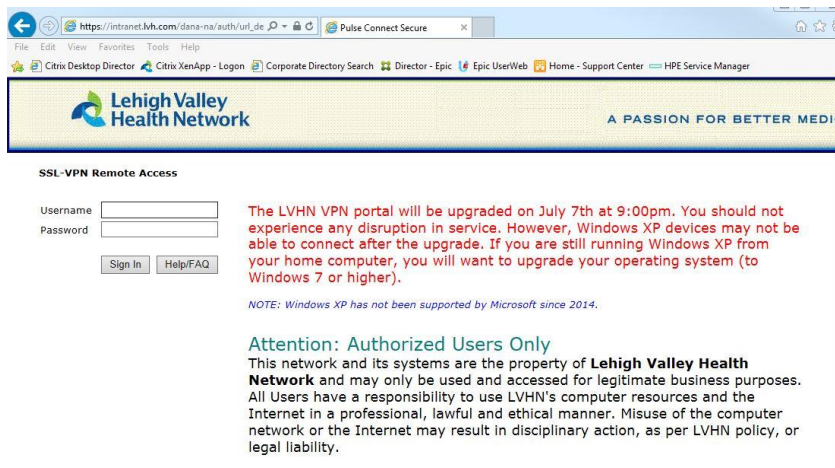


Remote Desktop Connection Instructions - Windows 10

Updated July 2018

Note: For complete Instructions on connecting to WebSSO with a specific browser, please see separate documentation.

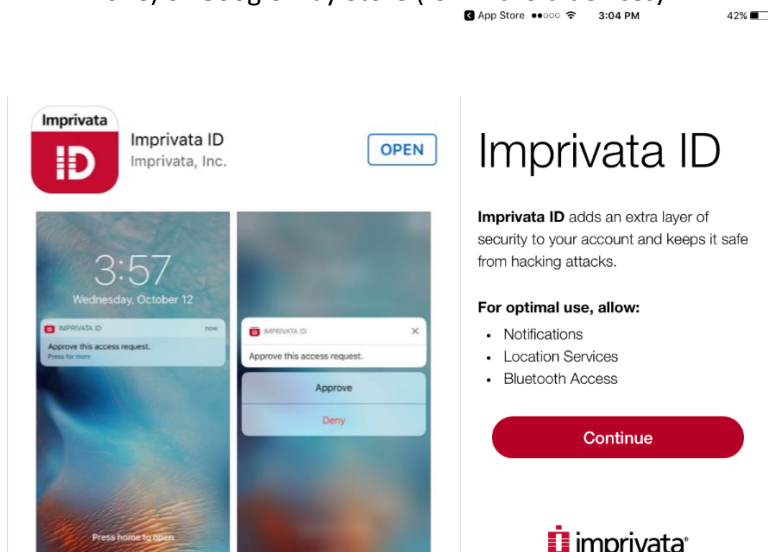
1. Open any web browser: Google Chrome, Firefox, Internet Explorer, or Microsoft Edge
2. Type intranet.lvh.com in the address bar and hit **Enter**. (Do not use www)



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)

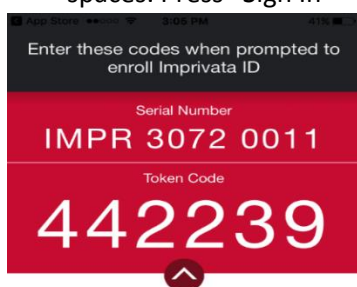


6. Open the app and **Continue**

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

<p>"Imprivata ID" Would Like to Send You Notifications</p> <p>Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.</p> <p>Don't Allow Allow</p>	<p>Allow "Imprivata ID" to access your location even when you are not using the app?</p> <p>We will only use your location to activate Hands Free Authentication if it is available in your facility.</p> <p>Don't Allow Allow</p>
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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:

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 'S' to skip and "Sign In".

