Installing the Pulse Secure VPN Client on your MAC computer:

Open Safari and browse to https://www.bmc.org/bmc-help-desk-file-downloads - Click on the MAC VPN Client and click Allow(this will download the file to your downloads folder)

Open your downloads folder and double click on the pulse secure dmg file to open the Pulse Secure package.
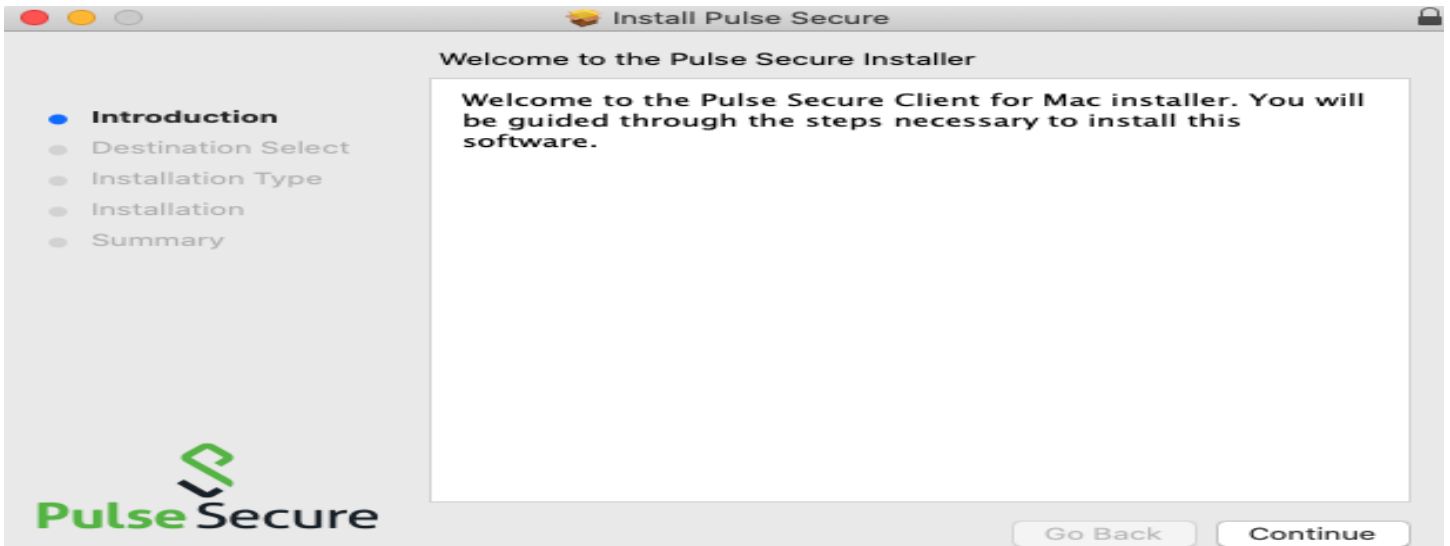
Downloads

< >

Favorites

AirDrop

Name

ps-pulse-mac-9.1r3.0-b1313-installer.dmg

Pulse Secure.9.1.3.1313
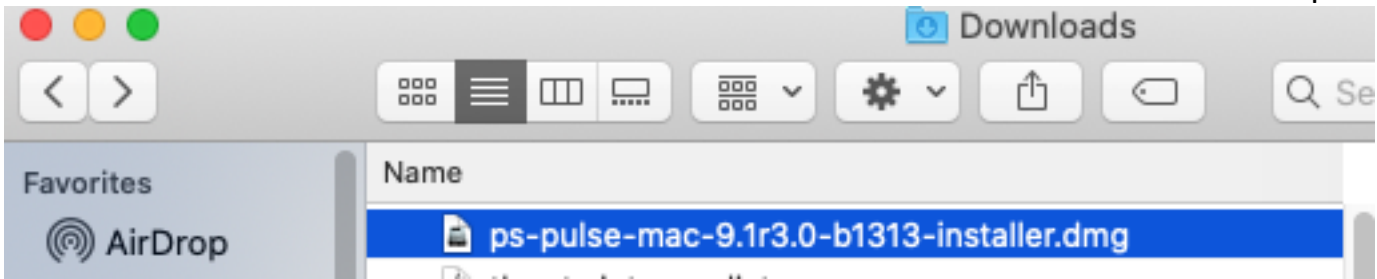
PulseSecure.pkg

Double-click on the Pulse Secure package to start the install and click Continue and Install

Install Pulse Secure

Welcome to the Pulse Secure Installer

● **Introduction**
● Destination Select
● Installation Type
● Installation
● Summary

Welcome to the Pulse Secure Client for Mac installer. You will be guided through the steps necessary to install this software.

Pulse Secure

Go Back   Continue

Install Pulse Secure

Standard Install on "Macintosh HD"

● Introduction
● Destination Select
● **Installation Type**
● Installation
● Summary

This will take 57.2 MB of space on your computer.

Click Install to perform a standard installation of this software on the disk "Macintosh HD".

Pulse Secure

Change Install Location...
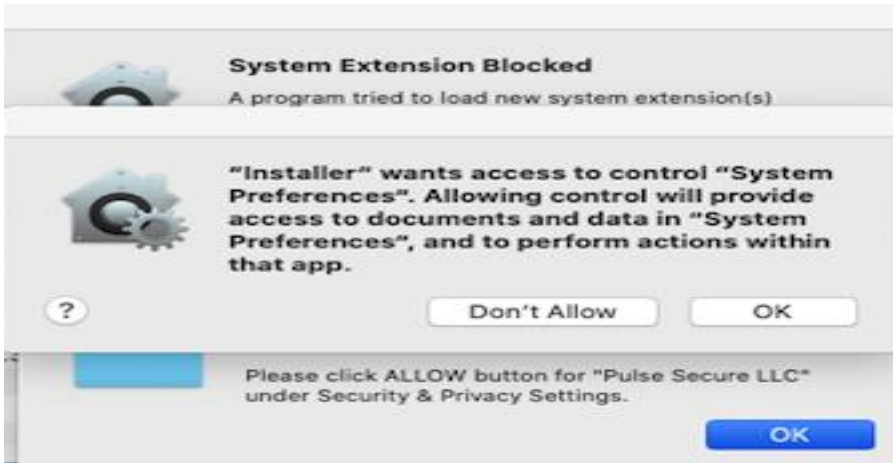
Go Back   Install

