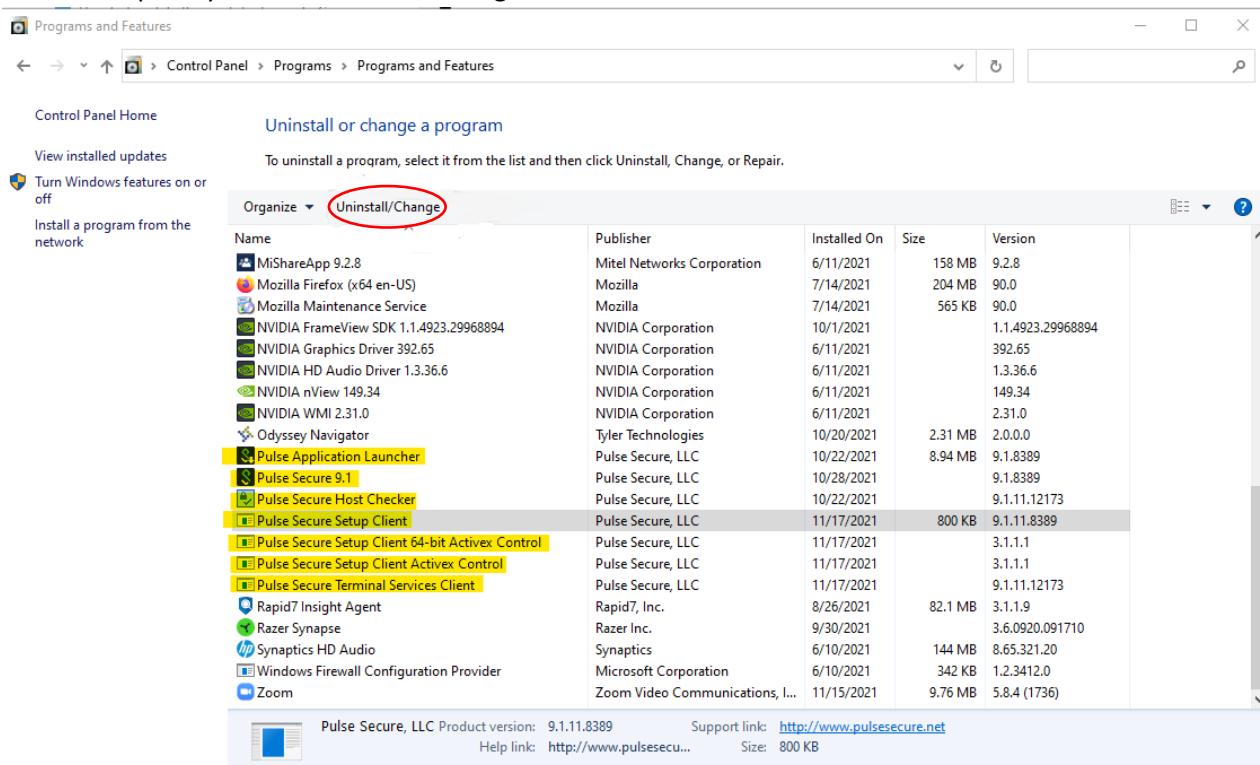


How to Uninstall and Reinstall Pulse Secure

Uninstall Pulse Secure

1. When at the desktop, press “windows key” + “S”
2. Type “Control Panel” and hit “Enter”
3. Under “Programs” section, click “uninstall a program”
4. Go through programs highlighted in yellow below individually. Select one and click “Uninstall/change”. Wait for one to completely uninstall before moving on to the next one.



