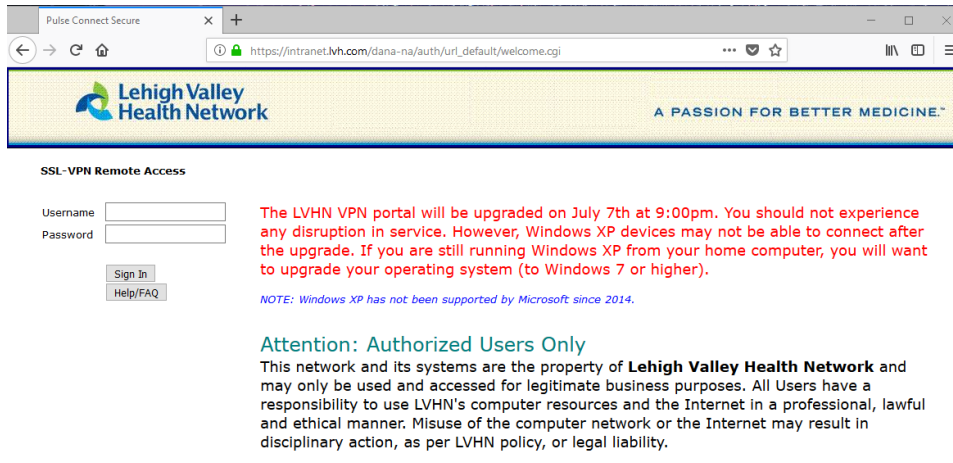# Windows 10 Web-SSO Instructions July 2018 Firefox

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

1. Open Firefox browser

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

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)
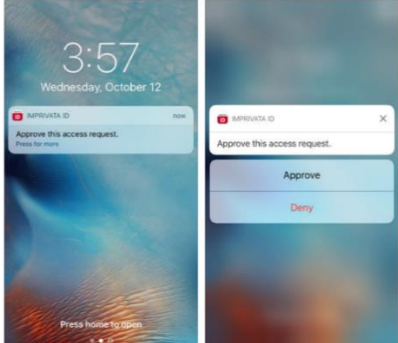
Network Connect/Pulse for Firefox -Windows 10   Lehigh Valley Health Network   Updated 7/5/2018

6. Open the app and **Continue.**
7. Send Notifications set to **Allow** and Access Location to **Allow**

"Imprivata ID" Would Like to Send You Notifications

Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.

Don't Allow   **Allow**

Allow "Imprivata ID" to access your location even when you are not using the app?

We will only use your location to activate Hands Free Authentication if it is available in your facility.

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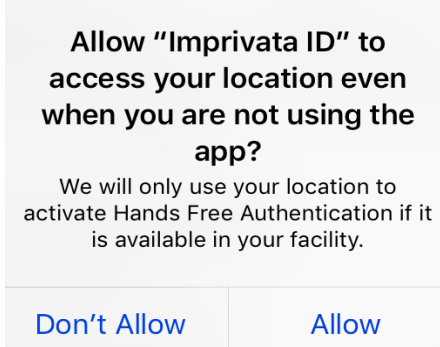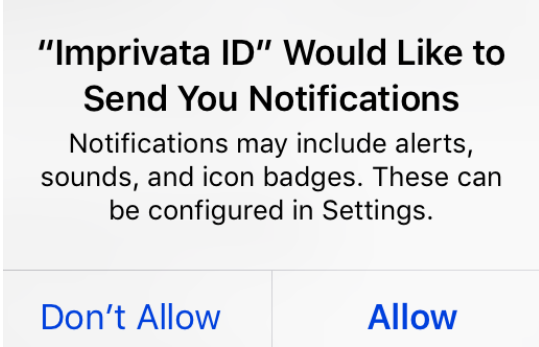
8. Enter the 12 digit Serial Number found in the Imprivata App on your smartphone (Starting with IMPR) Do not enter spaces. Press "Sign In"

Enter these codes when prompted to enroll Imprivata ID

Serial Number

IMPR 3072 0011

Token Code

442239

28
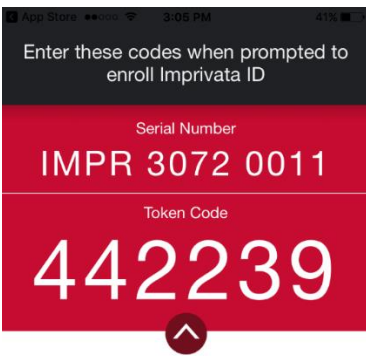
ii imprivata®

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..
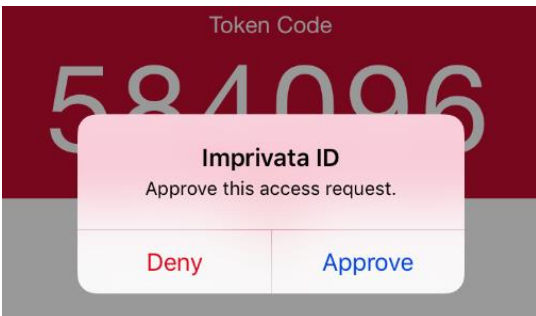
Installing Network Connect/Pulse Secure for Firefox browser