You may be prompted to enter the account info that has permission to install the software, Click install after entering the info
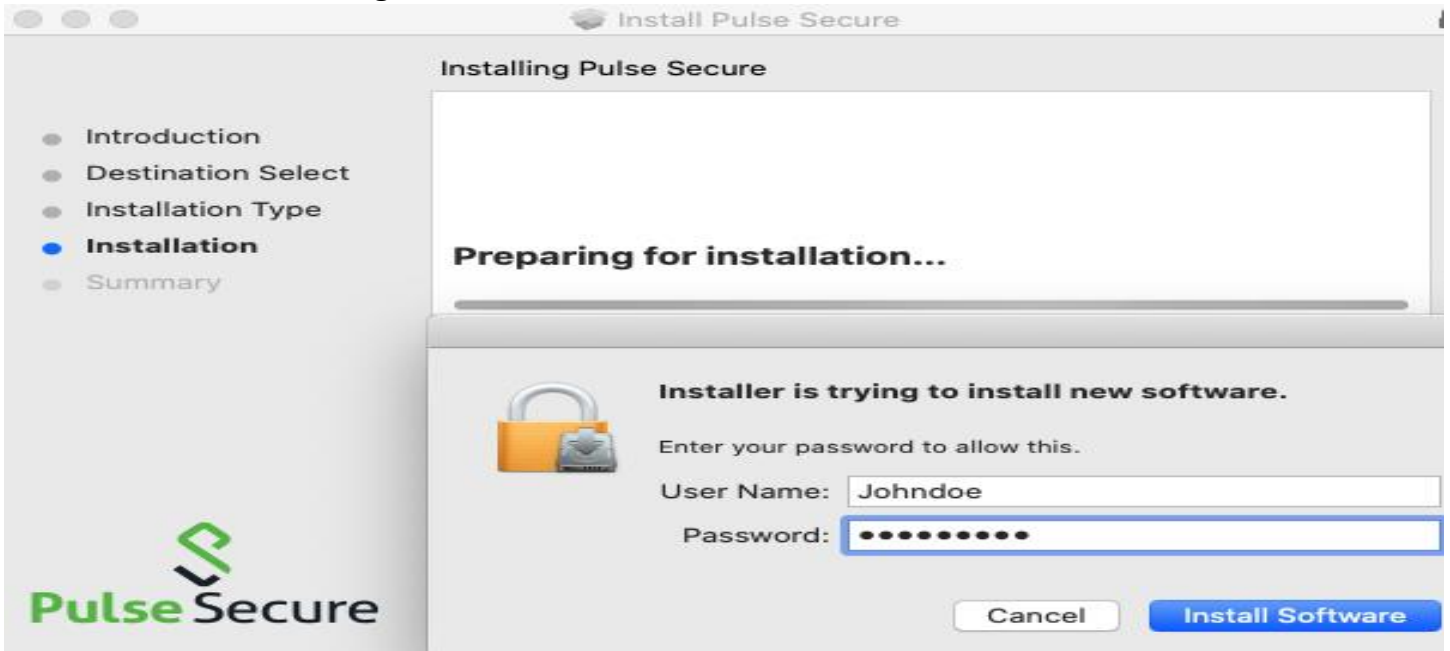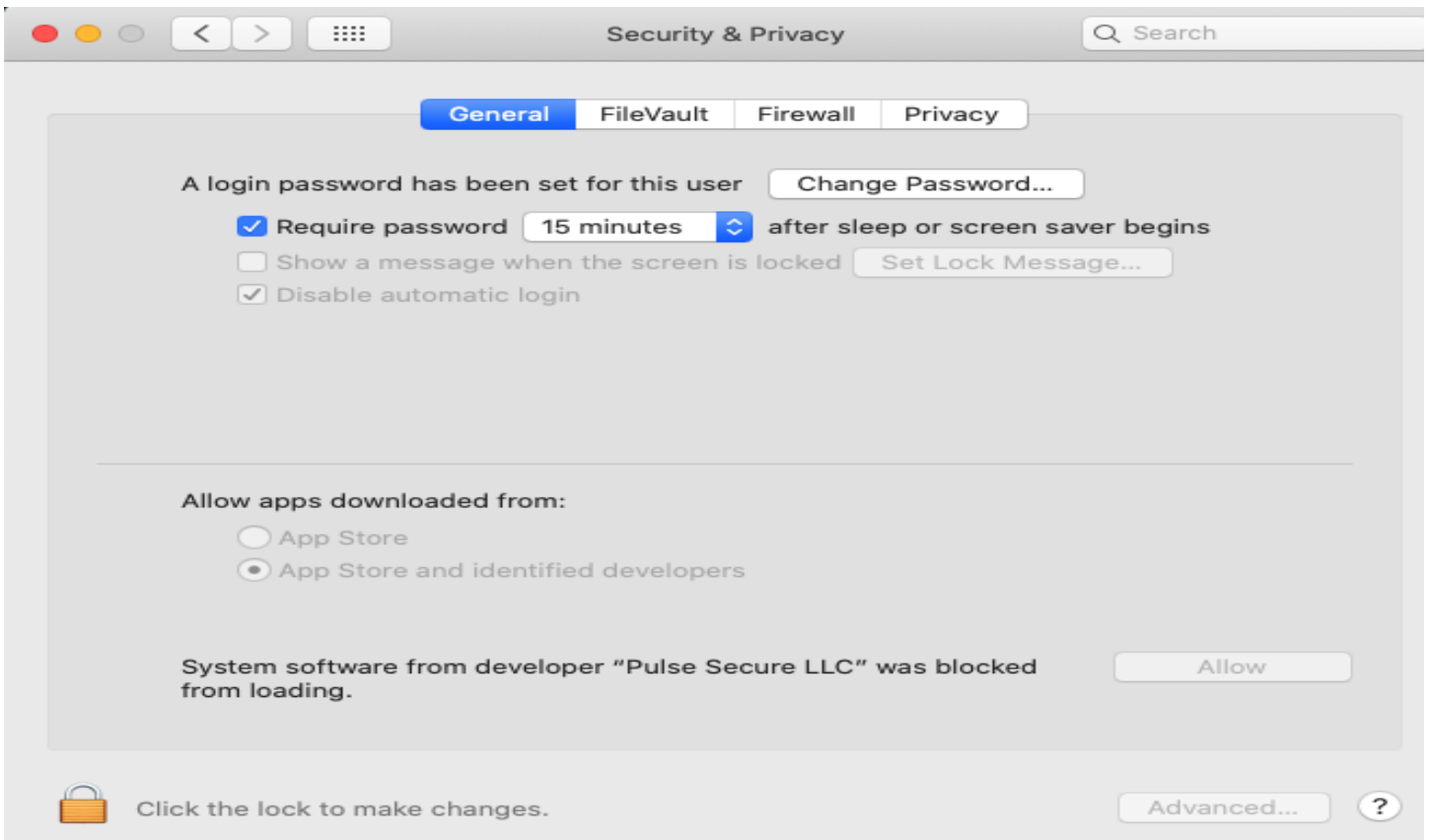

Note: Due to the security settings on your Mac computer you may see the security pop-up, click ok
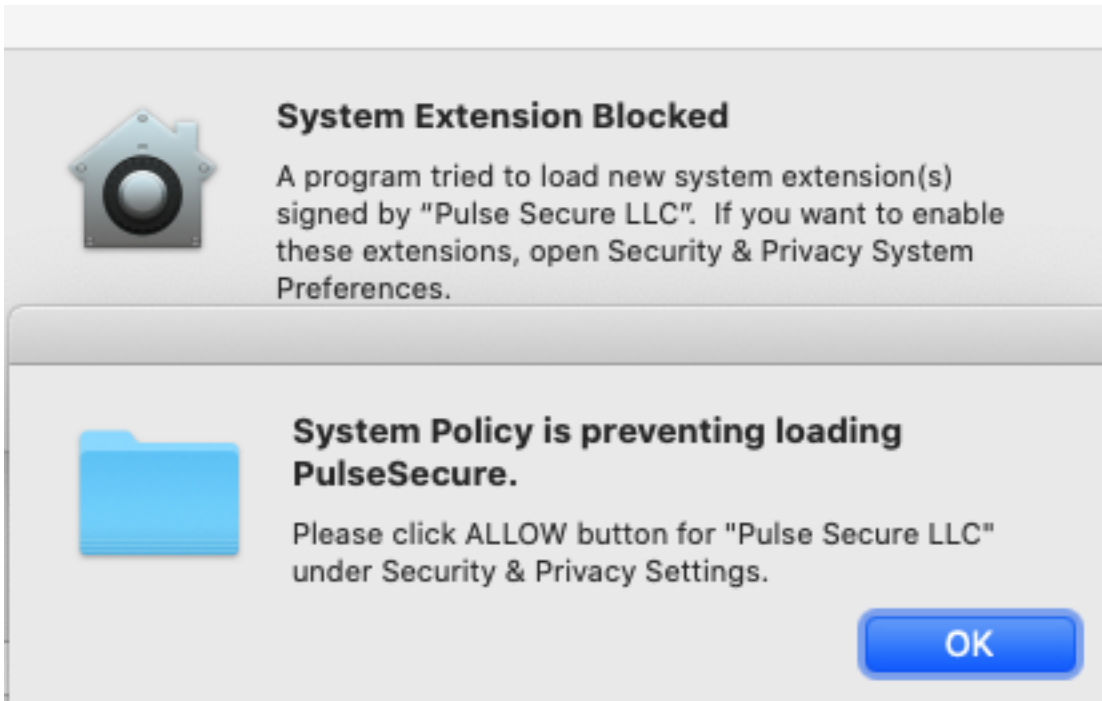
Click OK again in the box to access the "System Preferences" and this will bring up the

System Extension Blocked
A program tried to load new system extension(s)

"Installer" wants access to control "System Preferences". Allowing control will provide access to documents and data in "System Preferences", and to perform actions within that app.