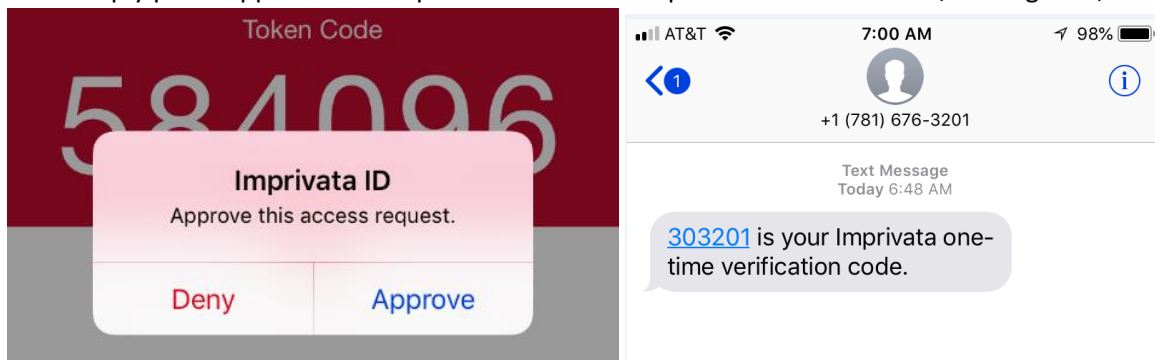
Challenge / Response

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.

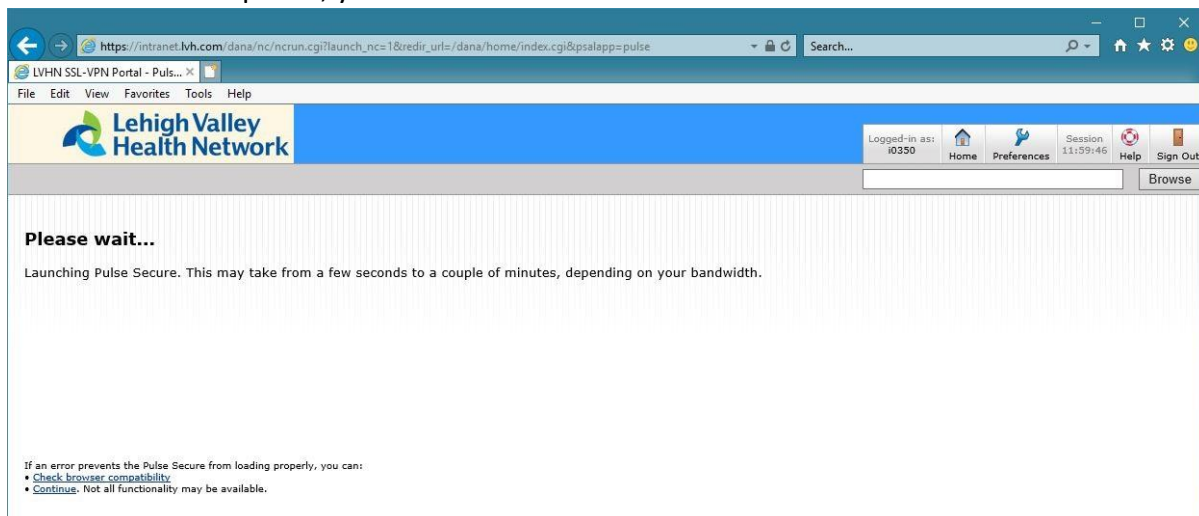
Enter the challenge string above into your token, and then enter the one-time response in the field below.

Response:

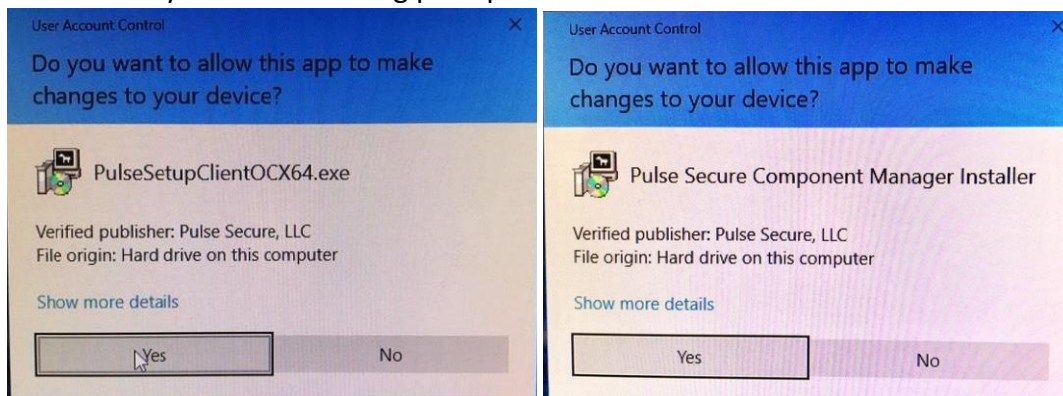
10. Every time you log into the portal from now on you will receive one of the following prompts on your cell phone. Simply press Approve to accept the connection request to the Intranet or, if using SMS, enter the 6 digit token.



