

# Connecting to the City's VPN (Pulse Secure)

## Things you will need:

1. A computer with an Internet connection
2. Access to your city email (to start setup of your DUO Two Factor Authentication account)
  - From home you can access your email by going to <https://webmail.findlayohio.com>
3. A Web browser (we recommend using Google Chrome)
4. A smartphone, tablet, or home phone (for Two Factor Authentication)

## Things to do before connecting for the first time:

1. Setup your Duo mobile account
  - This will be used for the VPN's 2FA (two factor authentication), which is required due to the sensitive nature of the access. You will receive, or may already have an email from Duo Security, with the Subject "Duo Security Enrollment". Click the link in the email to initiate the setup process. Follow the instructions on the subsequent screens to complete this process. You will need either a phone (smartphone or landline), or tablet to complete setup.
2. Be sure Windows Updates have been completed on your computer
  - This will be automatically checked upon connecting to the VPN. If Windows updates has not been completed in the last month, your access will be denied
3. Install an Anti-Virus program, and perform a scan
  - To connect to the VPN, you will need to have Anti-Virus software installed, and a full scan completed within the last 30 days. If you do not have Anti-Virus on your computer, you can get a free one from Sophos: <https://home.sophos.com/en-us/register.aspx>. (Please use your personal email when setting up your free Sophos anti-virus account.)

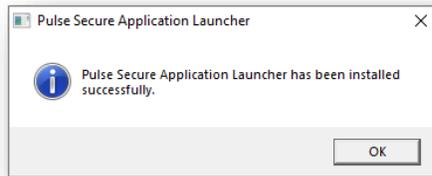
## Connecting to the VPN:

1. To connect, you will need to go to <https://connect.findlayohio.com>  
(If this is your first time connecting, please follow steps a - d)
  - a. You will be prompted to install the application launcher

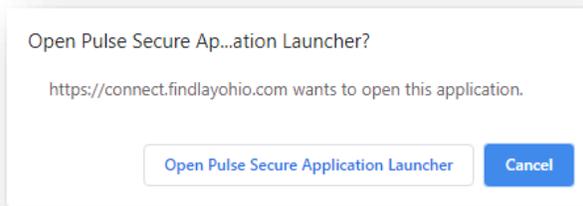
It appears that the application launcher is not installed. Download now to proceed.

Download

- b. Click the “Download” button, then run the downloaded file, and continue through the prompts. Once completed you will see the message below



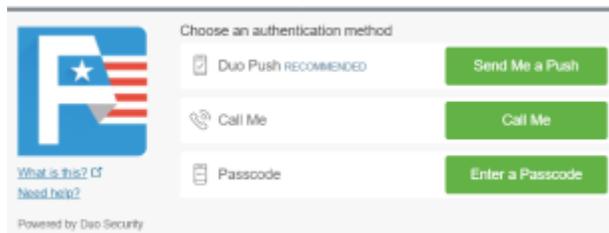
- c. You will now need to re-open the VPN page <https://connect.findlayohio.com>  
d. If you receive the message below, click “Open Pulse Secure Application Launcher”



2. You should now see a page with the City logo, prompting for credentials



- a. Enter your network credentials here (*the same username/password you use to login to City computers, not your full email address*)  
3. Next you will be prompted for your Two Factor Authentication method



- a. If you have the Duo app installed on your tablet, or smart phone, select the "Send Me a Push" option.  
1. You will receive a prompt on your device, which you must accept  
b. Otherwise, select “Call Me” to have the program call the phone you have on file  
1. Press any number after answering the call to complete the authentication

4. Once authenticated, you will be logged into the VPN (*if prompted, "Cancel" the Open Pulse Secure Application Launcher*)
  - a. On this page, you can submit a help desk ticket, access the password reset tool, and remotely connect to your work computer.
  - b. To connect to your computer, click the "*Remote Desktop - Your Name*" link
    1. This will launch a remote-control session to your desktop directly in the browser window

## Final Notes:

1. The City cannot log the web sites you go to or any personal information you access on your home computer while you are connected to the VPN; however the remote session on your work desktop will be logged, and monitored as if you were in the office.
2. You can click the back button at the top of your Web browser to disconnect from your remote session, and get back to the VPN home page.
3. Once you are done, please make sure to log out and close the Web browser completely.