Don't Allow   OK

Please click ALLOW button for "Pulse Secure LLC" under Security & Privacy Settings.

OK

Click the lock at the bottom of the box

Security & Privacy   Q Search

General   FileVault   Firewall   Privacy

A login password has been set for this user   Change Password...

☑ Require password 15 minutes ⟳ after sleep or screen saver begins
☐ Show a message when the screen is locked Set Lock Message...
☑ Disable automatic login

Allow apps downloaded from:

○ App Store
⦿ App Store and identified developers

System software from developer "Pulse Secure LLC" was blocked from loading.   Allow

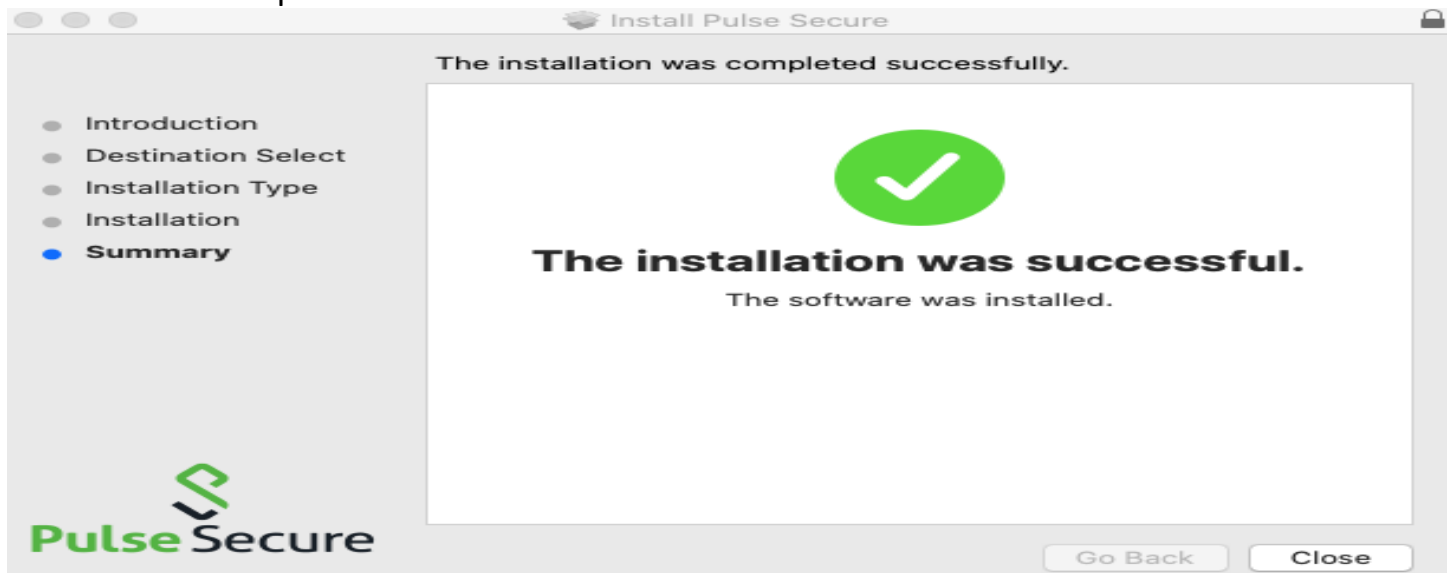🔒 Click the lock to make changes.   Advanced...   ?