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

11. In Firefox, Edge, and Chrome 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:
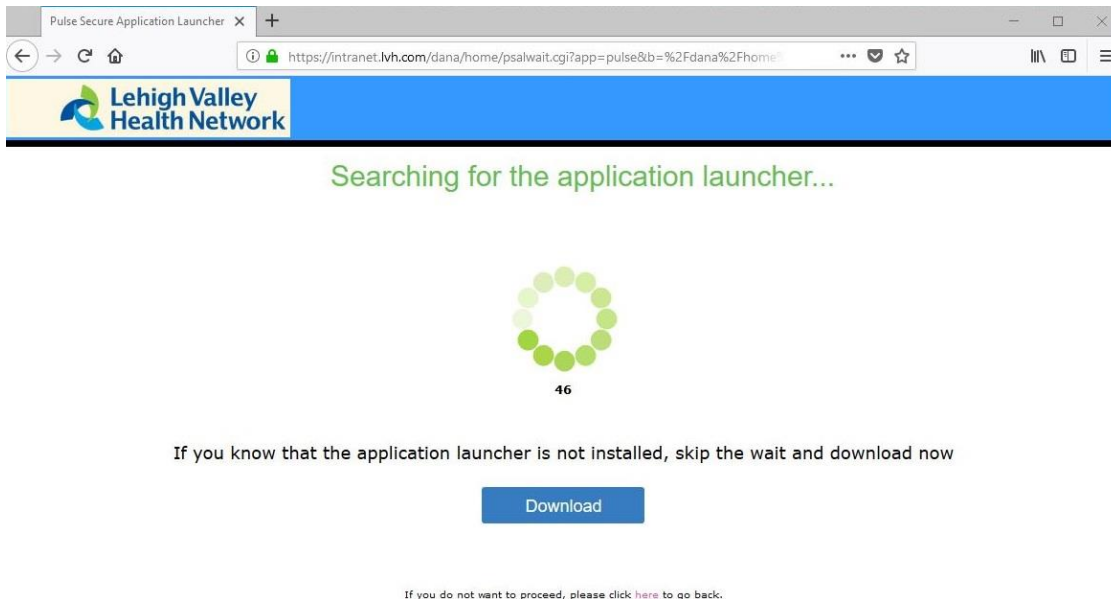
If it doesn't detect that the launcher is installed or you know it is not installed yet, choose .
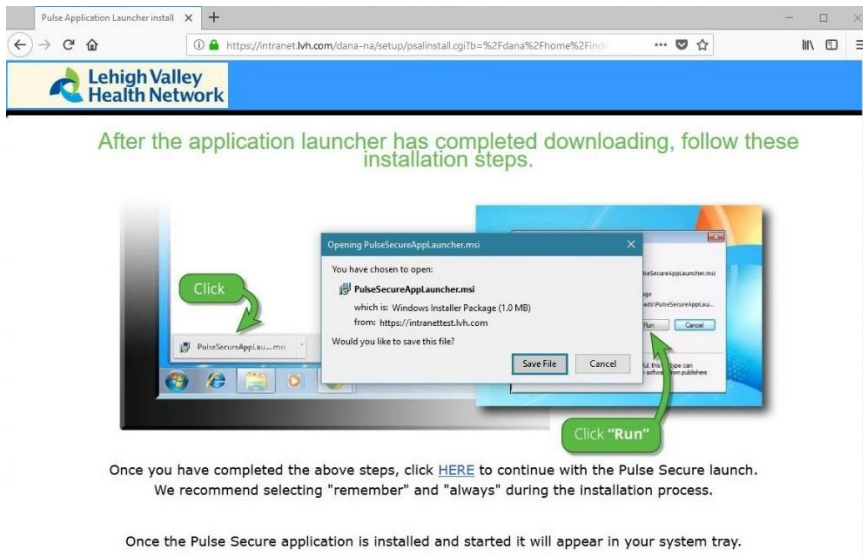
A pop-up window will appear "You have chosen to open PulseSecureAppLauncher.msi" Choose **Save File.**

12. Click the Downloads button [↓] at top right and choose **Open File.**

If you see the following, choose "Don't ask me again" and OK.

13. You may be prompted a few times, "Do you want to allow this app to make changes to your device?" Please choose Yes.

14. After the Launcher installs successfully, follow the steps on screen that state, "click HERE to continue with the Pulse Secure launch."
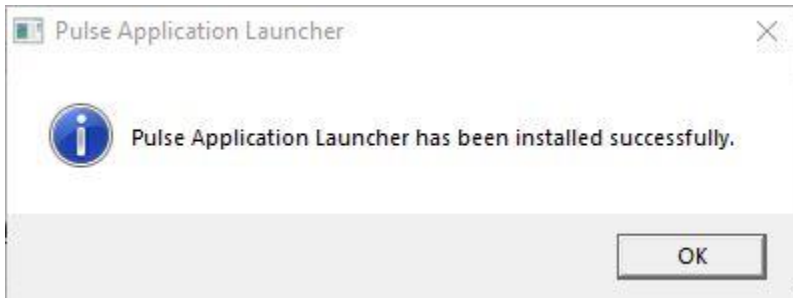

Once you have completed the above steps, click HERE to continue with the Pulse Secure launch. We recommend selecting "remember" and "always" during the installation process.

