

# EOTSS Remote Access VPN BYOD Mac Client Install



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*Prepared by the Massachusetts Executive Office of Technology Services and Security*

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# Key Items to Review Prior to Installation

Before getting started, you will need to ensure that:

## You are enrolled in Multi-Factor Authentication (MFA).

*In order to use the new EOTSS VPN, you must be enrolled in MFA. Instructions on how to set up MFA can be found here: <https://www.mass.gov/guides/set-up-azure-ad-mfa>*

## You have local admin rights.

*To install the Commonwealth VPN client you will need local administrator rights. If you are using a Commonwealth-issued computer, you will likely need to work with your IT support group to install the VPN client. If you are using your personal device, you likely already have local administrator rights.*

## You have the most up-to-date version of the Mac OS installed.

*The Commonwealth VPN client is only compatible with the most current version of Mac OS.*

## You have been provisioned with a Commonwealth VPN account.

*Once the requested VPN account has been provisioned, your agency will notify you that you have access to VPN. If you download the VPN client and are unable to log in, you may need to wait until a VPN account has been provisioned for you.*

## Remove an old VPN client before installing a new one (if necessary)

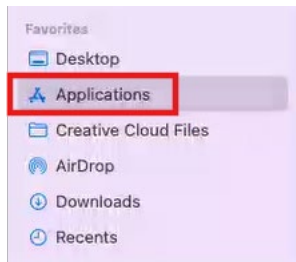


Check to ensure you do not already have a version of Pulse installed. All previous versions *must* be removed before installing the latest version of Pulse.

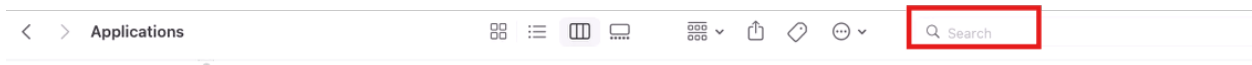
**Step1:** Click the **Finder** icon in the Dock:



**Step 2:** Select **“Applications”** in the left navigation panel.



**Step 3:** Search for **“Pulse Secure”** in the top right corner search bar:




**Step 4:** Click and drag any item starting with **“Pulse Secure.”** to trash.

Select **“No”** when asked to **“save all current Pulse Secure configuration settings?”**

**Step 5:** Once all old clients have been removed, please reboot the device, then follow the instructions outlined below.

## Preparing to install the Current VPN Client on a Mac

 Ensure your Mac is running Mac OS 12.6.6 Monterey or later. The steps outlined below were verified using macOS Monterey version 12.7.4 and macOS Sanoma 14.6.1 with Safari as the browser.

# Download the Current VPN Client



For the purposes of these instructions, you **MUST** use a Commonwealth VPN account or an authorized guest account to access the SharePoint site. All guest accounts must have MFA: [EOTSS MFA instructions for Guest Users.pdf | Mass.gov](#)

**Step 1:** Visit the EOTSS Security Engineering File Pickup Current VPN Client SharePoint page by clicking the following hyperlink: [TSS - Security Engineering File Pickup-Dropoff - Current VPN Client - All Documents](#)

TS

TSS - Security Engineering File Pickup-Dropoff

Share

Copy link

Sync

Add shortcut to OneDrive

Download

Automate

Integrate

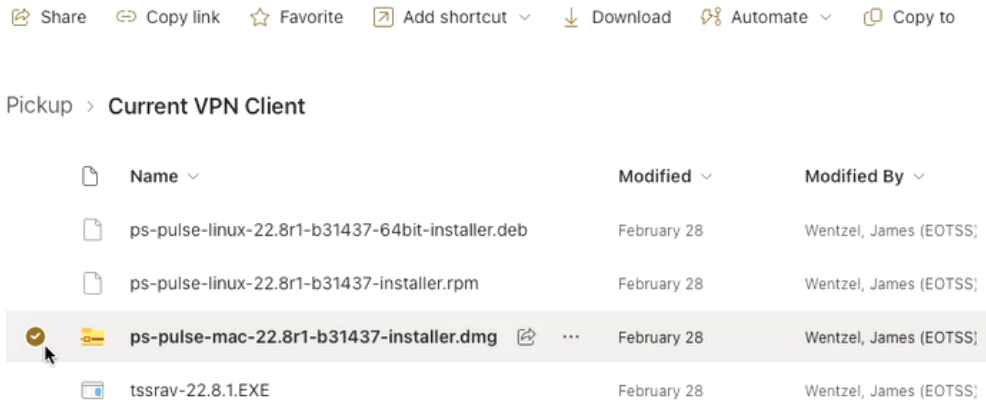
...

