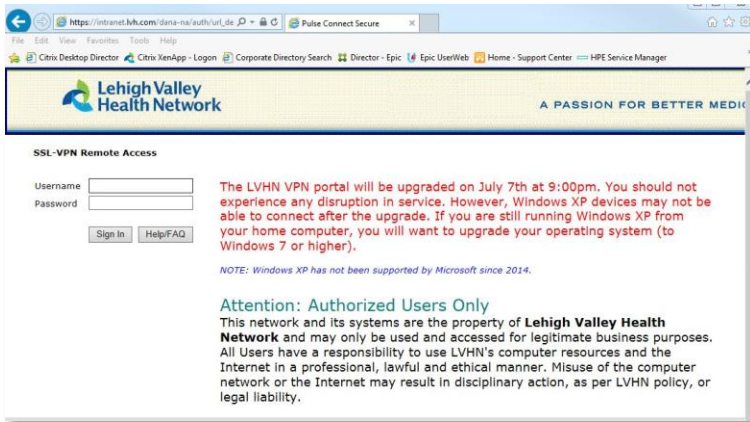# Windows 10 Web-SSO Instructions Sept 2019 Internet Explorer

*NOTE: For Instructions on connecting to WebSSO via Google Chrome, Firefox, or Microsoft Edge, **please see separate documentation for those browsers.***
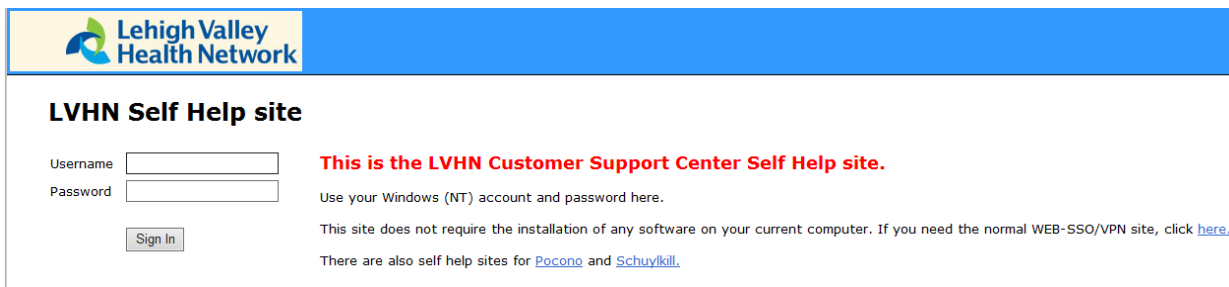
1. Open Internet Explorer
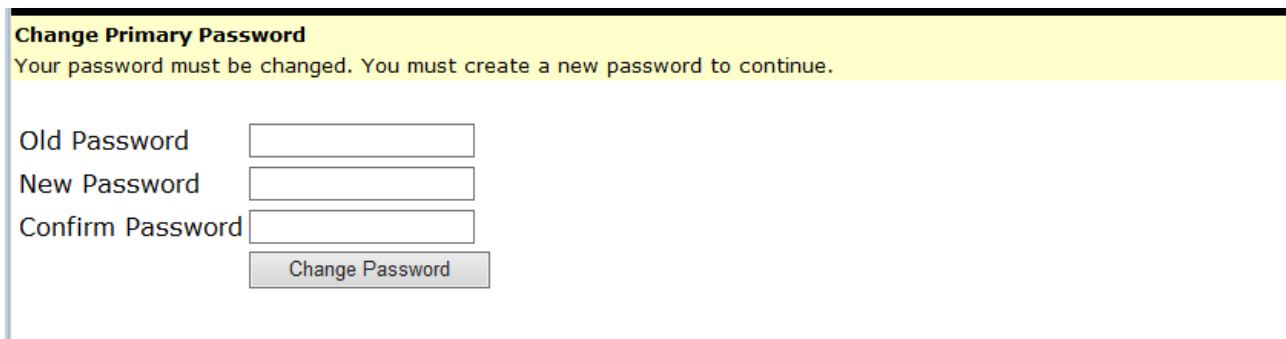2. Type **Intranet.lvh.com** in the address bar and hit **Enter**. (Do not use www)

3. Sign in with your LVHN Credentials (SUI and Network Password)

**NOTE: If your password has expired or you have not yet signed into the network, please go to https://selfhelp.lvh.com to reset it first.

