Fairfax County Public Schools
**Department of Information Technology**

Virtual Private Networking (VPN) Client Installation Instructions for Home Windows and MAC Devices

The purpose of this document is to guide a user through installation of the VPN client software on a non-Fairfax County Public School (FCPS) computer/laptop. The VPN client allows the user to connect to the FCPS internal network in order to gain access to school resources. Contained in this document is a step-by-step process to install and use the updated software.

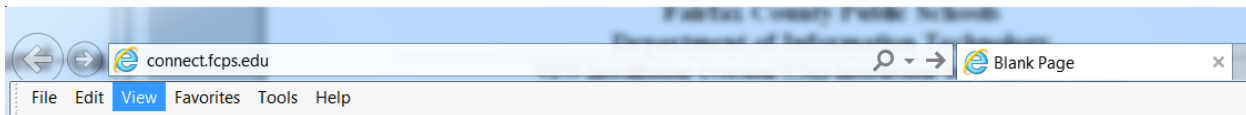The VPN installation process occurs in three stages:

- Download the Pulse Secure for Windows or MAC VPN client installer
- Click on the downloaded installation package
- Once the installation is complete, click on the Pulse Secure icon in the system tray to open the Pulse menu (it will look similar to the image below). You will now be able to use VPN with updated software.
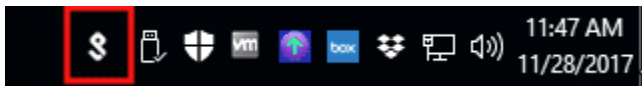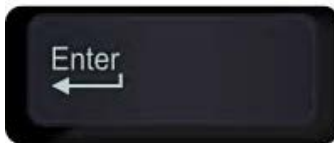

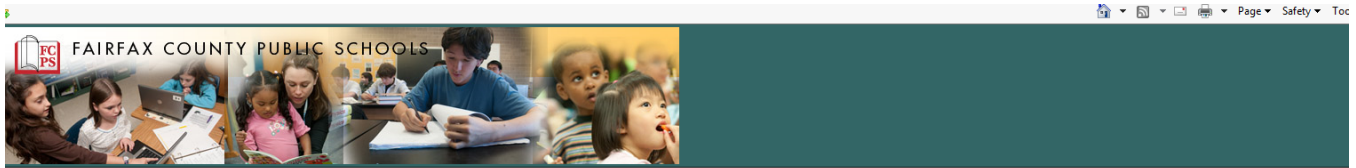Step-by-step instructions are listed below:

Step 1:

The installation process works best with the Internet Explorer Web-browser (the process will work with the Microsoft Edge browser which is the default one in Windows 10 devices). At the top of the browser, in the address bar, type connect.fcps.edu (see image below).

Press the ENTER key

Once the **ENTER** key has been pressed**,** you will see the screen below.

Step 2:

Note: Do not sign into the page below. Click on the **DOWNLOAD** link provided. Select the choice that best matches the operating system on your laptop or desktop computer (see image below).
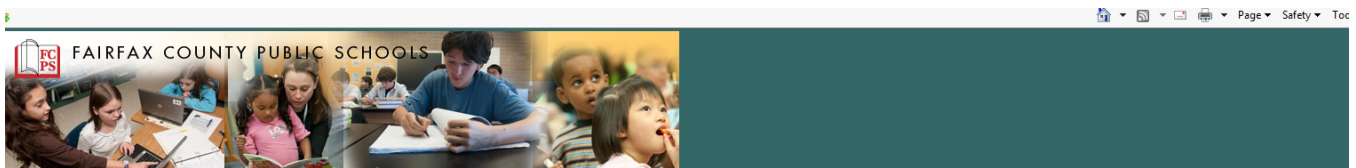

If you are a Microsoft Windows user, **CLICK** on the download link next to "Windows 64bits OS VPN Install". If this option is not correct, a prompt will instruct you to click on the other link. MAC users will **CLICK** on the MAC download link. You will see the following prompt at the bottom of the page:


CLICK RUN

If you select the wrong VPN client software download link, you will be prompted to choose the correct one through a failed installation attempt.   Here is an image of the failed installation attempt:
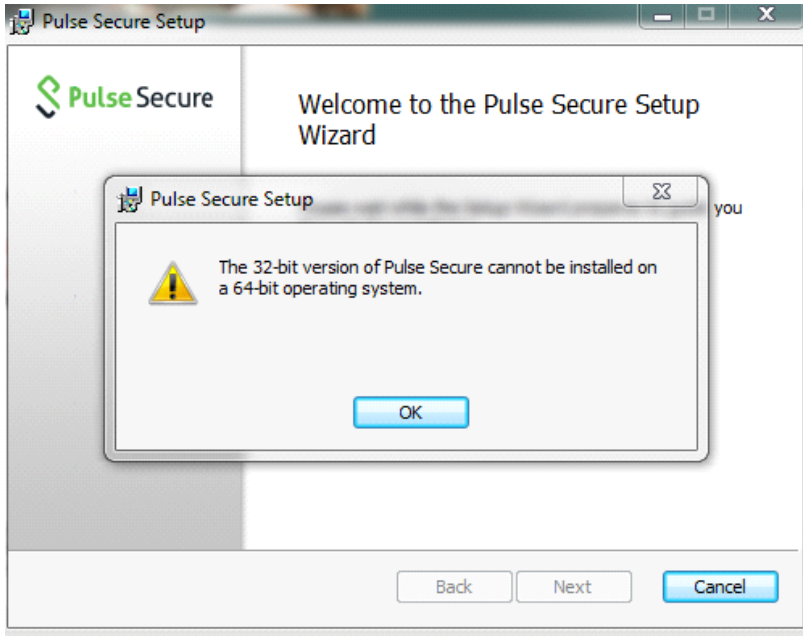
Once you see this error, please choose the other Windows download link to begin a successful VPN installations.
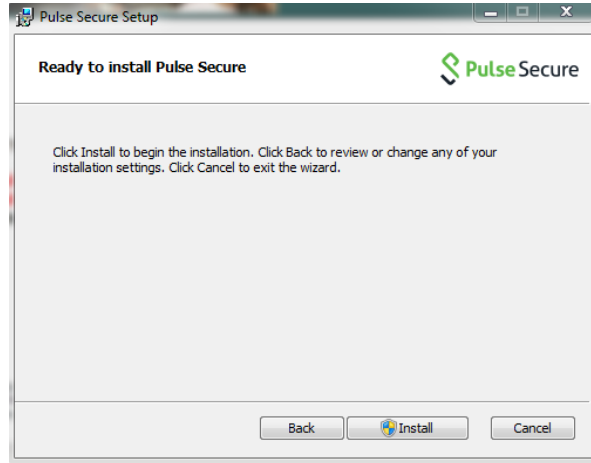
Step 3:

Once you have **CLICKED** the **RUN** button, you will see the following screen:
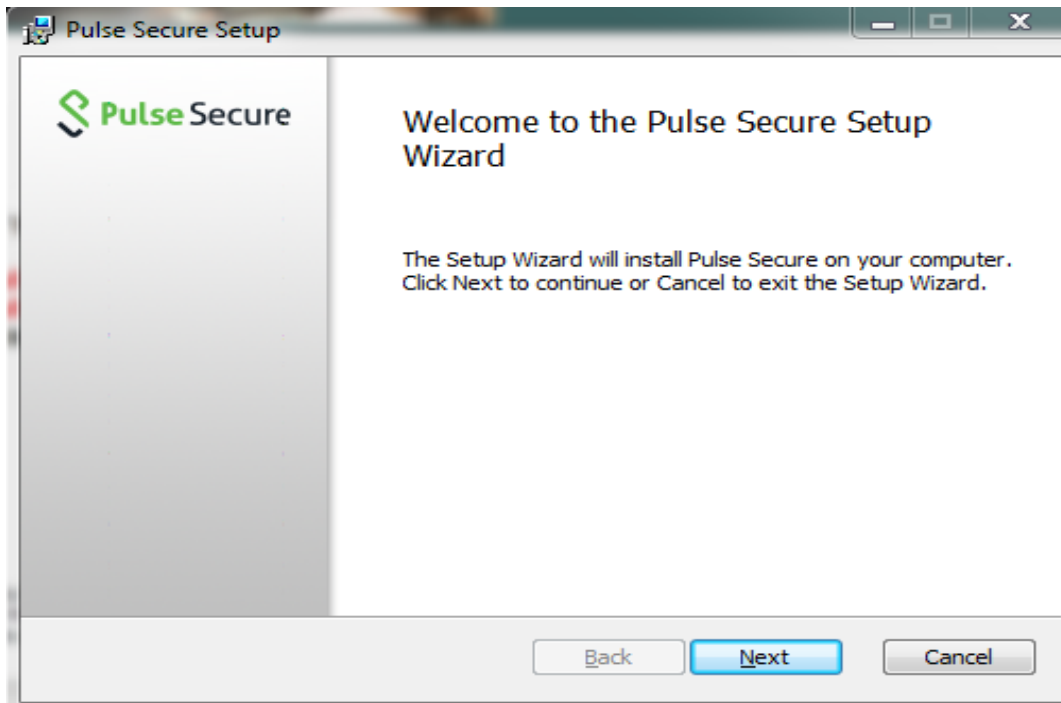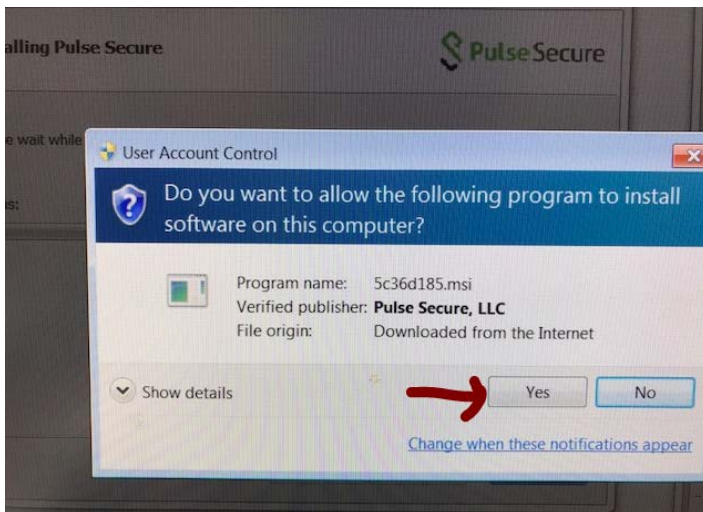

