Ivanti Secure Access Client Installation

Mac Manual Install

Please Note: If you require assistance with any of these instructions, please contact the IT Help Desk at (540)568-3555 or helpdesk@jmu.edu.
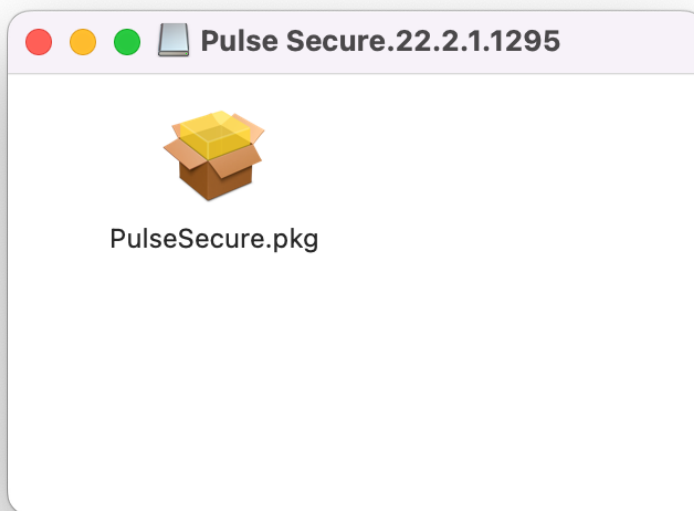
Before you begin:
- From the Software Services page, click the appropriate "Available software" link.
- Locate **Ivanti Secure Access Client** and click the link that corresponds to the computer on which you will install the software.
- Authenticate with your JMU eID and password to download the installer.
- Launch the installer after the download completes.
- Note: To complete installation, you will need to know an administrator account username/password for your computer.

Proceed with the following steps:
