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#### 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)

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Pulse Connec	t Secure	Favorites		Sign out
Lehigh Val Health Net	ley work	A PASSI	ON FOR BETTER MEDI	CINE."
NPN Remote Access	If you have recently upgrace	ded your Windows Operating Syste	m to Windows 10, please	e click <u>here</u> for further
vord	instructions.			
Sign In Help/FAQ	Notice:			
	into this portal will be prom	actor authentication when signing i pted to enroll in two-factor auther or this enhanced layer of security, a ince.	tication. Step by step in	structions will be sent to LVHN
	Windows users need to use	Internet Explorer when accessing	this site in order for it to	o work consistently.
	Attention: Authorize		ov Hoalth Notwork on	d may only be used and access

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: 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
III VZW WI-FI ♥ 12:09 PM
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.
Text Message
Q W E R T Y U I O P
ASDFGHJKL
123  space return

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:
Sign In Cancel

#### 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:

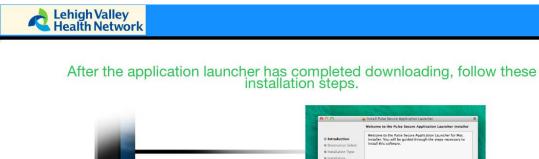
- Open the Google Play store
- Search for Imprivata
- Download the Imprivata ID application
- After the Imprivata ID has finished downloading, open the Imprivata ID app
- Enter the 12 digit code into the response on the LVHN web page (above) and select 'Sign In'
  - NOTE: if you do not see all 12 characters, 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

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	Pulse Secure Application Launcher		mac snipping tool - Google Search	+
	Lehigh Valley Health Network			
Q Search Bookmarks ▼☆ Favorites				
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é iCloud		Searching for the app	olication launcher	
Yahoo b Bing				
W Wikipedia				
Facebook				
Twitter     LinkedIn				
The Weather Channel				
🔆 Yelp		19		
ক্ত TripAdvisor ▼  ☐ Generator				
a Amazon.com : Reliance Co	If you know that	t the application launcher is not i	nstalled, skip the wait and download nov	N
A www.allbrands.com/image		Download	4	
		Download		
		If you do not want to proceed, pleas	e click <u>here</u> to go back.	
Lehigh Health	/alley Network			
lt app	ears that the applica	tion launcher is no proceed.	ot installed. Download r	now to
		Download		
Or, if	you still believe that the applic	ation launcher is already in	stalled, you can <u>Try Again</u> to find	it.
	Tf vou	I do not want to proceed, please click here to go	hack	
	Ir you	a do not want to proceed, prease crick nere to go	ooun.	
Find the PULSESE	CUREAPPLAUNCHER ins	tall from your downlo	oad icon (upper right in th	e Safari
Browser	or lov	wer left task bar if in (	Google Chrome, like below	v.)





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

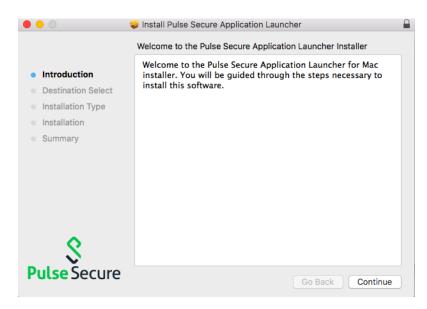
Once the Pulse Secure application is installed and started it will appear in your system tray.



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



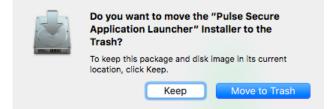
#### Select CONTINUE after the launcher appears



	Install Pulse Secure Application Launcher	
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	Install Pulse Secure Application Launcher The installation was completed successfully.	
<b>S</b> Pulse Secure	Go Back Close	

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

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

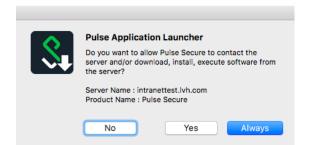


## When asked to open the Pulse Launcher, select ALLOW.

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:

••• < > ••		🗎 intranet.lvh.com	Ċ			0	ð +
Lehigh Val Health Net	ley work			Logged-in as: 10350	Home Preferences	Session 0 11:57:14 Help	
							Browse
Welcom	e to the LVHN SSL-VPN Portal, i0350.						
Heldin	e to the Evint SSE-VPH Portal, 10550.	Setup: Pulse Secure					
Web Bo	okmarks				:= + 👻		
Cit This	rix Web Interface is for Windows 7/8/10 and Mac users. *N	Downloading Pulse Secure. Please wait Download 59% complete.			0		
🛱 La	wson/Infor						
LVH Intrane	H Intranet Website				O		
	HN Daily	Cancel			Ø		
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Cit	rix Storefront				Q		
					0.00		
Files					Windows Files		
👼 <u>G</u> I	Drive						
10 X 1	Drive						
Client A	pplication Sessions				•		
S Pul	se Secure				Start		

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.

