County of Butte

Pulse Secure – SSL VPN User Guide

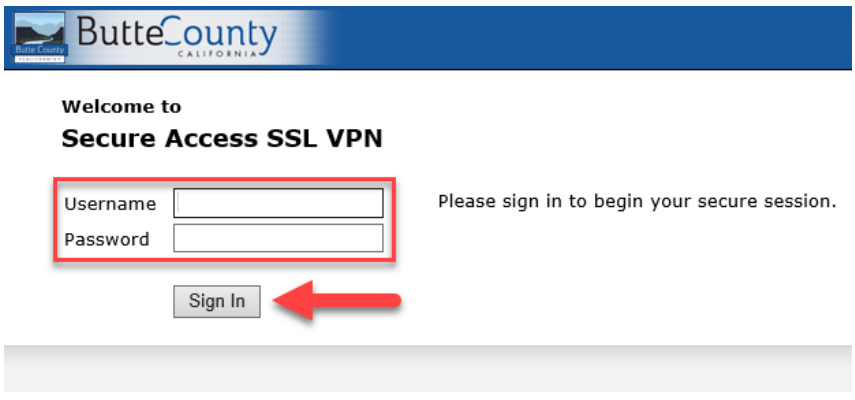
Updated: June 19, 2019

VPN Basics

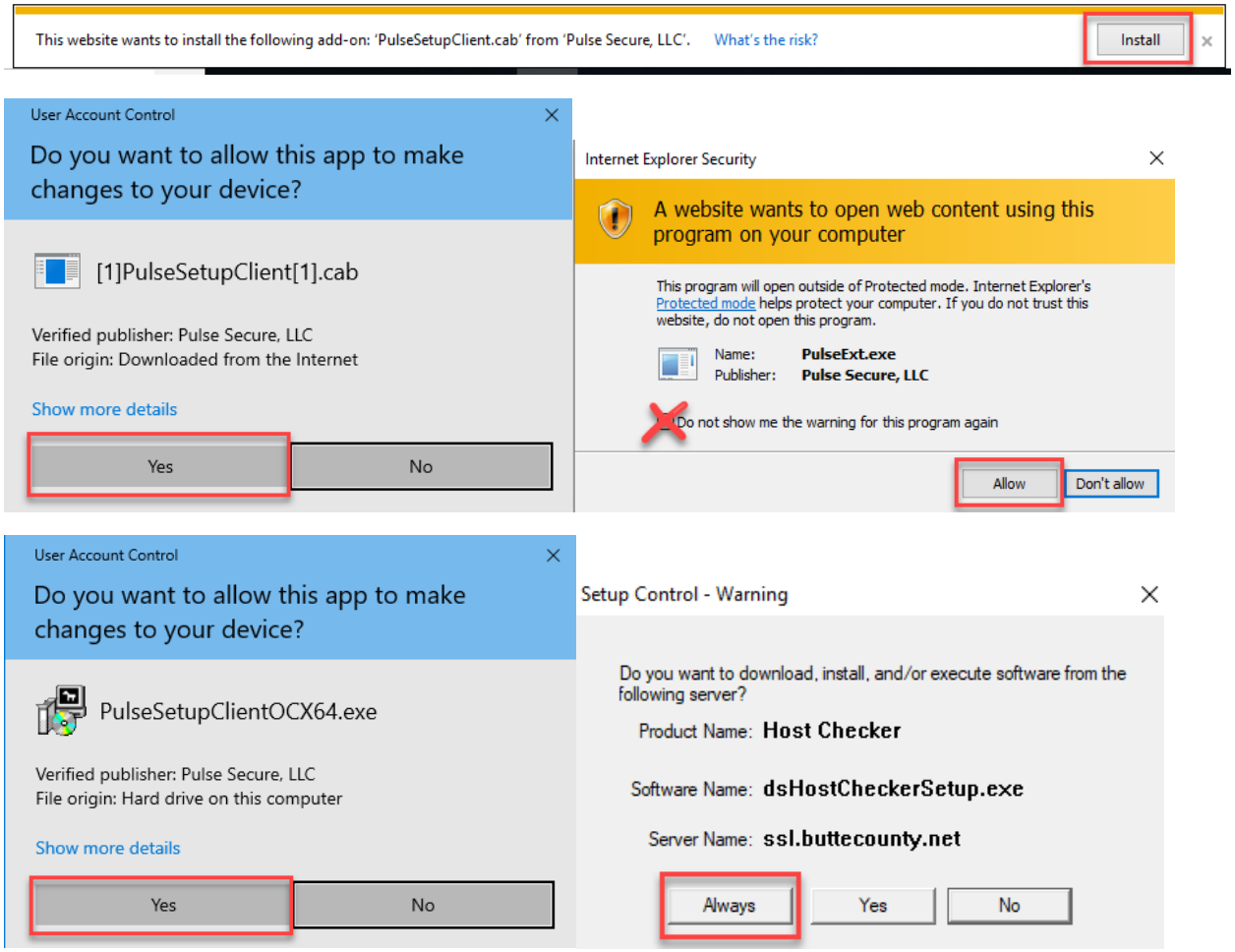
- Use of VPN resources is subject to all policies of the County of Butte including, but not limited to, the "County of Butte Computer Use and Information Security Policy" Section 1-6 & Section 7.
- Access to VPN resources is subject to audit and review and may be revoked in part or in whole at any time at the discretion of the County Chief Security Officer or their Designee(s).
- Access to VPN resources must be authorized, in writing before access is granted.
- Annual re-authorizations are required.

