USING CUNY SECURE REMOTE ACCESS
(SSL VPN)

Computing and Information Services
Information Security Group

Introduction

CUNY Secure Remote Access (`https://ra.cuny.edu/`) offers web-based, off-campus access to internal, restricted CUNY network resources using Pulse Secure® SSL Virtual Private Network (SSL VPN) technology. Because SSL VPN leverages capabilities already built into web browsers, it functions in situations where traditional "IPsec" VPN can be troublesome or does not function at all.

Your access to resources when using Secure Remote Access is based upon access profiles ("roles") associated with groups and other attributes established in the CIS Active Directory. To be able to use Secure Remote Access, you must have valid credentials in the directory and membership in the groups associated with each resource or groups of resources you are authorized to access remotely.

Access Methods

Secure Remote Access provides two general remote access methods: Web Access and Network Connect. Your Secure Remote Access account will provide you with either or both of these access methods depending upon your requirements.

Web Access

Using the Web Access method, resources can be accessed remotely through a web-based interface using a computer with a compatible web browser. After logging into Secure Remote Access successfully, resources appear as clickable hyperlinks (bookmarks) on your Secure Remote Access home page. Your home page is tailored to contain bookmarks to only those resources that you are authorized to access. Through this method, you can remotely access web-based applications, file shares, remote desktops (Windows Only) and servers using Telnet/SSH. Additionally, client/server applications can be secured for remote access using the Secure Application Manager feature.

Network Connect

In situations where access to applications or protocols that are not supported by the Web Access method is required, you can, as authorized, make use of the Network Connect feature by clicking on the Network Connect button on your Secure Remote Access home page. When using Network Connect, VPN software downloaded to your computer establishes a virtual network "tunnel" with Secure Remote Access, providing secure, transparent network access to authorized hosts, subnets and protocols. Because Network Connect establishes a direct path between your computer and CUNY's internal network (intranet), additional restrictions and validations can be expected.

Supported Configurations

Compatible Operating System and Web Browser Configurations

Operating System	Web Browser
Windows 7 (64-bit)	Firefox 52, Google Chrome Internet Explorer 11
Windows 7 (32-bit)	Firefox 31, Google Chrome Internet Explorer 11
Windows 8.1	FireFox 31, Google Chrome, Internet Explorer 11
Windows 8	FireFox 31, Google Chrome, Internet Explorer 10
Windows 10	Microsoft Edge, FireFox 52, Google Chrome, Internet Explorer 11
Mac OS X (10.8 and higher)	Safari 6.0
Linux:[1]	OpenSuse 10.x, 11x, 12.1 (32-bit only) Ubuntu 9.10, 10x, 11x, 12.04, 14.04, 15.04, 16.04 (64-bit only) Red Hat Enterprise Linux 5 (32-bit only), 7(64-bit only)

Access to some resource types requires Sun Java™ Runtime Environment (JRE), generally pre-installed on most computers. JRE should be updated to the most recent version available but must be at version 7 or later.

Browser pop-up blockers must be inhibited for ra.cuny.edu or disabled.

Note: Should you be unable to connect using "Terminal Services", please attempt using "HTML5 Access".

HTML5 Access provides a browser based remote session that should be used only when Terminal Access is unavailable.
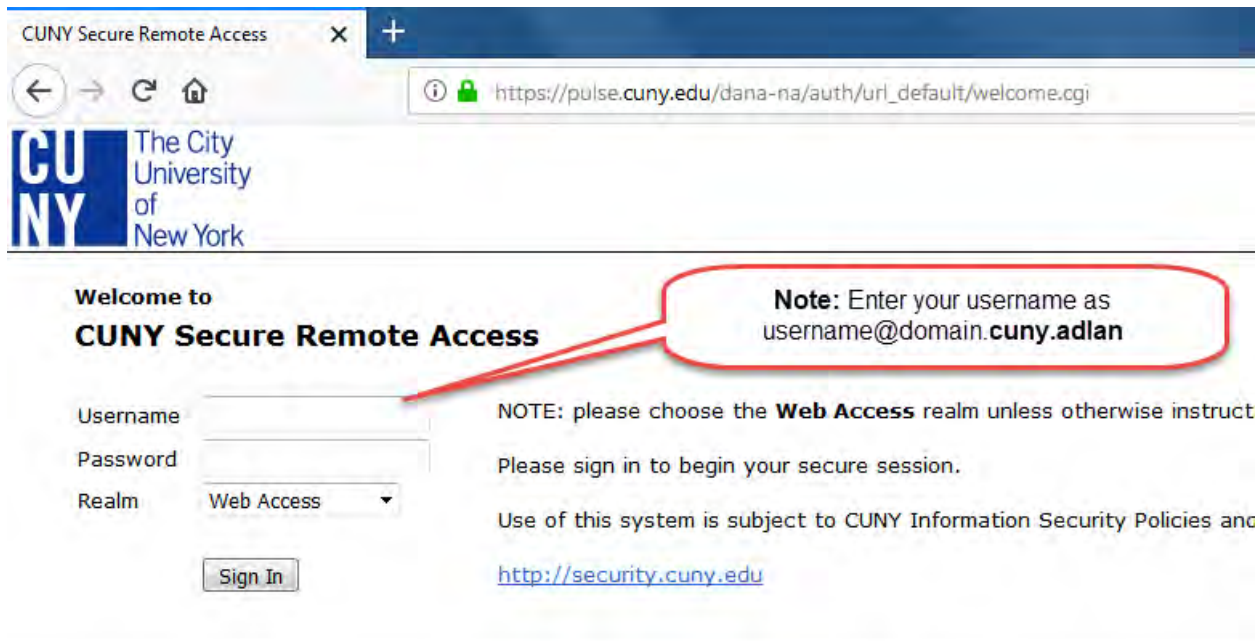
---

[1] Linux is certified compatible by the Secure Remote Access vendor but is supported on a **best effort basis only**.

FireFox Remote Access Instructions

1. Using your web browser, go to Secure Remote Access's sign-in page located at

    https://ra.cuny.edu

    You will see a page similar to the one below:

2. Enter your CIS Active Directory username as username@domain.cuny.adlan where username is your CIS Active Directory login name and domain is the Active Directory domain where your credentials exist. (e.g., @co.cuny.adlan for Central Office, @affiliates.cuny.adlan for affiliated users, @qc.cuny.adlan for Queens College, etc.) Then enter your password.

Note: Do not confuse your CIS Active Directory username and password with CUNY Portal credentials nor any other CUNY online credentials that you may have. Typically, these are the same credentials as those you use to log into your Central Office Windows desktop. If you are uncertain as to which credential to use, do not know if you have CIS Active Directory credentials or have trouble signing on, please contact the CIS Helpdesk at help.desk@mail.cuny.edu.

3. Choose a realm from the pull-down menu. Currently there are two realms to choose from, Web Access and Network Connect. Web Access can normally be selected. For convenience, the realm you last selected will be remembered from session to session if your web browser has cookies enabled.

Choose the Network Connect realm if you are authorized for Network Connect and wish to use it. Choosing the Network Connect realm initiates Host Checker validation as required for Network Connect. See Network Connect and Host Checker below for further detail.

4. Click the Sign In button

After you log in and authenticate successfully, your Secure Remote Access home page will be displayed:

Your home page will look somewhat different as the bookmarks and options displayed on the page are customized for the remote access roles that are authorized to you. In this example, bookmarks are presented to access CUNYfirst and the users Terminal and HTML5 sessions. Most Windows users will be using the "**Terminal Session"**. If you experience any issues please attempt connection via the **"HTML5 Access"**.

