

Windows 10 Web-SSO Instructions Jan 2019 Google Chrome

Note: The following instructions are for use with the Google Chrome Browser. *For Instructions on connecting to WebSSO via Firefox, Internet Explorer, or Microsoft Edge, please see separate documentation for those browsers.*



1. Open Google Chrome
2. Type Intranet.lvh.com in the address bar and hit **Enter**. (Do not use www)



SSL-VPN Remote Access

Username

Password

The LVHN VPN portal was upgraded on July 7th. You may be prompted to install new VPN software the first time you sign into this portal after the update. If you can't install the new VPN client software because you don't have admin rights on your workstation you can try using our [backup site](#)

First-time access instructions are available for both [Windows](#) and [Mac](#)

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.

3. Sign in with your LVHN Credentials (SUI and Network Password)
4. If you haven't done so already, you will be prompted to sign up for two factor authentication. You may use Imprivata ID, an application available in the Google Play or Apple App store or by entering your 10 digit cell phone number. *If you do not wish to use Imprivata ID, skip to [step 9](#). and enter **S** to skip on screen now.*

For Imprivata ID or SMS Text

5. To proceed with Imprivata ID enrollment, you will need to install the Imprivata ID app from the App Store (for iPhone) or Google Play Store (for Android devices)

App Store ••••• 3:04 PM 42%




Imprivata ID
Imprivata, Inc.

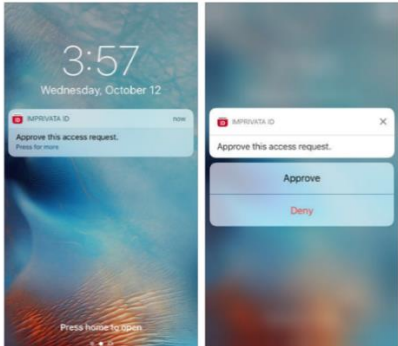
Imprivata ID

Imprivata ID adds an extra layer of security to your account and keeps it safe from hacking attacks.

For optimal use, allow:

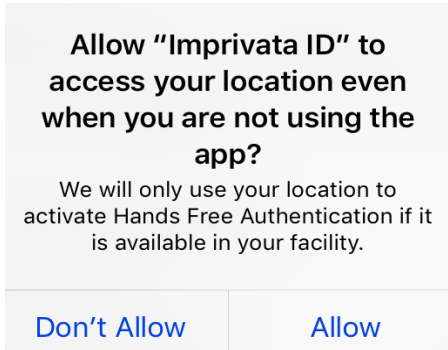
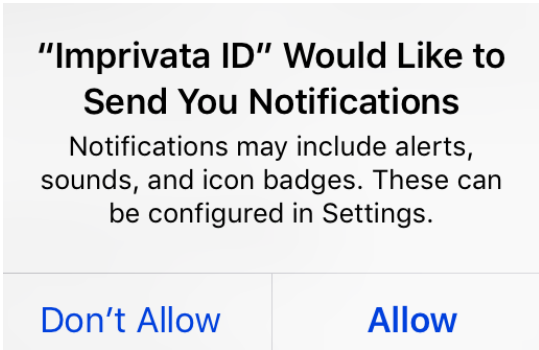
- Notifications
- Location Services
- Bluetooth Access



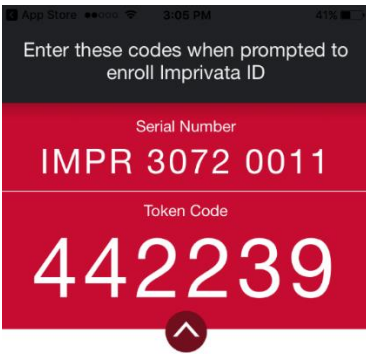


6. Open the app and **Continue**.

7. Send Notifications set to **Allow** and Access Location to **Allow**



8. Enter the 12 digit Serial Number found in the Imprivata App on your smartphone (Starting with IMPR) Do not enter spaces. Press "Sign 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.

