

Introduction

This guide contains instructions for installing, configuring and troubleshooting the Cisco Secure Client VPN program on MacOS devices. Screenshots in this guide are from MacOS Sonoma, but the set up process should be similar for all MacOS versions that are currently supported, refer to the [UC Davis Health Remote Access website](#) for the supported versions.

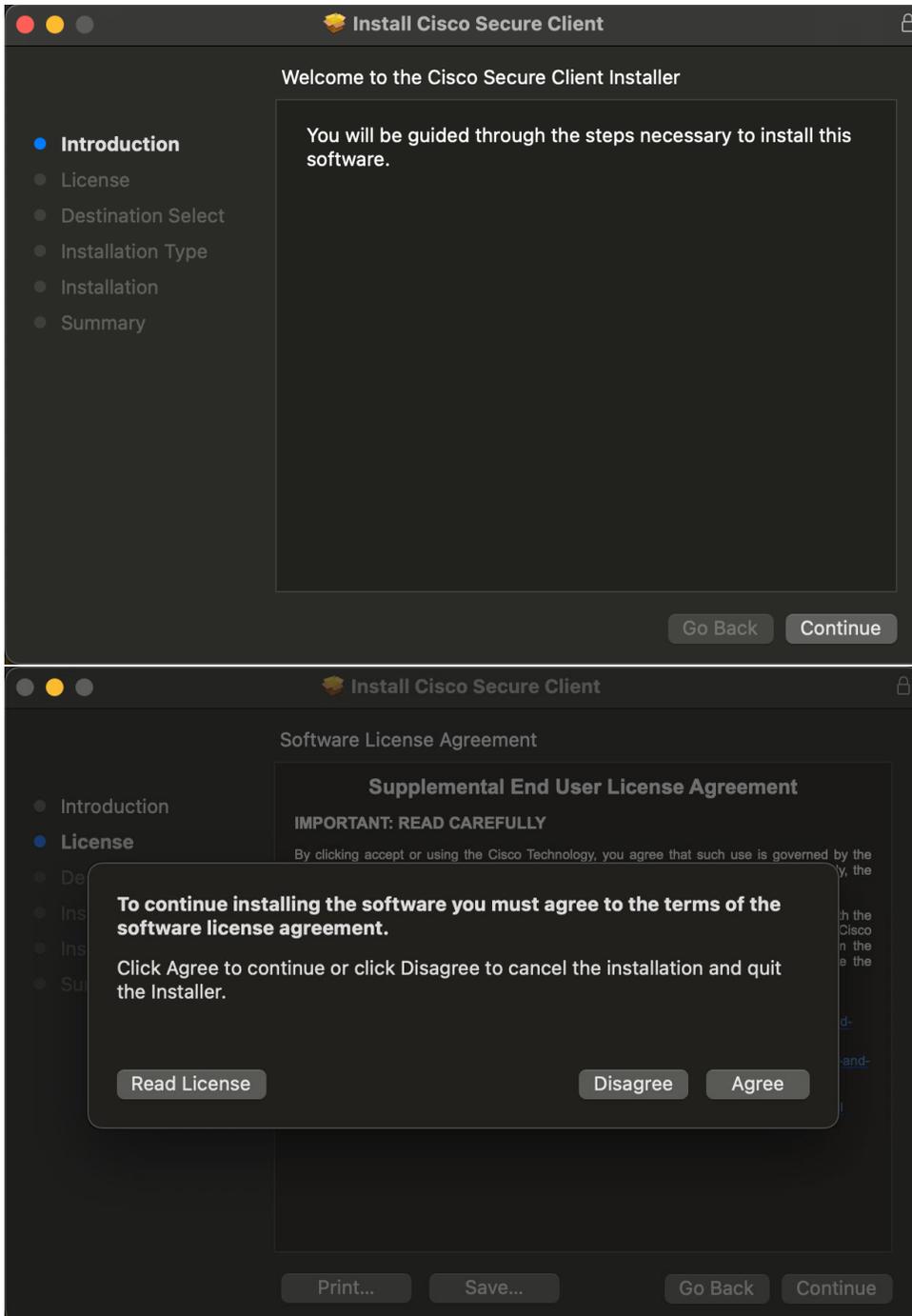
You can download and install the Cisco Secure Client from inside or outside the UC Davis Health network, but to connect to VPN you have to be outside the UC Davis Health network, or you can use the Guest wireless network.