Note: the session will show your name next to "Desktop".

When you access web applications and sites through web bookmarks, a small floating toolbar may appear in the upper right of the window with buttons to return you to the home page, sign out, etc. The toolbar provides a convenient means for you to manage your Secure Remote Access web session.

5. At the end of your remote access session, click the Sign out button. You can find it located in the upper-right hand corner of the home page or on the floating toolbar.

> Note: Should you be unable to connect using "Terminal Services", please attempt using "HTML5 Access".
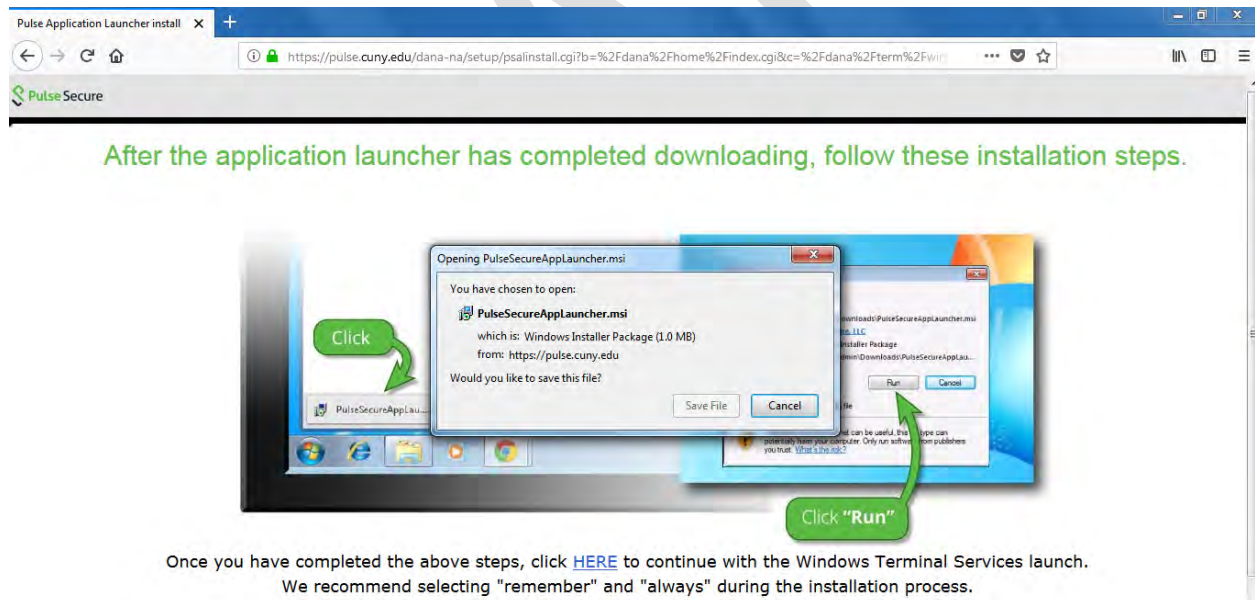>
> HTML5 Access provides a browser based remote session that should be used only when Terminal Access is unavailable.

**SEE BELOW FOR FIRST TIME USE INSTRUCTIONS**

View when first logging in if Pulse is not installed locally you will receive the following window.
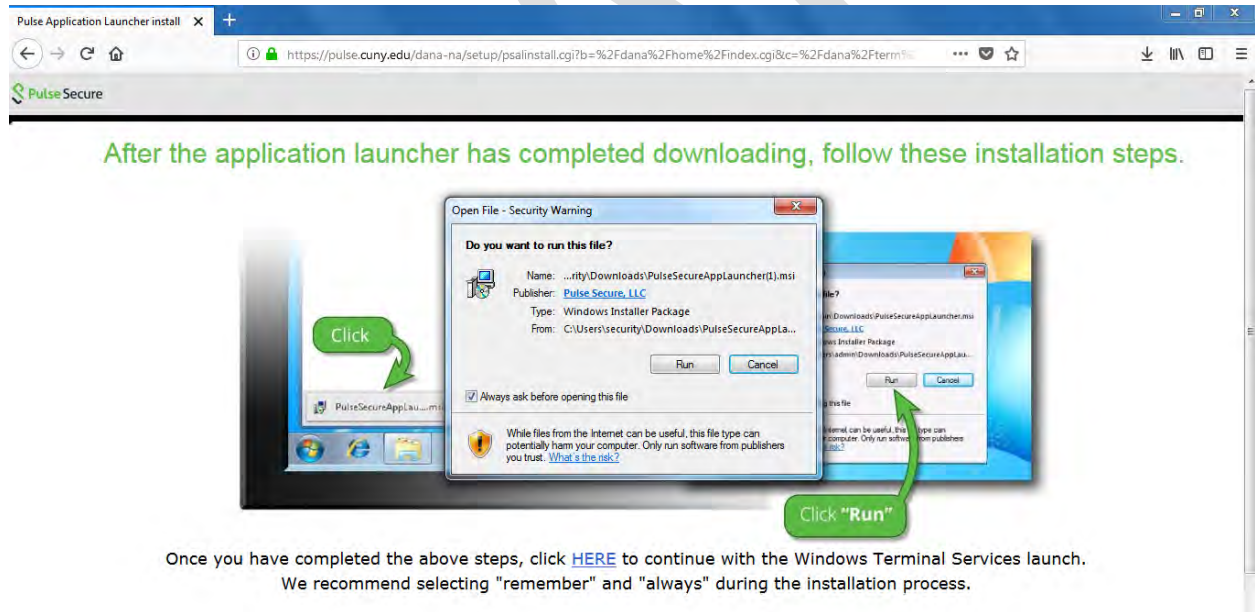

