EOTSS Remote Access VPN Connecting, Disconnecting and Remote Desktop Connection (RDP)

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

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Connecting to the EOTSS VPNClient

> ⓘ **IMPORTANT:** If you are connecting to the Pulse Secure client for the first time, you will need to take additional steps, as noted in the instructions. After this initial set up, you will not need to take these additional steps again.

Step 1: Double click the **"Pulse" icon** that appears in the bottom right corner of your desktop to open the "Pulse Secure" VPN app.
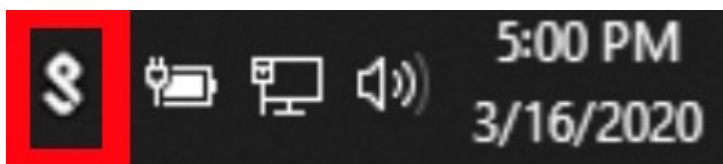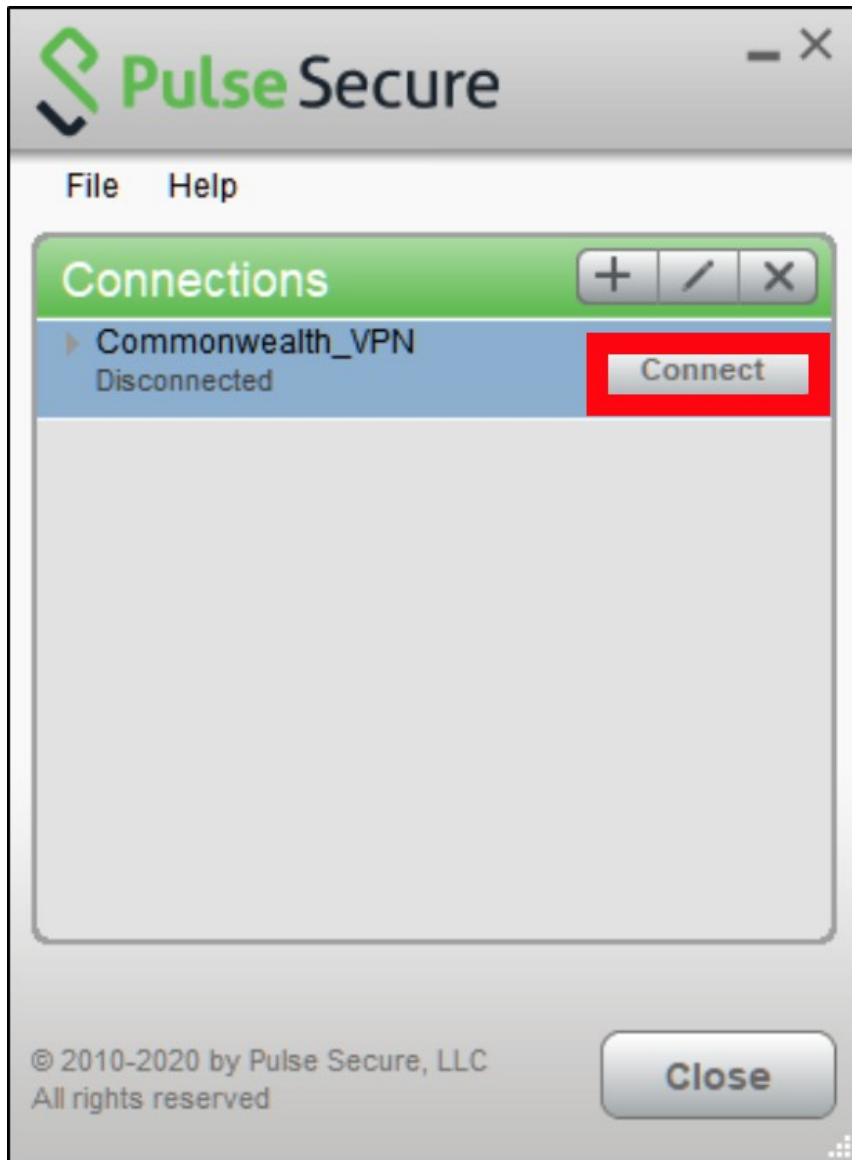

> ⓘ For reference, the Pulse Secure icon looks like an "S."