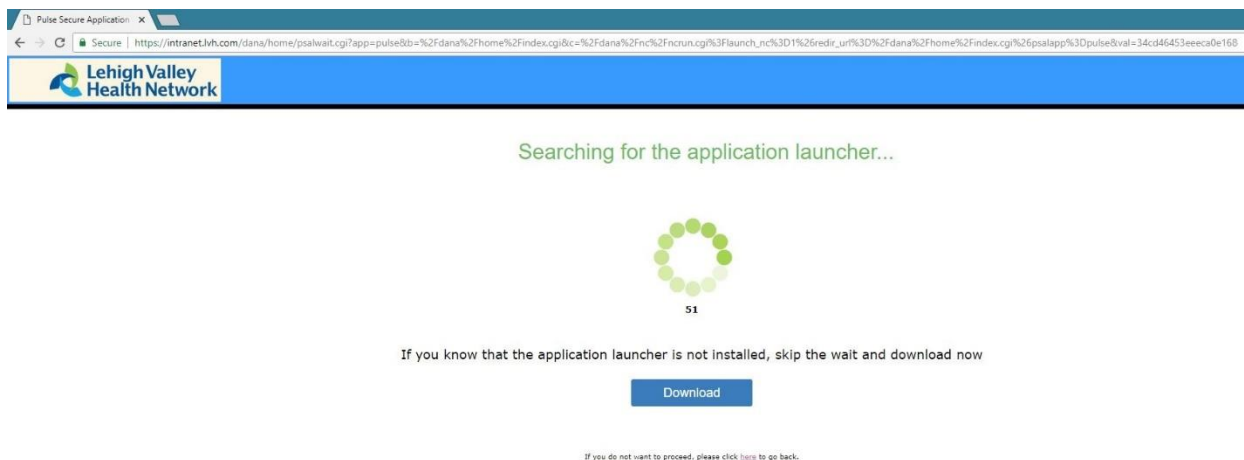
11. In Internet Explorer, you will see the below screen for either Network Connect or Pulse Secure.




12. You may see the following prompts on screen a few times. Press Yes on each box.

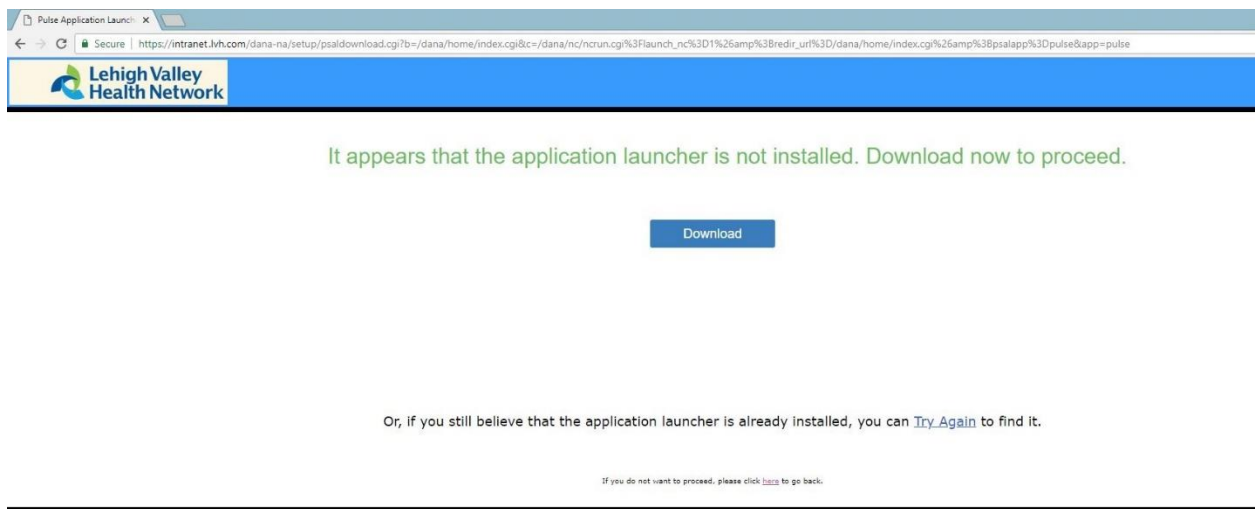


13. In Chrome, Edge, and Firefox browsers, you will see the following screen first where the program is searching for the Network Connect or Pulse Application Launcher. It requires this program for these browsers:



ABOVE example is in Google Chrome.

