

nVPN Configuration Guide for Staff (For General VPN only)

Note: This guide is **NOT** applicable for **VA users**.

This file contains all the steps and information required to connect nVPN from Pulse Secure desktop client.

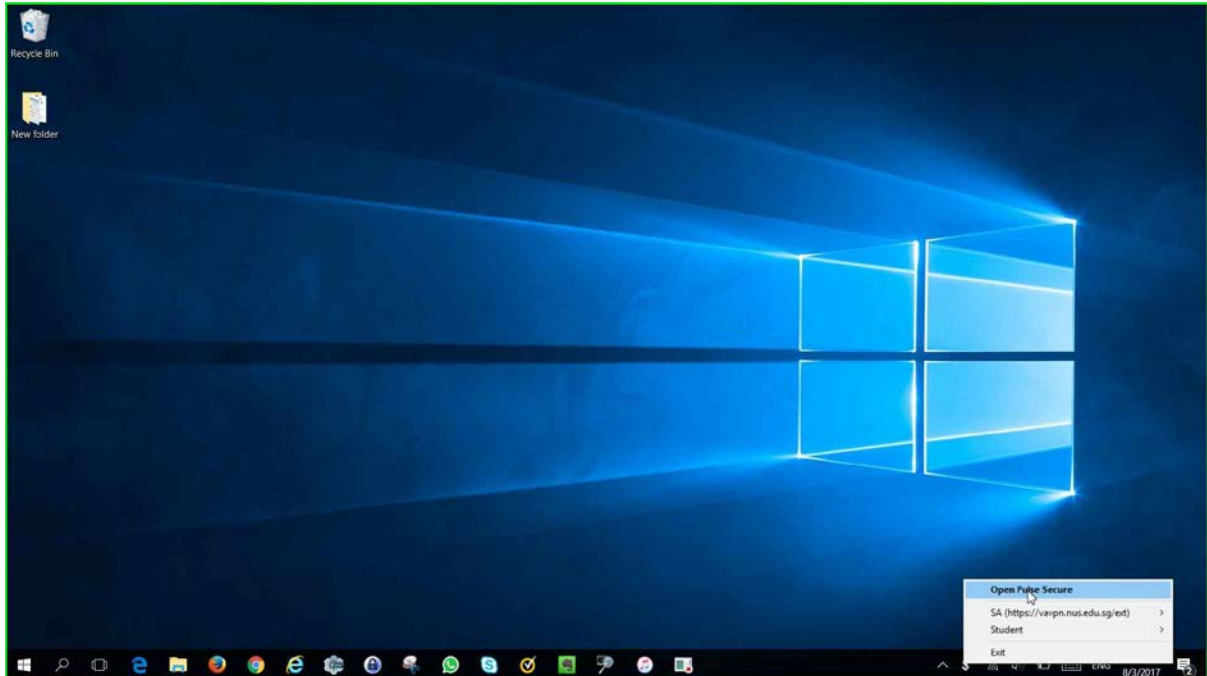
Contents

Connect nVPN for staff through Pulse Secure desktop client on Windows	2
Connect nVPN for staff through Pulse Secure desktop client on MAC	8
Connect nVPN for staff through Pulse Secure desktop client on iOS	12
Connect nVPN for staff through Pulse Secure desktop client on Android	21

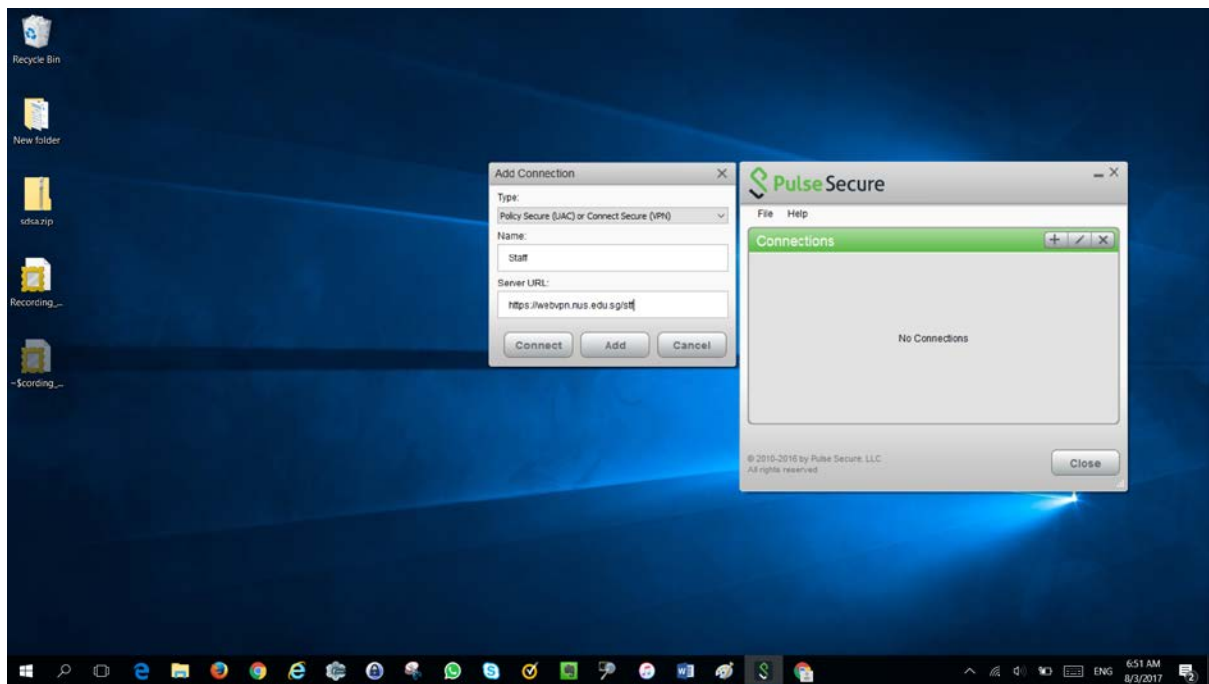
Connect nVPN for staff through Pulse Secure desktop client on Windows

Note: This guide is **NOT** applicable for **VA users**.

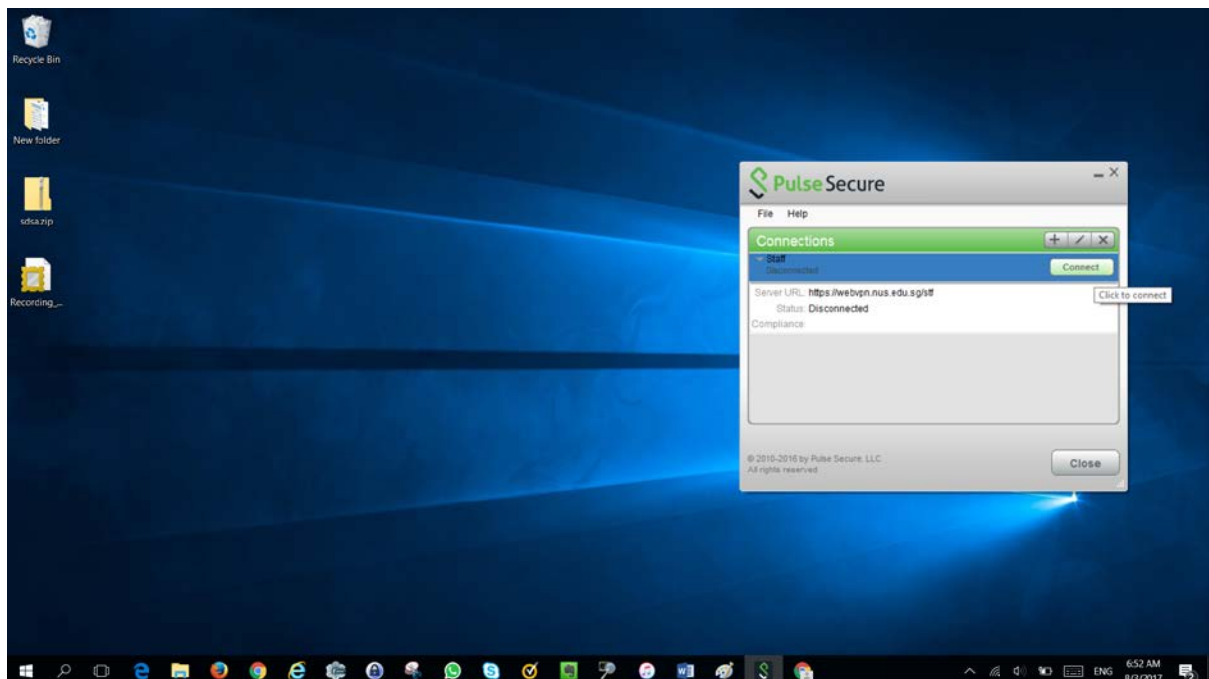
Step 1: Right click on Pulse Secure desktop client app icon, open it and click on Open Pulse Secure



Step 2: Left click on “+” sign on Pulse Secure desktop client window. A “add connection” window will pop-up. Please enter a name to your preference and Server URL with “<https://webvpn.nus.edu.sg/stf>” and click “add”.