Step 2: Alternatively, you can click the Windows icon in the bottom left corner of your desktop, type "**Pulse**" into the search box to search for the application.

**Step 3:** Then click on the **"Pulse Secure"** app to open it.
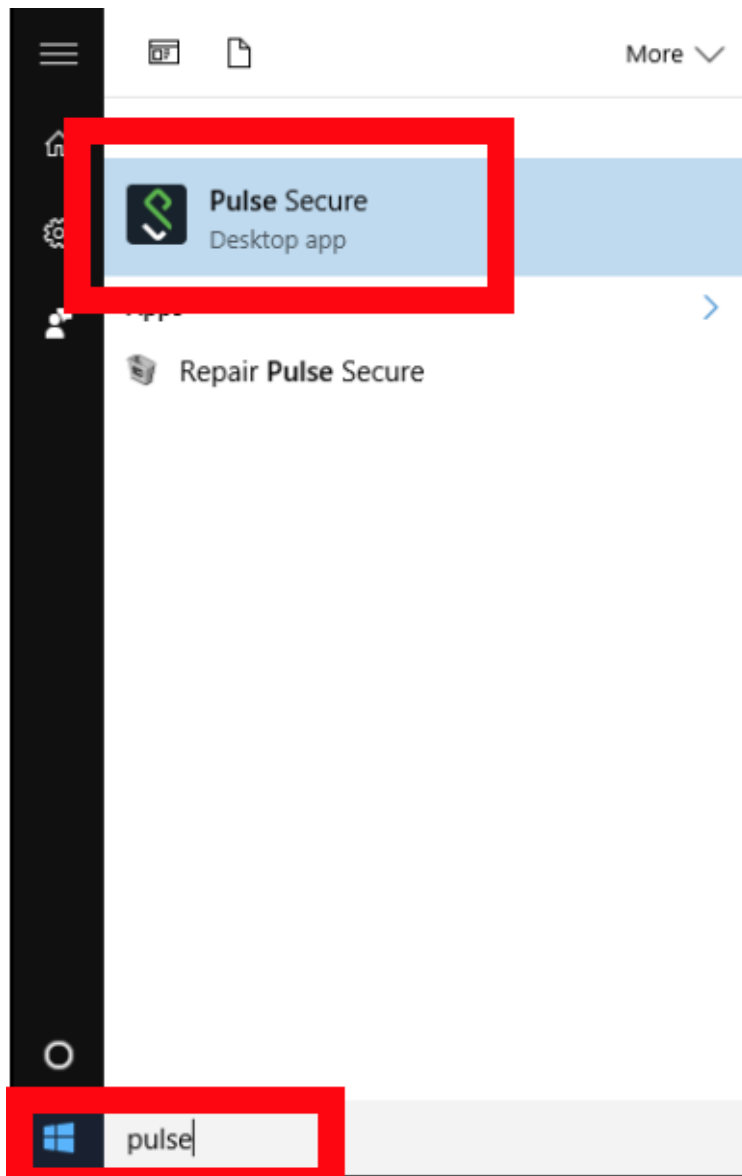
