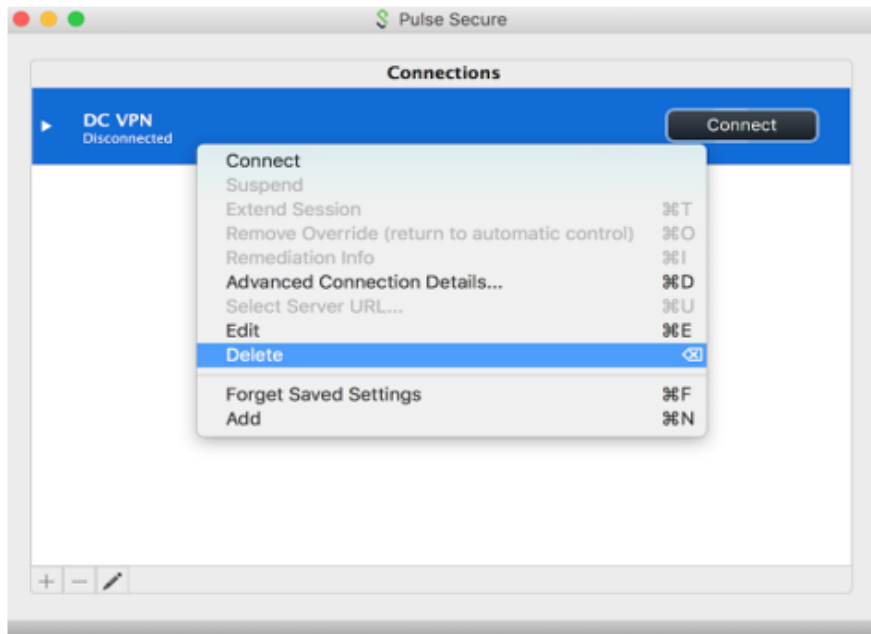


## VPN login instructions for Mac users

If you have used Pulse Secure client to login to VPN, please open the client and remove the connection entry. A new connection entry will be installed upon successful connection.



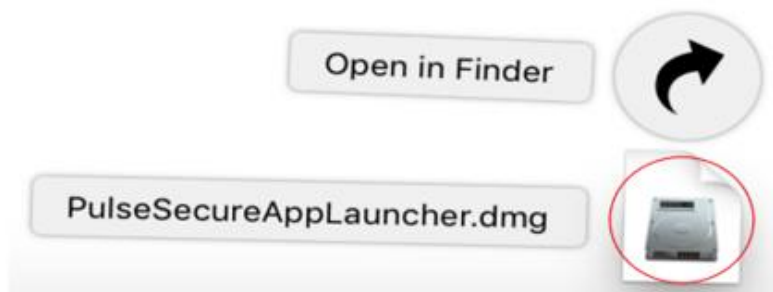
1. Please use a web browser to login to VPN to download and install your VPN connection profile and an updated Pulse Secure client. Open Chrome or Safari browser and go to <https://vpn.dc.gov> Chrome is preferred for VPN login. **Subsequent logins, you can directly login from Pulse Secure client.**
2. Please click 'Download' to download Pulse Secure Application Launcher.

It appears that the application launcher is not installed. Download now to proceed.



Or, if you still believe that the application launcher is already installed, you can [Try Again](#) to find it.

3. Click 'Download' folder in the lower right corner and click the hard drive icon.



4. Double click 'PulseSecureAppLauncher.mpkg' to begin installation



5. Follow the on-screen instruction to complete the installation.



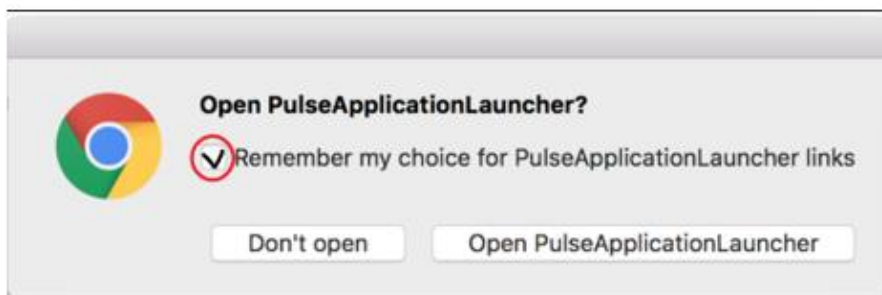
6. Click 'HERE' to continue with launch.

After the application launcher has completed downloading, follow these installation steps.

