



Connecting to York via VPN & Remote Desktop

VPN provides network access to campus resources remotely. VPN stands for virtual private network and just what it means is a private network can be opened (tunnel) between your home or device abroad and the York campus network. You will need your York network credentials in order to authenticate.

York use a VPN client called Pulse Secure to accomplish this connection. You will need to install this client on your home or device abroad system in order to make the initial connection.

To obtain the Pulse Secure software please go to the following link on the York web site:
<https://www.york.cuny.edu/it/network-access/vpn>

Scroll down a little and on “**Part 1**” there is a link for Pulse Secure client software. Select the one based on the home computer you are using. Note these are for desktop systems. If you will be connecting from a phone or tablet you may need to go to an app store from your device to get Pulse Secure.

You will most likely need to have administrator privileges to install this software regardless of your operating system, so be sure to have this information before you start the installation or if you do not, schedule an install with the service desk.

If you are unsure of your ID, password, or status please contact the Support Desk at x5300, on campus, or visit [self-service mypassword](#).

Part I: Desktop Computer/Laptop etc

Download Pulse Secure for Windows, Mac OS X, & Linux Platforms.

- Please use the following instructions to configure your new VPN client.
- Download the installer-package that is appropriate for your operating system (OS) and architecture (AMD64, ARMx, etc) from the table below:

Latest Version OS	Pulse Secure Client Software
Windows (v8+64bit)	ps-pulse-win-9.1r3.0-b1313-64bitinstaller.msi
Mac OS X	ps-pulse-mac-9.1r3.0-b1313-installer.dmg
Ubuntu/Debian Distros 64-bit	ps-pulse-linux-9.1r3.0-b85-ubuntu-debian-64-bit-installer.deb
RPM for Redhat Distros 64-bit	ps-pulse-linux-9.1r3.0-b85-centos-rhel-64-bit-installer.rpm

Installing Pulse Secure.

- Note: installation will require administrator privileges. [Open a ticket with the Service Desk](#) if you are unsure/unable to install it.

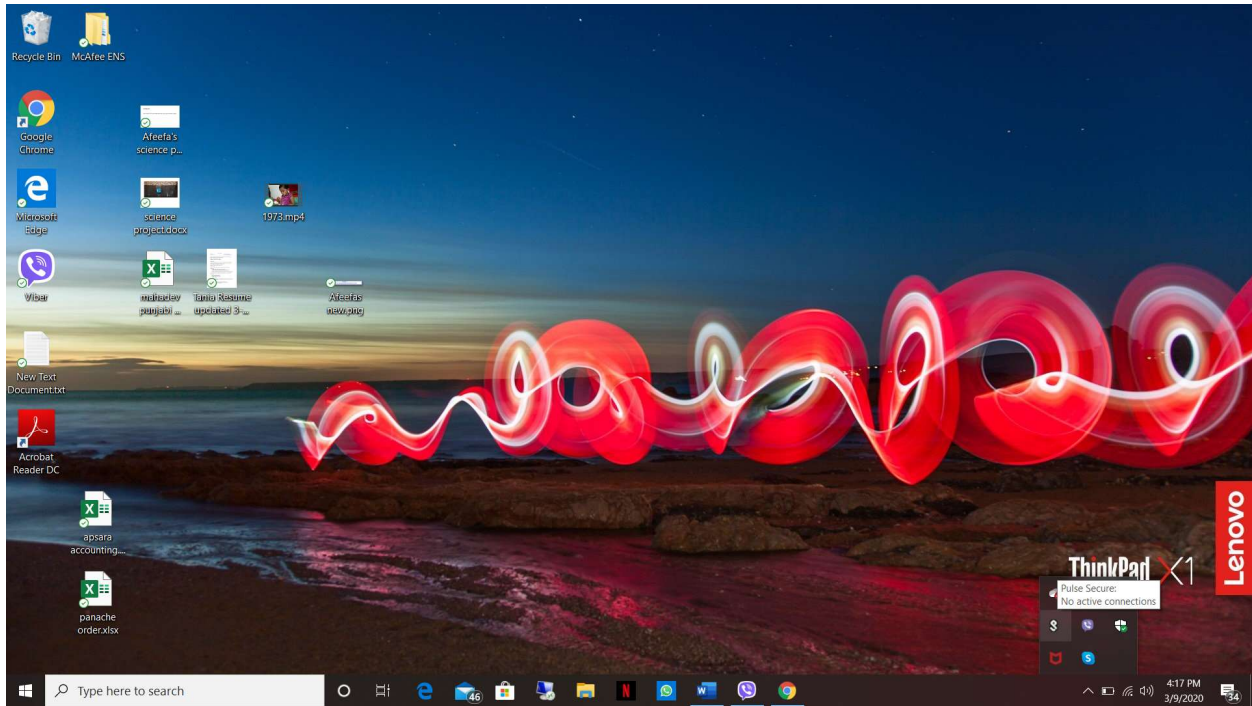
The screenshot also shows a Windows taskbar at the bottom with the search bar, task view, and various application icons. The system tray shows the time as 3:54 PM on 3/9/2020.

