EOTSS VPN Support: VPN Client Install/Uninstall for Secretariats and Agencies on EOTSS SCCM for Windows 11 Devices

Contents

Ensure your computer 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 a Commonwealth-issued device.

These instructions are for Commonwealth-issued devices ONLY. If you are trying to install the Commonwealth VPN client on a personal computer, please use either the **Instructions for VPN client install/uninstall for BYOD PC devices or the Instructions for VPN client install BYOD Mac devices.**

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.

**If you do not currently have a VPN account, please work with your agency's Designated Security Officer (DSO) to [request a VPN account](#).
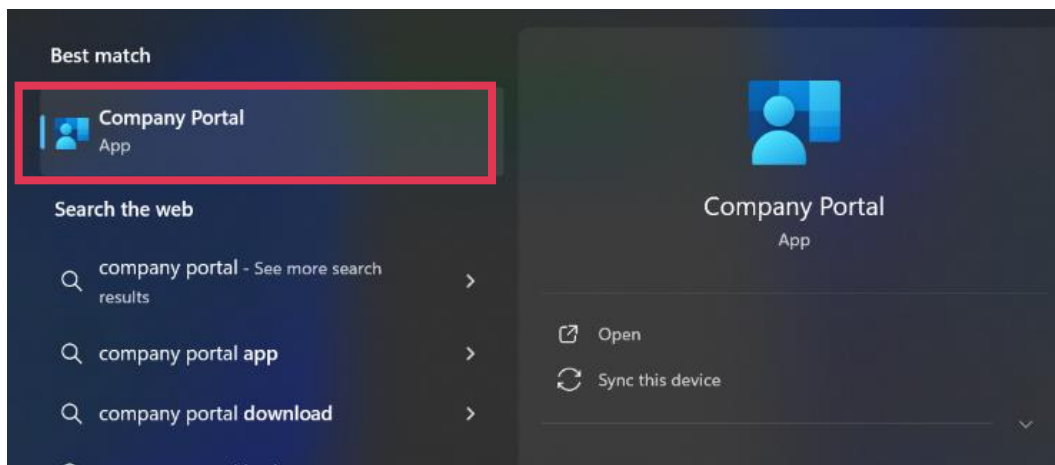
Installing the VPN client

The VPN client is available to EOTSS supported Secretariats/Agencies in Company Portal for download and installation

Step 1: Open Company Portal

To locate Company Portal, use the search bar next to the Windows logo on your taskbar
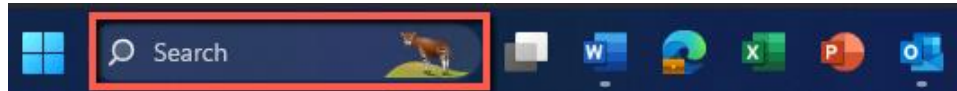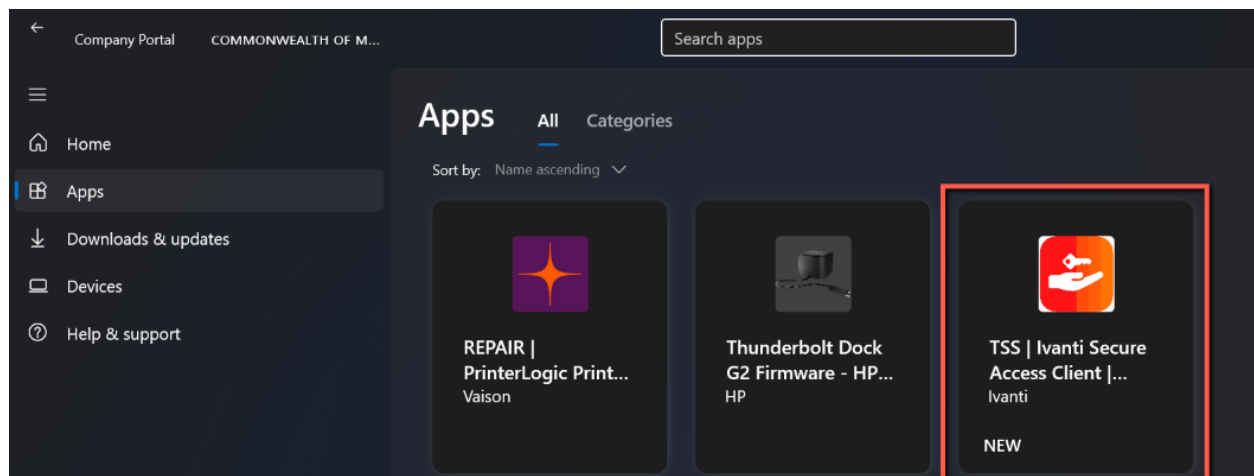