Once the Pulse Secure application is installed and started it will appear in your system tray.
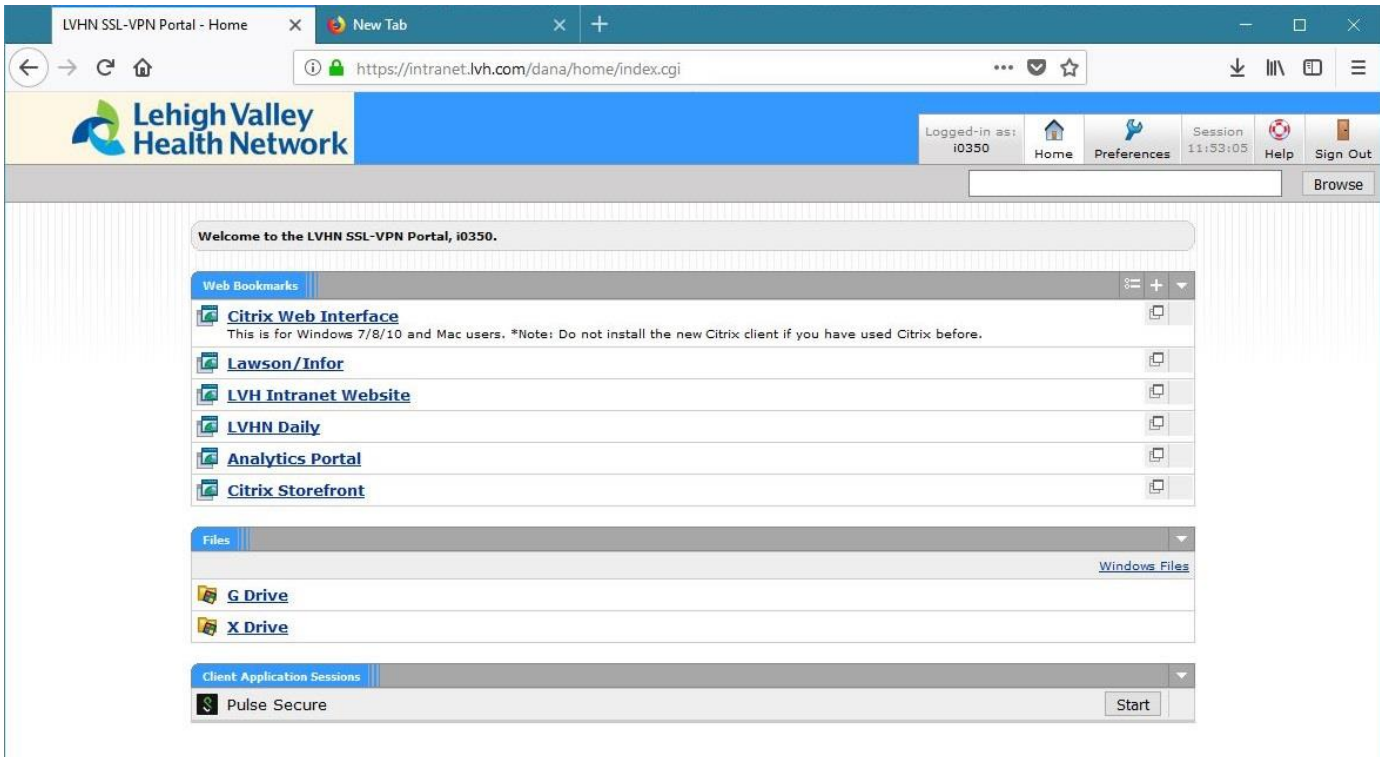
You may see the following pop up appear. Please select Pulse Secure Application Launcher and Remember my choice for pulsesecure links. Choose Open Link.
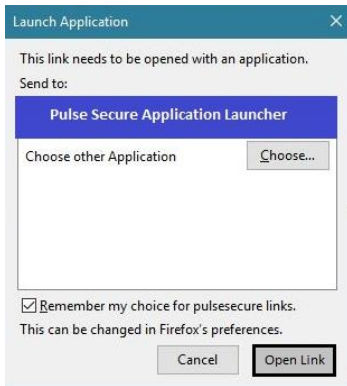

15. You will see the following on-screen when it downloads/install Network Connect or Pulse.

Once connected you should see the following on screen:

16. 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'.
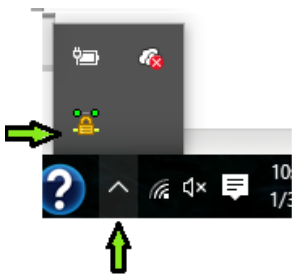

If you have Pulse Secure, it'll look like the following once connected:

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.