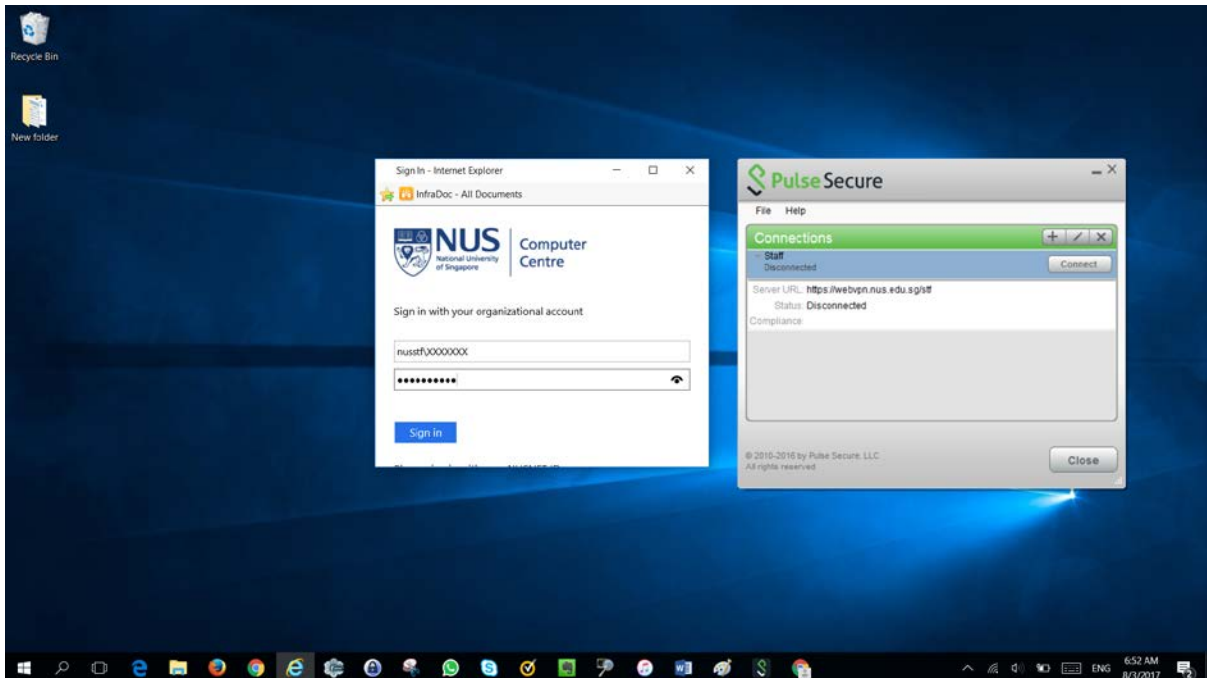


Step 3: Click “Connect”.

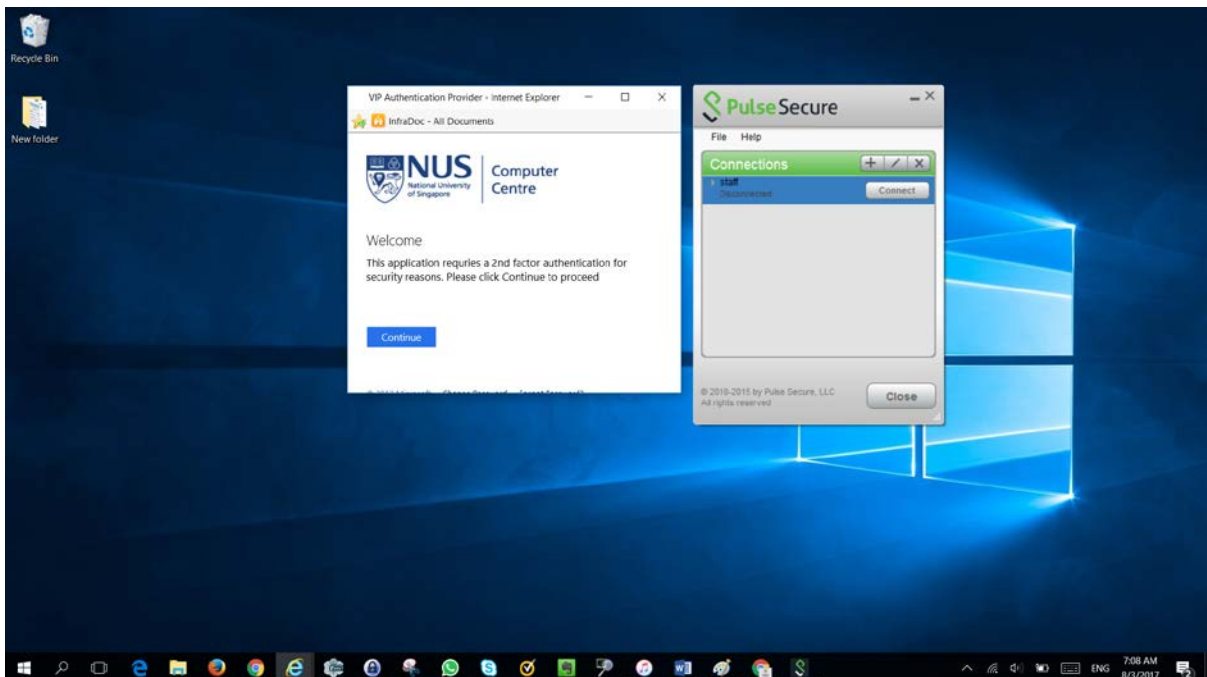


Step 4: Pop-up window will appear intimating credentials required, key in credentials in below format and click **“Sign in”**.

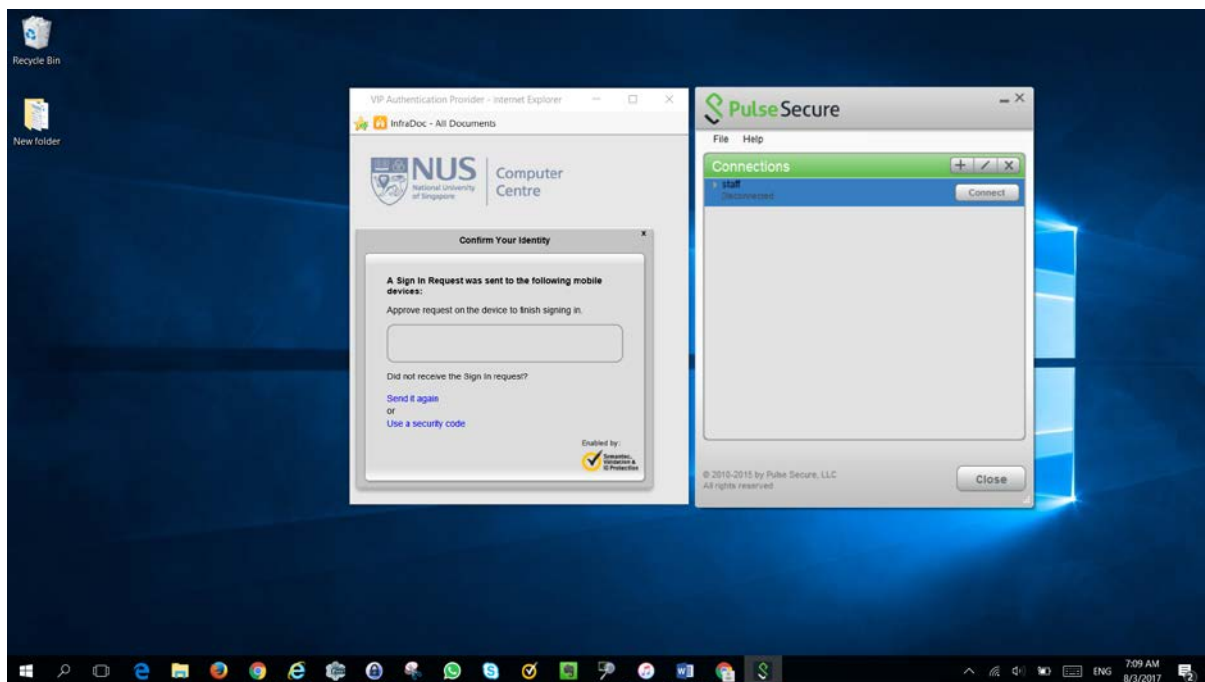
nusstf\userid
password



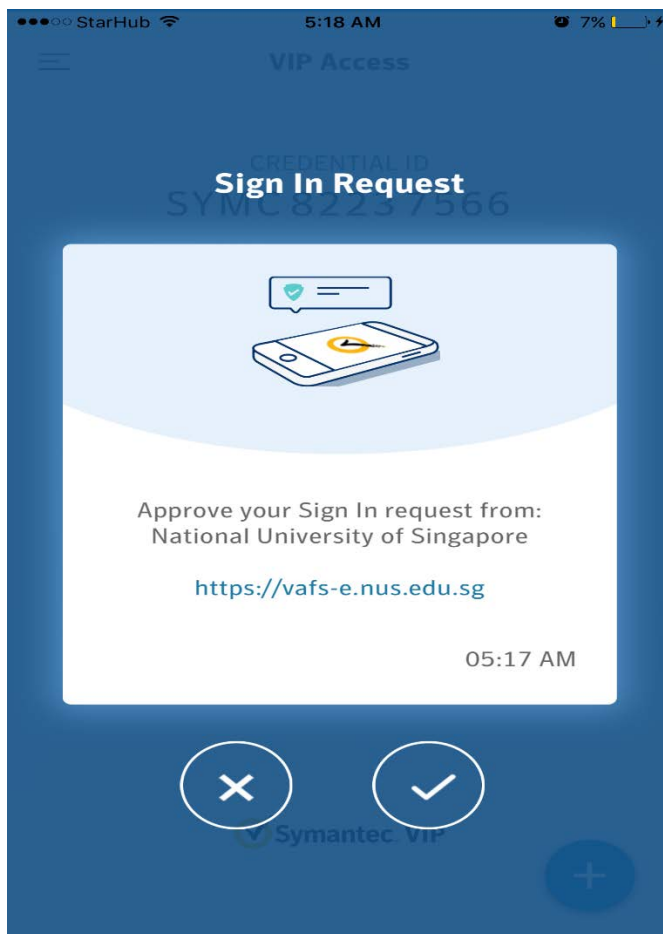
Step 5: Click **“Continue”**.