*Once you see Company Portal, click on the Icon on the left*

Step 2: Locate the Ivanti VPN Client

Once you've opened Company Portal, search for ENT Ivanti in the top left search bar and double click on the orange Ivanti icon
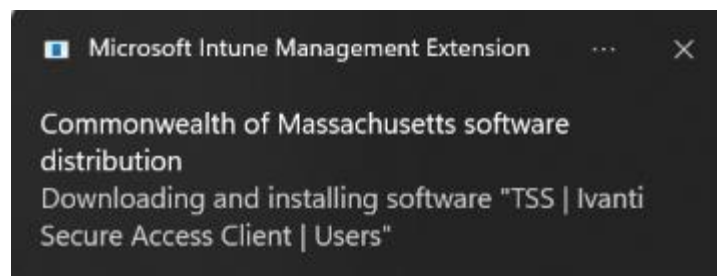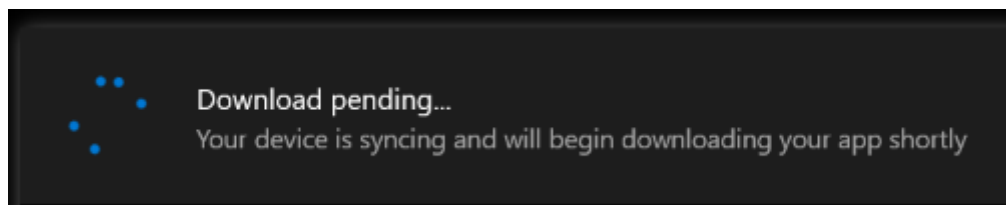
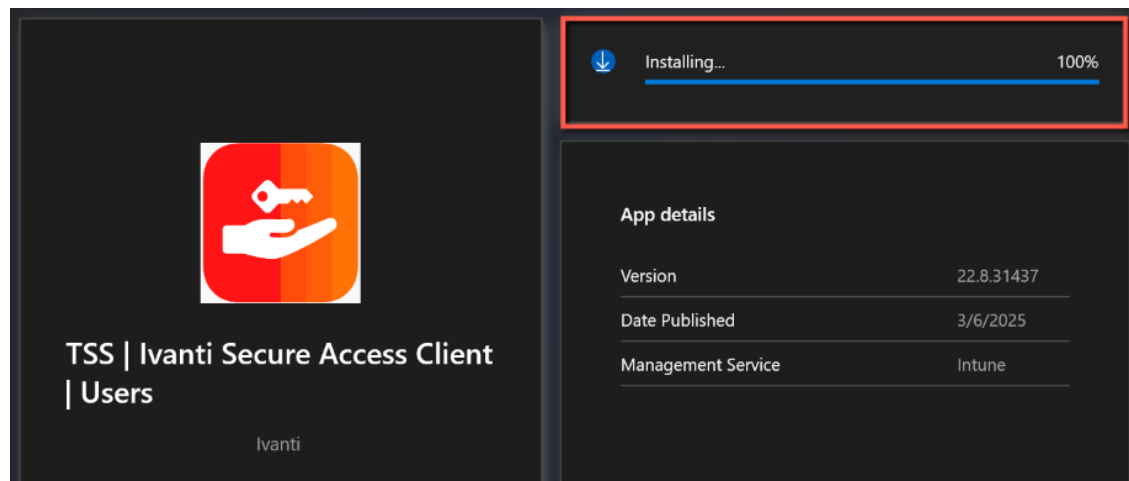**Step 3:** Download and Install the Ivanti VPN Client