Install Pulse Secure

5. To start reinstalling pulse secure, go to <https://portal.countyofkane.org/>
6. Click the link for Portal1.countyofkane.org
7. Sign in with your user login and RSA token
8. Let the Host Checker run (if it runs for a long time and doesn't continue, you can select the blue 'click here' to continue)

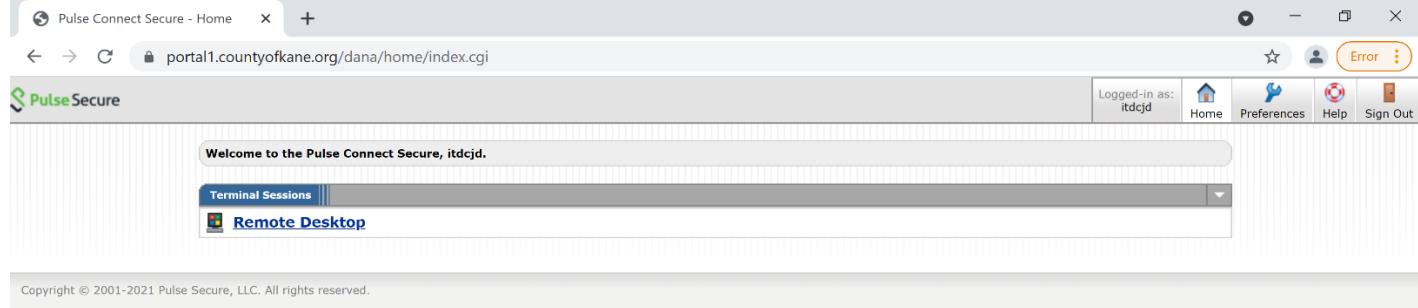
Loading Components...

Please wait. This may take several minutes.

● Host Checker.

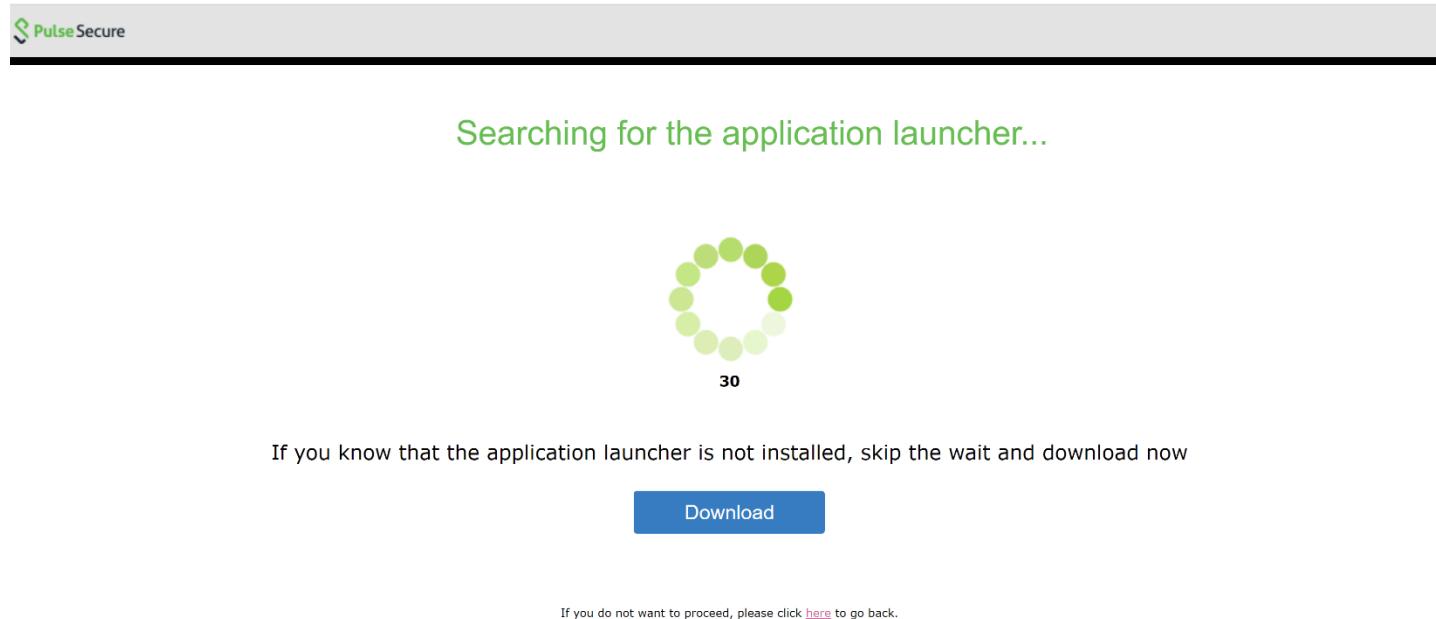
If an error prevents a component from loading properly, you can [click here](#) to continue. Not all functionality may be available.

