



LVHN Remote Access Instructions: Apple Mac OS X

Rev July 2018

Before beginning, note that you must have been granted access to “WEB-SSO LVH PULSE CLIENT” via either the WISAR process or a request through the I/S Support Center. If you encounter problems AFTER following these instructions, please contact the LVHN I/S Support Center at 610-402-8303 option 1.

NOTE: The first time you attempt to log in to the LVHN remote portal, you will be prompted to:

1. Enroll in “two factor authentication”, if you have not already enrolled (one time enrollment)
2. Install the *Pulse Secure* application on the MAC (one time install for each device)

STEP 1: Open SAFARI web browser , and type in <https://intranet.lvh.com>

SSL-VPN Remote Access

Username

Password

[Sign In](#) [Help/FAQ](#)

If you have recently upgraded your Windows Operating System to Windows 10, please click [here](#) for further instructions.

Notice:

LVHN has introduced two-factor authentication when signing into the LVHN VPN Portal. Colleagues and vendors signing into this portal will be prompted to enroll in two-factor authentication. Step by step instructions will be sent to LVHN colleagues in preparation for this enhanced layer of security, and on the intranet. The IS customer support center is available for further assistance.

Windows users need to use Internet Explorer when accessing this site in order for it to work consistently.

Attention: Authorized Users Only

This network and its systems are the property of **Lehigh Valley Health Network** and may only be used and accessed for legitimate business purposes. All Users have a responsibility to use LVHN's computer resources and the Internet in a professional, lawful and ethical manner. Misuse of the computer network or the Internet may result in disciplinary action, as per LVHN policy, or legal liability.

After entering the login ID and password, the following screen appears (if you have not already enrolled in the LVHN two factor authentication process). If you have already registered for two factor authentication, but this is a new device, you will be brought to STEP 3.

This first step will provide the option to select either:

1. Receive an SMS text message to your smart phone
2. Use the Imprivata App on your smart phone (downloadable from the Apple App store or Google store).

STEP 2: Two Factor Enrollment Process (options)

Option 1: Receive a text Message to Smart Phone with a code to enter each time you log in

Enter "S", and press "Sign In" to skip this method, proceeding to register instead with an SMS code:

Challenge / Response

Challenge: Enroll Imprivata ID (TM) in 4 steps. (1) Install the Imprivata ID app on your smartphone, (2) Open the app, (3) Locate the 12 character Serial Number and enter it below, or enter S to skip.

Enter the challenge string above into your token, and then enter the one-time response in the field below.

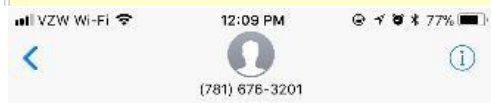
Response:

Challenge / Response

Challenge: (STEP 2) A text message was sent to your mobile phone (XXX)XXX-XXXX. Enter the verification code from that message, or enter R to retry.

Enter the challenge string above into your token, and then enter the one-time response in the field below.

Response:



Text Message
Today 11:59 AM

[262992](#) is your Imprivata one-time verification code.

[855935](#) is your Imprivata one-time verification code.

[637298](#) is your Imprivata one-time verification code.



Now that you have enrolled your smartphone in the LVHN two factor authentication, each time you sign in to the LVHN remote portal, you will receive a text message to your smart phone with a code. You will need to enter this code on the LVHN web page when prompted.

Option 2: Imprivata App on Smart Phone- click ALLOW on your smart phone each time you log in

Challenge / Response

Challenge: Enroll Imprivata ID (TM) in 4 steps. (1) Install the Imprivata ID app on your smartphone, (2) Open the app, (3) Locate the 12 character Serial Number and enter it below, or enter S to skip.

Enter the challenge string above into your token, and then enter the one-time response in the field below.