The password will either be: Your default password for first-time log ins, your current password if it has expired, or it could be a password the Support Center gave to you to sign in. Enter that information in the fields above.

Once your password has been reset, please go back to https://intranet.lvh.com to sign in.

Setting Up Two Factor Authentication

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.*
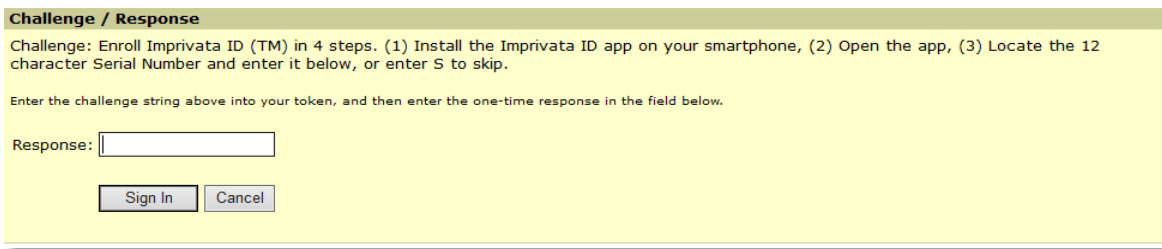
For Imprivata ID or SMS Text

1. 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) Open the app and **Continue**.
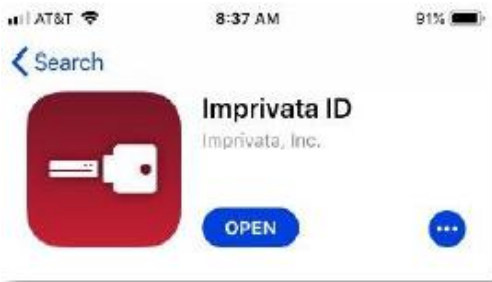
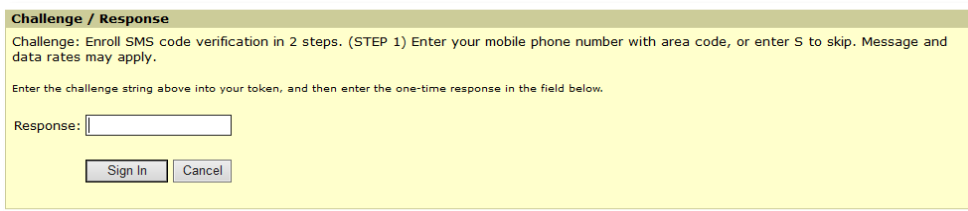2. Send Notifications set to **Allow** and Access Location to **Allow.**
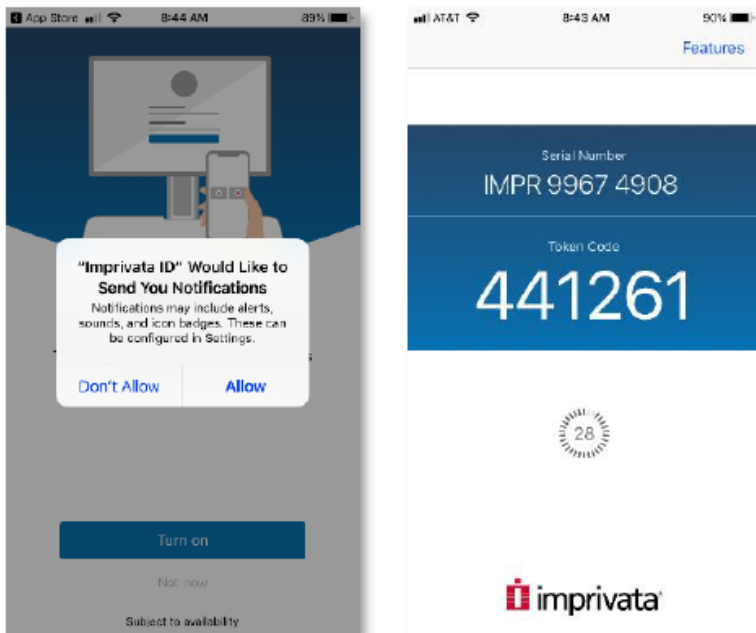
3. Enter the 12 digit Serial Number found in the Imprivata App on your smartphone (Starting with IMPR) Do not enter spaces. Press "Sign In"

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.

