

EOTSS Remote Access VPN iPhone/iPad Client Install



Table of Contents

Ensure your iPhone/iPad is compatible.....	3
You are enrolled in Multi-Factor Authentication (MFA).....	3
You have an iPhone/iPad with an internet connection.....	3
You have been provisioned with a Commonwealth VPN account.....	3
For Personal Devices ONLY: You know your Apple ID, password and iPhone/iPad unlock code.	3
Download and install the Ivanti Secure Access app from Company Portal.....	4
Launch Company Portal.....	4
Download the Current VPN Client.....	4
Configure VPN for iPhone/iPad.....	5
Configuring your connection.....	5
Helpful Links.....	9
Support.....	9

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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 have a Commonwealth Issued iPhone or iPad

If you have a Commonwealth issued device, the VPN client app will be available to download in the Company Portal.

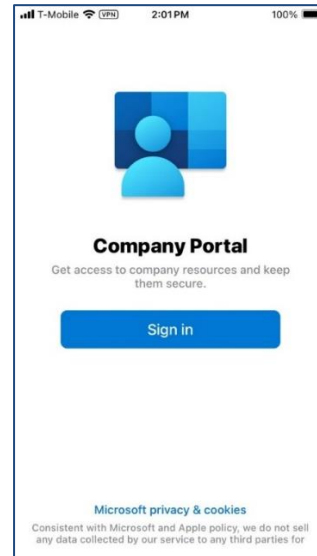
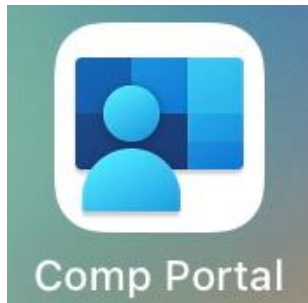
For Personal Devices ONLY: You know your Apple ID, password and iPhone/iPad unlock code.

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 Ivanti Secure Access app from Company Portal

Launch Company Portal

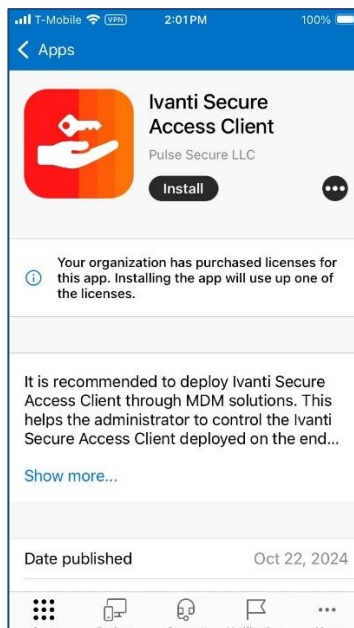
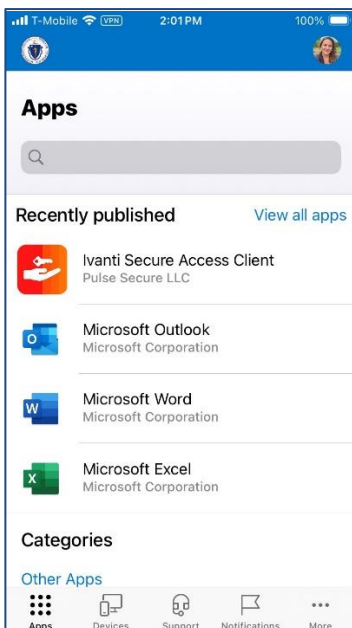
Step 1: Open and sign into Company Portal on your iPhone/iPad.



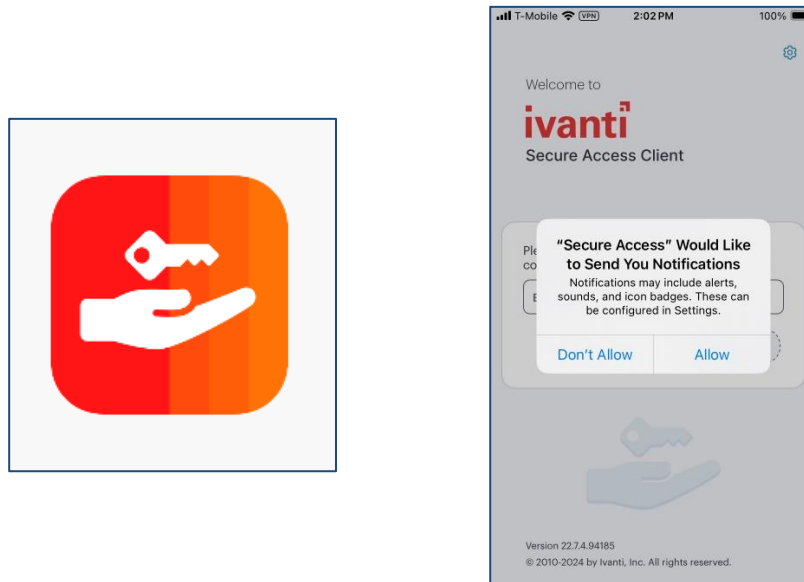
***For personal devices, use the App Store*