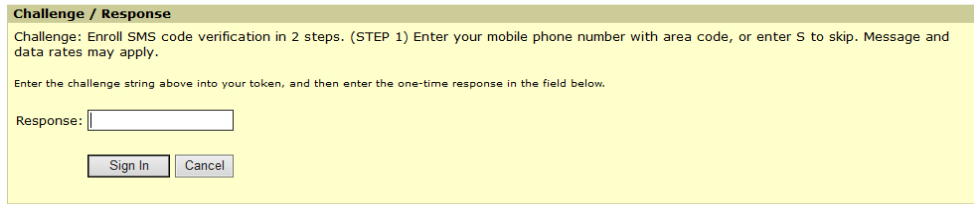
Enter the challenge string above into your token, and then enter the one-time response in the field below.

Response:

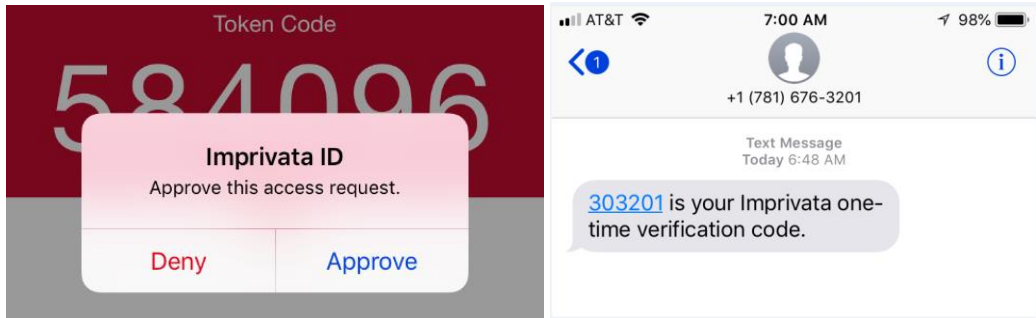
Sign In Cancel

You will then be prompted to enter the 6 digit token code found on your cell phone. (There is a 30 second timer to enter this code before it refreshes to a new code) Press **Sign In**.

- 9. If you do not wish to enroll with Imprivata ID, this is the step you'll use. If you wish, you may also enroll a 10 digit cell phone for SMS text message verification (Both are not required, but at least one must be chosen) If only using Imprivata ID, enter a **S** to skip and **Sign In**.



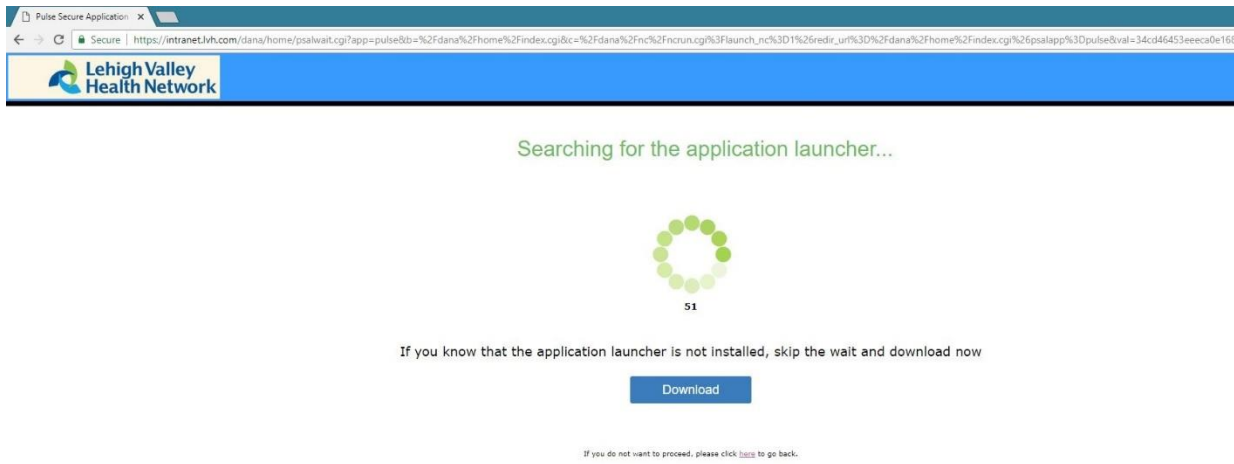
- 10. Every time you log into the portal from now on you will receive one of the following prompts on your cell phone. Simply press Approve to accept the connection request to the Intranet or if using SMS, enter the 6 digit token..




