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.
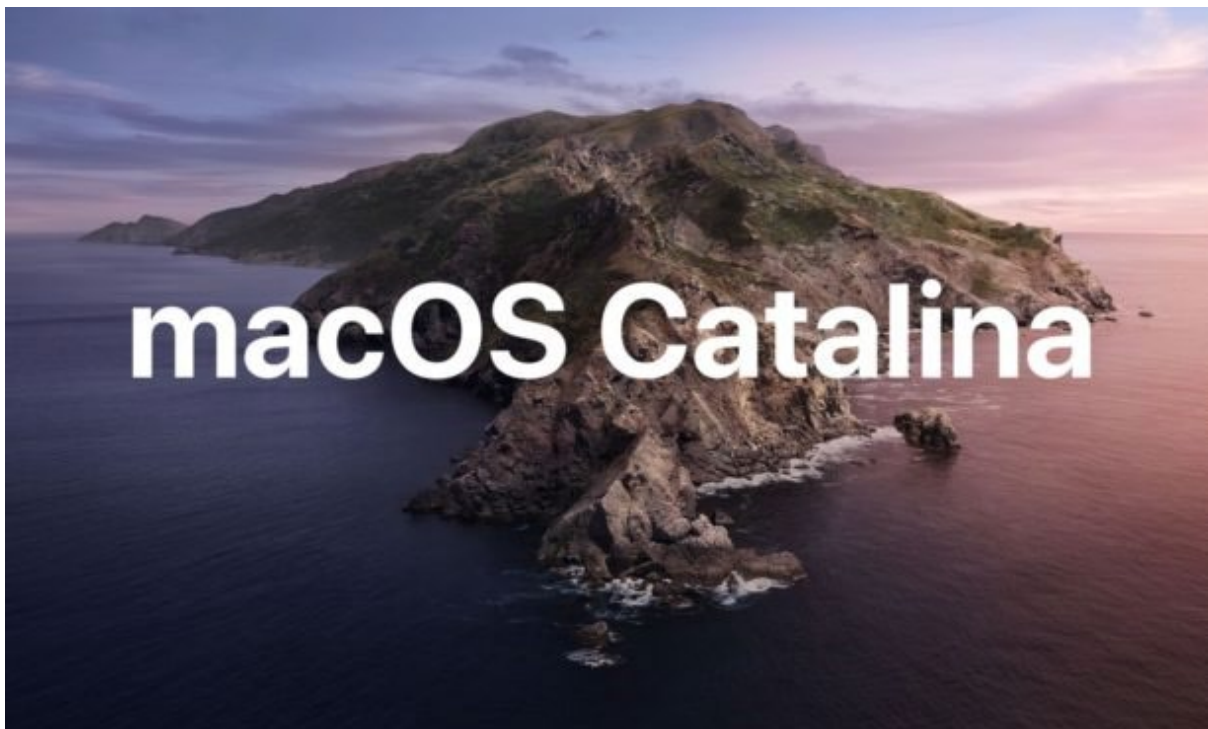
nVPN Installation Guide for MacOS

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.

1. Download the Pulse Secure installer from the **NUS IT eGuides** webpage.
    Go to https://nusit.nus.edu.sg/eguides/, scroll down to **nVPN Installer for Mac OSX** under **At Home Computing** section and click on the 🍯 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.
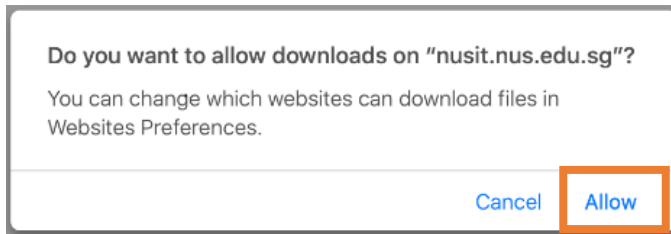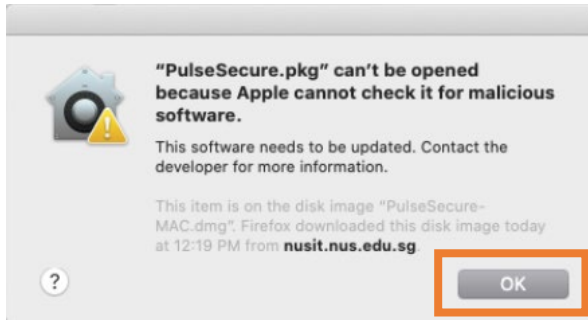

