

## Accessing the LVHN Intranet Website (Windows 7/10)

1. Open any web browser: Google Chrome, Firefox, Internet Explorer, or Microsoft Edge
2. Enter Intranet.lvh.com into the address bar and press Enter.

SSL-VPN Remote Access

Username

Password

The LVHN VPN portal was upgraded on July 7th. You may be prompted to install new VPN software the first time you sign into this portal after the update. If you can't install the new VPN client software because you don't have admin rights on your workstation you can try using our [backup site](#)

**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”.

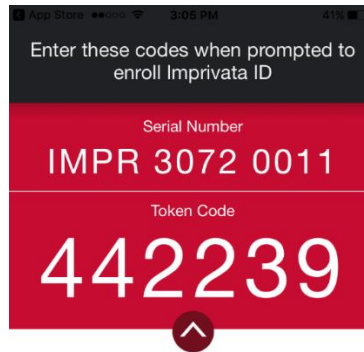
- c. On the “Challenge/Response” prompt after signing into the LVHN Intranet website, enter the 12-digit Serial Number from the Imprivata ID mobile app (code starting with IMPR- no spaces). Press “Sign In”.

**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:



- 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 Junos Pulse/Network Connect

5. After completing the 2-factor authentication process you may be prompted to install either "Network Connect" or "Junos Pulse Secure" software. Both applications are nearly identical in setup process and function, only the icons are different. These applications are what provide a connection into the LVHN network.

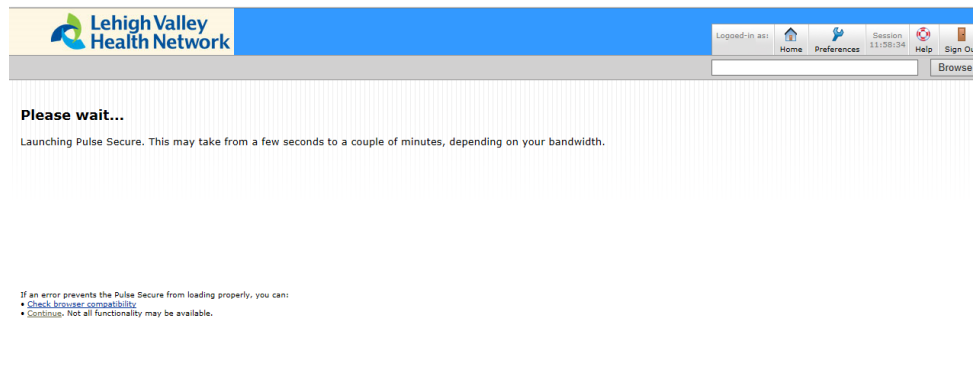


= Network Connect icon (once connected)

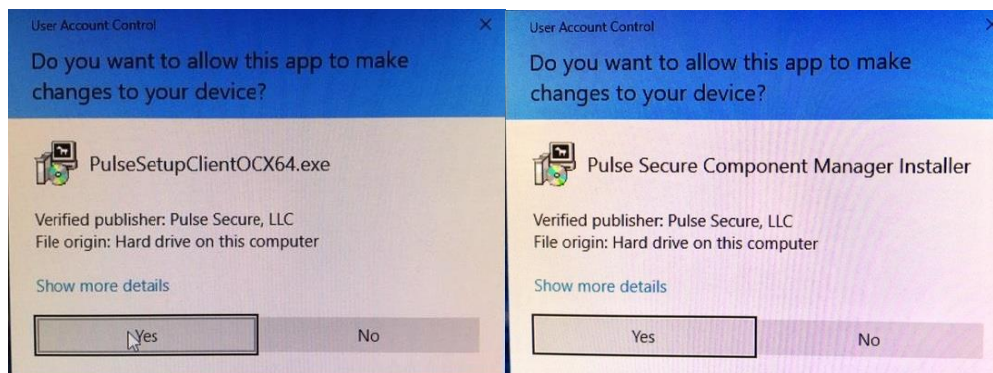


= Pulse Secure icon (once connected)

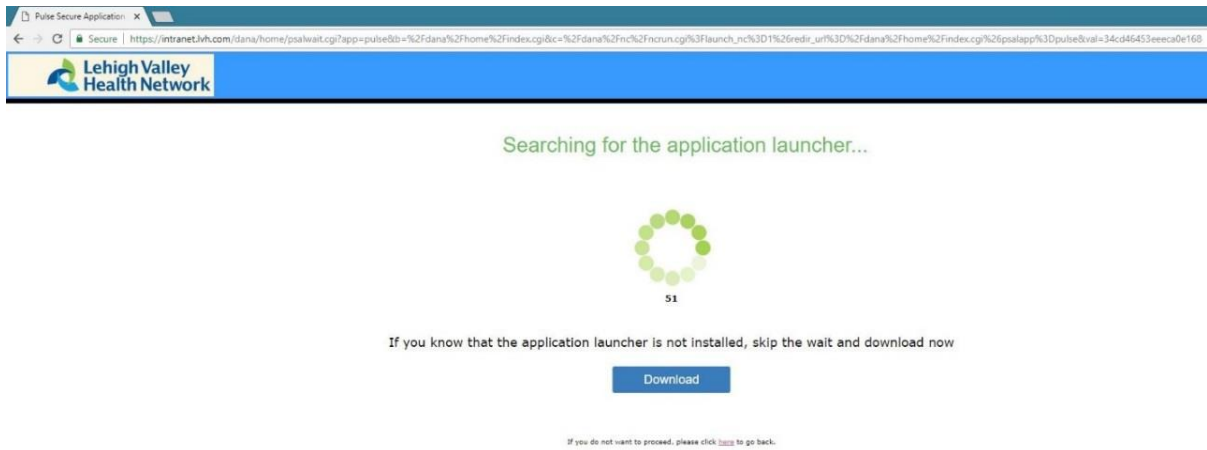
6. If you are using Internet Explorer, you will see "Please Wait. Launching Network Connect (or Pulse Secure)".