You can choose to wait for the download to launch automatically or click on "Download" to initiate the installation. If prompted select "Save File".
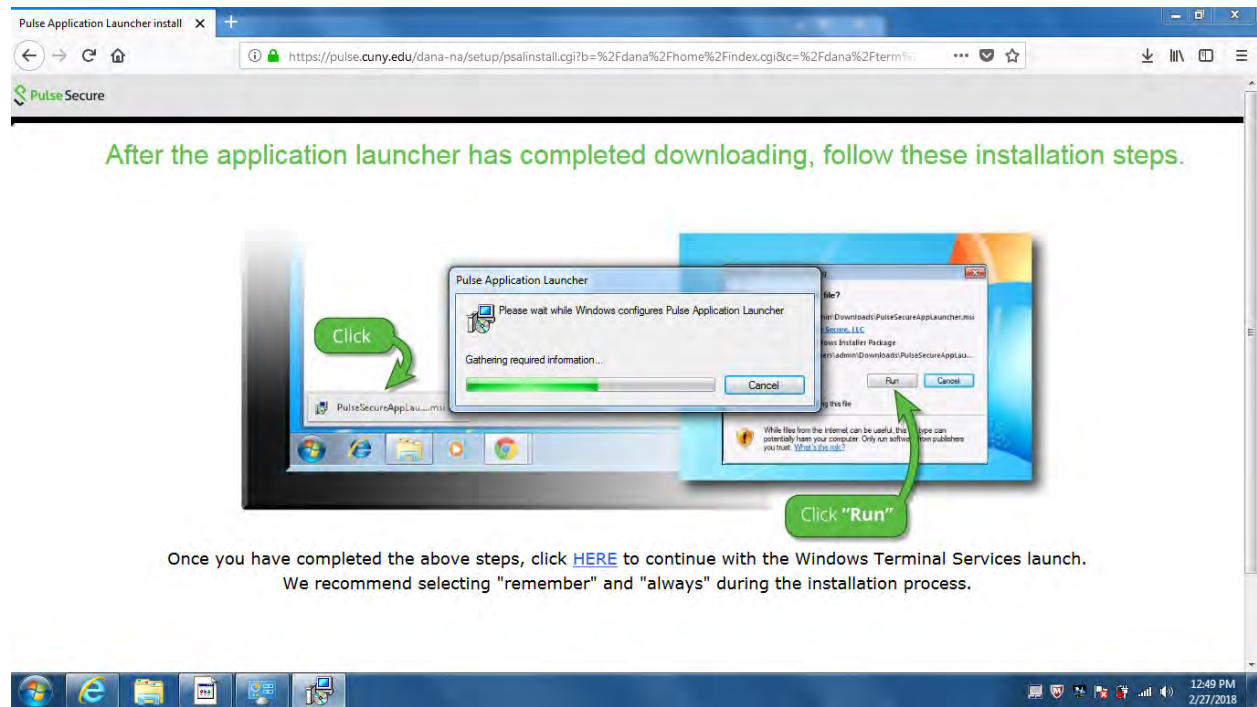
When first launching the installation file you may receive the below prompt, "Open Executable File?" Accept the executable file by clicking "OK".
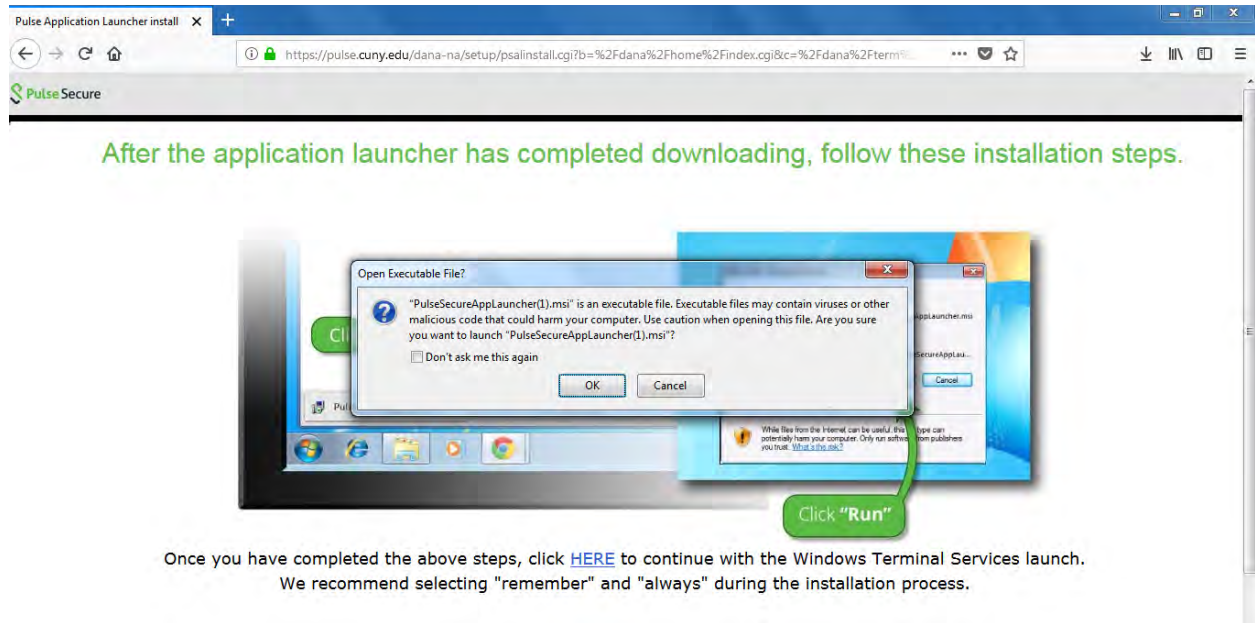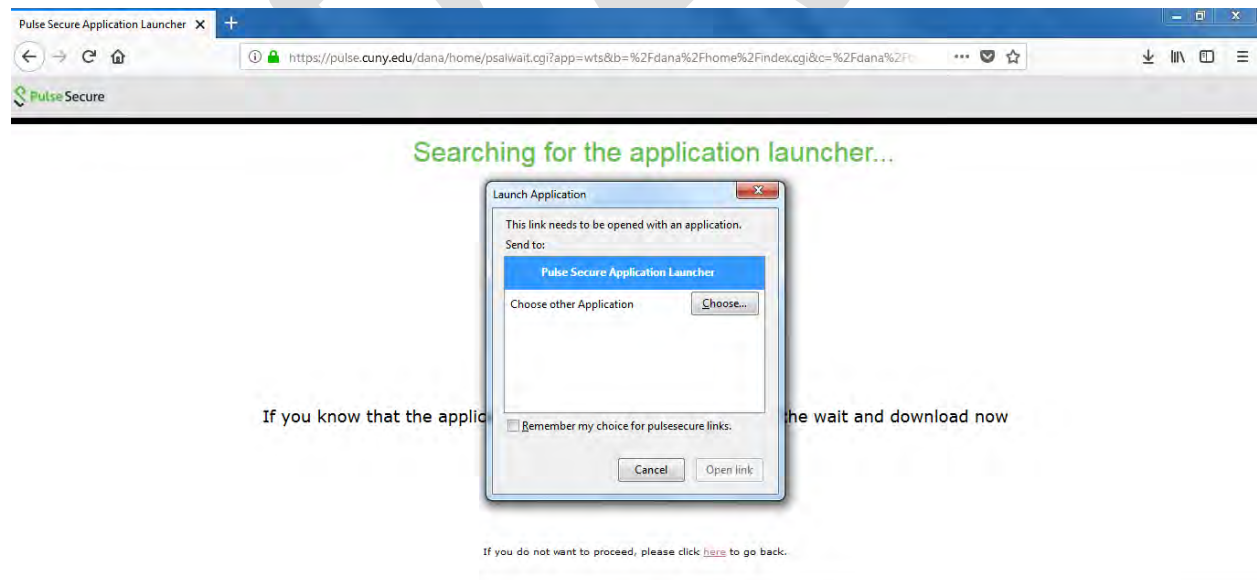

Another prompt will then open asking if you wish to "run this file". Click on **"Run"**.

Please wait while Pulse installs.

After installation is complete and you select "**click HERE**" per the page instructions you may receive the below "**Launch Application**" options menu. Select "**Pulse Secure Application Launcher**", "**Remember my choice**" and "**open link**".