Step 4: With the Pulse Secure app open, find **"Commonwealth_VPN"** under the "Connections" heading and click **"Connect."**
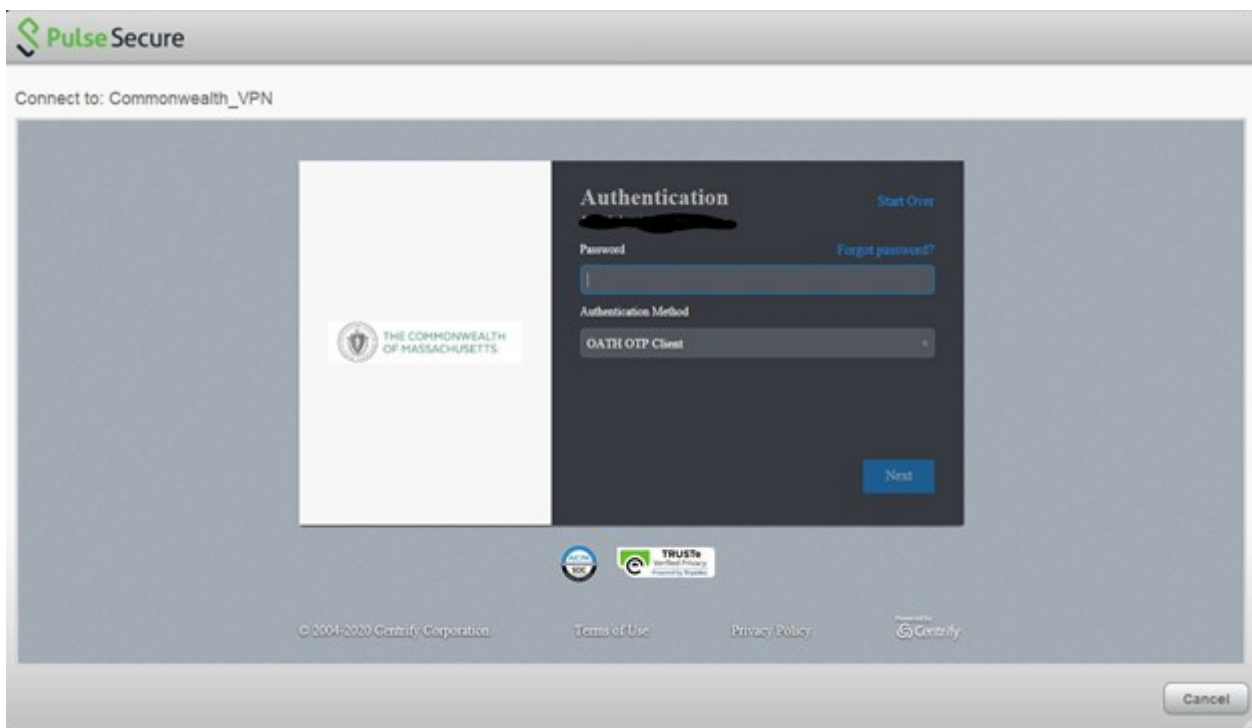
The default web browser will open and prompt you to sign in with your Commonwealth credentials using MFA (multi-factor authentication).