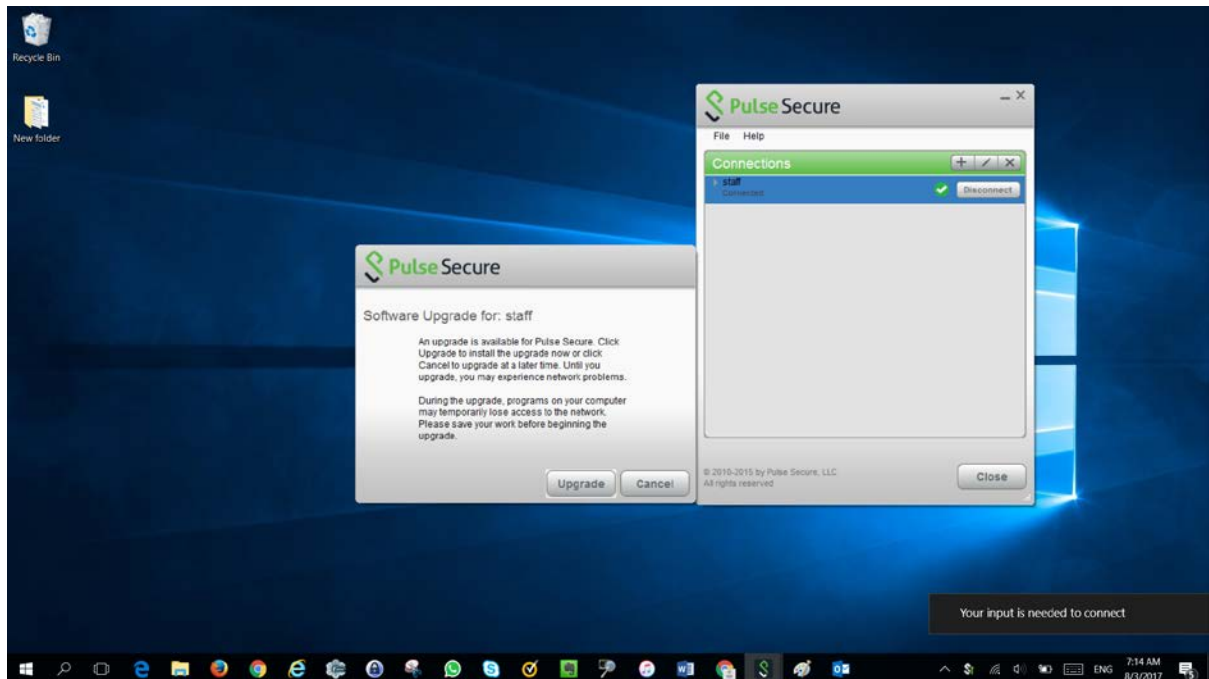
Step 6: Below prompt will appear indicating 2FA push notification was sent to mobile.



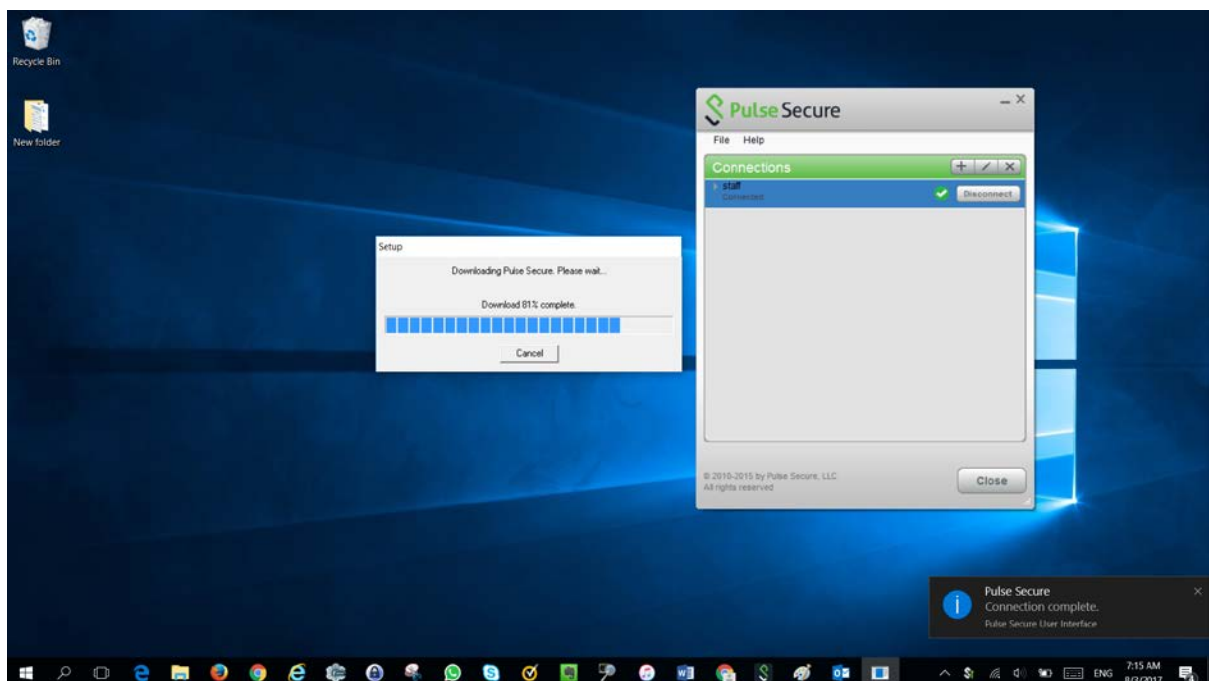
Step 7: Click on "Approve" 2FA push authentication on your mobile.




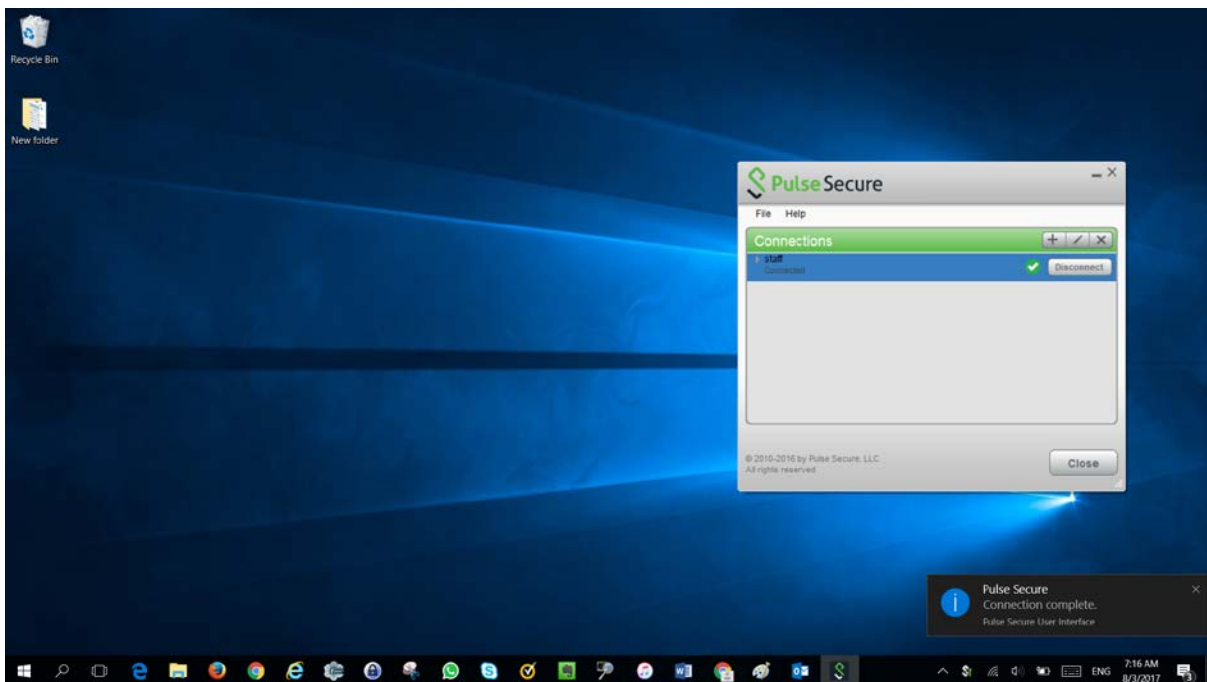
Step 8: Upon Successful connection, one-time client upgrade wizard will start notifying upgrade available.



Step 9: Pulse Secure desktop client upgrade will start.



Step 10: Upon Successful connection notification will appear stating “**connection complete**” and  icon in Pulse secure desktop client window reflects successful connection.