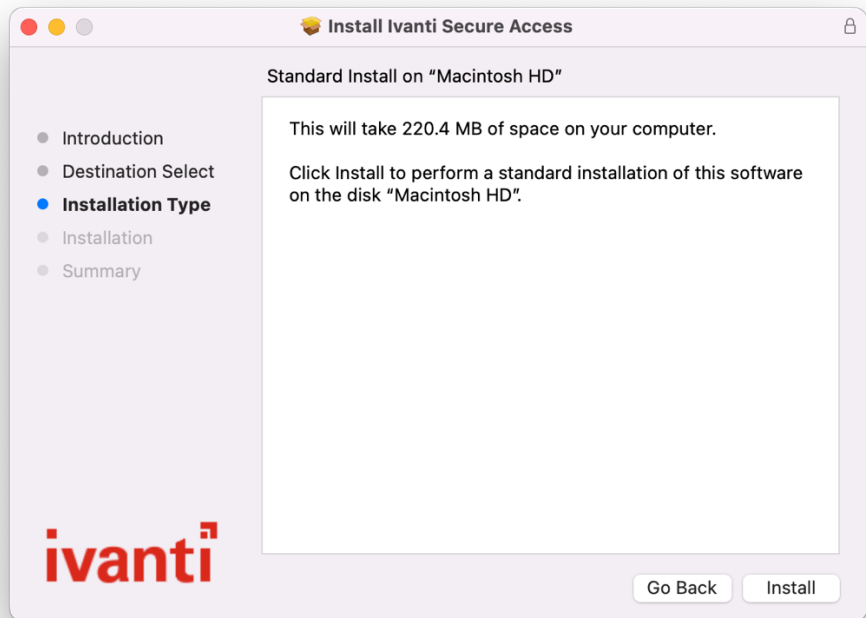
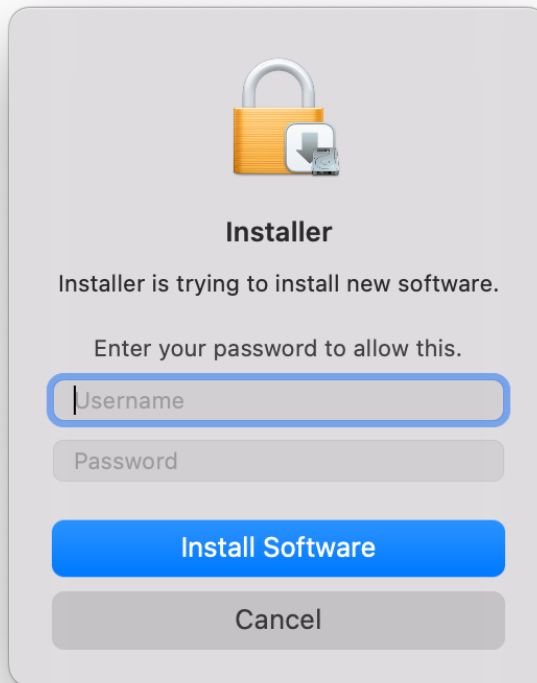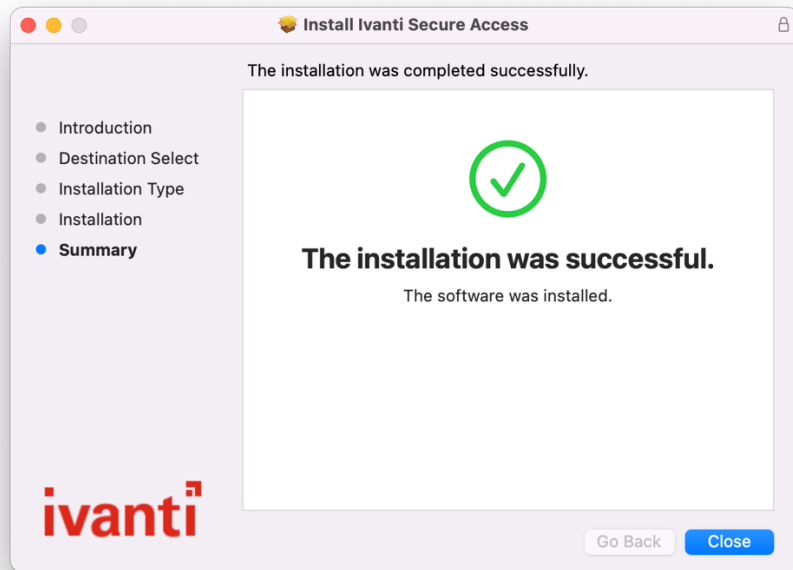|	
After downloading the **.dmg** installer file, double-click the file to open it. Double-click **PulseSecure.pkg** to launch the installation. Note: If you get a pop-up message that states the file can't be opened because it is from an unidentified developer, click **OK**. Then, open **System Preferences** and click **Security & Privacy**. Click on the lock to make changes if necessary (this will require your administrator credentials). Make sure that **Allow apps downloaded from:** is set to **Anywhere** (it is recommended to change this setting back after installation). You should now be able to launch the installer.	

