

### What is Pulse Secure?

Pulse Secure is a maker of remote access systems that we leverage for VPN (Virtual Private Network) connectivity. VPN connections (or “tunnels”) create an encrypted path from your computer to our network, protecting your data and allowing off-campus secure access to internal resources.

### About this guide

This guide provides information on how and when to connect to the VPN.

### Important caveats

- On certain networks Pulse Secure may fail to connect due to overlapping configurations with our network. While rare, we cannot predict these networks in advance. They tend to be at larger organizations (some hotels, conference centers, corporations, etc.).
- Your device may be slow to connect while it checks compliance, especially after updates. Please be patient.
- If you receive a Pulse Secure compliance alert regarding the Windows Firewall it is presently safe to click Cancel and continue signing in. This is documented behavior, though we’re working to understand why it happens.
- Personal devices may not connect.
- Students may not connect.

### Concurrent user limits

The nine-user connection limit stated in the previous version of this guide has been removed. We now have 200 concurrent connections available. However, you should still only connect to VPN if you actually need to (see lists to the right).

### Pulse secure updates

Pulse Secure will occasionally prompt you to update your client. This typically happens after a scheduled network maintenance window. It takes about 10 minutes and should be performed as soon as possible. You do not need admin rights for these updates.

As a security system it’s critical to install updates in a timely manner to protect our network. Outdated versions leave us vulnerable to attack. We may disable and block unsafe client versions.



### When you need VPN

Campus-hosted resources are the only things that require a VPN connection to access. This list is for example purposes only. Ask us if you aren’t sure.

- Legacy network drives (H:, U:, and others)
- Ellucian Colleague UI
- Informer
- Network-licensed products (like Mathematica, ArcGIS, and SigmaPlot)
- Non-public web applications
- Direct printing to YotePrint (see the YoteNet website for options to print via email)

### When you don’t need VPN

- Office 365 - Teams, Outlook, OneDrive
- Canvas
- Self Service
- WebAdvisor
- WeBWork
- RStudio
- PaperCut WebPrint
- College website
- EMS (events)
- Library resources (use your YoteNet ID or pre-authorized account)
- All other public/cloud sites and services
- If you’re already on campus

### VPN too slow?

Some legacy systems don’t perform well over VPN. Ask us how to modernize if you have trouble.

### Checking your Pulse

Pulse Secure automatically starts when your computer starts. Look for the S icon (similar to the logo on the other side of the page) by the system clock. You may need to click the small up caret to reveal it.

### Getting connected

1. Either double-click the S icon and choose Connect, or right-click the icon and choose *C of I VPN > Connect*
2. Select C of I Employees from the list and click Connect
3. Enter your YoteNet ID username (short version, without @collegeofidaho.edu) and password and click Connect
4. You're connected once a checkmark or upwards-pointing green arrow appears

### Getting disconnected

It's important to disconnect when you're done with your VPN connection. This opens a concurrent connection for the next person. A timer exists that automatically ends sessions accidentally left idle, but that's only a safety mechanism.

Either double-click the S icon and choose Disconnect, or right-click the icon and choose *C of I VPN > Disconnect*

### Troubleshooting

- If you cannot connect at all, and Pulse Secure is stuck "Trying to connect," you may not be connected to the internet or be using a network that's not compatible with ours (as noted on the other side of the page). If you have internet and contact us during business hours we can do a Teams session to verify the error or otherwise troubleshoot with you.
- If Windows reports you have no internet then certain applications, like Outlook, won't work and may crash. This can happen even if you actually have a connection. Some newer Microsoft applications rely on Windows, not themselves, to indicate your internet status. If you have this problem then disconnect from VPN, wait a minute or two for Windows to show you have internet, and try to connect to VPN again.