Instructions - Installation

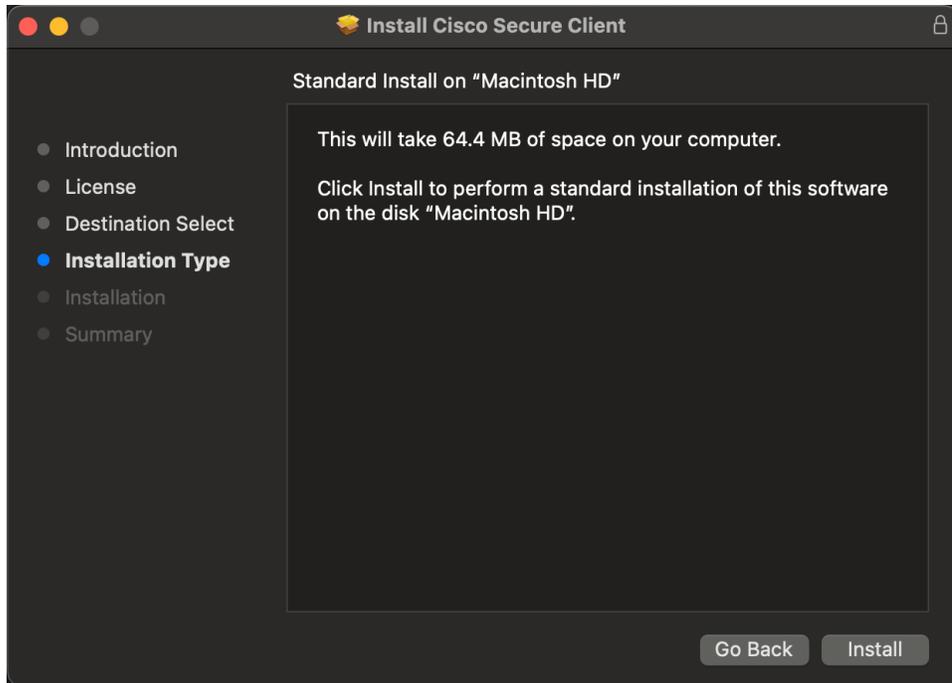
1. Download and open the Cisco Secure Client and double click the **Cisco Secure Client.pkg** file



2. Select **Continue**, **Continue**, and Agree to the Terms of Service



3. At the "Installation Type" step, select **Install** (If prompted, input your MacOS password or use Touch ID)

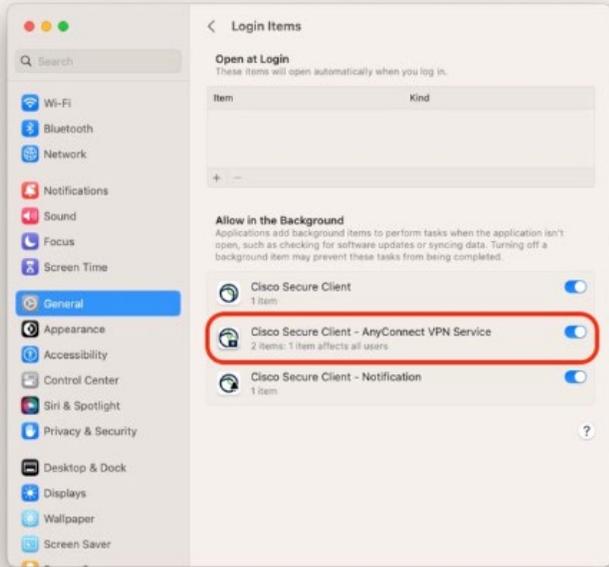


4. Once you get the notice of a successful installation, select **Close** then if you desire move the Cisco Secure Client installer to the Trash bin when prompted
5. If you see the notice or error "Connect capability is unavailable because the VPN service is unavailable" shown in the screenshot below after install, follow the steps detailed below. IF you do not see this message continue to the Configuration steps below (Applicable to MacOS Ventura and Sonoma)

 **Action Required**

AnyConnect VPN Service Not Enabled

Please allow "Cisco Secure Client - AnyConnect VPN Service" in System Settings -> General -> Login Items. Cisco Secure Client cannot operate correctly unless this is enabled.

