PULSE SECURE REMOTE ACCESS INSTRUCTIONS

Prerequisites: Pulse Secure needs to be installed on your computer. Follow Steps 1-3 to determine if Pulse Secure Remote Access is already installed.

1) Go to the “Search Windows” bar and type “Pulse Secure”.

2) If available - Click on Pulse Secure

3) This window will open for the updated Pulse Secure.
   • If Pulse Secure is not listed or you get a different window, click here to Install the new Pulse Secure client

4) If you have the new client:
   a. Choose the city closest to you
   b. Click on Connect.
   c. This should take a few seconds to a minute.
   d. If you experience a delay,
      i. Right click on the Pulse icon in the task tray, then Exit
      ii. Launch Pulse Secure again and follow the steps to connect.
5) Login to Pulse Secure Remote Access.
   - Enter your username and password.
   - Choose your “Primary Office / Network” from the list.

6) Follow the prompts for DUO.
7) The **Checking Compliance** screen will appear. This verification may take several seconds to complete.

8) Verify your connection to Pulse Secure by looking to your icon tray to ensure **Pulse Secure** has a green up arrow.
Installing Pulse Secure from Software Center

1. If you are on-site at a Heritage Rockwell Collins location or are currently connected via the RCConnect VPN, you can click this link to install the new client: Software Center.

2. In the Text to Find field, type Pulse Secure.

3. Click on the Pulse Secure (Remote Access) link that appears under the Search Results.

4. In the new window, click Launch/Install

5. After the installation completes, reboot your machine - (this is an important step).
6. To Initiate a Remote Access connection:
   a. Right click on the **Pulse** icon in the task tray
   b. Search for Pulse Secure from the Search bar
   c. Locate Pulse Secure under the Start Menu

7. Select the city closest to you. If one doesn't respond, you can choose the next closest one.

8. Click **Connect**.

9. The connection should take a few seconds, up to a minute. If you experience a delay:
   a. Right click on the **Pulse** icon in the task tray, then **Exit**
   b. Launch Pulse Secure again and follow the steps to connect.

10. Login to Pulse Secure Remote Access.
    a. Enter your username and password.
    b. Choose your “Primary Office / Network” from the list.
11. Follow the prompts for DUO.

12. The **Checking Compliance** screen will appear. This verification may take several seconds to complete.

13. Verify your connection to Pulse Secure by looking to your icon tray to ensure **Pulse Secure** has a green up arrow.