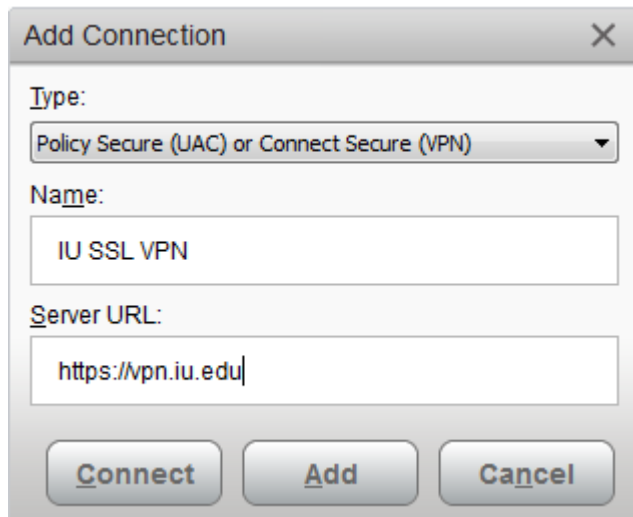


Pulse VPN

Proper Connection Configuration



The screenshot shows a 'Add Connection' dialog box with the following fields and buttons:

- Type:** A dropdown menu showing 'Policy Secure (UAC) or Connect Secure (VPN)'.
- Name:** A text field containing 'IU SSL VPN'.
- Server URL:** A text field containing 'https://vpn.iu.edu'.
- Buttons:** 'Connect', 'Add', and 'Cancel'.

Connect and disconnect

1. Open Pulse Secure:
2. • Enter your IU username and passphrase, and then click **Connect**.
3. • In the "*Secondary Password*" field, enter one of the following:
 - A passcode (for example, 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 (whether mobile phone or 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.
4. Click **Connect**

IMPORTANT: Entering `sms` will cause the initial login to fail with a "Credentials were invalid. Please try again." error message. However, you also will receive a text message with a passcode to enter in the "Secondary Password" field.