

VPN Configuration Guide for Mobile Clients

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Pulse Client for iOS Devices

Within the Pulse Secure iOS app, do not use the Collaboration tab. The tabs will be visible after establishing a VPN connection. It is not applicable with our VPN service.

Known Issues:

- In the Intranet section, users will not be able to click and access either Inside or Passphrase Management sites due to Apple's security restrictions with certificates. Users who need to access either of these sites, upon making a VPN connection, will need to use Safari.

Download & Install the Pulse Client

1. Download the application from iTunes App Store at <https://itunes.apple.com/us/app/pulse-secure/id945832041>
or
2. Users can download directly from their device by searching for **Pulse Secure** from in the App Store

Configure Pulse Secure for iOS Devices

1. Open the Pulse Secure app
2. For first time users, accept the terms and condition and then tap Enable on the second screen, if prompted.
3. Enter **vpn.rockefeller.edu** in the **URL** field
4. Tap **Submit**
5. Enter Rockefeller VPN in the **Connection Name**
6. Enter your RUNet username in the **Username** field
7. Select **Password** for **Authentication**
8. Leave **Realm** and **Role** fields blank
9. Tap **Save**

Establish a VPN Connection

To establish a VPN connection from your device:

1. Tap the **Pulse Secure** app to launch it
2. Tap **Connect** for Rockefeller VPN
3. Enter your RUNet username and passphrase
4. Tap **Sign In**
5. Authenticate via Duo 2factor when prompted.
 - a. Refer to Duo's FAQ page for assistance on how to use Duo - <https://itservices.rockefeller.edu/duo-faq#pulsemobile>
 - b. Users who enrolled their same iOS device with the Duo Mobile app and have the Duo Mobile app installed and have Push enabled, can simply enter their RUNet log-in information and Duo will send a push notification that users will need to tap Approve. Users who do not see the push notification will need to open the Duo Mobile app manually and tap the green bar.
 - c. Users with a Duo hardware token or do not have Push enabled / set-up or do not have the Duo Mobile app on this same device, will need to tap the Click here if you need to enter a second factor passcode under the Sign In button and enter the Passcode number available by opening the Duo Mobile app.

Within the Pulse Pulse iOS app, do not use the Collaboration tab. The tab will be visible after establishing a VPN connection. It is not applicable with our VPN service.

Intranet Button

After establishing a VPN connection, an Intranet button will appear. User who have internal Rockefeller University websites saved within VPN Web (<http://vpn.rockefeller.edu>) will appear. Users can simply tap on the listed web sites or enter an Internet website manually and tap Browser instead of using a standalone browser such as Safari on your iOS device. Not all websites may be displayed properly using this method.

In the Intranet section, users will not be able to click and access either Inside or Passphrase Management sites due to Apple's security restrictions with certificates. Users who need to access either of these sites, upon making a VPN connection, will need to use Safari.

Disconnect the VPN Connection

1. Tap the **Pulse Secure** app to launch it
2. Tap **Disconnect**

Pulse Secure Client for Android Devices

Within the Pulse Secure Android app, do not use the Security. This tab is not applicable with our VPN service.

Download & Install the Pulse Secure Client

1. Download the application from Play Store at <https://play.google.com/store/apps/details?id=net.pulsesecure.pulsesecure>
- Or
2. Users can download directly from their device by searching for **Pulse Secure** from in the Play Store

Configure Pulse Secure for Android Devices

1. Open the Pulse Secure app
2. For first time users, accept the terms and condition, if prompted, and then tap **Please Add a Connection**
3. Enter Rockefeller VPN in the **Connection Name**
4. Enter **vpn.rockefeller.edu** in the **URL** field
5. Enter your RUNet username in the **Username** field
6. Select **Password** for **Authentication**
7. Leave **Realm** and **Role** fields blank
8. Tap **Add**
9. If prompted with a **Pulse Secure Would Like to Add VPN Configuration** pop-up, tap **Allow** and enter your phone's passcode

Establish a VPN Connection

To establish a VPN connection from your device:

1. Tap the **Pulse Secure** app to launch it
2. Tap **Connect**
3. Enter your RUNet username and passphrase
4. Tap **Sign In**
5. Tap **OK** for **Allow Connection** pop-up
6. Authenticate via Duo 2factor when prompted
 - a. Refer to Duo's FAQ page for assistance on how to use Duo - <https://itservices.rockefeller.edu/duo-faq#pulsemobile>

Within the Pulse Secure Android app, do not use the Security. This tab is not applicable with our VPN service.

Intranet Button

After establishing a VPN connection, an Intranet button will appear. User who have internal Rockefeller University websites saved within VPN Web (<http://vpn.rockefeller.edu>) will appear. Users can simply tap on the listed web sites or enter an Internet website manually and tap Browser instead of using a standalone browser such as Safari on your iOS device. Not all websites may be displayed properly using this method.

Disconnect the VPN Connection

1. Tap the **Pulse Secure** app to launch it
2. Tap **Sign Out**