7. You may receive several Windows security prompts asking to allow the application to make changes. Press Yes/Allow on each box.

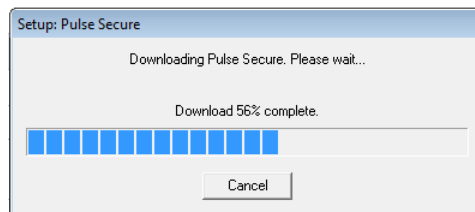


- a. Note: with Google Chrome, Microsoft Edge, or Mozilla Firefox browsers, you may be taken to a "Searching for the Application Launcher" screen first. It should automatically scan for the Network Connect/Pulse Secure clients and install them if they are not installed. If it does not automatically start the install you may have to click on "Download" manually.

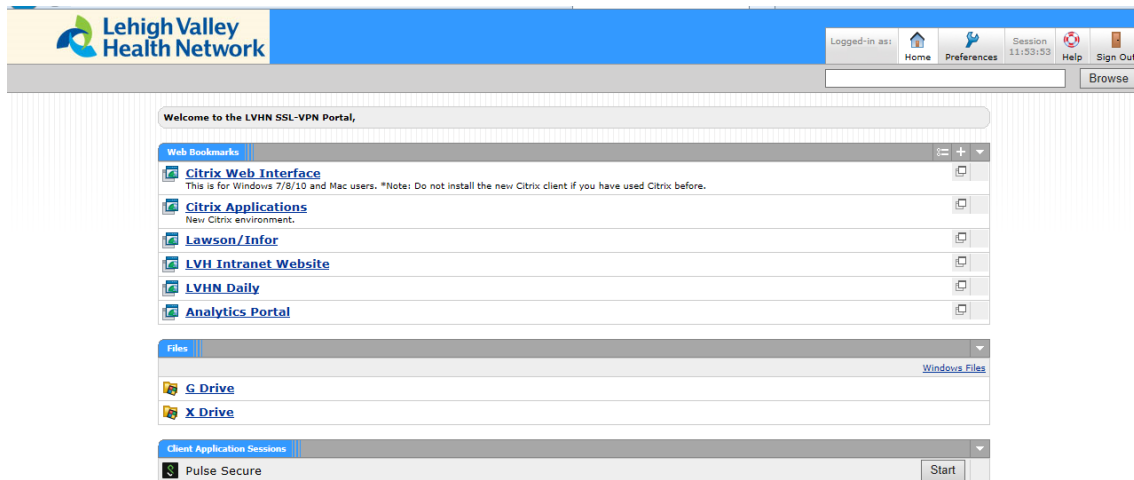


*Above: example of Google Chrome.*

8. You should see “Downloading Pulse Secure” or “Downloading Network Connect”.



9. Once the download/install completes, you should be taken to the main Intranet page.

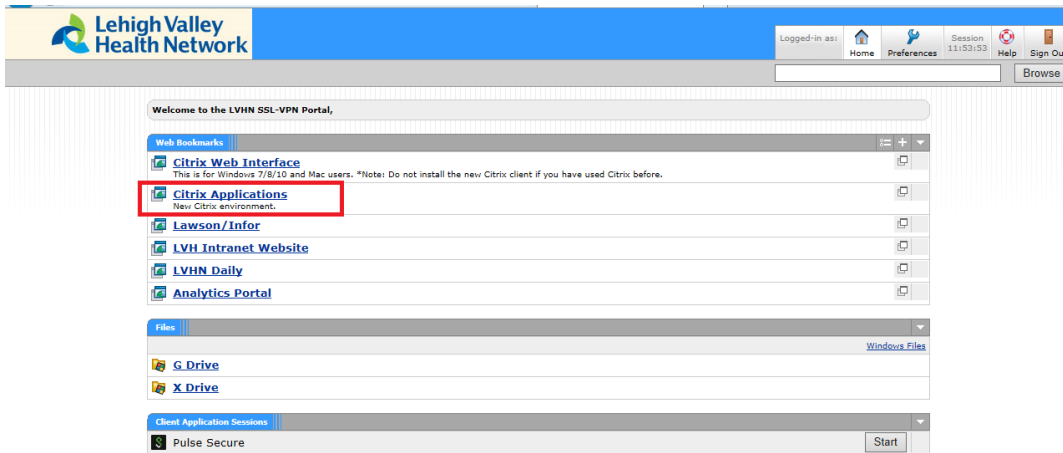


10. You should also see the icon for either Network Connect or Junos Pulse in your system tray at the bottom right corner of your screen. If you hover your mouse over the icons they should say “Connected”.

