Penn VPN – Windows 10 Users

Prerequisites:

- Windows 10 (32bit or 64bit)
- Local administrator rights on your personal Microsoft Windows device

Installation:

1. From explorer browser to this path [http://www.uphs.upenn.edu/network/downloads.html](http://www.uphs.upenn.edu/network/downloads.html)

2. You may be prompted with the following message if you use the link in this document. If so, Click Allow.

3. Click on the “Penn VPN – Preferred (Windows)” download link
4. Click Run

5. If prompted, click Run on the Internet Explorer - Security Warning

6. Click “Yes” on the Penn Medicine Junos Pulse VPN – Do you want to install the Penn Medicine Junos Pulse VPN
7. Allow the Junos Pulse to complete the installation

8. You will get a Junos Pulse Setup Completed successfully pop up. Click OK

9. Once the Junos Pulse is installed you will find it under Start->All Apps->Juniper Network->Junos Pulse

**Connection Instructions:**

10. Double Click the Junos Pulse shortcut on the desktop and once the Pulse Client opens
11. Click Connect

12. If prompted with a certificate warning “Click Connect” on the Certificate warning screen
13. Type in your UPHS User ID and Password and click connect

**DISCONNECT INSTRUCTIONS:**

1. To disconnect from your Juniper Pulse VPN session you must do the following
2. Click the disconnect button within the Junos Pulse Client

   **Note: If you just click the X in the right corner your session will remain active**
3. Once you have disconnected from the VPN session you can close your Junos Pulse Client

****If there are any issues with installation please contact the helpdesk at 215.662.7474 to place a ticket and have it assigned to Central Support Services.