nVPN Installation, Configuration and Uninstallation Guide for Windows
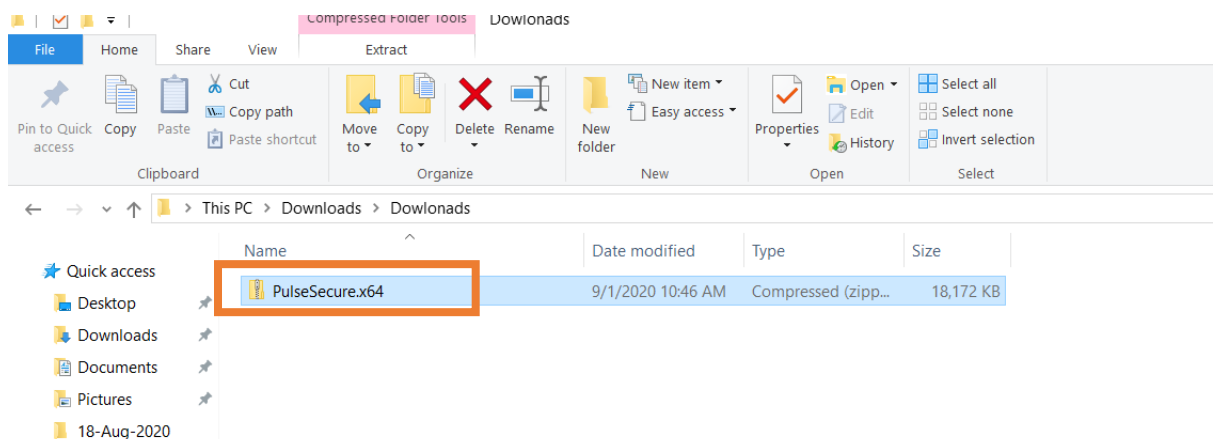
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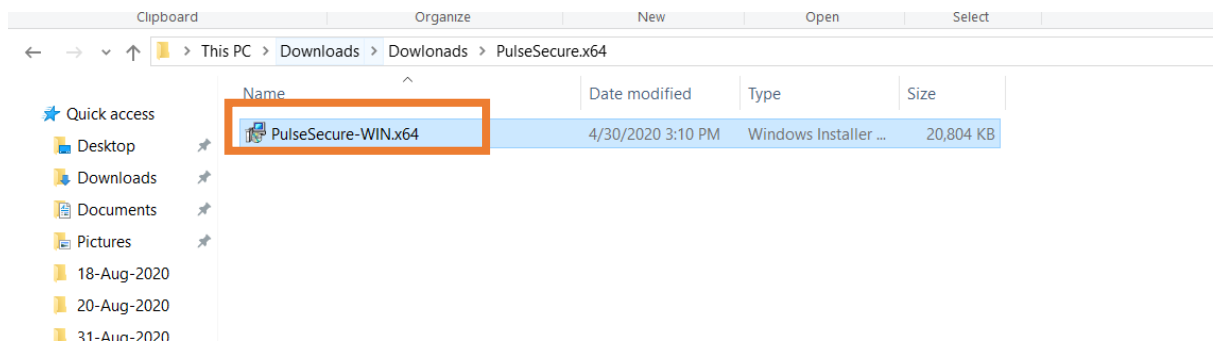*Do note that this document is based on Windows 10 so the user interface will differ for other Windows version.*

