# Accessing the LVHN Intranet Website

(Mac)

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.

- 1. Open a web browser: Safari, Google Chrome, or Mozilla Firefox
- 2. Enter Intranet.lvh.com into the address bar and press Enter.

$\langle \rangle$		=	a intranet.lvh.com	C	0 1
Pulse Connect Secure			Favorites		Sign out -
Lehigh Valley Health Network			A PASSION	FOR BETTER MEDICI	NE."
SSL-VPN Remote A	ccess				
Username Password	If	you have recently upg structions.	raded your Windows Operating System t	o Windows 10, please o	click <u>here</u> for further
Sign In	Help/FAQ	otice:			
	LV int co av	'HN has introduced two to this portal will be pro lleagues in preparation railable for further assis	b-factor authentication when signing into ompted to enroll in two-factor authentica n for this enhanced layer of security, and stance.	the LVHN VPN Portal. ( ation. Step by step inst on the intranet. The IS	Colleagues and vendors signing ructions will be sent to LVHN 5 customer support center is
	Wi	indows users need to u	se Internet Explorer when accessing this	s site in order for it to v	work consistently.
	At Th for a p ac	ttention: Authoriz is network and its syst r legitimate business p professional, lawful and tion, as per LVHN polic	ted Users Only tems are the property of Lehigh Valley urposes. All Users have a responsibility t d ethical manner. Misuse of the computer y, or legal liability.	Health Network and to use LVHN's computer r network or the Intern	may only be used and accessed r resources and the Internet in et may result in disciplinary
3. Enter y	our LVHN (	User ID (SUI) a	nd current network pass	word, then pre	ess "Sign In".

4. If you haven't done so already, you will be prompted to register with two-factor authentication for security reasons. There are two options for this: Using the Imprivata ID mobile app or registering with a valid SMS-capable phone number.

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			

#### Using the Imprivata ID Mobile App

a. If you prefer to use the Imprivata ID Mobile app, you will need to install the app from the App Store (for iPhone) or Google Play Store (for Android devices).



- b. Open the app and select "Continue".
- c. On the "Challenge/Response" prompt after signing into the LVHN Intranet website, enter the 12-digit Serial Number from the Imprivata ID mobile app (code starting with IMPR- no 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					
■ App Store ****** ♥ 3:05 PM 41% ■ 2					
Enter these codes when prompted to enroll Imprivata ID					
Serial Number					
IMPR 3072 0011					
Token Code					
112230					
442203					
imprivata <sup>a</sup>					

d. You will be prompted to enter the 6-digit "Token Code" found in the Imprivata ID mobile app. Enter the code displayed in the "Response" field and press "Sign In".

Challenge / Response
Challenge: (4) Locate and enter the 6-digit Token Code.
Enter the challenge string above into your token, and then enter the one-time response in the field below.
Response:
Sign In Cancel

e. Note that when you log into the LVHN intranet in the future, you will receive a notification on your mobile device to approve the login. Simply press "Approve" on your device to complete the login.

### Using an SMS-capable Phone Number

a. If you prefer not to use the mobile app you have the option of registering with a phone number instead. This number must be capable of receiving SMS (text) messages. To register with a phone number, on the initial 2-factor Challenge/Response prompt enter "S" in the response field.

b. Enter a 10-digit mobile number in the response field and press "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

- c. Enter "Y" in the response field to confirm the number is correct.
- d. Note that when you log into the LVHN intranet in the future, you will receive a text message to the provided mobile number with a code. Enter this code in the response field to complete the login.

#### **Installing Pulse Secure**

- 5. After completing the 2-factor authentication process you may be prompted to install "Pulse Secure" software. This application is what provides a connection into the LVHN network.
- 6. Select "Download" to begin downloading the Pulse Secure application for Mac.

Lehigh Valley Health Network
Searching for the application launcher
19
If you know that the application launcher is not installed, skip the wait and download now
Download
If you do not want to proceed, please click here to go back.



7. Find the "PulseSecureAppLauncher" install from your download icon (upper right in the Safari



8. A new window will appear. Double click the "PulseSecureAppLauncher.MPKG" icon.



9. The "Pulse Secure Application Launcher Installer" should open. Click "Continue".





11. When prompted to move the installer to the trash, select "Move to Trash".

12. When prompted to open the Pulse Launcher, select "Allow".

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

Cancel Allow

13. When prompted to allow Pulse Secure to contact the server, select "Always".





15. Your Mac will prompt you to sign in with the **Mac administrator password** to allow it to install the program. This is NOT your LVHN User ID, it will be the local administrator password for the Mac.

	pClient wants to make changes. Type vord to allow this.	
	Username:	macadmin
	Password:	
		Cancel OK

16. Once Pulse Secure has completed the connection you should receive a pop-up showing connection.

• • •	S Pulse Secure	
	Connections	
SSL VPN Connected		Disconnect
+ - /		

17. You should also see the Pulse Secure icon () at top right of the screen.

## Accessing Applications via Citrix

18. Once you are connected into the LVHN network via Pulse Secure, you can access your applications (like EPIC) through Citrix. Select "Citrix Applications" to access the Citrix Storefront.

