

## 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](http://intranet.lvh.com) into the address bar and press Enter.

SSL-VPN Remote Access

Username

Password

If you have recently upgraded your Windows Operating System to Windows 10, please click [here](#) for further instructions.

**Notice:**

LVHN has introduced two-factor authentication when signing into the LVHN VPN Portal. Colleagues and vendors signing into this portal will be prompted to enroll in two-factor authentication. Step by step instructions will be sent to LVHN colleagues in preparation for this enhanced layer of security, and on the intranet. The IS customer support center is available for further assistance.

Windows users need to use Internet Explorer when accessing this site in order for it to work consistently.

**Attention: Authorized Users Only**

This network and its systems are the property of **Lehigh Valley Health Network** and may only be used and accessed for legitimate business purposes. All Users have a responsibility to use LVHN's computer resources and the Internet in a professional, lawful and ethical manner. Misuse of the computer network or the Internet may result in disciplinary action, as per LVHN policy, or legal liability.

3. Enter your LVHN User ID (SUI) and current network password, then press “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:

### 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).



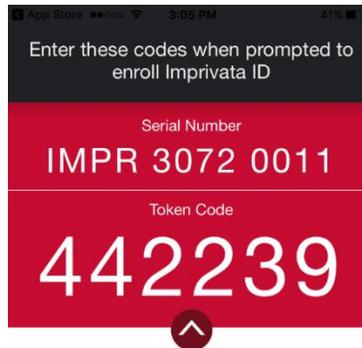
- b. Open the app and select “Continue”.
- c. On the “Challenge/Response” prompt after signing into the LVHN Intranet website, enter the 12-digit Serial Number from the Imprivata ID mobile app (code starting with IMPR- no spaces). Press “Sign In”.

**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:



**imprivata**

- 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:

- 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.

**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:

- 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:

- 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

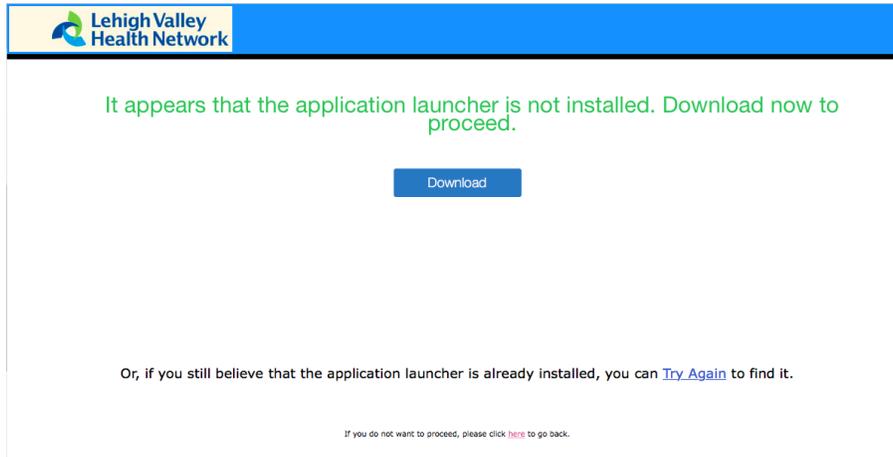
Searching for the application launcher...



19

If you know that the application launcher is not installed, skip the wait and download now

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 Browser    or lower left task bar if in Google Chrome, like below.)



After the application launcher has completed downloading, follow these installation steps.



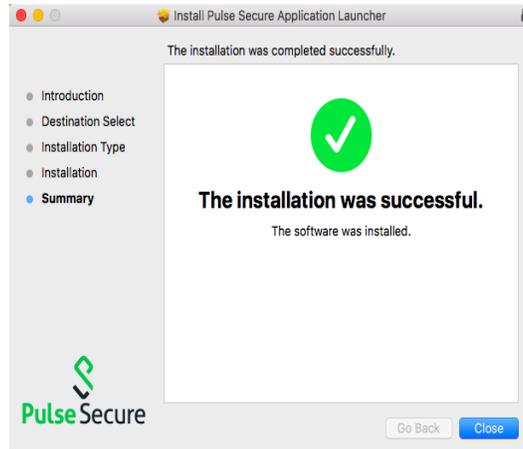
8. A new window will appear. Double click the “PulseSecureAppLauncher.MPKG” icon.



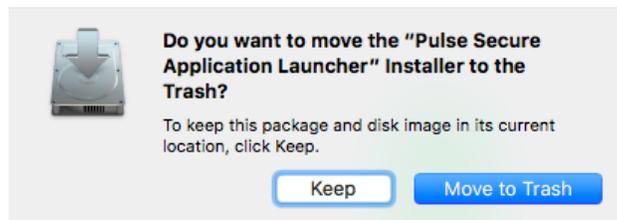
9. The “Pulse Secure Application Launcher Installer” should open. Click “Continue”.