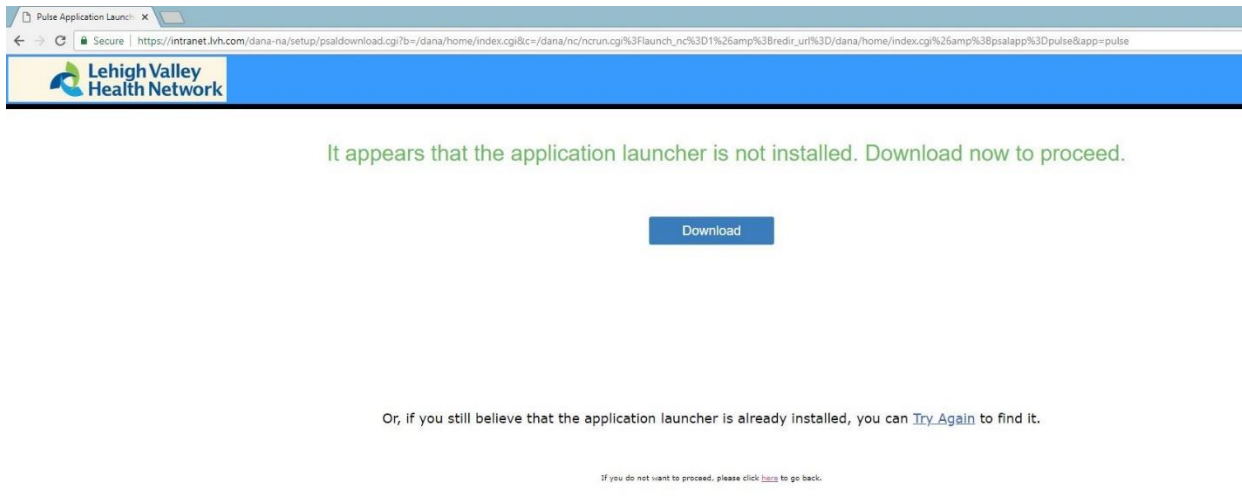
Installing Network Connect/Pulse Secure for Google Chrome browser

NOTE: For Instructions on connecting to WebSSO via Firefox, Internet Explorer, or Microsoft Edge, **see separate documentation.**

11. In Chrome, Edge, and Firefox browsers, you will see the following screen first where the program is searching for the Network Connect or Pulse Application Launcher. It requires this program for these browsers:

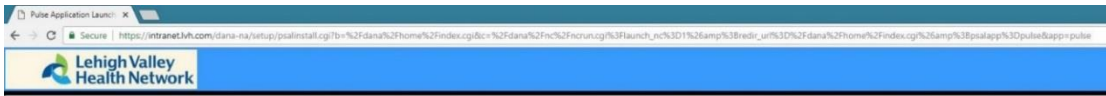


If it doesn't detect that the launcher is installed or you know it is not installed yet, choose .



(After the timer counts down, it'll automatically show the above screen if the launcher is not yet installed.)

12. After selecting Download, press the small box at bottom left which is the Application launcher download.msi



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

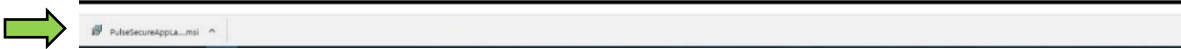


Once you have completed the above steps, click [HERE](#) to continue with the Pulse Secure launch. We recommend selecting "remember" and "always" during the installation process.

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



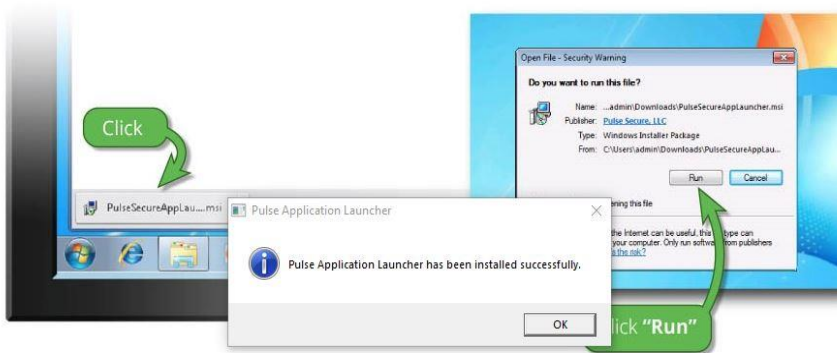
If you do not want to proceed, please click [here](#) to go back.