3. Once the download has completed, open the folder that you saved the file to and look for **PulseSecure-MAC.dmg**. Double click on the file to open it.
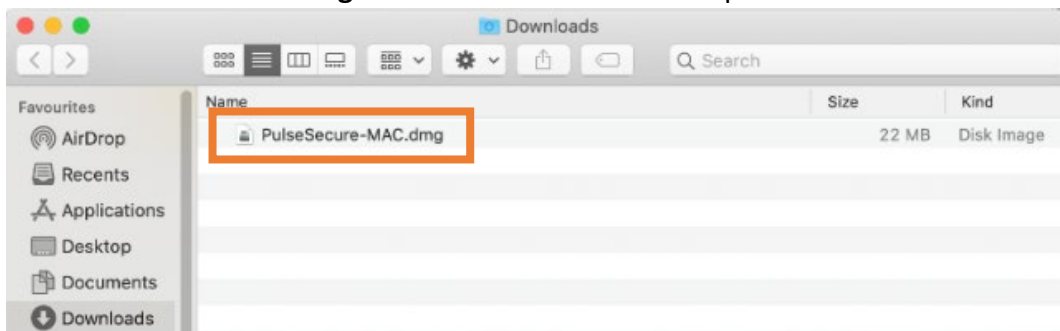
4. Double click on **PulseSecure.pkg** to start the installation.
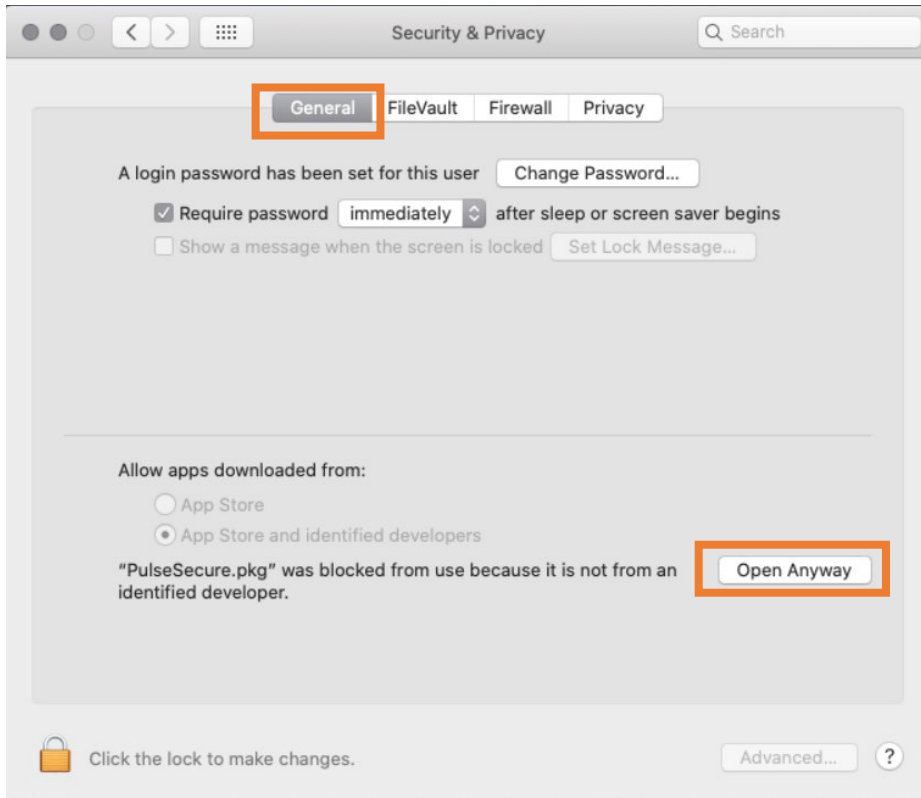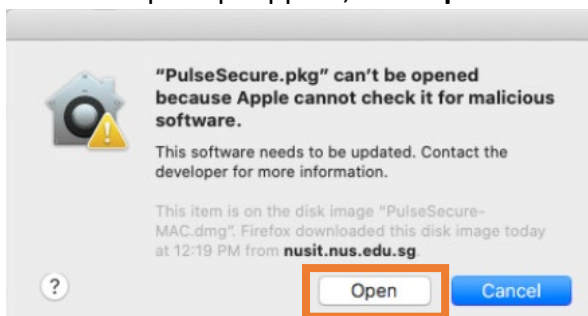
5. When this prompt appears, click on **OK**.

