How to load a new user profile onto a laptop in the field.

User A = A user that already has their profile loaded onto the laptop.

User B = User that doesn't have their profile loaded onto the laptop.

Requirements: A NMCI laptop that is able to connect to the internet. A wireless access-point, hotspot, or an ethernet port to establish a connection. User A and B will need their CAC.

If establishing a wired connection by using an ethernet port, User A will skip to step 9 of the instructions.

USER A Directions

1. User A will login to a laptop that has their NMCI profile on it already and begin the process for utilizing a wireless internet connection.
2. Click the 'Hidden Icons '   icon located in the bottom right of the laptop screen. Locate the 'RAS Tools' icon.
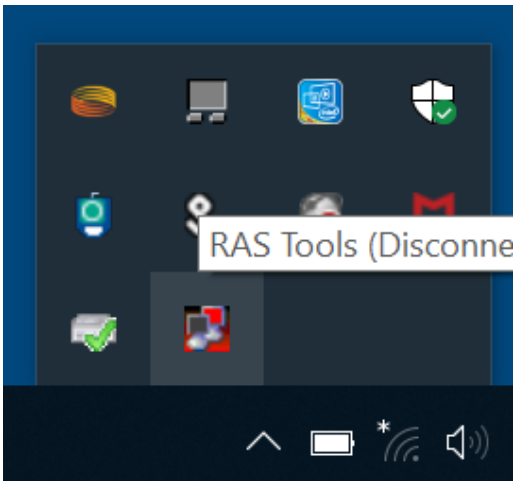

3. Right click on the 'RAS Tools' icon. Then select 'Enable Hot Spot Mode'. Wait a few seconds before proceeding.
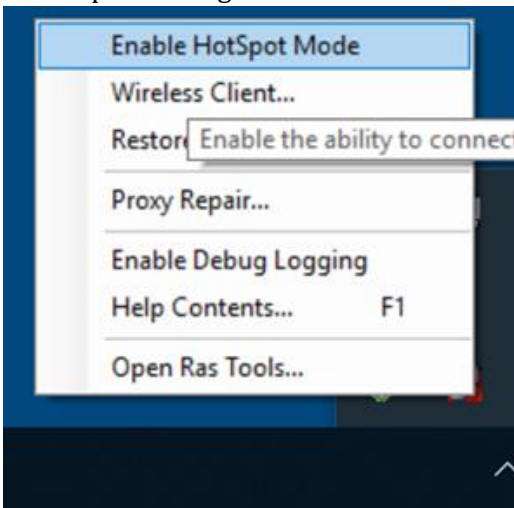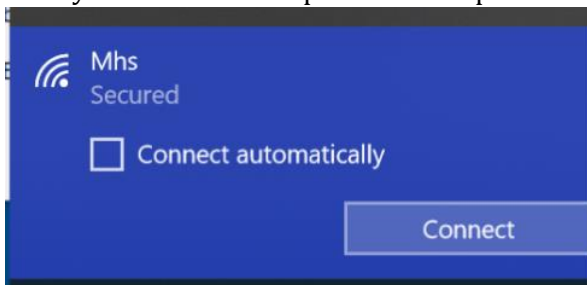
4. A RAS Tools Hot Spot Timeout window will appear. You will have 5 minutes to establish a connection through Pulse Secure.
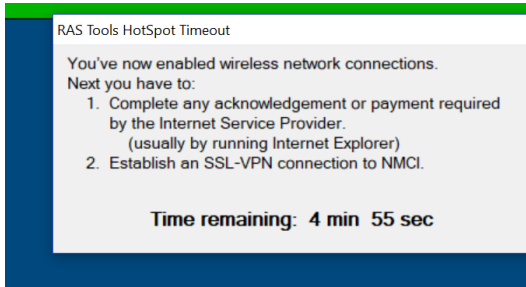