Once the Pulse Secure client is installed you may get a prompt to enter the password right after login to your computer. (Note: "vpn.york.cuny.edu is the connection link that is used")

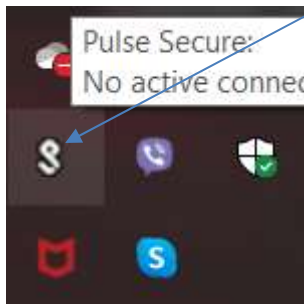


The image shows a Pulse Secure login dialog box. At the top left is the Pulse Secure logo, which consists of a green stylized 'P' icon followed by the text 'Pulse Secure'. Below the logo, the text 'Connect to: SA (vpn.york.cuny.edu)' is displayed. There are two input fields: the first is labeled 'User Name:' and contains the text 'akislam'; the second is labeled 'Password:' and contains a single vertical bar '|'. Below the password field is a checkbox labeled 'Save settings', which is currently unchecked. At the bottom right of the dialog are two buttons: 'Connect' and 'Cancel'.

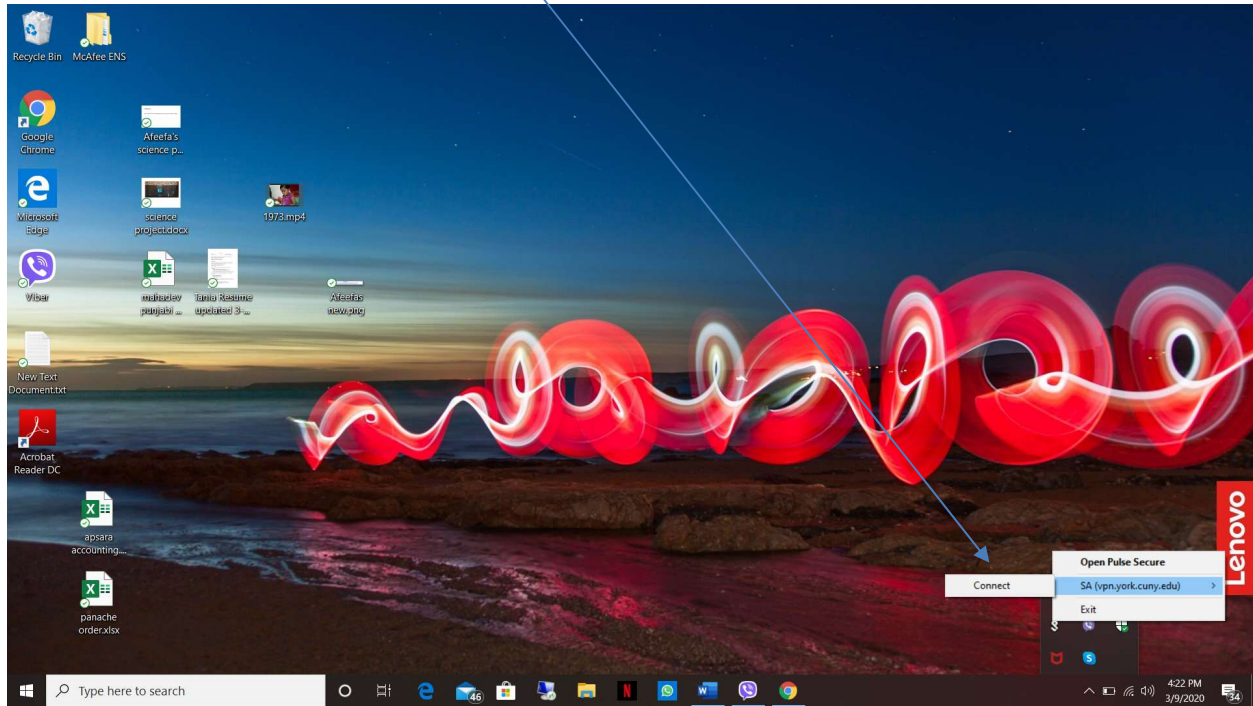
In case you do not get the above prompt please go to the system tray on the bottom right corner of the screen.



