

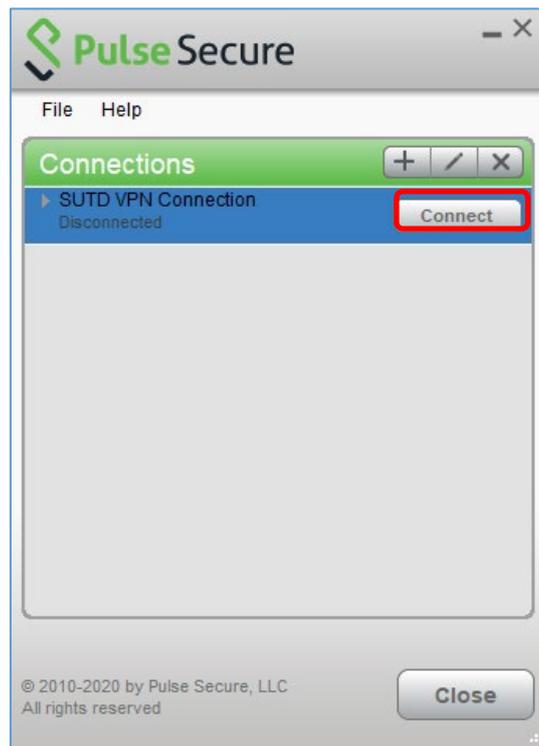
Guide for VPN login with EASE

Introduction

This guide will provide you with step by step instructions of how to login SUTD’s VPN via the client or web-based browser.

Section A: Login via Client

1. Launched your Pulse Secure client and you should see the following window pop-up. Click “Connect”.



2. Option 1

- a. You will be prompted to enter your user name and password. Enter your network ID and password accordingly and click “Connect”.



- b. A challenge will be presented and you will need to either enter your 6 digit passcode or enter “1” for push (This only applicable for Okta Verify MFA) and click “Connect”.



- c. For “push”, goto your MFA device and approved the login.

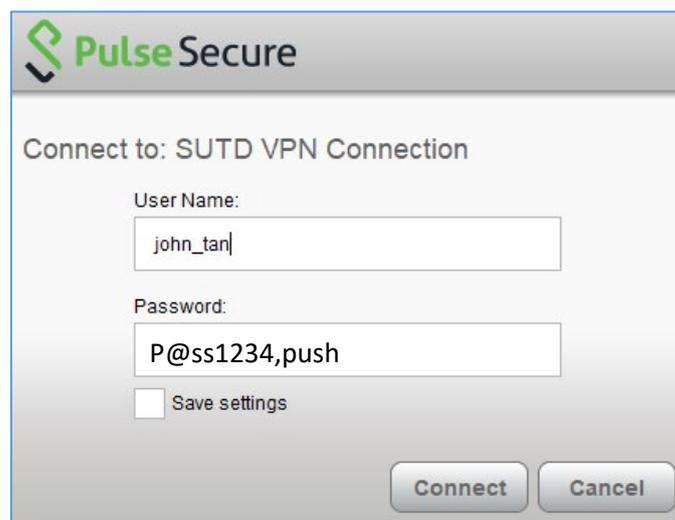
3. Option 2

- a. You will be prompted to enter your user name and password. Enter your network ID and for password, enter your password with a comma and push (This only applicable for Okta Verify MFA) and click “Connect”.

Example:

User Name: john_tan

Password: P@ss12345,push



- b. Goto your MFA device and approved the login.

4. Option 3

- a. You will be prompted to enter your user name and password. Enter your network ID and for password, enter your password with a comma and the 6 digit passcode and click "Connect".

Example:

User Name: john_tan

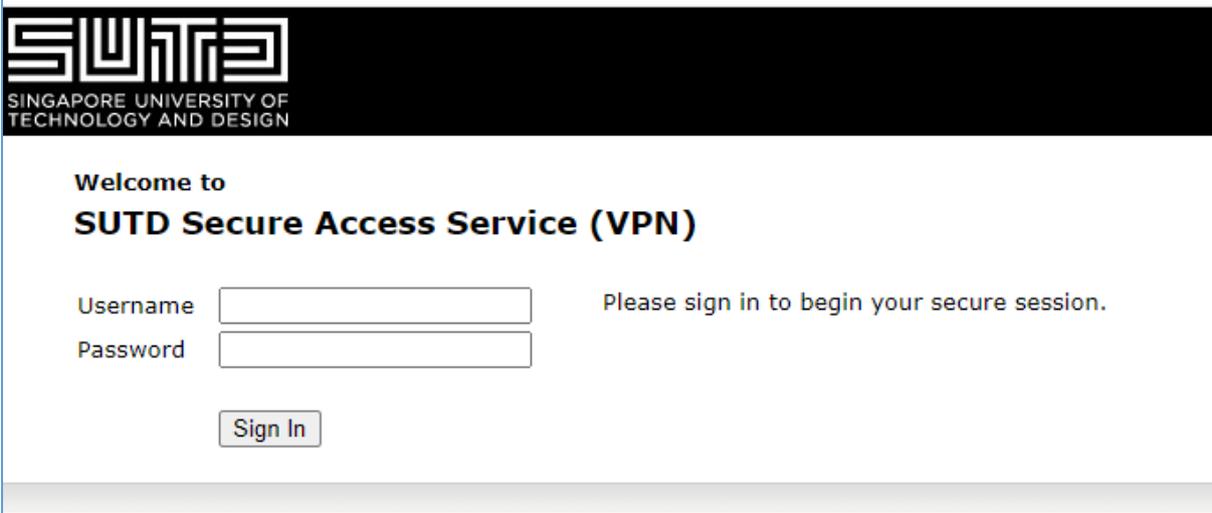
Password: P@ss12345,541999 (This is the 6 digit passcode)



The image shows a screenshot of the Pulse Secure VPN connection dialog box. The title bar at the top left features the Pulse Secure logo and the text "Pulse Secure". Below the title bar, the text "Connect to: SUTD VPN Connection" is displayed. There are two input fields: "User Name:" with the text "john_tan" entered, and "Password:" with the text "P@ss1234,54199" entered. Below the password field is a checkbox labeled "Save settings" which is currently unchecked. At the bottom right of the dialog box are two buttons: "Connect" and "Cancel".

Section B: Login via Web Browser

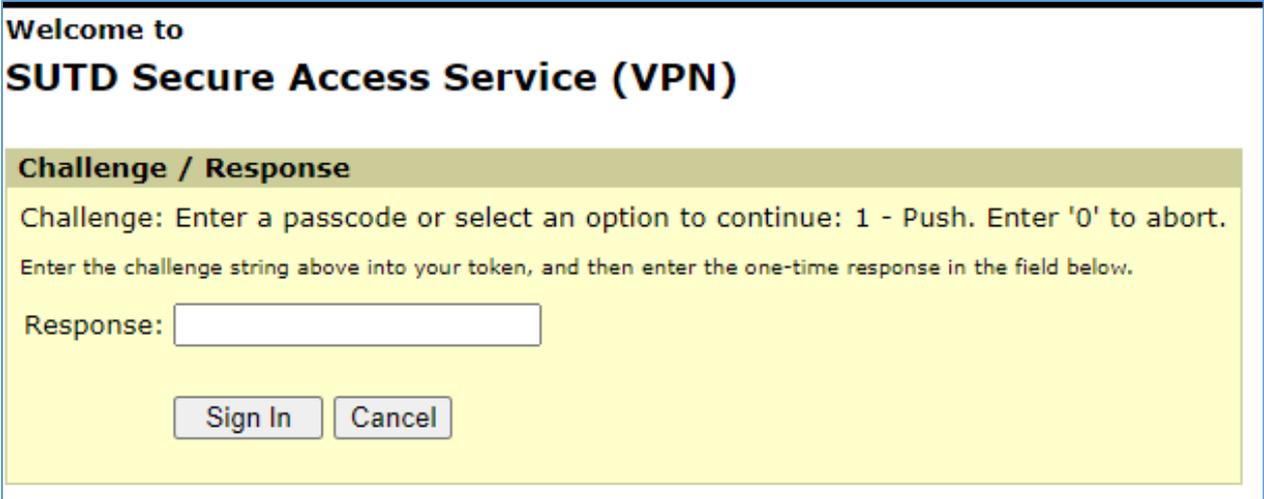
1. Goto the URL for SUTD VPN – <https://sutdvpn.sutd.edu.sg/remote>.
2. **Option 1**
 - a. You will be prompted to enter your user name and password. Enter your network ID and password accordingly and click “Sign In”.



Welcome to
SUTD Secure Access Service (VPN)

Username Please sign in to begin your secure session.
Password

- b. A challenge will be presented and you will need to either enter your 6 digit passcode or enter “1” for push (This only applicable for Okta Verify MFA) and click “Sign In”.



