

CONNECTING TO THE VPN FROM YOUR COMPUTER

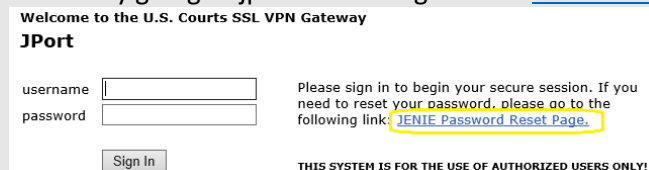
This document shows three options of connecting to the VPN by entering a two-factor authentication. Before using these methods, your computer must be connected to the internet.

SDSO's 24/7 REMOTE ACCESS HELPLINE
210-536-5000
For JENIE, press 4, then press 1.

JENIE Password Reset
jport.uscourts.gov

If you have locked your JENIE account due to entering your password incorrectly, call SDSO's 24/7 Remote Access Helpline.

If your JENIE password has changed (every 180 days), you can manually reset it by going to jport.uscourts.gov. Click [JENIE Password Reset Page](#).

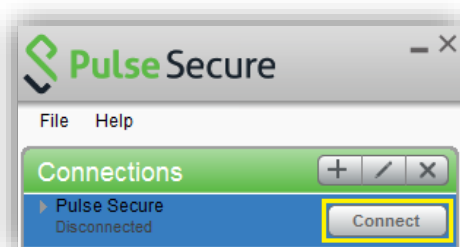


Option 1 – Pulse Secure

1. From your **Remote Access** folder, launch **Pulse Secure**.



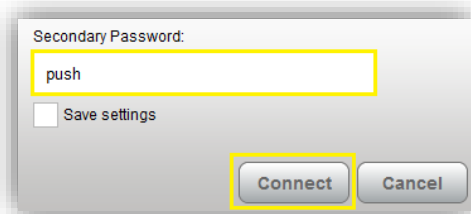
2. Click **Connect**.



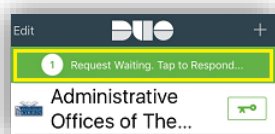
3. At the sign-in window, **enter your JENIE credentials**. Click **Connect**.

Note: If your JENIE credentials have changed and you need to clear the stored login or password, open the Pulse Secure app. Click **File / Connections / Forget Saved Settings**. Click **OK**.

4. The next screen will ask for a Secondary Password. Enter the word **push**. (Or if you prefer a phone call, enter the word **phone**.) Click **Connect**.

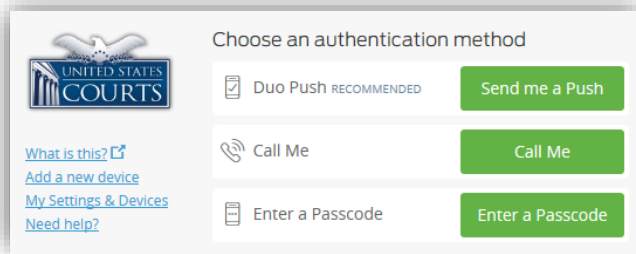


5. From your mobile phone, open the **Duo Mobile app**. Then **tap the message bar** displayed on your phone and click **Approve**.



Option 2 – jport.uscourts.gov

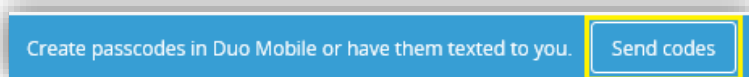
1. From your Internet browser, enter jport.uscourts.gov
2. At the sign-in window, enter your JENIE credentials. Click **Sign In**.
3. Choose your preferred method of authentication. **Send me a Push** to Duo app, **Call me**, or **Enter a Passcode**.



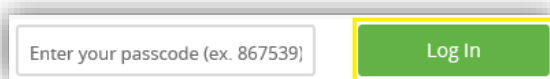
4. Enter the two-factor authentication.
 - If using the **Duo Mobile app**, from your mobile phone, **open the app**. Then **tap the message bar** displayed on your phone and click **Approve**.