On you first connection attempt when Pulse Launches it may need to download additional updates. After the download completes your remote desktop will launch.
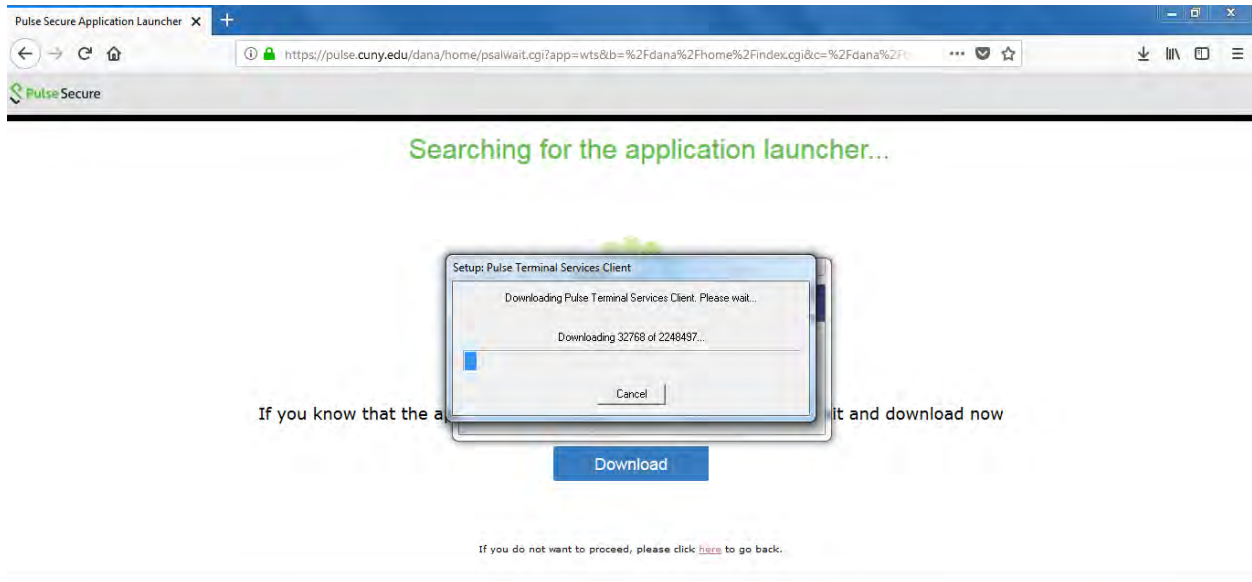
You should now see your desktop, remote machine access complete. ☺

Microsoft Edge Remote Access Instructions

1. Using your web browser, go to Secure Remote Access's sign-in page located at

   https://ra.cuny.edu

   You will see a page similar to the one below:

2. Enter your CIS Active Directory username as username@domain.cuny.adlan where username is your CIS Active Directory login name and domain is the Active Directory domain where your credentials exist. (e.g., @co.cuny.adlan for Central Office, @affiliates.cuny.adlan for affiliated users, @qc.cuny.adlan for Queens College, etc.) Then enter your password.

Note: Do not confuse your CIS Active Directory username and password with CUNY Portal credentials nor any other CUNY online credentials that you may have. Typically, these are the same credentials as those you use to log into your Central Office Windows desktop. If you are uncertain as to which credential to use, do not know if you have CIS Active Directory credentials or have trouble signing on, please contact the CIS Helpdesk at help.desk@mail.cuny.edu.

3. Choose a realm from the pull-down menu. Currently there are two realms to choose from, Web Access and Network Connect. Web Access can normally be selected. For convenience, the realm you last selected will be remembered from session to session if your web browser has cookies enabled.

Choose the Network Connect realm if you are authorized for Network Connect and wish to use it. Choosing the Network Connect realm initiates Host Checker validation as required for Network Connect. See Network Connect and Host Checker below for further detail.

4. Click the Sign In button

After you log in and authenticate successfully, your Secure Remote Access home page will be displayed:

Your home page will look somewhat different as the bookmarks and options displayed on the page are customized for the remote access roles that are authorized to you. In this example, bookmarks are presented to access CUNYfirst and the users Terminal and HTML5 sessions. Note: the session will show your name next to "Desktop". Most Windows users will be using the "**Terminal Session**". If you experience any issues please attempt connection via the **"HTML5 Access"**.

When you access web applications and sites through web bookmarks, a small floating toolbar may appear in the upper right of the window with buttons to return you to the home page, sign out, etc. The toolbar provides a convenient means for you to manage your Secure Remote Access web session.
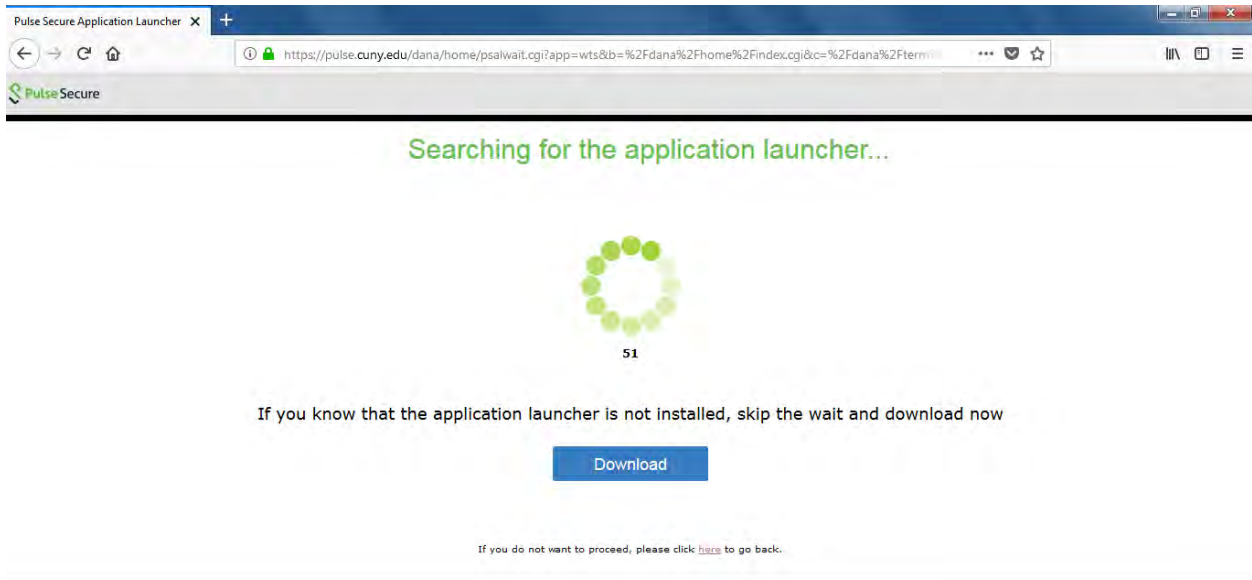
6. At the end of your remote access session, click the Sign out button. You can find it located in the upper-right hand corner of the home page or on the floating toolbar.

> **Note: Should you be unable to connect using "Terminal Services", please attempt using "HTML5 Access".**
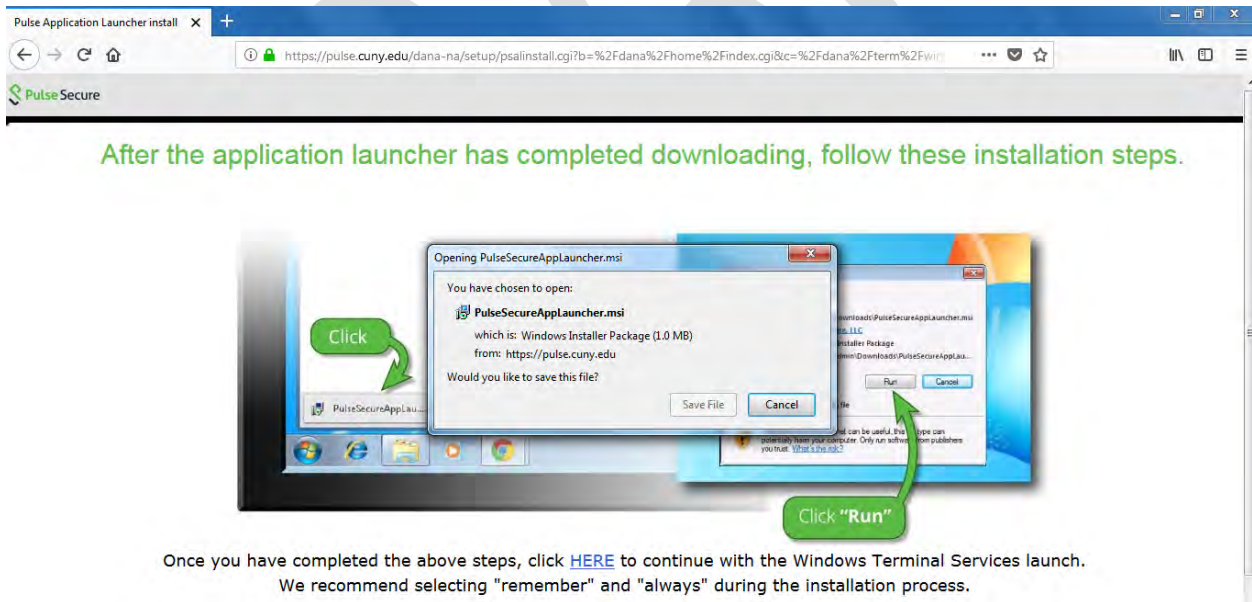>
> HTML5 Access provides a browser based remote session that should be used only when Terminal Access is unavailable.

