Before you begin, please make sure you have access to the VPN service first. You can check this by going to: https://accounts.it.vt.edu/myaccounts, then look in the box labeled "**Network Access**". If there is a check mark next to "**Remote Access VPN**" then you have VPN access. If there is an X, then you will need to request access from your departments program coordinator or business manager.

If you have not installed the Pulse Secure VPN Client, please download it from here:
https://4help.vt.edu Search for: **Pulse Secure**
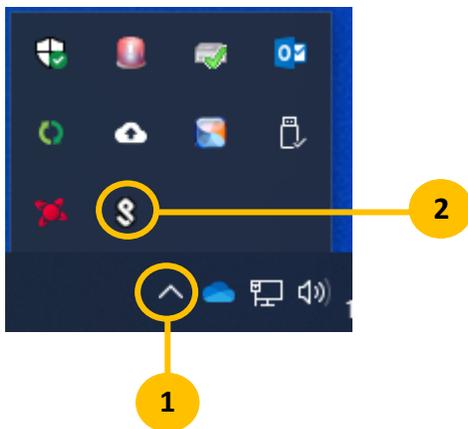
1. In the Windows notification area in the lower right corner of the screen, click on the **up arrow** to reveal the hidden icons.

2. Left click on the **Pulse Secure** icon.
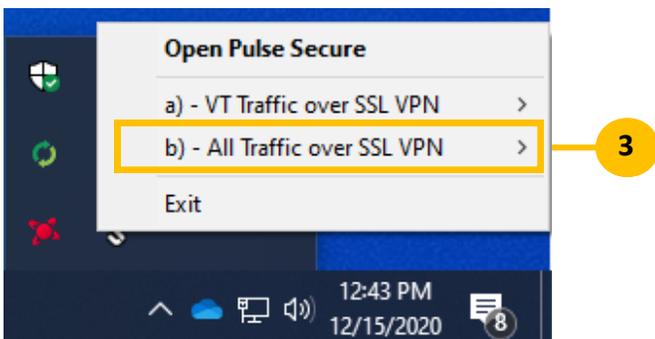
3. Always select option **b) —All Traffic over SSL VPN.**
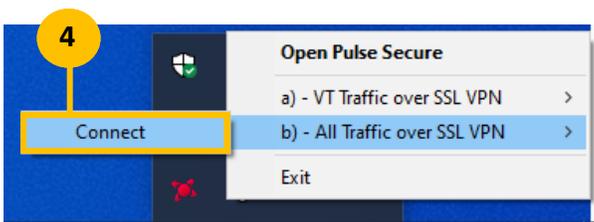
4. Select **Connect**.
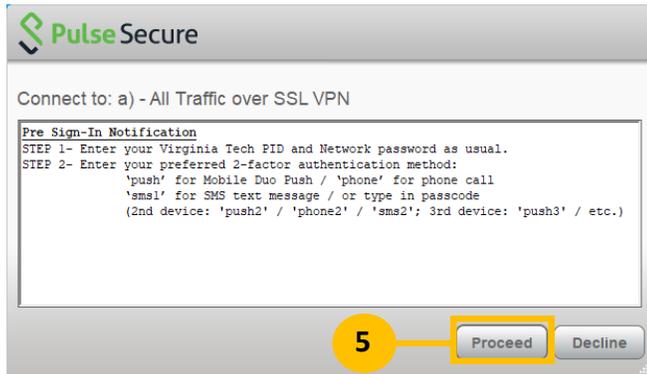
5. When the message screen appears as shown on the left, click the "**Proceed**" button.
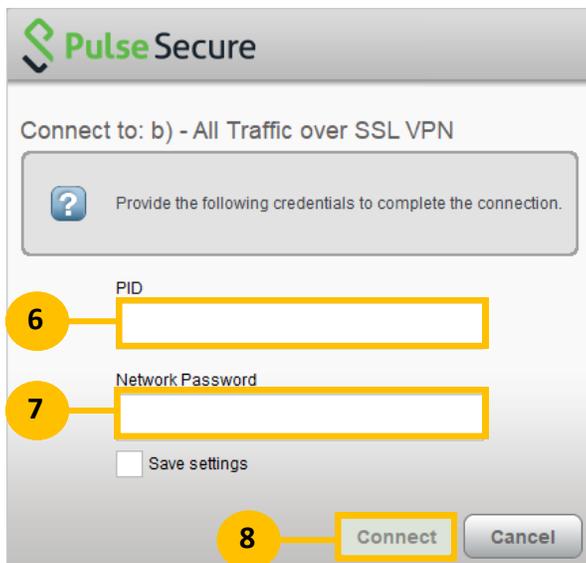
6. In the **User Name** field, type in your PID.

