

## nVPN Installation and Configuration Guide for MacOS

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Do note that this document is based on macOS Catalina so the user interface will differ for other macOS version.



## nVPN Installation Guide for MacOS

This guide is based on a first time installation of Pulse Secure. You will require administrator rights to the MacOS in order to install. Some of the prompts will not appear for reinstallation of Pulse Secure, as you might have allowed certain permissions previously.

- Download the Pulse Secure installer from the NUS IT eGuides webpage. Go to <u>https://nusit.nus.edu.sg/eguides/</u>, scroll down to nVPN Installer for Mac OSX under At Home Computing section and click on the <sup>\$\Delta\$</sup> icon on the right to download. Take note on where you save the file, usually it is the Downloads folder.
- 2. If the following prompt appears, click **Allow** to download the installer.



3. Once the download has completed, open the folder that you saved the file to and look for **PulseSecure-MAC.dmg**. Double click on the file to open it.

	🔯 Downloads		
$\langle \rangle$		Q Search	
Favourites	Name	Size	Kind
() AirDrop	PulseSecure-MAC.dmg		22 MB Disk Image
Recents			
Applications			
Desktop			
Documents			
O Downloads			

4. Double click on **PulseSecure.pkg** to start the installation.



Advanced... ?

5. When this prompt appears, click on **OK**.

6.

7.

O	"PulseSecure.pkg" because Apple can software.	' can't be opened not check it for malic	ious	
	This software needs to developer for more info	be updated. Contact the rmation.		
	This item is on the disk MAC.dmg". Firefox dow at 12:19 PM from <b>nusit</b> .	image "PulseSecure- nloaded this disk image to .nus.edu.sg	day	
?		0		
Open <b>Syst</b>	em Preference	and clie	ck on <b>Security</b>	y & Privacy & Privacy.
Under <b>Ge</b> i	neral Tab, click	the <b>Open Any</b>	way to contir	ue the installation.
		Security & Prive	асу	Q Search
	Gen	eral FileVault Fire	wall Privacy	
AI	ogin password has be	en set for this user	Change Password	
	Require password	immediately 🕥 aft	er sleep or screen sa	aver begins
	Show a message	when the screen is lock	ed Set Lock Mess	age
All	ow apps downloaded f	from:		
	App Store and ide	entified developers		
"P ide	ulseSecure.pkg" was b entified developer.	blocked from use becau	ise it is not from an	Open Anyway

8. When this prompt appear, click **Open**.

Click the lock to make changes.



9. The "Install Pulse Secure" window should appear. If not, check if it is hidden behind the other open windows.

Click <b>Continue</b> to proceed.	to proceed.	Continue to	Click
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•••	🥪 Install Pulse Secure	
	Welcome to the Pulse Secure Installer	
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	Welcome to the Pulse Secure Client for Mac installer. You will be guided through the steps necessary to install this software.	
<b>S</b> Pulse Secure	Go Back Continue	

10. Click Install to start the installation.

•••	🥪 Install Pulse Secure
	Standard Install on "Macintosh HD"
Introduction	This will take 58.1 MB of space on your computer.
Destination Select	Click Install to perform a standard installation of this software
Installation Type	on the disk "Macintosh HD".
Installation	
<ul> <li>Summary</li> </ul>	
100	
\$	Change Install Location
Pulse Secure	Go Back Install

000	💗 Install Pulse Secure	
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installat</li> <li>Summar</li> </ul>	Installing Pulse Secure  Installing Pulse Secure  Installer is trying to install new software. Enter your password to allow this. Username: Password:	-
<b>Pulse</b> Secure	Cancel Install Software Go Back Continu	e

11. Enter your username and password and click Install Software.

This should be your login credential to your Mac.

12. When this prompt appear, click **OK**.

	System Policy is preventing loading PulseSecure.
<ul> <li>Introductio</li> <li>Destinatio</li> <li>Installation</li> </ul>	OK
<ul> <li>Installation</li> <li>Summary</li> </ul>	Running package scripts
\$	Install time remaining: Less than a minute
Pulse Secure	Go Back Continue

13. When this prompt appear, click **OK**.



When this prompt appear, click Open Security Preferences.
 Note: This might not be required if you had installed Pulse Secure previously. If this prompt did not appear, skip to Step 18 to continue.

-	System Extension Blocked
0	A program tried to load new system extension(s) signed by "Pulse Secure LLC". If you want to enal these extensions, open Security & Privacy System Preferences.