SEE BELOW FOR FIRST TIME USE INSTRUCTIONS

View when first logging in if Pulse is not installed locally you will receive the following window.
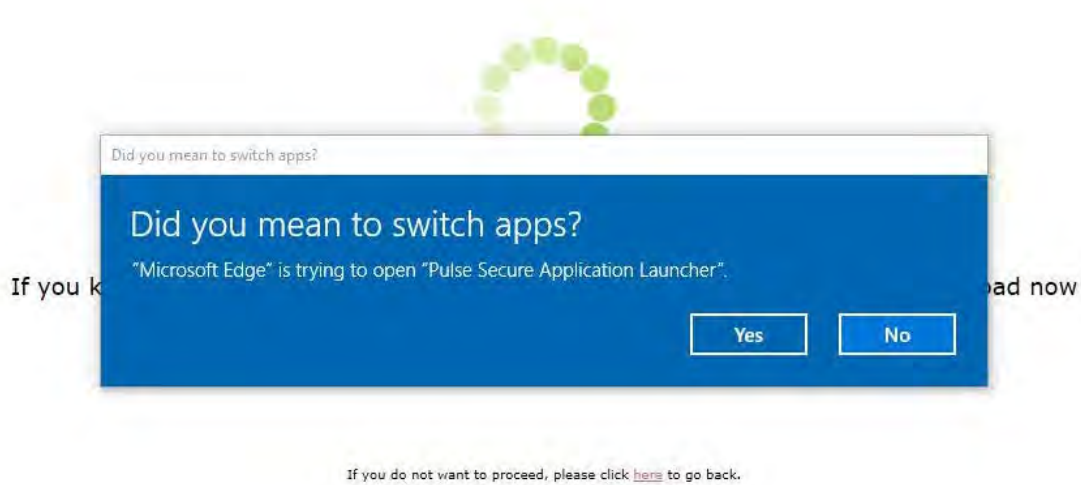

You can choose to wait for the download to launch automatically or click on "**Download**" to initiate the installation. If prompted select "**Save File**".
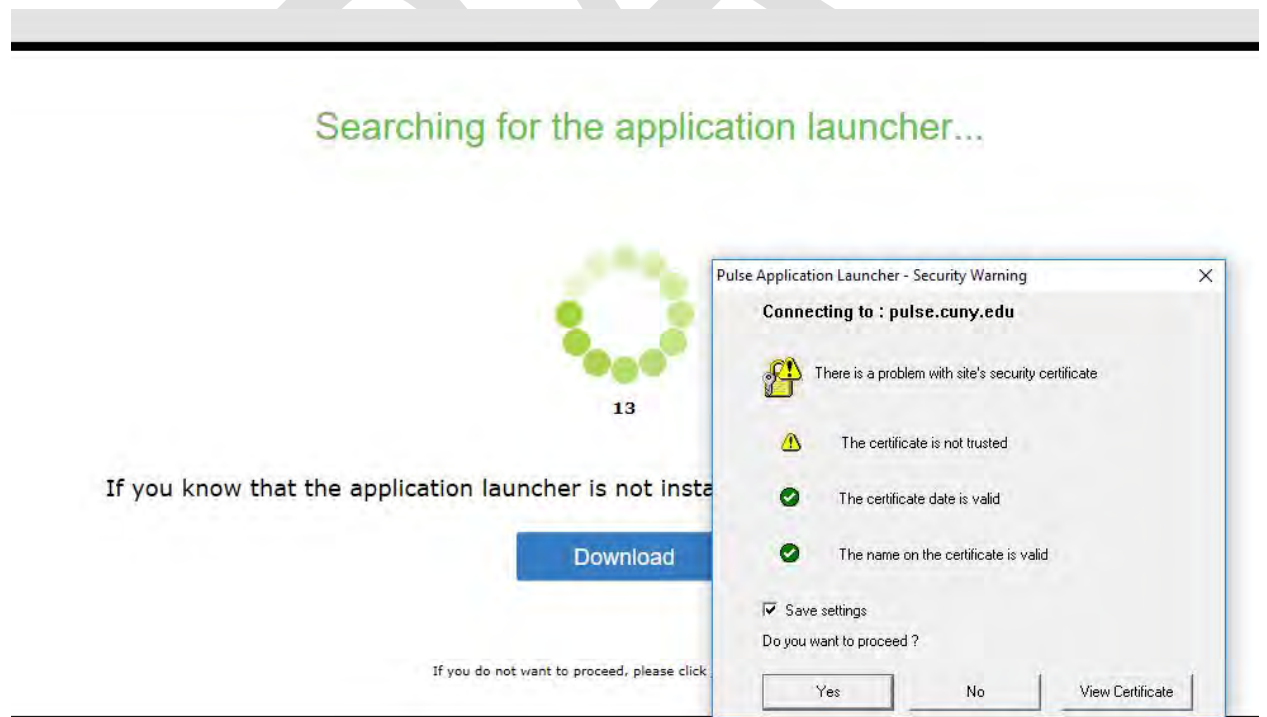
When first launching the installation file you may receive the below prompt, "**Did you mean to switch apps?**" Click on "**Yes**".
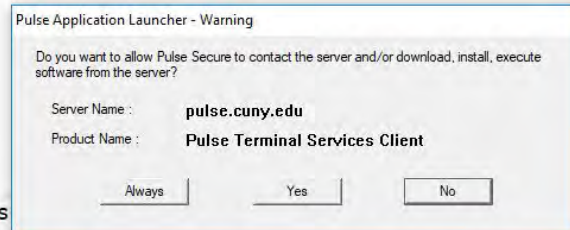

When you receive the blow prompt regarding a "problem with site's security certificate, Check off "**Save Settings**" and click "**Yes**" to proceed.

In the "**Pulse Application Launcher**", click on "**Always**" to continue.

