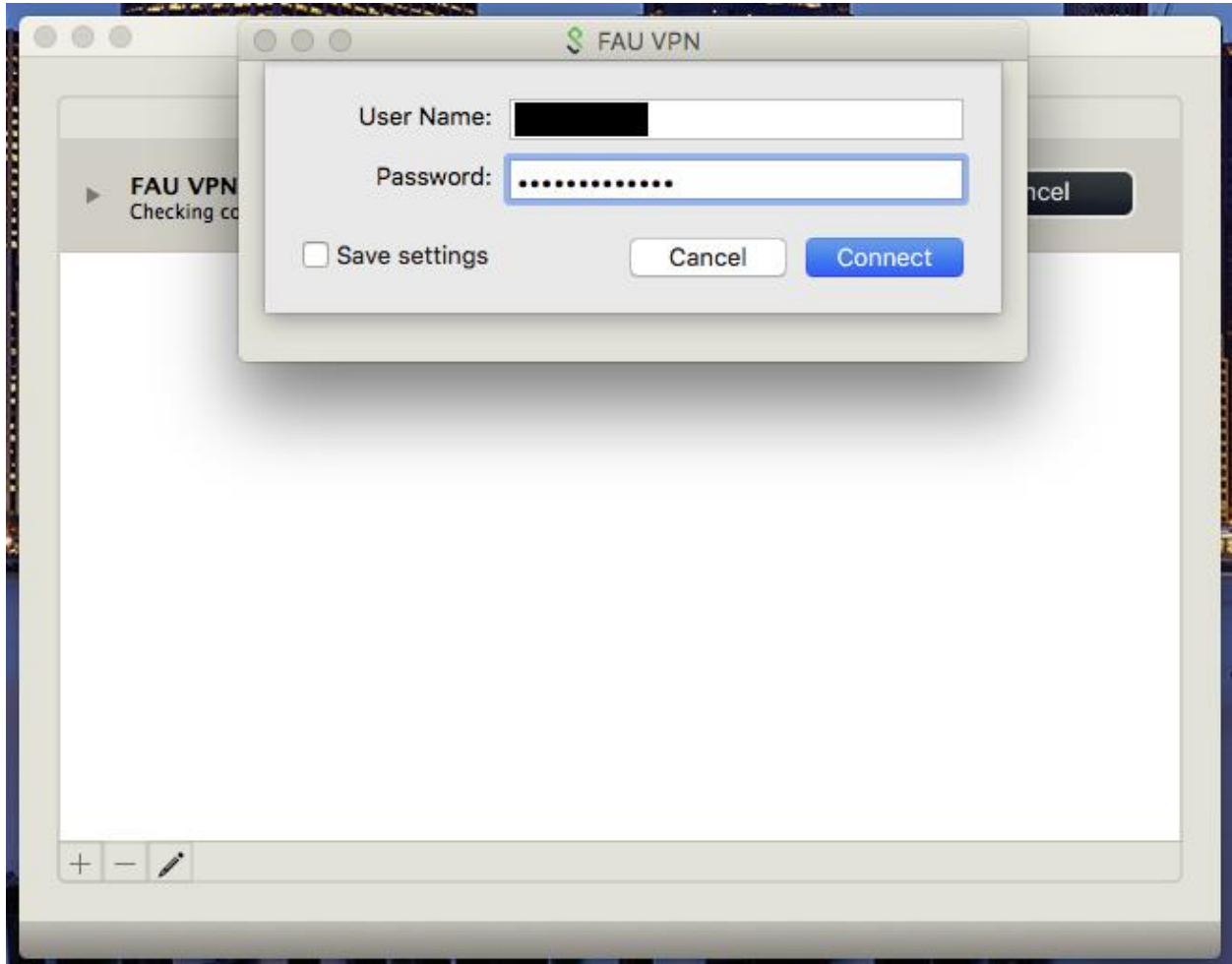
1. When you open the Pulse Secure client for the first time you will get the following screen indicating that you have no connections. Please create a new connection by **clicking on the "+" icon**.



