

Pulse Secure (MRA)

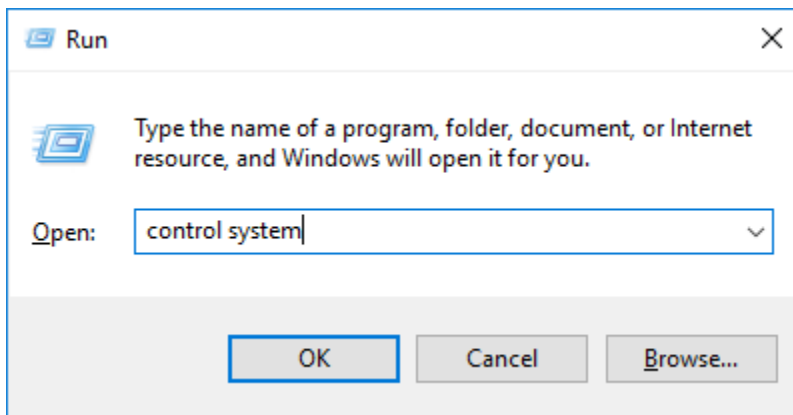
Using a personal device to remote to a workstation on the network:

Identifying your workstation name

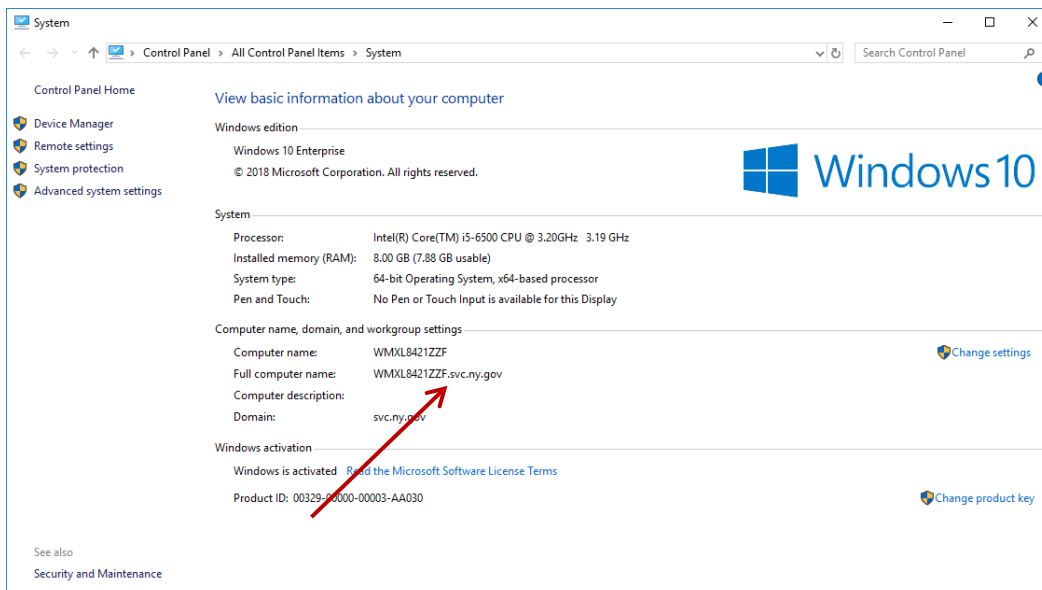
Hold and Press the Windows ICON and the “R” key, as shown below.



Type “Control System” and press OK.



Note/write down your Full Computer Name.



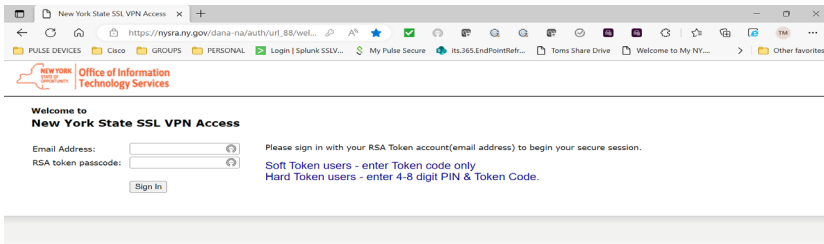
Connecting to SSL VPN Service

Use the following steps to connect from your home PC to your desktop.

Open a browser and type the following into the address bar:

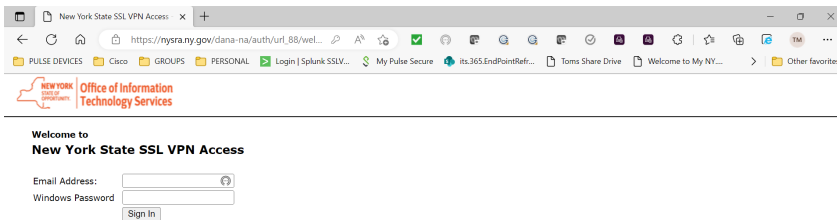
<https://nysra.ny.gov/MRA>

On the following screen, enter your work email address and RSA passcode.