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Lehigh Valley Health Networl	k			Logged-in as: 10350 Home	Preferences	Session 11:56:48 Help	Sign Out
							Browse
Welcome to the L	VHN SSL-VPN Portal, icara						
This is for Wind	net Website Y. Portal	PulseSetupClient wants to make changes. Type your password to allow this. Username: macadmin Password: Cancel OK		2 			
Files					-		
				Windo	ows Files		
🔯 <u>G Drive</u>							
🔀 X Drive							
Client Application 5	Sessions				-		
S Pulse Secur	re			Sta	irt		

Connections

SSL VPN
Connected

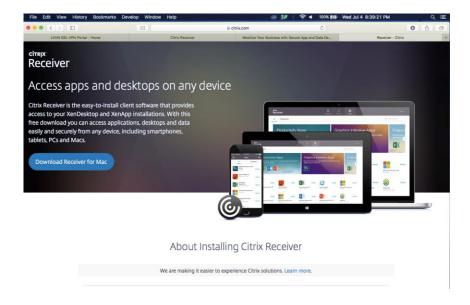
Disconnect

Once connected, you will see the following:

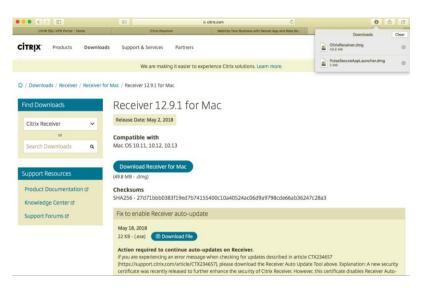
You will also see this icon at top right screen.

#### **STEP 4: Installation of Citrix Receiver**

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



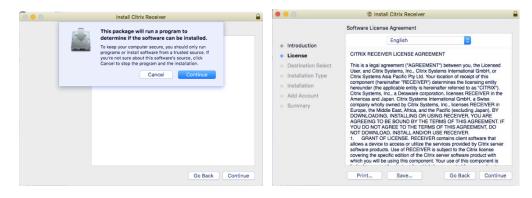
2. Click on Downloads icon 🔍 at top right and open the CitrixReceiver.dmg file.



3. Click on Install Citrix Receiver like below.



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



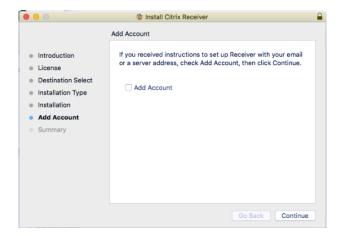
5. Click Agree and then Install.

			Install Citrix Receiver	
			Standard Install on "Macintosh HD"	
		<ul> <li>Introduction</li> <li>License</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> </ul>	This will take 110.7 MB of space on your computer. Click install to perform a standard instaliation of this software for all users of this computer. All users of this computer will be able to use this software.	
0 0 0	🗇 Install Citrix Receiver	<ul> <li>Add Account</li> </ul>		
	To continue installing the software you must agree to the terms of the software license agreement.	Summary		
<ul><li>Intr</li><li>Lic</li></ul>	Click Agree to continue or click Disagree to cancel the installation and quit the Installer.			
• De	d		Change Install Location	
<ul><li>Ins</li><li>Ins</li></ul>	Read License Disagree Agree		Go Back Install	

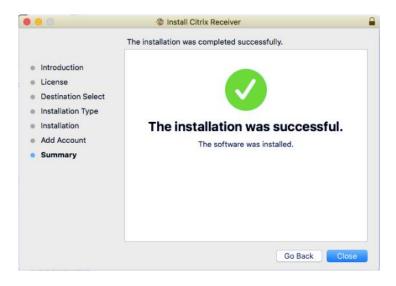
6. The Installer is going to prompt for a password for installation permission. Please enter the adminstrator password for the Mac.



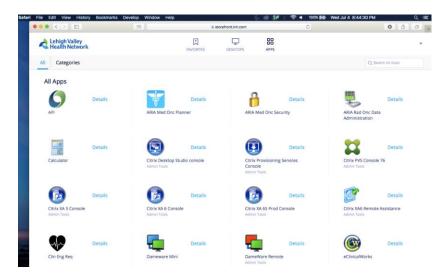
7. If you see a prompt afterwards asking you to Add an account. Please just click Continue. You do not need to add anything here.



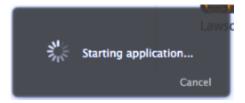
#### 8. Click Close.

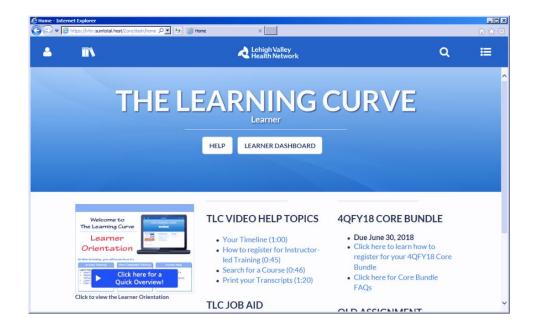


- 9. After Receiver has been installed. Close Safari completely clicking on Safari at top left and then Quit Safari OR by going to the Apple icon at top left > Force Quit > Safari.
- 10. Reopen Safari, go to <a href="https://storefront.lvh.com">https://storefront.lvh.com</a>, and sign in again. Note: This site will only work if connected to Pulse. If you are not connected, please sign into <a href="https://intranet.lvh.com">https://intranet.lvh.com</a> 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.

Ű.	Pulse Secure	File	Edit	Window Help		6 0	💽 🕴 🤶 📢 100% 🚱 🕚	Wed Jul 4 8:56:38 PM
							Open Pulse Secure	
							Pulse Secure: Connected	
							SSL VPN	Connect
							Exit	Disconnect Cancel
								Suspend
					S Pulse Secure			Resume Extend Session
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