You should now see your desktop, remote machine access complete. ☺

Internet Explorer Remote Access Instructions

1. Using your web browser, go to Secure Remote Access's sign-in page located at

    https://ra.cuny.edu

    You will see a page similar to the one below:

2. Enter your CIS Active Directory username as username@domain.cuny.adlan where username is your CIS Active Directory login name and domain is the Active Directory domain where your credentials exist. (e.g., @co.cuny.adlan for Central Office, @affiliates.cuny.adlan for affiliated users, @qc.cuny.adlan for Queens College, etc.) Then enter your password.
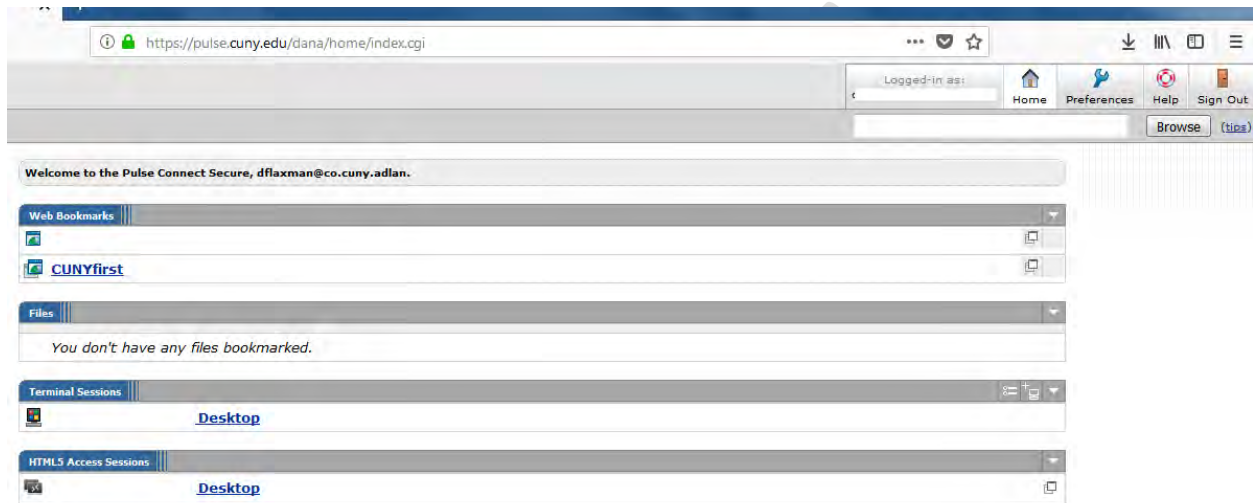
Note: Do not confuse your CIS Active Directory username and password with CUNY Portal credentials nor any other CUNY online credentials that you may have. Typically, these are the same credentials as those you use to log into your Central Office Windows desktop. If you are uncertain as to which credential to use, do not know if you have CIS Active Directory credentials or have trouble signing on, please contact the CIS Helpdesk at help.desk@mail.cuny.edu.

3. Choose a realm from the pull-down menu. Currently there are two realms to choose from, Web Access and Network Connect. Web Access can normally be selected. For convenience, the realm you last selected will be remembered from session to session if your web browser has cookies enabled.

Choose the Network Connect realm if you are authorized for Network Connect and wish to use it. Choosing the Network Connect realm initiates Host Checker validation as required for Network Connect. See Network Connect and Host Checker below for further detail.

4. Click the Sign In button

After you log in and authenticate successfully, your Secure Remote Access home page will be displayed:

Your home page will look somewhat different as the bookmarks and options displayed on the page are customized for the remote access roles that are authorized to you. In this example, bookmarks are presented to access CUNYfirst and the users Terminal and HTML5 sessions. Note: the session will show your name next to "Desktop". Most Windows users will be using the "**Terminal Session**". If you experience any issues please attempt connection via the **"HTML5 Access"**.

When you access web applications and sites through web bookmarks, a small floating toolbar may appear in the upper right of the window with buttons to return you to the home page, sign out, etc. The toolbar provides a convenient means for you to manage your Secure Remote Access web session.

6. At the end of your remote access session, click the Sign out button. You can find it located in the upper-right hand corner of the home page or on the floating toolbar.

> **Note: Should you be unable to connect using "Terminal Services", please attempt using "HTML5 Access".**
>
> HTML5 Access provides a browser based remote session that should be used only when Terminal Access is unavailable.

SEE BELOW FOR FIRST TIME USE INSTRUCTION

When first launching Pulse Secure setup you may receive a prompt to install the **ActiveX** control. Click "Install" on the prompt that comes up.
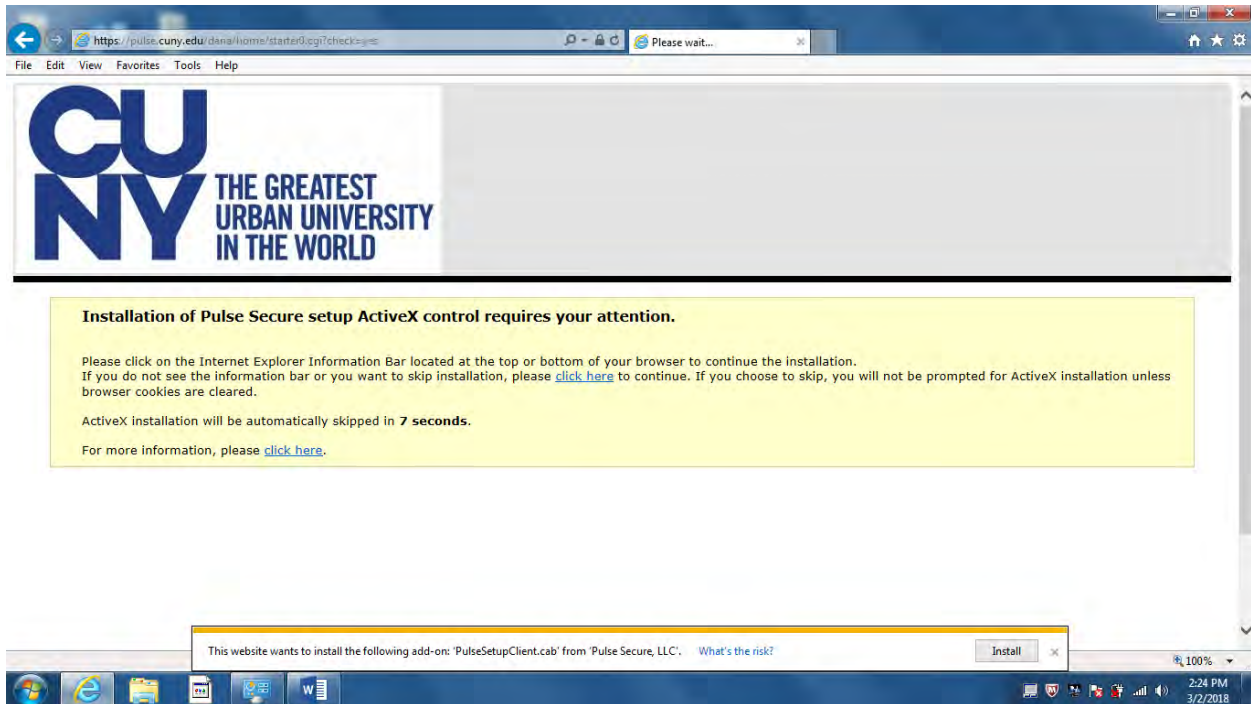
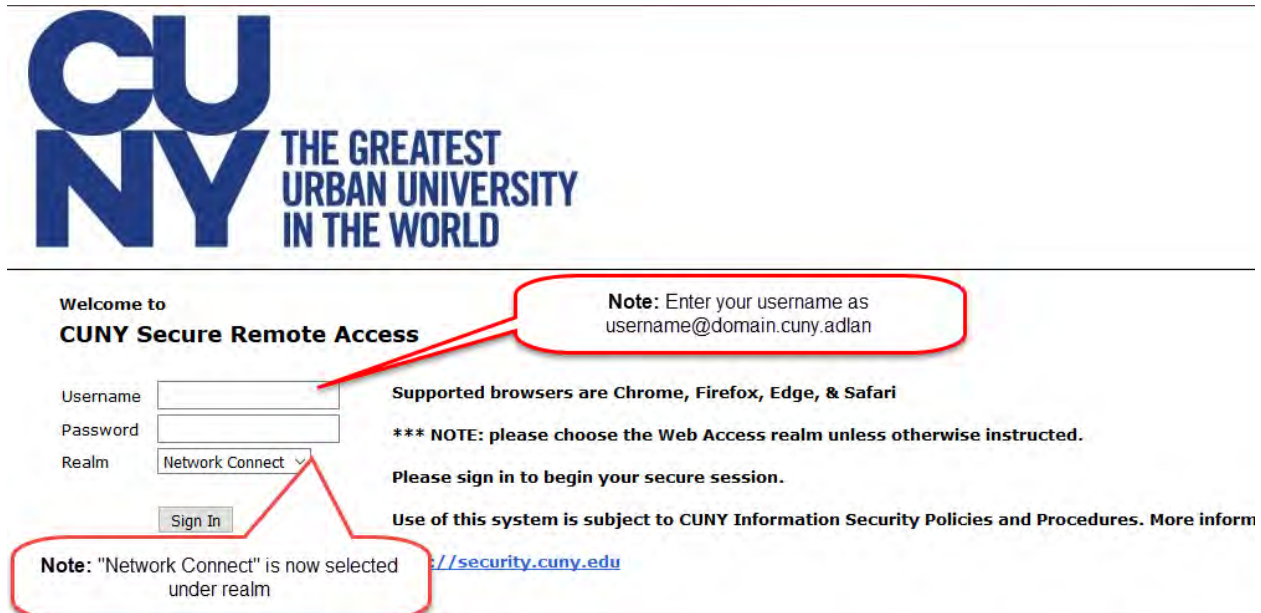After the background installation of the ActiveX controls, remote desktop will launch.