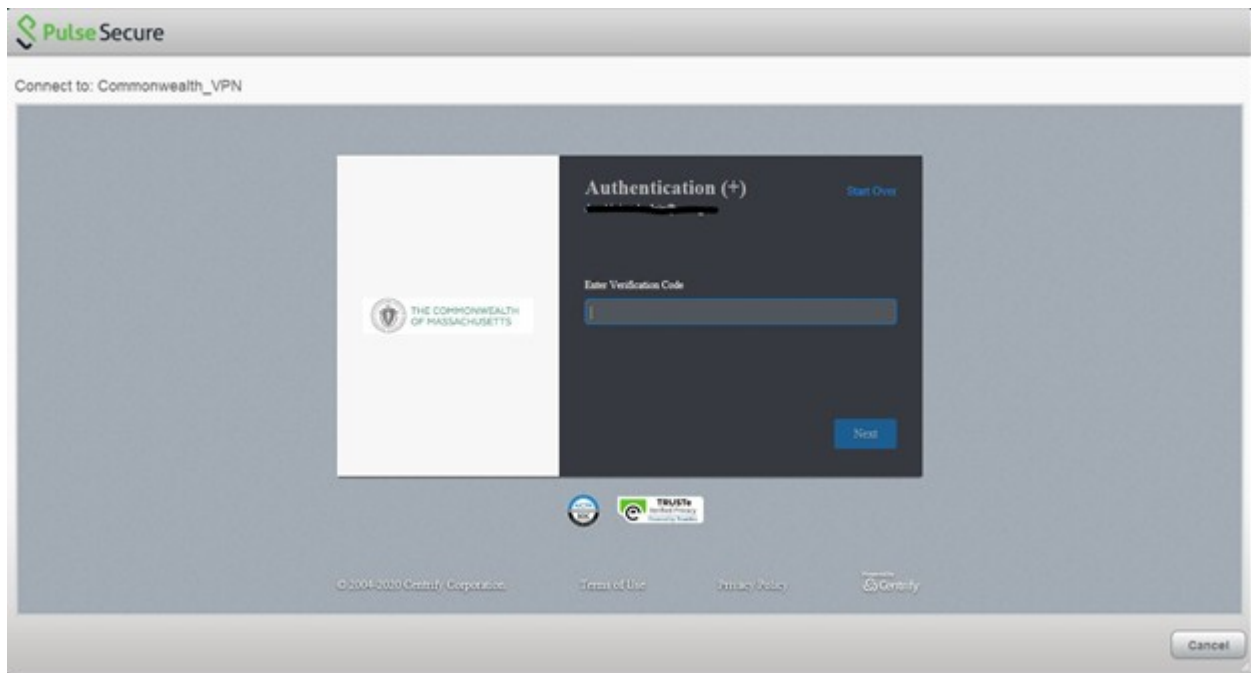
Step 5: Enter your Commonwealth user name/email address (your.email@mass.gov, for example john.smith@mass.gov), then click "**Next.**"
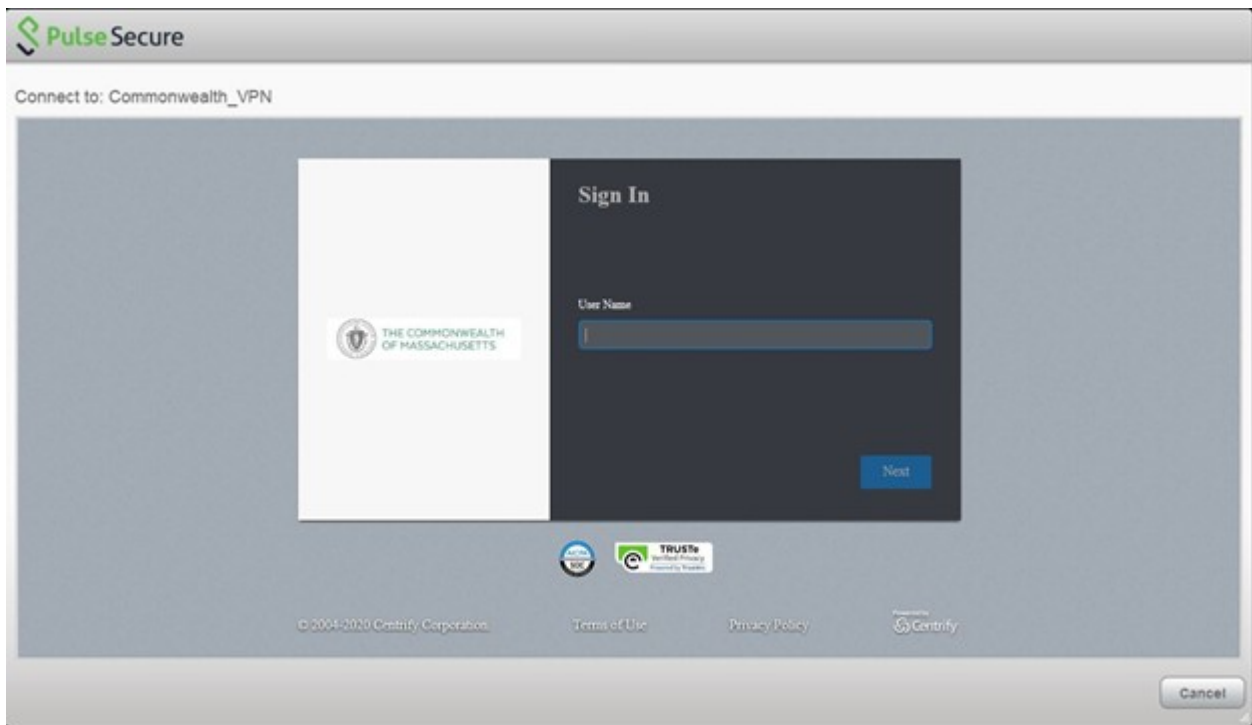
Step 6: Enter your Commonwealth password, then click **"Next."**