     - OR -
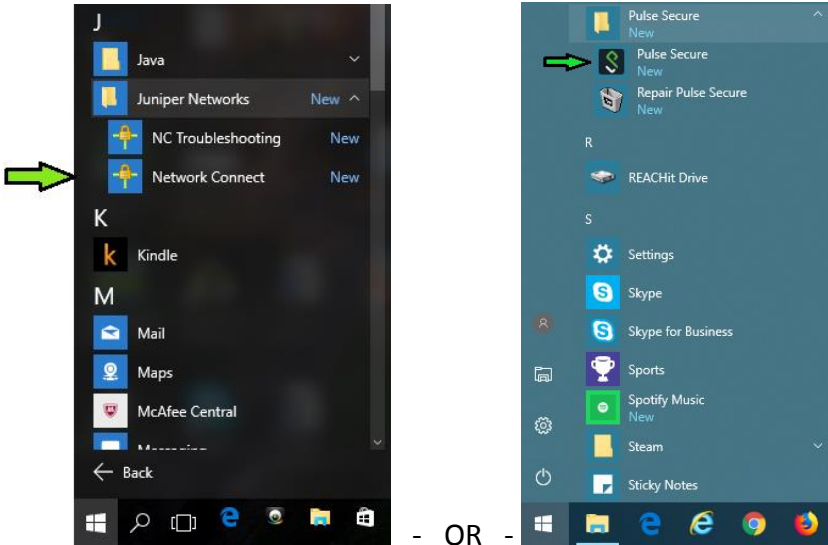
17. Once fully connected, you will see the following, we will now be going to **Citrix Storefront** or **storefront.lvh.com.**
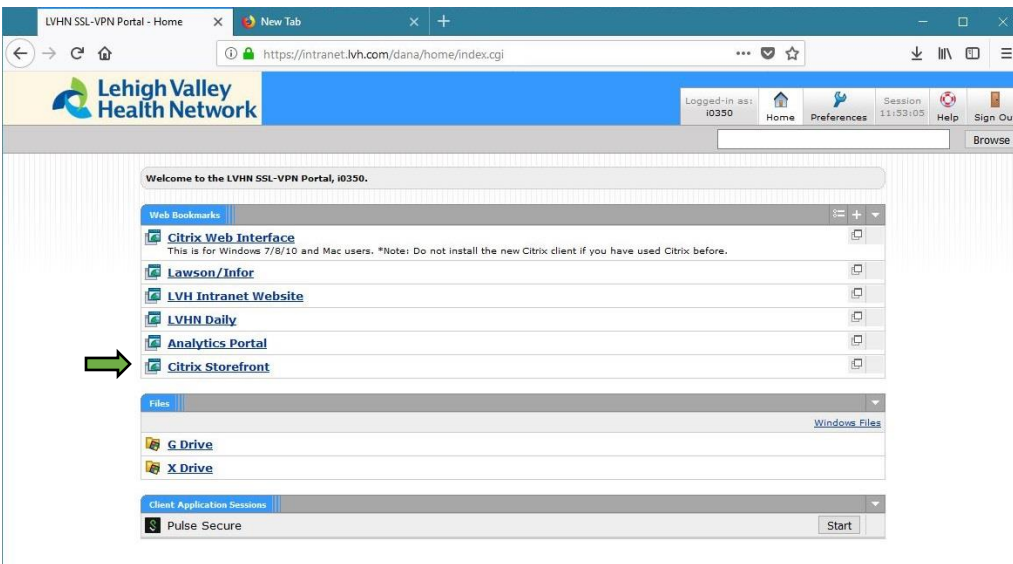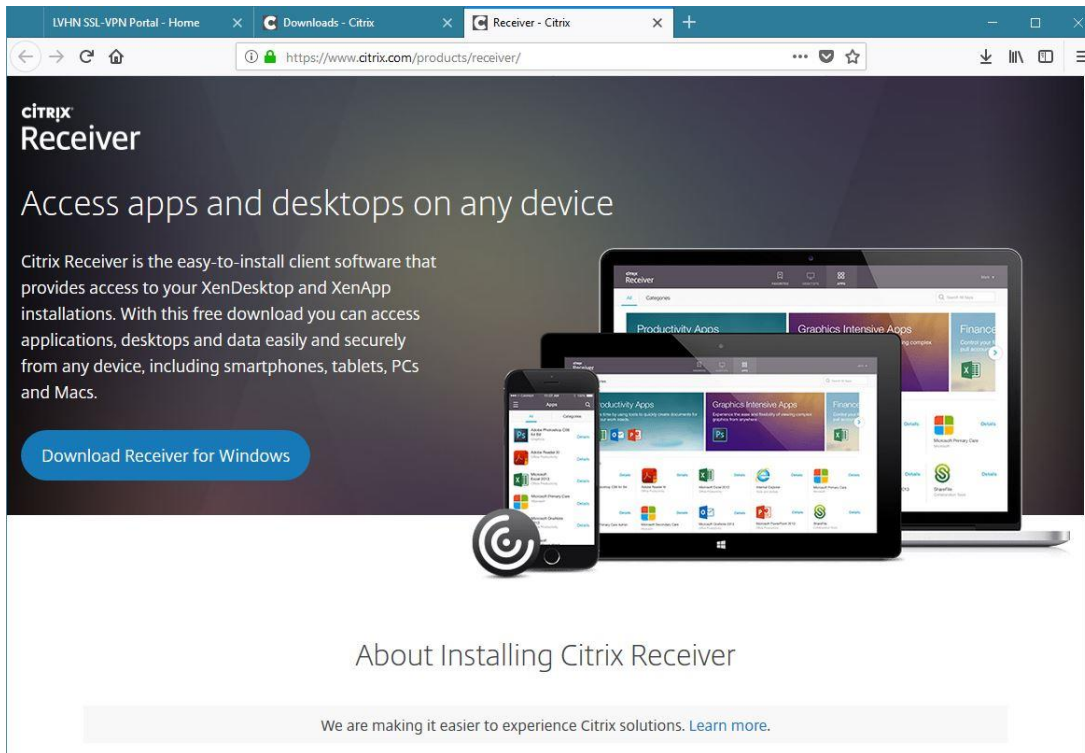