Response:

From your iPhone:

- Open the Apple App store
- Search for Imprivata
- Download the Imprivata ID application
- After the Imprivata ID has finished downloading, open the Imprivata ID app
- Enter the 12 digit code into the response on the LVHN web page (above) and select 'Sign In'
- You will receive a notification on your phone to Allow or Deny.
- Select Allow

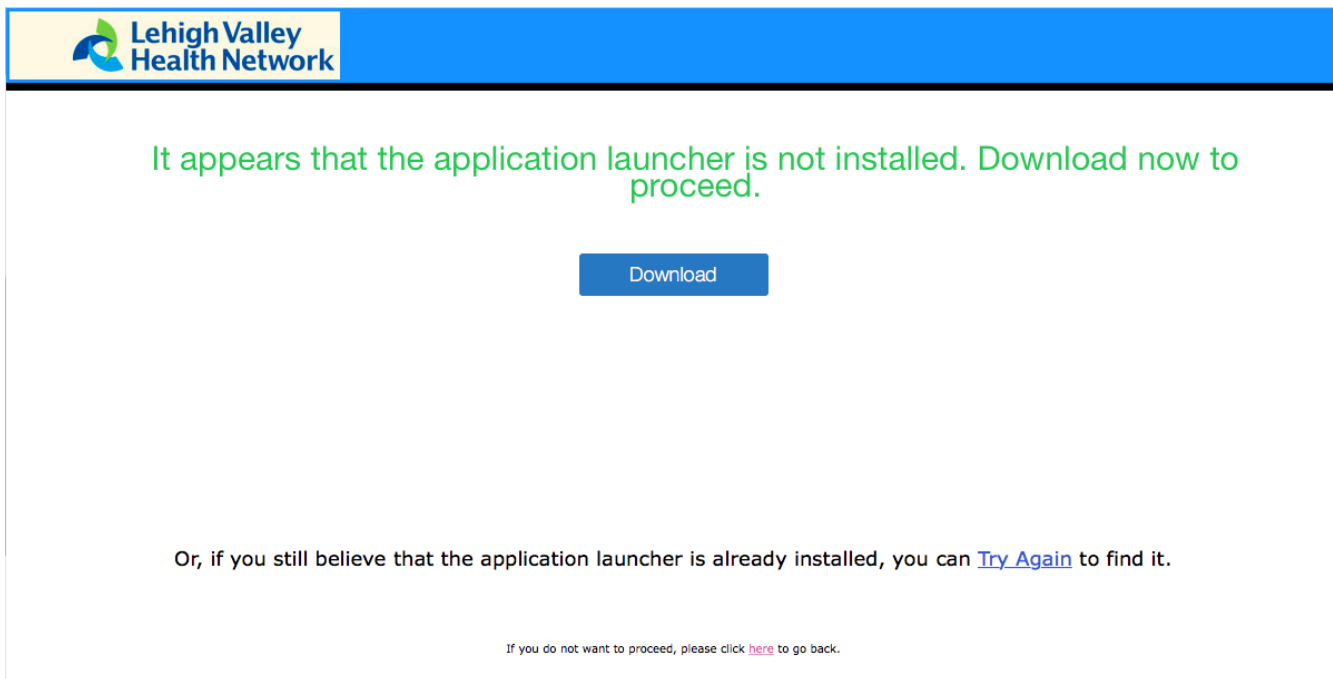
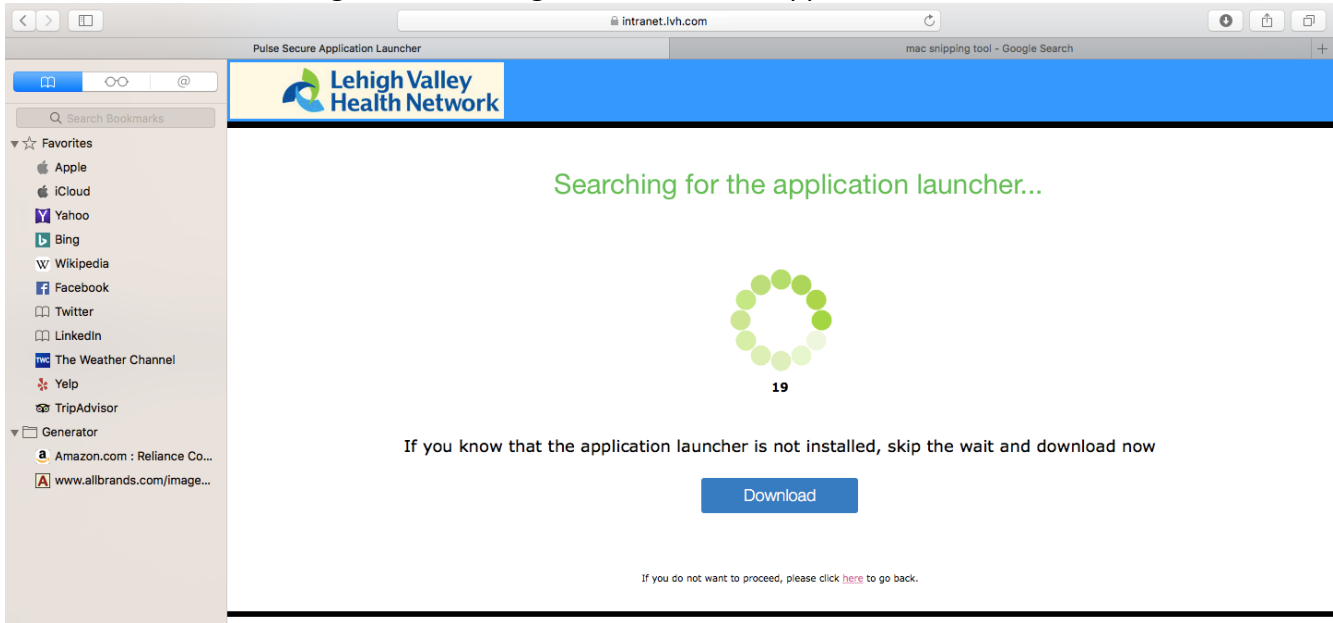
From your Android Phone:


- Open the Google Play store
- Search for Imprivata
- Download the Imprivata ID application
- After the Imprivata ID has finished downloading, open the Imprivata ID app
- Enter the 12 digit code into the response on the LVHN web page (above) and select 'Sign In'
 - o NOTE: if you do not see all 12 characters, turn your phone 90 degrees
- You will receive a notification on your phone to Allow or Deny.
- Select Allow

Now that you have enrolled your smart phone, each time you attempt to log in to the LVHN remote portal, you will receive a prompt on your phone to Allow or Deny. Select Allow and your login process will continue.

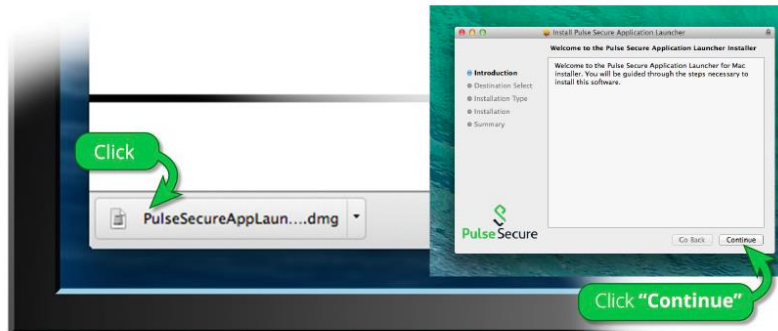
STEP 3: Pulse Secure Installation

Select **DOWNLOAD** to begin downloading the Pulse Secure application to the MAC



Find the PULSESECUREAPPLAUNCHER install from your download icon (upper right in the Safari Browser  or lower left task bar if in Google Chrome, like below.)

After the application launcher has completed downloading, follow these installation steps.

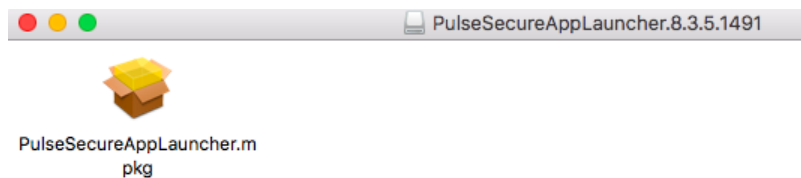


Once you have completed the above steps, click [HERE](#) to continue with the Pulse Secure launch. We recommend selecting "remember" and "always" during the installation process.