Step 7: A prompt will appear and present MFA (multi-factor authentication) options. These will be determined by choices during the MFA enrollment process.

Step 8: Enter your verification code and then click **"Next."**
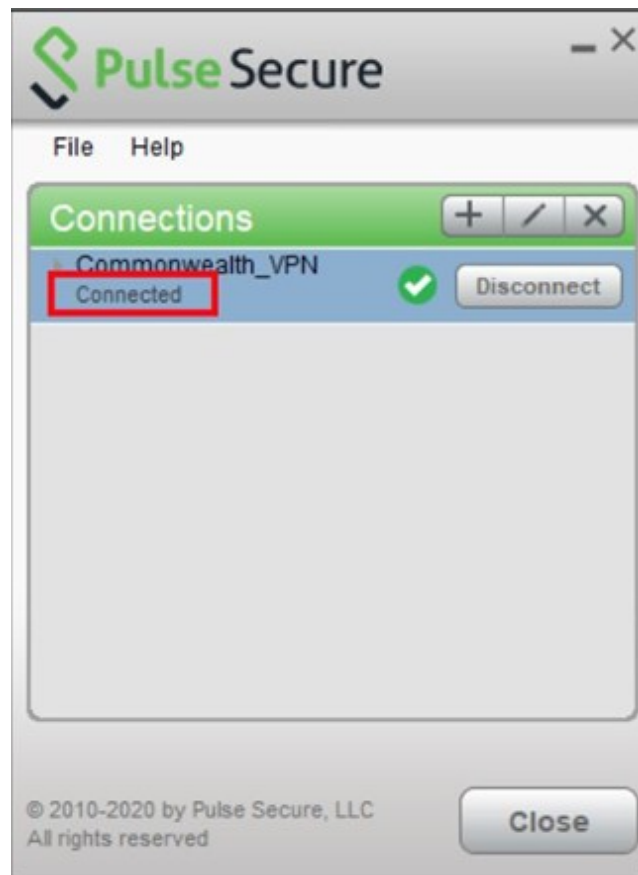
> ⓘ Follow the next 2 steps for **first time only set-up**

Step 9: A security prompt will pop up; click "Connect".
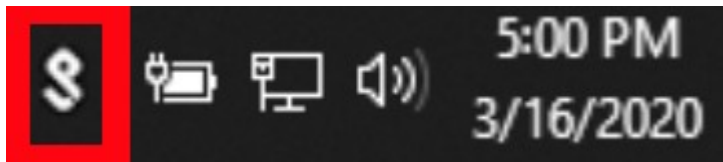
Step 10: You are now connected to the Commonwealth_VPN.

Disconnecting from the VPN

Step 1: Double click the **"Pulse" icon** that appears in the bottom right corner of your desktop to open the "Pulse Secure" VPN app.

