

LVHN Remote Access Instructions: Apple Mac OS X

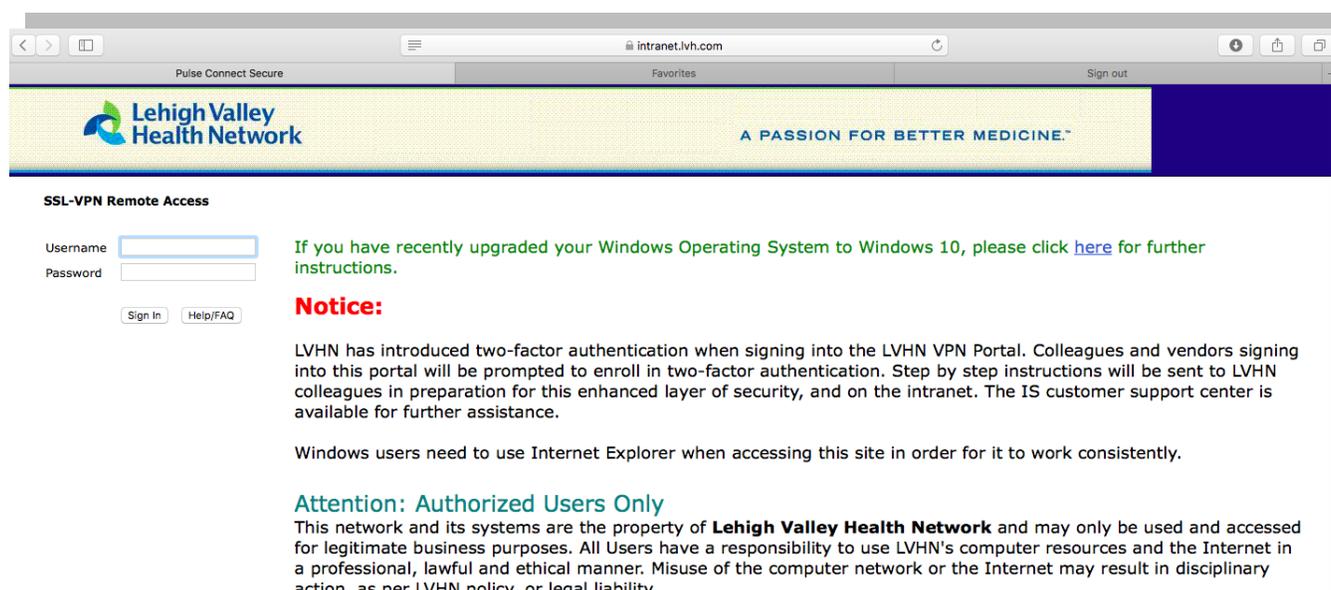
Rev July 2019

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)

STEP 1: Open SAFARI web browser , and type in <https://intranet.lvhn.com>


 The screenshot shows a Safari browser window with the address bar set to intranet.lvhn.com. The page header features the Lehigh Valley Health Network logo and the tagline "A PASSION FOR BETTER MEDICINE." Below the header, the page is titled "SSL-VPN Remote Access". On the left, there are input fields for "Username" and "Password", with "Sign In" and "Help/FAQ" buttons below them. To the right of the input fields, there is a notice: "If you have recently upgraded your Windows Operating System to Windows 10, please click here for further instructions." Below this, a bold "Notice:" section states that LVHN has introduced two-factor authentication and provides instructions. Further down, it notes that Windows users need to use Internet Explorer. At the bottom, an "Attention: Authorized Users Only" section contains a disclaimer about the network's use for legitimate business purposes.

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.

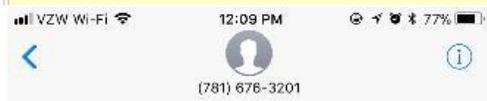
Response:

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:



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.