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.)

14. 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.



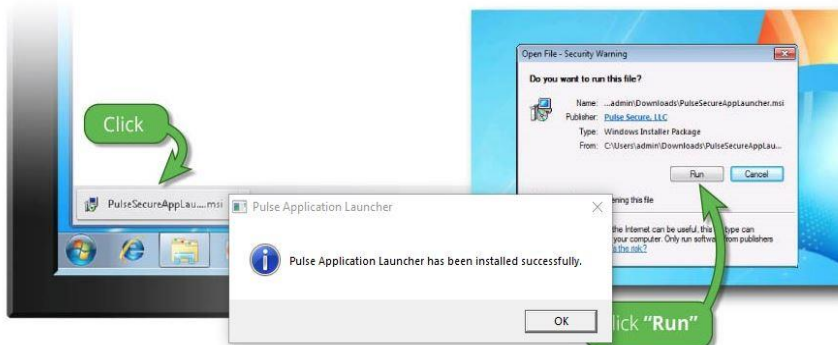
If you do not want to proceed, please click [here](#) to go back.



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

16. 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.

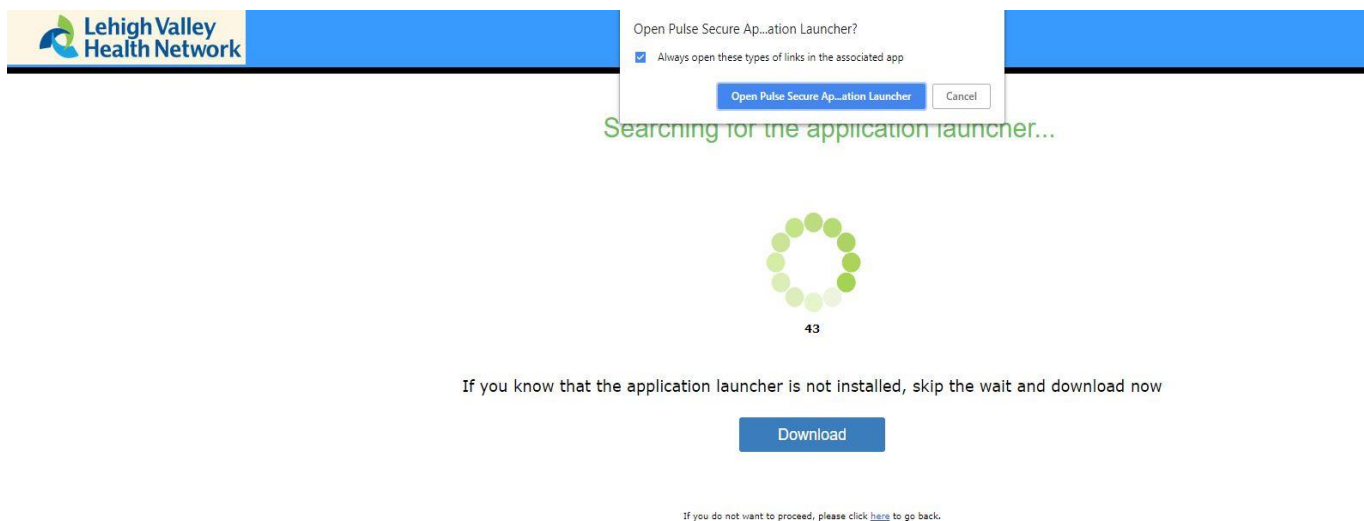
Once the Pulse Secure application is installed and started it will appear in your system tray.