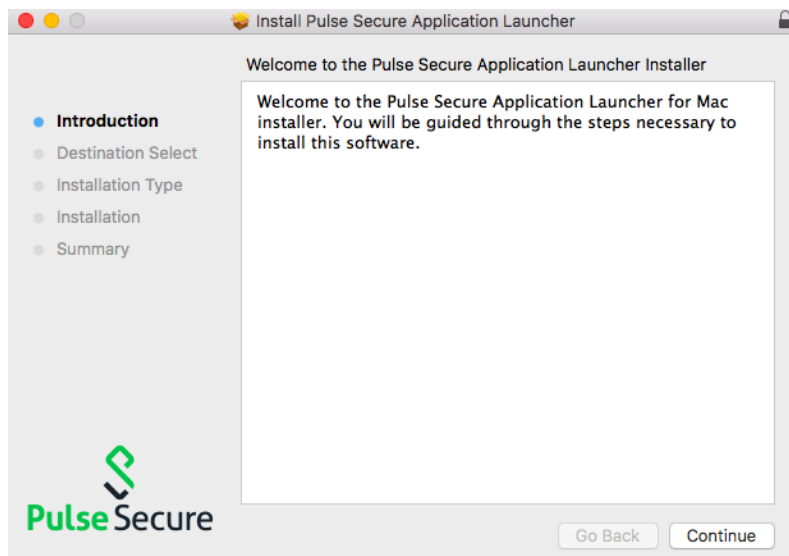
Once the Pulse Secure application is installed and started it will appear in your system tray.



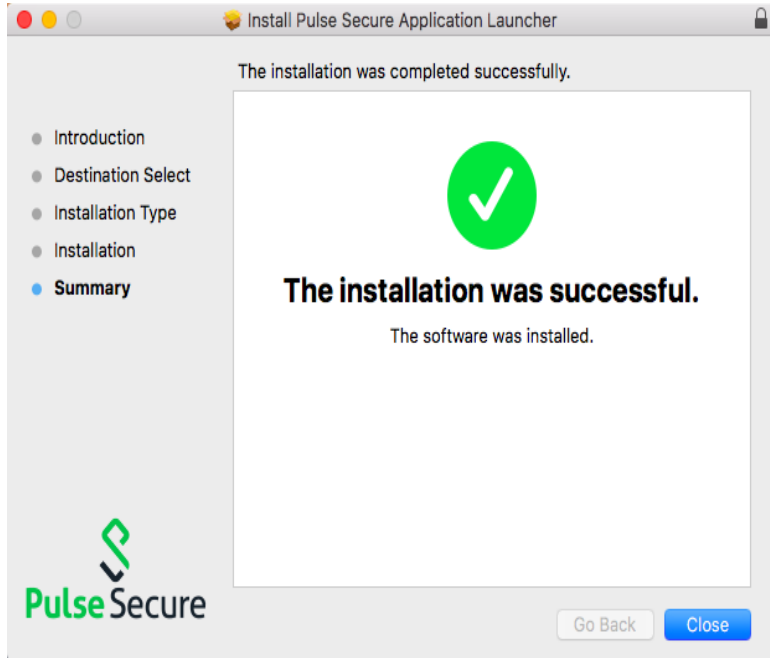
A new window will appear. Double click the PULSESECUREAPPLAUNCHER.MPKG icon



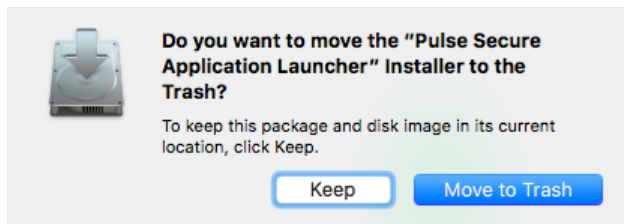
Select CONTINUE after the launcher appears



After the Pulse Secure installation has completed, click **CLOSE**.



When asked to move the installer to the trash, select **MOVE TO TRASH**.

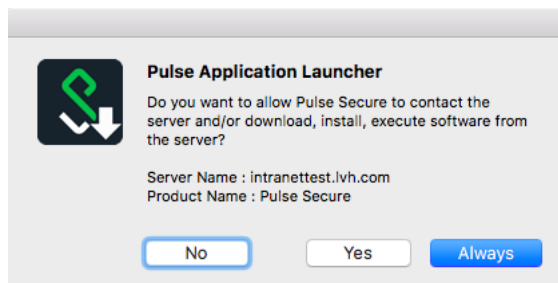


When asked to open the Pulse Launcher, select **ALLOW**.