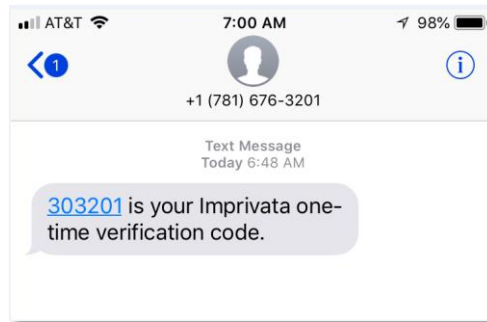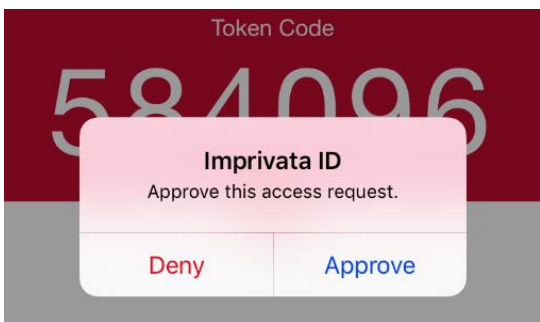Response: [   ]

[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**.

4. 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**.

Challenge / Response

Challenge: Enroll SMS code verification in 2 steps. (STEP 1) Enter your mobile phone number with area code, or enter S to skip. Message and data rates may apply.

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

Response: [   ]

[Sign In]   [Cancel]

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: [   ]

[Sign In]   [Cancel]

📶 VZW Wi-Fi 🛜   12:09 PM   📍 📶 ⚡ 77% 🔋

‹   (781)-676-3201   ⓘ

Text Message
Today 11:59 AM

262992 is your Imprivata one-time verification code.

5. 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..

Token Code

584096

Imprivata ID
Approve this access request.

Deny   Approve

📶 AT&T 🛜   7:00 AM   📍 98% 🔋

‹①   +1 (781) 676-3201   ⓘ

Text Message
Today 6:48 AM

303201 is your Imprivata one-time verification code.

Installing Network Connect/Pulse Secure for Internet Explorer Browser

*NOTE: For Instructions on connecting to WebSSO via Google Chrome, Firefox, or Microsoft Edge, **please follow separate documentation.***