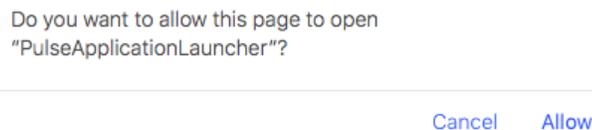
10. After the Pulse Secure installation has completed, click “Close”.



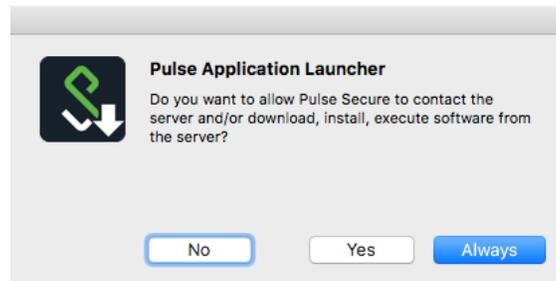
11. When prompted to move the installer to the trash, select “Move to Trash”.



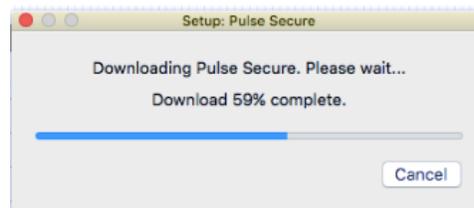
12. When prompted to open the Pulse Launcher, select “Allow”.



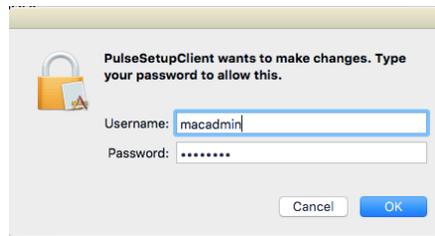
13. When prompted to allow Pulse Secure to contact the server, select “Always”.



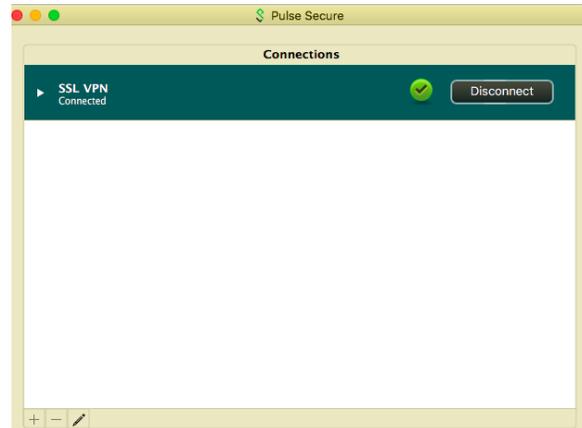
14. You should see “Downloading Pulse Secure”.



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.



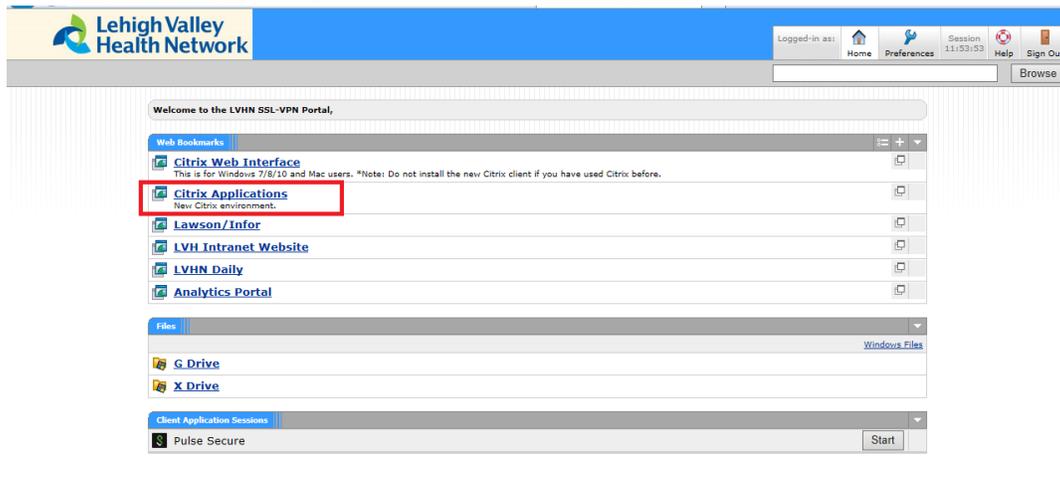
16. Once Pulse Secure has completed the connection you should receive a pop-up showing connection.



