

All Products

Forum Groups ∨

Search for Knowledge

Log in

Q

Welcome Pulse Secure to the Ivanti Community!

You have arrived on our welcome page because you tried to access a previous Pulse Secure Community page. We have redirected all traffic to this page to help you get started!

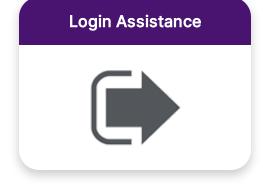
Now that Pulse Secure online resources have been integrated with Ivanti, you can use your credentials to access both the Community and the Ivanti Success Portal. Once logged in you will have access to migrated content, downloads, known issues, ability to raise a support case and much more!

Below are shortcuts and answers to the most common questions during and after an integration.

Be sure to check out the FAQs article at the bottom of this page!

Important Security Update

Ivanti Connect Secure and Ivanti Policy Secure Gateways - Click HERE



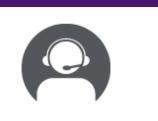




Forums: Ask a Question



Contact Support

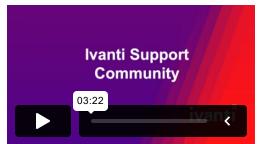


Meet your Community Admin!

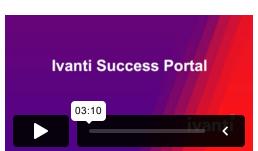
Looking for info related to the community?

Visit our Site Help Page or ask us a question on our Site Help Forum

Community Demo



Success Portal Demo



Product Downloads





Nicole Dufresne

Senior Operations Manager, Customer Success

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All Products

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Access / Login

Q. What are the new Ivanti portals that I will be using?

A. You should receive your Ivanti SSO credentials via email, if you are a current Pulse Secure customer. You can also Register for the Ivanti Community and Success Portal on your own. Once you have your Ivanti SSO credentials, you can begin accessing:

- Ivanti Success Portal (profile management, support cases, & partner portal)
- Ivanti Community
- Ivanti Advantage Learning platform
- Ivanti Ideas (product enhancement requests)
- · Ivanti Licensing Portal
- Ivanti Partner Portal (partners only)

Q. How do I link multiple accounts to view licenses and assets:

A. Please review our Contact Sharing and Account Codes documentation for onboarding steps.

Q. How do Partners link to customer accounts?

A. Partners submit Deal Registrations which result in accounts being linked.

Q. Why do I not see the Asset tile?

A. The asset tile will only show if there are associated assets with the logged in users linked accounts.

Q. I am experiencing a login or access issue with my user / account. What do I do?

A. If you are a customer or partner who is unable to log into Ivanti SSO, use this form to contact Ivanti Customer Care.

Q. I have not received the password reset email instructions. What do I do?

A. First, please check your SPAM/Junk folders to be sure the email was not caught by a filter. If you do not see the email and are unable to login or receive an updated password, use this form to contact Ivanti Customer Care.

Community / Knowledge / Downloads

Q. Where can I access Pulse Secure downloads?

A. You can access license keys and downloads through the Ivanti Licensing Portal. If you run into any issues regarding product downloads, please create a Licensing Case via the Ivanti Success Portal.

Q. What is the best way to get up to speed with the new Ivanti Support resources?

A. We recommend you get started by watching the 2 videos on the Welcome Pulse Secure community page. They will walk you through a demo the Community and the Ivanti Success Portal. We also encourage you to Join the Forum group(s) specific to your Ivanti product(s) and the Community Bulletins forum for site related announcements.

Q. Where can I find the Pulse Secure Forums?

A. Pulse Secure products can be found under the Security section. Navigate to All Forums. Expand the Security section, and click on the Pulse Secure forum you'd like to visit or join. NOTE: The question/answer threads from the Pulse Security Community will not be migrated over, but are available until August 31, 2023.

Q. How do I post a question in a Pulse Secure forum?

A. All content within Pulse Secure forums is public, but to participate in the forum you must be logged in to join. Visit the list of forum groups, expand the Security section, and click on the Pulse product forum you wish to join. Click the Join button and set your notification preference. From here you can post a question or reply within that forum.

Q. How do I find all community content I used to follow?

A. You'll need to follow all content again. We have enhanced the "follow" experience and unfortunately could not migrate this information into the Ivanti community. Simply click the FOLLOW button on any article, topic, or forum post. A list of newly followed items can be found within your Community profile.

Q. How do I search knowledge articles, product documentation, or forum posts?

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All Products

Log in

Q. I want to leave feedback on an article. How do I do that?

A. When logged into the community and viewing a knowledge article, there is a feedback option that allows you to click the thumbs up (positive feedback) or thumbs down (to report an issue). Please consider using both options as needed. If reporting an issue with the knowledge article (such as a broken link), be sure to complete the form with as much information as possible so that our support team can action the feedback.

