Accessing FAU VPN

Jeff Clark - 2023-07-25 - Accounts and Access

The FAU VPN service allows approved faculty and staff to access certain secure on-campus resources. The VPN supports Windows 10 (64bit), MacOS 11 and later, Android 9.0 or later, and Apple iOS 15 or later. If you would like to request VPN access, please create a ticket with COM IT by sending an email to comhelpdesk@health.fau.edu. Please include the FAU Email of the person needing VPN access.

Accessing the VPN network

Once your VPN access has been approved, please download & install the VPN Client Software installation file that is appropriate for your operating system. When setting up the URL to connect to in the Pulse Secure client, use the following URLhttps://vpn.fau.eduor see the instructions below for the "Pulse Secure" mobile access.

NOTE You must have two-factor authentication enabled to use our VPN services. See Information below.

Desktop and Laptop Clients

Windows

Only Windows 10 is supported at this time. Windows 7, 8, 8.1, and, Windows XP, and earlier are not supported.

- Pulse Secure Windows (64-bit) Client

Install the appropriate Pulse Secure windows client software for your Operating System then follow these instructions:

- Pulse Secure Windows Instructions

MacOS

Only MacOS 11 and later is supported. If you are running an older version of MacOS, you will need to upgrade it before installing the VPN client software.

- Pulse Secure MAC OS X Client

Install the Pulse Secure MAC OS X 11 or 12 client software then follow these instructions:

- Pulse Secure Mac Instructions

MacOS 13, please see our KB for installation and setup instructions.