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:

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

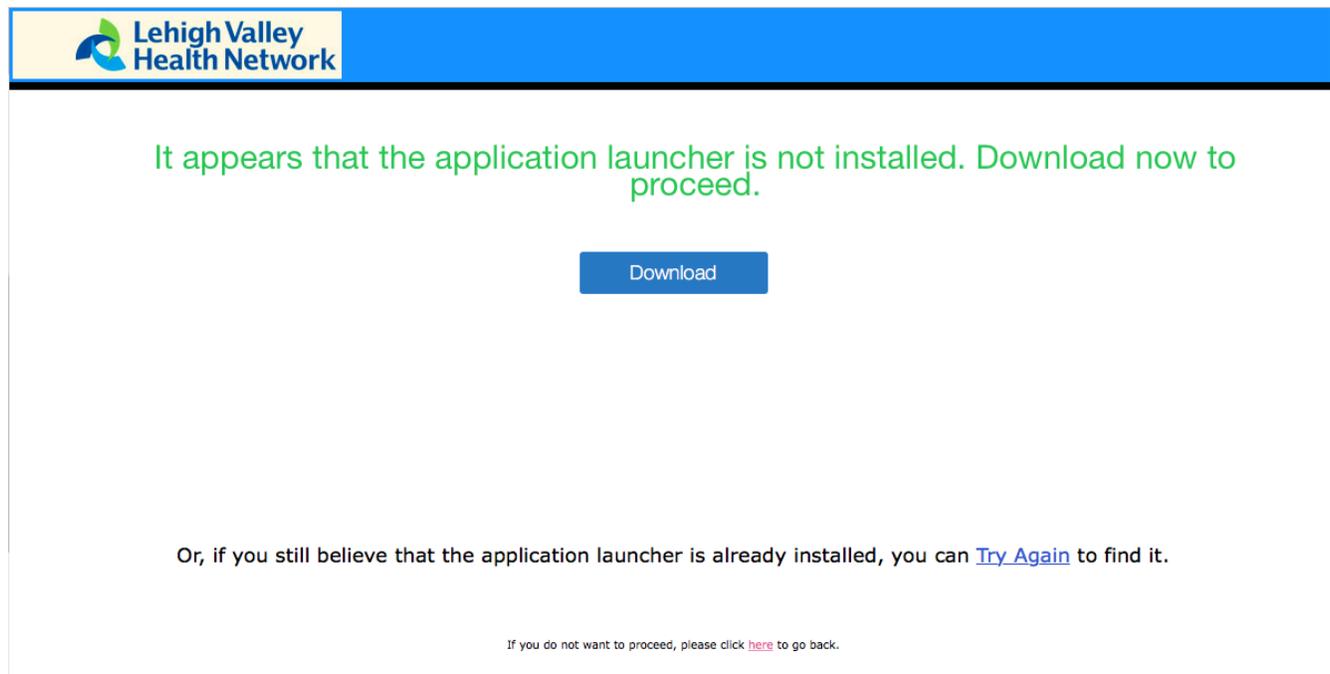
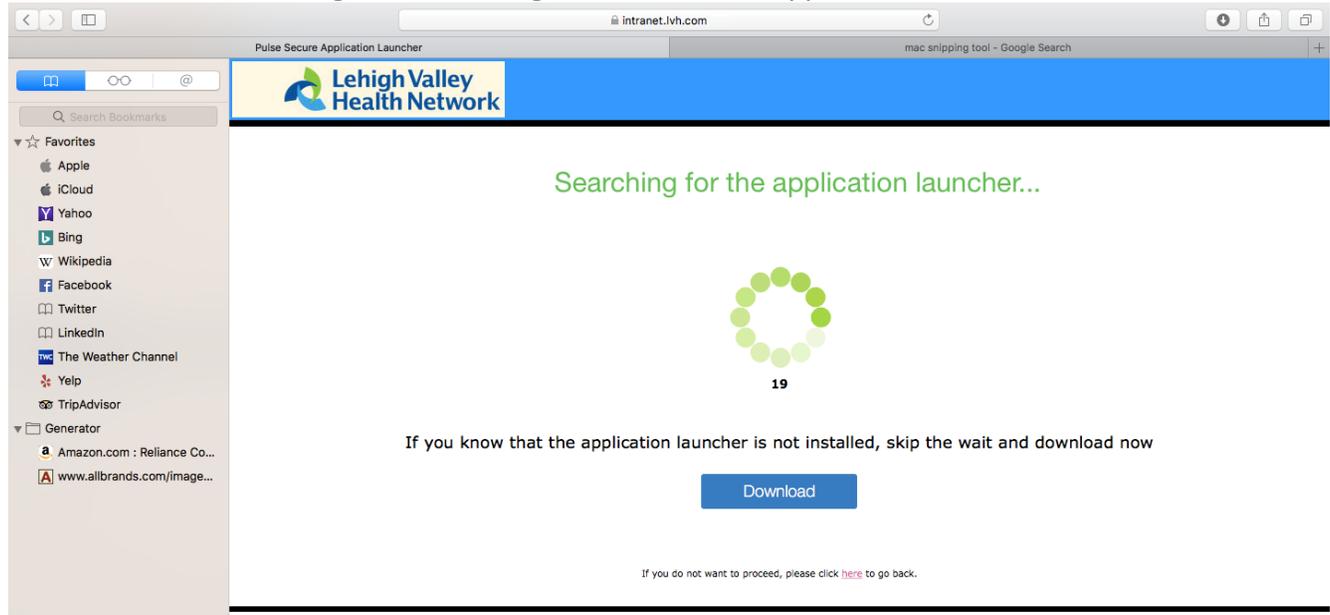
From your Android Phone:

- 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'
 - o 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.

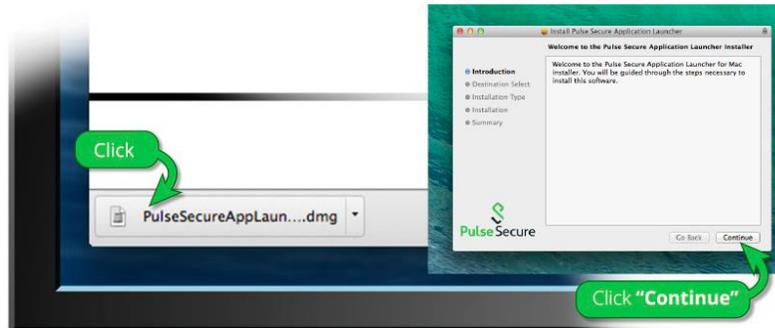
STEP 3: Pulse Secure Installation

Select **DOWNLOAD** to begin downloading the Pulse Secure application to the MAC



Find the PULSESECUREAPPLAUNCHER install from your download icon (upper right in the Safari Browser  or lower left task bar if in Google Chrome, like below.)

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.

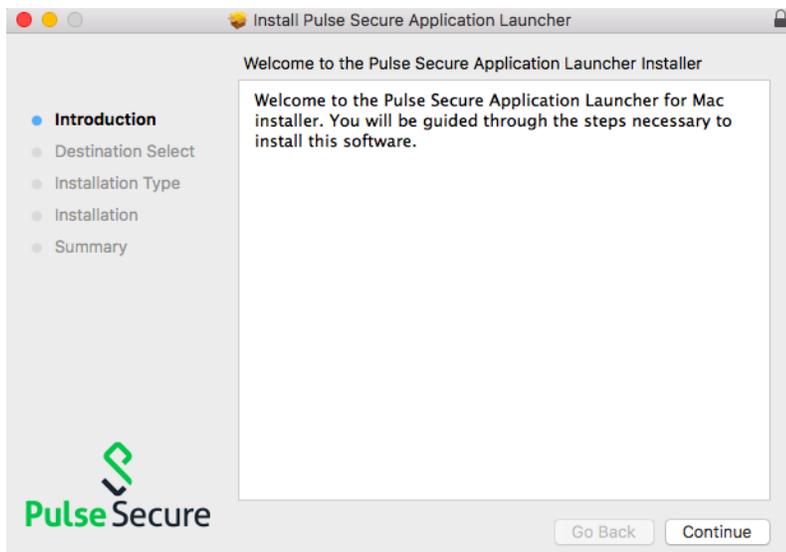
Once the Pulse Secure application is installed and started it will appear in your system tray.



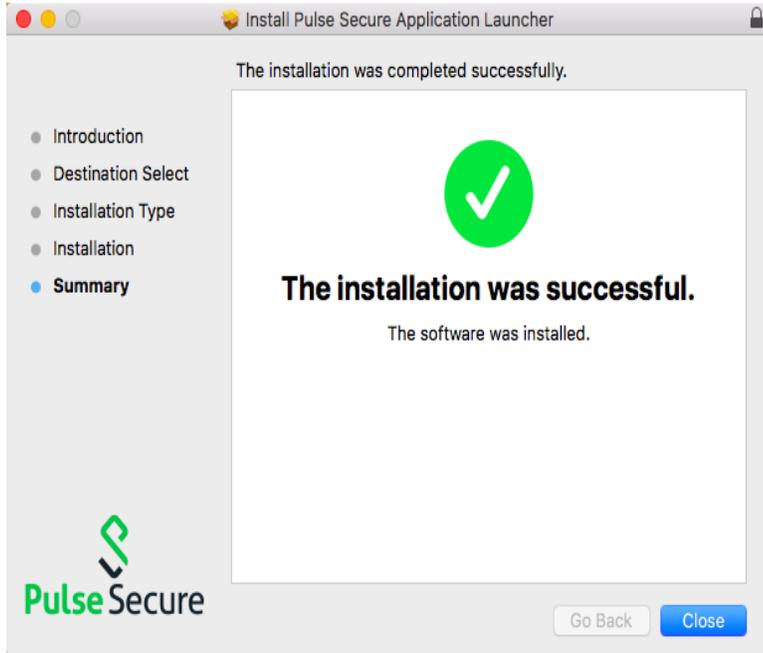
A new window will appear. Double click the PULSESECUREAPPLAUNCHER.MPKG icon