You should now see your desktop, remote machine access complete. ☺

Pulse Secure Connect Remote Access Instructions

1. Using your web browser, go to Secure Remote Access's sign-in page located at

   https://ra.cuny.edu

   You will see a page similar to the one below:

2. Enter your CIS Active Directory username as username@domain.cuny.adlan where username is your CIS Active Directory login name and domain is the Active Directory domain where your credentials exist. (e.g., @co.cuny.adlan for Central Office, @affiliates.cuny.adlan for affiliated users, @qc.cuny.adlan for Queens College, etc.) Then enter your password.

Note: Do not confuse your CIS Active Directory username and password with CUNY Portal credentials nor any other CUNY online credentials that you may have. Typically, these are the same credentials as those you use to log into your Central Office Windows desktop. If you are uncertain as to which credential to use, do not know if you have CIS Active Directory credentials or have trouble signing on, please contact the CIS Helpdesk at help.desk@mail.cuny.edu.

3. Choose a realm from the pull-down menu. Currently there are two realms to choose from, Web Access and Network Connect. Web Access can normally be selected. For convenience, the realm you last selected will be remembered from session to session if your web browser has cookies enabled.

Choose the Network Connect realm if you are authorized for Network Connect and wish to use it. Choosing the Network Connect realm initiates Host Checker validation as required for Network Connect. See Network Connect and Host Checker below for further detail. +

When you log in using "Network Connect" the system will begin to load undetected components.
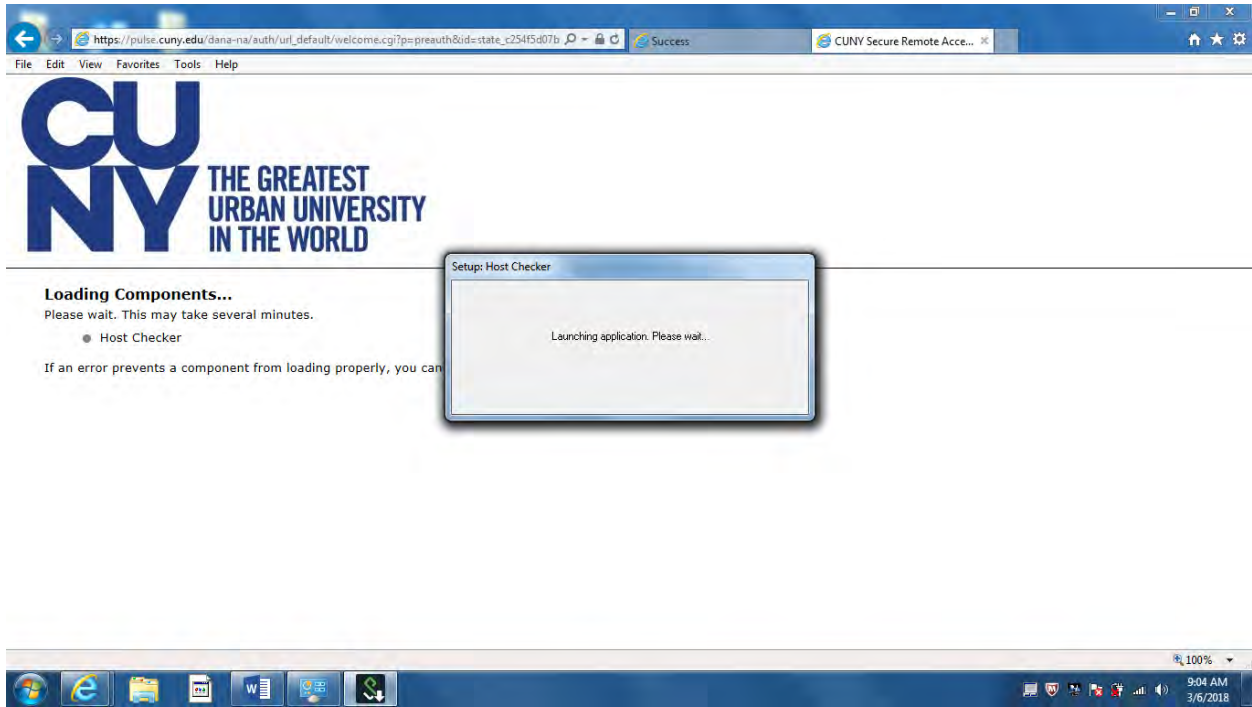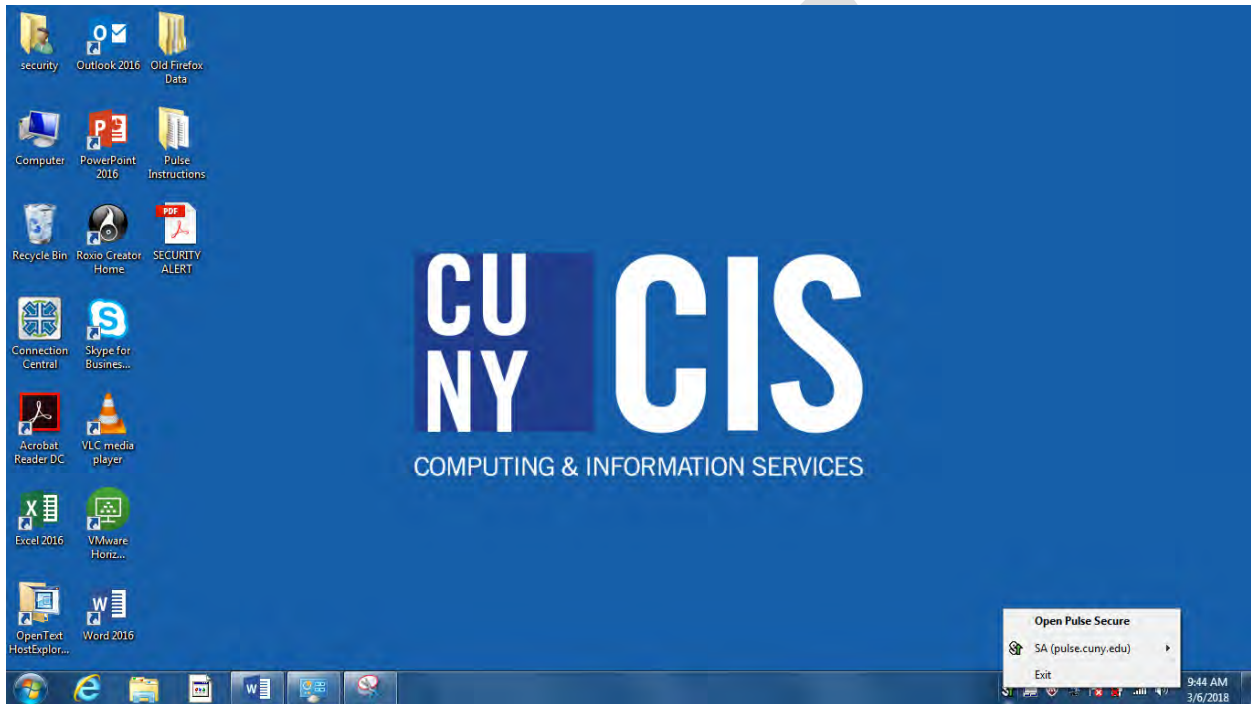