nVPN Installation Guide for Windows

This guide is based on a first time installation of Pulse Secure on a Windows 10 64-bit. You will require administrator rights to the Windows in order to install. Some of the prompts will not appear for reinstallation of Pulse Secure, as you might have allowed certain permissions previously.
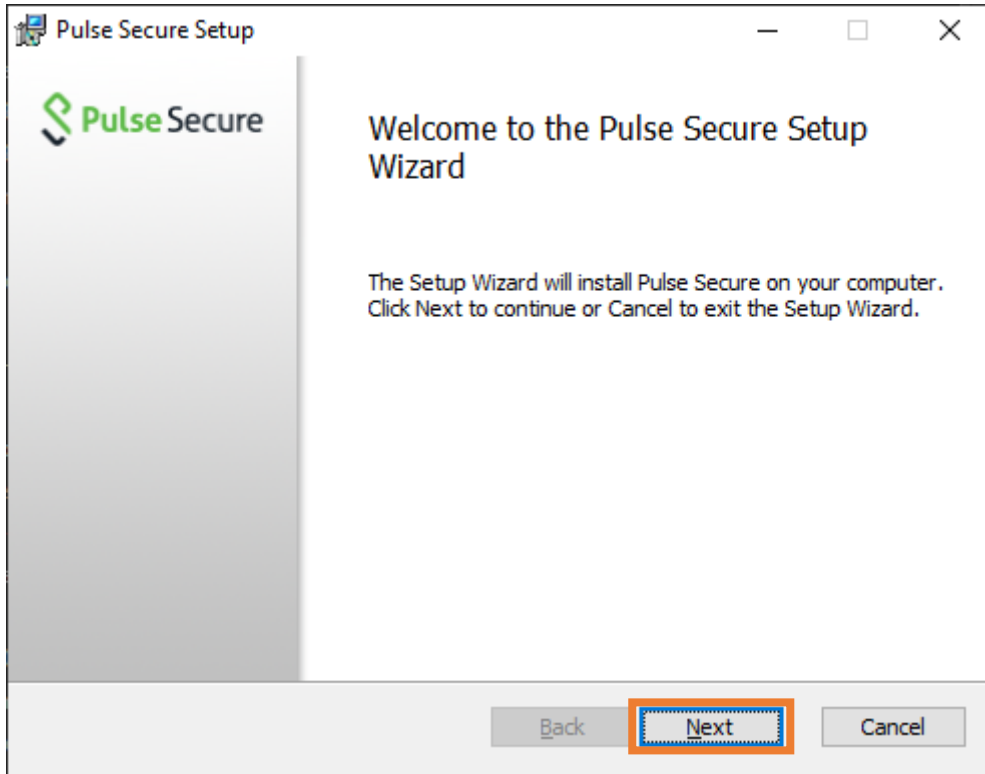
1. Download the Pulse Secure installer from the **NUS IT eGuides** webpage.
    Go to https://nusit.nus.edu.sg/eguides/, scroll down to **nVPN Installer for Windows 64-bit or nVPN Installer for Windows 32-bit** under **At Home Computing** section and click on the 🦫 icon on the right to download. Take note on where you save the file, usually it is the Downloads folder.

2. Once the download has completed, open the folder where you saved the file to and look for **PulseSecure.x64** (64-bit installer) or **PulseSecure.x86** (32-bit installer). Double click on the file to open it.