1. In Internet Explorer, you will see the below screen for either Network Connect or Pulse Secure.
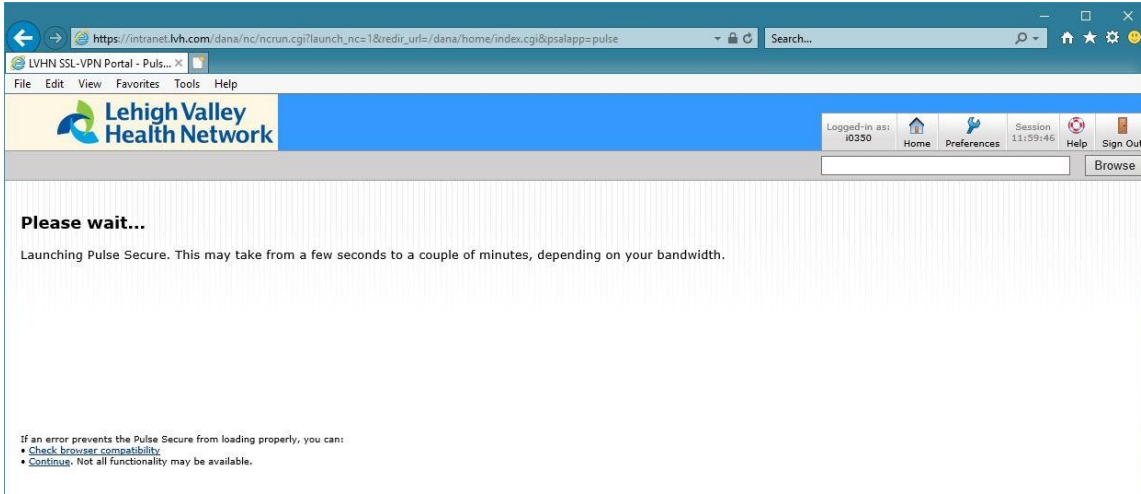
2. You may see the following prompts on screen a few times. Press Yes on each box.
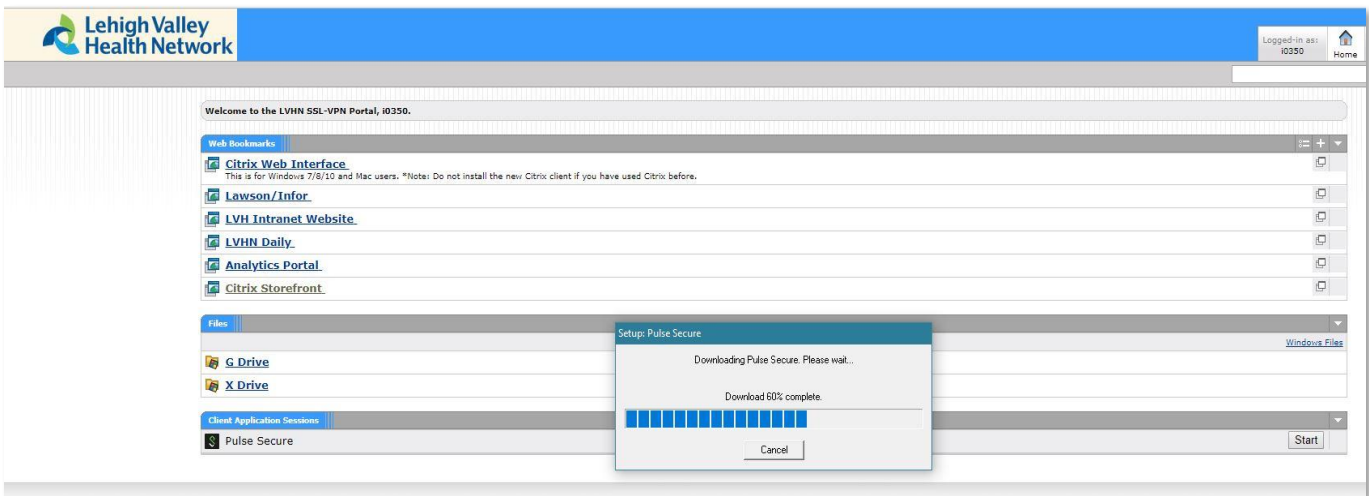
3. You can also tell you are connected to Juniper Network Connect by clicking the ^ at the bottom right of your screen called 'Show Hidden Icons'. The icon should look like below (Golden lock with green or grey circles blinking above it.) When hovered over, it should say 'CONNECTED'.

