

# Using Pulse Secure VPN

## Using Full VPN instead of WebVPN

### About Pulse Secure VPN

Use Pulse Secure Virtual Private Network (VPN) to access Children's files and applications remotely.

### Requesting remote access

Before you use Pulse Secure, you need a VPN account and a cellphone number in PeopleSoft. To get a VPN account, self-register using [Access Manager](#). To update your phone number in PeopleSoft see, [Adding your cell phone number in PeopleSoft](#).

**Note:** Remote access permissions can be granted only for single-user (not shared) PVT computers.

To access your work computer remotely, send the Asset Tag number of your work computer to the Help Desk after you have obtained remote access.

### Downloading Pulse Secure

You must download both the latest version of Pulse Secure and the Pulse Secure Installer Service. The Pulse Secure Installer Service allows IT to automatically update Pulse Secure the next time IT Security requires a different version of Pulse Secure. You can download the latest version of Pulse Secure and the Pulse Secure Application Launcher from the [vpn.childrens.harvard.edu](http://vpn.childrens.harvard.edu) webpage.

#### To download Pulse Secure

1. Open your browser and access <https://vpn.childrens.harvard.edu>.
2. Click the link for 64bit Windows Pulse Secure, as shown below.



[Pulse Secure for 64bit Windows v9.1.1](#)

3. Follow the screen instructions to download and install Pulse Secure.

### Setting up Pulse Secure

After you install Pulse Secure, you must create a connection to the hospital network.

1. Do one of the following:
  - Double-click the Pulse Secure icon in your system tray as shown below.
  - Click the search icon, and enter **Pulse Secure**. Select Pulse Secure from the list.



2. In the Connections section, click , as shown below.



3. In the Name field, enter **Children's VPN**.
4. In the Server URL field, enter: **vpn.childrens.harvard.edu**.
5. Click **Add**.

### Connecting to the network

After you create a network connection, you can connect to internal hospital resources, such as the Children's Today website, eHelp, and Citrix.

## To connect to the network

1. Double-click the Pulse Secure icon in your system tray as shown below.



The Pulse Secure application opens.

2. Select the Children's VPN connection, and click **Connect**. The Connect page appears.
3. Enter your BCH username and password, as shown below.

A screenshot of the Pulse Secure Connect page. It features a 'User Name:' field with the text 'forbes\_k' entered. Below it is a 'Password:' field with ten black dots representing a masked password. At the bottom left, there is a checkbox labeled 'Save settings' which is currently unchecked.

4. Click **Connect**. The Response screen appears.
5. Enter the code sent to your phone.
6. Click **Connect**.

## Connecting to hospital resources

After you use Pulse Secure to connect to the Children's network, your remote computer behaves as if it is your work computer. For example, to access the internal Webpage, open a browser and type Web2.

### To access Citrix

Do one of the following:

- If you have already installed the Citrix receiver on your remote computer, click . Search for *Citrix* and open the application.
- If you have not installed the Citrix receiver, access Web2. In the Quick Links section, Click **Citrixweb**. Follow the prompts for downloading the Citrix receiver.

### To remotely access your work computer

1. Click . Type **RDP** in the search box. Click **Remote Desktop Connection**. The Remote Desktop application opens.

2. Enter the asset tag of your work computer. For example, enter 64PVT123456.

**Note:** You need to obtain Remote Access permissions from the Help Desk before you can access your work computer remotely.

3. Click **Connect**.

## Logging out of Pulse Secure

Be sure to log out of Pulse Secure when you are done.

1. Double-click the Pulse icon in your taskbar.

2. Click **Disconnect**.

## Getting more help

To get more help, contact the Help Desk at extension 5-4357, or call 617-355-4357 if you are outside the hospital. You can also send an email to [help.desk@childrens.harvard.edu](mailto:help.desk@childrens.harvard.edu).