Enlarged screen. Click on the icon looks like an "S"

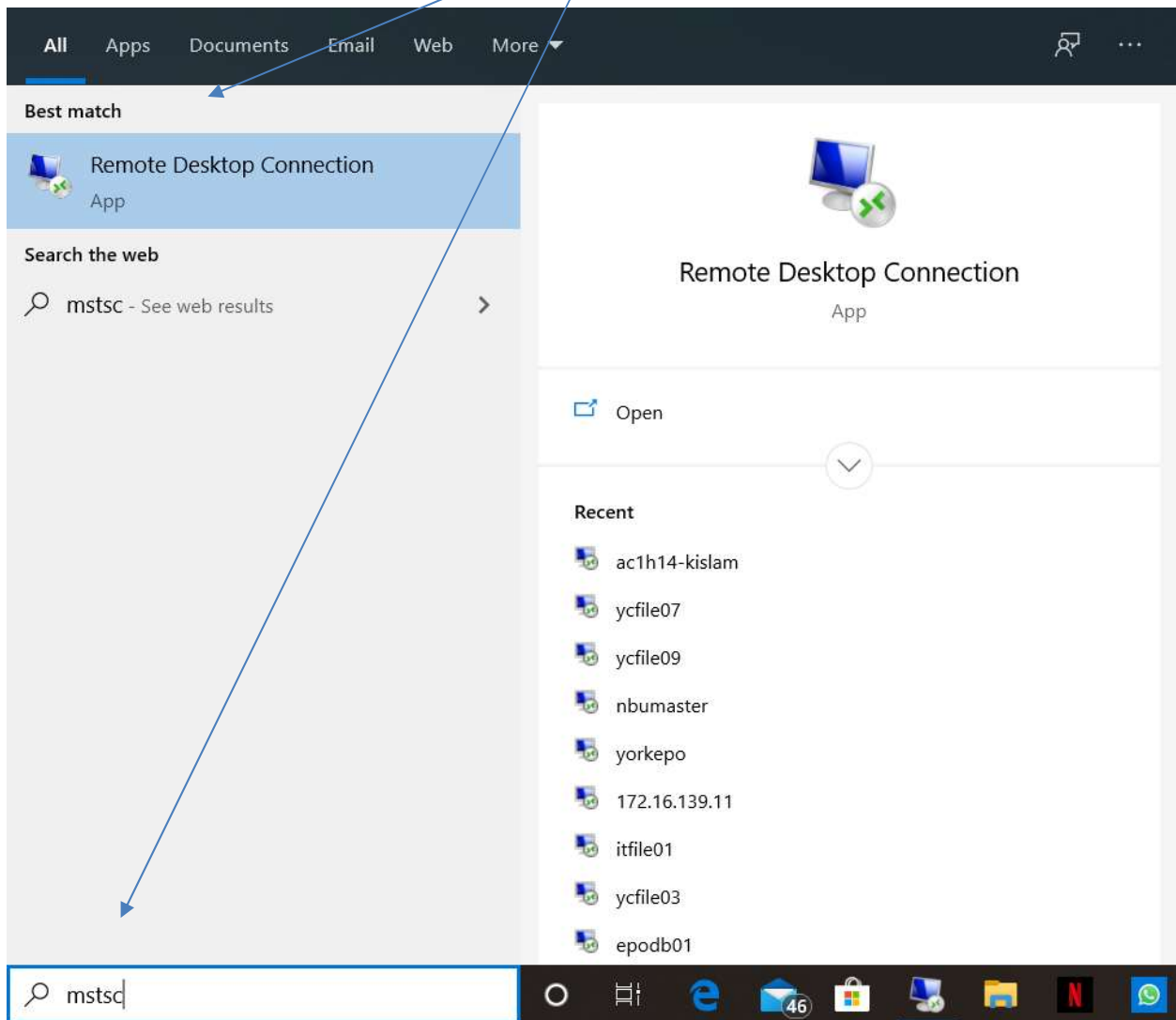


When you click on the “S” the following prompt will pop up. Click on “Connect”

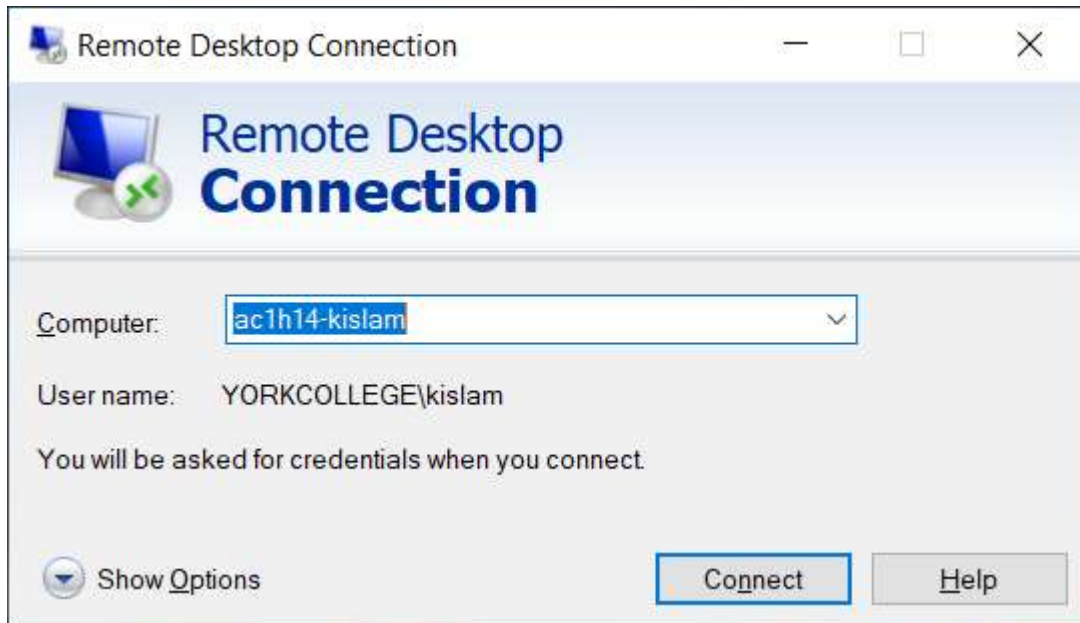


When connection to VPN using Pulse Secure you will be prompted for your York network user name and password. Once Pulse Secure makes the connection you can minimize the screen. The tunnel to the York network is established. However, you do not have access to resources yet. For this you need to make the connection to your actual work computer. To do this you need to run a program that comes with windows-based computers called "Remote Desktop". On the Mac you will need to download this from another source but that will be covered in a separate set of directions.