18. You will see the following screen after clicking Citrix Storefront.
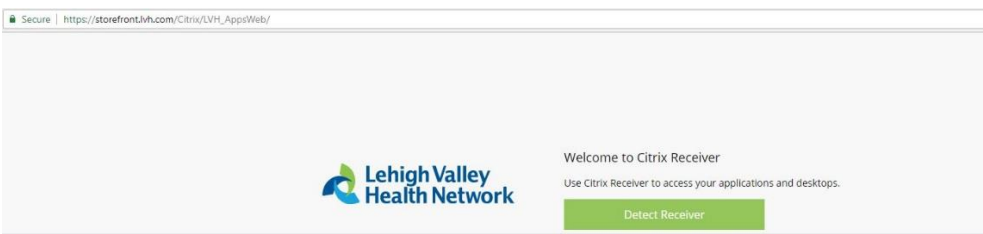
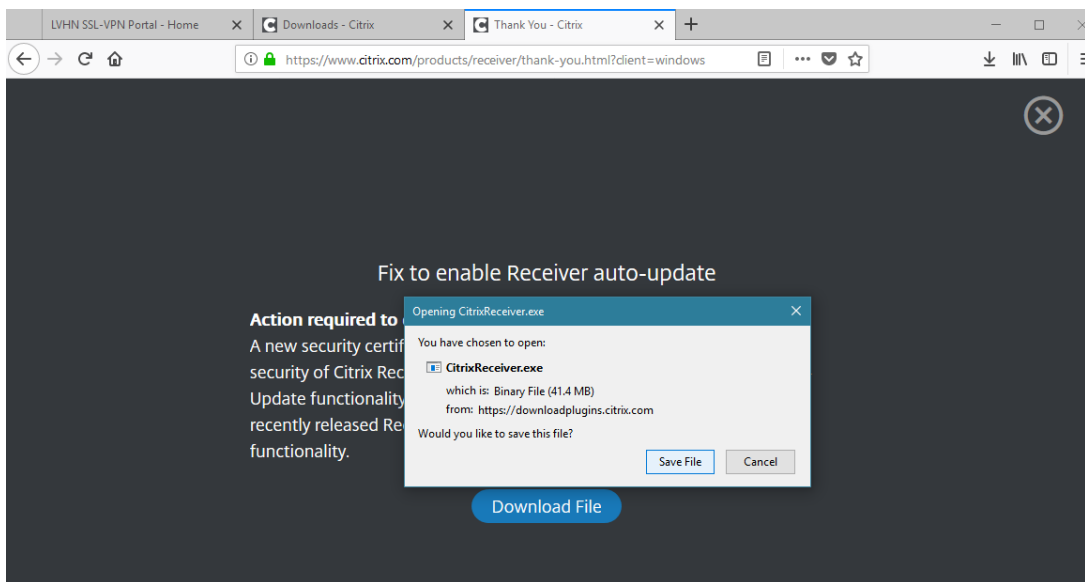**If you do not yet have a compatible version of Citrix Receiver installed, please visit** https://www.citrix.com **to install the latest version of Receiver for Windows.****
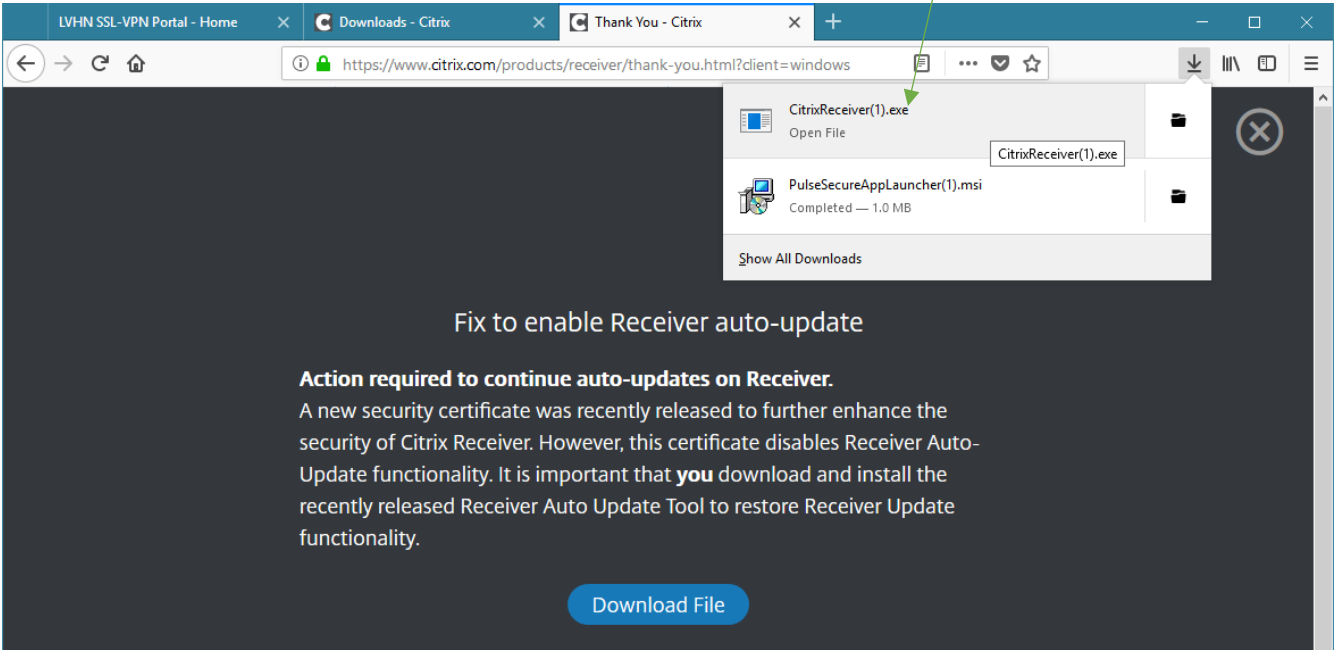
19. Please choose **Download Receiver for Windows**.