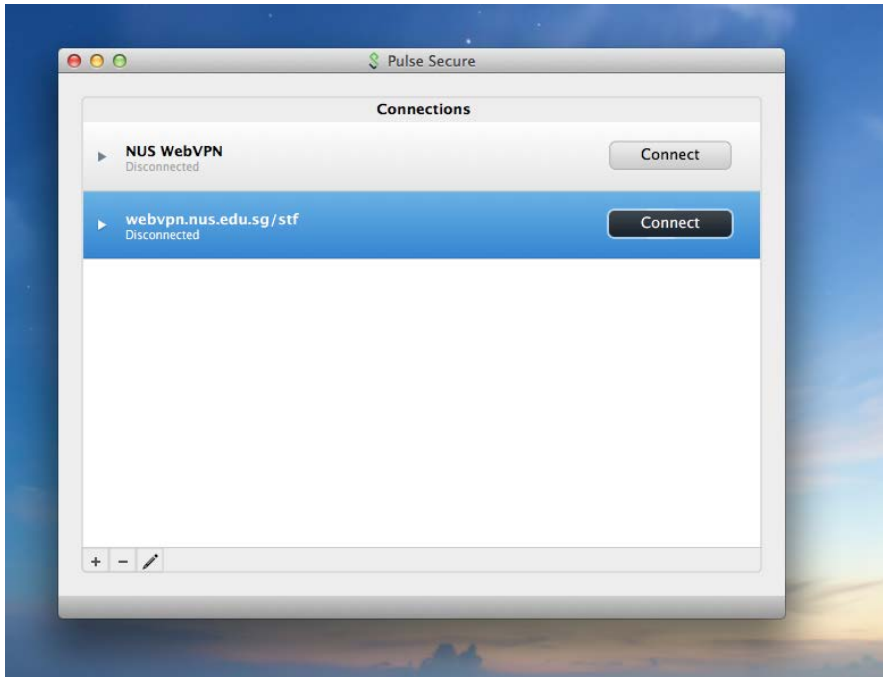


Note: After client upgrade VPN connection will be disconnected, hence please try again. This will happen for 1st time client upgrade.

Connect nVPN for staff through Pulse Secure desktop client on MAC

Note: This guide is **NOT** applicable for **VA users**.

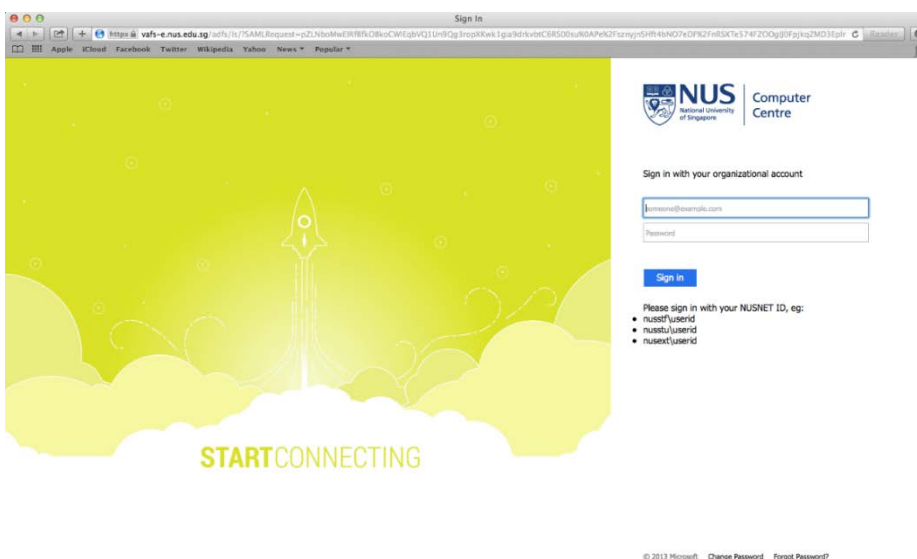
Step 1: Configure staff profile as shown in below snap. Please click on “+” icon on bottom left corner of Pulse Secure desktop client.



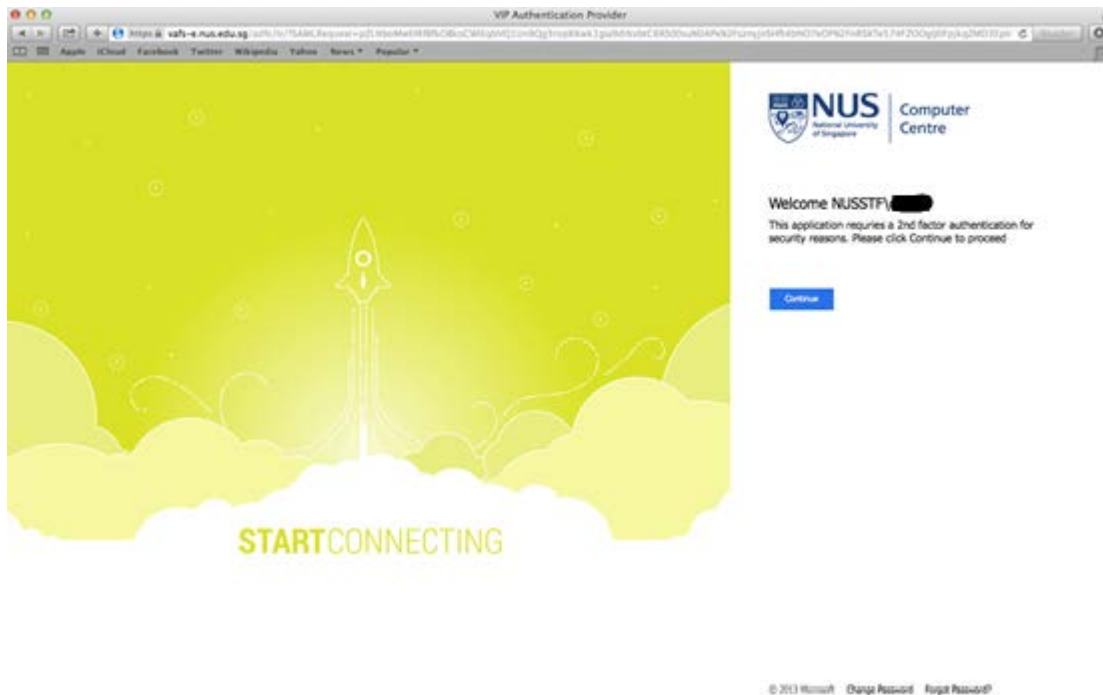
Step 2: Authentication page will appear to request for sign in. Please login with your credentials here in below format.