To search for the "Remote Desktop" program, go to the search box at the bottom of your computer and type "mstsc" (or when your search box is located on your PC is) and remote desktop app will appear. Click on the app



Type your computer name and click on connect (use your work computer name)



Enter your York network credentials including password and click OK

Windows Security ×

Enter your credentials

These credentials will be used to connect to ac1h14-kislam.

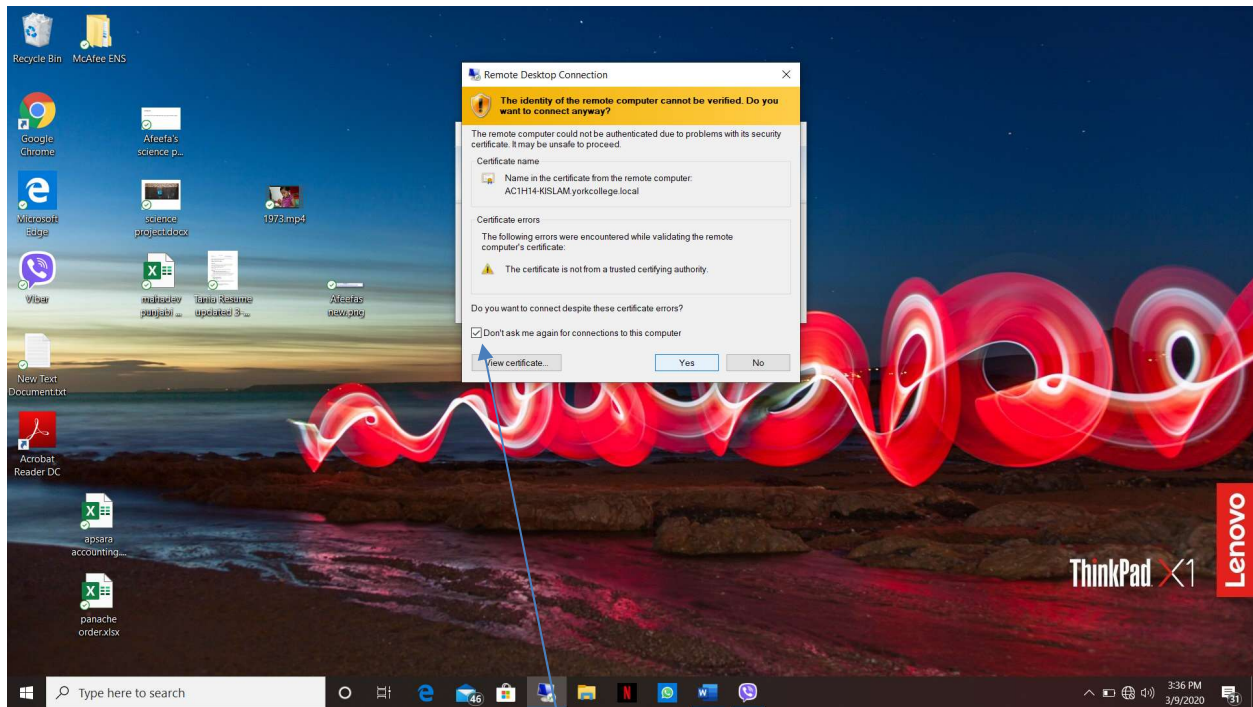
kislam

YORKCOLLEGE\kislam

Remember me

[More choices](#)

The following box will appear. Click on the check box for not being reminded again then Click “Yes”



Reminder box. Check this if you do not want to see reminders about certificates.

That's it. You are successfully logged into your office computer. If this is not working please contact the Service Desk at 718-262-5231 or open a YConnect ticket by going to the York web site at:

<https://www.york.cuny.edu/it/service-delivery-unit/y-connect>