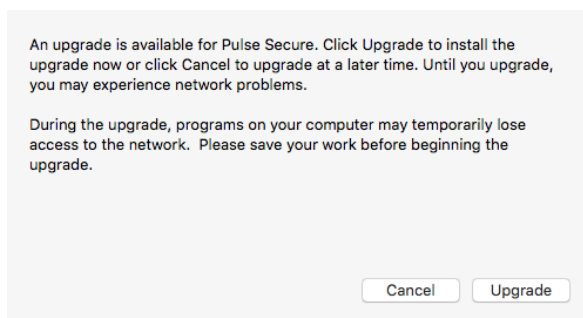## VPN – Client Software Upgrades

Connecting to the UMass Lowell VPN requires the use of 'Pulse Secure', a software package which you must load onto your Windows computer before you can connect to the VPN.

Going forward, when connecting to the VPN using Pulse Secure software, the VPN server will check to see if you have the latest version of the Pulse Secure software on your computer. You will be notified via a screen popup should an upgrade be available.

If on Windows, the screen below will appear, click Upgrade to continue and follow the prompts to install the software. Once the upgrade is complete, you will need to reconnect to the VPN.

If on OS X, the screen below will appear, click Upgrade to continue and follow the prompts to install the software. Once the upgrade is complete, you will need to reconnect to the VPN. You may be prompted for your credentials to install this upgrade.

Should you have questions on these directions or using the VPN, please contact the IT Service Desk at 978 934 4357.