3. Double click on **PulseSecure-WIN.x64** to start the installation.
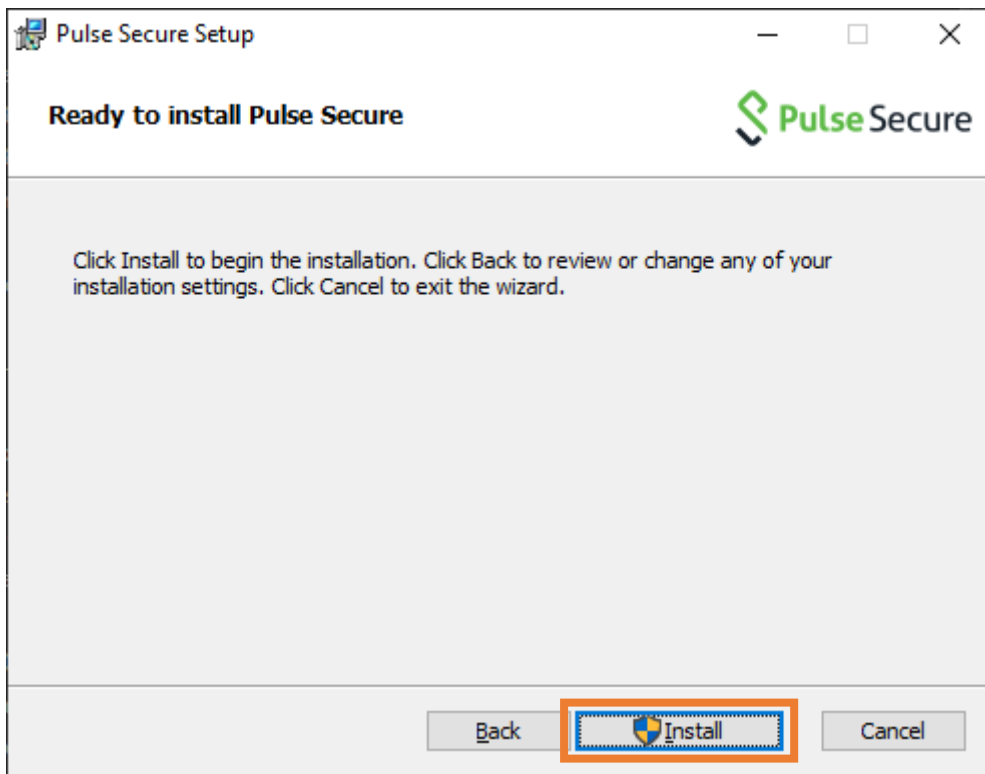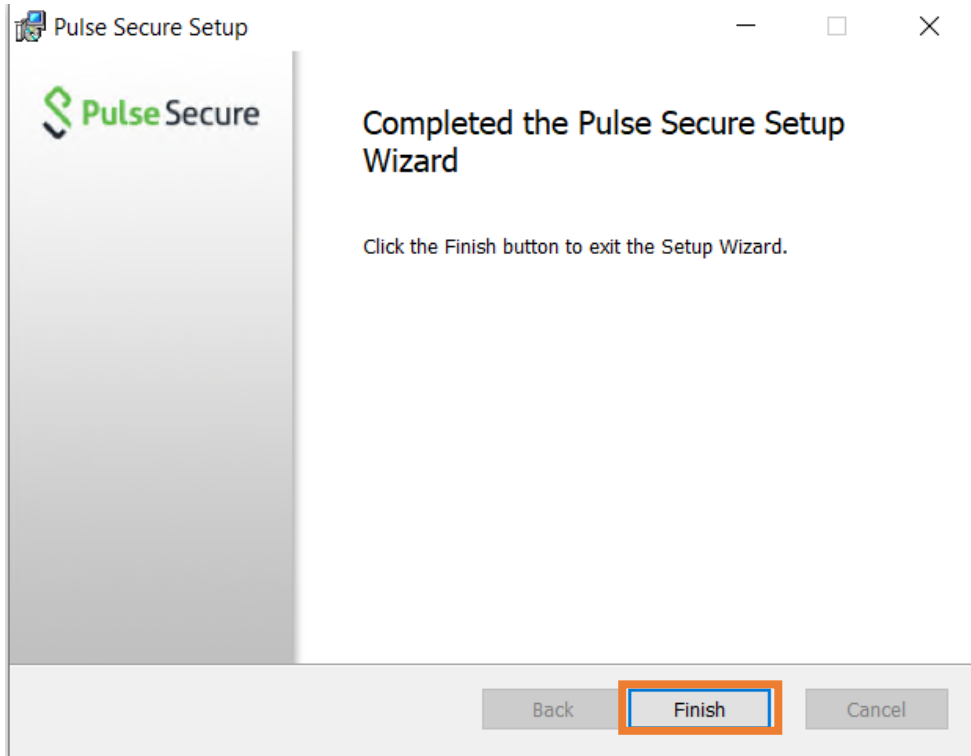
4. When this prompt appears, click on **Next**.