9. Next you will be brought to a page that includes a section labeled 'Terminal Sessions'. Click the blue link under Terminal Sessions labeled 'Remote Desktop'



The screenshot shows a web browser window for 'Pulse Connect Secure - Home'. The URL is 'portal1.countyofkane.org/dana/home/index.cgi'. The page title is 'PulseSecure'. The main content area says 'Welcome to the Pulse Connect Secure, itdcjd.' and has a 'Terminal Sessions' tab selected. Below it is a 'Remote Desktop' link. The status bar at the bottom says 'Copyright © 2001-2021 Pulse Secure, LLC. All rights reserved.'

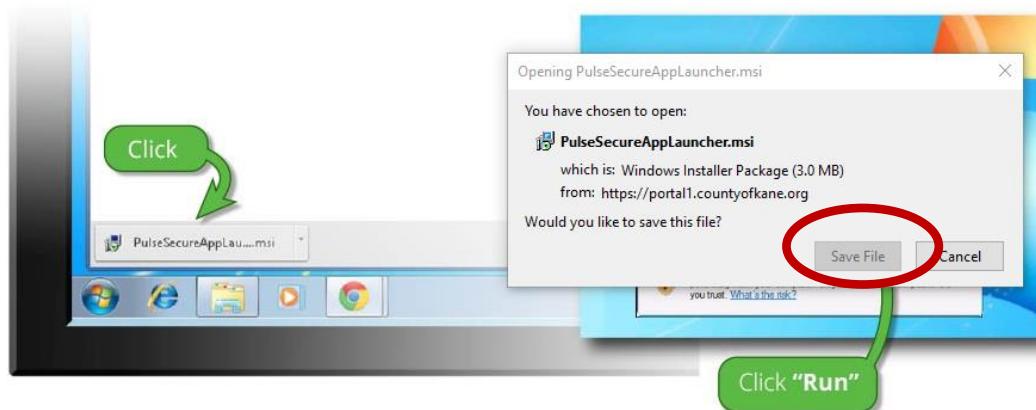
10. On the next screen, click the blue download button.



The screenshot shows a 'Pulse Secure' page with the message 'Searching for the application launcher...'. Below it is a circular progress icon with the number '30' at the bottom. A blue 'Download' button is visible. A note says 'If you know that the application launcher is not installed, skip the wait and download now'. Below the button is a link 'If you do not want to proceed, please click [here](#) to go back.'

11. If you are using Chrome, Open the download on the bottom left of your screen. If you are using FireFox, the download will appear in the top right corner. Select the download and run the installer.

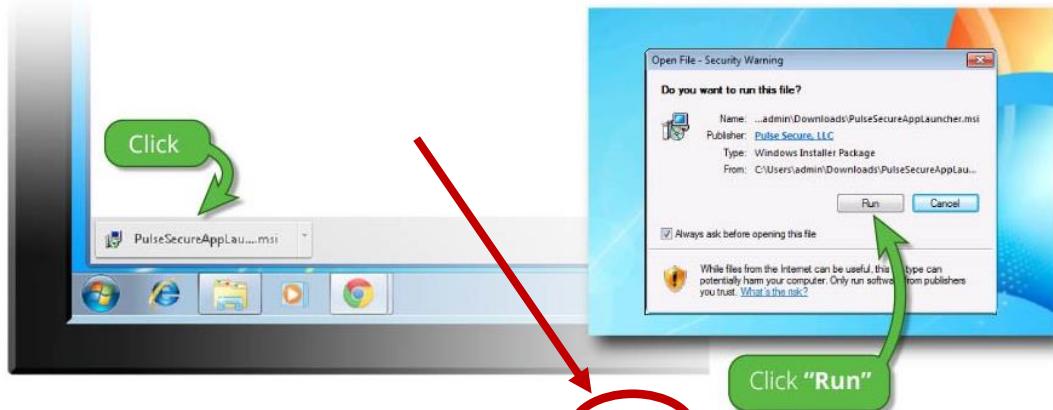
After the application launcher has completed downloading, follow these installation steps.