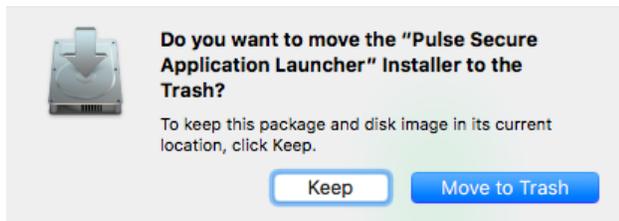
Select CONTINUE after the launcher appears



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



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

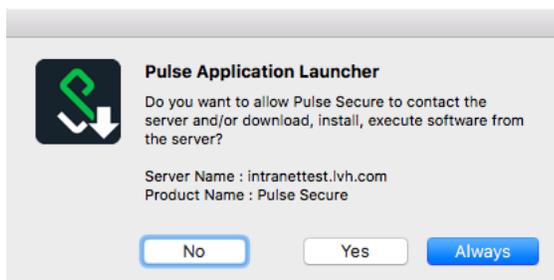


When asked to open the Pulse Launcher, select **ALLOW**.

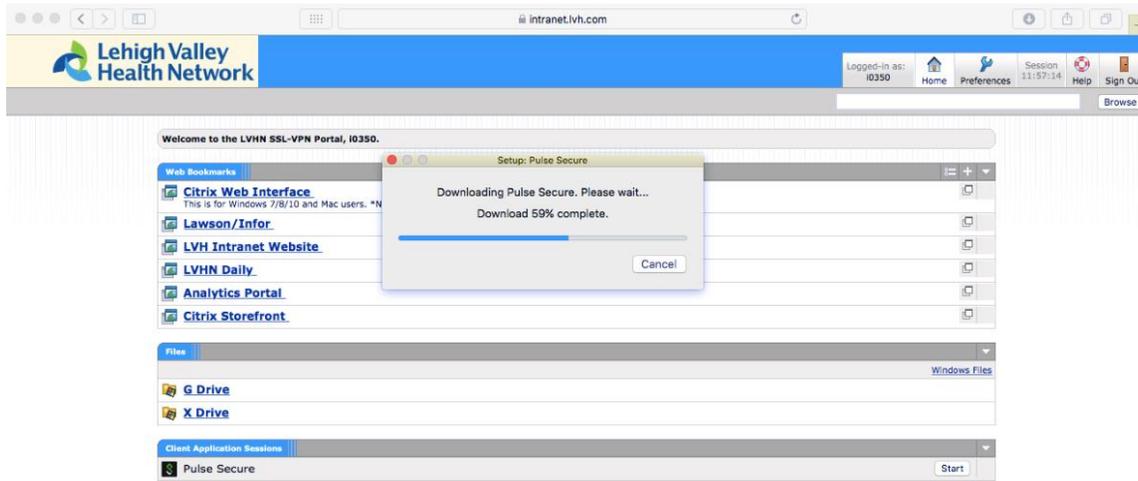
Do you want to allow this page to open
"PulseApplicationLauncher"?