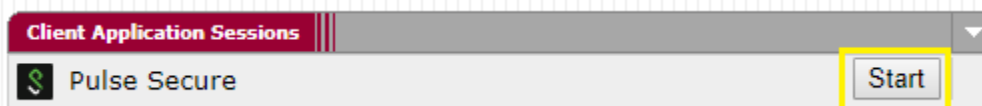
- If you receive a **phone call**, answer the call and wait for instructions. **Press 5** to approve.
- If using a **passcode**, click **Send codes**.



A passcode is sent to your mobile phone. On your computer, **enter the passcode** in the Log In field. Click **Log In**.



5. The jport landing page will appear. Next to Pulse Secure, click the **Start** button.

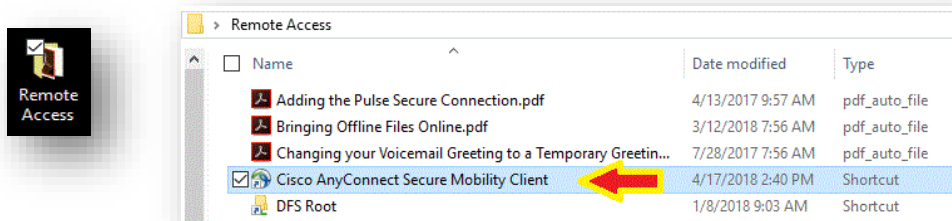


Note: The first time you launch jport.uscourts.gov or start Pulse Secure from your PC, the VPN client will need to download software, therefore, allow it to install by following the on-screen instructions.

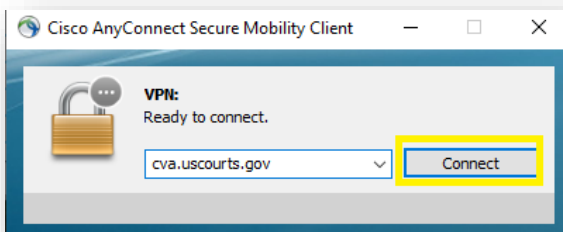
6. To return to the court's home page, click on the **home button**  in your browser, or click Alt+home.

Option 3 – Cisco AnyConnect Secure Mobility Client

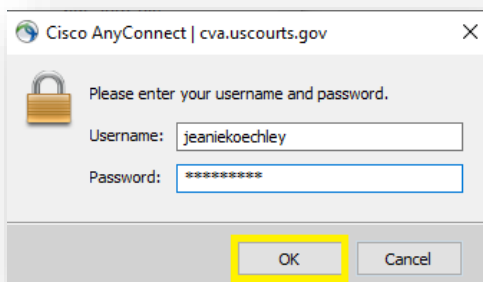
1. From your **Remote Access** folder, launch (double-click) **Cisco AnyConnect Secure Mobility Client**.



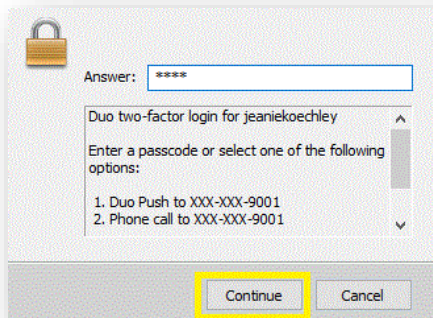
2. Cisco AnyConnect dialog box appears. (Note: The connection should read **cva.uscourts.gov**) Click **Connect**.



3. Enter your JENIE username and password. Click **OK**.



4. Type the answer **PUSH**. (Or you can enter **PHONE** to receive a phone call.) Click **Continue**.



5. From your mobile phone, open the **Duo Mobile app**. Tap the **message bar** and click **Approve**.



6. Respond to banner, by clicking **Accept**.

