VPN FAQs

What is a VPN?
VPN is an acronym that stands for Virtual Private Network. It allows you to create a secure connection to Montgomery County Government's network over the internet.

What will I need?
You can use any computer running Windows 10 or above, or a Mac running OSX/MacOS. You must also have an active internet connection.

Are mobile devices supported?
The County VPN supports mobile devices running Android and iOS.

What software will I need?
- Anti-virus software such as Windows Defender that has current virus definitions. If you are using a non-County provided machine, note that VPN supports most modern anti-virus software.
- Any modern browser (Chrome, Edge, Firefox, Safari). Internet Explorer is no longer supported.
- Software for PC/Mac will be installed from the VPN server on first login. You can also get the Pulse Secure app from the App Store or Google Play Store for mobile devices (optional).

Where do I request VPN access?
Request the VPN form from your IT Department or the Helpdesk (240-777-2828 or x72828). Your manager will need to fill out the form and submit the request to the Helpdesk on your behalf.

How do I get to the County VPN?
Windows devices go to: https://secure.montgomerycountymd.gov or https://secure2.montgomerycountymd.gov
Mobile devices go to: https://secure.montgomerycountymd.gov/mobile or https://secure2.montgomerycountymd.gov/mobile
Mac devices go to: https://secure.montgomerycountymd.gov/mac or https://secure2.montgomerycountymd.gov/mac

Log in with the same username and password you use at your workstation.

How do I get help if I’m having problems?
Call the County IT Helpdesk at 240-777-2828.