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Realt	hNetwork	Logged-in as:	Home	Preferences	Session 11:53:53	() Help	Sign Out
							Browse
	Welcome to the LVHN SSL-VPN Portal,						
	Web Bookmarks			≈ + ▼			
_	Citrix Web Interface This is for Windows 7/8/10 and Mac users. *Note: Do not install the new Citrix client if you have used Citrix before.			Ŀ			
	Citrix Applications New Citrix environment.			(C)			
	Lawson/Infor			( <b>C</b> )			
	LVH Intranet Website			Ð			
	LVHN Daily			C			
	Analytics Portal			Ð			
	Files			-			
			Wi	ndows Files			
	🗃 <u>G Drive</u>						
	X Drive						
	Client Application Sessions			-			
	Pulse Secure		S	Start			

19. Depending on your browser and version of Windows, you may be prompted for credentials again (see below). Please note that for the User Name field you may need to enter your <u>SUI@lvh.com</u>.

LVHN Remote A Enter your credentials I	CCESS
User name: domain\user or user@domain.com	
Password:	
Log On	

- 20. Certain browser versions will detect if the Citrix Receiver is installed on your machine, but not all. If you do not have a version of the Citrix Receiver installed, or if you are unsure, please visit <u>https://www.citrix.com/downloads/citrix-receiver/</u> to download and install the receiver. If you already have the Citrix Receiver installed, skip to step 29.
- 21. Download the newest version of the Receiver listed under "Receiver for Mac" (Currently 12.9.1).
- 22. Click on Downloads icon 💽 at top right and open the "CitrixReceiver.dmg" file.

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	LVHN SSL-VPN Portal - H	ome	Citris Receiver	h	Application of the second seco	and Data De	Downloads	Clear
	CITRIX' Products	Downloads	Support & Services Pa	irtners			CitrisReceiver.dmg	0
			We are making it e	asier to experience	e Citrix solutions. Learn mor	ė.	PulseSecureAppLauncher.dmg	0
	Downloads / Receiver	/ Receiver for M	Mac / Receiver 12.9.1 for Mac					
	Find Downloads		Receiver 12.9.1	for Mad	1			
	Citrix Receiver	~	Release Date: May 2, 2018					
	07		Compatible with					
	Search Downloads	۹	Mac OS 10.11, 10.12, 10.13					
			Download Receiver for M	lac				
	Support Resources		(49.8 MBdmg)					
	Product Documentatio	on @	Checksums					
	Knowledge Center 12		SHA256 - 27d71bbb0383f19	ed7b741554000	10a40524ac06d9a9798c	de66ab36247c	28a3	
	Support Forums 12		Fix to enable Receiver au	ito-update				
			May 18, 2018 22 KB - (.exe)	nd File				
			Action required to contin	ue auto-update	s on Receiver.			
			if you are experiencing an err	or message when	checking for updates descri	bed in article CD	X234657	
_			certificate was recently release	sed to further enha	ince the security of Citrix Re	ceiver. However,	this certificate disables Receiver Auto	
3 Click on Install "(	itriv Roce	ivor"						
J. Chek on mistair C		IVCI	•					
			•••	Citrix Rece	liver			
			0		0			
					(G.)			
					9			
			Install Citrix R	teceiver	Uninstall Citrix Receiver			

24. Click "Continue" and then "Continue" again to accept the Software License Agreement.



26. Your Mac will prompt you to sign in with the **Mac administrator password** to allow it to install the program. This is NOT your LVHN User ID, it will be the local administrator password for the Mac.

Disagree Agree

Introduc	Installer is trying t your password to	to install new software. Type allow this.
Destinat	Username: macad	Imin
Installati	Password:	••
Installat		
Add Acc		Cancel Install Software
Summar		

27. You may be prompted to "Add an Account". If so, leave the "Add an Account" box unchecked and click "Continue."



- 28. Click "Close" to complete the installation. Note: To finalize the installation it is recommended that you close and re-open any web browser windows (Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox)- including the LVHN Intranet web page.
- 29. Once the Receiver is installed the Citrix Storefront page should show a list of your personal applications.

De

Read License

Change Install Location...

Go Back Install

30. To launch a desired application simply click on the icon for that application. It should pop up a "Starting..." window that indicates the application is loading.



- 31. Finished! Your application should launch normally. If you are still not able to access your applications, or if you experience difficulty at any point in the setup process, please contact the LVHN I/S Support Center.
- 32. When you are finished working, please disconnect your Pulse Secure session. Click the Pulse icon in your Mac menu bar, then Open Pulse Secure and click Disconnect.