Note: In Firefox, the Citrix Receiver.exe install prompt will appear in center of screen. Choose **Save File.**
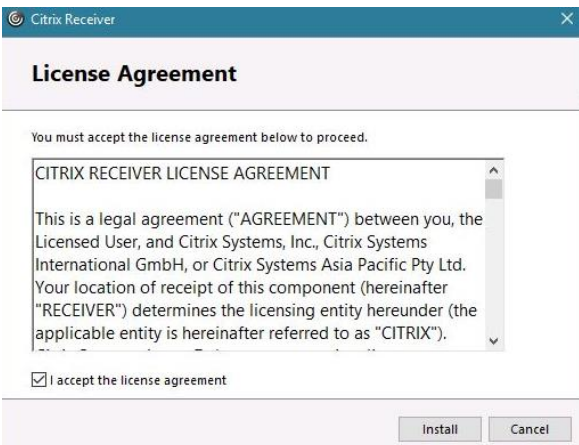
20. Click the Downloads button ⬇ at top right and choose **Open File.**

21. The install for Receiver looks like the following. Press Start.

22. Choose 'I accept the license agreement.', then Install.

23. You may be prompted to allow the Citrix Receiver program to make changes to your PC. Please choose **Yes**. (Installation may take approximately 1-2 minutes or longer depending on machine.)
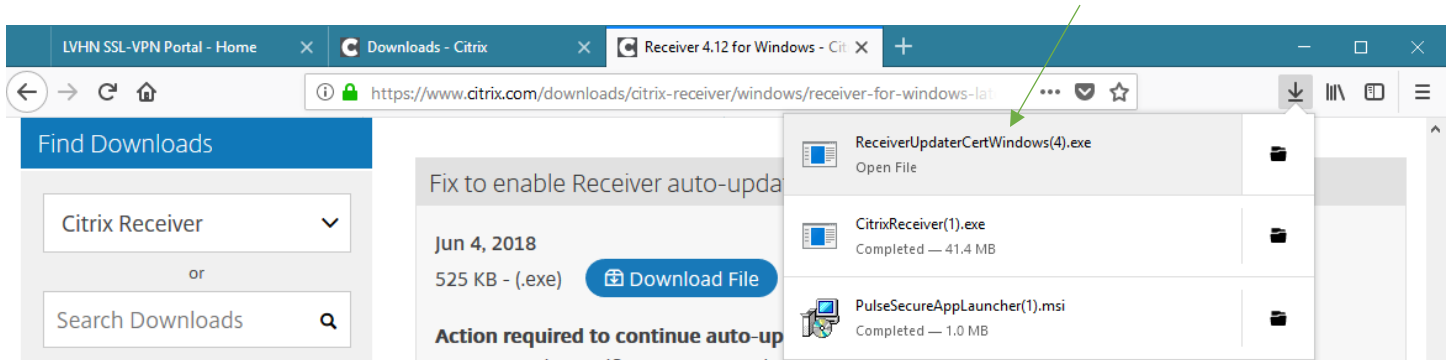
24. Once install is complete and you see the option for 'Add Account' or Finish. Choose **Finish.**

25. If you were prompted to install a 'Fix to enable Receiver auto-update', please do so now. Choose Download File and Save File.
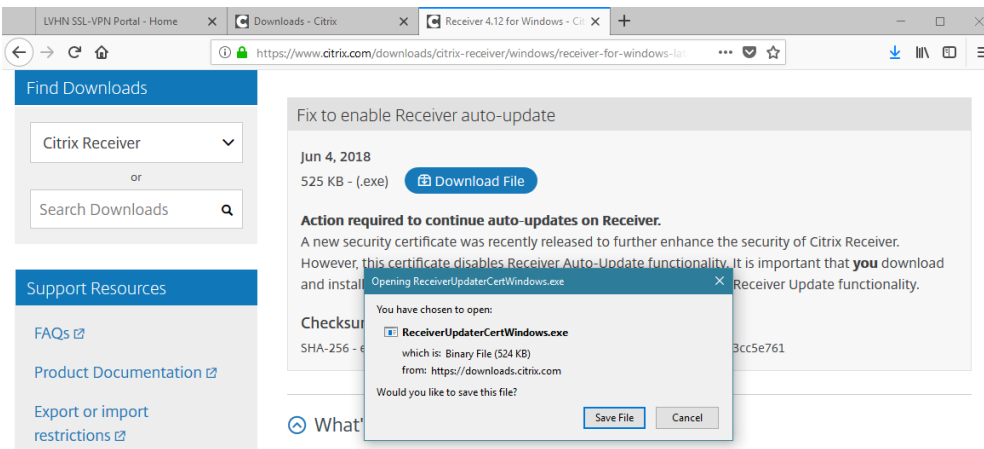