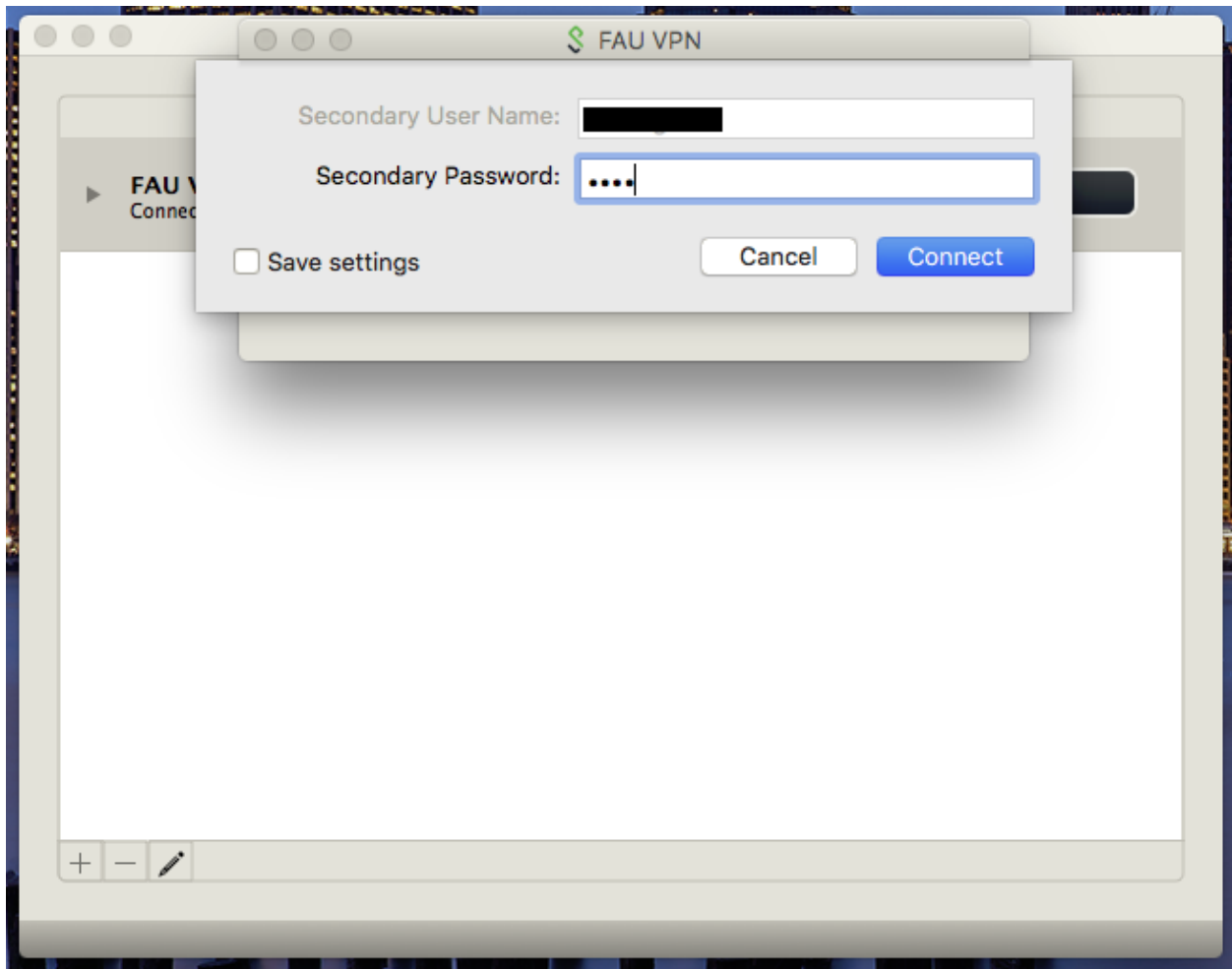
2. After clicking on the "+" symbol, **fill out the name and server URL information** as its shown above. Now, **click "Add"** to save this VPN connection.



