

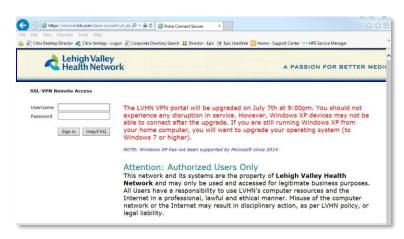
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Windows 10 Web-SSO Instructions Sept 2019 Internet Explorer

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 <u>https://selfhelp.lvh.com</u> to reset it first.

Lehigh Valley Health Network	
LVHN Self Help site	
Username	This is the LVHN Customer Support Center Self Help site.
Password	Use your Windows (NT) account and password here.
Sign In	This site does not require the installation of any software on your current computer. If you need the normal WEB-SSO/VPN site, click here,
	There are also self help sites for <u>Pocono</u> and <u>Schuylkill.</u>

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.

Change Primary Password				
Your password must be changed. You must create a new password to continue.				
Old Password				
New Password				
Confirm Password				
Change Password				

Setting Up Two Factor Authentication

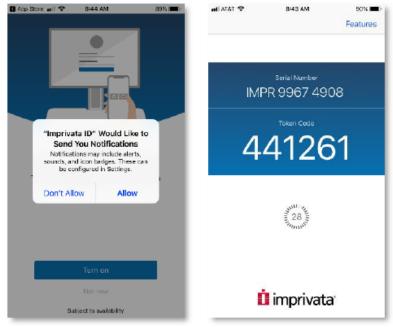
If you haven't done so already, you will be prompted to sign up for two factor authentication. You may use Imprivata ID, an application available in the Google Play or Apple App store or by entering your 10 digit cell phone number. *If you do not wish to use Imprivata ID, skip to <u>step 9</u>. and enter 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"

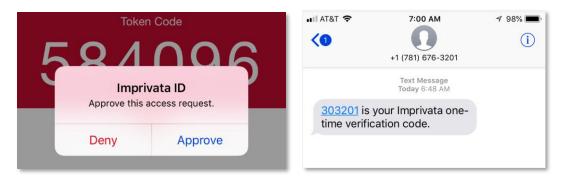
Challenge / Response
Challenge: Enroll Imprivata ID (TM) in 4 steps. (1) Install the Imprivata ID app on your smartphone, (2) Open the app, (3) Locate the 12 character Serial Number and enter it below, or enter S to skip.
Enter the challenge string above into your token, and then enter the one-time response 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	
· · ·	n in 2 steps. (STEP 1) Enter your mobile phone number with area code, or enter S to skip. Message and
Enter the challenge string above into your tok	cen, and then enter the one-time response in the field below.
Response:	
Sign In Cancel	
Challenge / Response	
Challenge: (STEP 2) A text message v R to retry.	was sent to your mobile phone (XXX)XXX-XXXX Ψ . Enter the verification code from that message, or enter
Enter the challenge string above into your tol	ken, and then enter the one-time response in the field below.
Response:	
Sign In Cancel	
alivzww.ei♥ 12:09:PM @ 4	a t 77% 🛋)
< (101) (701) (701)	0
Text Message Today 11:69 AM	
262992 is your Imprivata one- time verification code.	

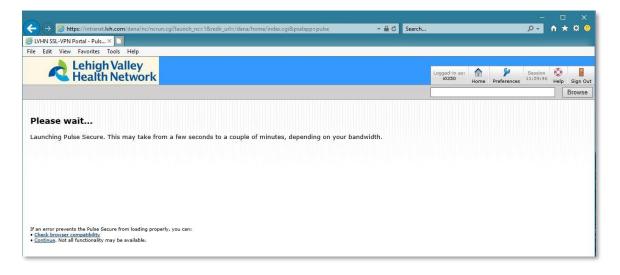
5. Every time you log into the portal from now on you will receive one of the following prompts on your cell phone. Simply press Approve to accept the connection request to the Intranet or if using SMS, enter the 6 digit token.



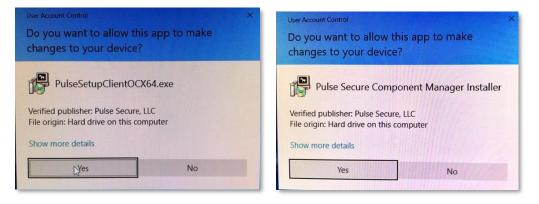
Installing Network Connect/Pulse Secure for Internet Explorer Browser

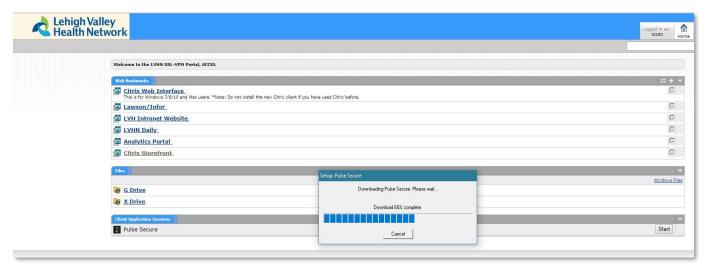
NOTE: For Instructions on connecting to WebSSO via Google Chrome, Firefox, or Microsoft Edge, *please follow separate documentation*.

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

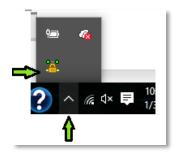


2. You may see the following prompts on screen a few times. Press Yes on each box.





 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'.