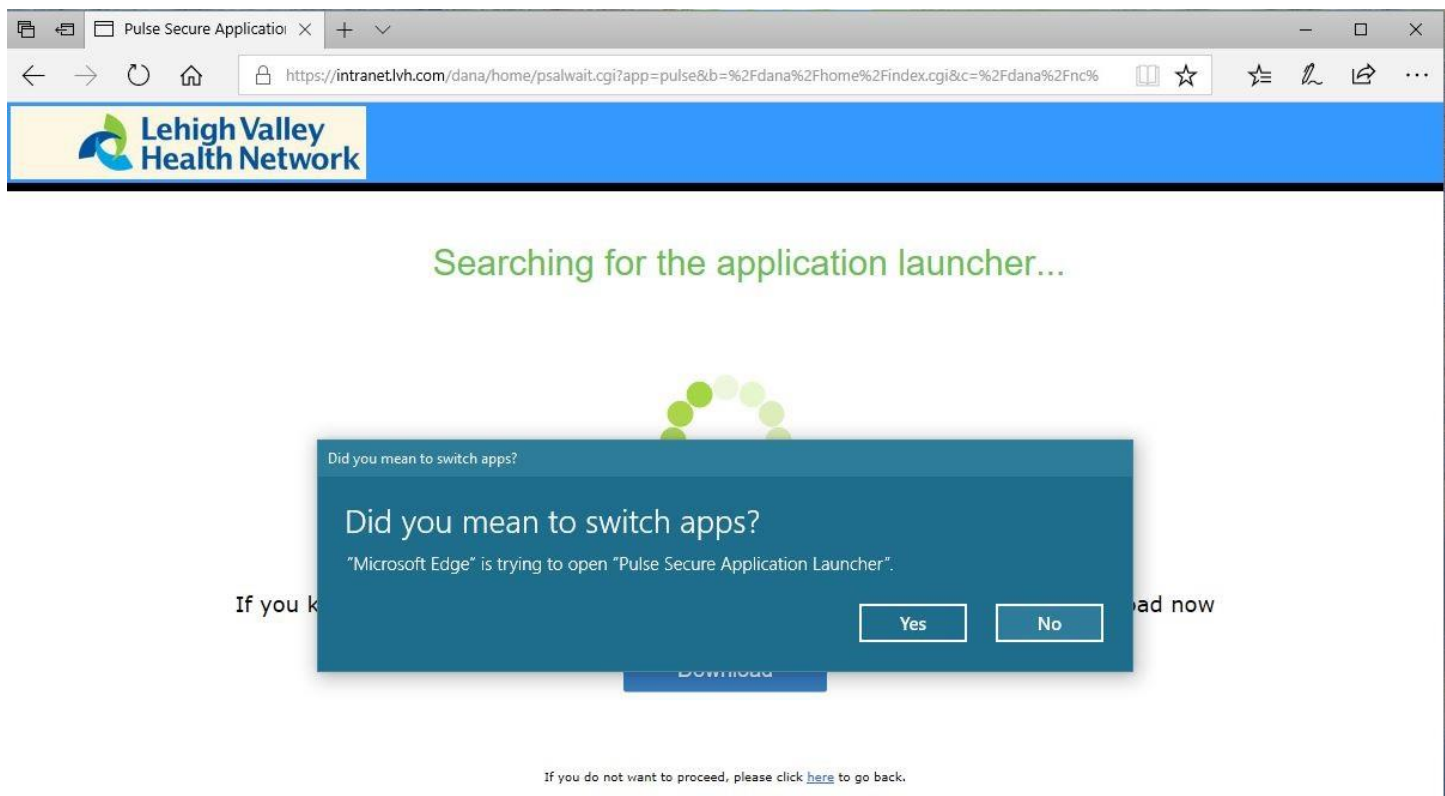
If you do not want to proceed, please click [here](#) to go back.

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

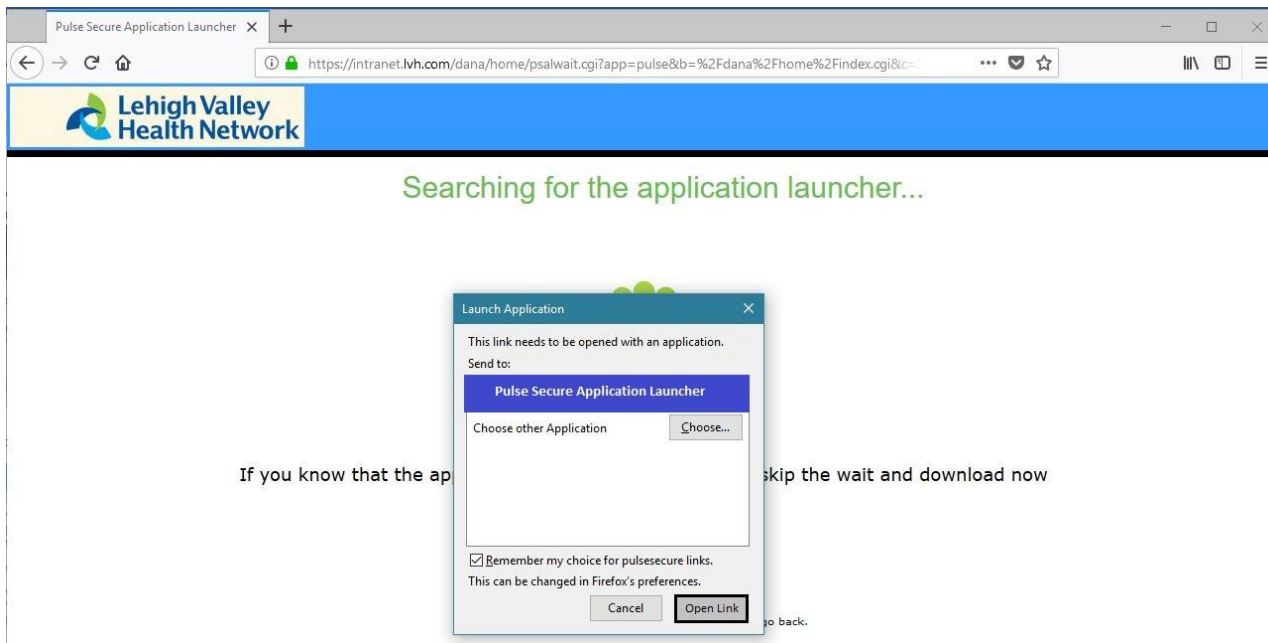
18. The following screen will appear again, this time with a new pop up asking to Open the Application Launcher. Check the 'Always open these types of links in associated app' box and choose button like below.



