EOTSS Remote Access VPN

iPhone/iPad Client Install



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## Ensure your iPhone/iPad is compatible

Before getting started, you 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 an iPhone/iPad with an internet connection.

*These instructions are for installing the Commonwealth VPN client on an Apple iPhone or an iPad ONLY.*

### 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.*

### You know your Apple ID and password, and iPhone/iPad unlock code.

*To install the EOTSS VPN client or remove an old VPN client, you will need to download and install an app from the App Store. You will need your Apple ID and password, and iPhone/iPad unlock code, in order to do so.*

## Download and install the Pulse Secure app

**Step 1:** Open the App Store on your iPhone/iPad.

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**Step 2:** Search for Pulse Secure. Click “**Get**” next to the “Pulse Secure” app (*you will see the “iCloud” button if had downloaded this previously*).

Graphical user interface, application

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**Step 3:** Once downloaded, **l**aunch the Pulse Secure app – you will immediately be prompted to enter the Corporate Email or URL for the VPN connection.Enter **https://mavpn.vpn.state.ma.us/azure/** and click “**Submit**”.

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**Step 4:** On the next screen (*titled “Add a Connection”*), enter “**Commonwealth VPN**” under “**Connection Name**”. No further information needs to be entered on this screen - click “**done**”.

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**Step 5:** Click “**Save**”.

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**Step 6:** A prompt will appear warning that ““Pulse Secure” Would Like to Add VPN Configurations” - click “**Allow**”.

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**Step 7:** On the next screen, you will be prompted to enter the unlock code for your iPhone/iPad. Once you enter your unlock code, click “**done**”.

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**Step 8:** On the next screen, click “**Connect**” and authenticate like you normally would using your Commonwealth issued email address and AD password. You will then be prompted for a second factor as expected using your preferred Multi-factor authentication method.

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**Step 9:** Once authenticated, the next screen will show that you are connected to the Commonwealth VPN.

***Congratulations! You have successfully connected to the Commonwealth VPN!***

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## ****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>

## Support

Request IT support or services

<https://www.mass.gov/how-to/request-it-support-or-services>

ServiceNow Portal

<https://massgov.service-now.com/sp>