Cancel Allow

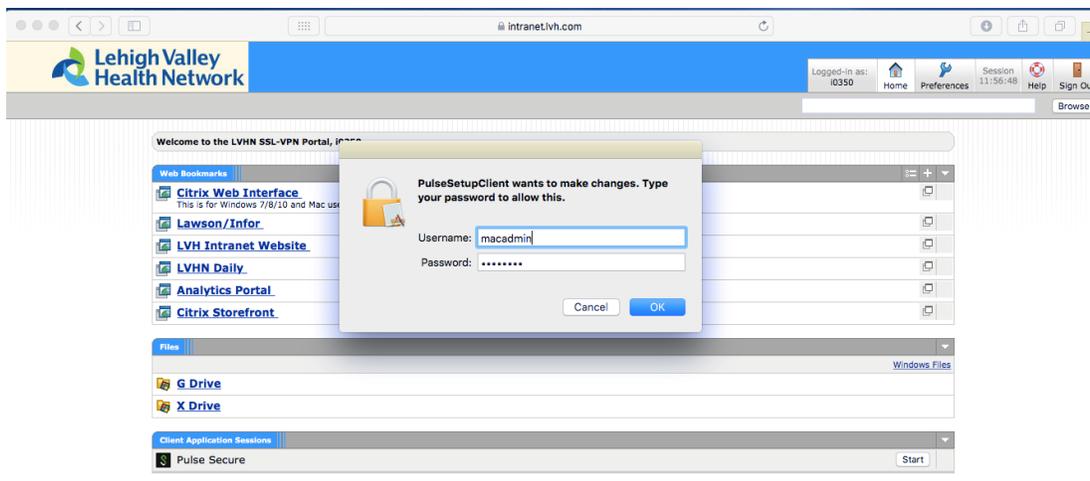
When prompted to allow Pulse Secure to contact the server, select **ALWAYS**.



The following will appear when it's downloading and installing Pulse:



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.



Once connected, you will see the following:



You will also see this icon at top right  of the screen.

STEP 4: Installation of Citrix Workspace App

- Once the user is connected to Pulse, have them navigate to www.citrix.com > Downloads to install the latest version of **Citrix Workspace App for Mac**. (Note: At time of this document, it is **Workspace App 1903.1 for Mac**)

The screenshot shows the Citrix website's Downloads page for the Citrix Workspace App. The page has a navigation bar with 'Products', 'Downloads', 'Support & Services', and 'Partners'. A search bar on the left contains 'Citrix Workspace App'. The main content area lists various download options, including 'Workspace app for Windows' and 'Workspace app for Mac'. The 'Workspace app for Mac' section is highlighted with a black arrow pointing to the 'Citrix Workspace app 1903.1 for Mac' link.

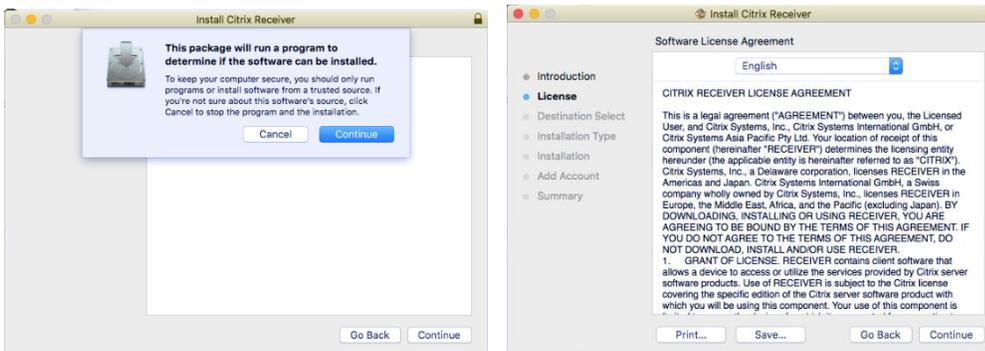
- Click on Downloads icon  at top right and open the CitrixWorkspaceApp.dmg file.

The screenshot shows the Citrix website's Downloads page for the Citrix Workspace app 1903.1 for Mac. The page displays the download button, release date (Apr 8, 2019), compatible OS versions (Mac OS 10.11, 10.12, 10.13, 10.14), and checksums. A download bar at the top right shows the file 'CitrixWorkspaceApp.dmg' (107 MB) being downloaded. The page also includes links for 'What's new, fixed or updated (Release notes)' and 'Citrix Workspace app for Mac overview'.