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

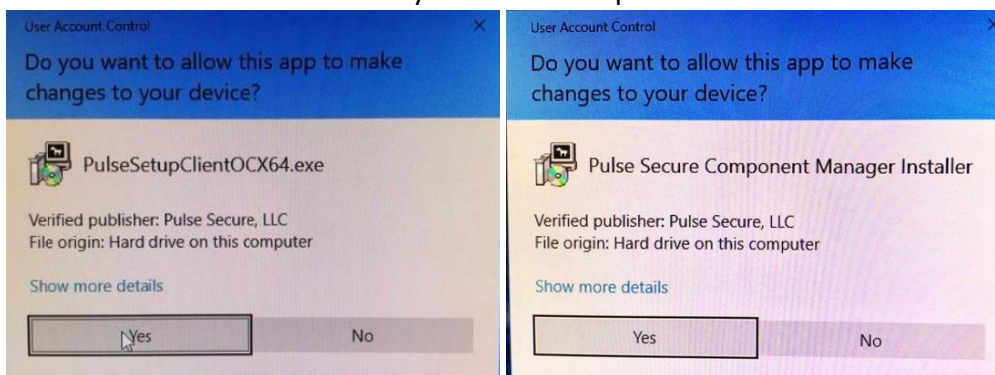


ABOVE: Microsoft Edge will have a different pop up of, "Did you mean to switch apps?" Choose **YES**.

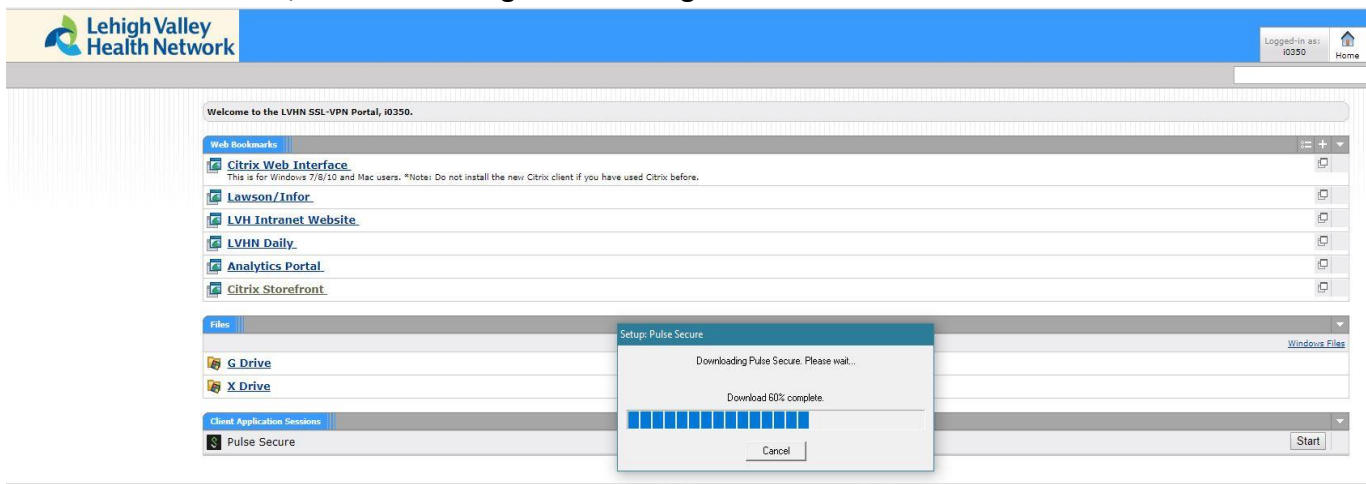


ABOVE: Firefox Browser will show the following. Check "Remember my choice for pulsesecure links." And **Open Link**.