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-
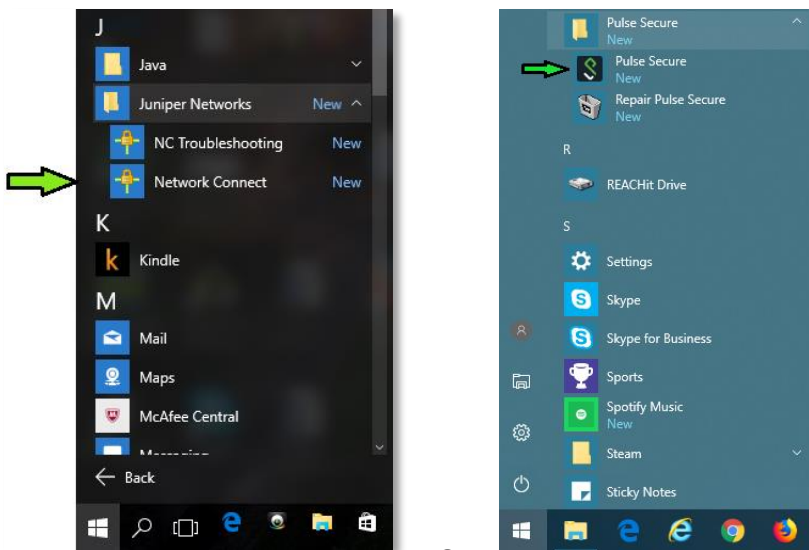
4. Once fully connected, you will see the following, we will now be going to **Citrix Applications** or **storefront.lvh.com.**
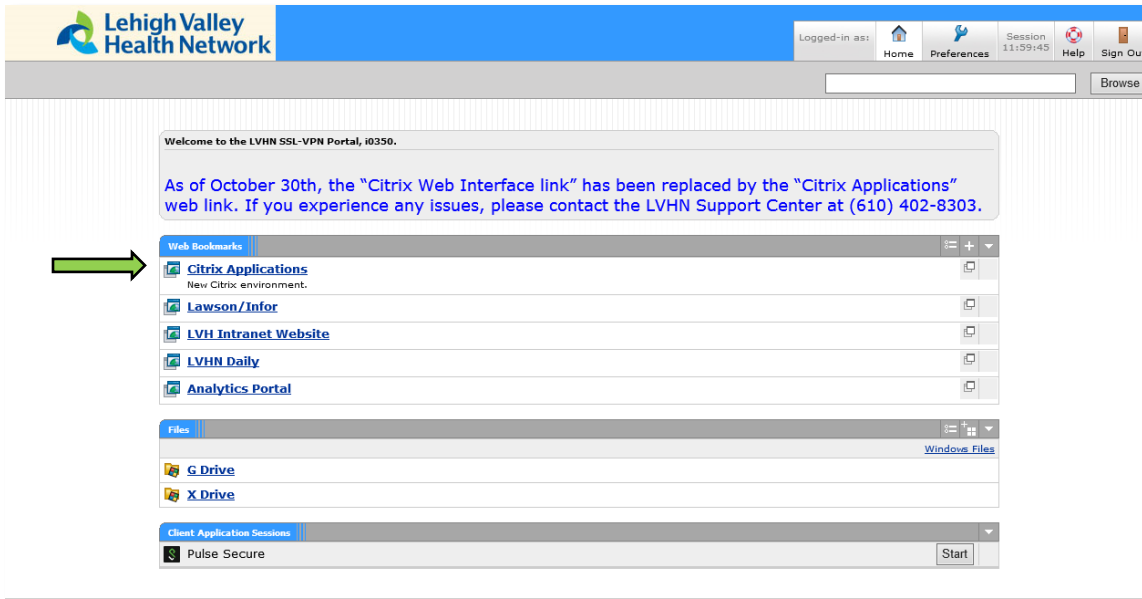
5. You will see the following screen after clicking Citrix Storefront.
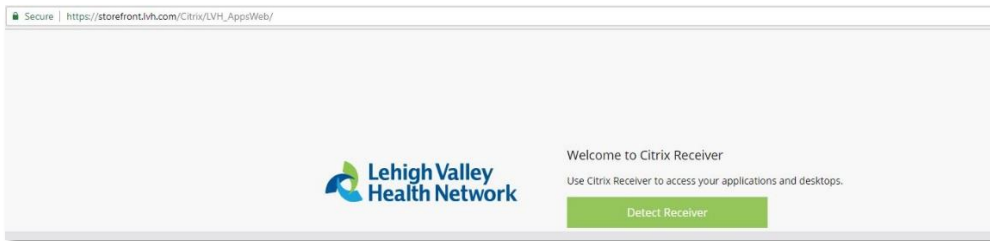
NOTE: **If you do not yet have a compatible version of Citrix Receiver installed, please click link http://wwws.lvh.com/juniper/citrixreceiver.exe to install the latest version of Receiver for Windows or go to https://www.citrix.com/downloads/workspace-app/ and install the latest **Citrix Workspace app for Windows.****
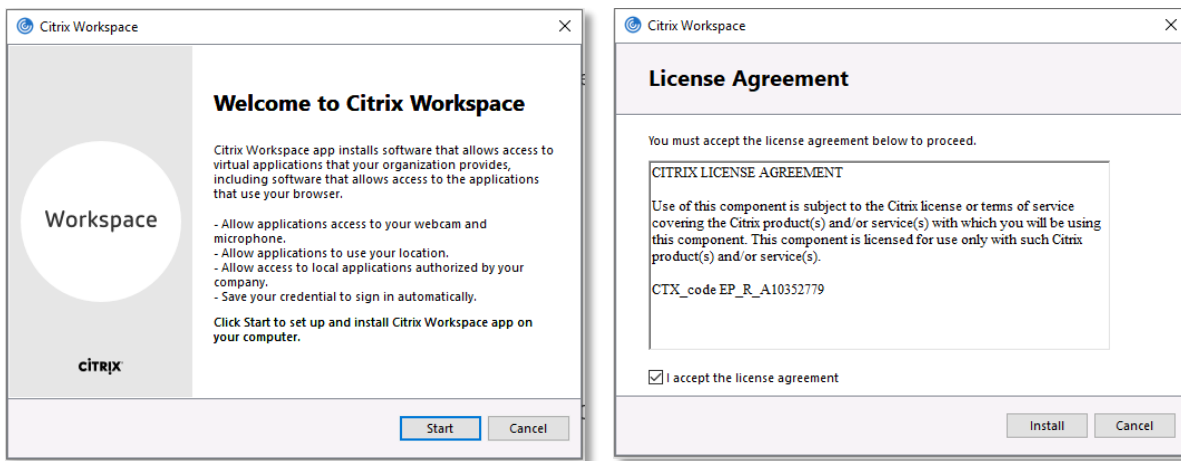
6. Please choose **Download Citrix Workspace app for Windows**.