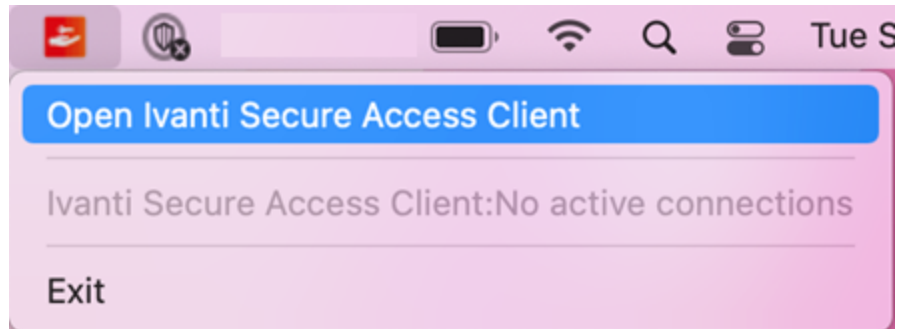|	
Follow the installer prompts and click **Install.**	
Type your administrator credentials in the box that appears.	

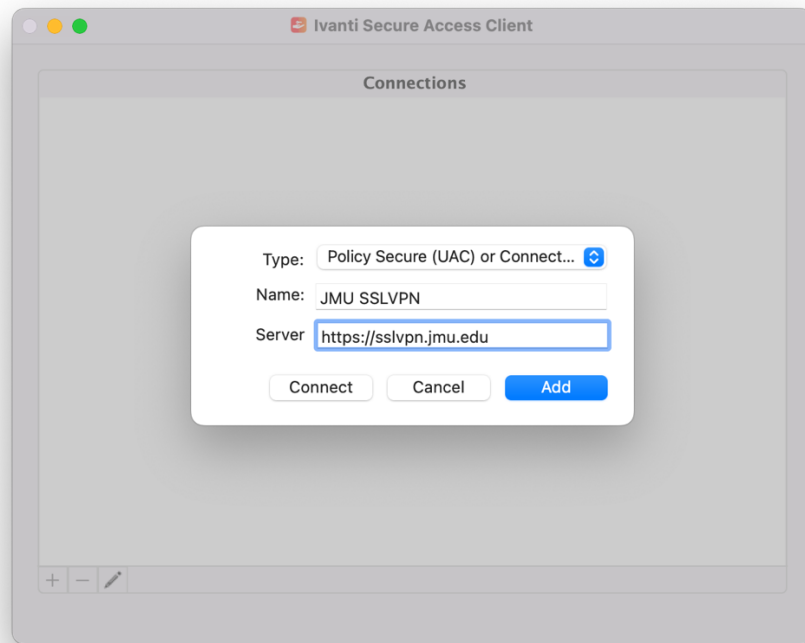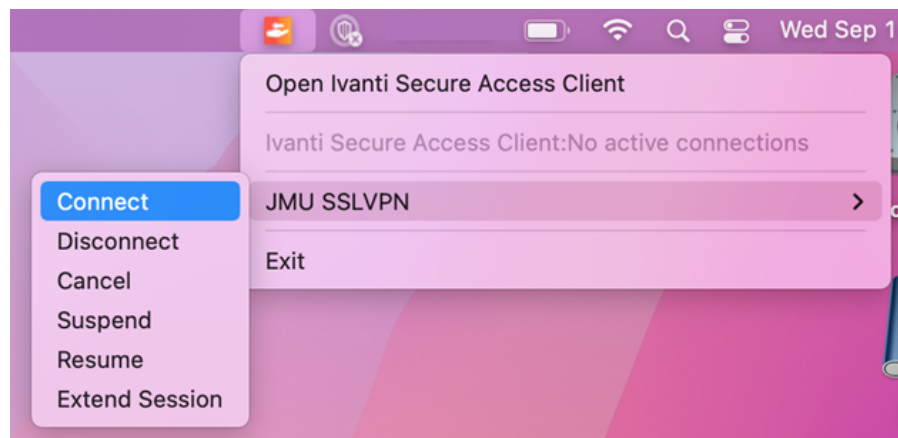|	
When the installation completes, click **Close.**	The installation was completed successfully. Install Ivanti Secure Access ○ Introduction ○ Destination Select ○ Installation Type ○ Installation ● **Summary** **The installation was successful.** The software was installed. **ivanti** Go Back	Close
There will now be a **Ivanti Secure Access Client** icon in your menu bar near the time. **Click on the icon** and then **Open Ivanti Secure Access Client.**	Tue S Open Ivanti Secure Access Client Ivanti Secure Access Client:No active connections Exit

Click the + sign in the lower left corner of the window and name the connection **JMU SSL VPN** and for URL Server enter:

https://sslvpn.jmu.edu
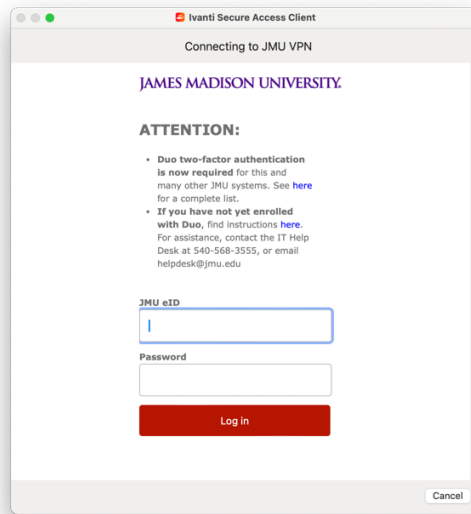
Click **Connect.**