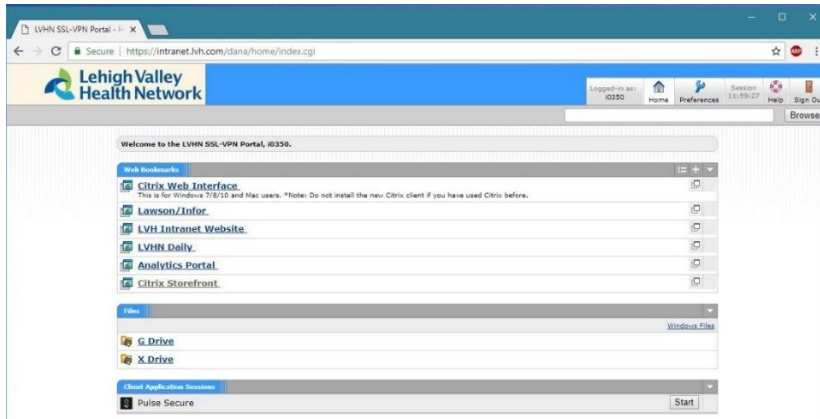
19. You may receive 3 or more pop ups asking, "Do you want to allow this app to make changes to your device?" Press Yes or Always if that is an option.



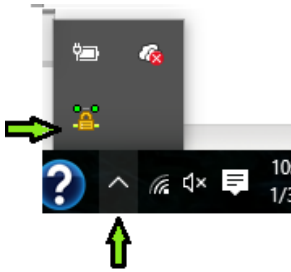
20. It will show Pulse/NC downloading and installing like below.



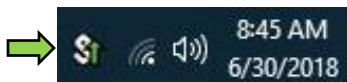
21. Once connected, you should see the following screen:



22. 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'.