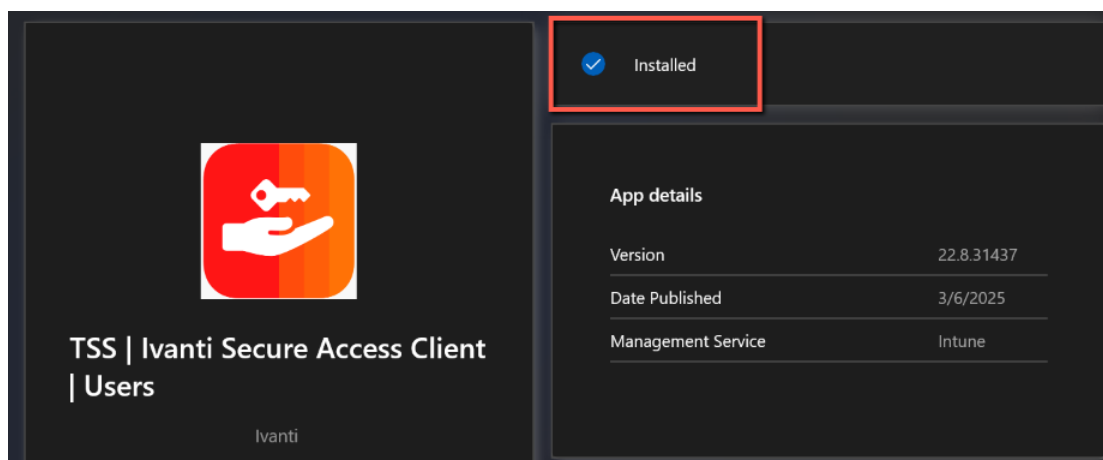*Click on the Install button on the right to initiate the download and installation of the Ivanti VPN client*
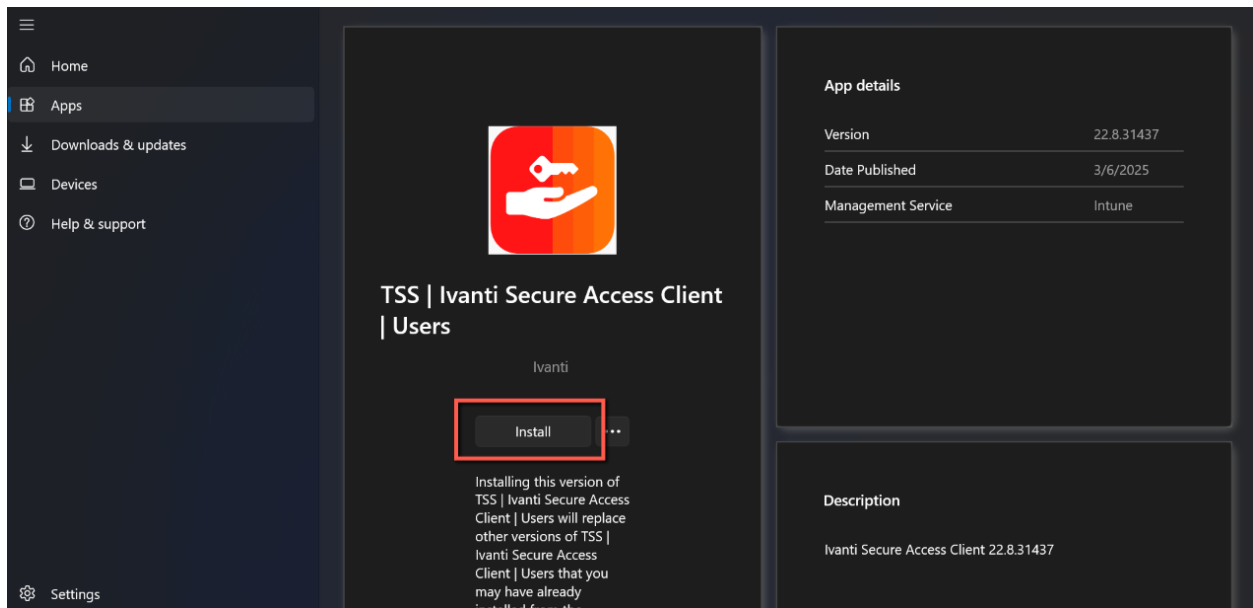
You'll see a notification that the download is pending