For future connections click the **Ivanti Secure Access Client** icon in your menu bar near the time and then highlight **JMU (sslvpn.jmu.edu)** and click **Connect.**
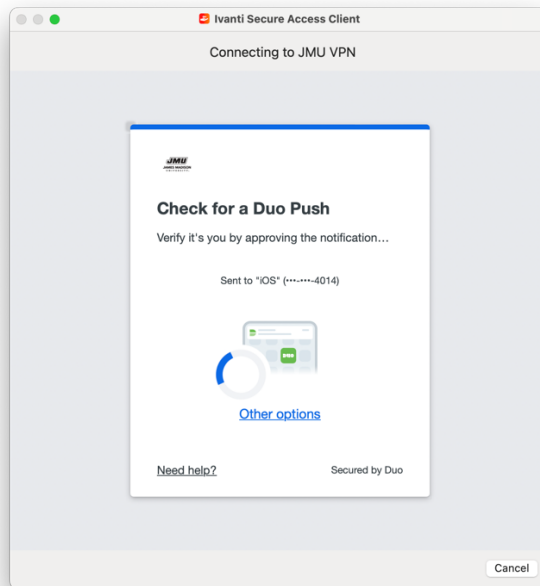
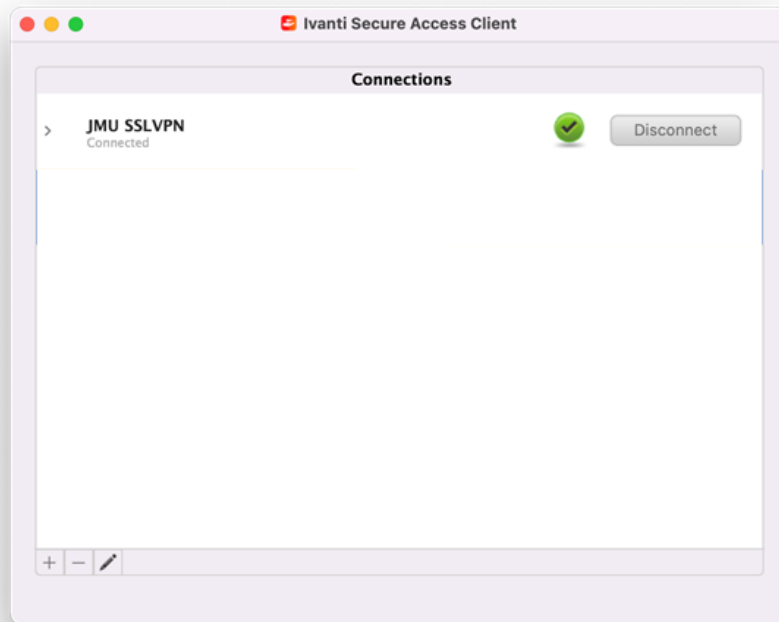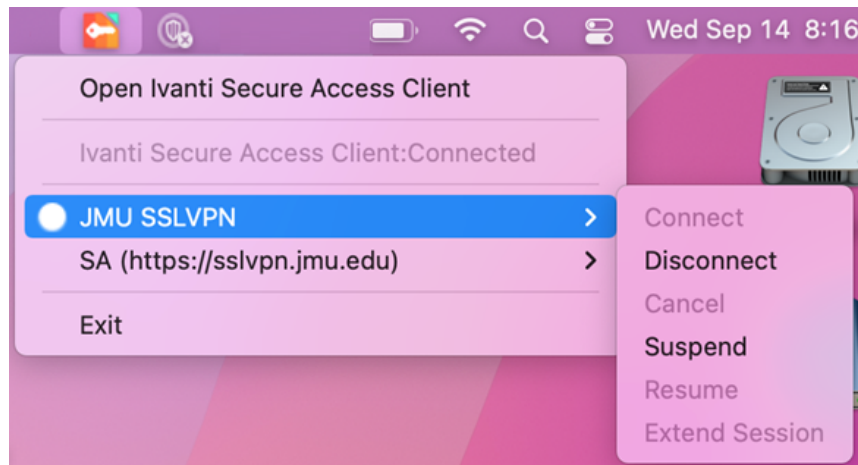|	
Enter your JMU eID and password in the appropriate fields. Click **Log in.**	
Complete Duo authentication as you would for any other JMU system. If you receive an Internet Security box from Ivanti, click "Allow"	

In the **Ivanti Secure Access Client** window, you should now see your connection with a green check mark. You can close this window and the connection will remain.	
In the menu bar, the **Ivanti Secure Access Client** icon will now have a green arrow over it. Clicking this icon will allow you to Disconnect or Suspend connection To start **Ivanti Secure Access Client** sessions in the future, you can click the **Ivanti Secure Access Client** icon in your top menu bar and click **Connect**. Alternatively, you can click **Go** in your top menu bar and then click **Applications**. Then, click **Ivanti Secure Access Client.**	

Please note, a reboot may be required before the client can connect to JMU's VPN.