Pulse Secure will begin the download process for its components. Click "Ok" to any prompts that generate to accept the download.
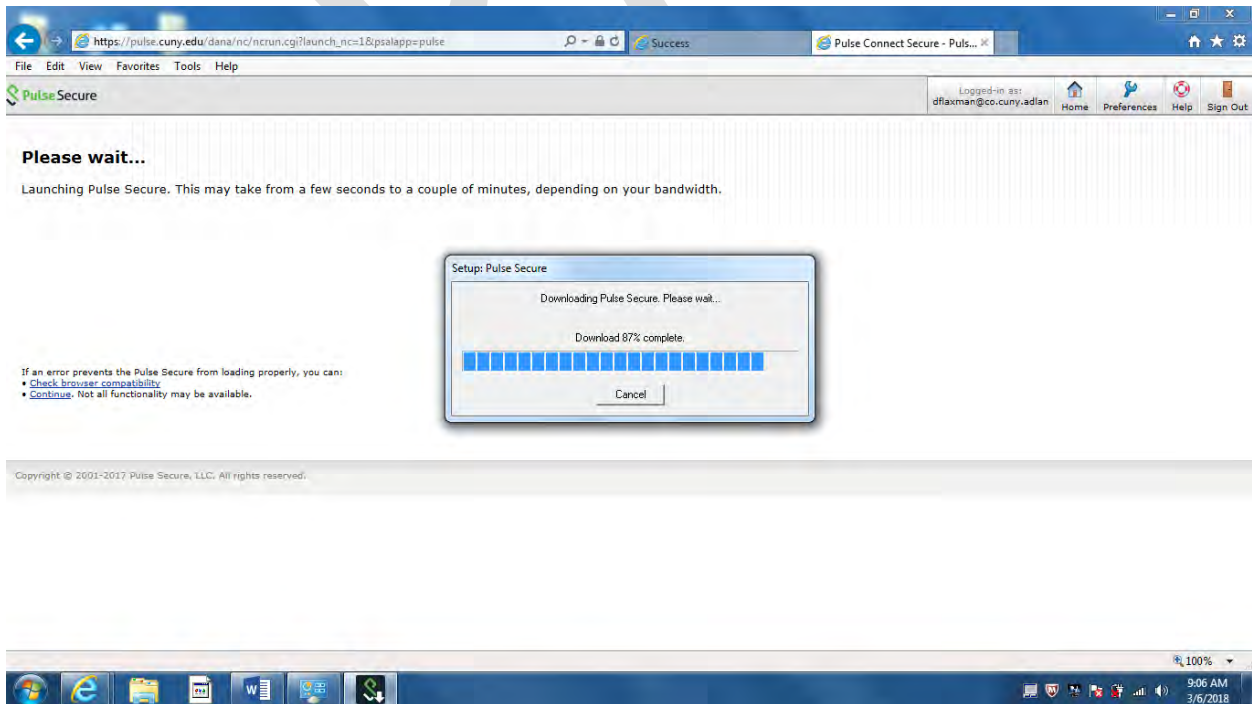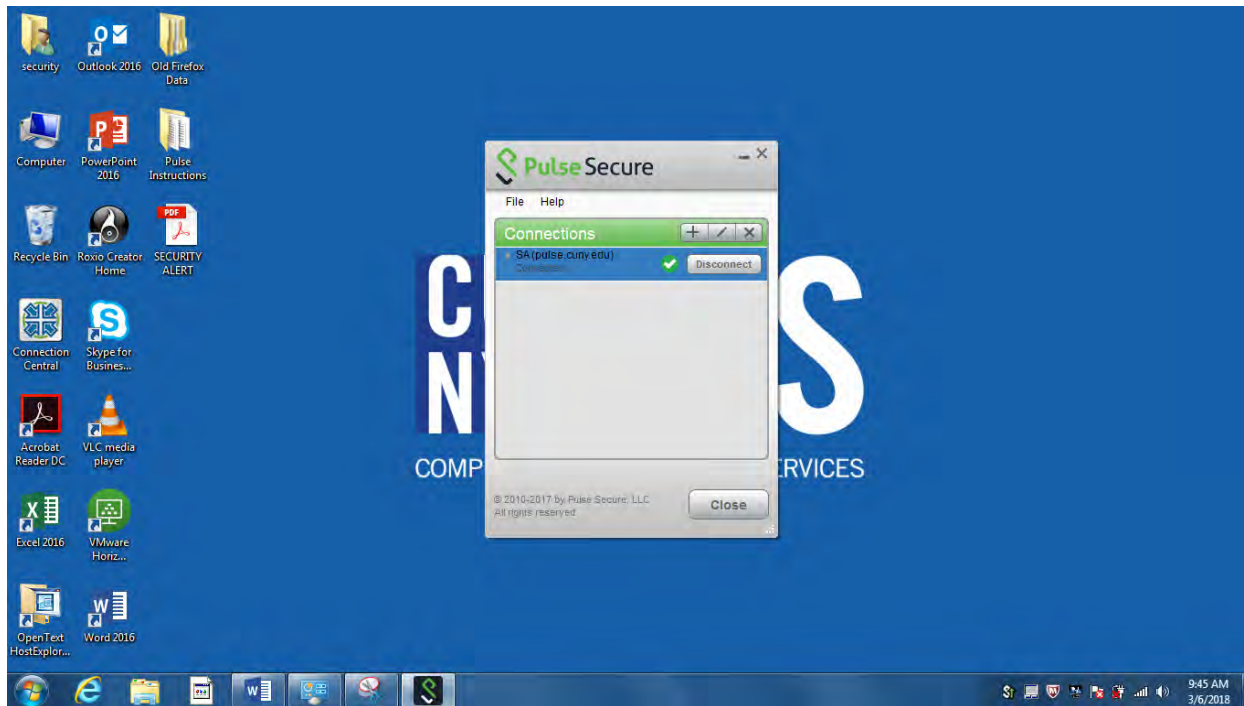
When the download is complete you will see the Pulse Secure icon in your lower right taskbar.

If you right click on the icon and click on "Open Pulse Secure" you have option to open Pulse.

After opening you will see you are now connected to "ra.cuny.edu".

After connection is successful you can now run local programs to access CUNY resources.