CLICK NEXT

Step 4:

Once you have **CLICKED** the **NEXT** button, you will see the following screen:

CLICK the **INSTALL** button.

Step 5:

Once the **INSTALL** button is pressed, you will see the following screen:

CLICK on the **YES** button to allow the VPN client software to install on your desktop or laptop. You must have administrative rights to install the software, and then you'll see this screen. The screen below will now appear. If you do not see this screen, it may be minimized on the task bar on the bottom of the screen. Be sure to look for it.
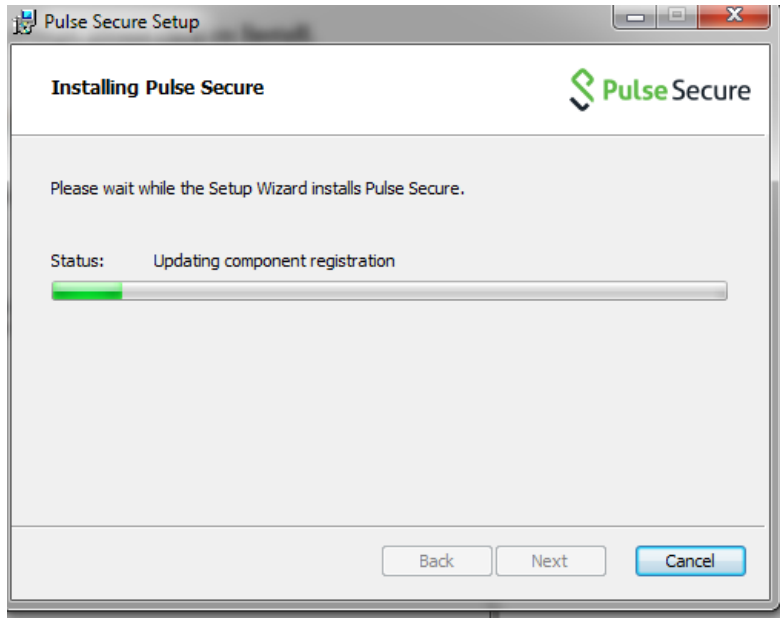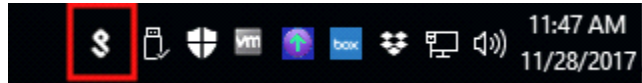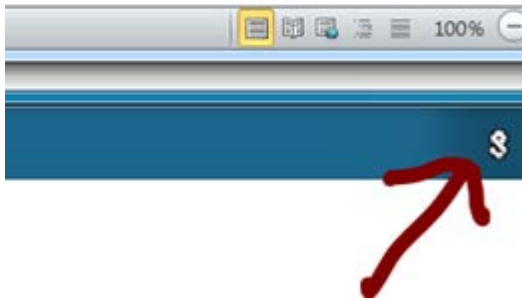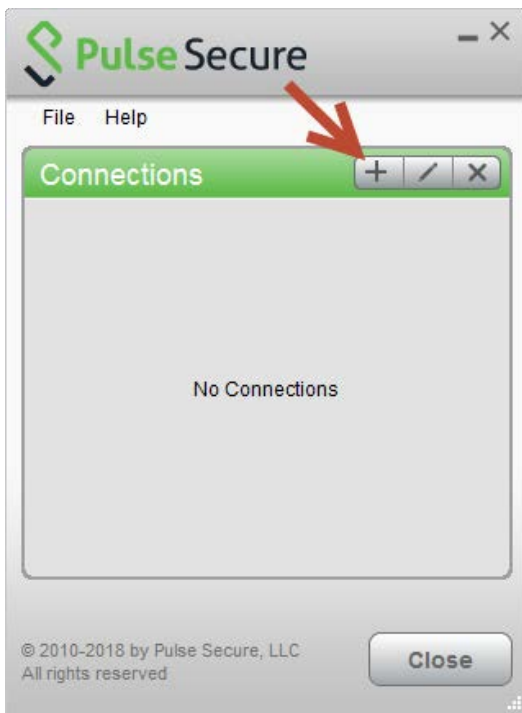
Step 6:

CLICK FINISH
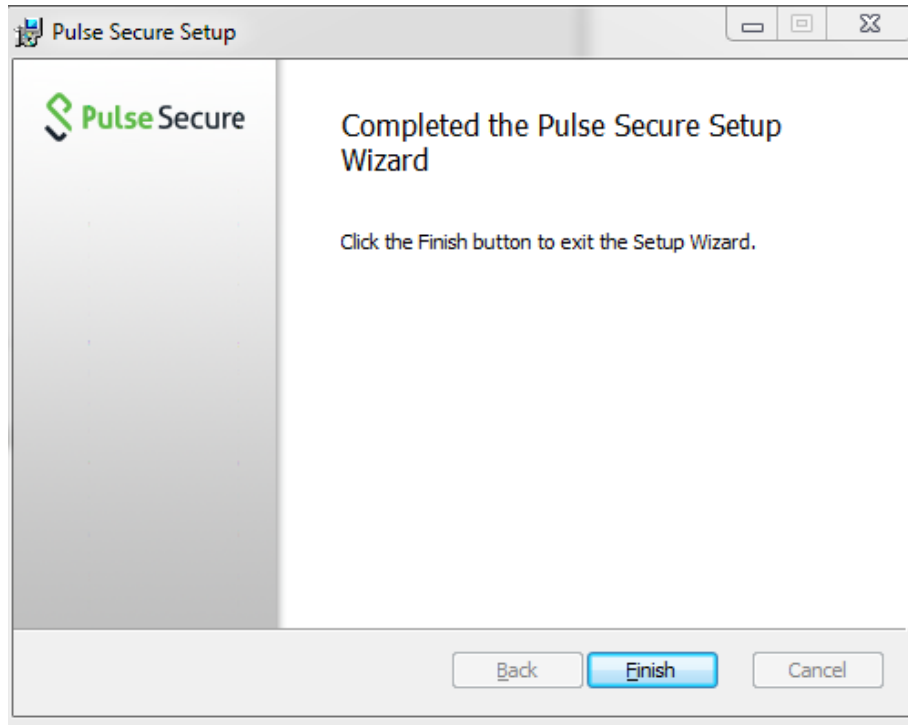
Step 7:

Once you see the icon on your task bar, you have completed the installation process. The icon will look similar to the images below:
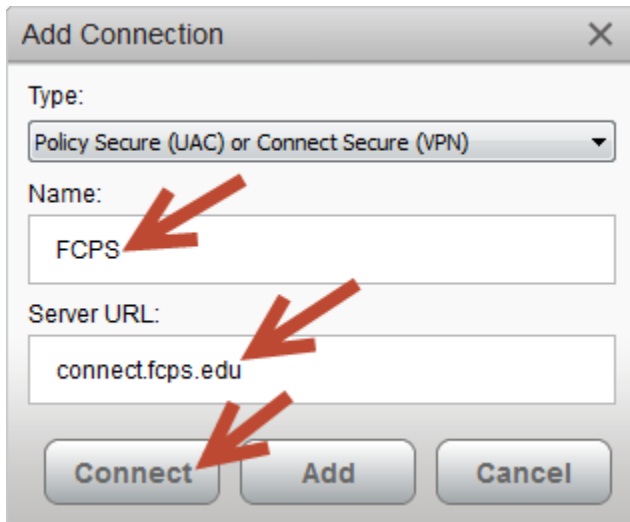

Step 8:

In the system tray (bottom right corner of your screen), click on the Pulse Secure App icon and Open Pulse Secure. Click the + Add Connection Button

Step 9:

Fill in the Name & Server URL fields and click Connect:

 Enter FCPS user name and password and **CLICK CONNECT**.

If you have any questions about the VPN installation process, please contact:

IT Service Desk
ITservicedesk@fcps.edu
(703) 503-1600