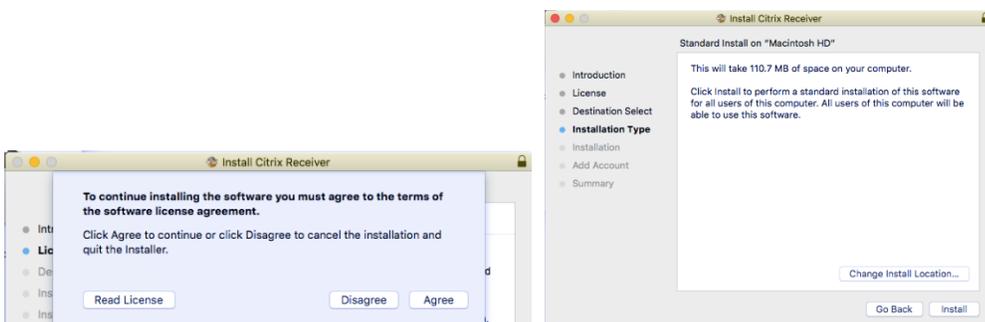
3. Click on **Install Citrix Workspace** like below.



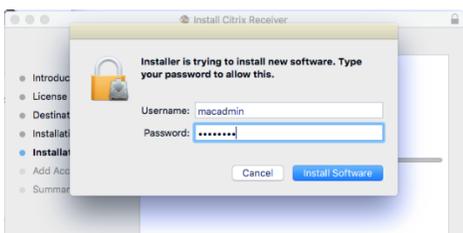
4. Click **Continue** and then **Continue** again.



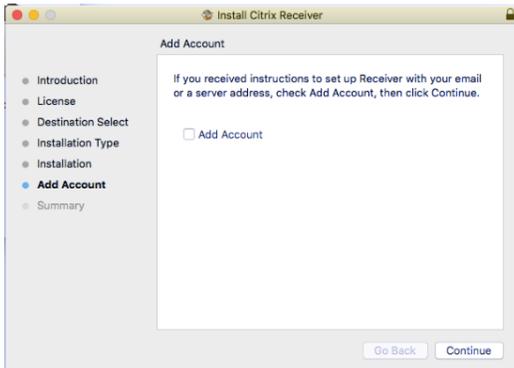
5. Click **Agree** and then **Install**.



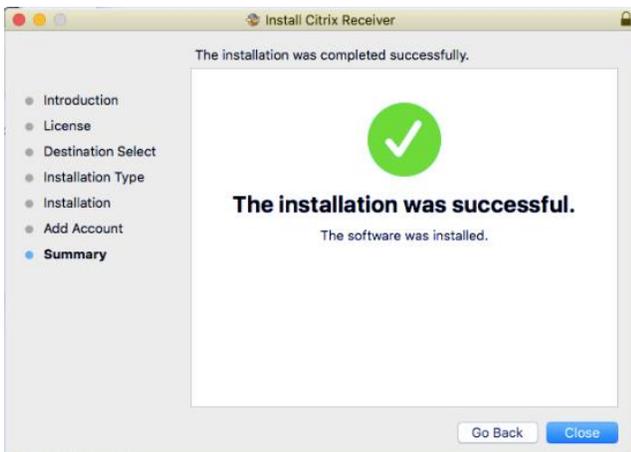
6. The Installer is going to prompt for a password for installation permission. Please enter the administrator password for the Mac.



7. If you see a prompt afterwards asking you to Add an account, please enter **Storefront.lvh.com** and then **choose LVH_Apps**.



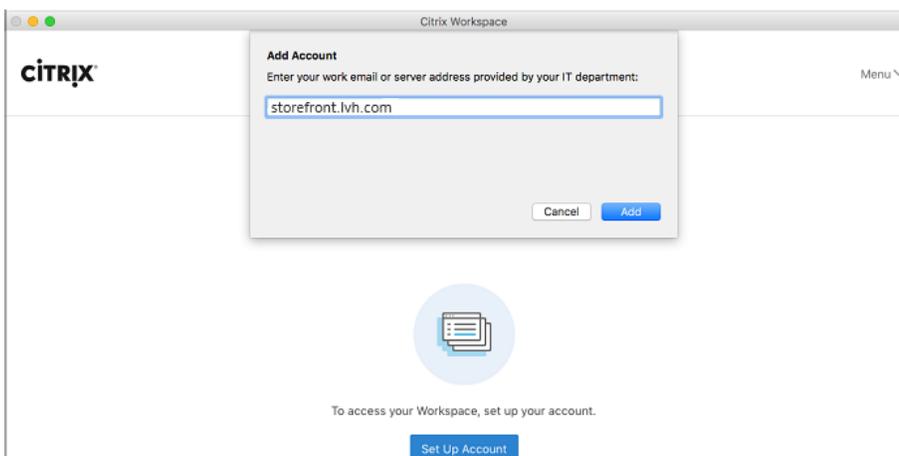
8. Click **Close**.