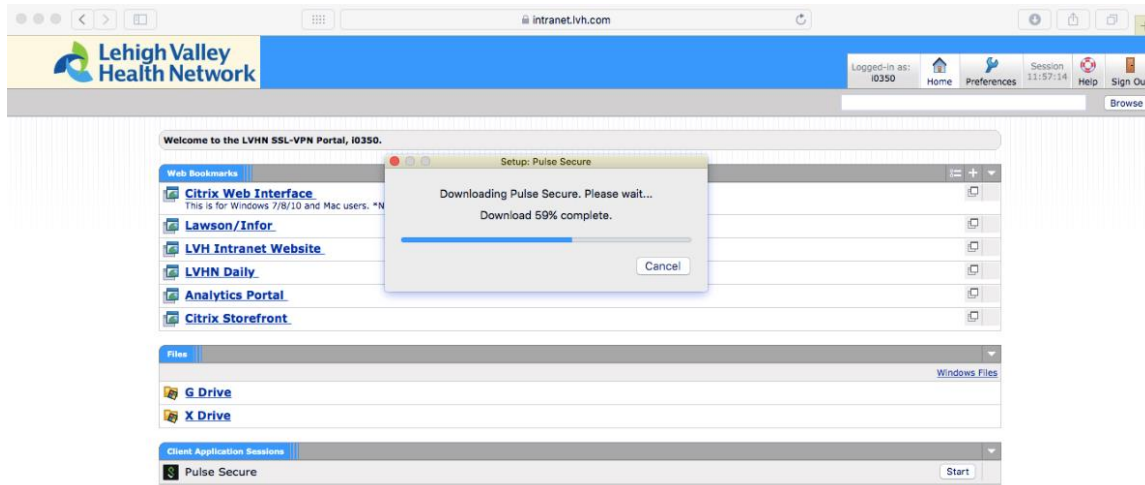
Do you want to allow this page to open
"PulseApplicationLauncher"?

Cancel Allow

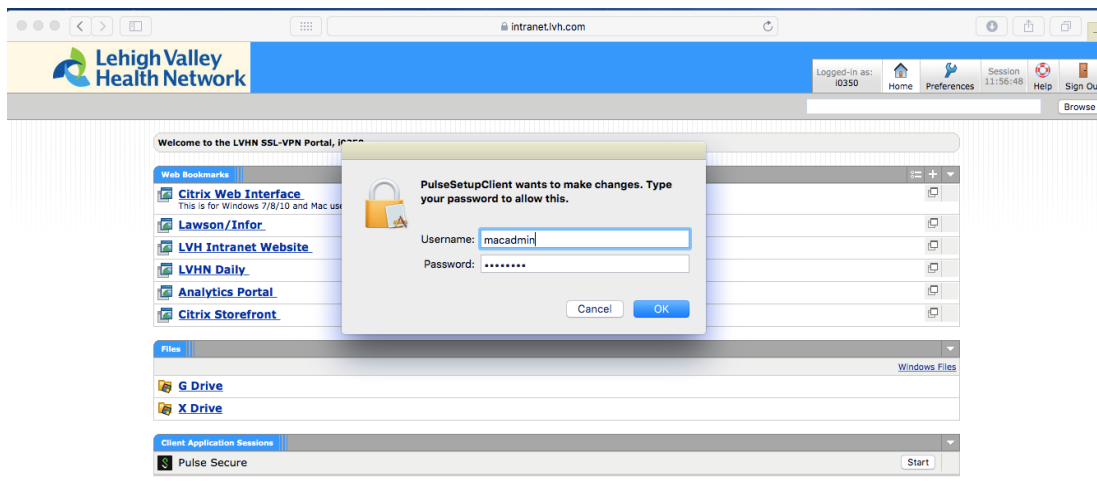
When prompted to allow Pulse Secure to contact the server, select **ALWAYS**.



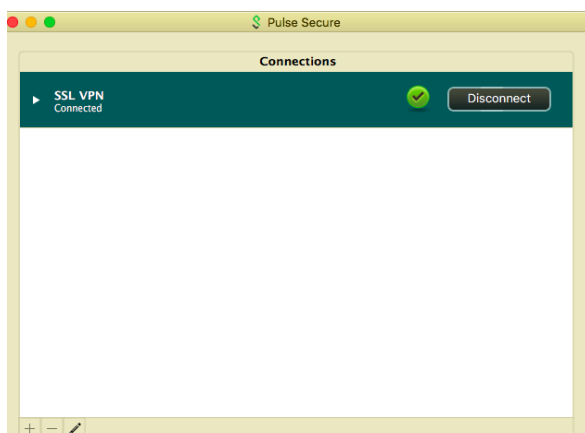
The following will appear when it's downloading and installing Pulse:




Your Mac will prompt you to sign in with the **Mac administrator password** to allow it to install the program. Please sign in with your administrator password for the machine.