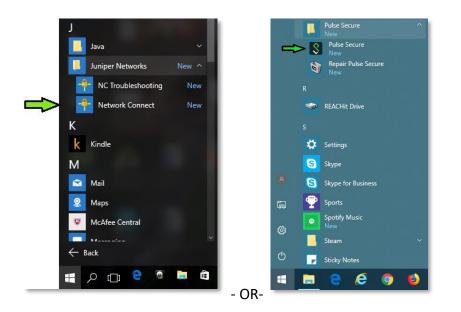


If you have Pulse Secure, it'll look like the following once connected:



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.



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

Welcome to the LVHN SSL-VPN Portal, i0350.	
As of October 30th, the "Citrix Web Interface link" ha	a been replaced by the "Citrix Applications"
web link. If you experience any issues, please contac	
web link if you experience any issues, please contact	
Web Bookmarks	8= + 👻
Citrix Applications	Ð
New Citrix environment.	Ģ
Lawson/Infor	
LVH Intranet Website	Ð
LVHN Daily	Ð
LVHN Daily	
LVHN Daily Analytics Portal	Q
	Ø
Analytics Portal reles	Ø
Analytics Portal Res S Drive	© = *# *
Analytics Portal reles	C = *# ~

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

Secure https://storefront.lvh.com/Citrix/LVH_AppsWeb/		
		Welcome to Citrix Receiver
	Lehigh Valley Health Network	Use Citrix Receiver to access your applications and desktops.
	Treatminetwork	Detect Receiver

NOTE: **If you do not yet have a compatible version of Citrix Receiver installed, please click link <u>http://wwws.lvh.com/juniper/citrixreceiver.exe</u> to install the latest version of Receiver for Windows or go to <u>https://www.citrix.com/downloads/workspace-app/</u> and install the latest **Citrix Workspace app for Windows.****

6. Please choose Download Citrix Workspace app for Windows.

CITRIX	Products	Downloads	Support & Services	Partners	Sign In	٩
岱 / Download	ds / Citrix Wo	orkspace App				
Find Down	loads		Citrix Works	pace App		
Citrix Wo	rkspace App	~				
	or		📀 Workspace app	for Windows		
Search Do	ownloads	۹				
			🔗 Workspace a	pp for Windows		
Narrow Re	sults		Citrix Workspac	ce app 1905 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.

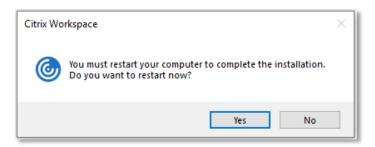
log Citrix Workspace	×	Citrix Workspace	×
	Welcome to Citrix Workspace	License Agreement	
Workspace	Citrix Workspace app installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser. - Allow applications access to your webcam and microphone. - Allow applications to use your location. - Allow access to local applications authorized by your company. - Save your credential to sign in automatically. Click Start to set up and install Citrix Workspace app on your computer.	You must accept the license agreement below to proceed. CITRIX LICENSE AGREEMENT Use of this component is subject to the Citrix license or tems of service covering the Citrix product(s) and/or service(s) with which you will be using this component. This component is licensed for use only with such Citrix product(s) and/or service(s). CTX_code EP_R_A10352779	
CITRIX		☐ accept the license agreement	
	Start Cancel	Install Cancel	

- 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.)

	Citrix Receiver ×
User Account Control	ctrajx Receiver
Do you want to allow the following program to make changes to this computer?	
Program name: Citrix Workspace Verified publisher: Citrix Systems. Inc. File origin: Hard drive on this computer	Installation successful If you received instructions to set up Citric Receiver with your email or a server address, dick Add Account. Otherwise, dick Finish, and you can set up an account later.
Show details Yes No	
Change when these notifications appear	Add Account Finish

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.



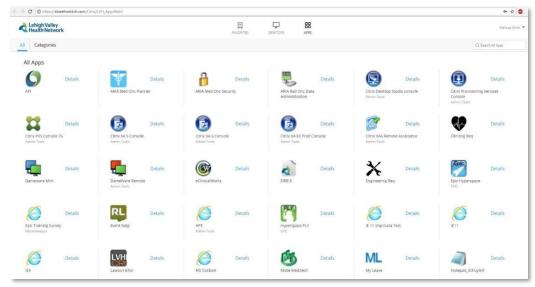
12. After installing Receiver or Citrix Workspace App, please close any open web browsers and go back to intranet.lvh.com and sign in once more. Once connected, go back to Citrix Storefront. You will receive a pop up at bottom asking you to run the following add-on for Citrix. Choose Allow. Please sign in with LVHN SUI and network password.

← → @ https://storefront.lvh.com/Citrix/LVH_AppsWeb/	- ≙ ¢	– □ × Search
Citrix Receiver ×		
File Edit View Favorites Tools Help		
Lehigh Valley Health Network		Need help? Call 610-402-8303.
User name: Password:	LVHN Remote Access Enter your credentials below	
8 2018 Lehiph Valley Health Network Terms of Use A : BETT This webpage wants to run the following add	on: 'Citrix ICA Client Object (ActiveX Win32)' from 'Citrix Systems, Inc.'. W	hat's the risk? Allow 💌 🗙

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**.

	G Citrix Receiver
How do you want to open this file?	Add Account
Citrix Connection Manager New	Enter your work email or server address provided
Look for an app in the Store	by your IT department:
More apps \downarrow	
Always use this app to open .ica files	
ОК	Do not show this window automatically at logon.
	Add Close

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.