

SSLVPN Connection Procedures

Create the SSLVPN Backup Shortcut on Your Computer/Laptop

1. If you are missing the “SSLVPN Backup” shortcut, please follow instructions below to manually create it. The shortcut looks like the one below:



- a. Please type the following your browser <https://era2.lacounty.gov/dpss/mfa> or click on [this link](#)
- b. Click on the IE icon in the address bar and drag it to your desktop as shown below.



NOTE: you can also right-click on a blank space on the page and choose “create shortcut”.

[DPSS Contact:](#)

If there are questions regarding this broadcast, you may contact ITD Technical Support Center (562) 345-9955 or your local ITTSA.

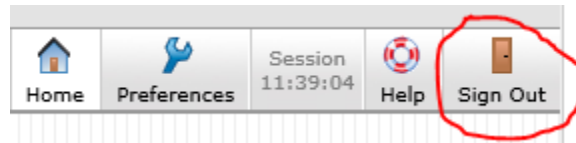
Please disconnect and exit Pulse at the end of your shift.

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Clear Old SSLVPN Connection

If you have issues starting the Pulse client, please follow the instructions below.

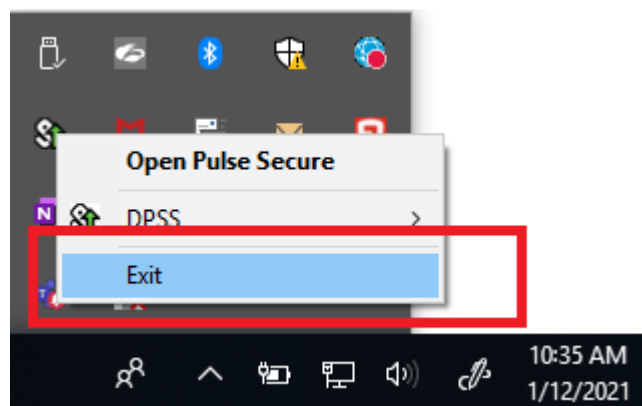
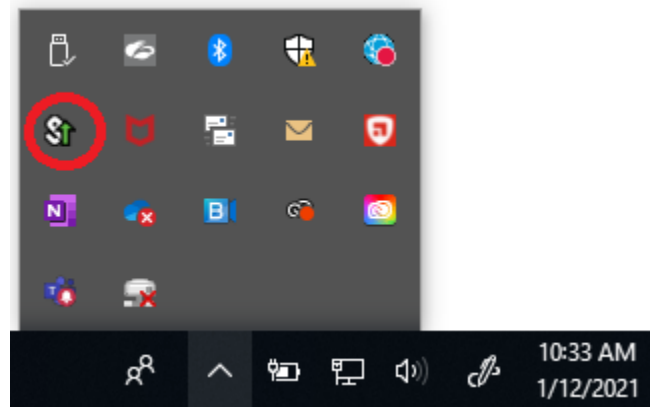
1. If currently logged in to SSLVPN, click "Sign Out".



2. Click on the quick launch bar hidden icons by clicking on the "∧" on the lower right corner of your screen:



3. Right-click on the Pulse Secure button and select Exit

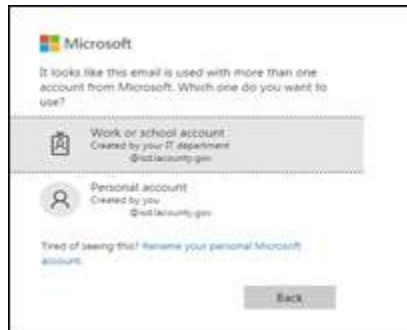


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4. Open a browser and type the following link: <https://era2.lacounty.gov/dpss/mfa>
5. Type your email address when prompted:



6. Choose the work account when prompted

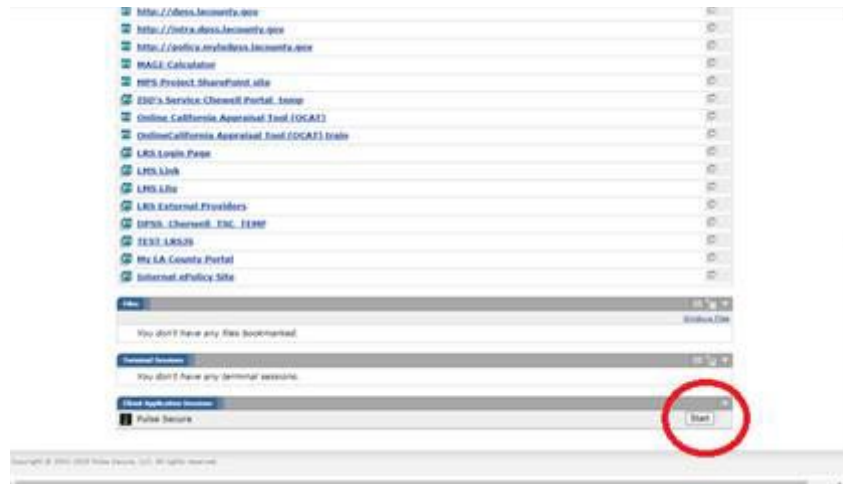


7. When prompted for host checker, select always as below



8. When in the homepage, click on Pulse Secure "Start" button at the bottom right corner.

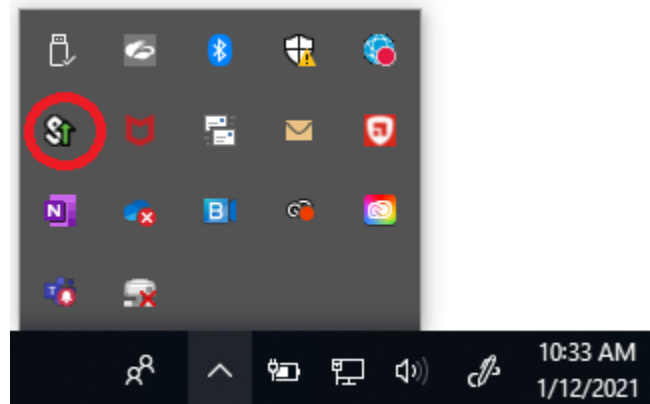
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9. Check quick launch bar hidden icons by clicking on the “^” on the lower right corner of your screen:



- a. If Pulse Secure is connected, you will see the Pulse Secure status in green.



- b. If Pulse Secure is showing a status of “Service is not running” that means you are not connected. You will need to right click on  and click on Exit then try to start from homepage in step 7 again.

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