Pickup > Current VPN Client

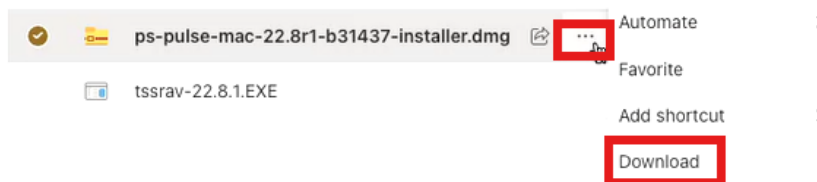
Name	Modified	Modified By
ps-pulse-linux-22.8r1-b31437-64bit-installer.deb	February 28	Wentzel, James (EOTSS)
ps-pulse-linux-22.8r1-b31437-installer.rpm	February 28	Wentzel, James (EOTSS)
ps-pulse-mac-22.8r1-b31437-installer.dmg	February 28	Wentzel, James (EOTSS)
tssrav-22.8.1.EXE	February 28	Wentzel, James (EOTSS)

**Step 2:** To access this SharePoint site, you will be prompted to login with your mass.gov Credentials and authenticate your account.

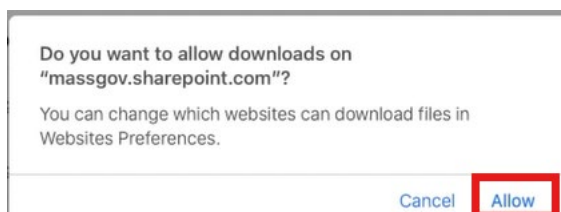
**Step 3:** Click to highlight the ps-pulse-mac-22.8r1-b31437-installer.dmg folder:



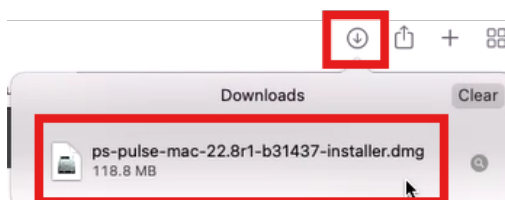
**Step 4:** Select the **three dots (...)** and click **Download**:



If you are asked, **“Do you want to allow downloads on “mass.gov.sharepoint.com”?**  
Select **“Allow”**.



**Step 5:** Select the **Downloads** icon in the top right corner of your browser, then double click the file named ps-pulse-mac-22.8r1-b31437-installer.dmg.



The following screens may appear:

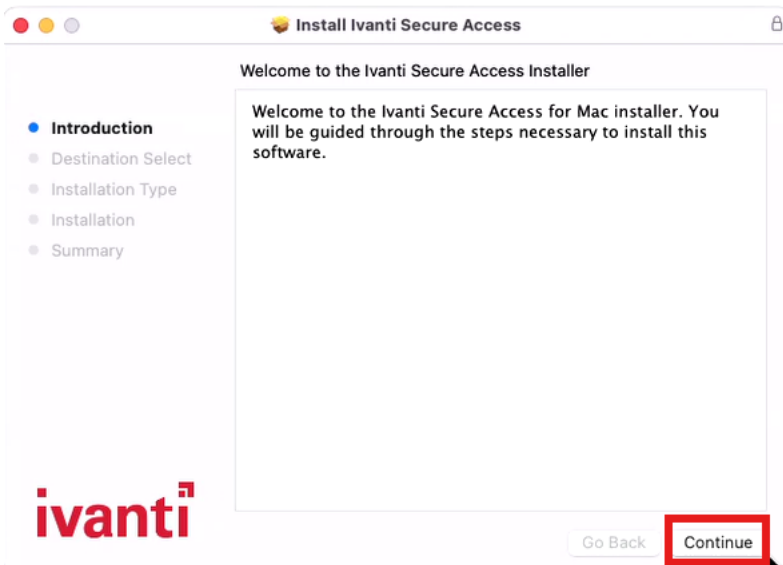


**Step 6:** Once download is complete, the following screen will appear. Double click **PulseSecure.pkg**:

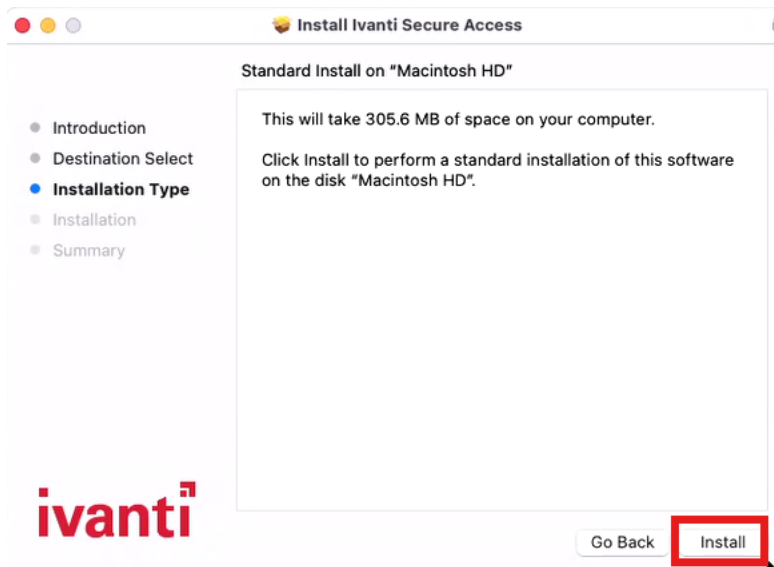


*Once the installer is downloaded, open the file and, depending on your security settings, you may receive additional prompts. Press "OK"*

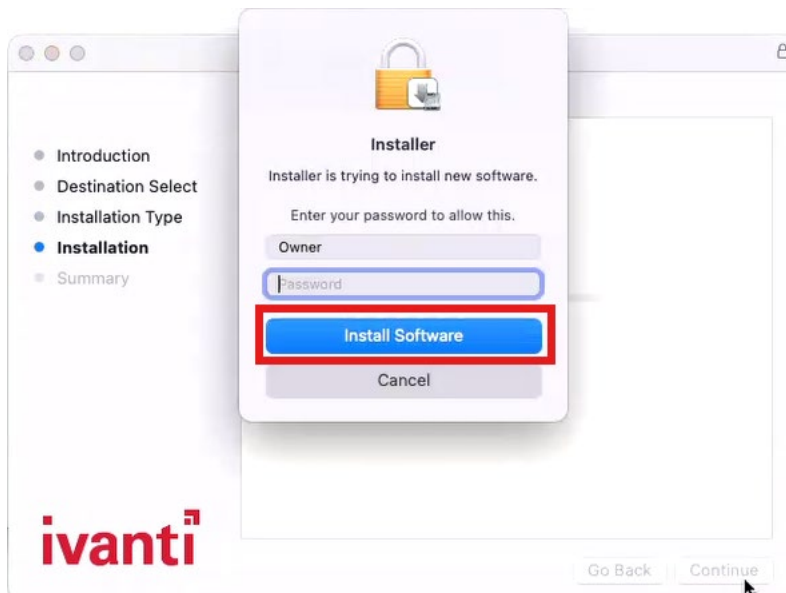
**Step 7:** The Ivanti Secure Access Installer will launch and you will see the following screen. Select the **"Continue"** button to start the installation process:



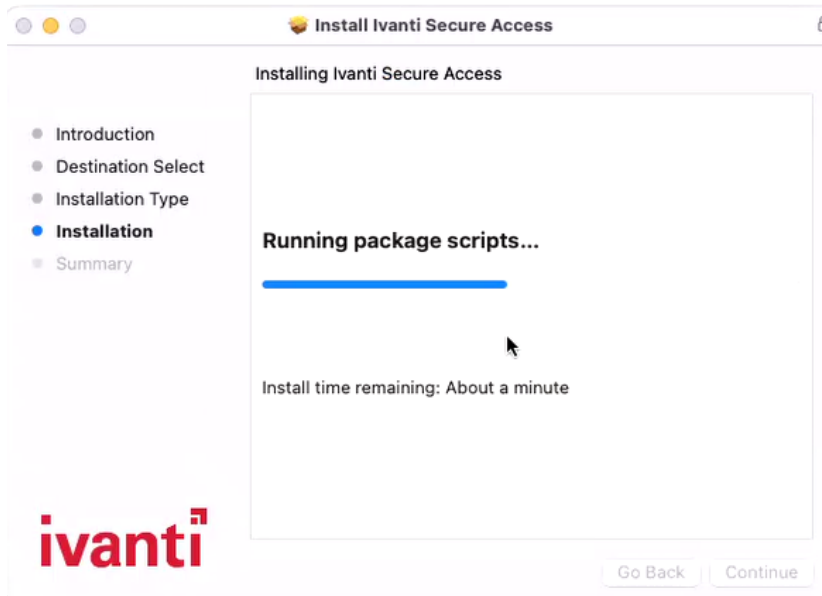
**Step 8:** Click the “install” button:



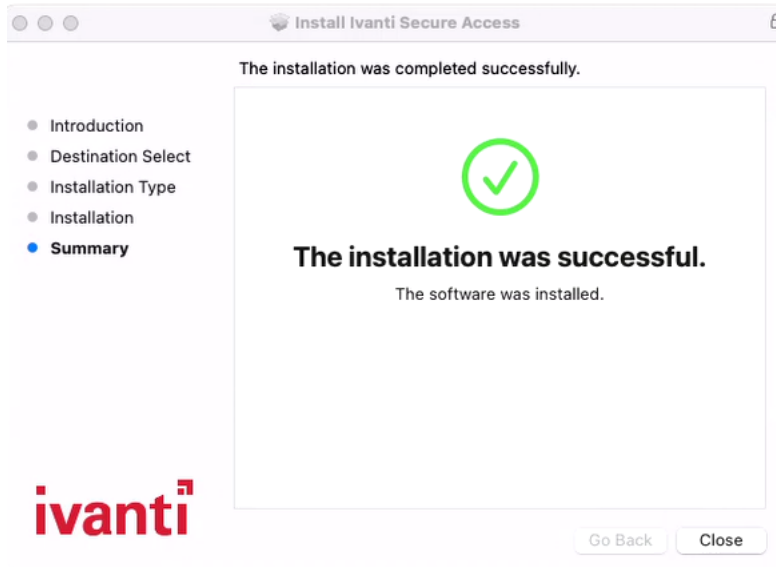
**Step 9:** You will be notified that Installer is trying to install new software. Enter your device Password, then select “**Install Software**” to allow this:



The following screen will appear:

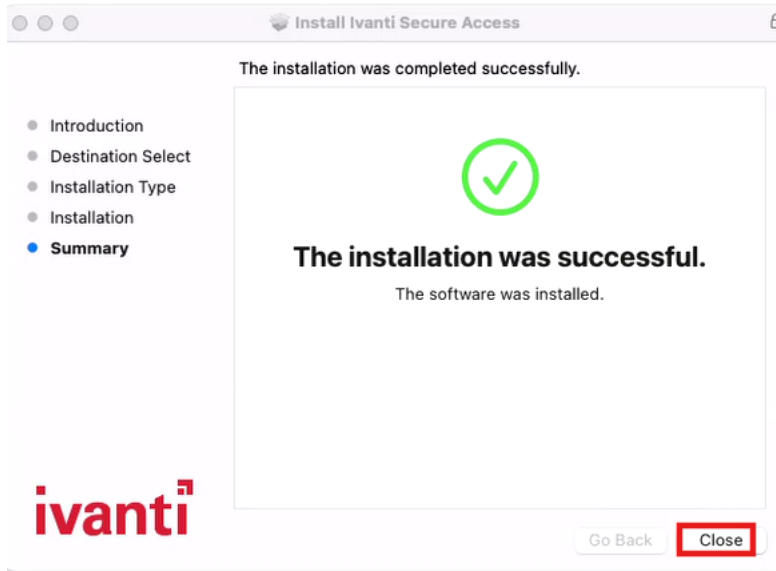


**Step 10:** Once the installation is successfully completed, you will see the following screen:

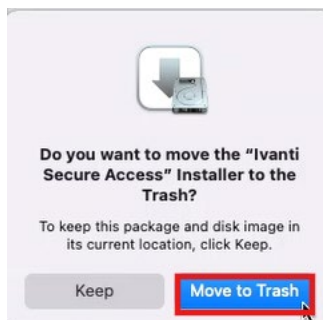




**Step 11: Click “Close”:**



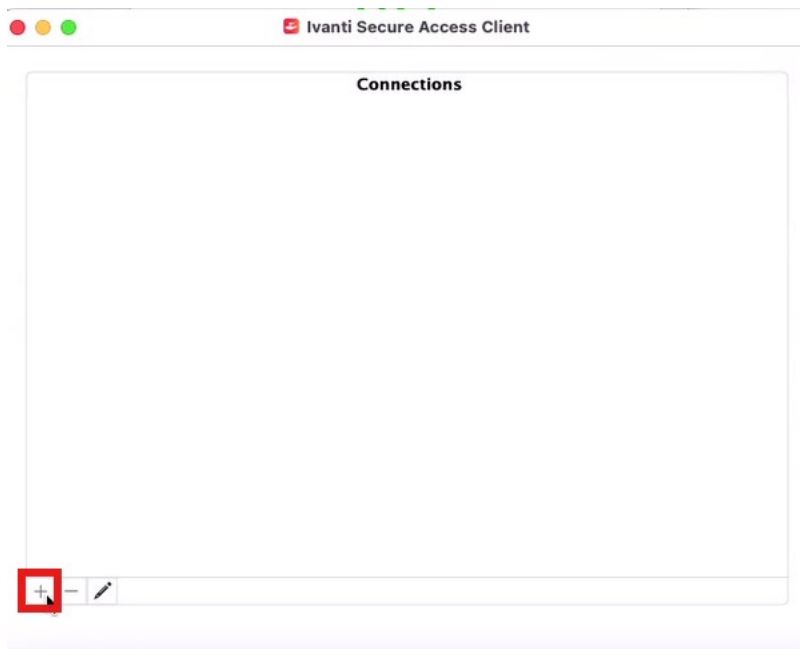
**Step 12: You will be asked if you want to move the “Ivanti Secure Access” Installer to the Trash? Select “Move to trash”.**



# Configure VPN for Mac

## Configuring your connection

**Step 1:** The following “**Connections**” window will automatically open. Click on the **plus** sign in the bottom left corner:

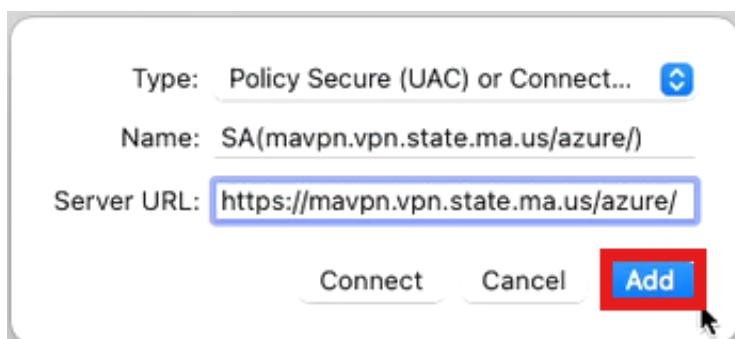


**Step 2a:** Select “**Policy Secure (UAC) or Connect Secure (VPN)**” as the type.

**Step 2b:** Enter **SA(mavpn.vpn.state.ma.us/azure/)** in the Name field.

**Step 2c:** Type <https://mavpn.vpn.state.ma.us/azure/> in the Server field

**Step 2d:** Click “**Add**”



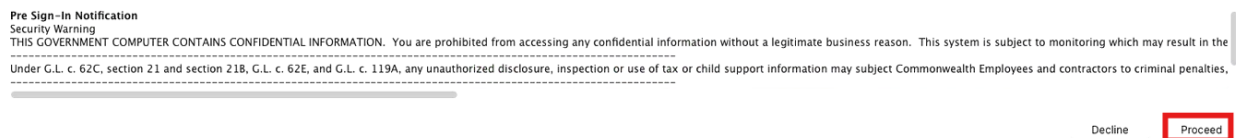
**Step 3:** Your connection will appear in the Connections window:



**Step 4:** Click “Connect”.



**Step 5:** The following Pre-Sign in notification will appear. Click “Proceed”.



**Step 6:** You will be prompted to sign in leveraging your mass.gov credentials and authenticate your account.

**Step 7:** The Ivanti Secure Access Client will establish a VPN connection. A successful connection will say **connected**, and provide a **green check mark**:



*Once connected, you will be able to login to your desktop.*

**Step 8:** When you are finished with VPN, click the **“Disconnect”** button to terminate your connection:



*You have successfully disconnected when you see the following screen:*



# Helpful Links

## VPN

Commonwealth VPN Service

<https://www.mass.gov/commonwealth-vpn-service>

Commonwealth VPN FAQs

<https://www.mass.gov/info-details/commonwealth-vpn-faqs>

Commonwealth VPN Eligibility and Requirements

<https://www.mass.gov/info-details/commonwealth-vpn-eligibility-and-requirements>

How to use the Commonwealth VPN

<https://www.mass.gov/info-details/how-to-use-the-commonwealth-vpn>

## MFA

Multi-factor Authentication service page <https://www.mass.gov/multi-factor-authentication>

How to set up Multi-factor authentication

<https://www.mass.gov/guides/set-up-azure-ad-mfa>

Multi-factor authentication FAQs

<https://www.mass.gov/info-details/multi-factor-authentication-faqs>

Changing your Azure MFA security information and default options

<https://www.mass.gov/info-details/configuring-azure-mfa-security-options-and-changing-default-methods>