6. Open **System Preferences** and click on **Security & Privacy**.

7. Under **General Tab**, click the **Open Anyway** to continue the installation.
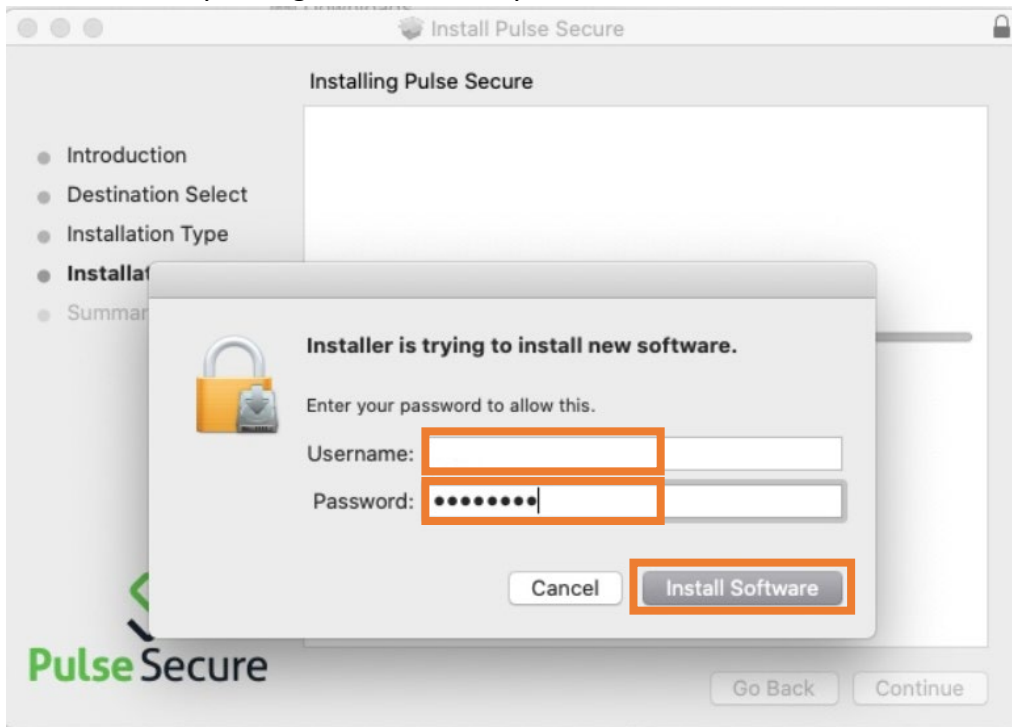

8. When this prompt appear, click **Open**.

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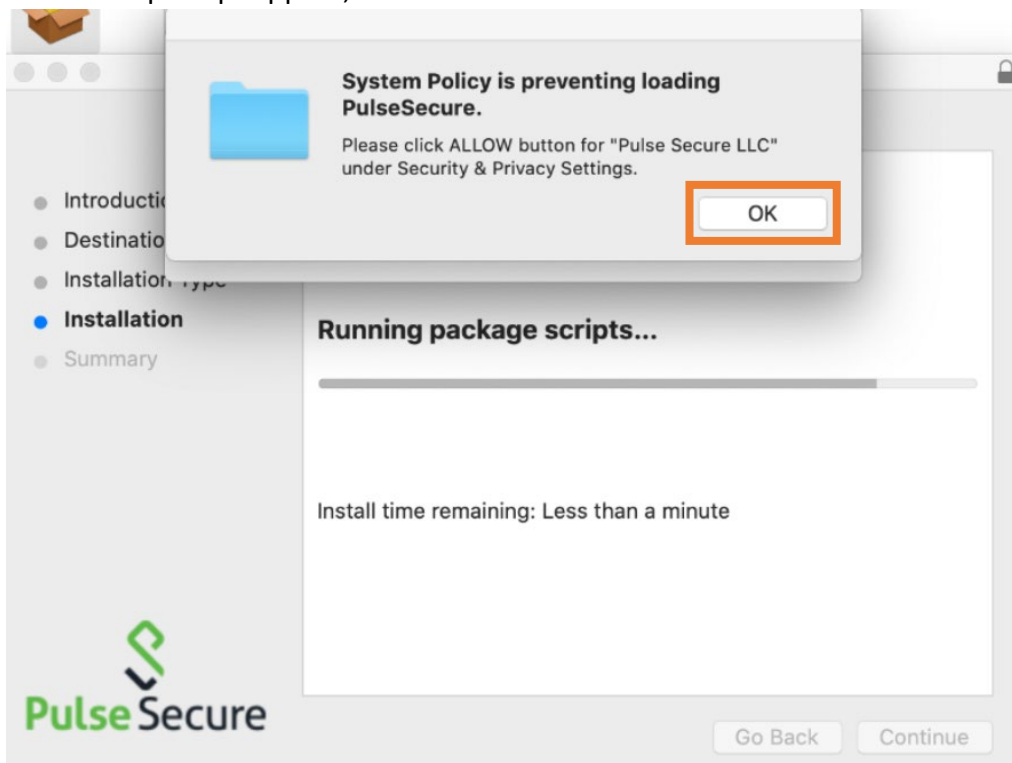   Click **Continue** to proceed.