5. Click the internet access icon located in the lower right corner of the screen near the volume icon to display the wireless access-points to connect to.
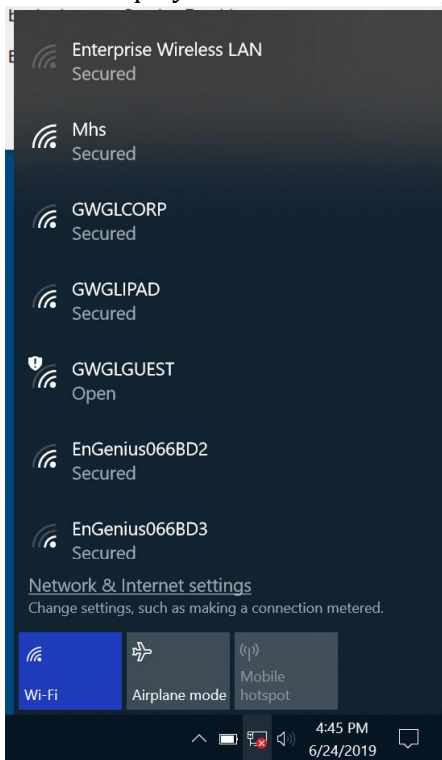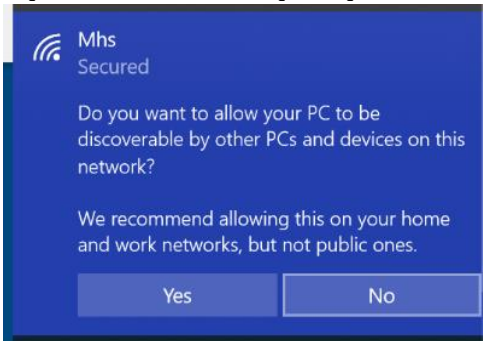

6. Click your wireless hotspot or access-point. Then click the 'Connect' button.

7. Enter the password for the access-point or hotspot if applicable. If you are using a public access point, such as a hotel, complete the login sequence for the access point.
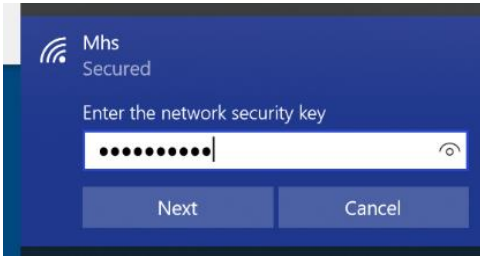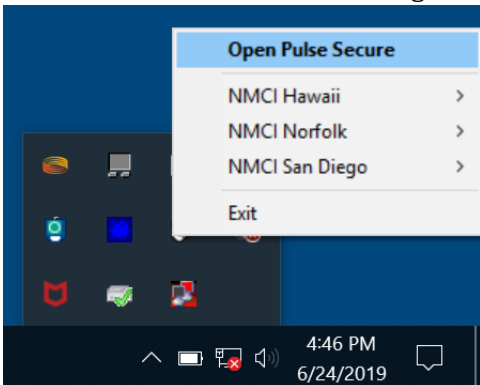

8. If presented with this prompt, click 'Yes' or 'No' depending on your preferences.


9. Click the 'Hidden Icons'^ icon, and locate the Pulse Secure icon. Double left click or right click and select 'Open Pulse Secure' to open the menu.
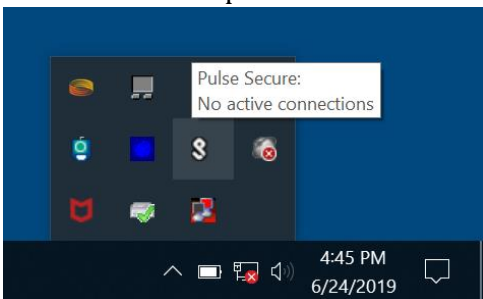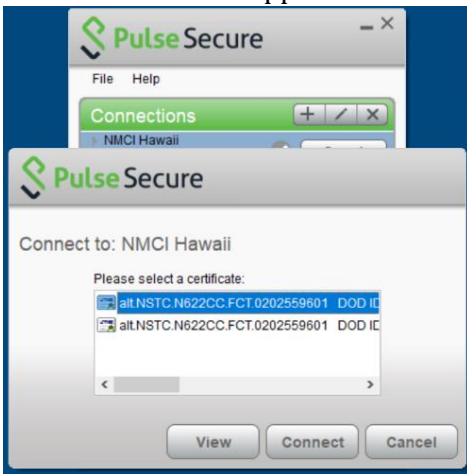