Enter the same account info that has permission to install or make changes to your MAC and click Unlock and click Allow to allow Pulse Secure software to function properly
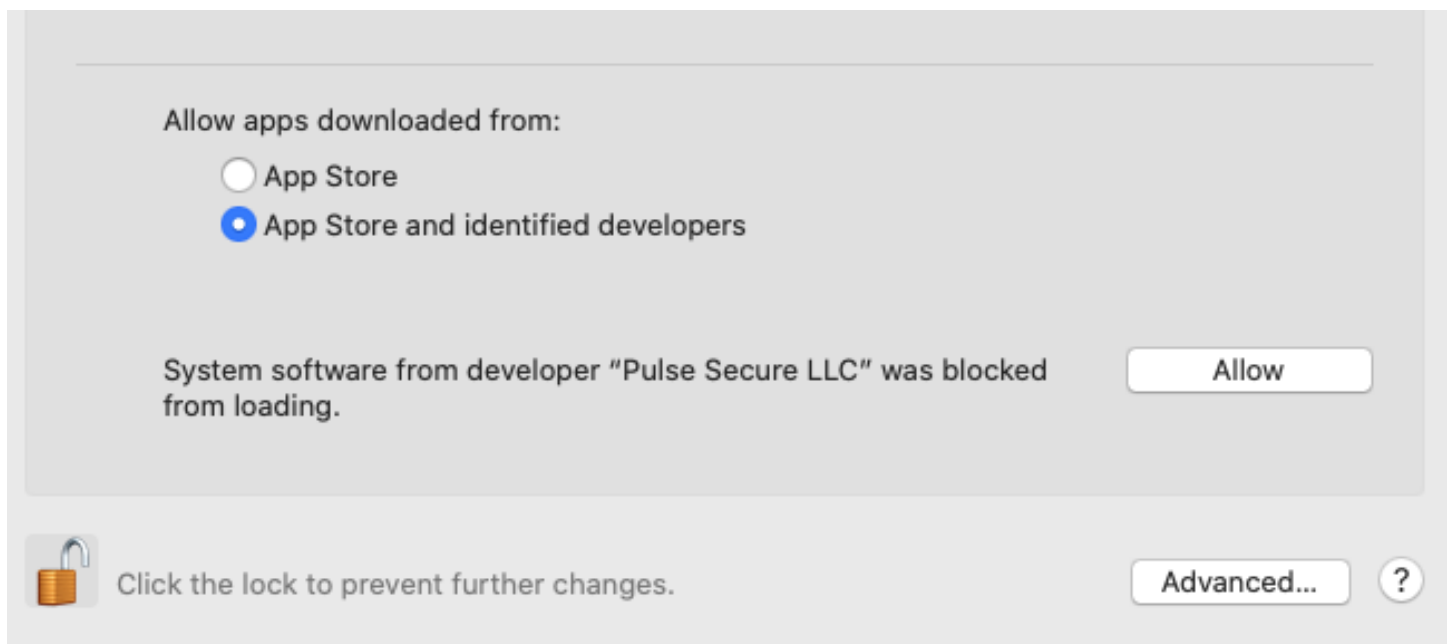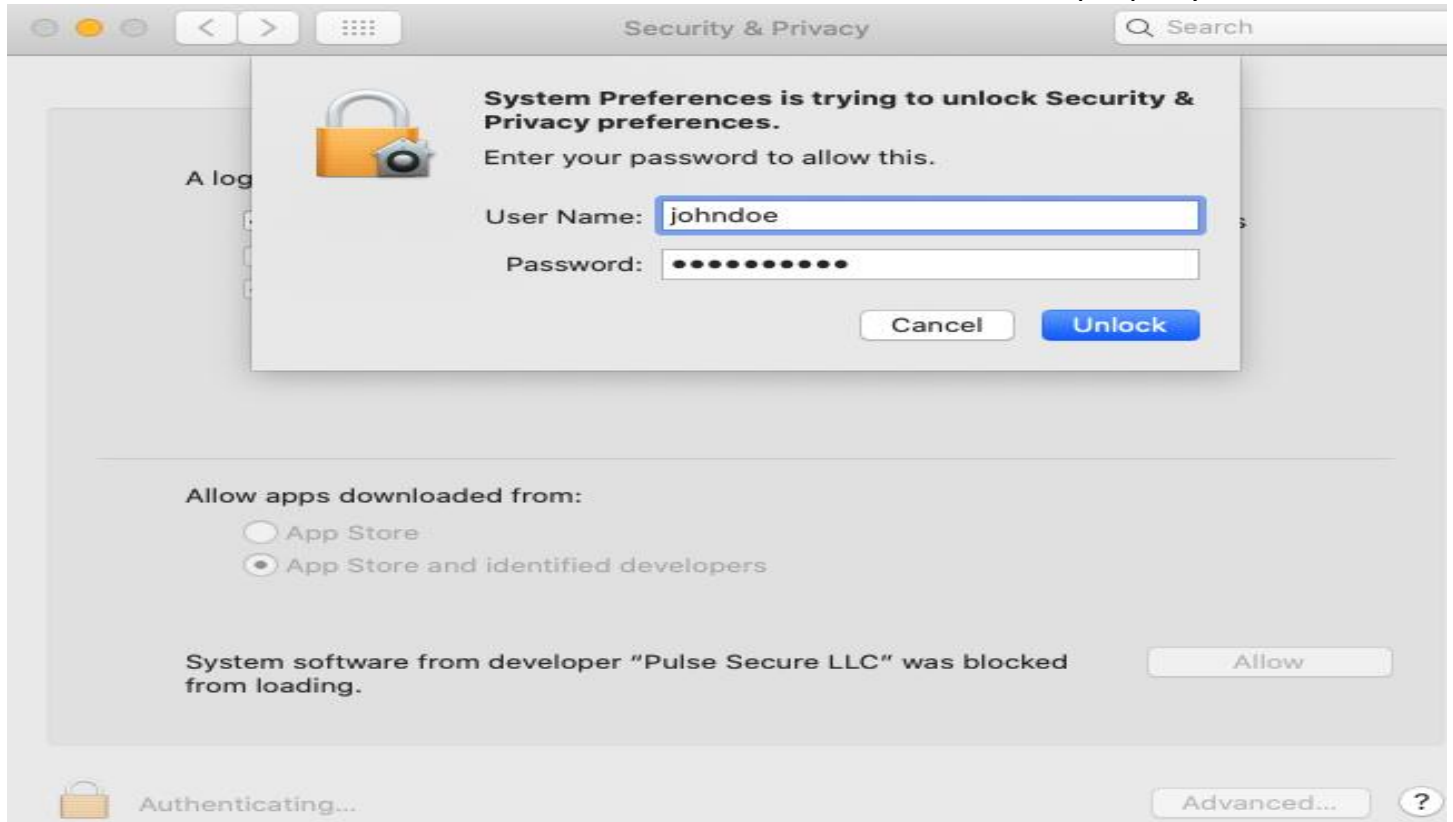
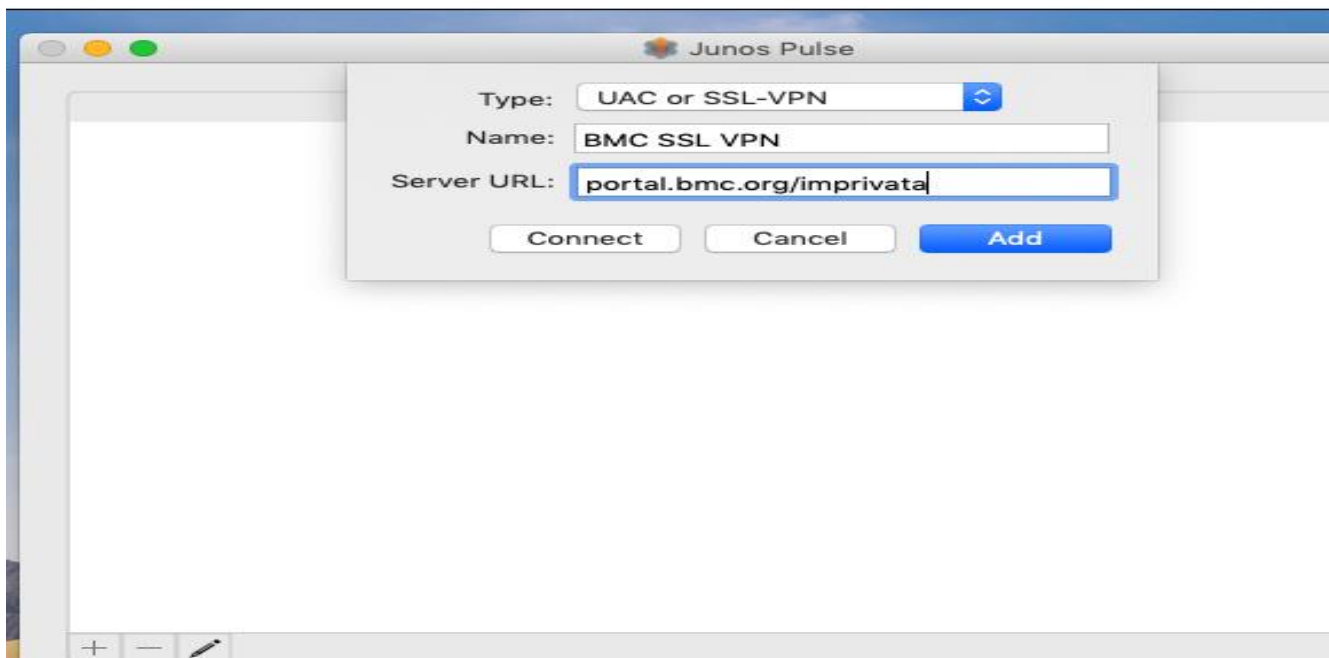Click the Lock to secure the Security & Privacy and Close the box
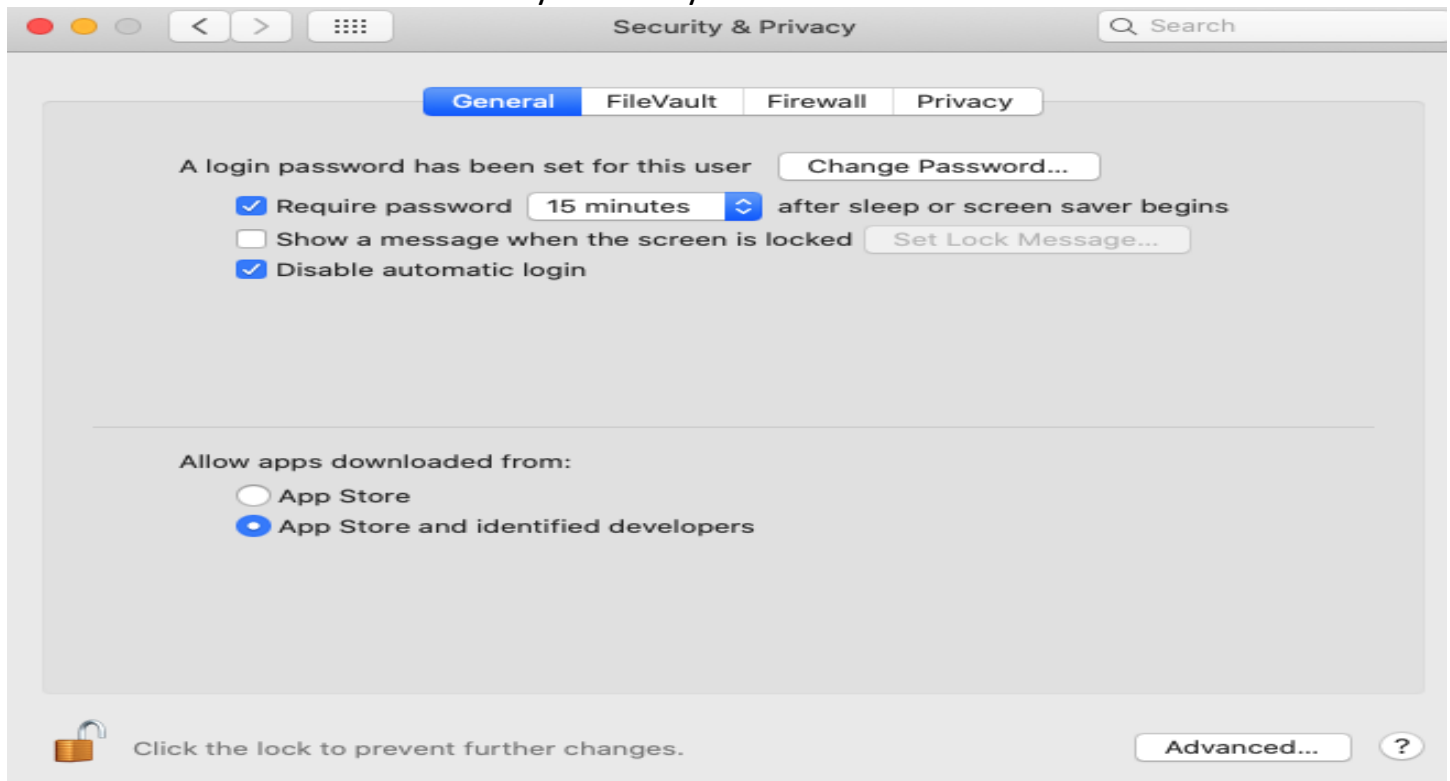
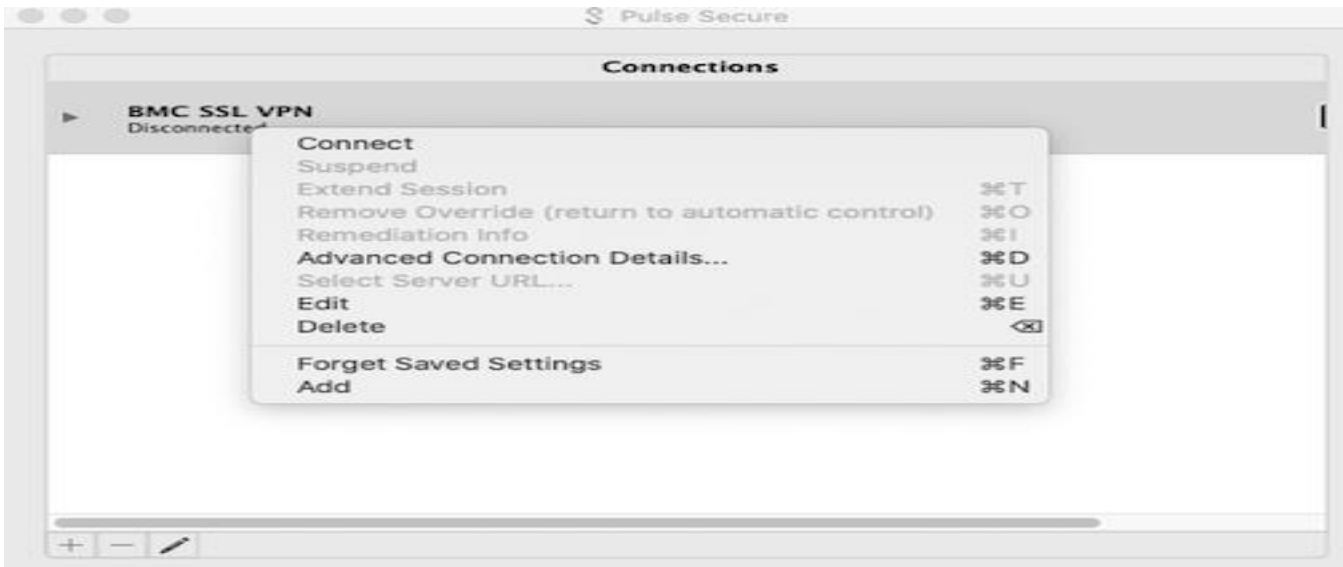Click close to complete the installation