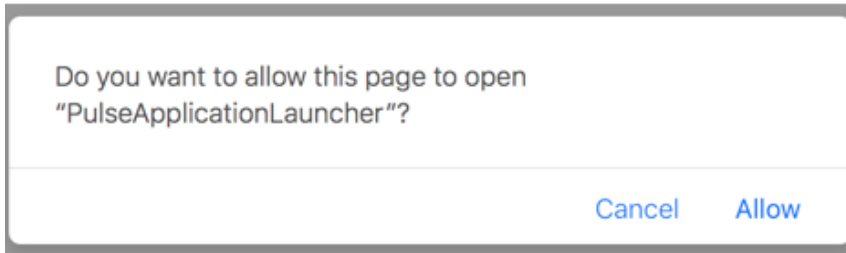


Once you have completed the above steps, click **HERE** to continue with the launch. We recommend selecting "remember" and "always" during the installation process.

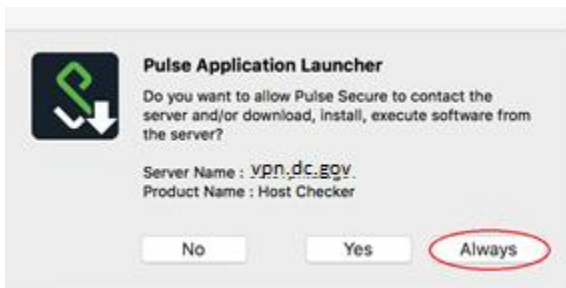
7. **For Chrome-** Please check 'Remember my choice...' and click 'Open PulseApplicationLauncher'



**For Safari-** Click 'Allow'. You may have to click 'Allow' several times during your VPN login attempts.



8. Click 'Always'



9. Click 'Try Again' if the system thinks the application launcher is not installed.

It appears that the application launcher is not installed. Download now to proceed.



Or, if you still believe that the application launcher is already installed, you can [Try Again](#) to find it.

10. Please enter your **DCgov email address** and click 'Submit'

The screenshot shows the DC.gov logo at the top, followed by the text "Enterprise Remote Access". Below this, it says "Please enter your UserID below." and "DC Gov Email Address". There is a text input field for the email address and a blue "Submit" button. At the bottom, there is a link for "Restart Login" and a copyright notice: "Copyright 2017 Office of The Chief Technology Officer. All rights reserved."

11. Please select an authentication method and click 'Submit'

**Note:** 'Send login confirmation link to xxx-xxx..' option allows you to receive a confirmation link via SMS/Text. Open the text and click the link to confirm.

The screenshot shows a form titled "Please choose the delivery method for your Passcode." It has two main sections. The first section has a radio button selected for "Phone/Mobile xxx-xxx-1400" and a sub-section with radio buttons for "Voice" and "SMS/Text", where "SMS/Text" is selected. The second section has a radio button for "Send login confirmation link to xxx-xxx-1400". A blue "Submit" button is at the bottom.

12. Enter the 6-digit passcode you received via text and click 'Submit'

**Note:** If you experience problem receiving a text message and would like to switch to voice, please click the link below the 'Submit' button to go back to the previous screen.

Enter the code that you just received by text.

Passcode:

1	2	3
4	5	6
7	8	9
	0	C

Submit

Please click here to use an alternate registration method.

13. Please enter your DCgov email password

Please enter the password associated with your User ID.

DC Gov Email Address

Password:

Submit

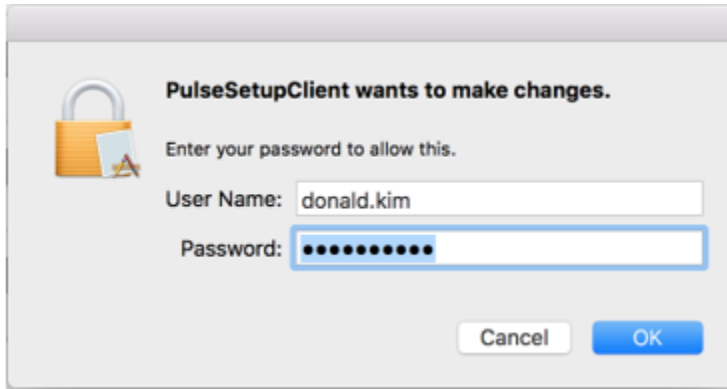
14. Searching for App Launcher and not found screen goes here

After the application launcher has completed downloading, follow these installation steps.



Once you have completed the above steps, click [HERE](#) to continue with the launch. We recommend selecting "remember" and "always" during the installation process.

15. If a newer version of Pulse Secure client is available for download, you will be prompted to enter your DCgov email password to install a newer version of Pulse Secure client.



16. You are now successfully connected to VPN.