Once the application has started to download you'll see a progress bar at the top of the screen
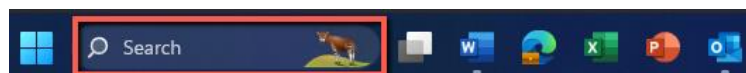

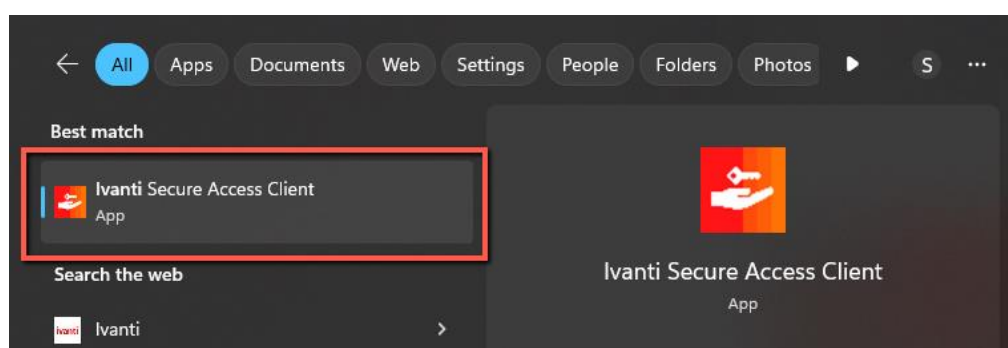*When the application has finished downloading the progress bar will change to Installed*

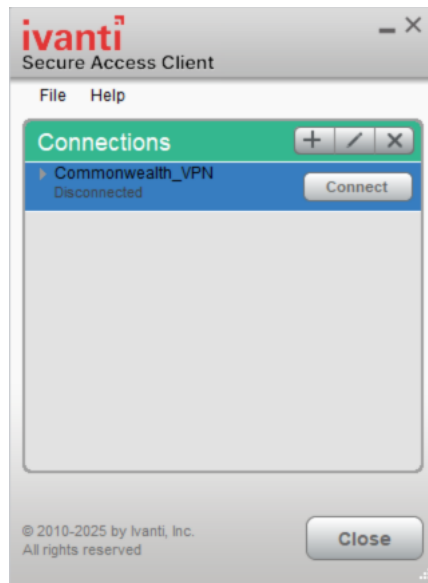**Step 4:** Launch the Ivanti VPN client and log in

Navigate back to your taskbar and search for Ivanti

Click on the app on the left hand side to open

The Ivanti VPN client will open and you will now be able to proceed with logging in and connecting

Uninstall your current VPN client and install the latest version of the Commonwealth VPN client

*If you already have **Pulse Secure VPN** client and want to switch to the **Ivanti VPN Client**, follow the steps outlined on pages 3-5 to download and install the Ivanti VPN client. Once installation is complete, it will automatically uninstall Pulse Secure application and install the Ivanti VPN Client.*

Step 1: Follow steps 1-4 on pages 3-6 to download the Ivanti VPN Client

> (i) **Before you begin, please be sure to close your VPN client if it is open.**

Step 2: Launch the Ivanti VPN client and log in using your Commonwealth credentials.
Your previous experience using VPN will be the same.

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