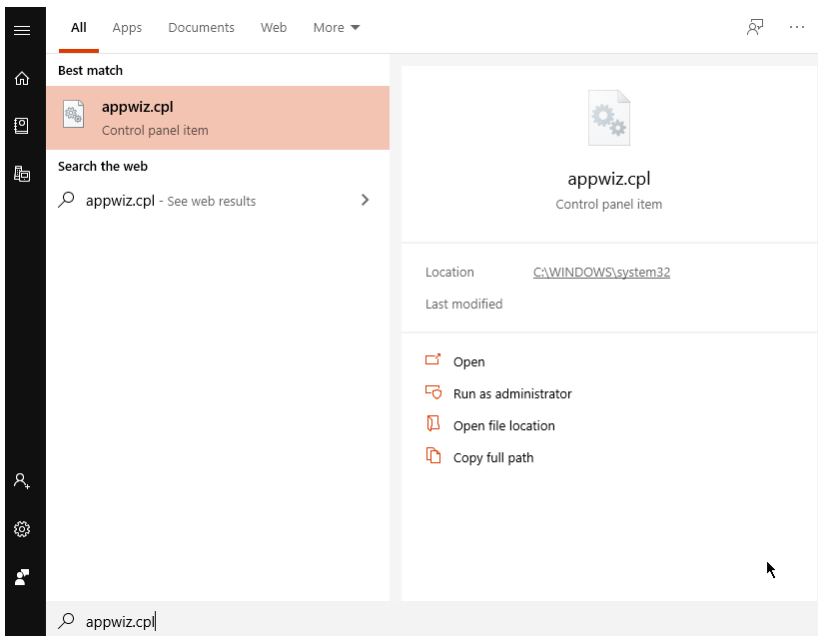


# Microsoft MFA VPN Installation Guide

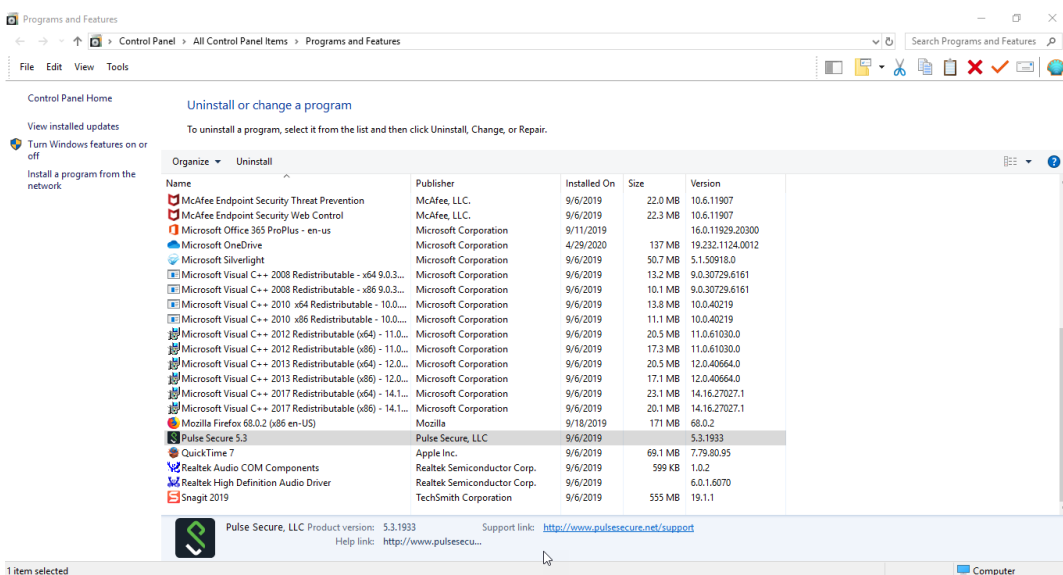
This document assumes you have already completed registration to use multifactor authentication options. If you have not completed this process, please see the [Microsoft MFA Registration Guide](#)

You must uninstall the client and its associated programs from your computer and reboot prior to installing the new VPN software. This includes removing all old connections and deleting the local folder. Here are the steps to do that:

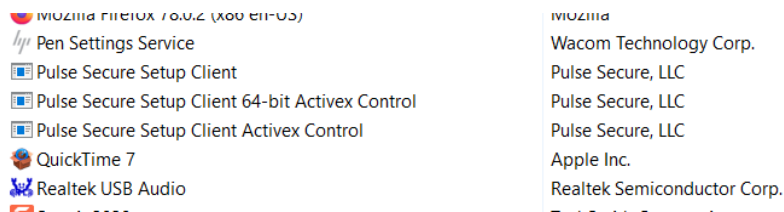
- 1) Uninstall the Pulse Secure Client
  - a) Open your Windows Start Menu and type `appwiz.cpl` and press enter



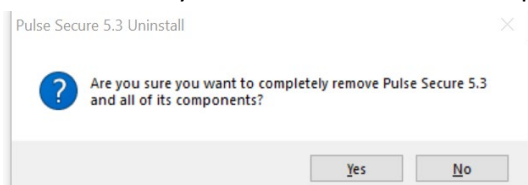
- b) This will launch the control panel directly into the Programs and Features window



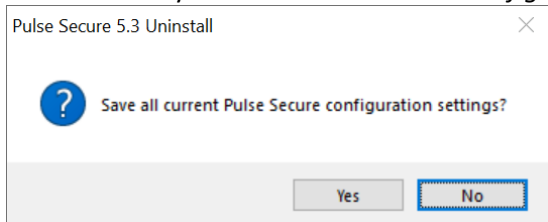
- c) Items are listed alphabetically, please scroll down and select the Pulse Secure program and click Uninstall, please repeat these steps for all items starting with Pulse Secure listed.