26. Once again, click the Downloads button [icon] at top right and choose **Open File.**

27. After installing Receiver and the Receiver fix update, please close any open browser windows and go to **https://storefront.lvh.com** if you are still connected to Network Connect or Pulse Secure. If your connection was lost, go back to **intranet.lvh.com** and sign in once more. Once connected, go back to Citrix Storefront**.**

Network Connect/Pulse for Firefox -Windows 10   Lehigh Valley Health Network   Updated 7/5/2018
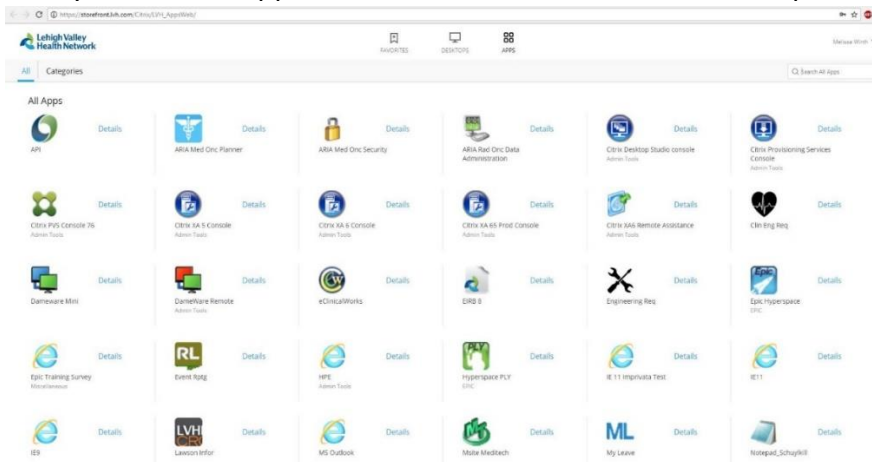
28. Choose **Detect Receiver.** Select Citrix Receiver Launcher and check Remember my choice for receiver links like below.
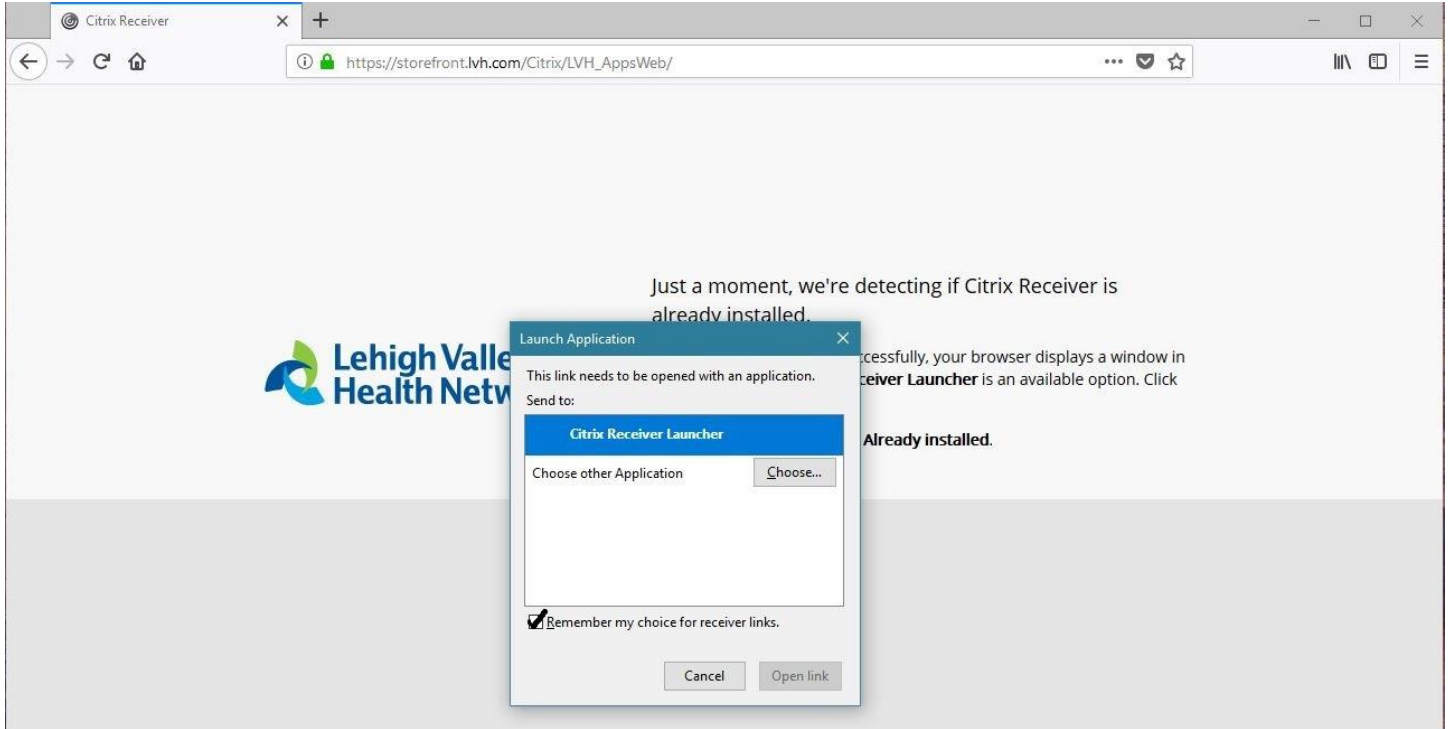