7. If you see the below prompt at the bottom of the screen, please choose **Run**.
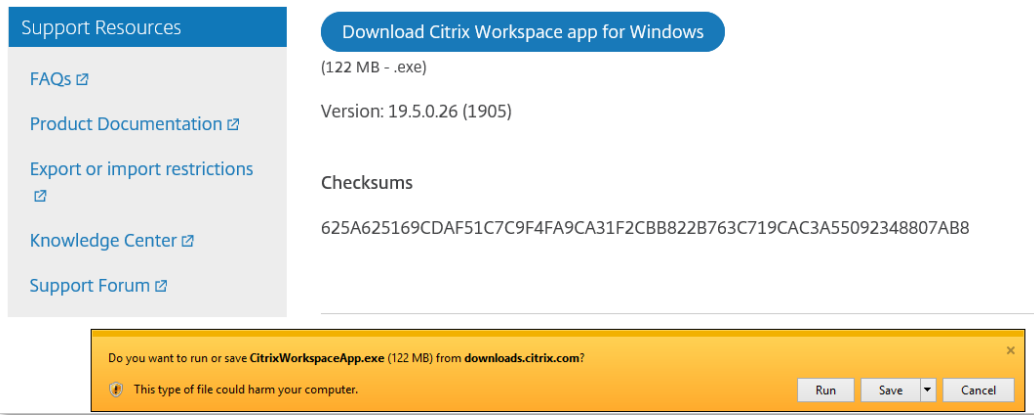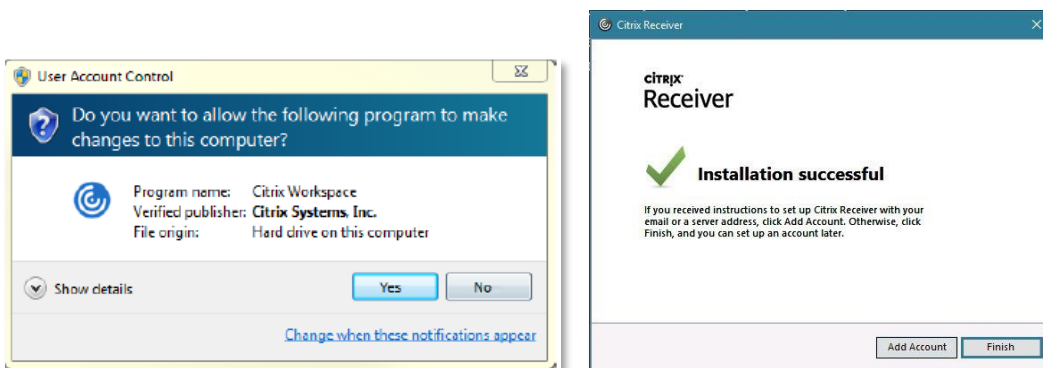

8. The install for Citrix Workspace looks like the following. Press **Start**.

9. Choose 'I accept the license agreement.' box, then click **Install**.
10. You may be prompted to allow the program to make changes to your PC. Please choose Yes. (Installation may take approximately 1-2 minutes or longer depending on machine.)