nusstf\userid

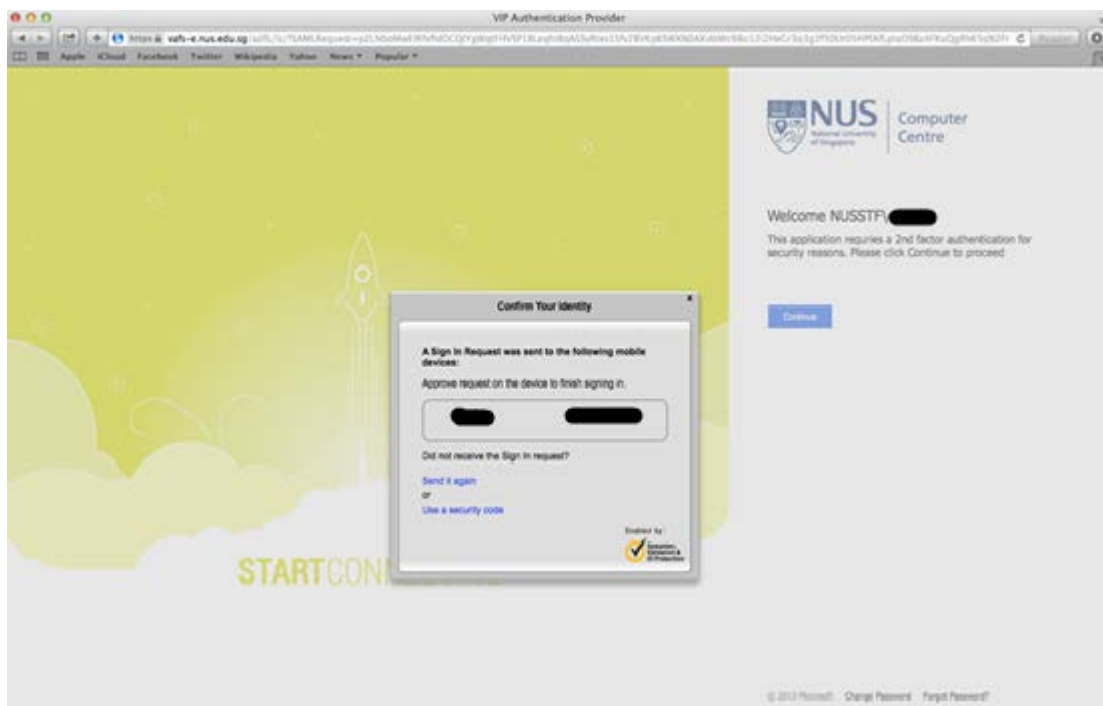
password




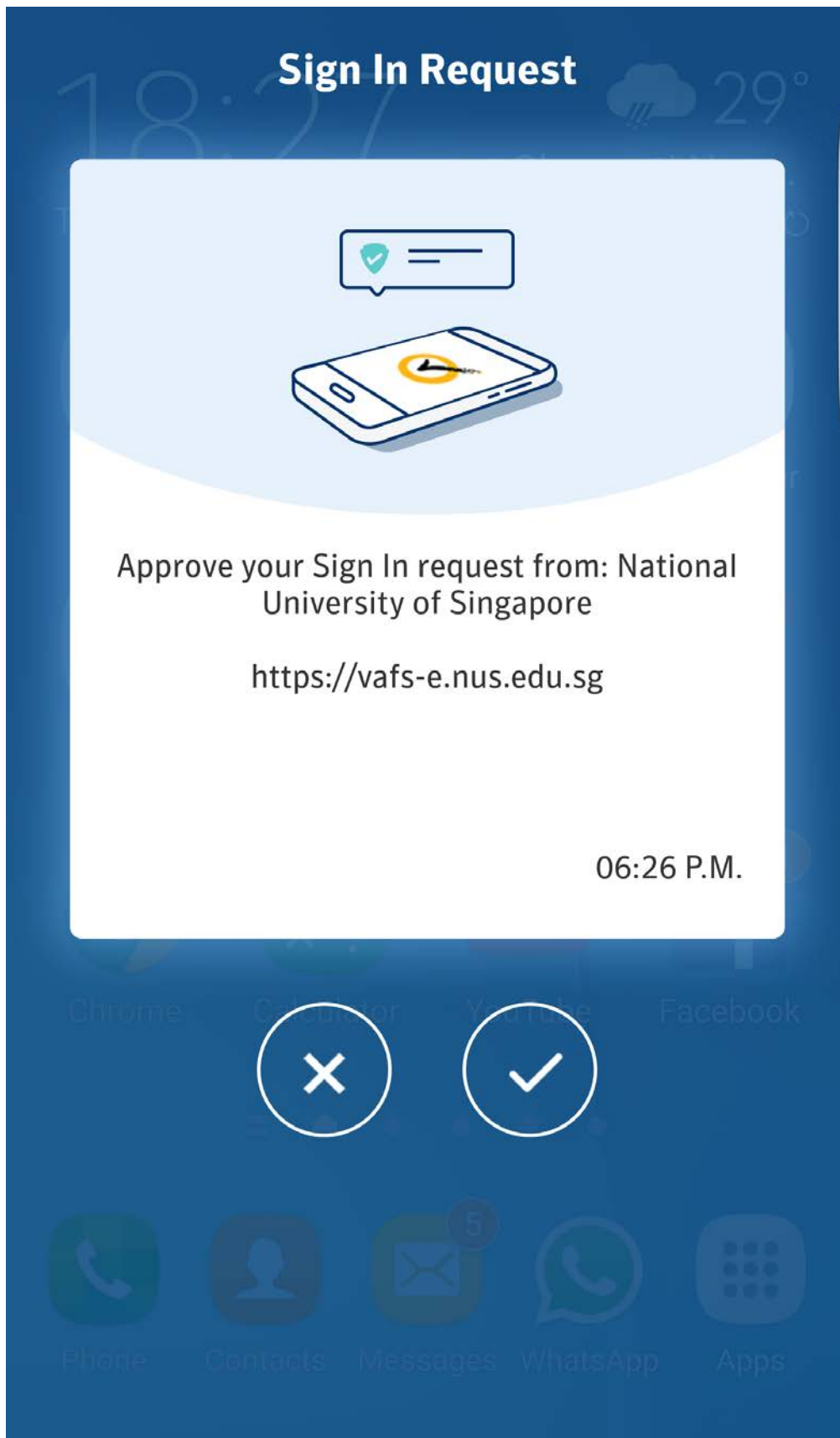
Step 3: Click **“Continue”** to proceed with VPN connection.



Step 4: Below message will appear to indicate that 2FA push notification was sent to mobile.

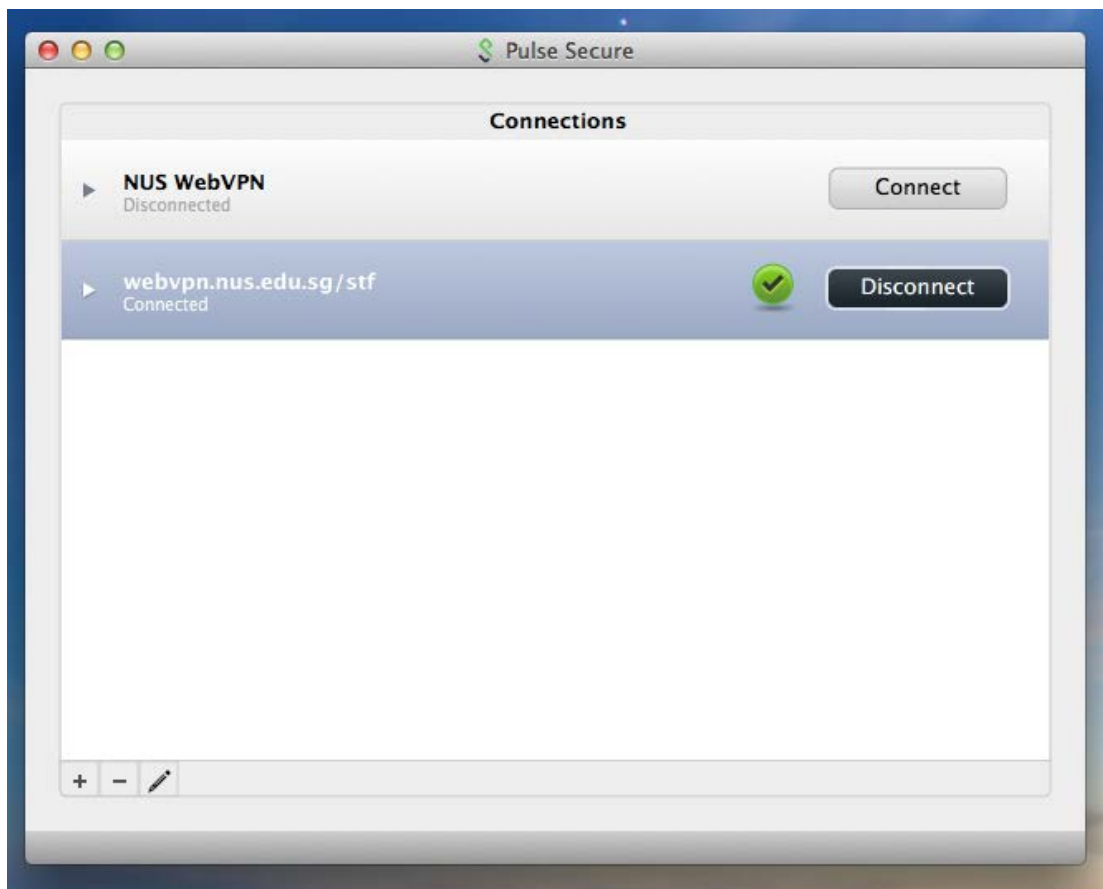


Step 5: Below is the 2FA push notification received on mobile, click  icon to approve authentication request.



Step 6: The snap below illustrates successful VPN connection.

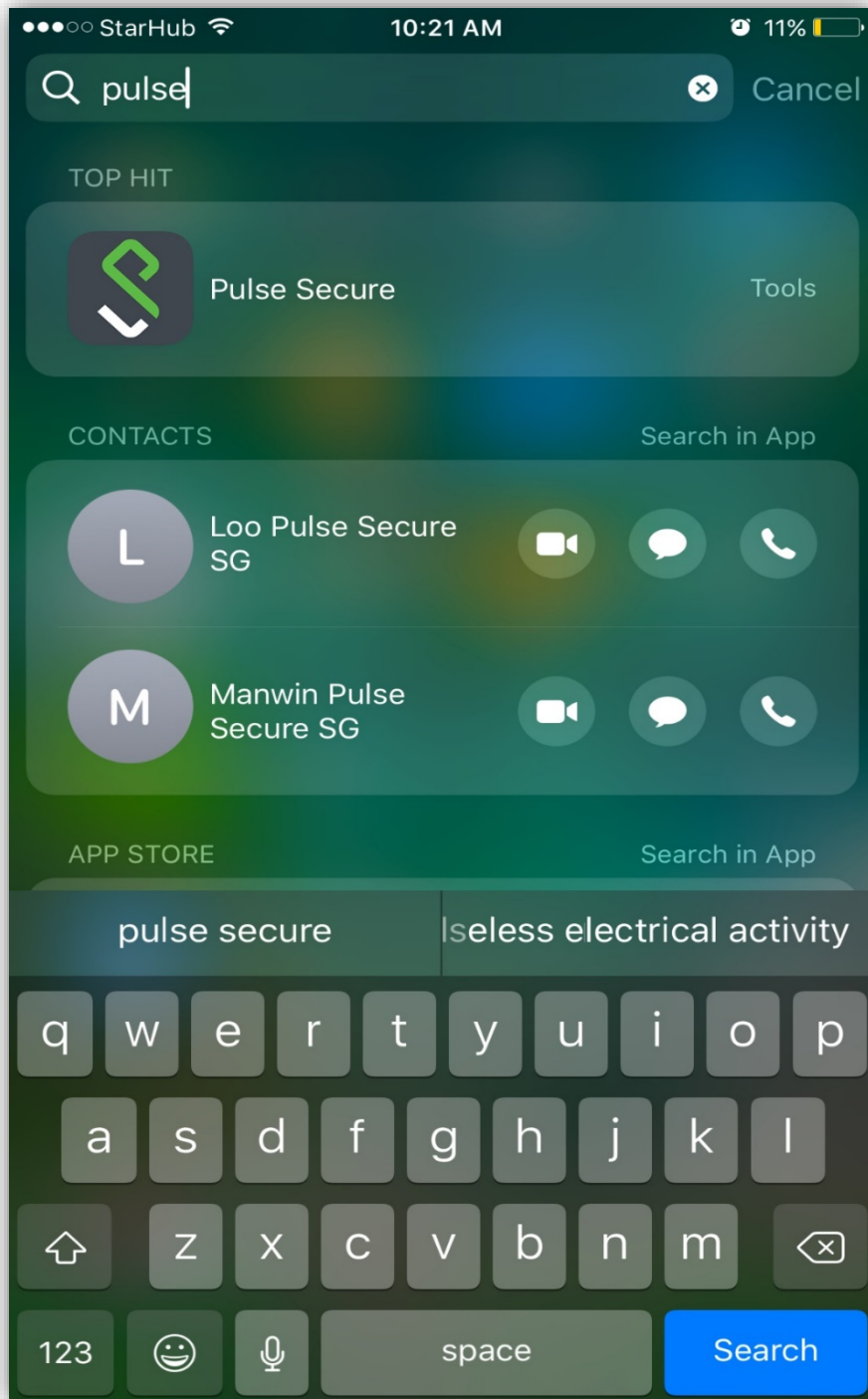
✔ icon in front of profile name in Pulse Secure desktop client indicates successful connection.