Note: Installation may prompt for administrator user name and password

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

6. Click **Finish** to close the installer window.

7. Pulse Secure client is now installed. You should see the **Pulse Secure** icon on the bottom right of your taskbar.
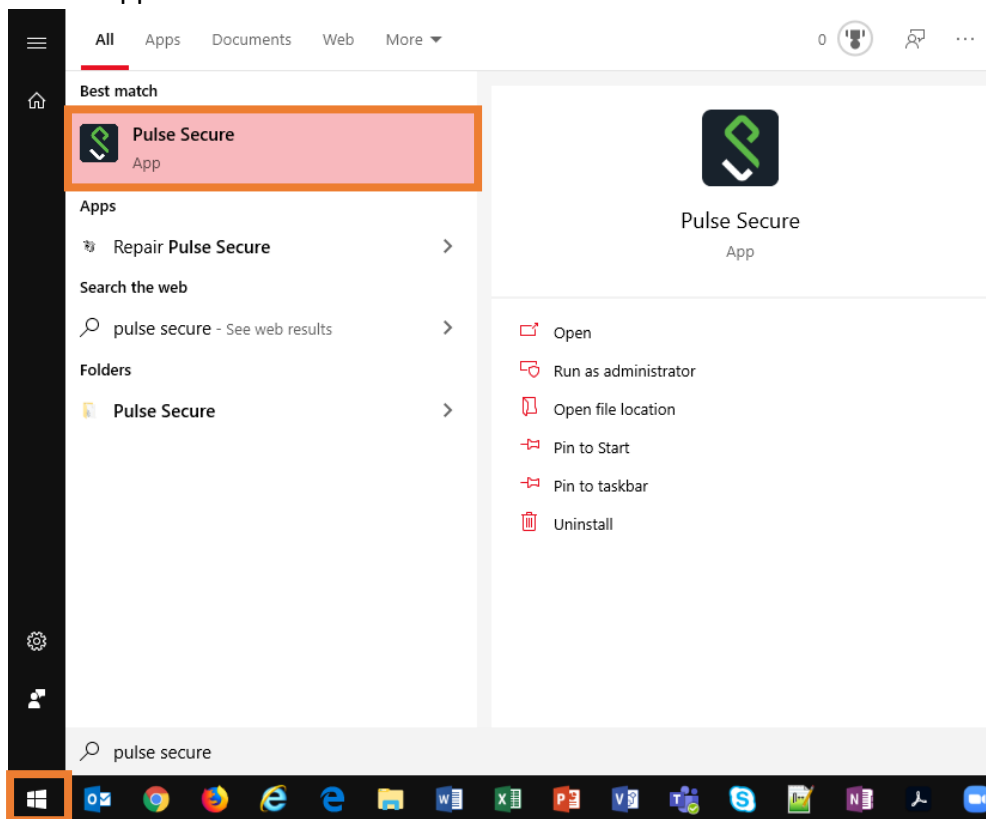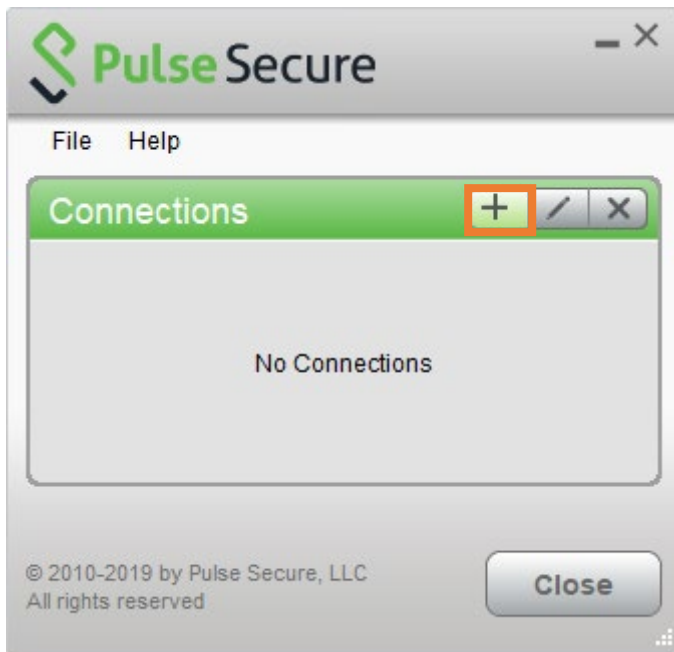
nVPN Configuration Guide for Windows OS