3. Click the **“Connect”** button to start your VPN connection to FAU.

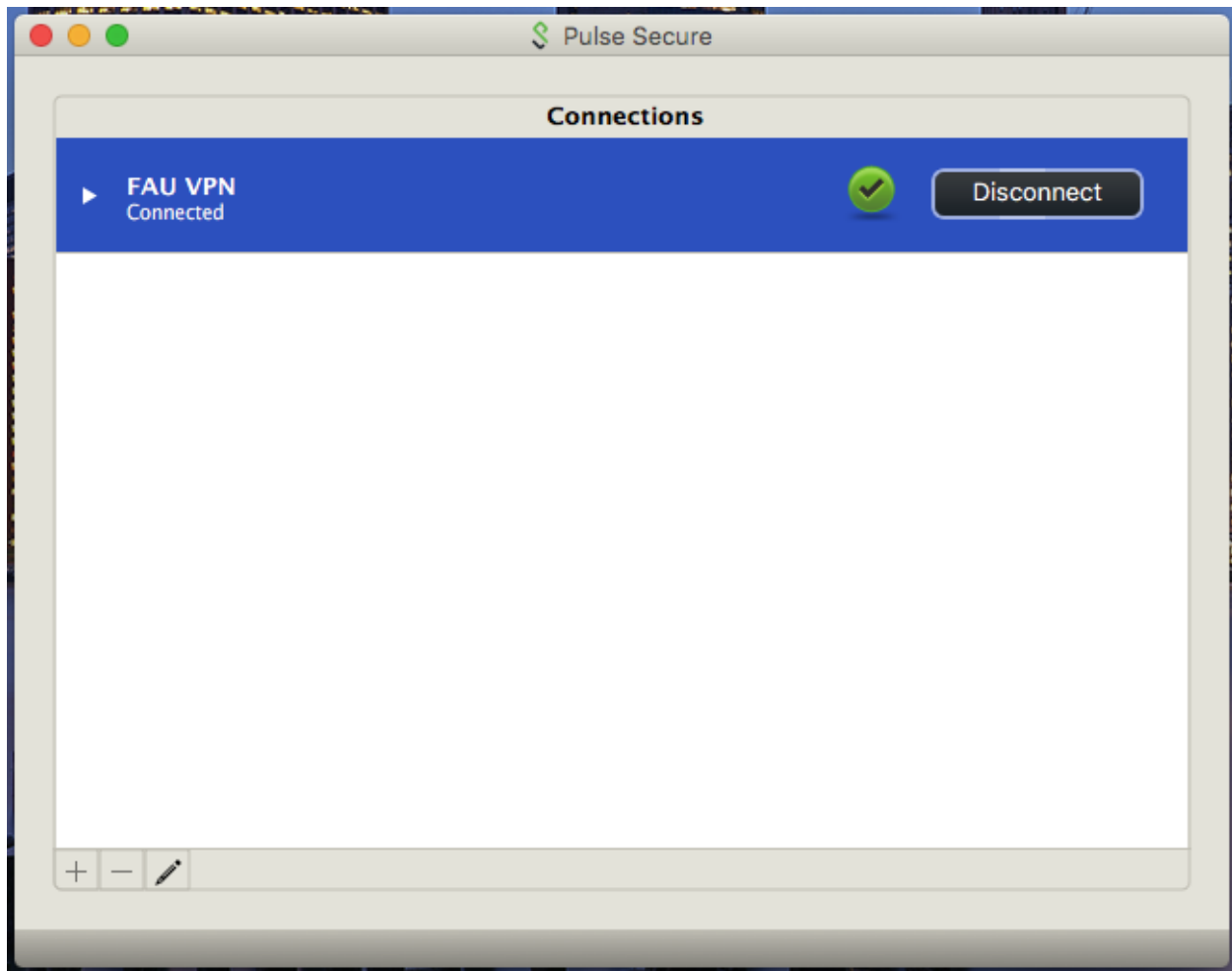


3. Enter your FAUNet ID and Password when prompted and then click the "Connect" button.



4. FAU VPN requires you to be enrolled in **two-factor Authentication** (Duo.) When you are prompted for the **secondary password**, you will select any of the following options depending on how you initially set up Duo on your account:
 - Type **push** into the secondary password field and press enter to push an authentication request to your phone or tablet if you are using the smartphone application.
 - Type **sms** into the secondary password field to have a code sent to you via text message. (You will enter the code once the dialog prompts you again.)
 - Type **phone** into the secondary password field to receive a phone call to confirm the authentication request.

Alternatively, if you have a key FOB, you can **enter the code** into the secondary password field.