Launch the Pulse Secure Client – You will see the "**S**" icon on the top toolbar on the right or you can access it view the applications folder.
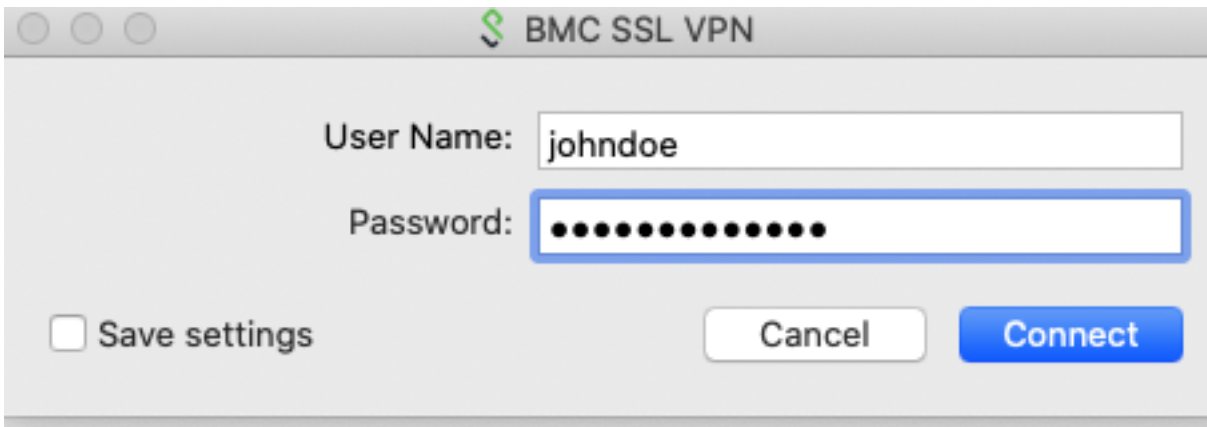

Click on the "+" sign to configure the settings and then click <mark>Add to save these settings</mark>

R-Click on the "BMC SSL VPN" connection to start Pulse and click connect

Enter your BMC credentials that you to log into the BMC computers and click Connect