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.



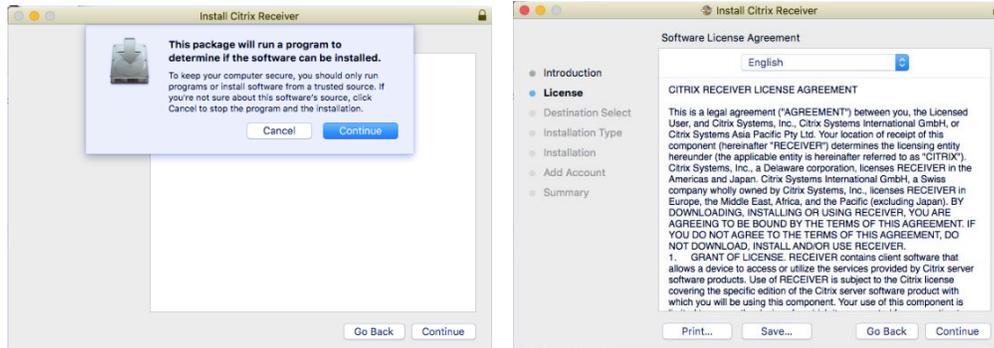
19. Depending on your browser and version of Windows, you may be prompted for credentials again (see below). Please note that for the User Name field you may need to enter your [SUI@lvh.com](mailto:SUI@lvh.com).

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 <https://www.citrix.com/downloads/citrix-receiver/> 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.

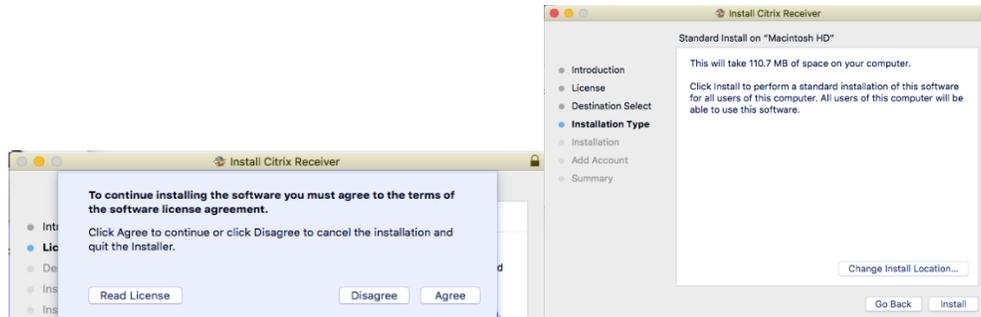
23. Click on Install “Citrix Receiver”.



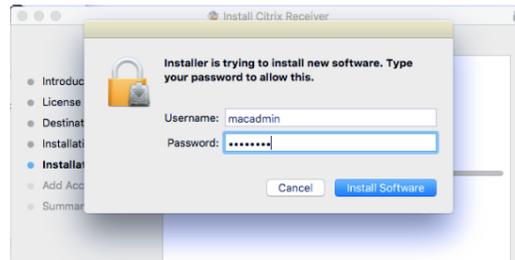
24. Click “Continue” and then “Continue” again to accept the Software License Agreement.



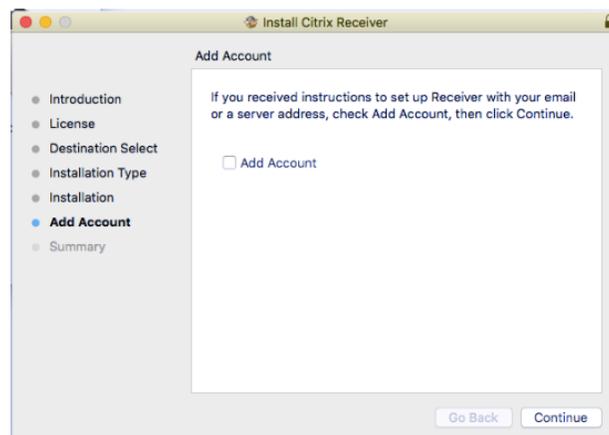
25. Click “Agree” and then “Install”.



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.



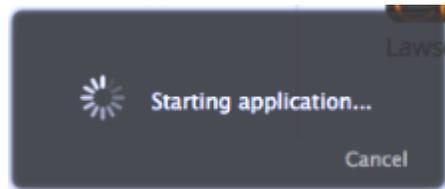
27. You may be prompted to “Add an Account”. If so, leave the “Add an Account” box unchecked and click “Continue.”



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.

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.