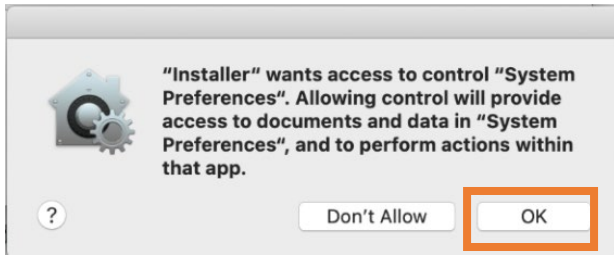10. Click **Install** to start the installation.

11. Enter your **username** and **password** and click **Install Software.**
    This should be your login credential to your Mac.
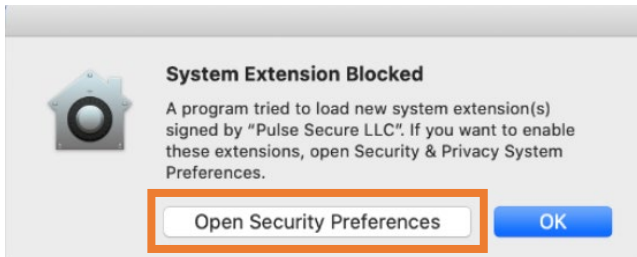

12. When this prompt appear, click **OK**.

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

14. 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.
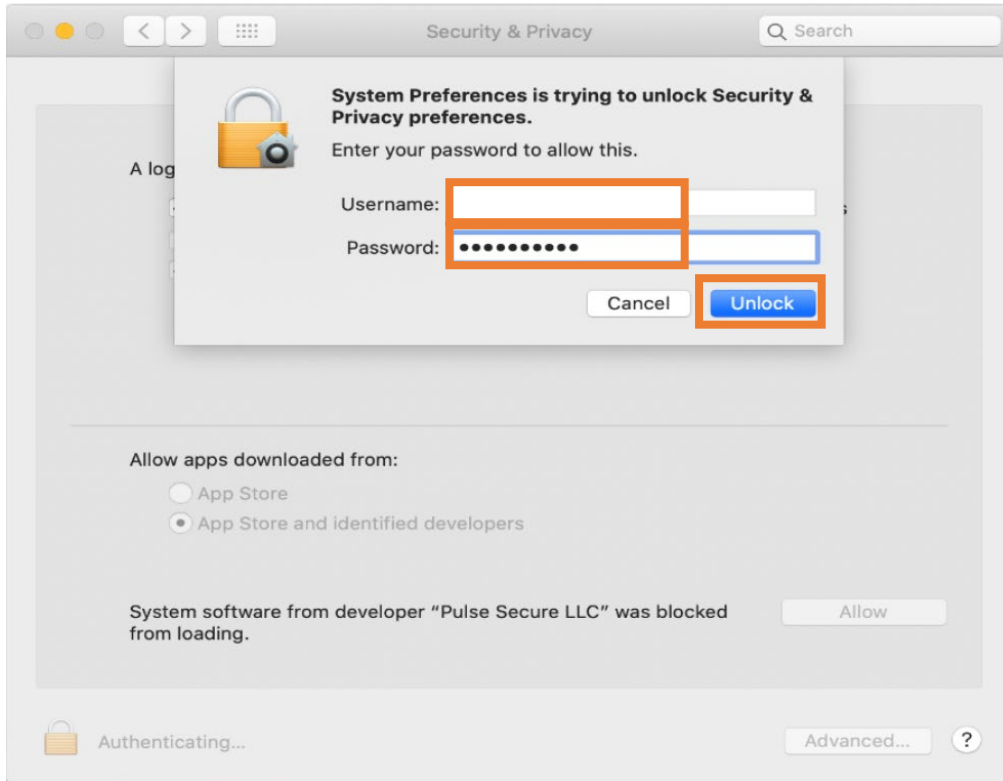

15. In the **Security & Privacy** window, you should see message **System software from developer "Pulse Secure LLC" was blocked from loading** at the bottom.