Basic County VPN Access

1. Once authorized to use the County's VPN resources, access the VPN Portal will be gained by using one of the below links.
    - *County Employee/Active Directory Integrated Login:*
      https://ssl.buttecounty.net/vpn
    - *Vendor/Third Party User access:*
      https://ssl.buttecounty.net/login
    - *Other/Special Circumstances:*
      Other URL(s) may be provided for Special Circumstances
      ✓If you chose to save a "Shortcut" or "Bookmark" you must use one of the above links only. Do not try to bookmark the link that you see on the login page, it is not the same.
2. Enter your Username/Password and click the "Sign In" button:
    - County Employees will use their normal network credentials
    - Vendors will use the assigned credentials upon account creation

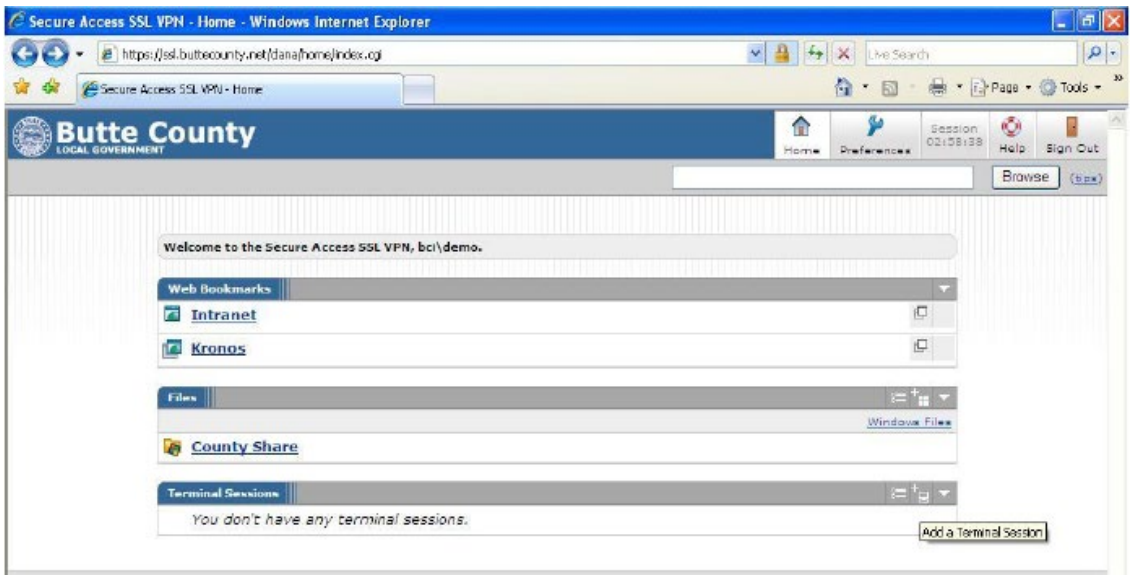


3. If prompted, change your "one-time" password. (*Vendors/Third Parties*)
4. After a successful login, you will be prompted to perform various installations and items that need to be acknowledged:

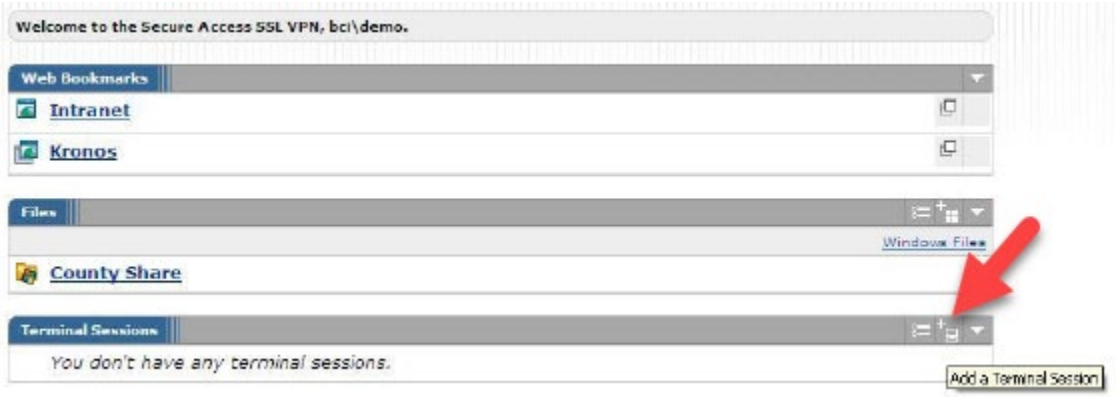


5. Once the applications are installed and acknowledged, you will be brought to the main VPN page. It will look similar to the below.

✓Note that depending on your level of access, you may see other options.

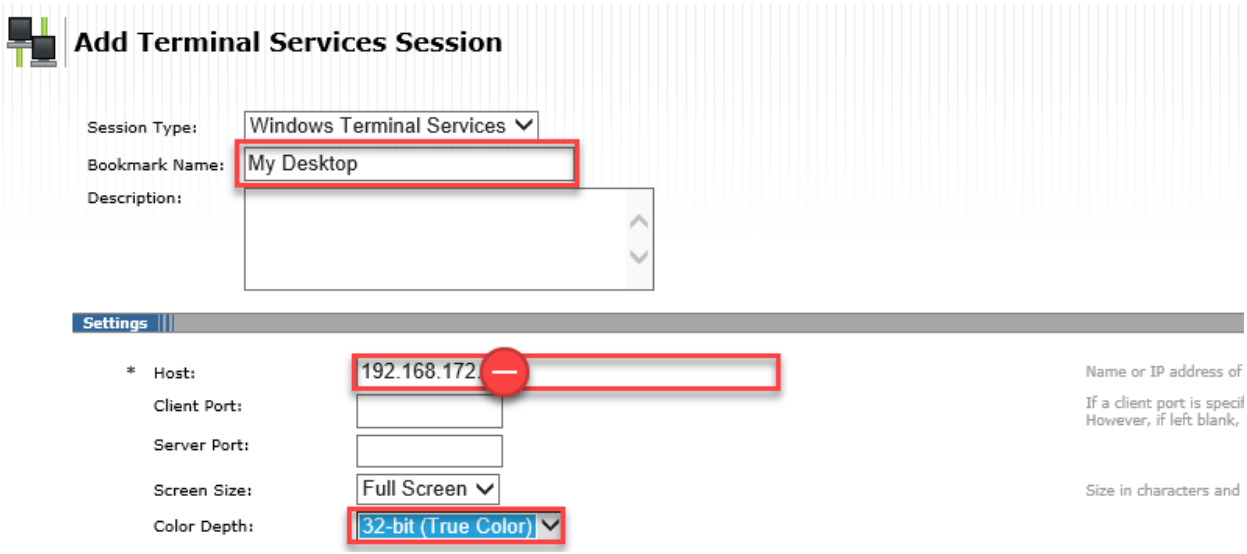


6. **Terminal Sessions:** Terminal Sessions is the most common type of connection. This method allows you to connect form your remote computer TO your Desktop(s) and/or Server(s) inside the County's Network. To add a Terminal Session to your VPN page, click on the Computer Icon with the Plus Sign.