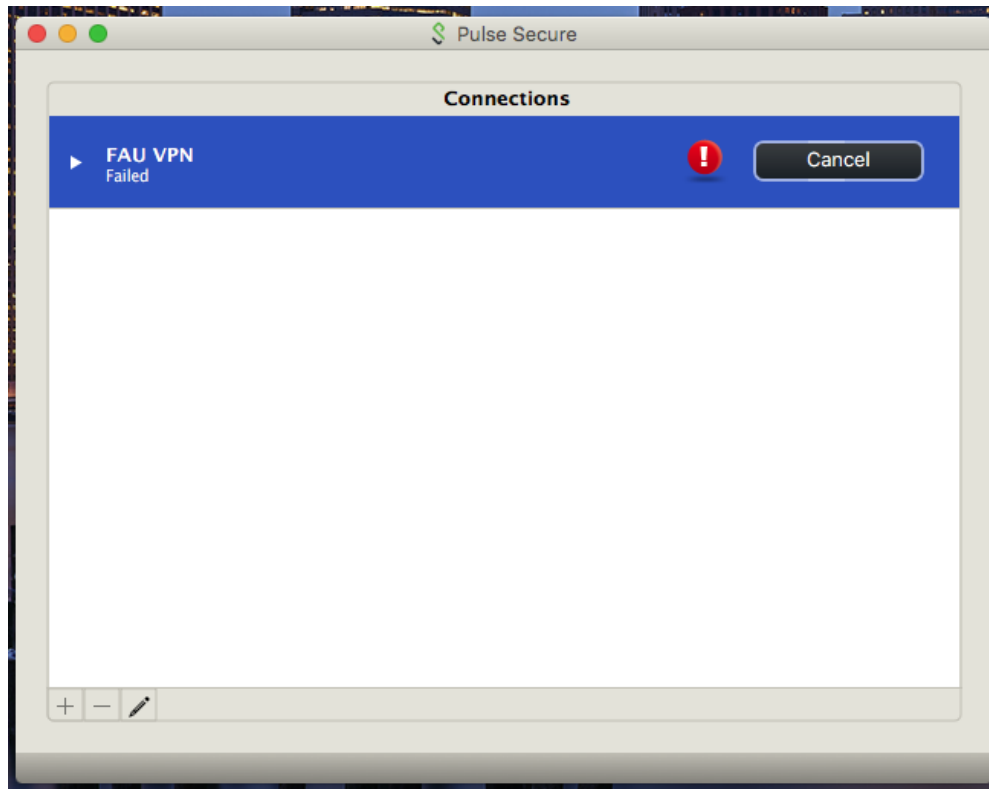


5. If your system is in compliance for access, you will be connected to the FAU VPN and should see a green check mark next to your connection.

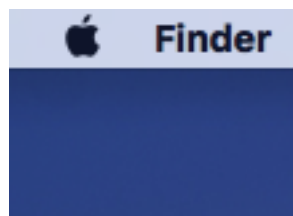
When you want to disconnect from the VPN, simply click the "Disconnect" button.

Your Pulse Secure VPN setup is now complete. If you are having issues connecting, please continue to the next steps.

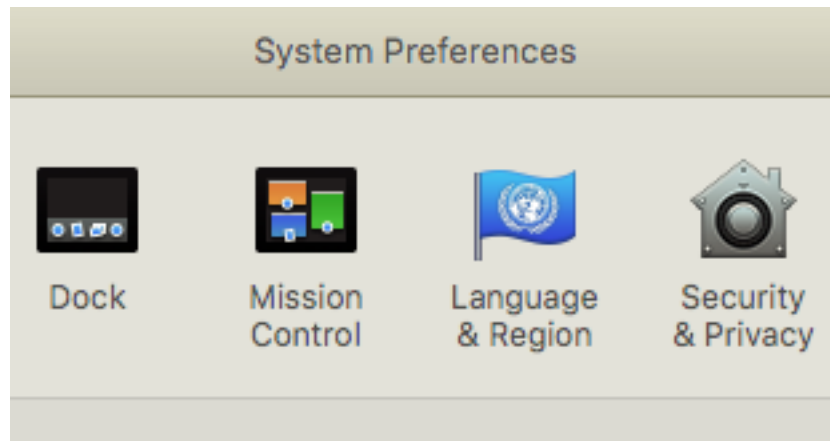
Issues with VPN connection on Mac OS X/Mac OS