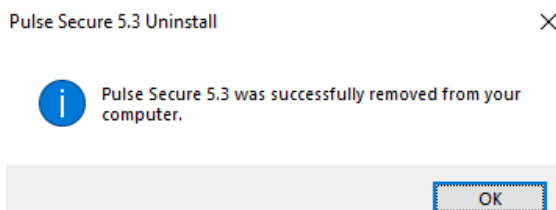
- i) Press **Yes** that you want to uninstall all components when prompted



- ii) Press **No** that you want *do not to save configuration settings*

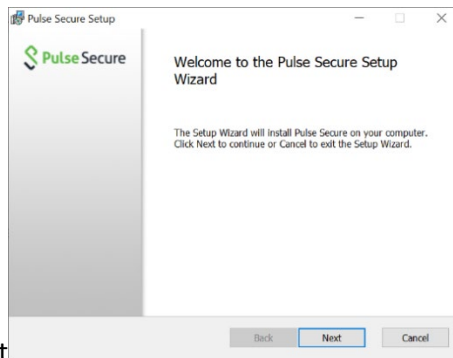


- iii) Press **OK** To confirm completion

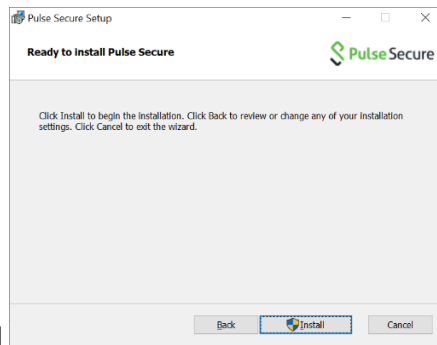


- 2) **Reboot** your computer at this point
- 3) Once you have logged back on, download the latest version of Pulse Secure from <https://connect.fcps.edu>. Direct links can be copied from below and pasted in your browser for your convenience.
  - a) **Windows download:** [https://itweb.fcps.edu/vpn\\_pulse\\_secure/Windows/downloadWin\\_R8\\_x64.cfm](https://itweb.fcps.edu/vpn_pulse_secure/Windows/downloadWin_R8_x64.cfm)
  - b) **Mac download:** [https://itweb.fcps.edu/vpn\\_pulse\\_secure/MAC/downloadMAC\\_R8.cfm](https://itweb.fcps.edu/vpn_pulse_secure/MAC/downloadMAC_R8.cfm)

- 4) Go to your download folders and double click on **ps-pulse-win-9.1r8.0-b3143-64bitinstaller.msi** to begin installation.

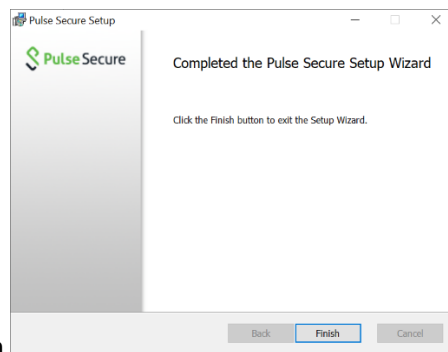


- a) Press Next



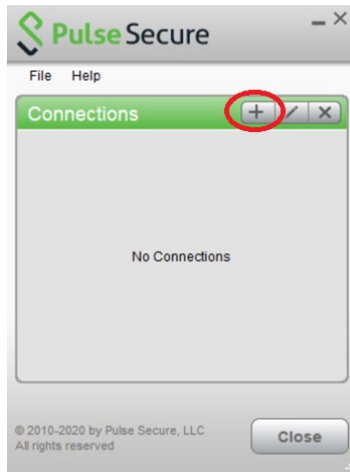
- b) Press Install

- c) Click on 'Yes' when prompted with the question "Do you want this app to make changes to your device?"

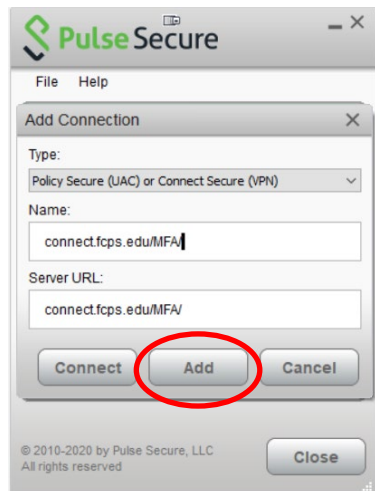


- 5) Click Finish

- 6) **Reboot** your computer at this point
- 7) Once you have logged back on, open Pulse Secure from the start menu and select the “+” to add a new connection.

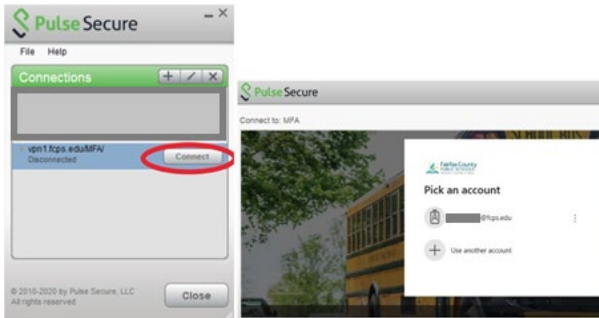


- 8) In the Name and Server URL fields type “connect.fcps.edu/MFA/” and press the “Add” button.



9) Press the “Connect” button on the new connection. Your connection should be immediate. If not you may get the following:

- a) A browser may launch asking you to log in; log in if required
- b) You will be prompted for a second factor authentication according to the option(s) selected in your profile



10) Once authentication is complete, you may proceed to the desired system.