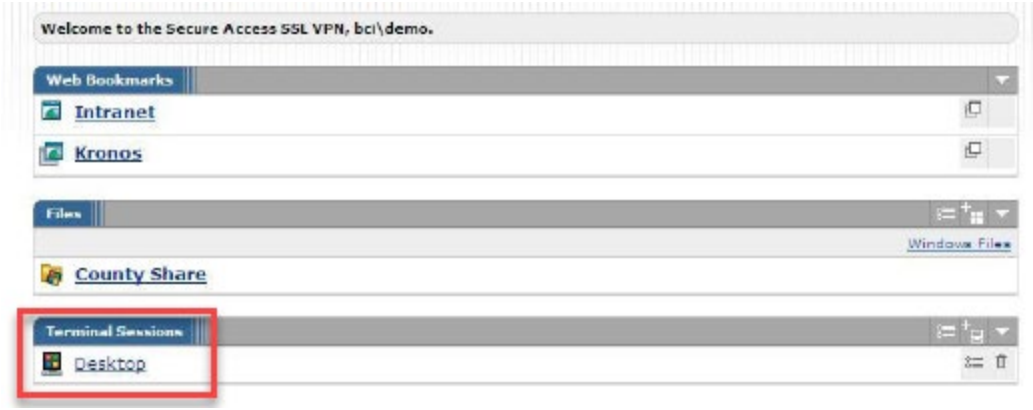


7. Configure your session with the minimum settings of "Bookmark Name" and "Host" which is your desktops IP or Windows Name. We recommend changing the" Color Depth" to 32-bit to improve your experience.
   - ✓Do not have the system save your credentials. As you credential change every 90 per County policy, saving your credentials in this section may result in account lockouts and it is also a poor security practice.
   - ✓Other settings may be available depending on your configuration.

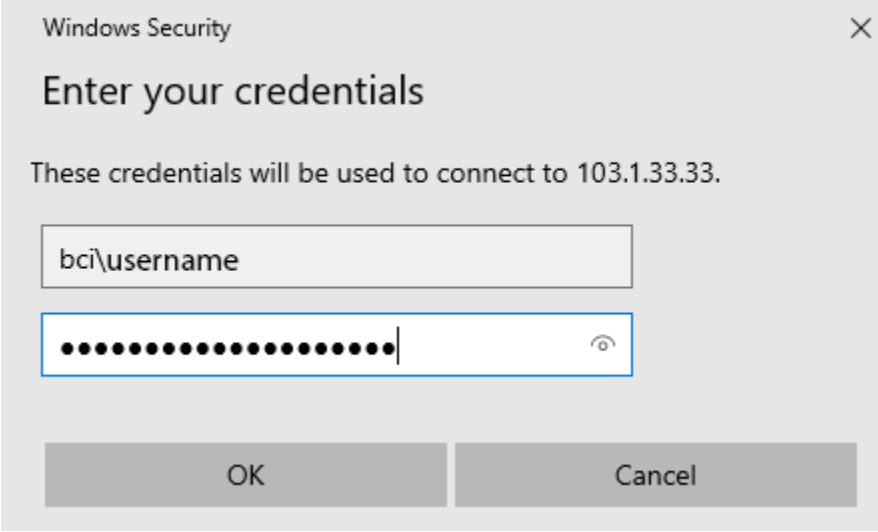
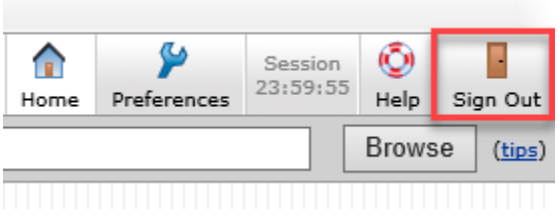
   Once your configuration is complete, scroll to the very bottom of the page and click on the "Add" button.



8. Upon returning to the main screen, you should now see your new session.



9. Click on your Terminal Session to launch the Pulse Terminal Services Client. Acknowledge the prompts just as you did during your first login.
10. When entering in your credentials, you must form your username as "BCI\username" if you are logging into a County Domain computer. (*County Employees/Active Directory Integrated*)
    - ✓*Vendors/Third Parties* maybe be Active Directory Integrated or standalone user account. Please consult with your support contact to determine which.



11. Once you are finished with your Terminal Session, you simply close it by click the "X" close icon at the top of your screen.
12. Once you are finished with your VPN session, be sure to click the "Sign Out" button in the upper right corner of your web portal