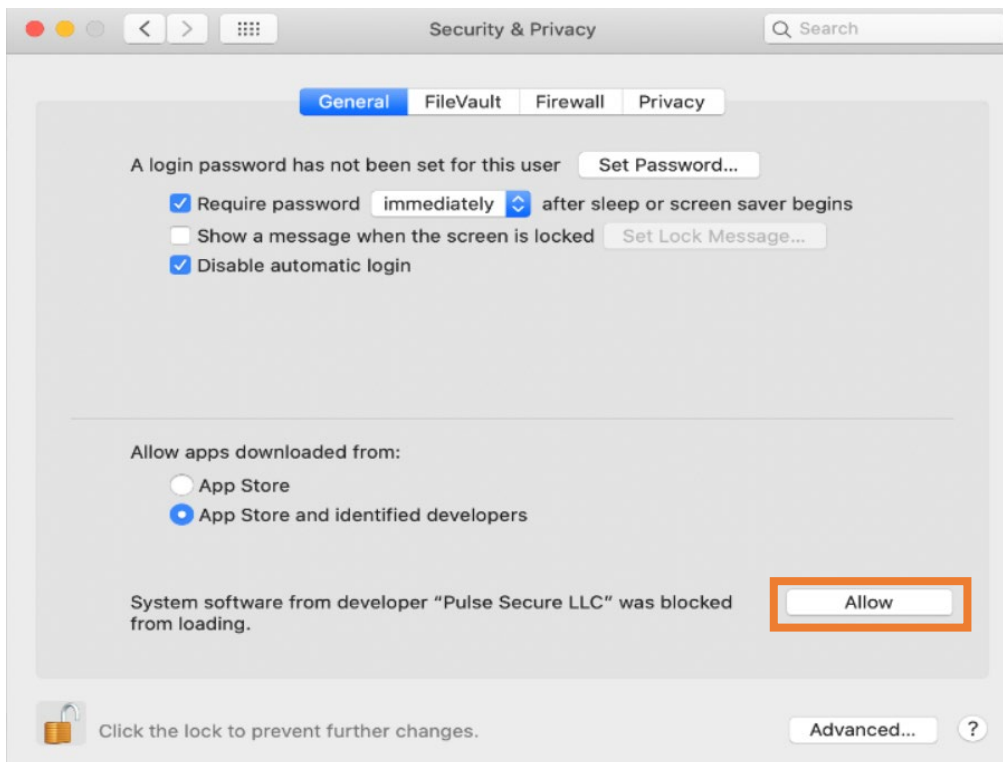   If you do not see it, click on **back** button then click **Security & Privacy** again.

