

How to fix SSLVPN pop-up asking for user's credentials

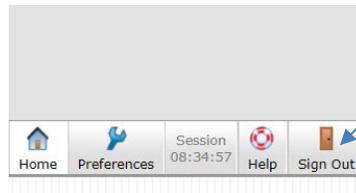
Logon to the SSLVPN homepage and click on the **START**



If you get the Pulse Secure pop-up like this, click **CANCEL**



You must click **SIGN OUT**



You need to click on the link "**Click here to sign in again**"

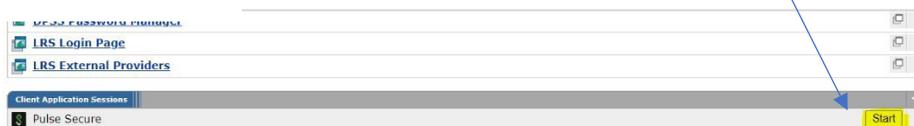


Welcome to the Los Angeles County
Department of Public Social Services SSL VPN

Your session has ended. For increased security, please close your browser.

[Click here to sign in again](#)

You need to click on **START** again



The S with the green arrow indicates Pulse Secure is connected bottom right task bar



If you require further assistance, please reach out to your local tech support or the ITD Help Desk at (562) 345-9955.