Enter your Imprivata token code, On your cell phone open the Imprivata Single Sign-on App and enter the code provide (Please contact the BMC Service Desk for access)
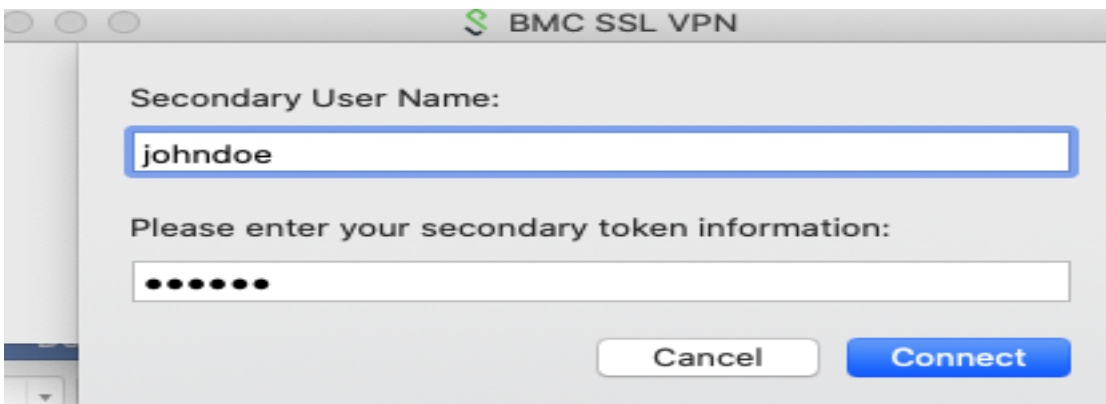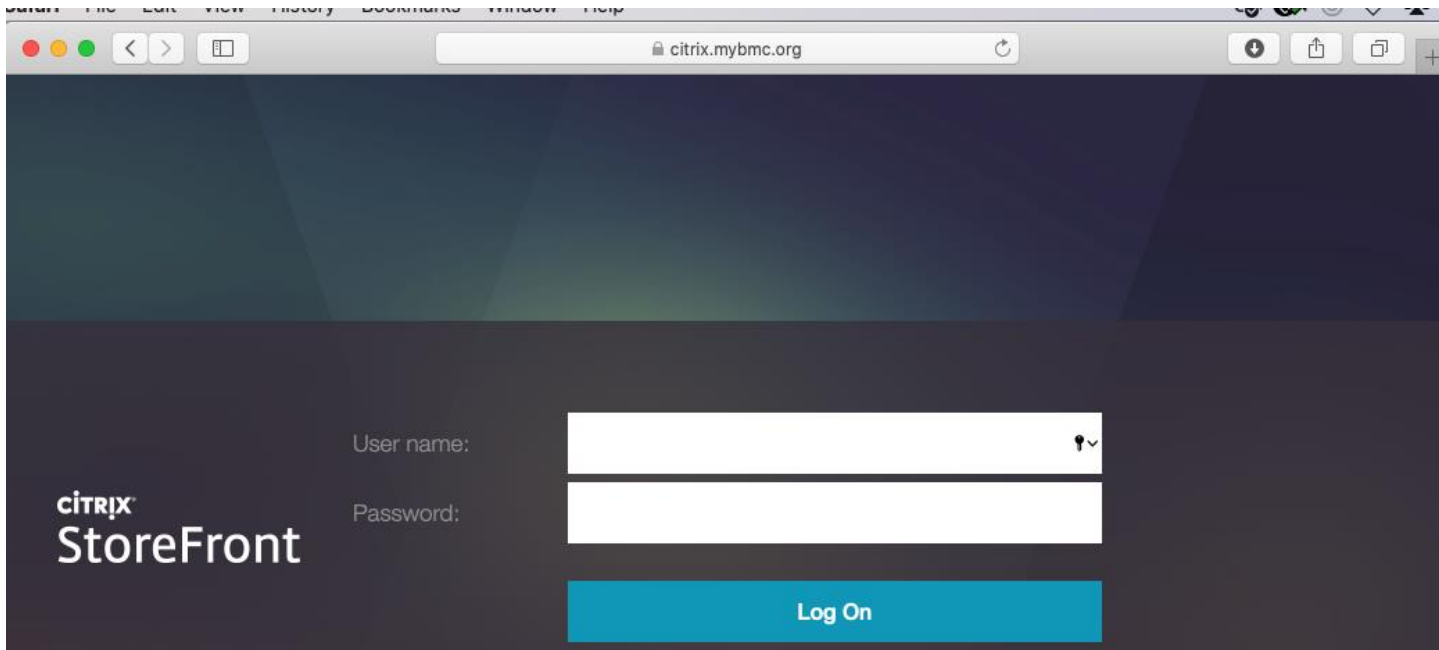
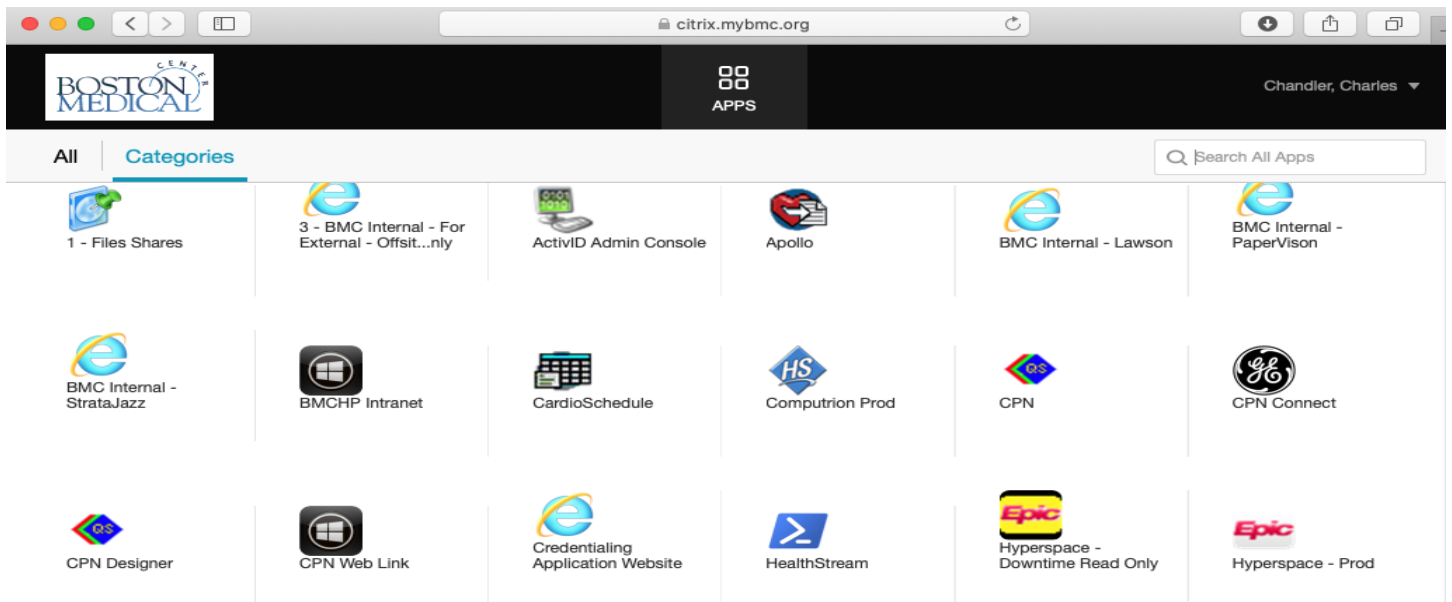You are now connected to BMC network via the Pulse Secure VPN client
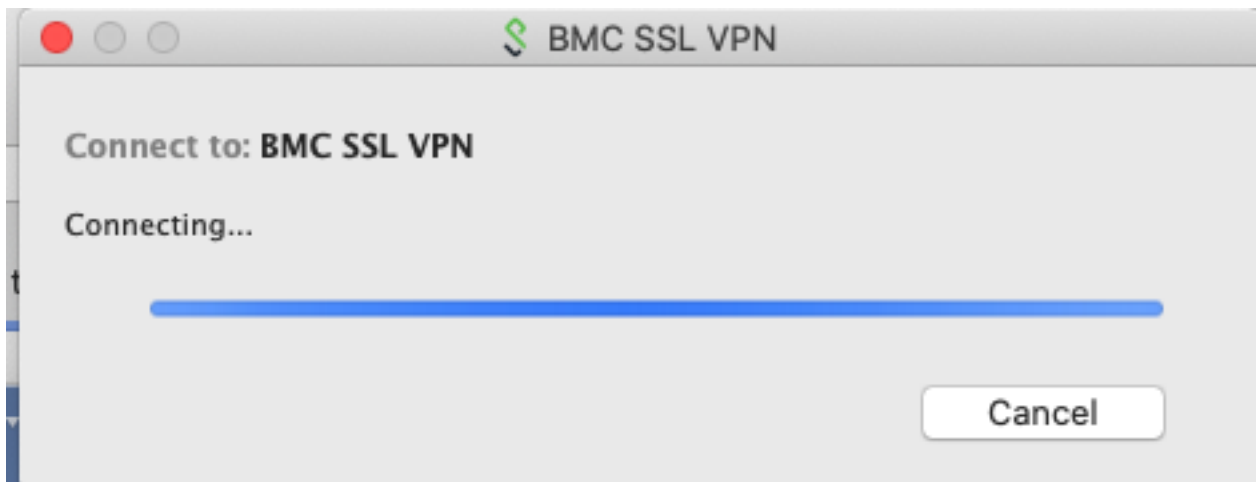
See arrow next to pulse on the top tool bar on the right.

Open Safari and browse to citrix.mybmc.org and log into Citrix Storefront with your BMC credentials