1. Look for the **Pulse Secure** icon on the bottom right of the task bar, click on the icon and click on **Open Pulse Secure**.
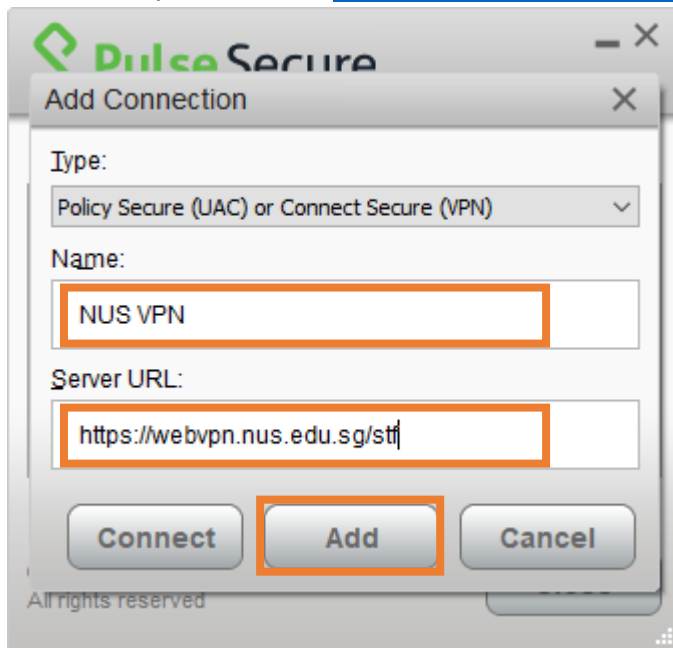
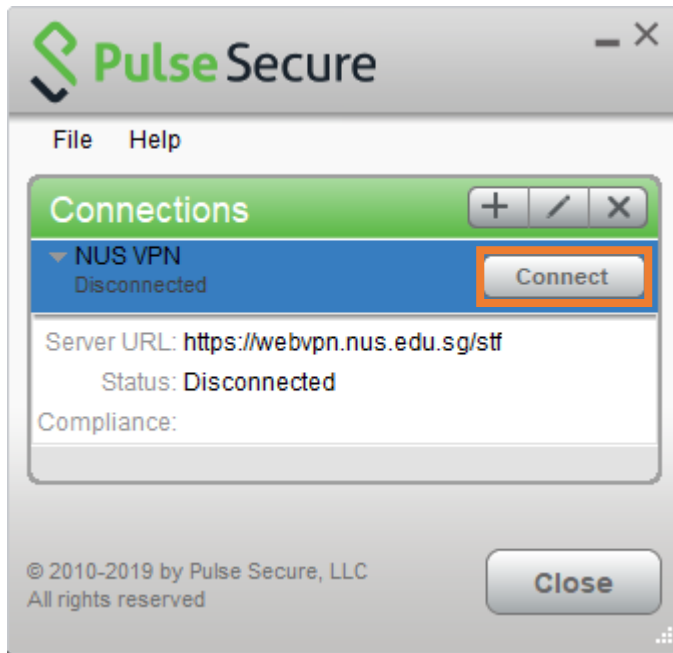2. If the icon is not there, click on Windows Start button and type in pulse secure. Click on the App to launch it.