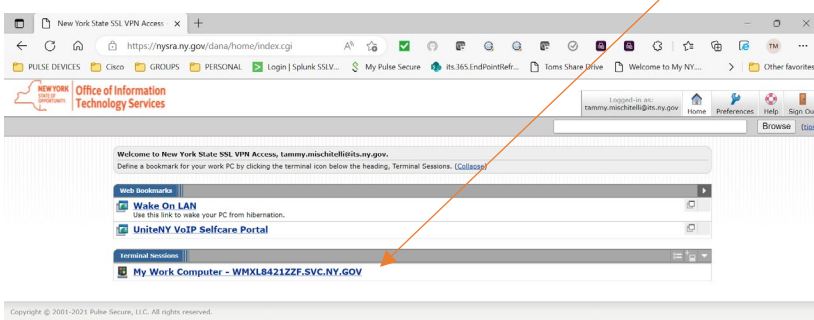
The screenshot shows a web browser window with the URL https://nysra.ny.gov/dana-na/auth/url_BB/wel.... The page title is "Welcome to New York State SSL VPN Access". Below the title, there are two input fields: "Email Address:" and "RSA token passcode:". To the right of these fields, there is a paragraph of text: "Please sign in with your RSA Token account(email address) to begin your secure session. Soft Token users - enter Token code only Hard Token users - enter 4-8 digit PIN & Token Code." Below the input fields, there is a "Sign In" button.

Enter your work email and Windows password (password you use to log onto your workstation in the office):



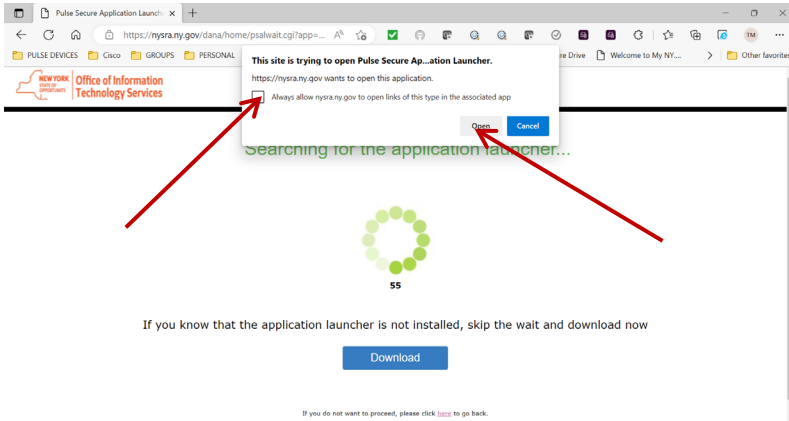
The screenshot shows a web browser window with the URL https://nysra.ny.gov/dana-na/auth/url_BB/wel.... The page title is "Welcome to New York State SSL VPN Access". Below the title, there are two input fields: "Email Address:" and "Windows Password". To the right of these fields, there is a "Sign In" button.

On the following screen, click on your PC workstation name.

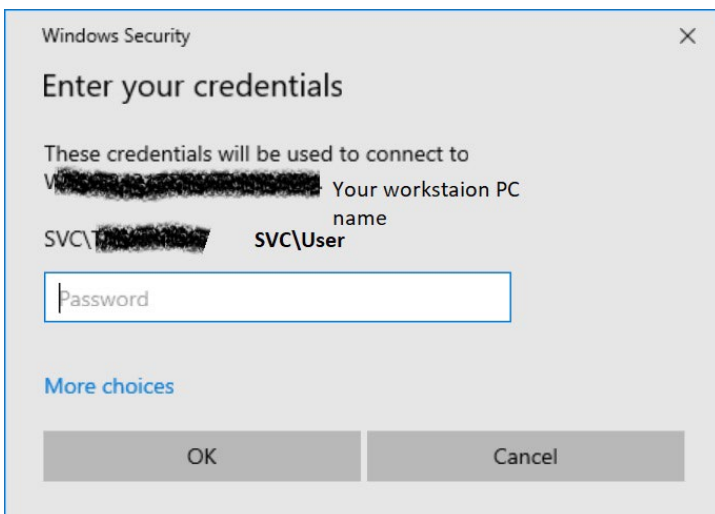


The screenshot shows a web browser window with the URL <https://nysra.ny.gov/dana/home/index.cgi>. The page title is "Welcome to New York State SSL VPN Access, tammy.mischel@itits.ny.gov". Below the title, there is a "Web bookmarks" section with three items: "Wake On LAN", "UniteNY VoIP Selfcare Portal", and "Terminal Sessions". Below the "Terminal Sessions" section, there is a list of workstation names: "My Work Computer - WMXL8421ZZF.SVC.NY.GOV". An orange arrow points to this workstation name.

Click the checkbox on the pop-up window and click “Open.” Pulse SSLVPN will install.



After Pulse installs, it will show the login box below. This box will display your workstation name and your SVC (ex JSmith) name. Type in your Windows password and click “OK.” You will be logged into your desktop.






Creating a Bookmark on the SSLVPN Portal Page

Creating your own bookmark will give you the ability of dual monitors and microphone devices.