You can now access your Citrix apps

Open your preferred browser on the Mac OS, (note – with the new version of Chrome when opening a Citrix app, it will open directly without downloading an ICA client file which you will have to open to connect to the Citrix app when using with Safari.
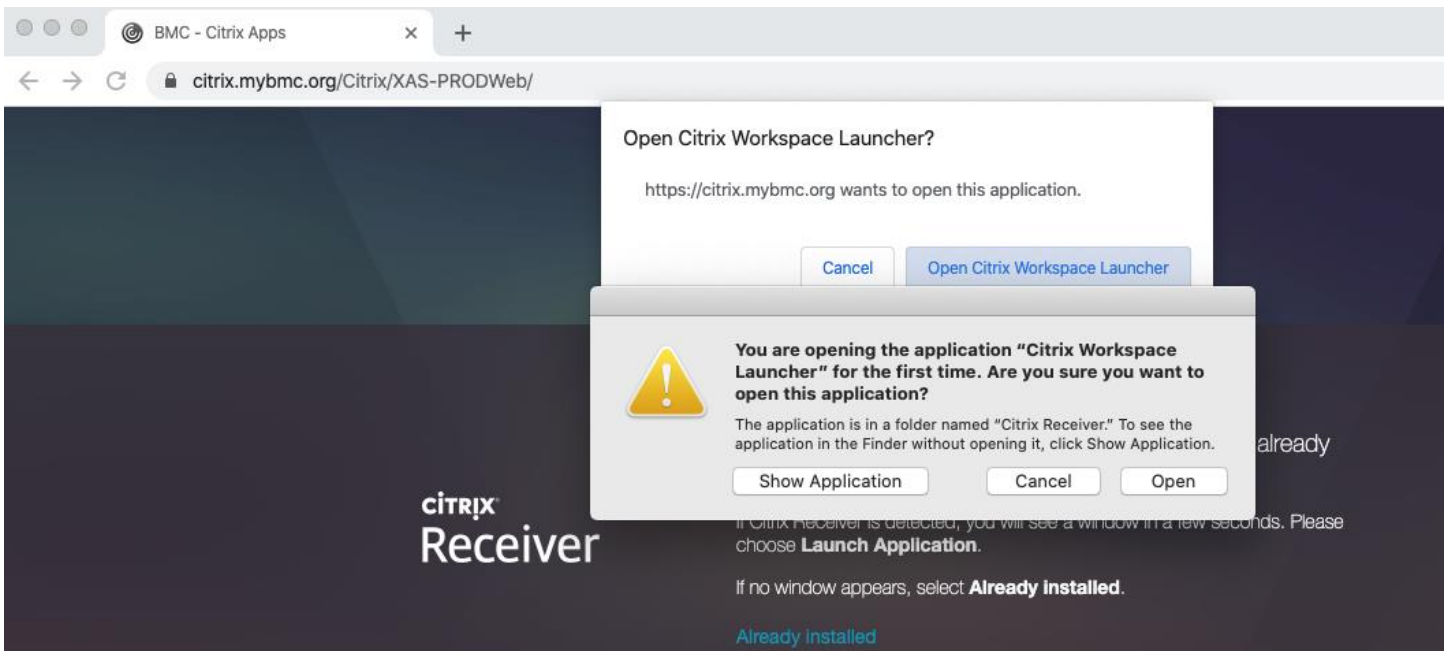