Step 2: With the Pulse Secure app open, find **"Commonwealth_VPN"** under the "Connections" heading and click **"Disconnect."**

X

Pulse S   cur

File   Help

Connections

Commo nwealth_VPN
Connected

✓   Disconnect

Cl   se

Connect to your on premise computer using Remote DesktopConnection (RDP)

Click the Windows button and type **"Remote Desktop Connection"** in the search box.
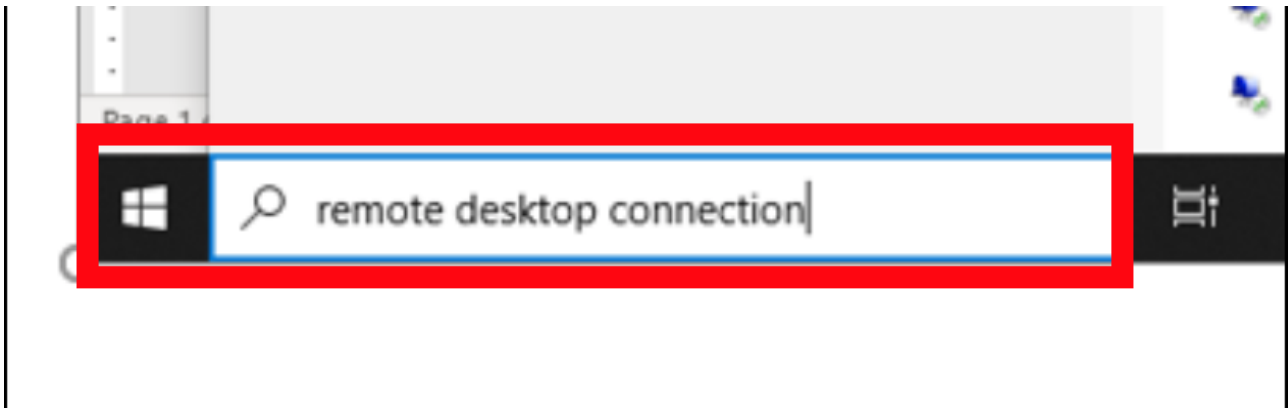
Click the **Remote Desktop Connection** app.
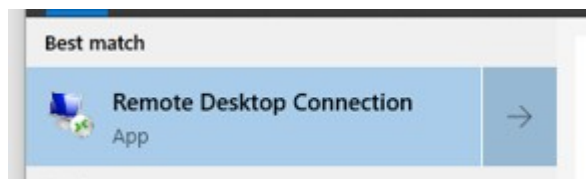
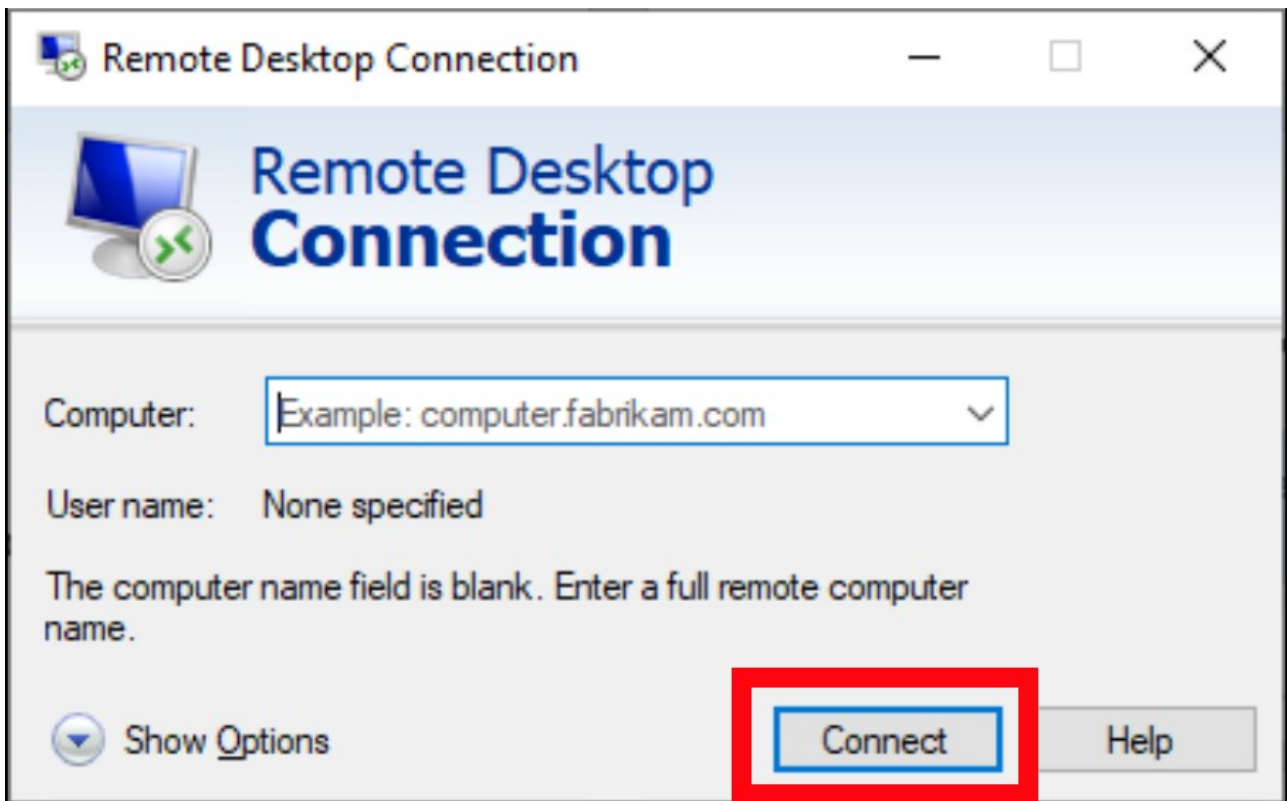When prompted, enter your **computer name** or **IP address** and click the **"Connect"** button.
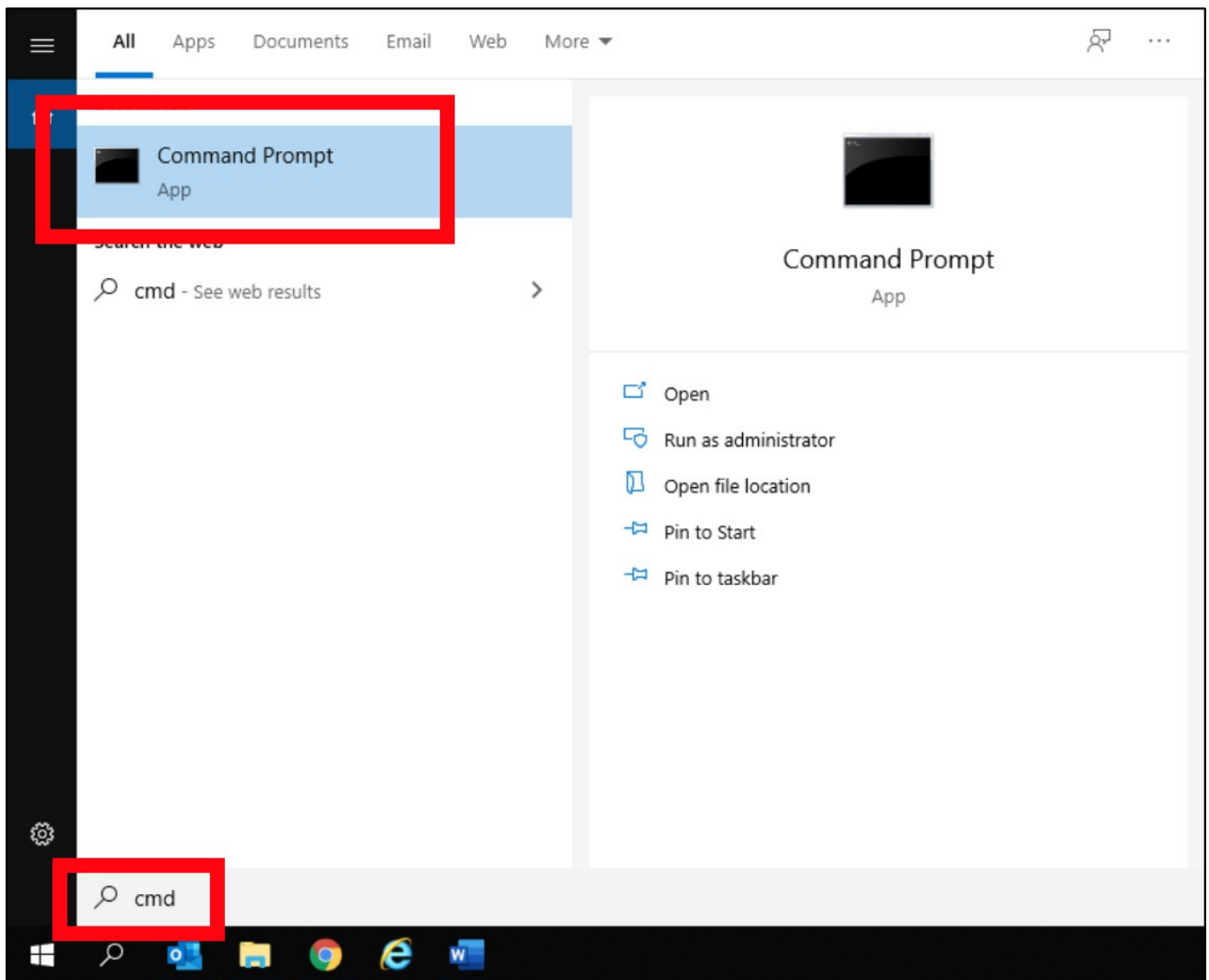
Locating your computer name and IP address