Once you have signed in, you will be brought to the SSL VPN Portal Page

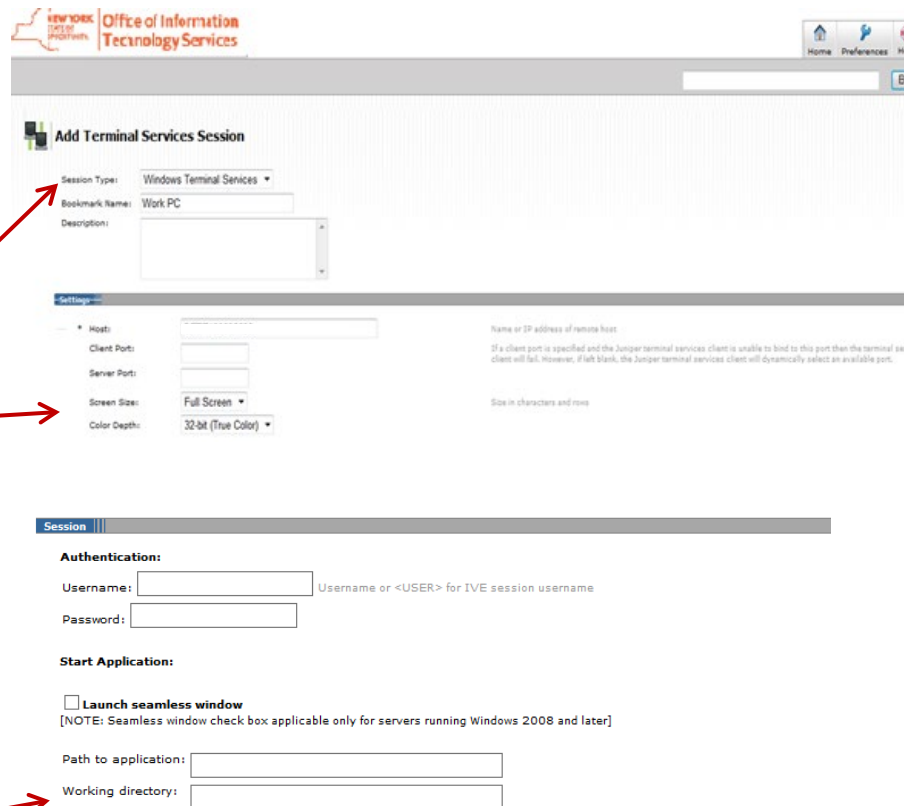
Select the terminal icon  to create a custom link to your workstation.



- 1. When the icon is selected, a configuration page will appear.

Fill in the configuration page with the required information:

- a. Bookmark Name: (A familiar name like "Work PC".)
- b. Add the "Full Computer Name" (ex. ABCD!123.svc.ny.gov) **DO NOT add an IP.**
- c. Color Depth: Click the drop down and Select 32-bit (True Color).
- d. Enter your work email address in the "User Name" box. **DO NOT add windows password**





e. Click on the checkboxes as shown

Connect Devices: |||

- Connect local printers
- Connect COM Ports
- Connect sound devices: Bring sound to local computer
- Network Level Authentication
- Use Multiple Monitors
- Connect Microphone devices

Display Settings: |||

- Desktop background
- Menu and window Animation
- Bitmap Caching
- Show contents of window while dragging
- Themes
- Font Smoothing (RDP 6.0 onwards)

Add Terminal Services Session? |||

Add Cancel

Click "Add."

You can now log into your workstation using the pre-made bookmark or the one you have created.

*** Issues when installing the Pulse Secure app to your personal PC

- Disable popup blockers in browser settings.
- Cannot install if your PC is in S mode. Pulse will not finish installing if in S Mode.

When installing Pulse Secure SSL VPN on Personal PC, you cannot be in S Mode. This is a Windows Security feature commonly enabled on a new PC or laptop. Windows S mode needs to be turned off to use Pulse Secure.

To avoid this issue, below are instructions to disable S Mode for Windows 11 and Windows 10, or go to <https://support.microsoft.com/> for further assistance.

To turn off S Mode on Windows 11:

1. On your PC running Windows 11 in S mode, open **Settings > System > Activation**.
2. In the **Switch to Windows 11 Pro** section, select **Go to the Store**. (If you also see an "Upgrade your edition of Windows" section, be careful not to click the "Go to the Store" link that appears there.)
3. On the **Switch out of S mode** (or similar) page that appears in the Microsoft Store, select the **Get** button. After you see a confirmation message on the page, you'll be able to install apps from outside of the Microsoft Store.

To turn off S Mode on Windows 10:

1. On your PC running Windows 10 in S mode, open **Settings > Update & Security > Activation**.
2. In the **Switch to Windows 10 Home** or **Switch to Windows 10 Pro** section, select **Go to the Store**. (If you also see an "Upgrade your edition of Windows" section, be careful not to click the "Go to the Store" link that appears there.)
3. On the **Switch out of S mode** (or similar) page that appears in the Microsoft Store, select the **Get** button. After you see a confirmation message on the page, you'll be able to install apps from outside of the Microsoft Store.