When you double click on the blue Citrix ICA file, it will then launch your Citrix app using Safari.
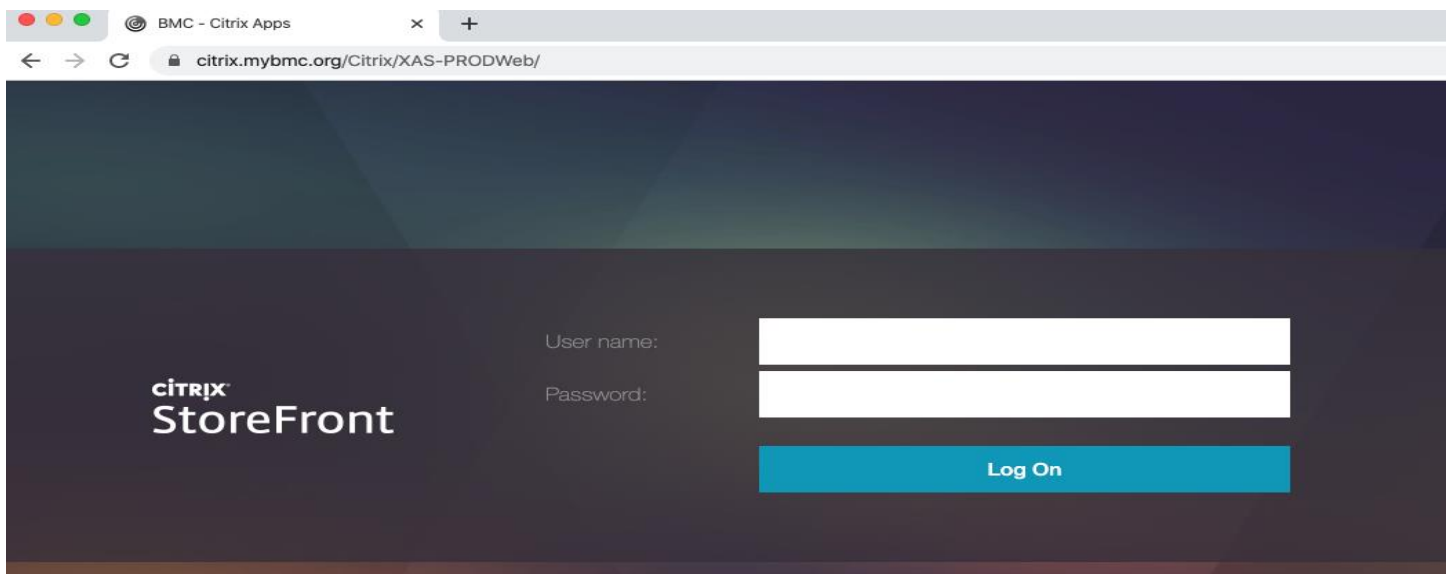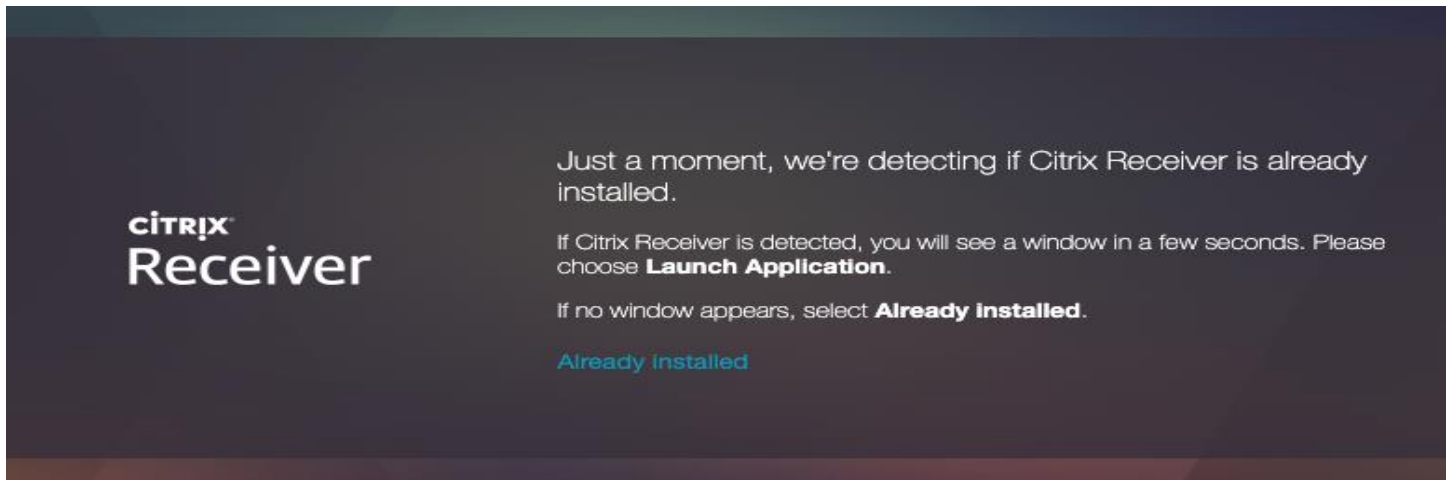
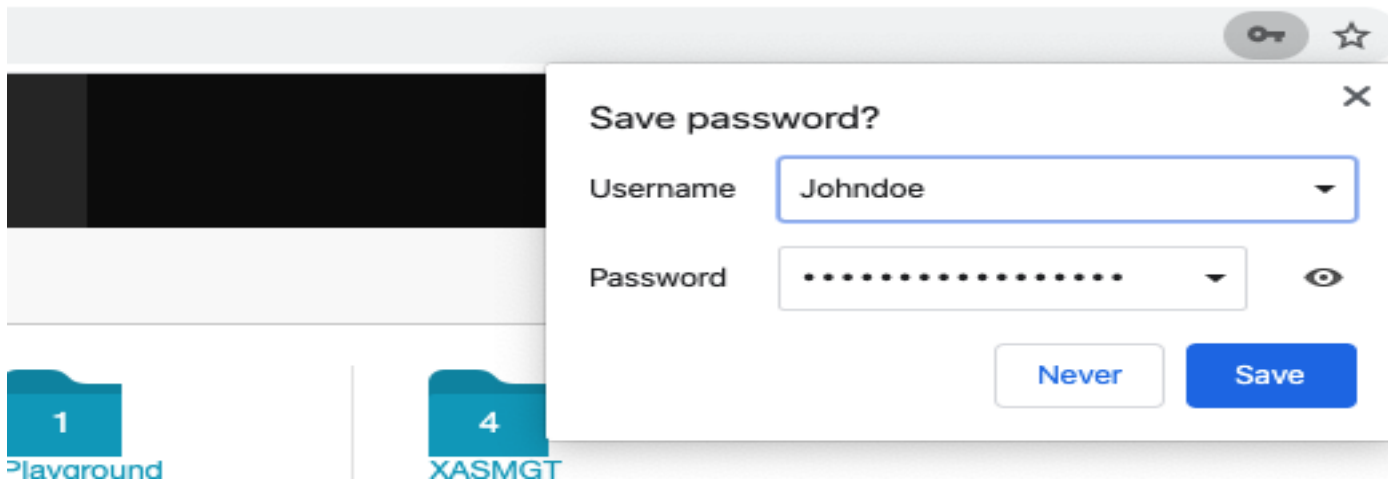Chrome: Browse to citrix.mybmc.org his will be redirected to the new Citrix URL. Select Detect Receiver.
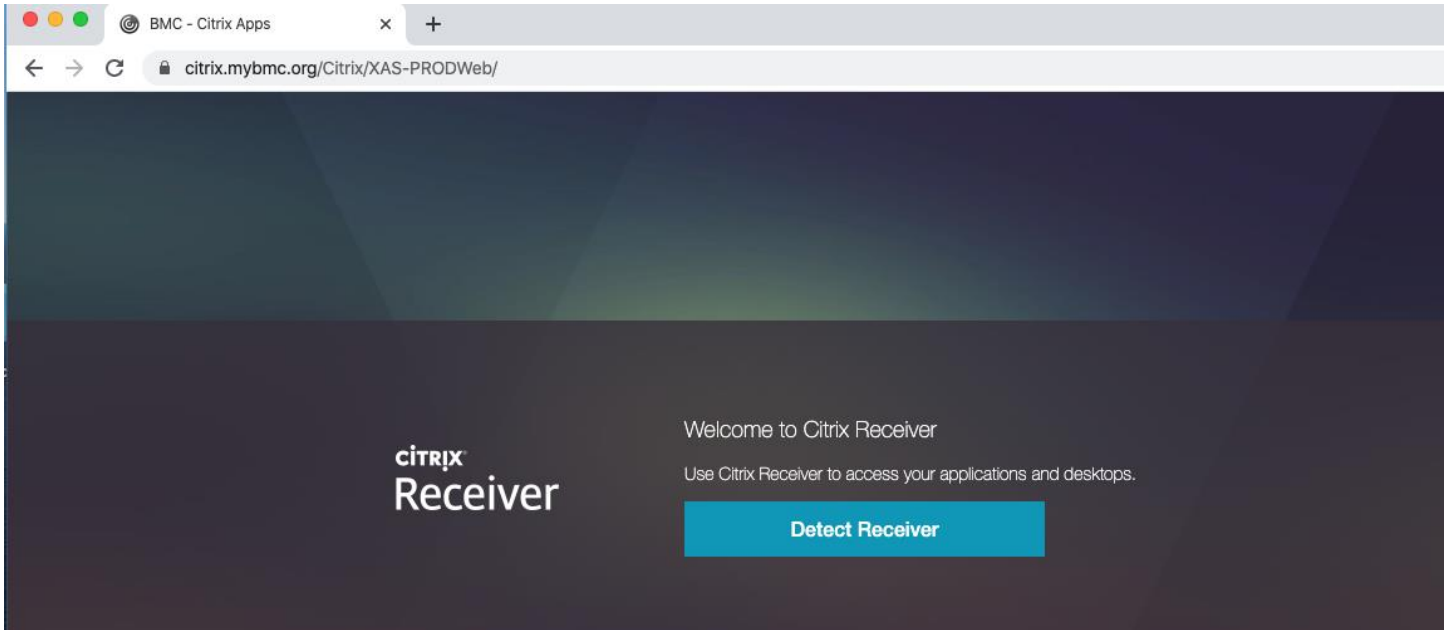
Select Open Citrix Workspace Launcher and then click open. Click the check box "Always open these types if links in the associated app and
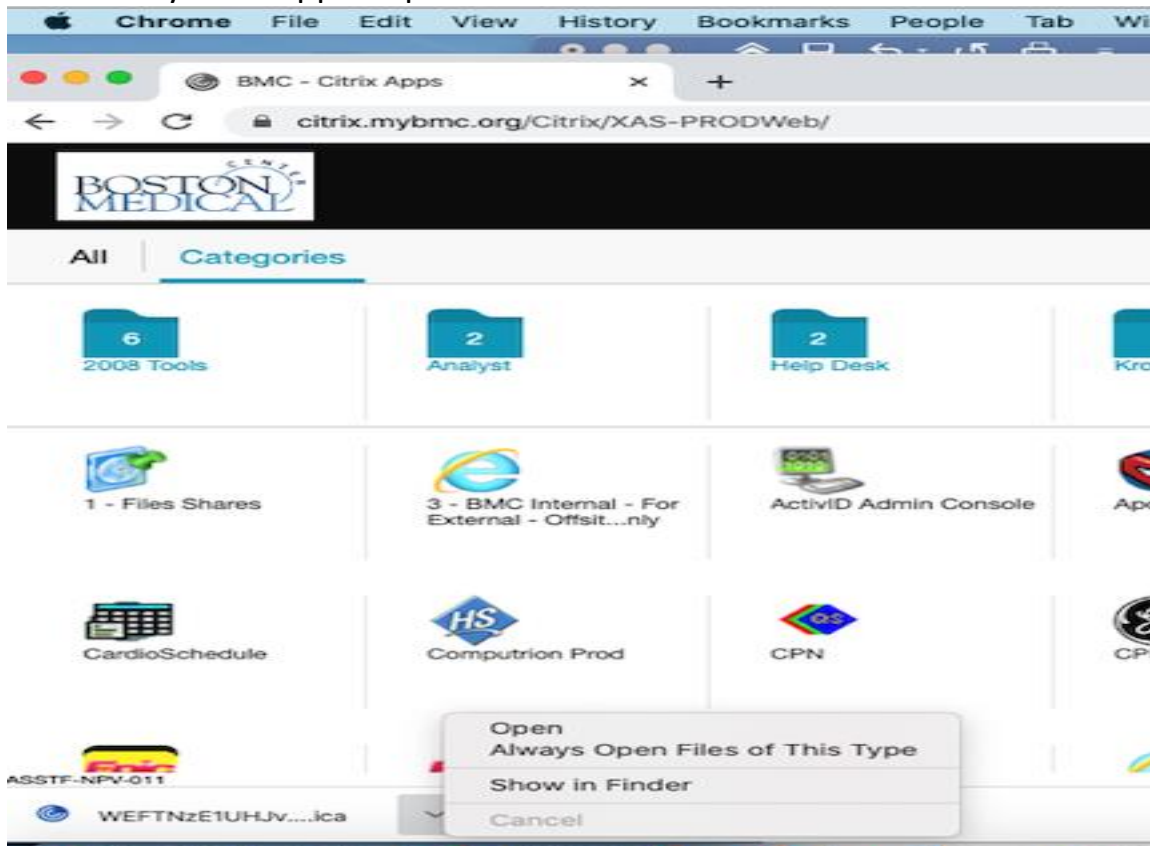"open Citrix Receiver app".

You may need to click on "Already Installed" to bring up the login box

Decline Saving your password

On first launch of a Citrix app, the ICA client file will down load, click the up arrow and select "Always Open files of this Type" to save this setting. You can now click on any Citrix double click on any Citrix app to open it.

You can disconnect form the VPN client by clicking on Pulse icon selecting BMC SSL VPN, then disconnect