11. Once install is complete and you see the option for 'Add Account' or Finish. Choose **Finish.**

NOTE: You may be prompted to reboot your workstation to complete the installation. If you receive the below prompt, please choose **Yes** to restart your machine.
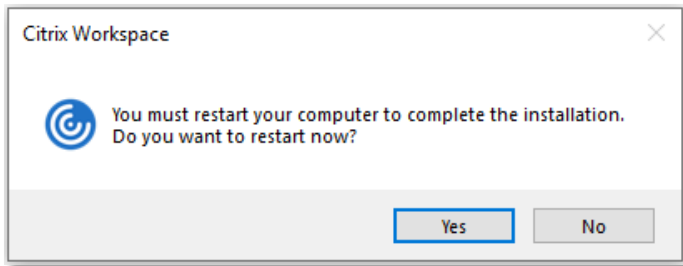
12. After installing Receiver or Citrix Workspace App, please close any open web browsers and go back to **intranet.lvh.com** and sign in once more. Once connected, go back to Citrix Storefront. You will receive a pop up at bottom asking you to run the following add-on for Citrix. Choose **Allow.** Please sign in with LVHN SUI and network password.
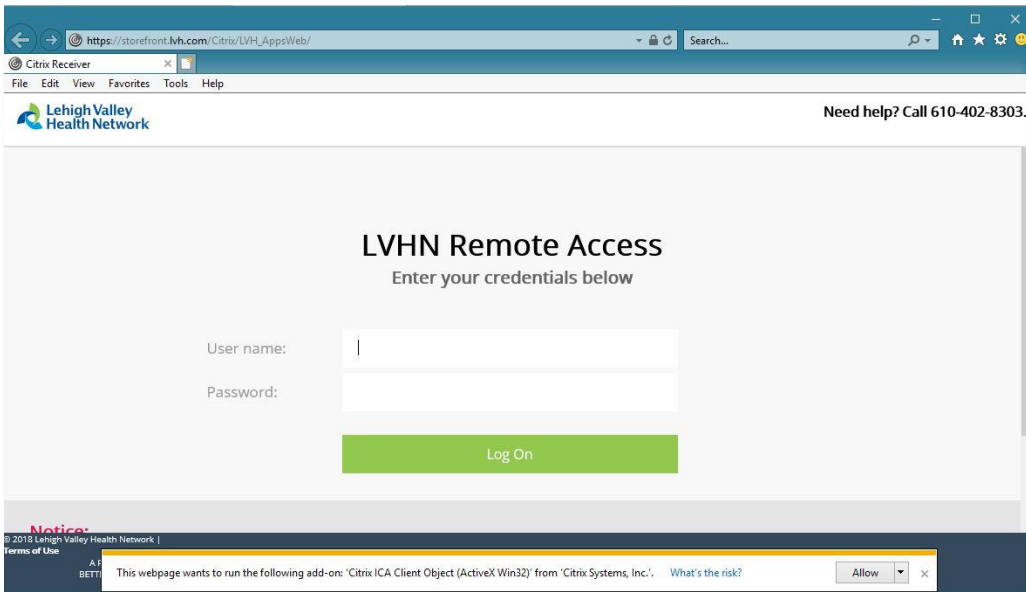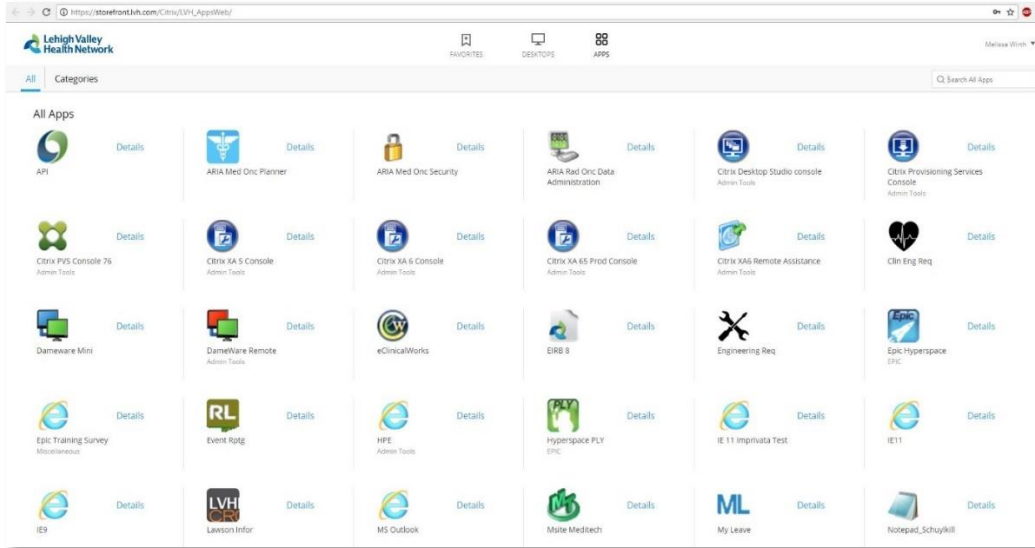

