

Using Pulse Secure VPN

Using Full VPN instead of WebVPN

About Pulse Secure VPN

Use Pulse Secure Virtual Private Network (VPN) to access Children's files and applications remotely.

Requesting remote access

Before you use Pulse Secure, you need a VPN account and a cellphone number in PeopleSoft. To get a VPN account, contact the Help Desk. To update your phone number in PeopleSoft see, [Adding your cell phone number in PeopleSoft](#).

Note: Remote access permissions can be granted only for single-user (not shared) PVT computers.

When you contact the Help Desk make sure you have your BCH ID available to verify your identity. To access your work computer remotely, send the Asset Tag number of your work computer to the Help Desk.

Downloading Pulse Secure

Before you download Pulse Secure, you need to determine if you have a 32-bit or 64-bit computer. Most computers purchased after 2017 are 64-bit computers.

To determine if you have a 32-bit or 64-bit computer

You must determine if you have a 32-bit or 64-bit PC before you can install Pulse Secure.

Note: All PCs connecting to the Children's Network through VPN, should be running Windows 10. These instructions are written for the Windows 10 operating system.

1. Click the search icon, as shown below.



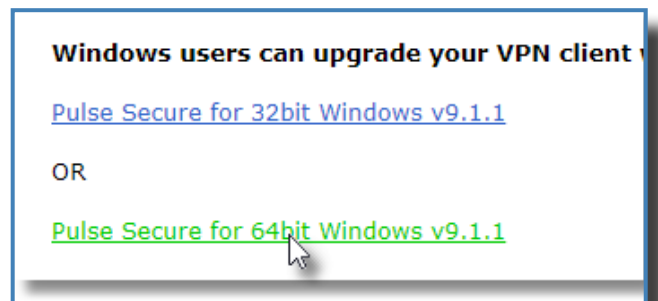
2. Type **System Information** in the Search box. A list of potential matches appears.
3. Click **System Information**. The System Information screen appears.
4. In the System Type section, note whether the operating system is 64-bit or 32-bit.



To download Pulse Secure

Use the Children's VPN Web page to download Pulse Secure. Follow these steps:

1. Open your browser and access <https://vpn.childrens.harvard.edu>.
2. Click the link for the appropriate version of Pulse Secure, as shown below.

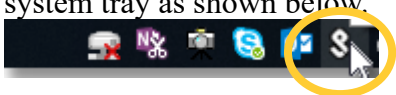



3. Follow the screen instructions to download and install Pulse Secure.

Setting up Pulse Secure

After you install Pulse Secure, you must create a connection to the Hospital network.

1. Do one of the following:
 - Double-click the Pulse Secure icon in your system tray as shown below.



2. In the Connections section, click , as shown below.



3. In the Name field, enter **Children's VPN**.
4. In the Server URL field, enter:
vpn.childrens.harvard.edu.
5. Click **Add**.

Connecting to the network

After you create a network connection, you can connect to internal hospital resources, such as the Children's Today website, eHelp, and Citrix.

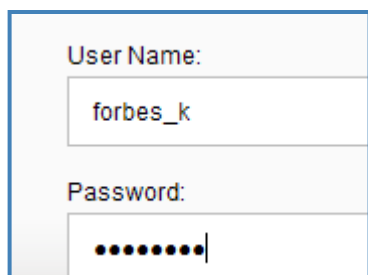
To connect to the network

1. Double-click the Pulse Secure icon in your system tray as shown below.



The Pulse Secure application opens.

2. Select the Children's VPN connection, and click **Connect**. The Connect page appears.
3. Enter your BCH username and password, as shown below.



User Name:
forbes_k

Password:
.....

4. Click **Connect**. The Response screen appears.

An access code is sent to the cell phone you have registered in PeopleSoft.


5. In the Response field, enter the code that appears on your phone, and click **Connect**.

Connecting to hospital resources


After you use Pulse Secure to connect to the Children's network, your remote computer behaves as if it is your work computer. For example, to access the internal Webpage, open a browser and type Web2.

To access Citrix

Do one of the following:

- If you have already installed the Citrix receiver on your remote computer, click . Search for *Citrix* and open the application.
- If you have not installed the Citrix receiver, access Web2. In the Quick Links section, Click **Citrixweb**. Follow the prompts for downloading the Citrix receiver.

To remotely access your work computer

1. Click . Type **RDP** in the search box. Click **Remote Desktop Connection**. The Remote Desktop application opens.
2. Enter the asset tag of your work computer. For example, enter 64PVT123456.

Note: You need to obtain Remote Access permissions from the Help Desk before you can access your work computer remotely.

3. Click **Connect**.

Logging out of Pulse Secure

Be sure to log out of Pulse Secure when you are done.

1. Double-click the Pulse icon in your taskbar.
2. Click **Disconnect**.

Getting more help

To get more help, contact the Help Desk at extension 5-4357, or call 617-355-4357 if you are outside the hospital. You can also send an email to help.desk@childrens.harvard.edu.