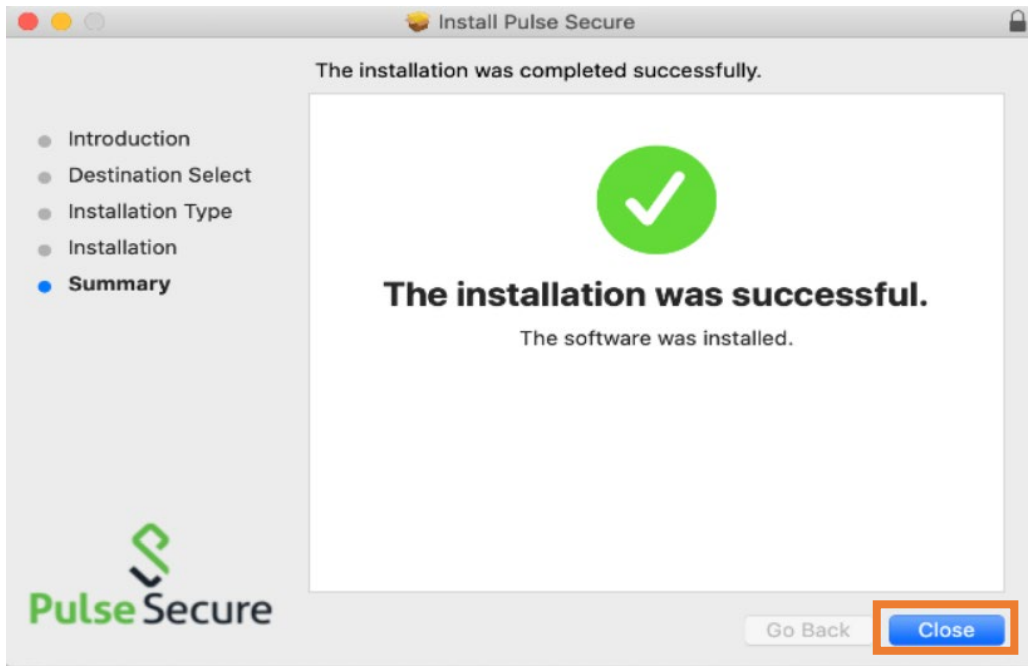   If you see it, click on the **lock** icon.
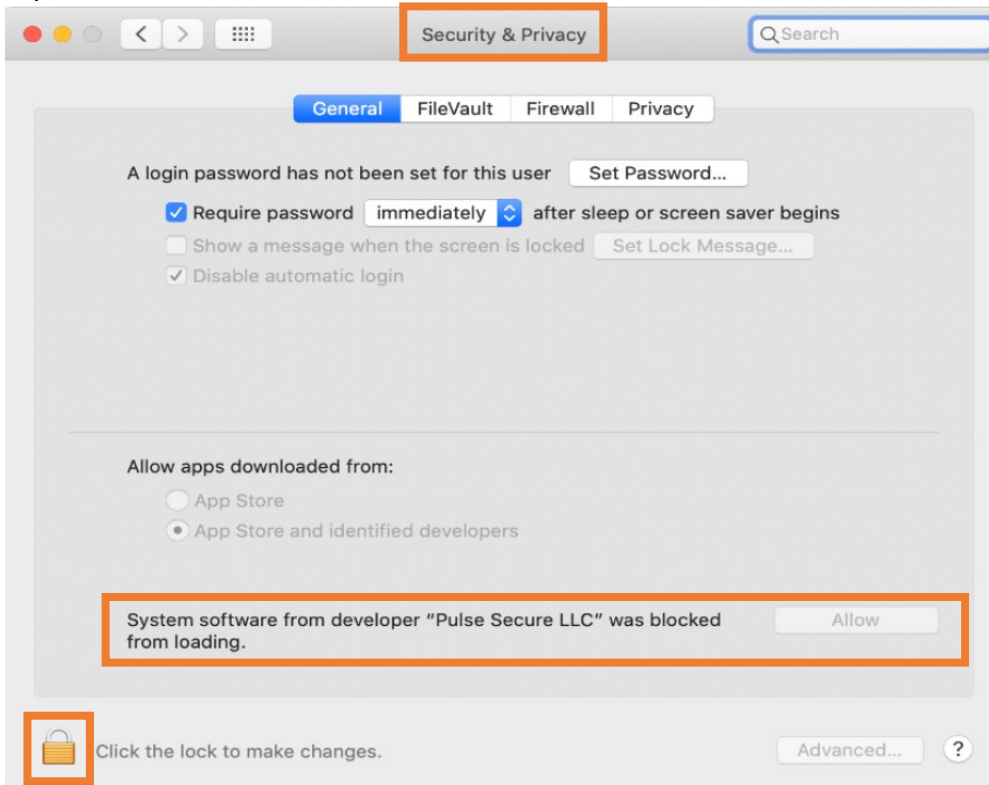
16. Enter your **username** and **password** and click **Unlock.**
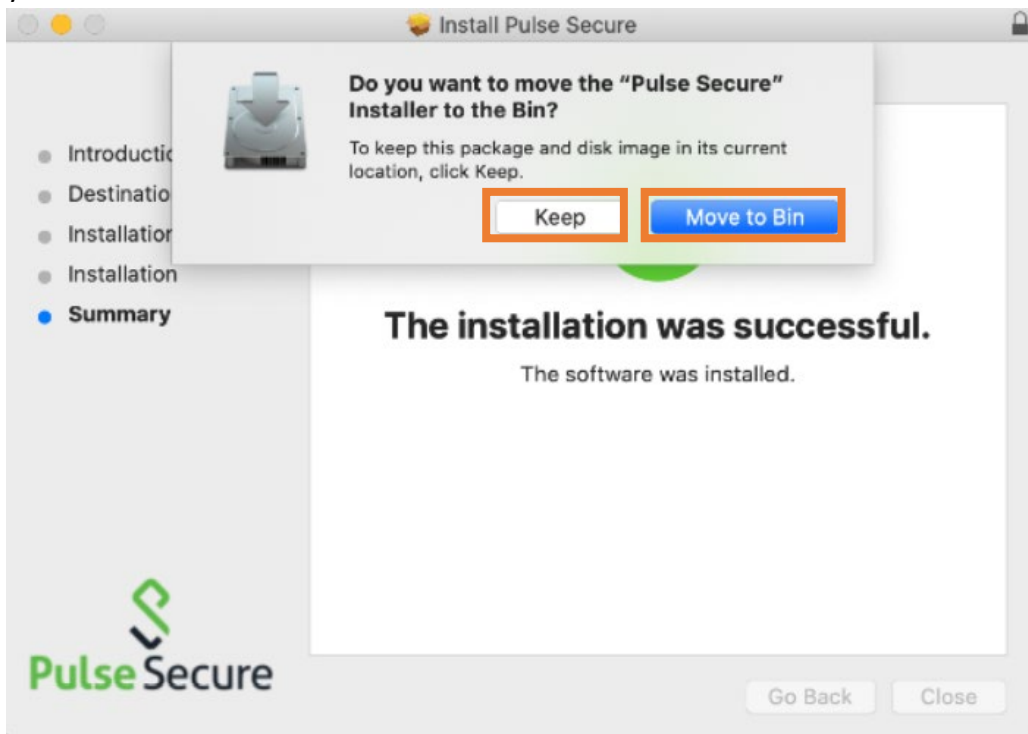   This should be your login credential to your Mac.

