


Pulse Secure FAQ

Q: What is Pulse Secure?

Pulse Secure is the replacement for Positive Networks VPN. Its quick and intuitive to use.

Q: How do I connect?



Click on the black “S” icon in your task bar or on the Pulse Secure desktop shortcut and choose Connect > CSM. Click Proceed on the EULA and a login box will appear. Enter your network username and password and click “Connect”

Q: I’m on a personal computer, can I use Pulse Secure?

Pulse Secure is configured to provide full VPN client functionality only on Ascension Columbia St. Marys devices.

There is a web-based option similar to WebTop that is available for use on non-Ascension devices. Simply browse to <https://connect.columbia-stmarys.org> and login with your network username and password to get started.

Q: What if I only want to connect to Cerner/EHR?

No VPN is necessary. Open a browser and connect to <https://ahmiwi.cernerworks.com>

Q: How do I connect with my tablet or mobile phone?

Pulse Secure is available via a web browser at <https://connect.columbia-stmarys.org> You will only be able to open the web bookmarks and shortcuts.

Q: What if connect.columbia-stmarys.org is unavailable?

In the event the primary url is unavailable you can use the alternate url <https://connect2.columbia-stmarys.org>

Q: How do I access UpToDate with Pulse Secure?

Navigate to <https://connect.columbia-stmarys.org>. Log in with your network username and password and click on the CSM Intranet shortcut. Click on the Applications and Links shortcut on the intranet page and under the Clinical section click on the UpToDate shortcut.

Q: What if I’m having an issue with Pulse Secure?

Call the AIS Service Desk at 414 326-2400 for assistance.