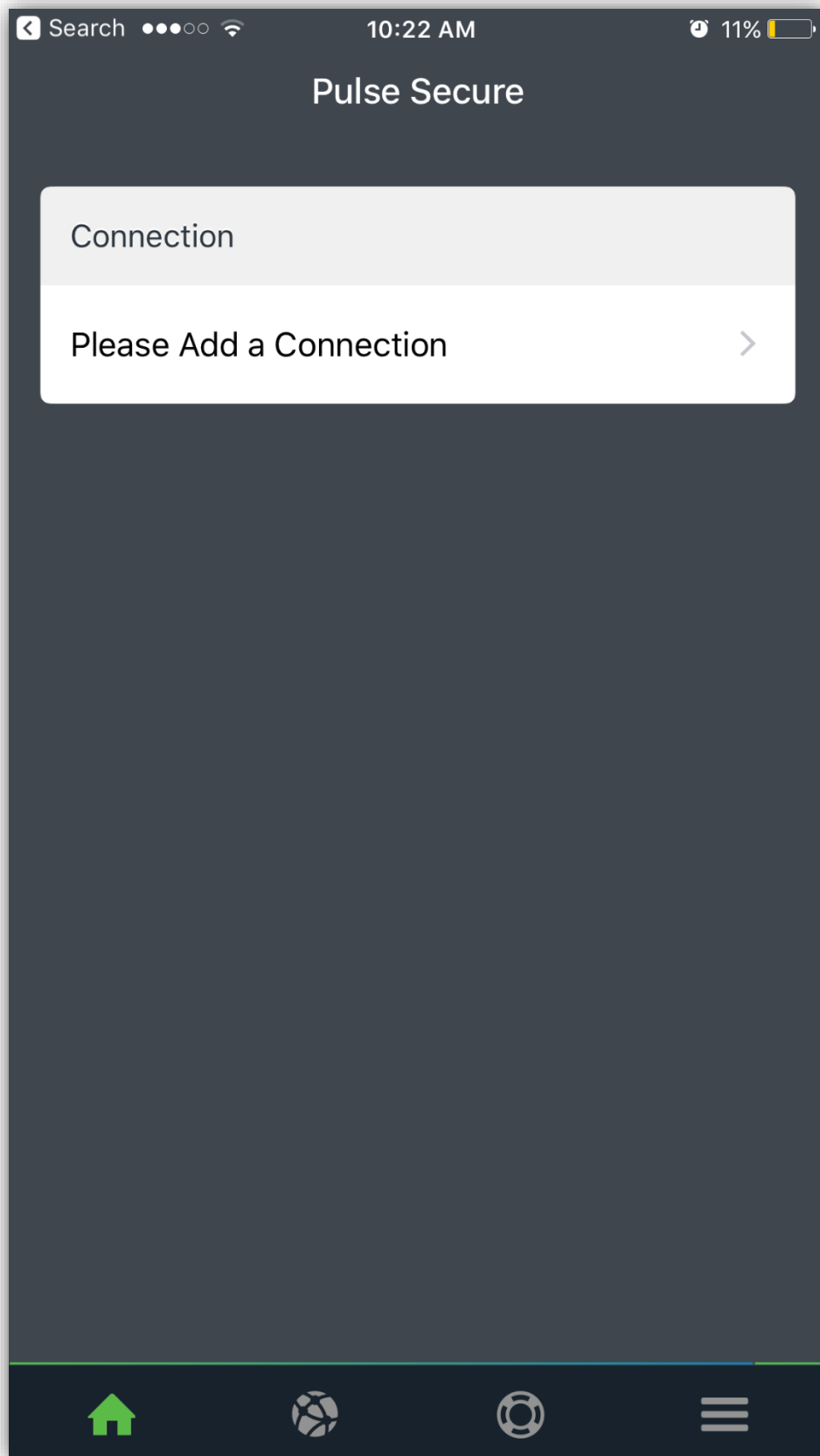
Connect nVPN for staff through Pulse Secure desktop client on iOS

Note: This guide is **NOT** applicable for **VA users**.

Step 1: Install the Pulse Secure application from the Apple App Store and open it to connect nVPN.



Step 2: Select **"Please Add a Connection"**.



Step 3: Enter Connection Name as convenient to you and "**https://webvpn.nus.edu.sg/stf**" under URL and click "**Add**".

Search 10:22 AM 11%

< Back Add a Connection

Enter required fields below and click the add button to add a connection.

✓ This will be your default connection

Connection Name
nVPN

URL
https://webvpn.nus.edu.sg/stf

Username
Optional

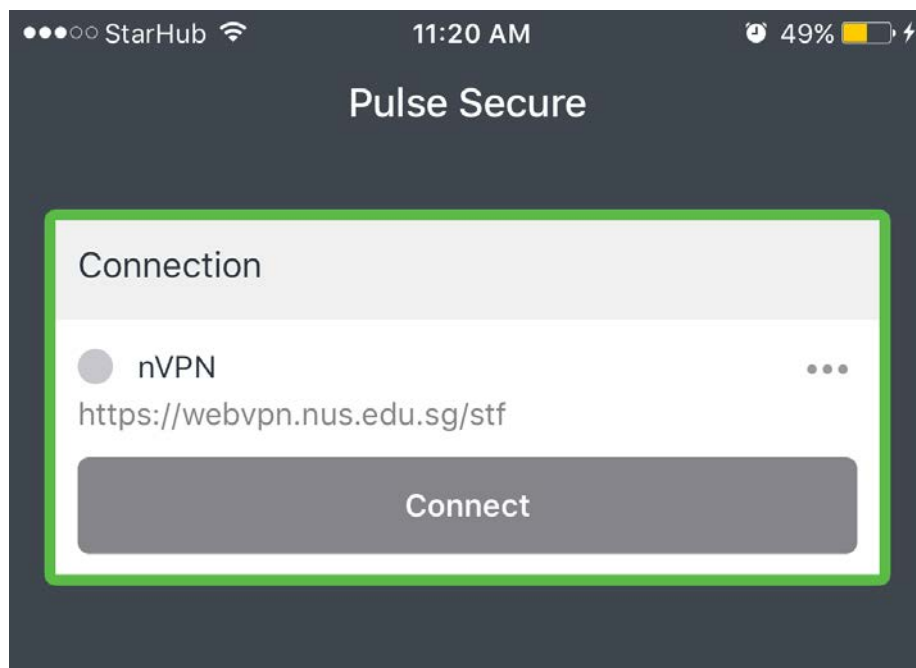
Authentication
Password >

Realm
Optional

Role
Optional

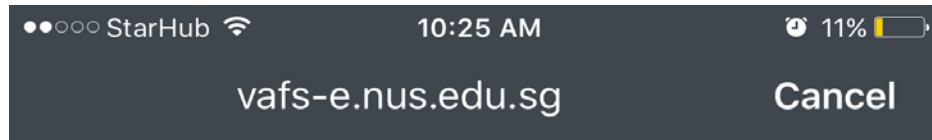
Cancel Add

Step 4: Connection will show on main screen of Pulse Secure Mobile client.



Step 5: Below window will pop-up notifying to “**Sign in**”. Please key in credentials in below format, also shown in snap below.

nusstf\userid
password



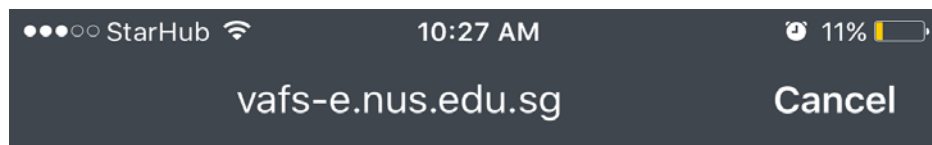
Sign in with your organizational account

[Sign in](#)

Please sign in with your NUSNET ID, eg:

- nusstf\userid
- nusstu\userid
- nusext\userid

Step 6: Upon successful credentials, 2FA authentication will be required. Please click "Continue" for 2FA authentication.