Q. Can I download or print a knowledge article?

A. The Ivanti Community does not currently have the ability to product a PDF or printer friendly version of a knowledge article, but we are considering in the future. We encourage you to join the Community Bulletins forum group for site related announcements.

Support / Self-Service Portal / Enhancements

Q. Will case updates via email to support@pulsesecure.net continue to be processed beyond February 24, 2023?

A. No. All portal users should have received instructions via email to register for access to the Ivanti Success Portal. Any updates to cases inflight with Pulse Secure Support should now be raised via the Ivanti Success Portal or phone if urgent. Email correspondence remains supported once cases are updated or newly created through the Ivanti systems.

Q. What are the Support hours at Ivanti?

A. Support hours can be found on the Contact Support page. Only certain Ivanti Support Programs qualify for 24×7 support access. View the Support Program details here. You can view your account's current Ivanti Support Program level on the Ivanti Success Portal via this link.

Q. What do Pulse partners and customer use the Ivanti Success Portal for?

A. They use it to submit support cases, product ideas/enhancement requests, access product licensing details, browse knowledge articles, and more.

Q. <u>How do I raise a new Support request?</u>

A. You can raise a support request/case online using the Ivanti Success Portal, or by phone. Click HERE for a list of support phone numbers.

Q. How can I request a callback from Ivanti Support?

A. There are 2 options to request a call back from Ivanti Support;

- Submit a support case through the Ivanti Success Portal and click the "Create & Call Me Back" option upon submission, or
- Contact Ivanti Support by phone. If the call is not answered after 5 minutes, there is an option offered for a callback.

Q. How do I escalate a case with support?

A. Please see How to Escalate a Concern on Your Case for more information

Q. Where can I find licensing information for hardware assets by accounts including serial number?

A. Log into the Ivanti Success Portal, then click on the Assets link. Clicking on an asset line will provide detailed information related to that asset.

Q. Where do I get help with a licensing issue?

A. You can raise a licensing case via the Ivanti Success Portal. From the home page select Get Help then select Licensing Assistance. Fill in your request using the form provided.

Q. Where can I access all my existing support cases?

A. Visit the Ivanti Success Portal to access all of your cases. From the home page select Get Help then select Check or Update Existing. Here you will be able to search, access, and update your existing cases. There is also an Export to Excel feature. All support cases and RMA cases currently open or closed in the last 2 years have been migrated to the Ivanti Success Portal.

Q. How do I upload files to a case?

A. View these knowledge articles for more details based on the type and size of file that needs shared:

- How to share/access files with /from Support
- · How to share very large files with Ivanti Support

Q. What are the Ivanti Support Programs and how have the Pulse Secure programs been integrated?

A. Support Program indicates what level of support the account is entitled to. Pulse Secure programs have been integrated as Ivanti Support Programs:

- Platinum and Gold are mapped to Premium
- Please review our support terms here for more information and how this will map upon renewal: https://www.ivanti.com/company/legal/support-terms

Q. How does Ivanti handle Problems?

Ivanti followe Problem Managemer

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All Products

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Log in

Q. How do I access the Ivanti Cloud Service Status page or subscribe for updates?

A. Visit https://status.ivanticloud.com/

Security Advisory Articles

Q. Where can I find the Pulse Secure Security Advisory articles?

A. Click HERE for Pulse Security Advisory FAQs

Learning / Training

Q. Where can I find Pulse Secure on-demand and ILT courses?

A. All Ivanti learning modules can be found on Advantage Learning. Advantage Learning is accessible through the customer Portal by clicking on the Education button.

NOTE: All ILT courses will now need to be purchased through Ivanti and not through an Authorized Training Partner.

Q. Where can I find Pulse Secure exams?

A. All Ivanti exams can be found on Advantage Learning or the Kryterion website. NOTE: all exams can be purchased through Ivanti Salesforce, Advantage Learning, or Kryterion/Webassessor. The prices for all exams are the same.

Q. I have an Authorization Code for my ILT. How do I use it with I vanti to register for my ILT?

A. The Authorization Codes have been migrated to the Ivanti systems and translated to an Education Subscription. The Education Subscription will allow you to register for the appropriate ILT in Advantage Learning without the need to reference the Authorization Code. You can find all Instructor led sessions here

Q. How do I get help?

A. The Advantage Learning Operations team has a shared email box. To reach them, please email training@ivanti.com with any questions or problems you have regarding training at Ivanti.

Q. How do I purchase training?

A. All training is purchased from Ivanti. Instructor led training can be purchased per session in Advantage Learning or working with your account manager. We now offer a Pulse Secure e-learning subscription that can also be purchased in Advantage Learning or working with your account manager.

Additional Information

Q. <u>Are the Pulse Secure product names changing?</u>

A. Some Pulse Secure product names are changing as they are merged into Ivanti. Please see Ivanti Product Names & Acronyms for more information. The Pulse products are listed under the Security section.

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