Download the Current VPN Client

Step 2: Download and install **Ivanti Secure Access Client**. Once installation is complete, the app will appear on your home screen.



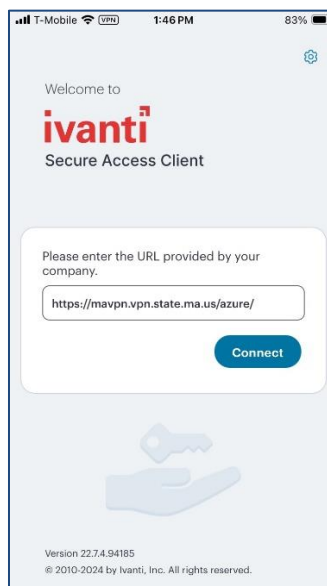
Step 3: Open **Ivanti Secure Access Client** app from the home screen and **Allow** push notifications.



Configure VPN for iPhone/iPad

Configuring your connection

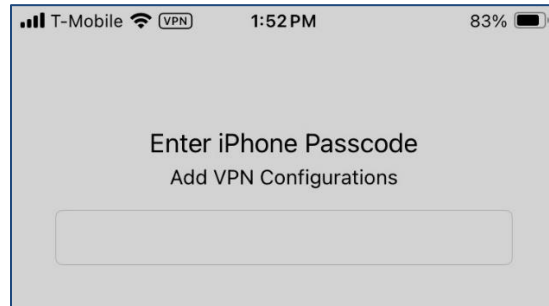
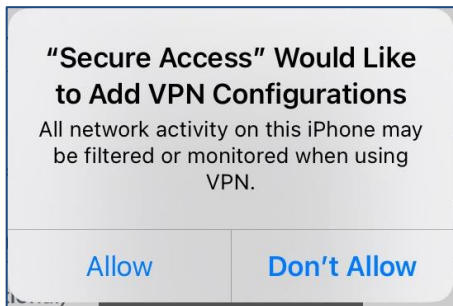
Step 4: Once downloaded, launch the Pulse Secure app – you will immediately be prompted to enter the URL for the VPN connection. Enter <https://mavpn.vpn.state.ma.us/azure/> and click **“Connect”**.



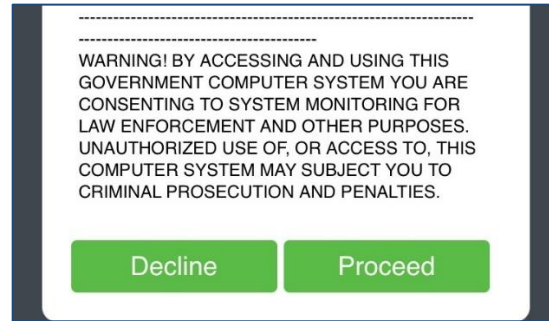
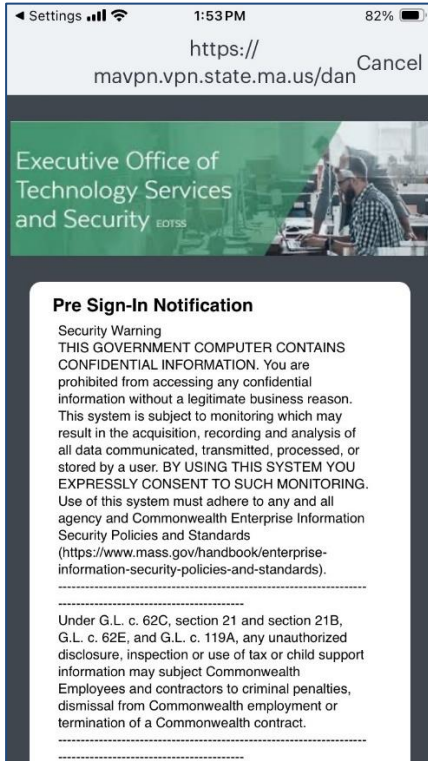
Step 5: On the next screen (titled *“Add a Connection”*), enter **“Commonwealth VPN”** under **“Connection Name”**. No further information needs to be entered on this screen - click **“Connect”**

The screenshot shows the 'Add Connection' screen in iOS Settings. At the top, it says 'Add Connection' with a back arrow. Below that, it says 'Enter required fields below and click the add button to add a connection.' The fields are: 'Type' (Connect Secure (VPN)), 'Connection Name' (Commonwealth VPN), 'URL *' (https://mavpn.vpn.state.ma.us/azure/), 'Username' (Optional), 'Authentication Type' (Password), and 'Realm' (Optional). At the bottom, there are two buttons: 'Add' and 'Connect'.