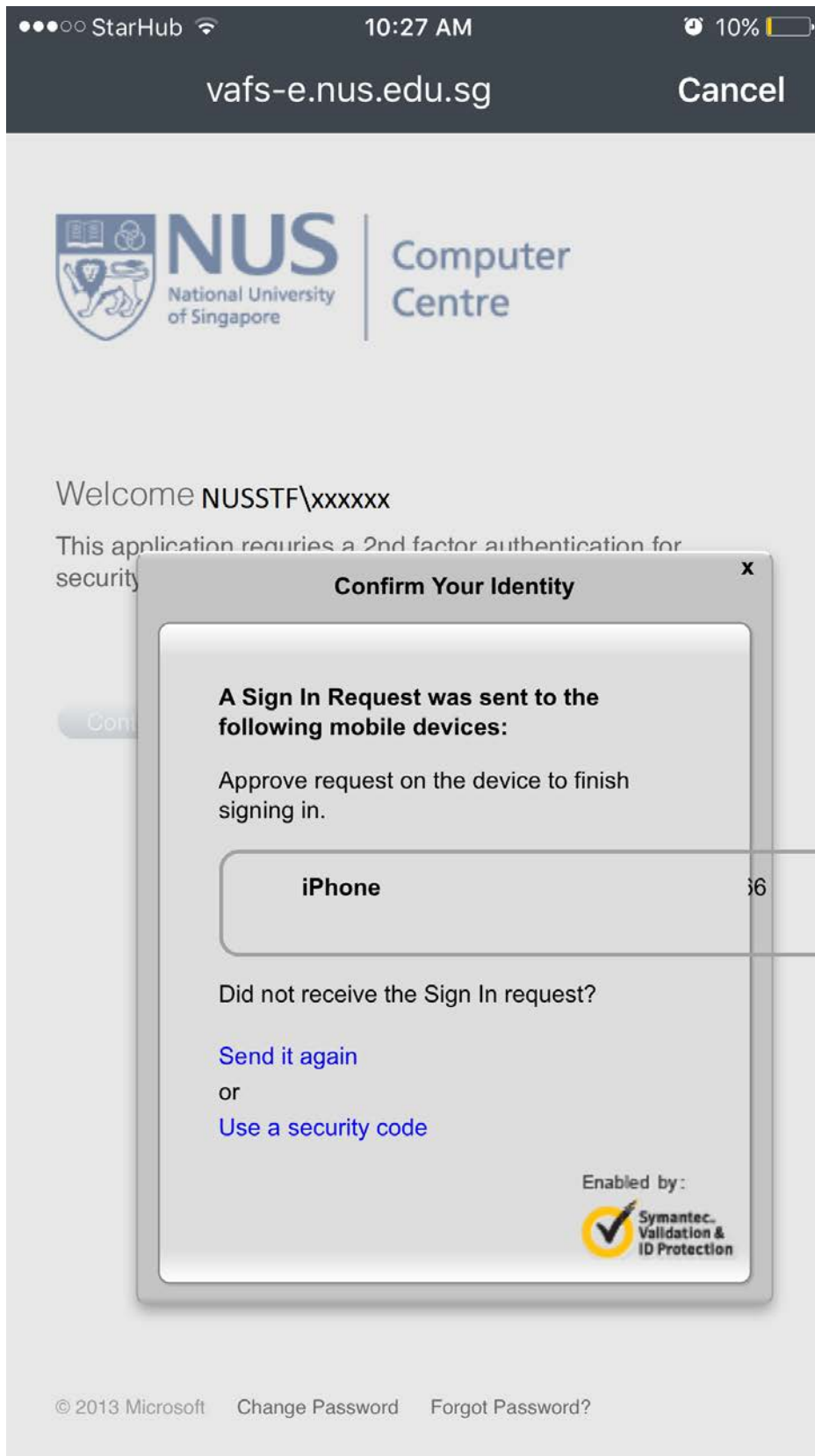


Welcome NUSSTF\xxxxxx

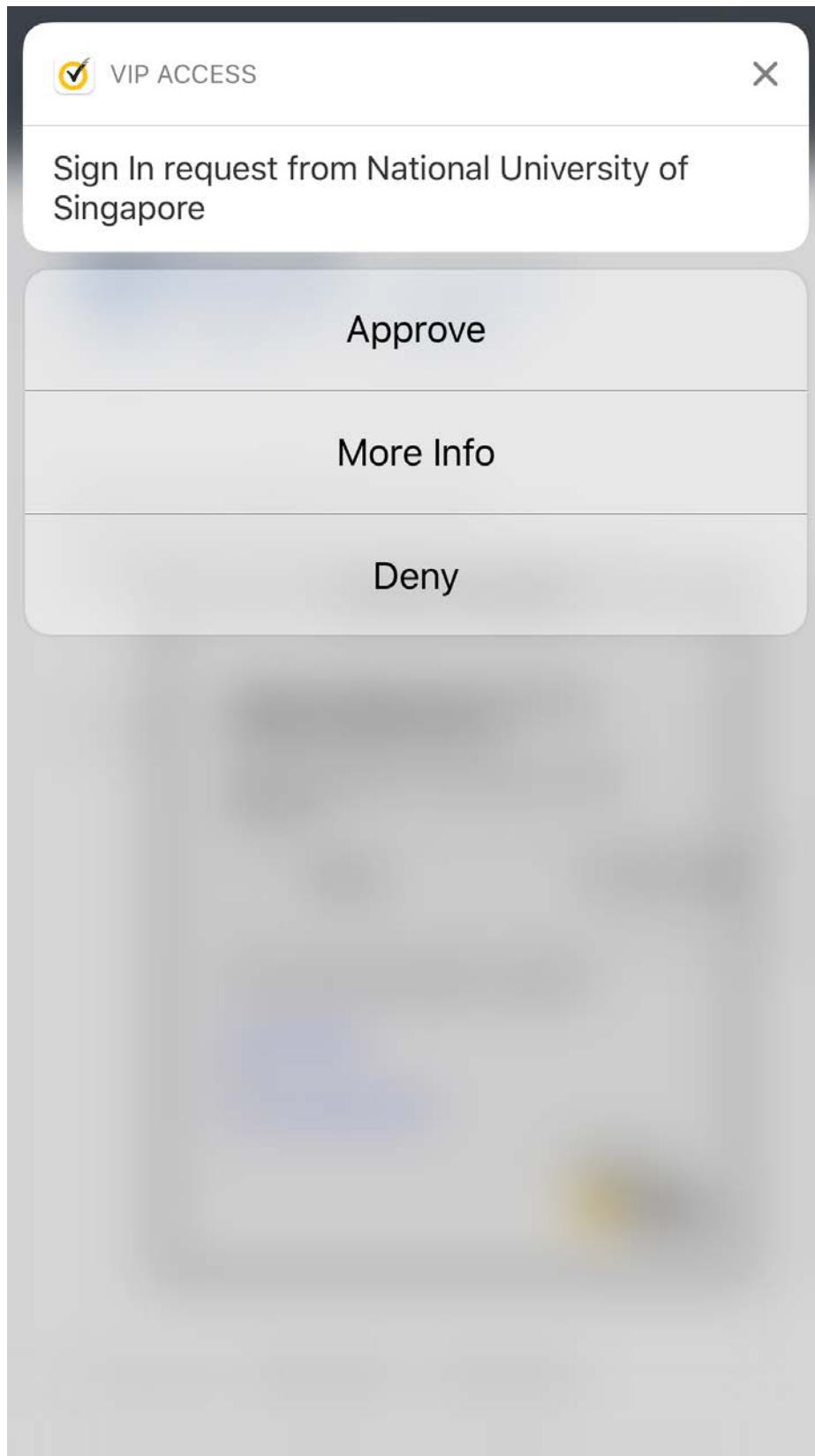
This application requires a 2nd factor authentication for security reasons. Please click Continue to proceed

Continue

Step 7: Below screen will appear indicating 2FA push notification was sent to mobile.



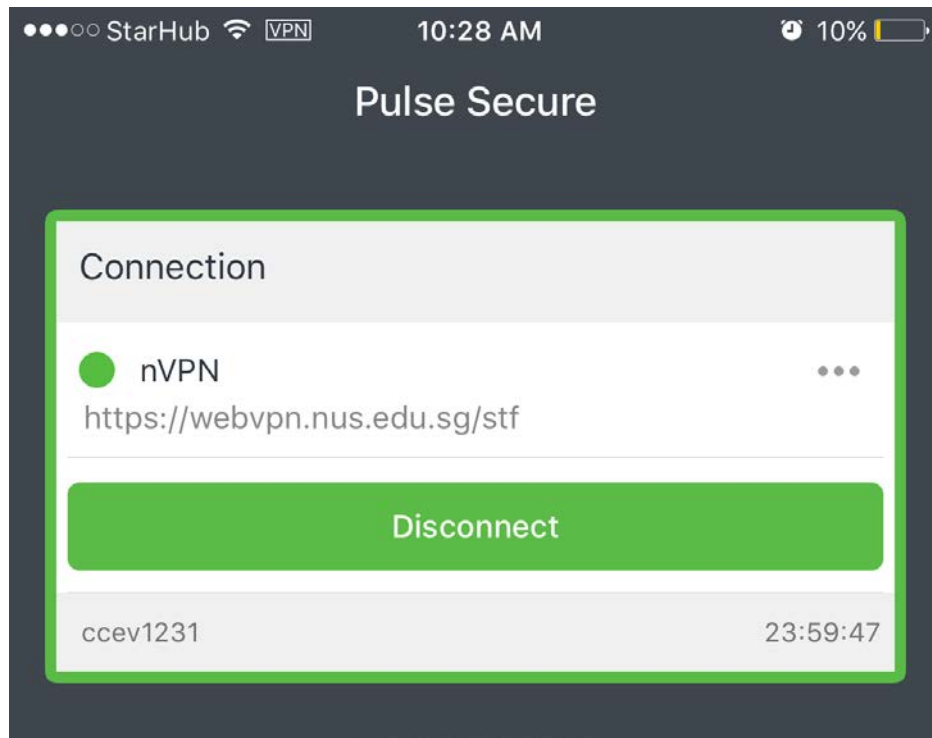
Step 8: Click on **"Approve"** 2FA push authentication request to connect VPN.