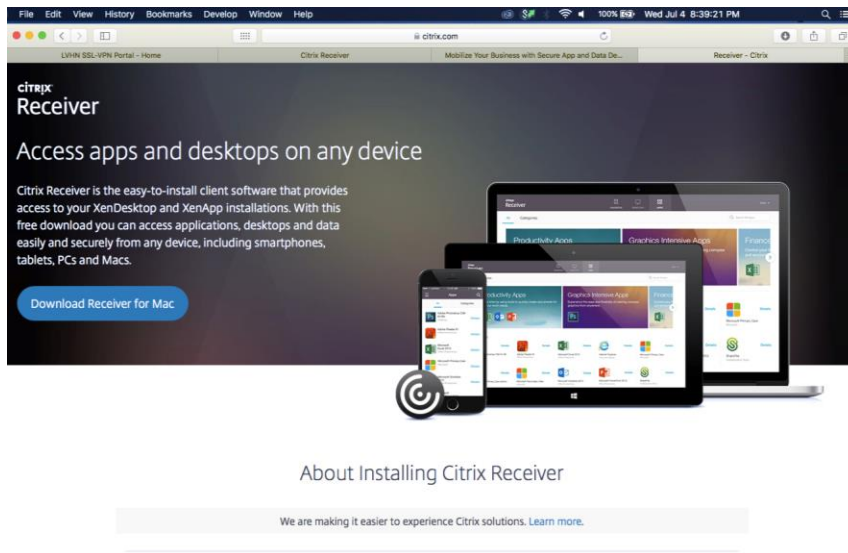
Once connected, you will see the following:



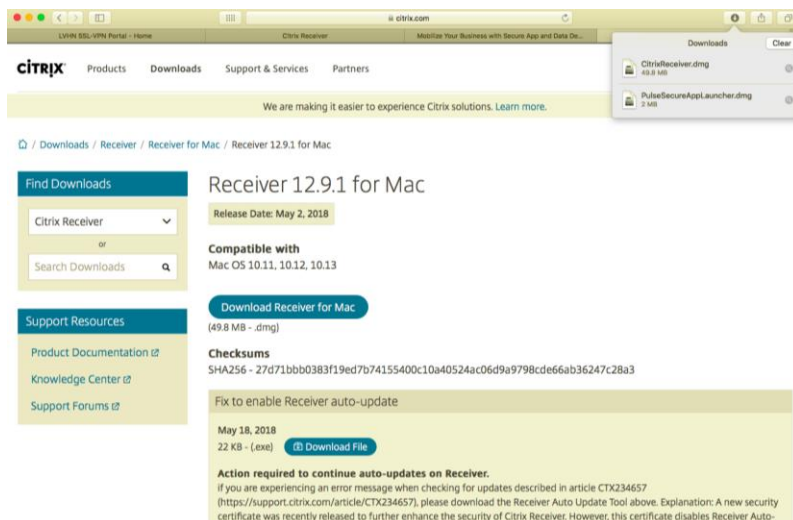
You will also see this icon at top right  of the screen.

STEP 4: Installation of Citrix Receiver

- Once the user is connected to Pulse, have them navigate to www.citrix.com to install the latest version of Citrix Receiver for Mac. (Note: At time of this document, it is **Receiver 12.9.1**)



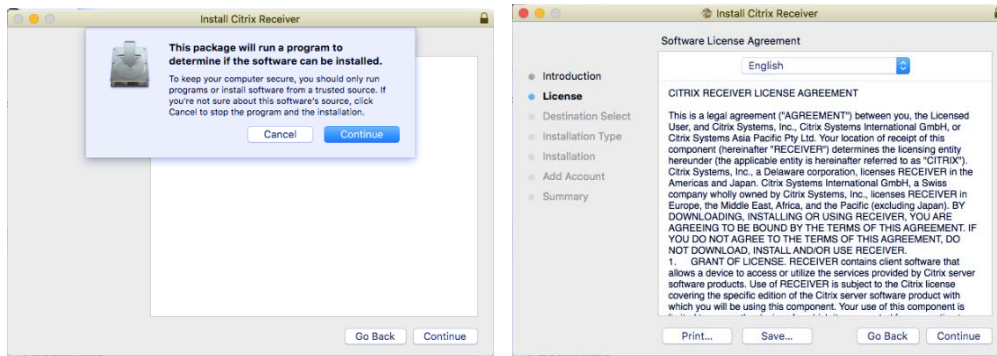
- Click on Downloads icon  at top right and open the CitrixReceiver.dmg file.