13. It may ask "Do you want to run this file?" Click **Run**.

14. Once installed, it'll state the Pulse Application Launcher has been installed successfully.

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.

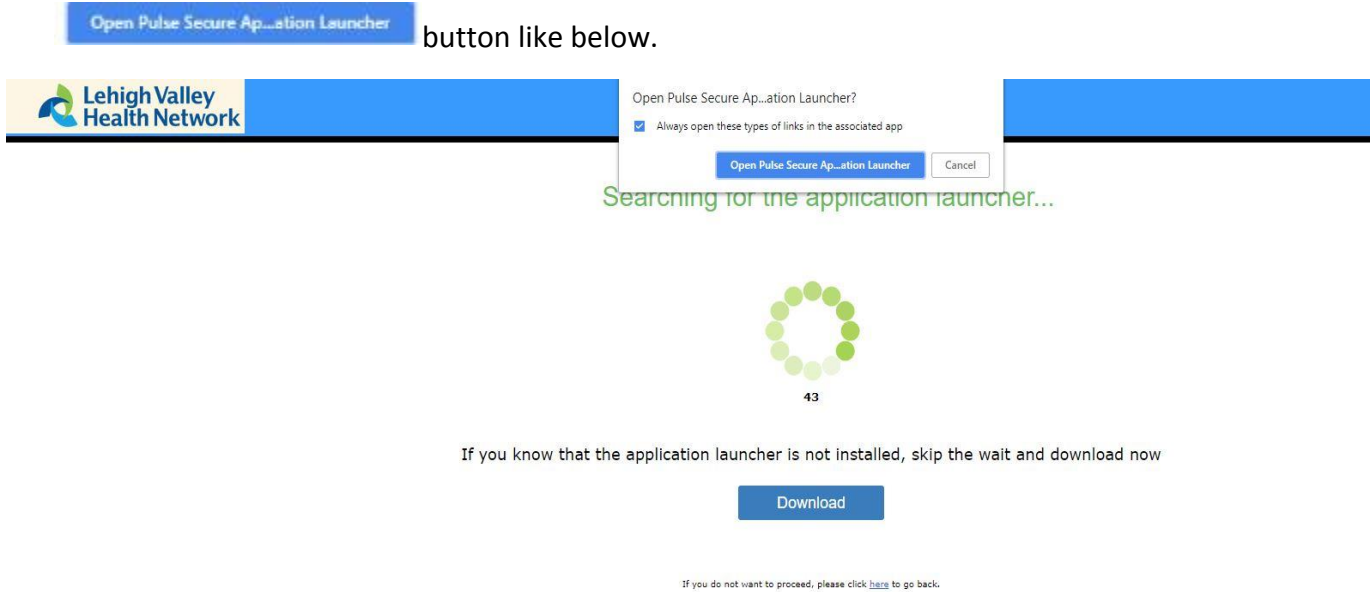
Once the Pulse Secure application is installed and started it will appear in your system tray.



If you do not want to proceed, please click [here](#) to go back.

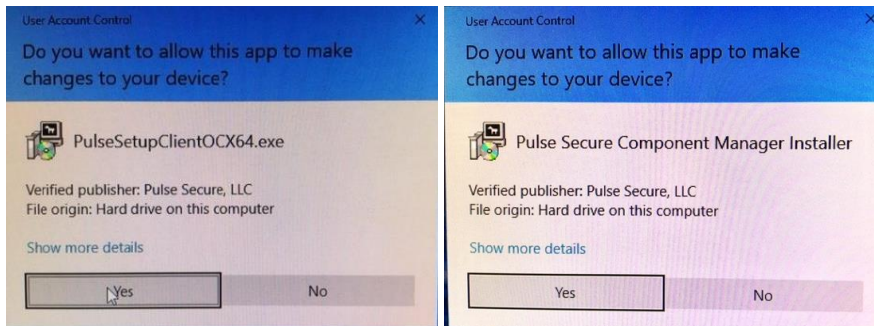
15. Follow step on screen that states, "click [HERE](#) to continue with the Pulse Secure launch."