Step 9: Below snap shows successful connection.

 icon on the top of the mobile screen indicates VPN is connected.

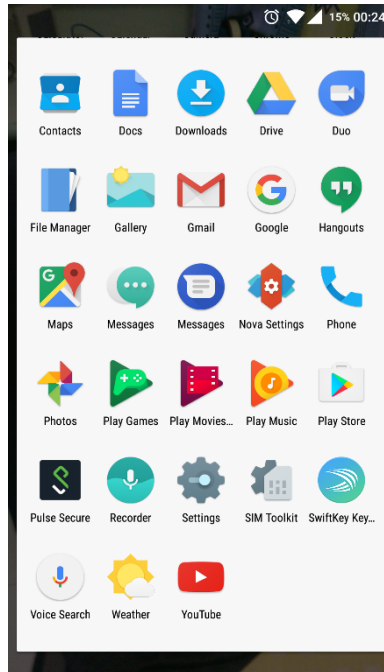
 icon in front of profile name in Pulse Secure client indicates VPN is connected.



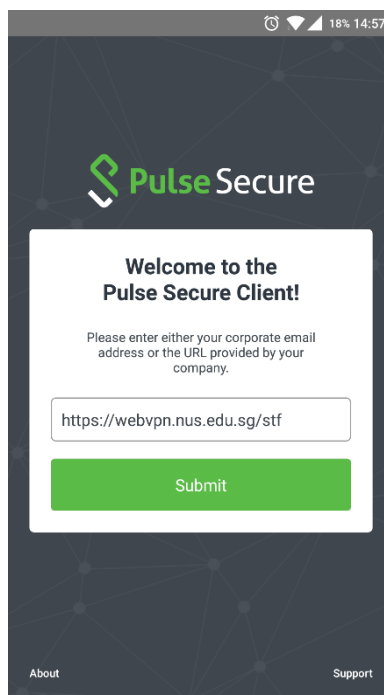
Connect nVPN for staff through Pulse Secure desktop client on Android

Note: This guide is **NOT** applicable for **VA users**.

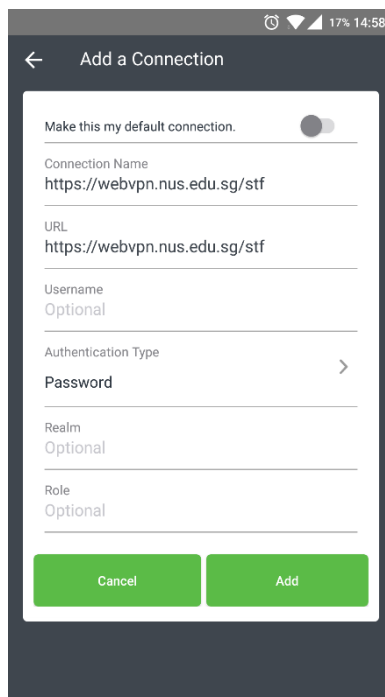
Step 1: Install the Pulse Secure application from the Google Play Store and open it to connect nVPN.



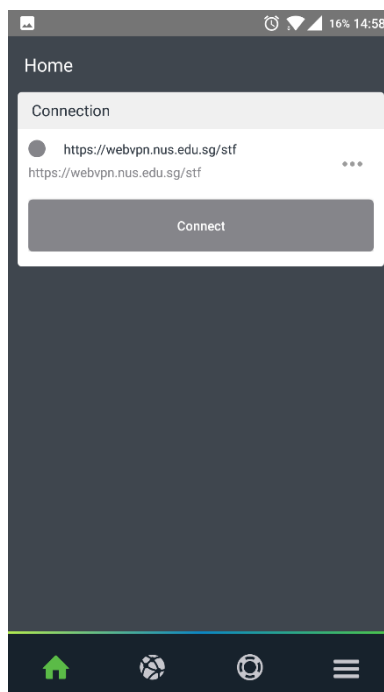
Step 2: Type <https://webvpn.nus.edu.sg/stf> on the address bar inside Pulse Secure mobile client app and click **Submit**.



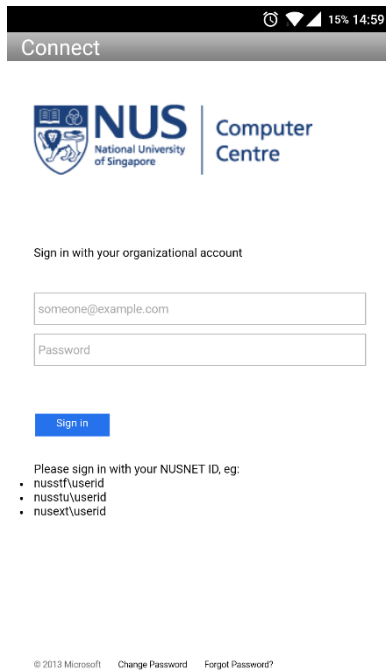
Step 3: Verify the connection setting and click **"Add"**.



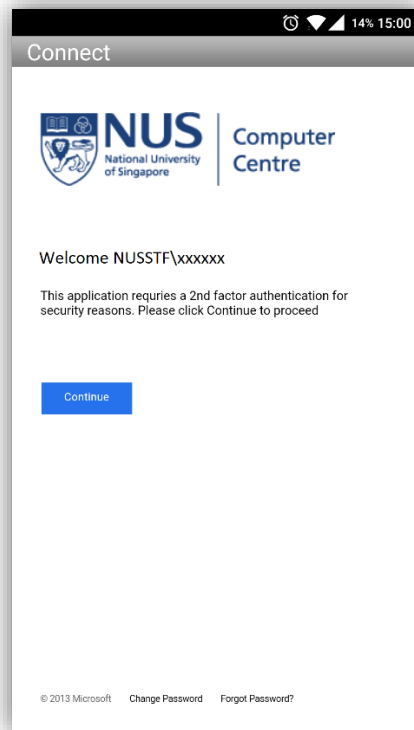
Step 4: Click on **"Connect"** to login to nVPN.



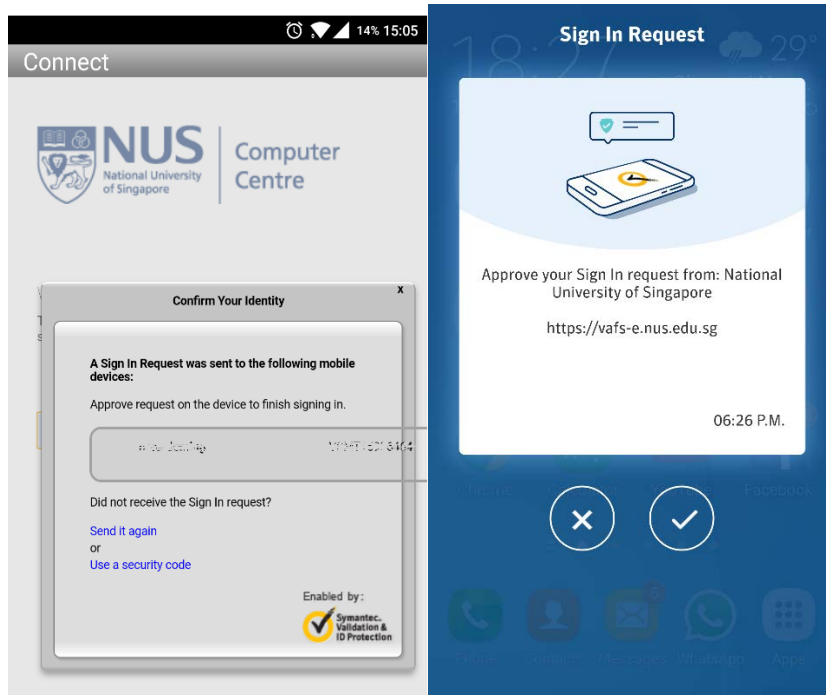
Step 5: Pop-up window will appear requesting for credentials. Enter login credential and click **“Sign in”**.



Step 6: After login, click on **“Continue”** and a 2FA push notification message will be sent to the mobile.



Step 7: Select **"Approve"** on 2FA push notification message received mobile.



Step 8: Below snaps show successful connection.

🔑 Icon on the top of the mobile screen indicates VPN is connected.

● Icon in front of profile name in Pulse Secure client indicates VPN is connected.