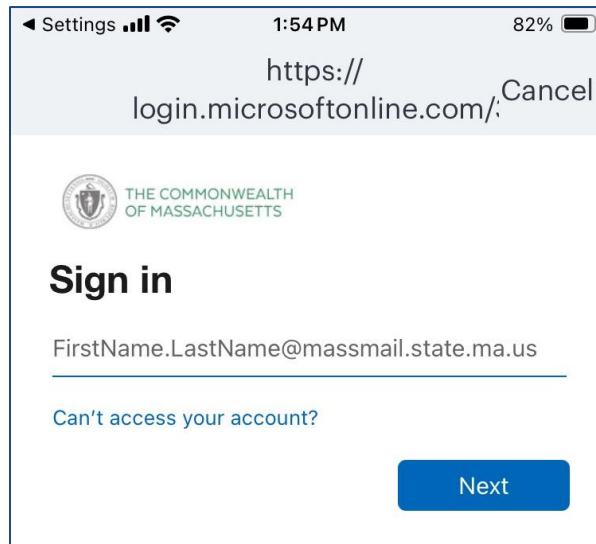
Step 6: Secure Access would like to Add VPN Configurations. Select **“Allow”**. Enter your iPhone/iPad Passcode and click **“Done”**




Step 7: You will be routed to the **EOTSS Pre-Sign-in Notification** page. Click **“Proceed”**

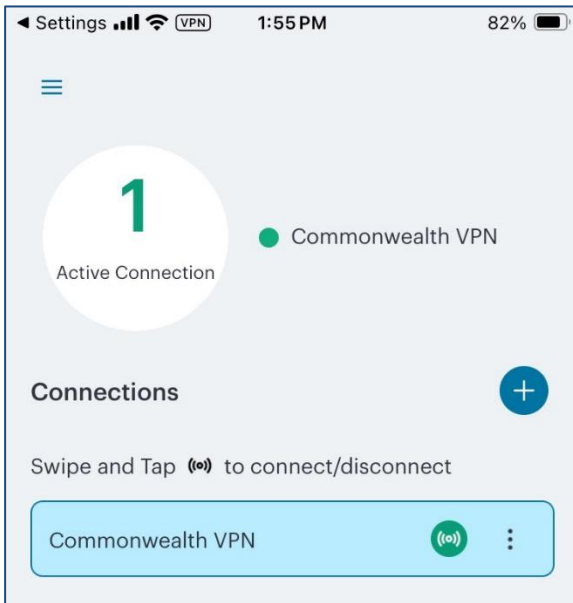


Step 8: Use your Commonwealth issued VPN credentials to login and follow MFA prompts.

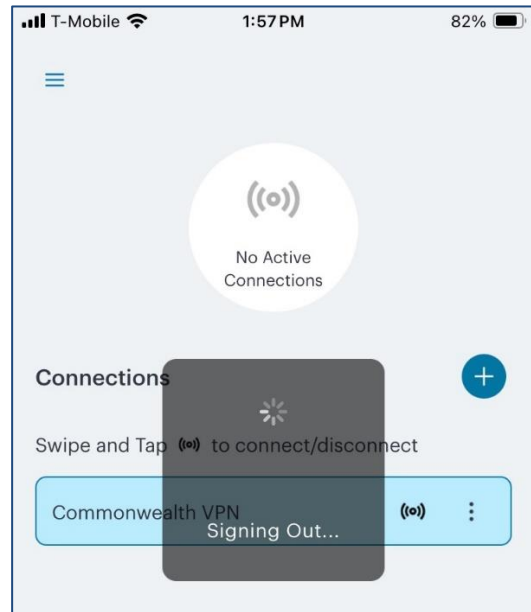


Step 9: Congratulations! You are now connected to VPN via Ivanti Secure Access app on your iPhone/iPad. Swipe and Tap  to connect/disconnect

Connected to VPN



Disconnect from VPN



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>