16. The following screen will appear again, this time with a new pop up asking to Open the Application Launcher. Check the 'Always open these types of links in associated app' box and choose

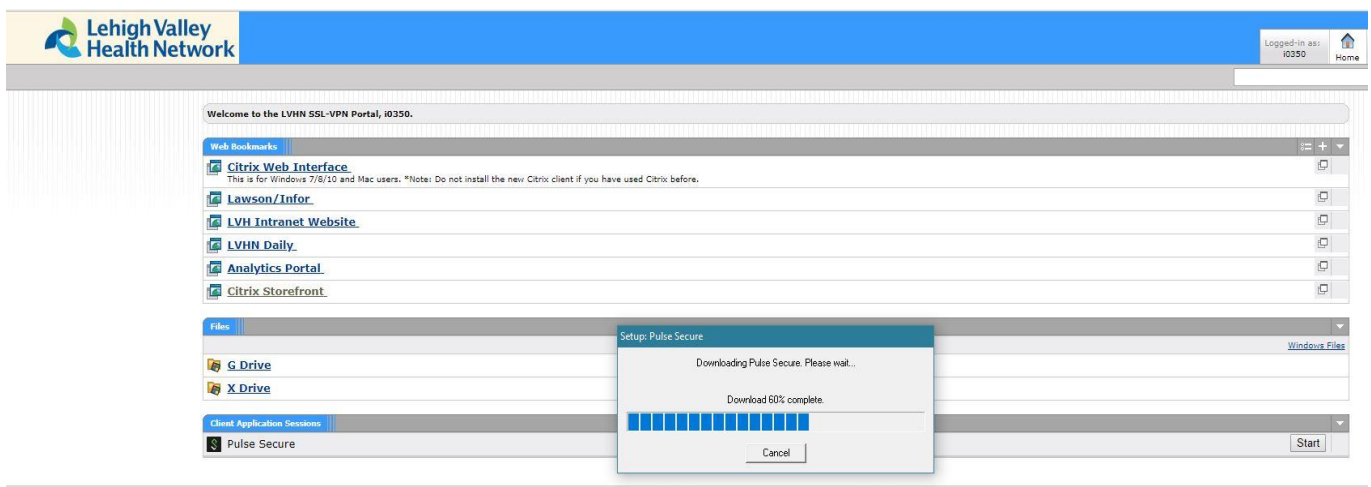


ABOVE Chrome Pulse Application Launcher. Network Connect will look similar.

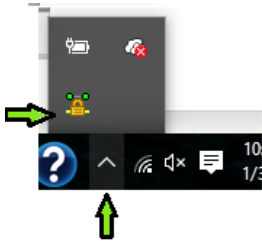
17. You may receive 3 or more pop ups asking, "Do you want to allow this app to make changes to your device?" Press Yes or Always if that is an option.



18. It will show Pulse/NC downloading and installing like below.



19. You can also tell you are connected to Juniper Network Connect by clicking the ^ at the bottom right of your screen called 'Show Hidden Icons'. The icon should look like below (Golden lock with green or grey circles blinking above it.) When hovered over, it should say 'CONNECTED'.

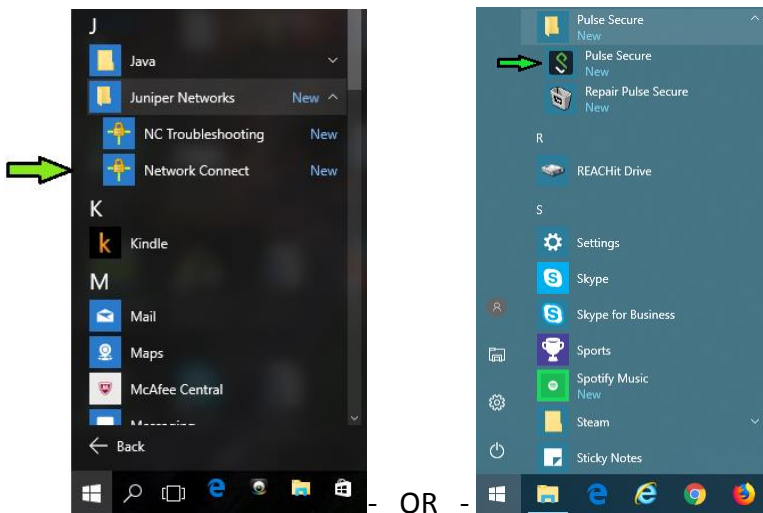


If you have Pulse Secure, it'll look like the following once connected:

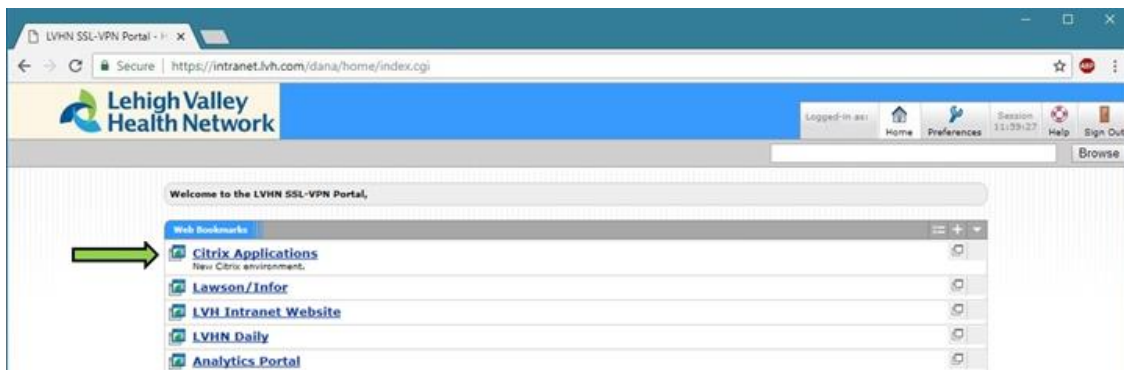


You can also reconnect to Juniper Network Connect or Pulse Secure by going to your Start Menu on the PC. See below:

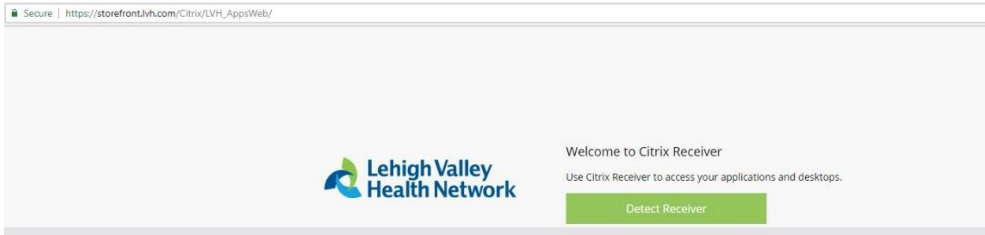
Start Menu > Scroll to the letter J > Juniper Networks > Click on Icon called **Network Connect**. (For Pulse Secure: All Apps > P > **Pulse Secure**) If you weren't connected before, it will connect you now after you log in and enter token for two factor authentication.



20. Once fully connected, you will see the following, we will now be going to **Citrix Applications** or storefront.lvh.com.



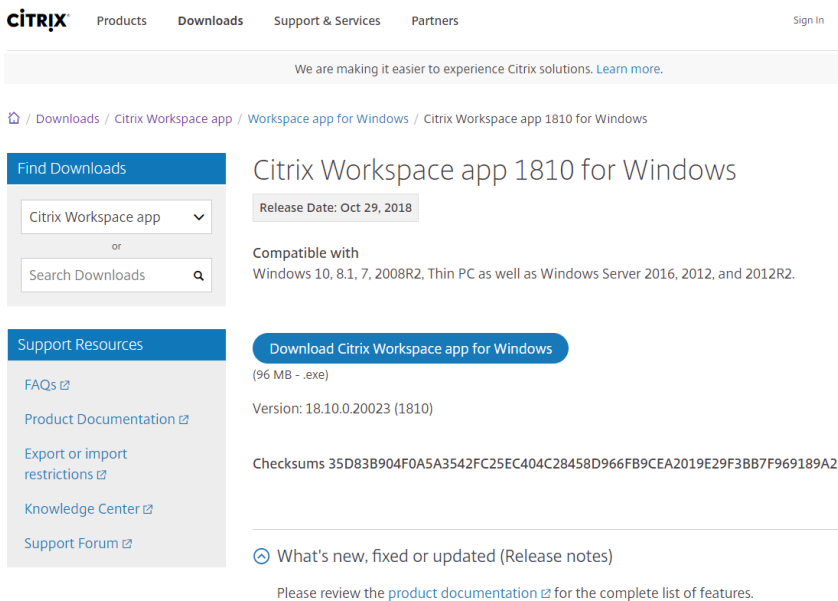
21. You will see the following screen after clicking Citrix Storefront.