15. In the Security & Privacy window, you should see message System software from developer "Pulse Secure LLC" was blocked from loading at the bottom.

0

If you do not see it, click on **back** <u>button</u> then click **Security & Privacy** again.

	Security & Privacy	QSearch
Gene	eral FileVault Firewall	Privacy
A login password has not	been set for this user	et Password
Require password	immediately 😋 after sle	eep or screen saver begins
Show a message v	when the screen is locked	Set Lock Message
<ul> <li>Disable automatic</li> </ul>	login	
Allow apps downloaded f	rom:	
Allow apps downloaded f	rom:	
Allow apps downloaded fo App Store App Store and ide	rom: ntified developers	
Allow apps downloaded fr App Store App Store and ide System software from der from loading.	rom: entified developers veloper "Pulse Secure LLC"	was blocked Allow
Allow apps downloaded fr App Store App Store and ide System software from dee from loading.	rom: Intified developers veloper "Pulse Secure LLC"	was blocked Allow
Allow apps downloaded fr App Store App Store and ide System software from der from loading.	rom: Intified developers veloper "Pulse Secure LLC"	was blocked Allow

16. Enter your **username** and **password** and click **Unlock**. This should be your login credential to your Mac.

< >	Security & Privacy	Q Search
A log	System Preferences is trying to unlock Privacy preferences. Enter your password to allow this. Username: Password: Cancel	k Security &
Allow apps download App Store App Store and	ed from: d identified developers	
System software fror from loading.	n developer "Pulse Secure LLC" was block	ked Allow
uthenticating		Advanced ?

17. Click Allow to unblock Pulse Secure LLC

•••	< > III	Security & Privacy	Q Search
	Ge	neral FileVault Firewall Privacy	
	A login password has n	ot been set for this user Set Password	
	🗹 Require passwo	rd 🛛 immediately 📀 after sleep or screen s	saver begins
	Show a message Show a message Sho	e when the screen is locked Set Lock Mea tic login	ssage
	Allow apps downloaded	d from:	
	O App Store		
	App Store and it	dentified developers	
	System software from o from loading.	developer "Pulse Secure LLC" was blocked	Allow
📔 ci	ick the lock to prevent fu	urther changes.	Advanced ?

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- 🥪 Install Pulse Secure ... The installation was completed successfully. Introduction Destination Select Installation Type Installation Summary The installation was successful. The software was installed. Secure Pu Se Close Go Back
- 18. Click Close to close the installer window.

19. You can either click Keep to keep the installer file or click Move to Bin to remove it from your Mac.

0 🗧 C	🥪 Install Pulse Secure	
<ul> <li>Introductio</li> <li>Destinatio</li> <li>Installation</li> <li>Summary</li> </ul>	Do you want to move the "Pulse Secure" Installer to the Bin? To keep this package and disk image in its current location, click Keep. Keep Move to Bin Move to Bin The installation was successful. The software was installed.	
<b>S</b> Pulse Secure	Go Back Clos	se

## nVPN Configuration Guide for MacOS

1. Click on **Pulse Secure** icon on the top right of the menu bar and click on **Open Pulse Secure**.



2. Click on the + icon to add new VPN connection

	S Pulse Secure	
	Connections	
+ - /		

3. Enter the following details:

Name: NUS VPN

For Staff, Server URL: <u>https://webvpn.nus.edu.sg/stf</u> For Student, Server URL: <u>https://webvpn.nus.edu.sg/stu</u> Click Add.

\$ Pulse Secure
Type: Policy Secure (UAC) or Connect 🗘
Name: NUS VPN
Server URL: https://webvpn.nus.edu.sg/stf
Connect Cancel Add

4. Click **Connect** to connect to NUS VPN.

0		S Pulse Secure	
		Connections	
•	NUS VPN Disconnected		Connect

Enter your NUSNET ID and password.
 For Staff, Username: nusstf\userid
 For Student, Username: stu\userid
 Click Sign in.



6. Once connected, NUS VPN status will show as **Connected** and there will be **a green** 

**check mark**. The **pulse secure icon S** on the top right of the menu bar will have a green arrow pointing upward.

🇖 🗗 📅 🔽 🖇 奈 🖣 100% 画 Thu 12:27 I
Screenshot Scr 202004 PM 2020
Pulse Secure
onnections
Disconnect

7. You are now able to access the Staff Portal and other NUS intranet websites.