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

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

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

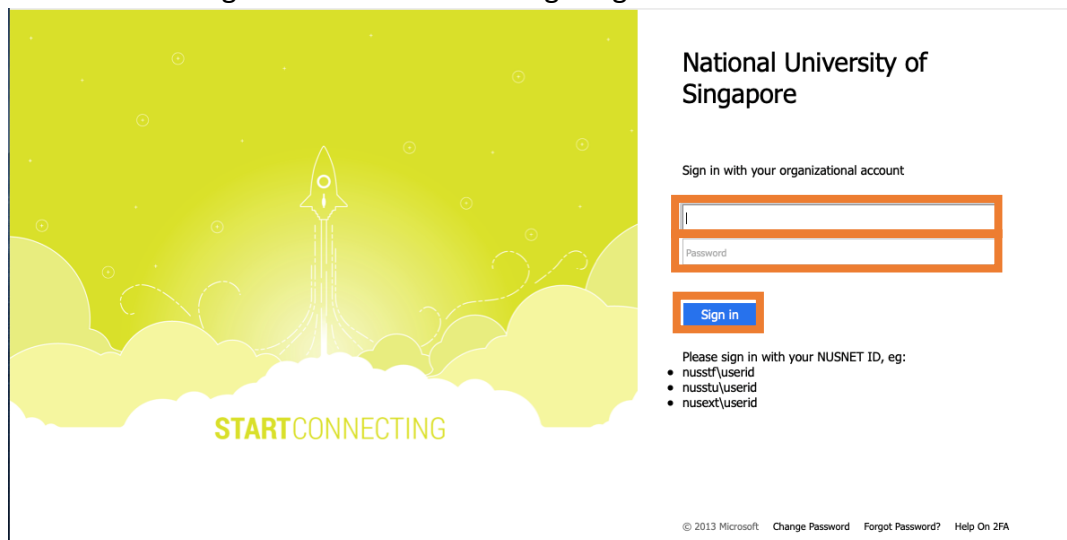6. Enter your NUSNET ID and password when prompt.
   For Staff, Username: nusstf\userid
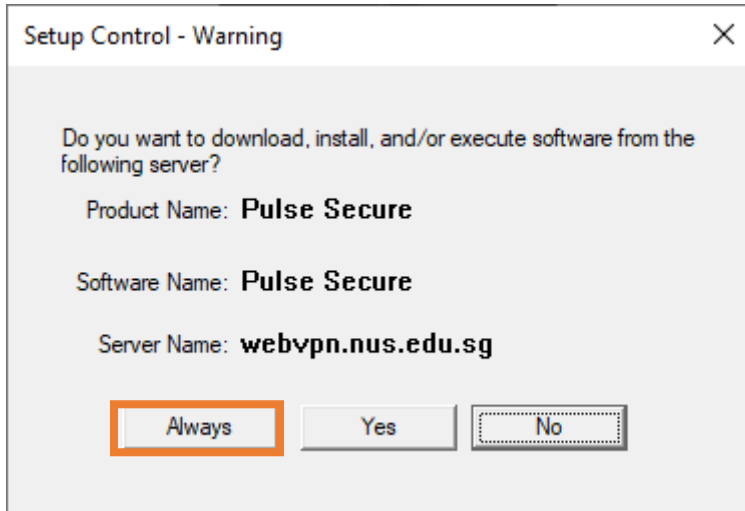   **For Student, Username**: nusstu\userid
   Click **Sign in**.
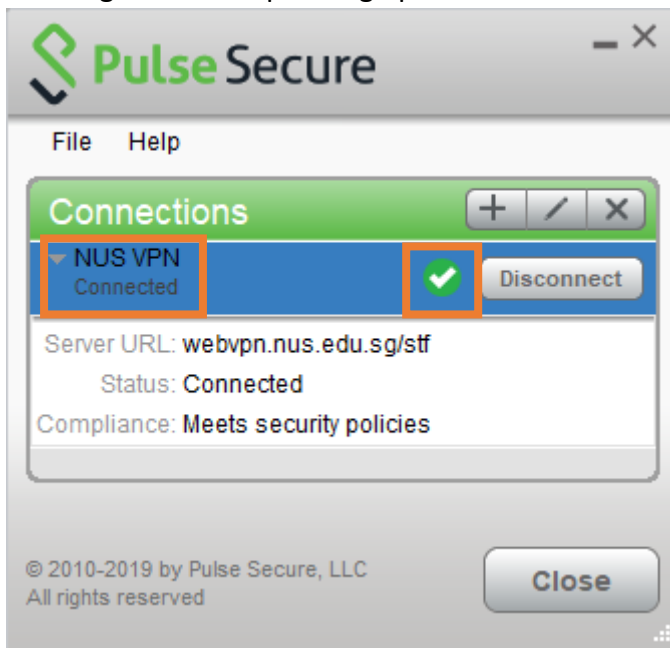   You will be prompt for 2FA. Click **Approve** on your 2FA device.
   Note: If you are using a NUS Laptop and already sign-in to your NUSNET ID, you might be directed straight to the 2FA due to Single Sign-On.

7. If you see this prompt, click on **Always**.

8. Once connected, NUS VPN status will show as **Connected** and there will be **a green check mark** . The **pulse secure icon** on the bottom right of the task bar will have a green arrow pointing upward.