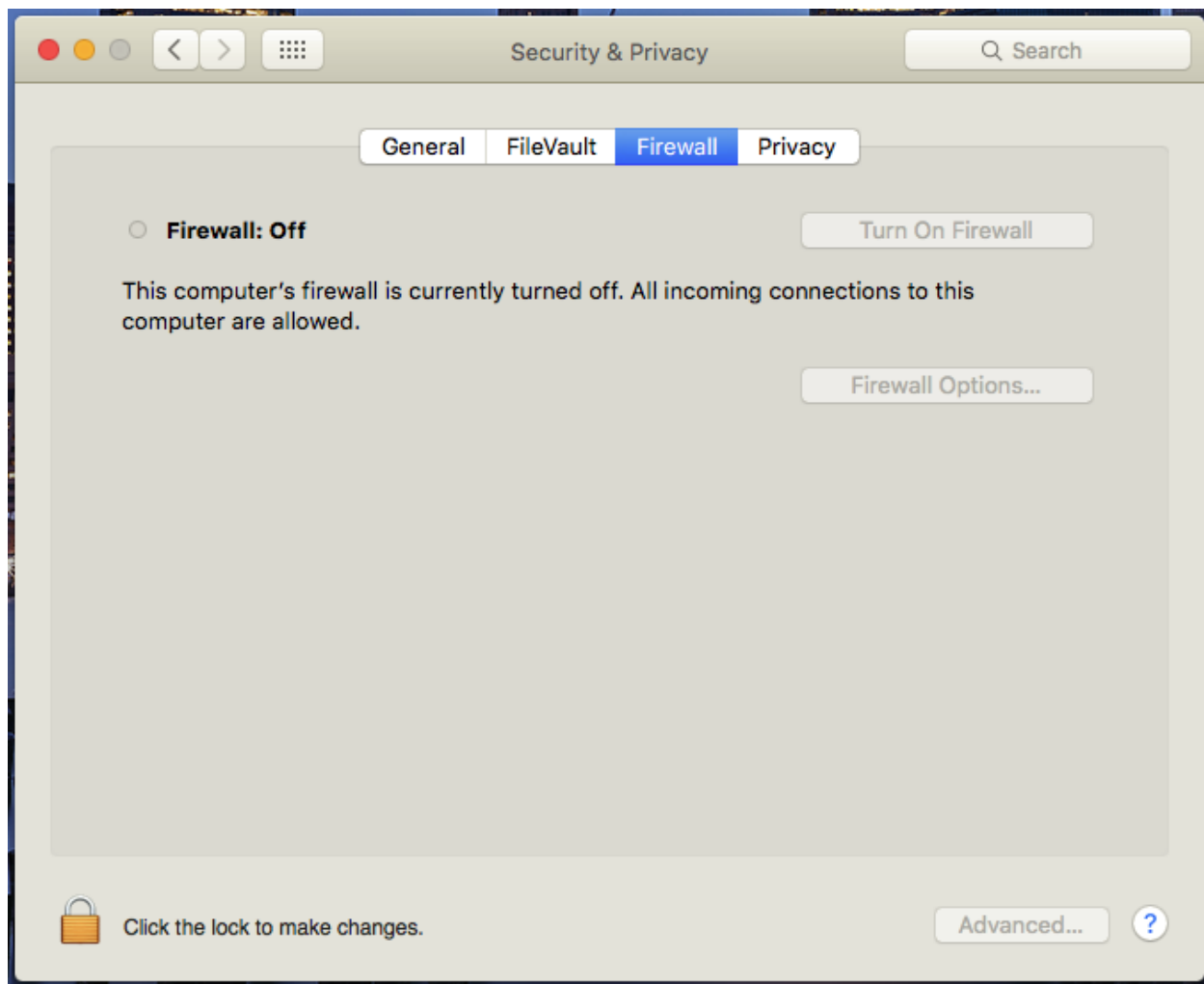
If you are having issues with your connection and it says “failed”, you may have to turn your firewall on. Mac OS X/Mac OS has the firewall disabled by default and **Pulse Secure requires that the firewall be on** in order to connect to the VPN service.