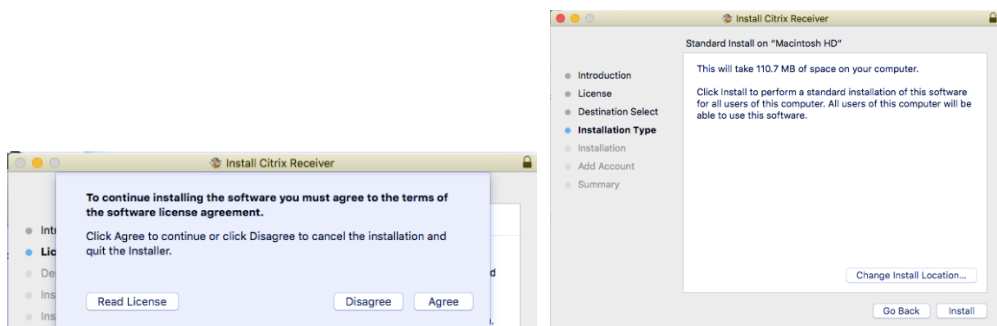
- Click on **Install Citrix Receiver** like below.



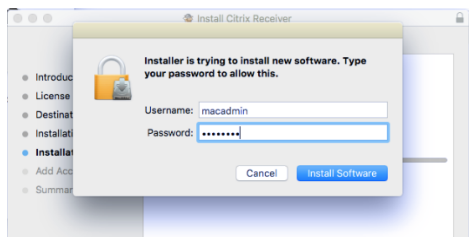
4. Click **Continue** and then **Continue** again.



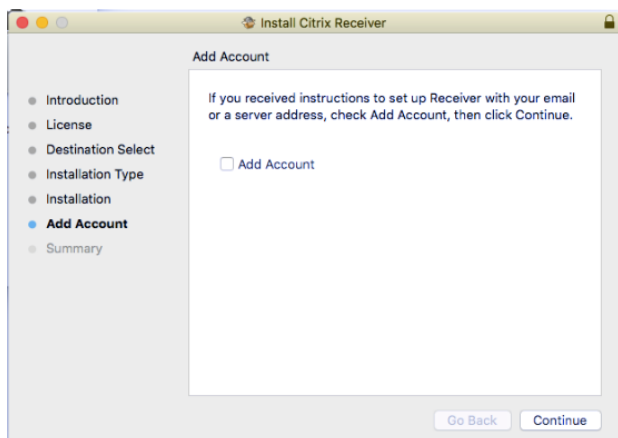
5. Click **Agree** and then **Install**.



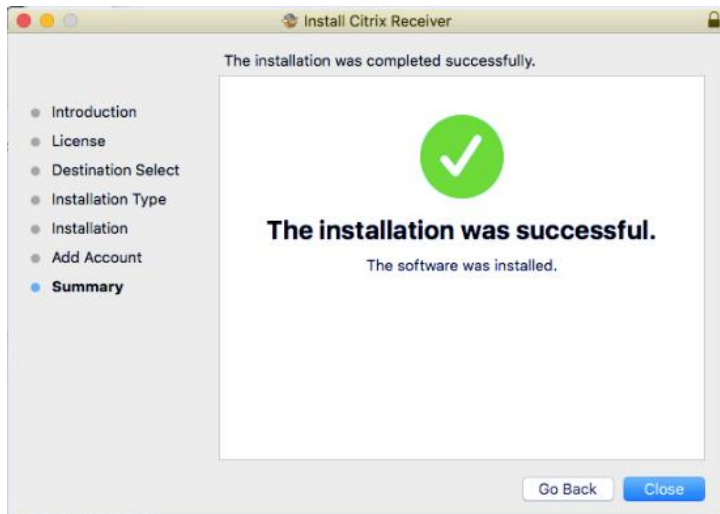
6. The Installer is going to prompt for a password for installation permission. Please enter the administrator password for the Mac.




7. If you see a prompt afterwards asking you to Add an account. Please just click Continue. You do not need to add anything here.