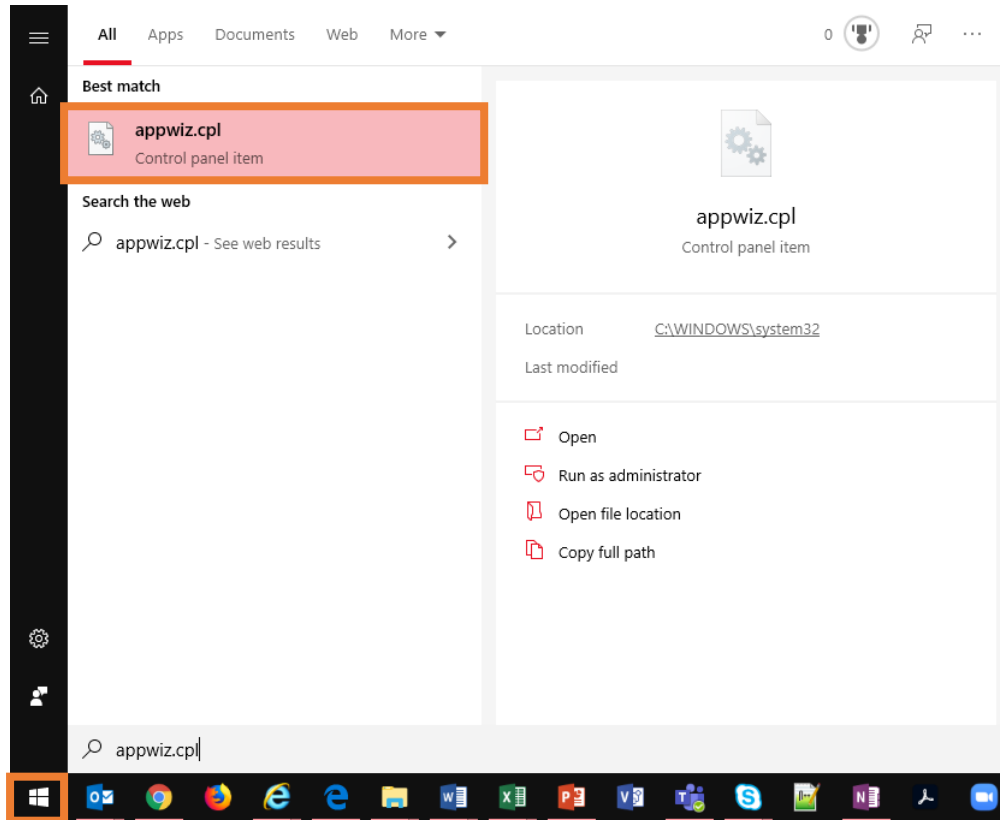
9. You are now able to access the Staff Portal and other NUS intranet websites.
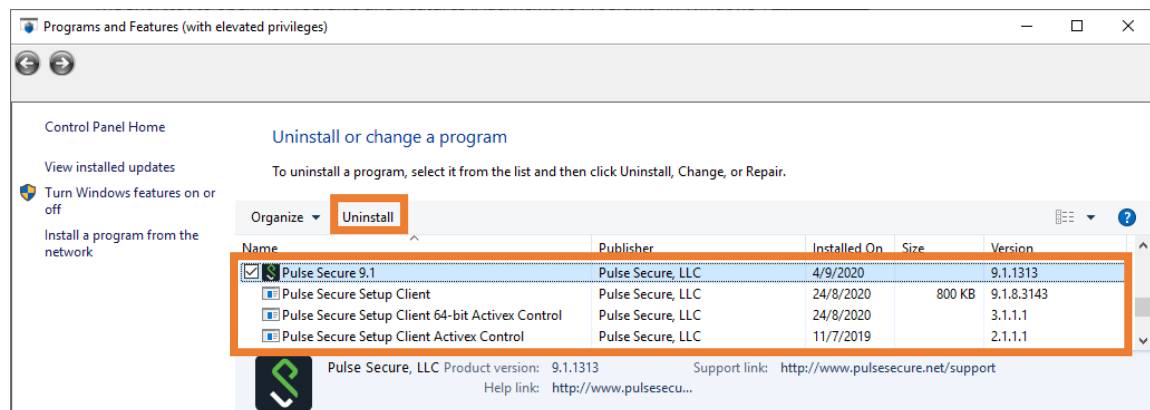
nVPN Uninstallation Guide for Windows

You will require administrator rights to the Windows in order to uninstall.