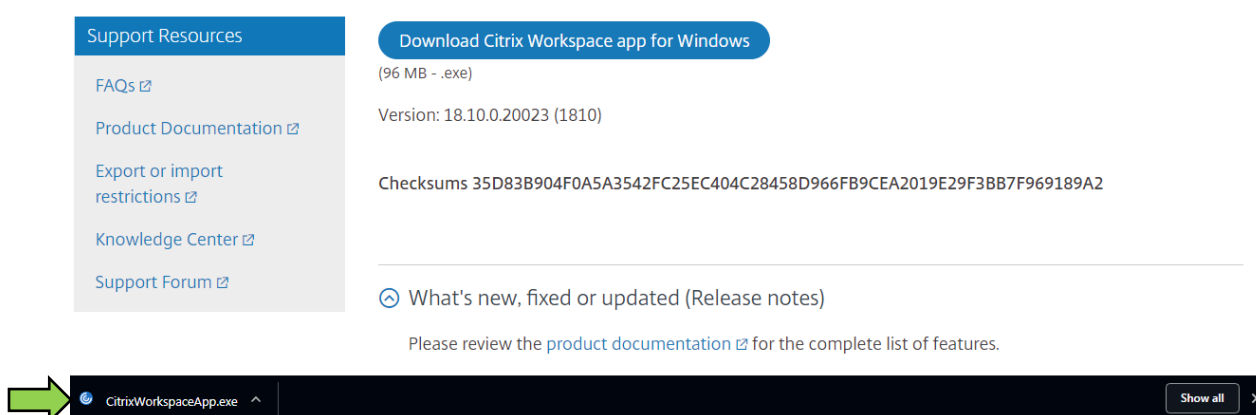
22. ****If you do not yet have a compatible version of Citrix Receiver installed, please click link <http://www.lvh.com/juniper/citrixreceiver.exe> to install the latest version of Receiver for Windows.****

Alternatively, if the above link does not work, you can install Citrix Workspaces app from www.citrix.com. See below. *NOTE: Citrix Receiver was replaced by Citrix Workspaces end of August 2018. It works the same as Receiver.*

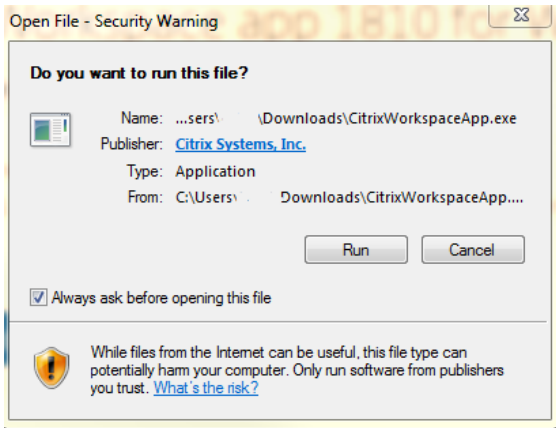
Click [here](#) or go to www.citrix.com then click on **Downloads** and **Download Workspace app for Windows**.



In Chrome, the download will appear at bottom left. Click the button like below to install.

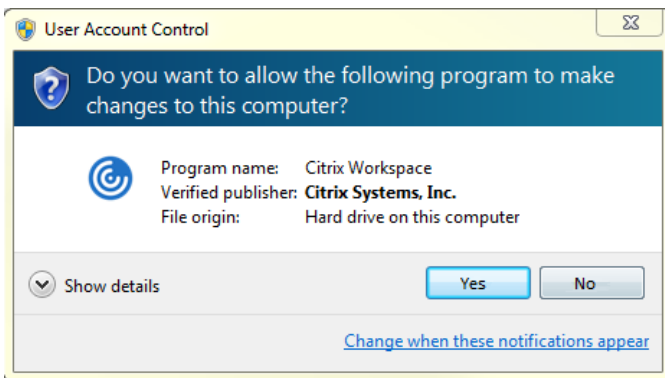


23. Choose Run

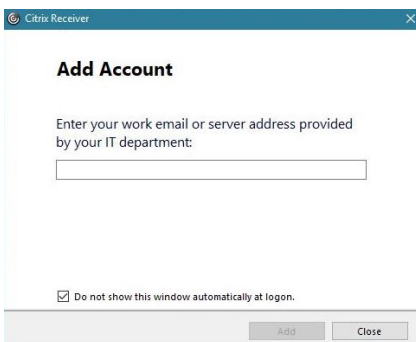


24. The Install looks like the following:

Choose Yes.