17. Click **Allow** to unblock Pulse Secure LLC
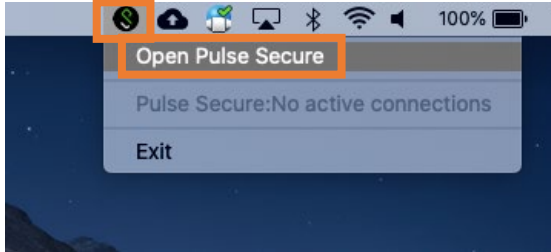
18. Click **Close** to close the installer window.

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

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**.
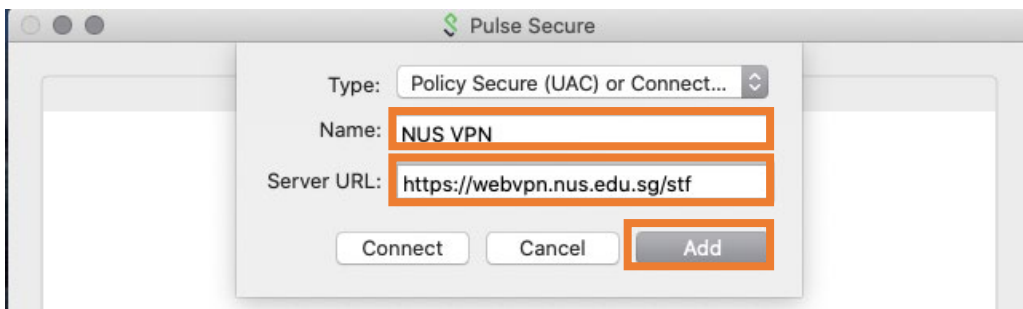

2. Click on the **+** icon to add new VPN connection
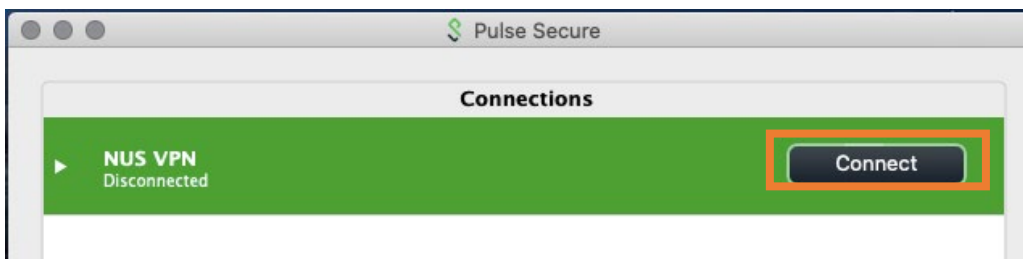

3. Enter the following details:
    Name: NUS VPN
    For Staff, Server URL: https://webvpn.nus.edu.sg/stf
    For Student, Server URL: https://webvpn.nus.edu.sg/stu
    Click **Add**.