10. The Pulse Secure menu will open and display three connection options to NMCI Hawaii, NMCI Norfolk, and NMCI San Diego.
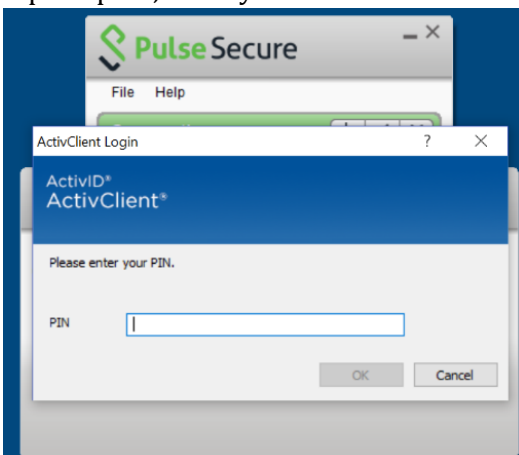
11. Choose whichever connection you like by clicking the 'Connect' button. (Norfolk not recommended at this time, 15 May 2019).
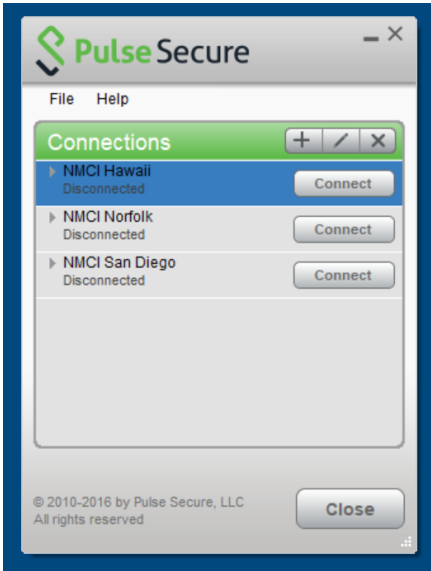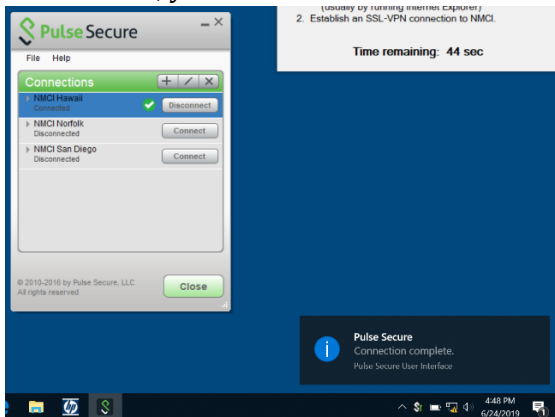

12. A new window will appear for which certificate to use. Select your DoD email certificate.

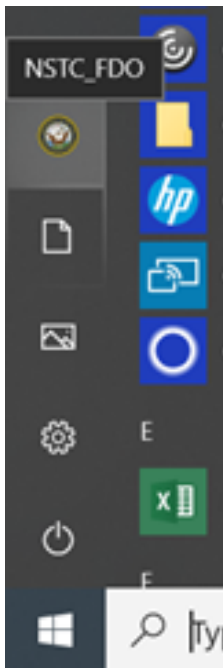13. If prompted, enter your CAC PIN.

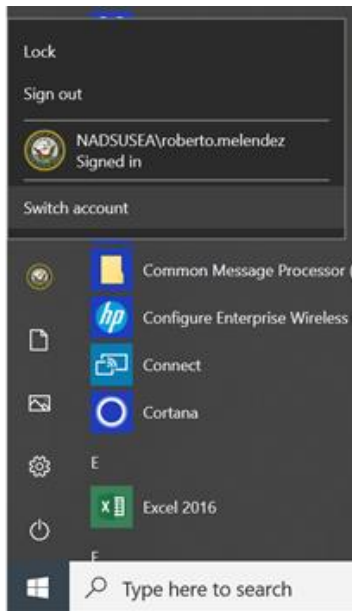14. If successful, you'll be alerted that Pulse Secure made a connection.

15. Click the windows icon located in the bottom left corner of the desktop.

16. Click on the Account icon located above the Documents icon.

17. Click 'Switch Account' – It is imperative that you select "Switch account" and NOT "Sign out"

18. Click the 'OK' button.
19. Remove your CAC from the computer.

USER B Directions

1. After User A has completed their portion, User B will insert their CAC into the computers CAC reader slot and log in to the device.
2. If successful, it could take several minutes for the User B profile to load. If unsuccessful, an error message will display within a few seconds.
   a. Errors are typically due to "User A" connection failure, logging out vice switch account selected or User B not having an active NMCI account.
3. Once the profile has completely loaded and you have a green bar at the top you may log off and repeat for any other users that require their profile to be loaded onto this device. It is highly recommended that each "User B" test logging into the device after all users are logged out to ensure they are able to get into the pulse secure VPN and set up Outlook.