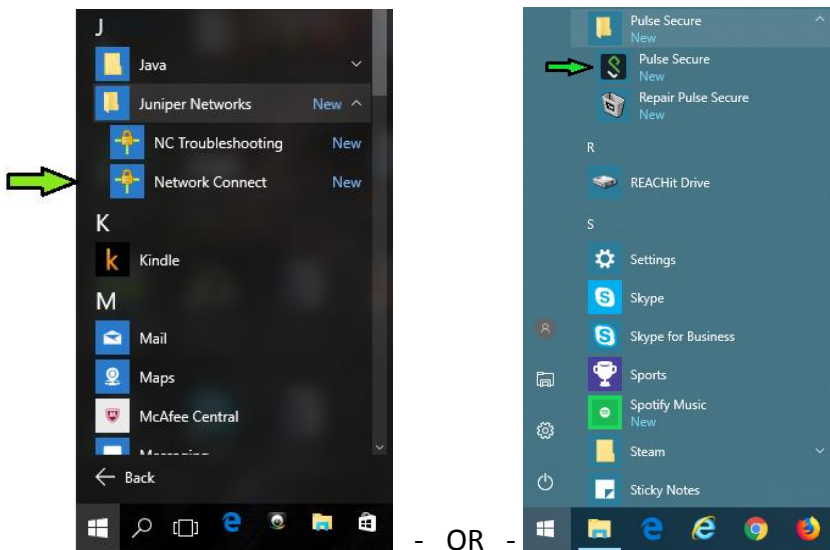


If you have Pulse Secure, it'll look like the following once connected

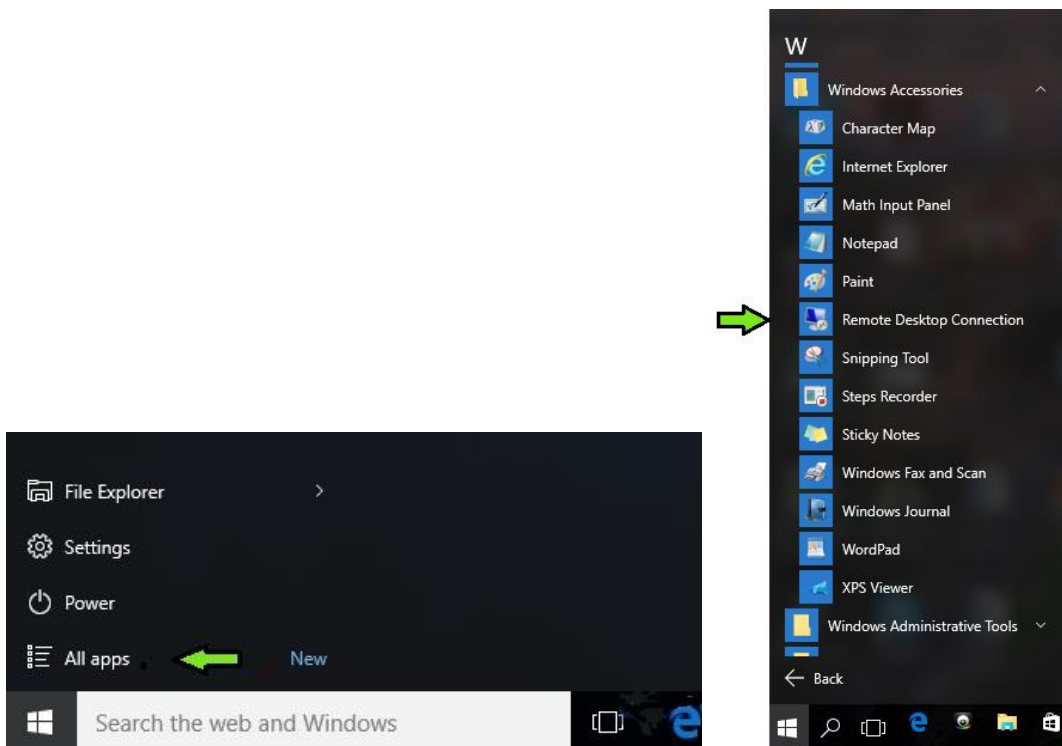


You can also reconnect to Juniper Network Connect or Pulse Secure by going to your Start Menu on the PC. See below:

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.



27. Once connected, please open Remote Desktop Connection. It will be under Start Menu > W > Windows Accessories > Remote Desktop Connection.



The following screen will be displayed. (Fig 6). Enter your work workstation number (ie: W1234)

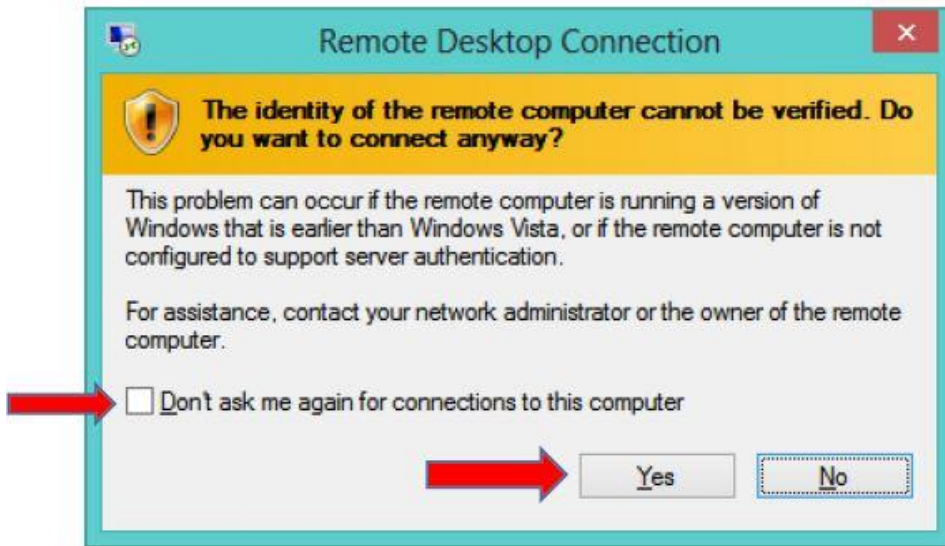


Example W1234.lvh.com

23. It will now ask you for your credentials, please select the option that says Use another account and log in as follows: LVHHN\sui then network password.



24. You might see the below screen, press “Don’t ask me again for connections to this computer” and then ‘Yes’.



25. You should now successfully be connected to your remote computer.
26. When you are done, please remember to sign out of Pulse Secure/Network Connect.