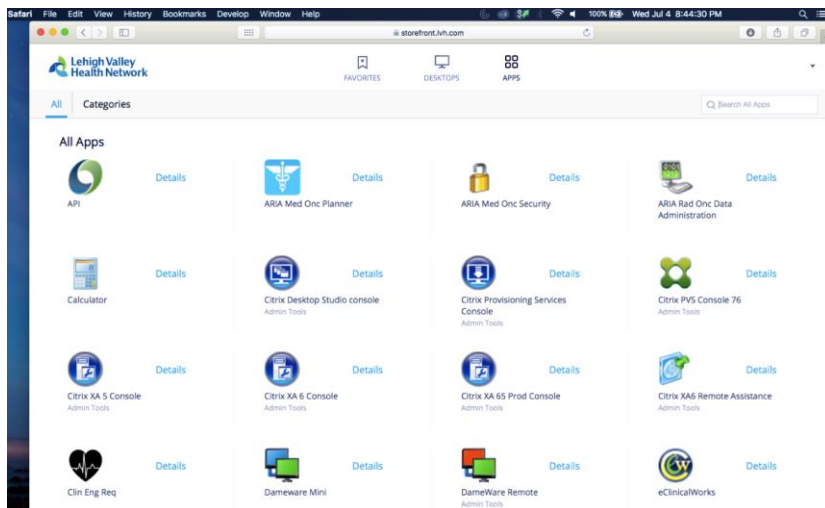
8. Click **Close**.



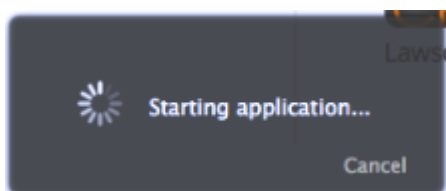
9. After Receiver has been installed. Close Safari completely clicking on Safari at top left and then Quit Safari OR by going to the Apple icon at top left > Force Quit > Safari.

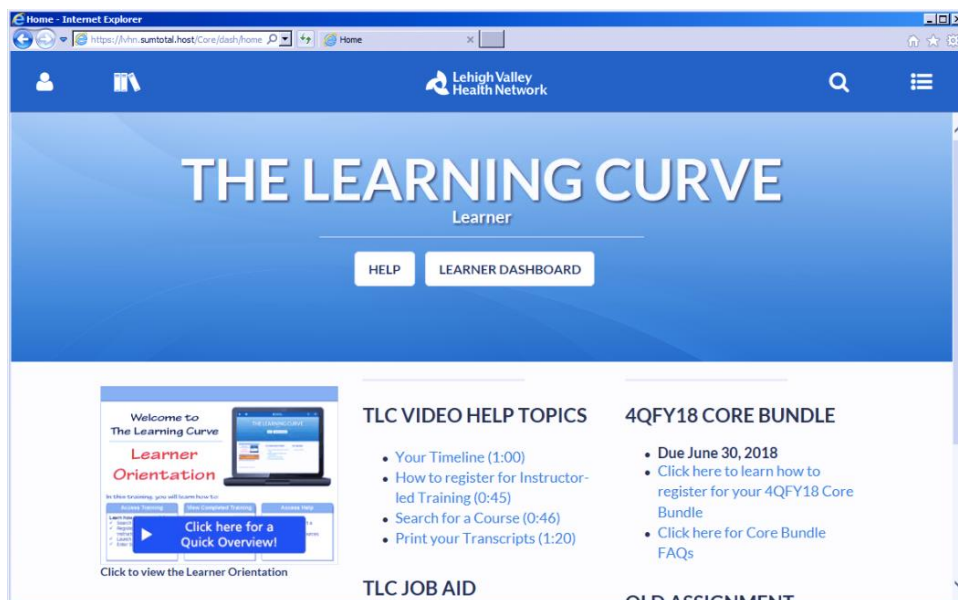
10. Reopen Safari, go to <https://storefront.lvh.com>, and sign in again. **Note:** This site will only work if connected to Pulse.  If you are not connected, please sign into <https://intranet.lvh.com> again.

11. Click on application of choice on the Storefront.



12. Screen will briefly show "Starting application..." and application will open like below (example showing TLC)





13. Once you are done with your application, please make sure to disconnect from the session like below. Click on Pulse icon at top > Open Pulse Secure > Disconnect OR Disconnect in the icon.