29. You may see the following screen– sign in with your LVHN SUI and password.
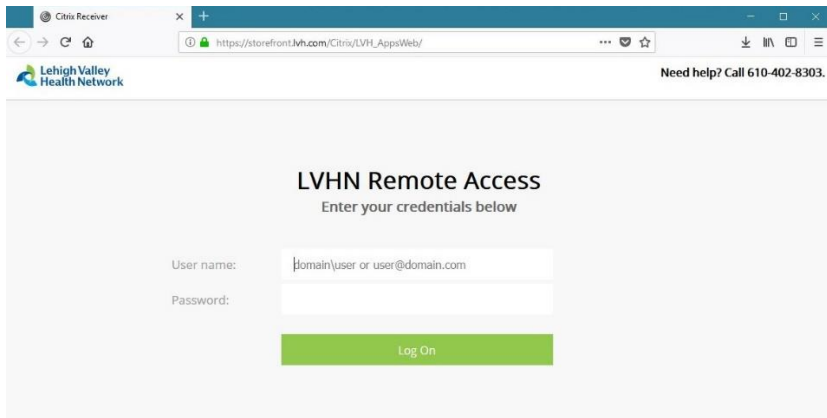
30. Click your desired application from the list below. It should open like normal after a brief pe

31. If this is your first time using Citrix on your workstation, you may see this pop up. Choose Open with **Citrix Connection Manager** and check "Do this automatically for files like this for now on". Choose **OK**.
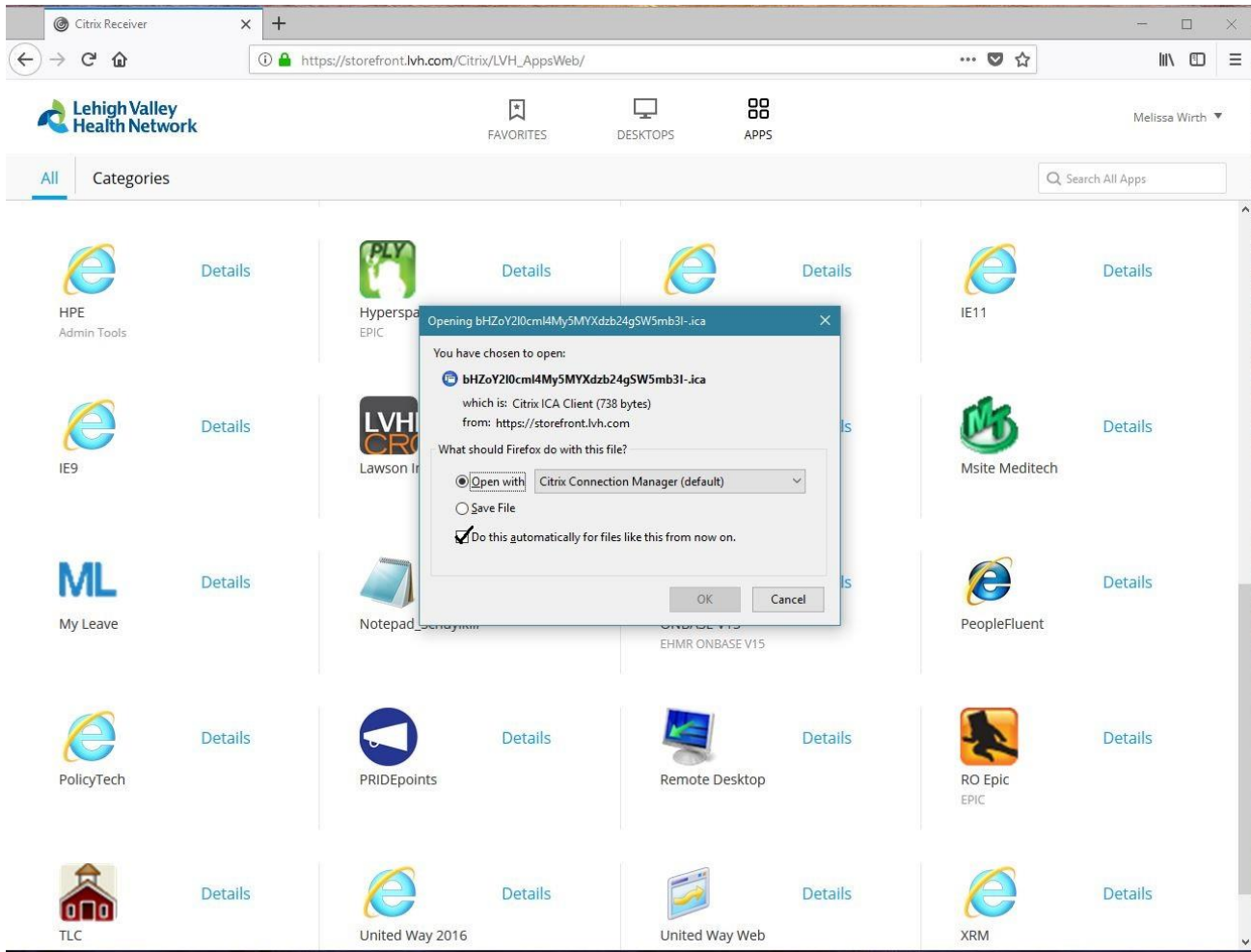
You should see the following Starting… box then application will open in new window shortly.