You will also see the following pop-up "A website wants to open web content using this program on your computer" Citrix Connection Manager. Choose **Allow.**
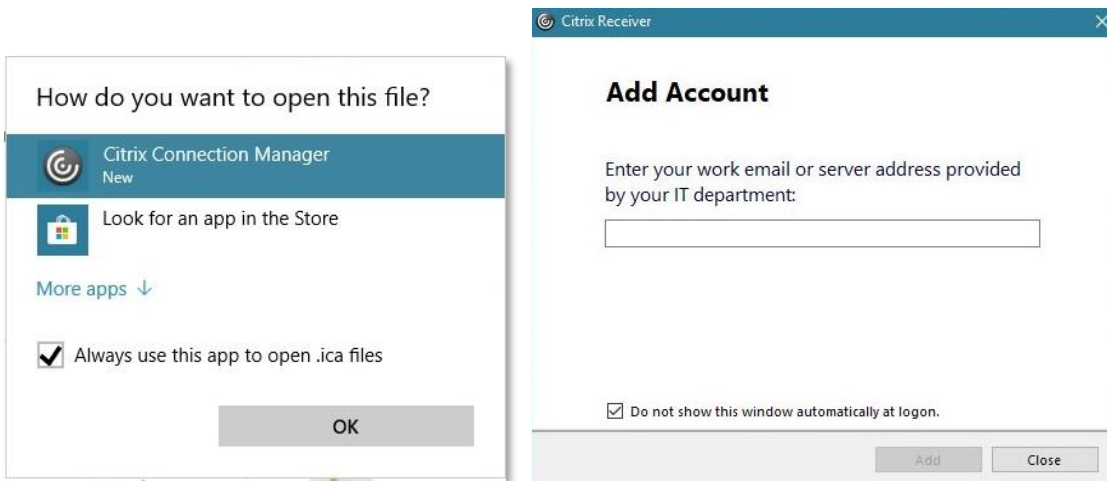
13. Click your desired application from the list below. It should open like normal after a brief period.

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

Note, if you receive the above 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 a new window shortly.
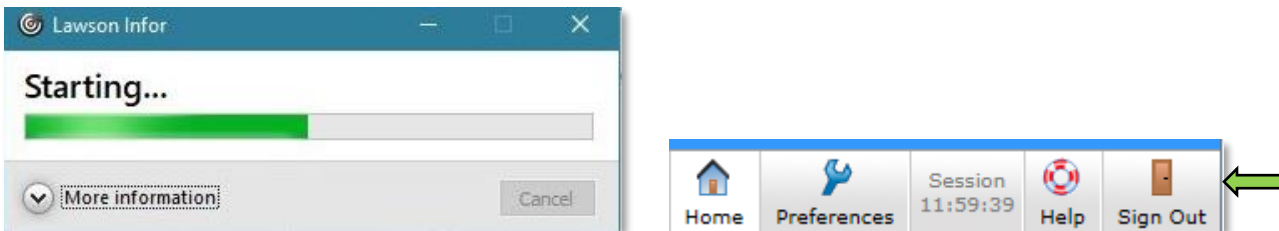
When you are done, please remember to sign out of the your application(s) and the Intranet.