Welcome to
SUTD Secure Access Service (VPN)

Challenge / Response

Challenge: Enter a passcode or select an option to continue: 1 - Push. Enter '0' to abort.
Enter the challenge string above into your token, and then enter the one-time response in the field below.

Response:

- c. For “push”, goto your MFA device and approved the login.

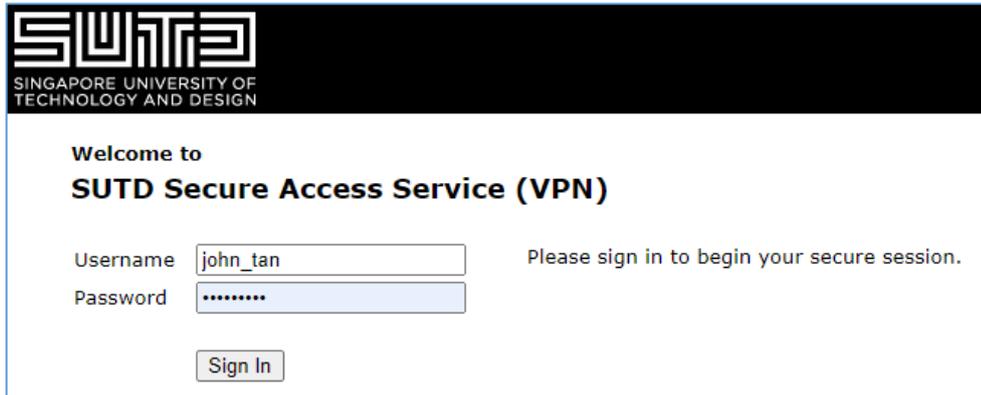
3. Option 2

- a. You will be prompted to enter your user name and password. Enter your network ID and for password, enter your password with a comma and push (This only applicable for Okta Verify MFA) and click “Sign In”.

Example:

Network ID: john_tan

Password: P@ss12345,push



The screenshot shows the login interface for SUTD Secure Access Service (VPN). At the top left is the SUTD logo and the text 'SINGAPORE UNIVERSITY OF TECHNOLOGY AND DESIGN'. Below this, it says 'Welcome to SUTD Secure Access Service (VPN)'. There are two input fields: 'Username' with 'john_tan' entered and 'Password' with '*****' entered. To the right of the password field is the text 'Please sign in to begin your secure session.'. Below the input fields is a 'Sign In' button.

- b. Goto your MFA device and approved the login.

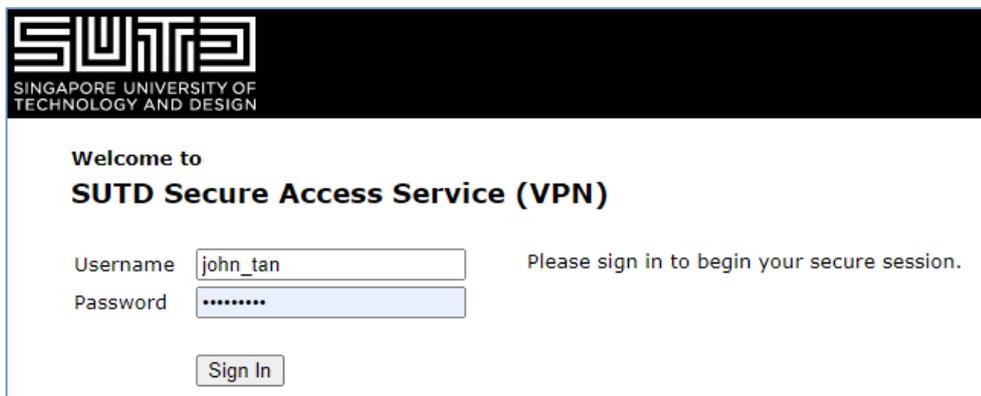
4. Option 3

- a. You will be prompted to enter your user name and password. Enter your network ID and for password, enter your password with a comma and the 6 digit passcode and click “Sign In”.

Example:

Username: john_tan

Password: P@ss12345,541999 (This is the 6 digit passcode)



The screenshot shows the login interface for SUTD Secure Access Service (VPN). At the top left is the SUTD logo and the text 'SINGAPORE UNIVERSITY OF TECHNOLOGY AND DESIGN'. Below this, it says 'Welcome to SUTD Secure Access Service (VPN)'. There are two input fields: 'Username' with 'john_tan' entered and 'Password' with '*****' entered. To the right of the password field is the text 'Please sign in to begin your secure session.'. Below the input fields is a 'Sign In' button.