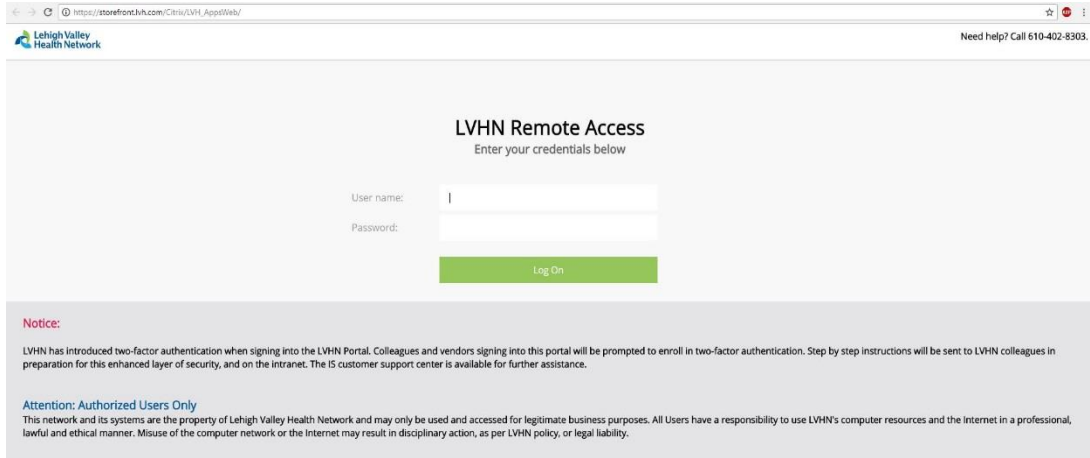


Once installed, you will see the following prompt.

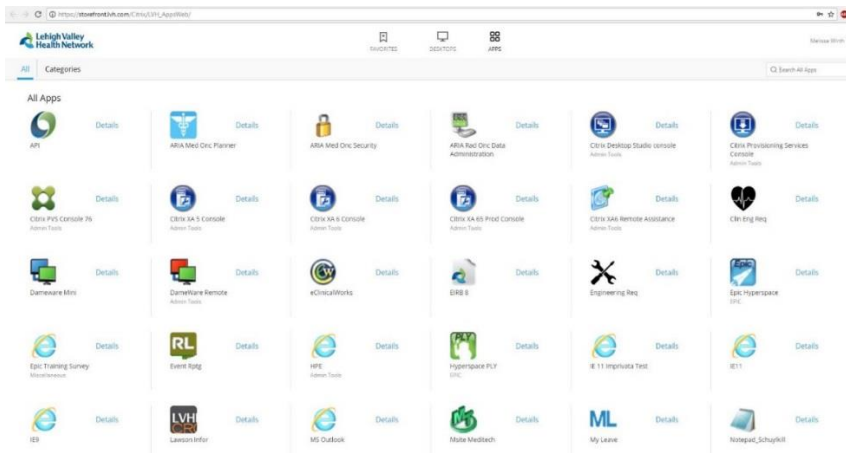


Enter the address **storefront.lvh.com**. Click Add and then choose **LVH_Apps**, if prompted.

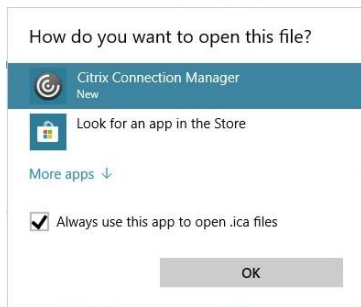
25. Sign in with your LVHN User Name (SUI) and network password.



26. Click your desired application from the list below. It should open like normal after a brief period



27. If this is your first time using Citrix on your workstation, you might see this pop up. Choose **Citrix Connection Manager** and “Always use this app to open .ica files. Choose **OK**.”



Note, if you receive this pop-up when trying to launch any of the Citrix applications, please choose “Do not show this window automatically at logon, then **Close**.”

You should see the following Starting... box then application will open in new window shortly.