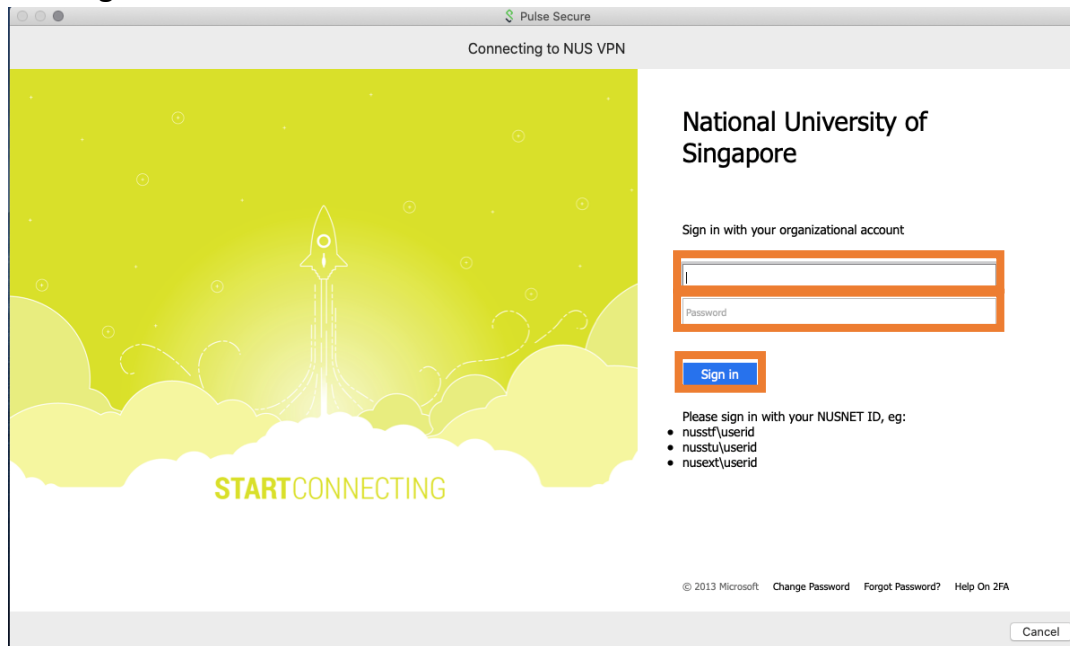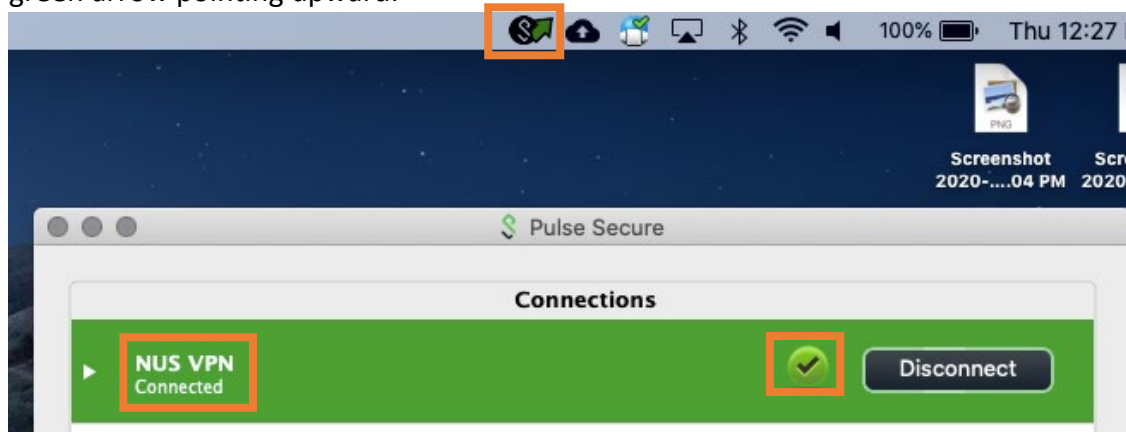4. Click **Connect** to connect to NUS VPN.

5. 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** on the top right of the menu bar will have a green arrow pointing upward.

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