*Alternatively, please open the Citrix Workspace App (looks like a Blue/white bullseye)



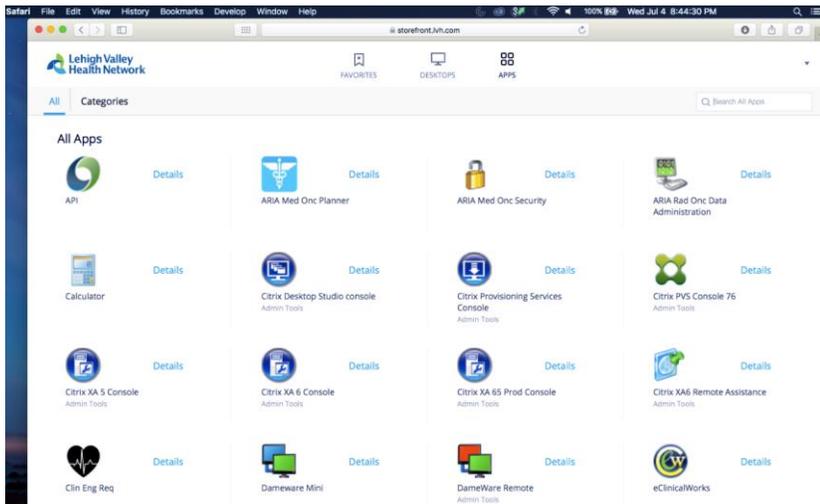
Choose **Set up Account** and type the server address **storefront.lvh.com** in the field, choose **Add**, then choose **LVH_Apps**. **NOTE: If you are not currently connected to Pulse Secure, it will not accept the server address listed above.**



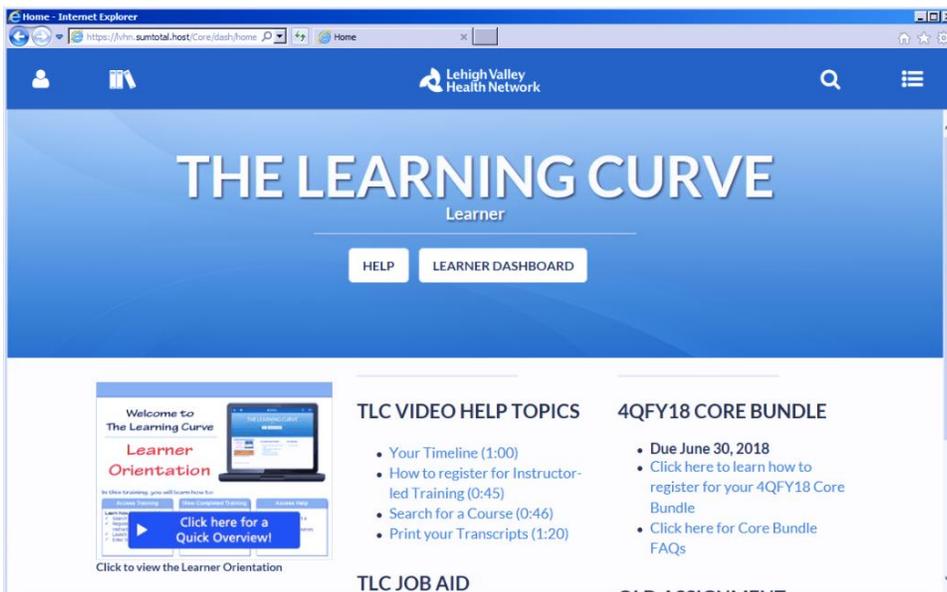
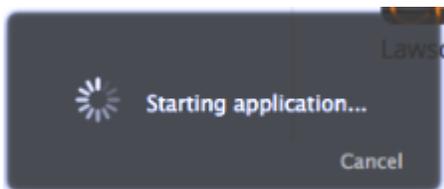
9. Once Citrix Workspace app has been installed and set up correctly, it should automatically take you to <https://storefront.lvh.com>. Please sign in again with your LVHN SUI and Network password.

Note: This site will only work if connected to Pulse.  If you are not connected, please sign into <https://intranet.lvh.com> again.

10. Click on application of choice on the Storefront site.



11. Screen will briefly show "Starting application..." and application will open like below (example showing TLC)



12. 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.

