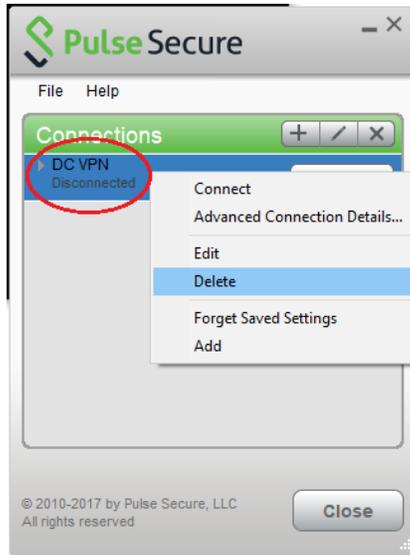


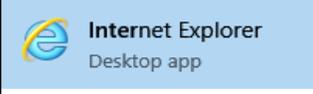
VPN login instructions for Windows Users

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 Internet Explorer to login to VPN Using Internet Explorer reduces number of steps required and provides a better user experience when login to VPN. Subsequent logins, you can directly login from Pulse Secure client.

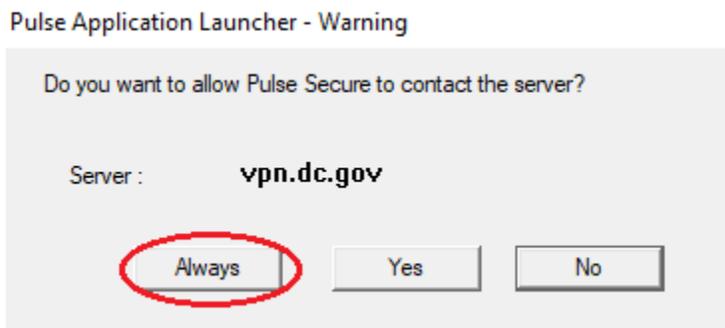
Open Internet Explorer and go to <https://vpn.dc.gov>. To open Internet Explorer, click Start button () in the bottom left corner of screen and type 'internet explorer'. Internet Explorer will appear and click Internet Explorer

Desktop app ()

2. You may see a prompt with certificate warning 'Pulse Application Launcher – Security Warning' Please check 'Save Settings' and click 'Yes'



3. You may see a prompt with certificate warning 'Pulse Application Launcher –Warning' Please click 'Always'



4. You will see a prompt asking you to Allow add-on '*PulseSetupClientATL ActiveX Control Module*', click 'Allow'. Please note that 'Loading Components...' may take up to 2 minutes first time.

Loading Components...

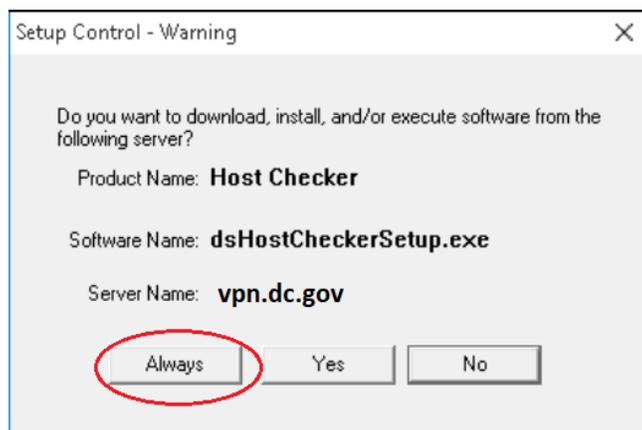
Please wait. This may take several minutes.

- Host Checker

If an error prevents a component from loading properly, you can [click here](#) to continue. †



5. Click 'Always' when prompted.



6. Enter your **DCgov email address** and click 'Submit'



Enterprise Remote
Access

Please enter your UserID below.

DC Gov Email Address

[Restart Login](#)

Copyright 2017 Office of The Chief Technology
Officer. All rights reserved.

7. Select an authentication method and click 'Submit'.

Please note that '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 complete sign-on process.

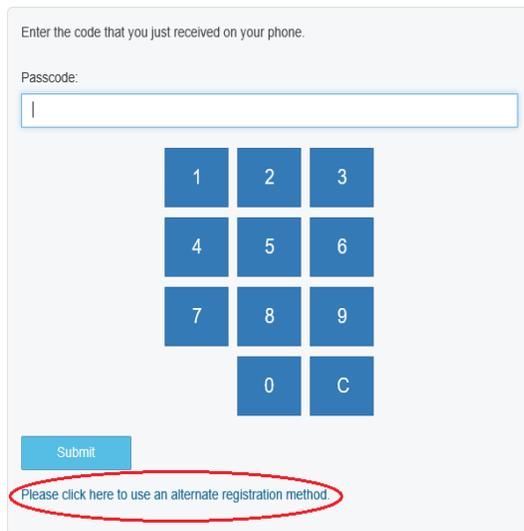
Please choose the delivery method for your Passcode.

Phone/Mobile xxx-xxx-1400 Voice SMS/Text

Send login confirmation link to xxx-xxx-1400

8. Enter the 6-digit passcode 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 on your phone.

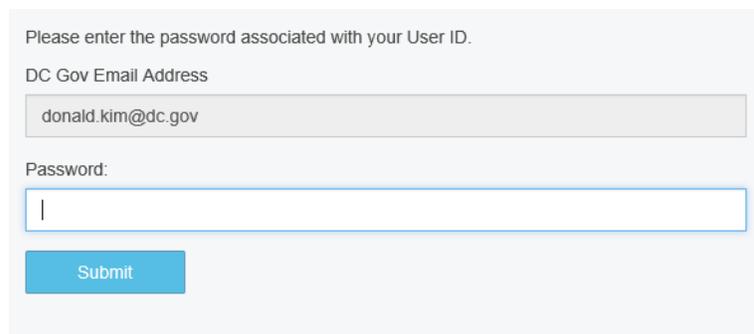
Passcode:

1	2	3
4	5	6
7	8	9
	0	C

Submit

[Please click here to use an alternate registration method.](#)

9. Enter your DCgov email password and click 'Submit'



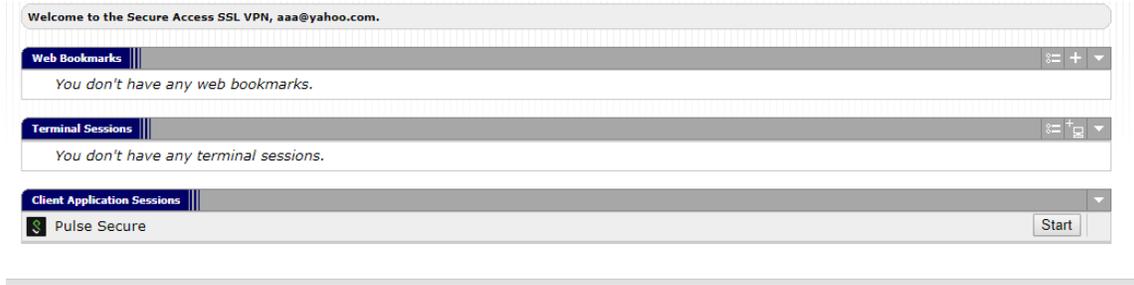
Please enter the password associated with your User ID.

DC Gov Email Address

Password:

Submit

10. You should see the following upon successful login.



Also, you may see 'Pulse Secure Connected' when you point your mouse over Pulse Secure Client in the in the System Tray (bottom right corner)



11. Please click 'Sign Out' to end your VPN session.