7. In the **Password** field, type in your network password. If you don't know what your network password is, go to https://accounts.it.vt.edu/myaccounts, then in the Network Access box click on the link labeled "**Network Password**".

8. Click the **Connect** button. Once the connection completes, the window will close automatically.

Note:

Your network password is the same password you use to login to "**eduroam**" wireless internet while in the Northern Virginia Center or Blacksburg campus.

9. Next type in what two-factor authentication you would like to use:

   push—This will send a push notification to the Duo mobile phone app, which you will have to accept.
   **phone**– This will call the default phone number in your two factor settings.
   sms1– Type in **sms1** then the **Connect** button. You will receive a text message with multiple seven digit codes. Type in one of the sever digit codes into the text box, then click the **Connect** button once more.
   Passcode– Type in the six digit code displayed in the duo mobile phone app.
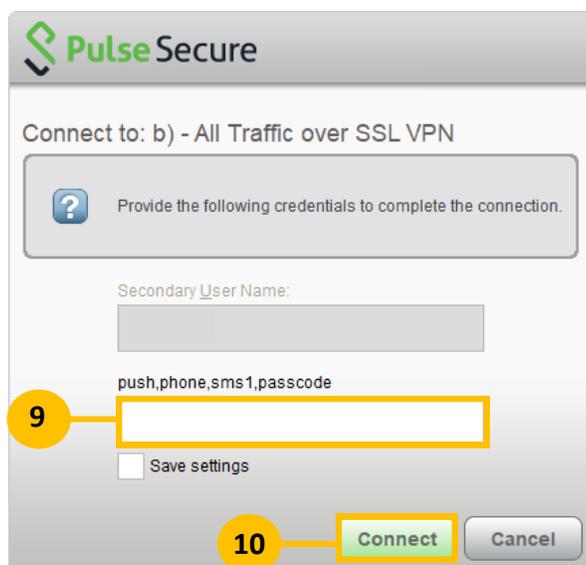
10. Then click the **Connect** button.

11. Once you have successfully completed the two factor authentication step, you will be connected to the VPN.
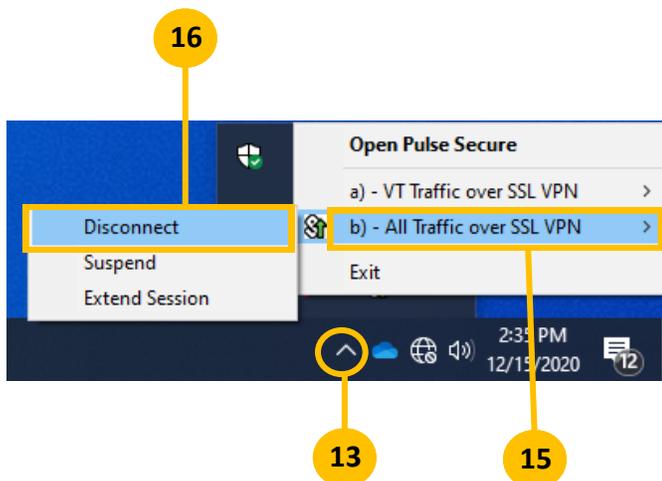
12. When you are finished using the VPN, please disconnect from it.

To disconnect from the VPN:

13. In the Windows notification area in the lower right corner of the screen, click on the **up arrow** to reveal the hidden icons.

14. Left click on the **Pulse Secure** icon.

15. Select option **b)—All Traffic over SSL VPN.**

16. Select **Disconnect.**

Having trouble or still need help?

NVC Information Services:
Phone (M-F 9AM to 9:30PM): 703-538-8444
https://www.nvc.vt.edu/About-NVC/Information-Services.html

Virginia Tech 4-Help:
Phone (24/7): 540-231-4357
https://vt4help.service-now.com/sp