1. Click on Windows Start ⊞ button and type in **appwiz.cpl**. Click on the result to launch it.
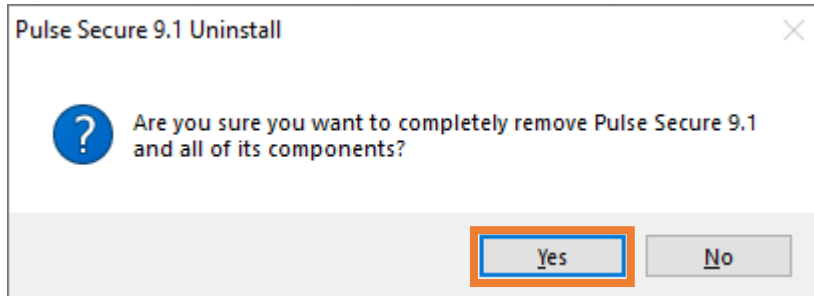

2. In the **Programs and Features** window, look for **Pulse Secure**.
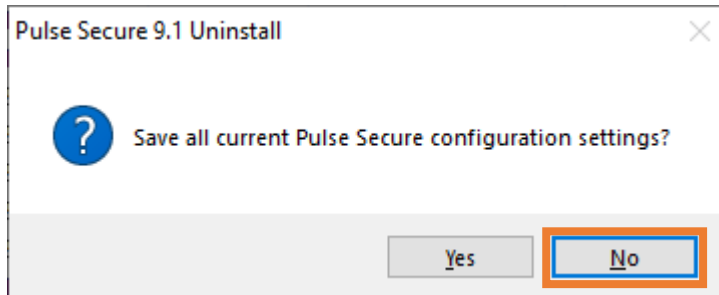   Click on **Pulse Secure 9.1** and click on **Uninstall.**

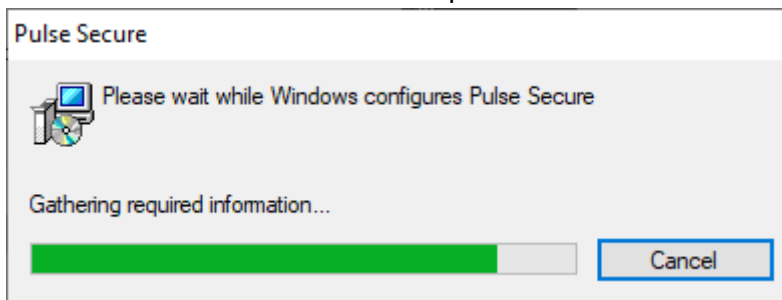Note: You will need to uninstall all Pulse Secure related programs.

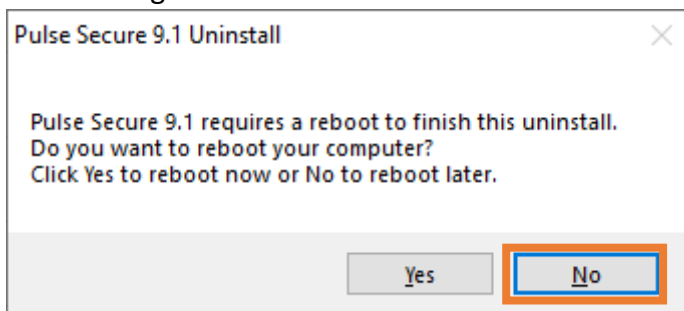3. Click on **Yes** to continue with uninstallation.

4. Click **No** to remove your Pulse Secure Configuration.

5. Wait for the uninstallation to complete.

6. Acknowledge that Pulse Secure has been uninstalled. Click on **No** to reboot later.

7. Repeat Step 2 to uninstall all other Pulse Secure program.
   Once done, reboot your computer.