Once you have completed the above steps, click [HERE](#) to continue with the launch. We recommend selecting "remember" and "always" during the installation process.

12. After running the installer Click "Here" to continue the launch

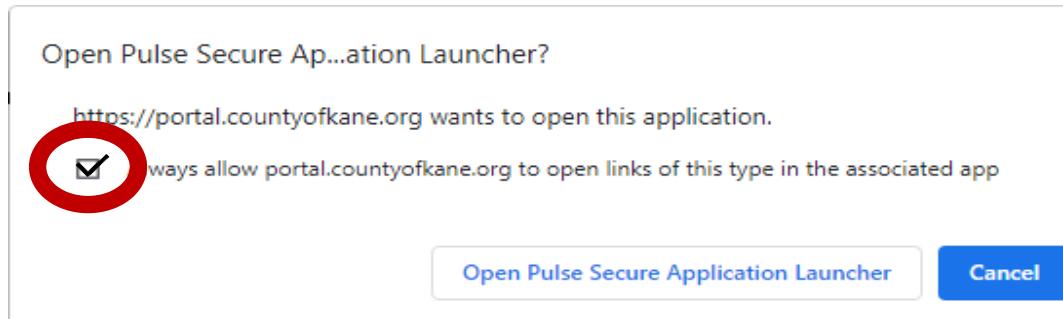
After the application launcher has completed downloading, follow these installation steps.



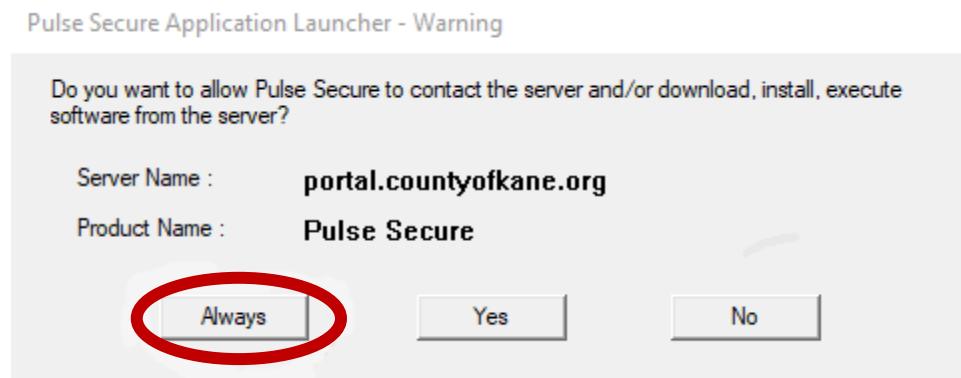
Once you have completed the above steps, click [HERE](#) to continue with the launch. We recommend selecting "remember" and "always" during the installation process.

If you do not want to proceed, please click [here](#) to go back.

13. Check the always allow box for the pop-up above and click "Open pulse secure application launcher



14. Click the "Always" button for the pop-up below.



15. Pulse Secure will then launch in a Fullscreen window. A blue bar at the top of screen will appear along with the Kane County Acceptable System Usage screen. Click 'OK' and sign in to begin working remotely. The blue bar at the top of the screen can be used to minimize, or disconnect the remote connection.