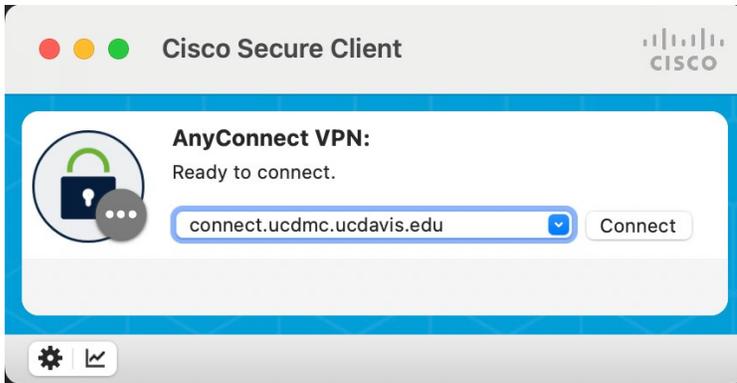


Open System Settings

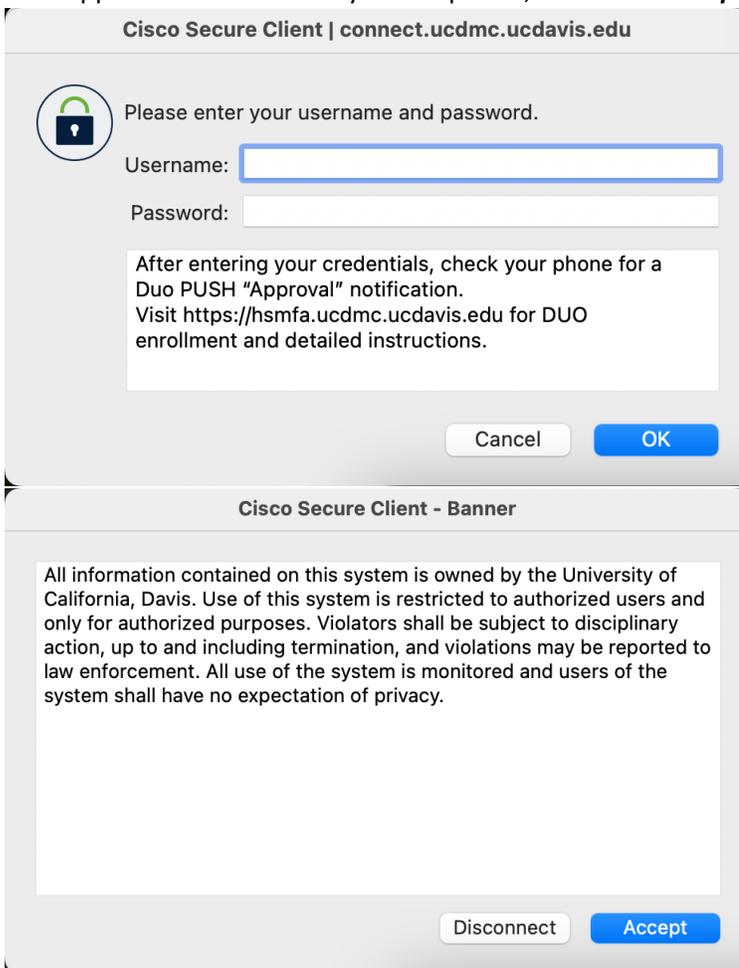
- a. Navigate to **System Settings > General > Login Items**
- b. Once in **Login Items**, ensure any option labeled **Cisco Secure Client** is checked off as shown below

Instructions – Configuration

1. Start the Cisco Secure Client from Launchpad, or do a Spotlight Search for "Cisco Secure Client"
2. Input the url "connect.ucdmc.ucdavis.edu" in the field shown below and select **Connect**



3. When prompted for credentials, input your Active Directory/HS/Citrix Username and Password then approve a Duo Push on your cellphone, and select **Accept** when prompted



4. Verify you are connected by checking the Icon in the status bar, it should show a locked padlock



Instructions – Disconnect From VPN

1. When done using the VPN, click on the Cisco Secure Client icon in the status bar and select **Disconnect**