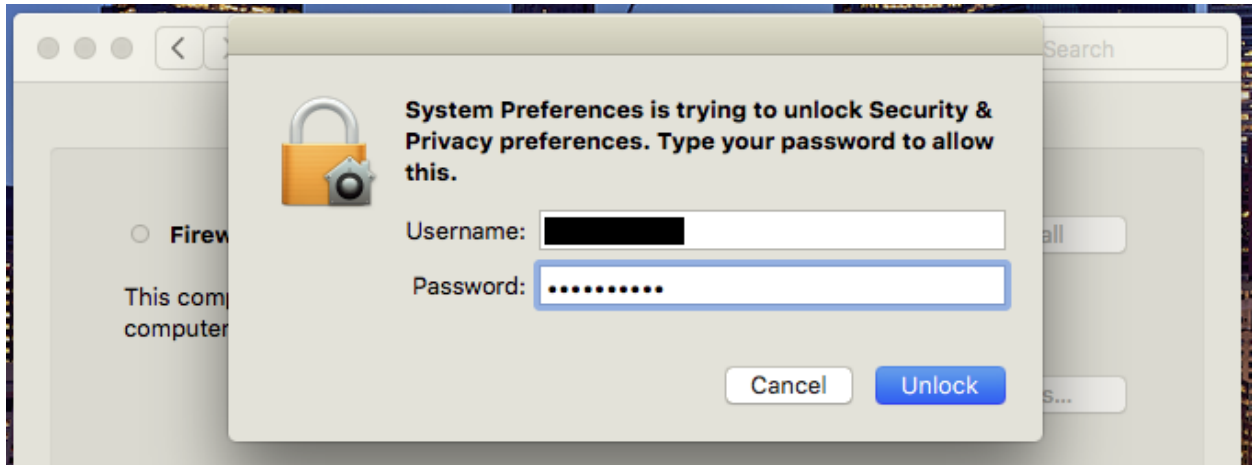
1. To turn your firewall on, **click on the Apple logo** (in the upper right corner of your screen) then **click “System Preferences...”**.



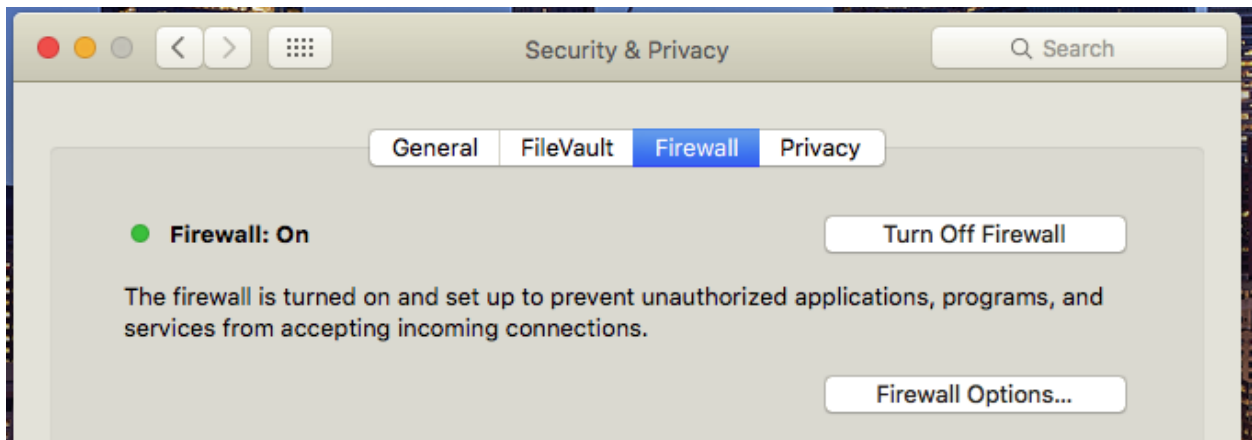
2. Click on "Security & Privacy".



3. Click the "Firewall" tab at the top and then click on the lock on the lower left hand corner to enable changes.



4. Type in your username and password that you use on your Mac (**NOT your FAUNet ID Credentials**) and then click **"Unlock"**.



5. Click **"Turn On Firewall"**. The Firewall will now be on and you will be able to connect with your Pulse Secure VPN Client.

If you are still having issues, feel free to contact our **FAU Help Desk at 561-297-3999**.