These instructions tell you how to locate your computer name and IP address so that you can connect to your on-premise computer using the Remote Desktop Connection.

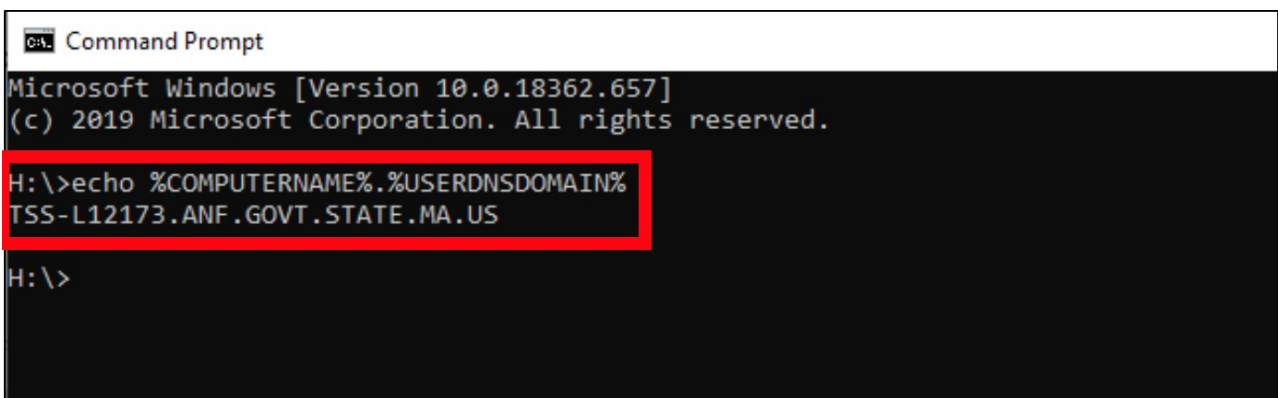Click the Windows button in the lower left corner of your screen.

In the search box, type **"CMD"** and select the Command Prompt app to open it.

To get your computer name, in the Command Prompt application, type:

echo %COMPUTERNAME%.%USERDNSDOMAIN%

Then hit enter and record the result.

In this example, the computer name is "TSS-L1273.ANF.GOVT.STATE.MA.US"

To collect the IP address, in the Command Prompt application, type: **ipconfig**

Then hit enter and record the result.

In this example, the IP address is "10.249.25.129"