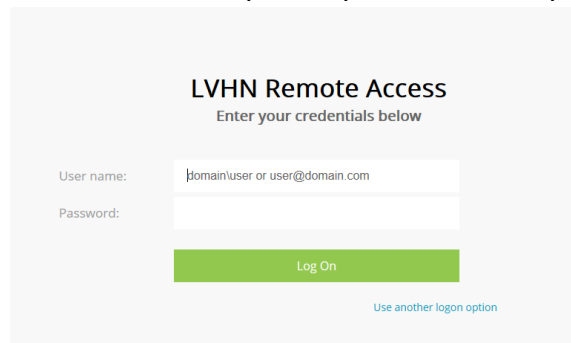


## Accessing Applications via Citrix

11. Once you are connected into the LVHN network via Pulse Secure or Network Connect, you can access your applications (like EPIC) through Citrix. Select “Citrix Applications” to access the Citrix Storefront.



12. 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).



13. 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 <http://www.lvh.com/juniper/citrixreceiver.exe> to download and install the receiver. If you already have the Citrix Receiver installed, skip to step 18.

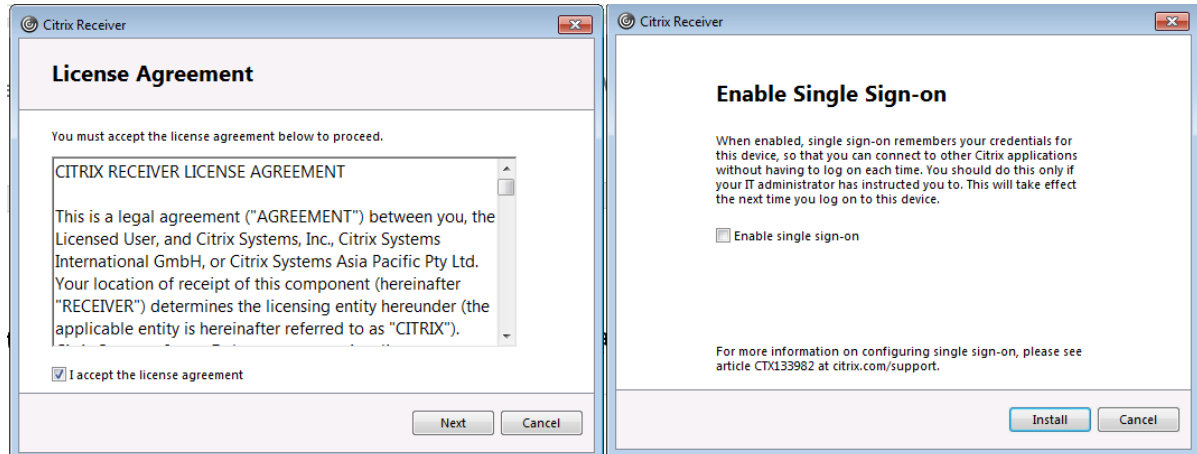
- a. Note: If you cannot access the above link for some reason you can download the latest version of the Citrix Receiver directly from <https://www.citrix.com/downloads/citrix-receiver/>

14. Select “Start” on the Citrix Receiver installation wizard window.



15. Check the box to accept the End User License Agreement and click “Next”.

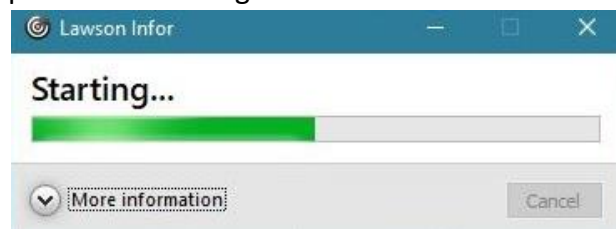
16. If prompted, leave “Enable Single Sign-On” unchecked and click “Install”.



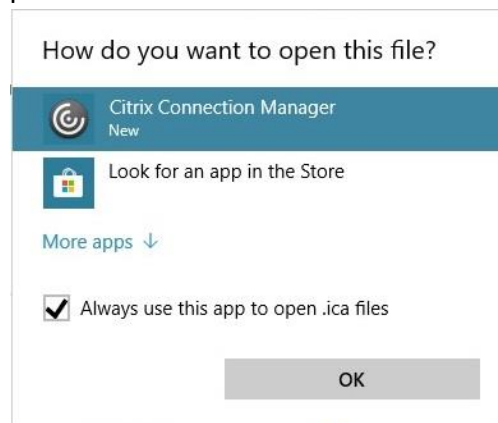
17. Click “Finish” to complete the installation. Note: To finalize the installation it is recommended that you close and re-open any web browser windows (Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox)- including the LVHN Intranet web page.

18. Once the Receiver is installed the Citrix Storefront page should show a list of your personal applications.

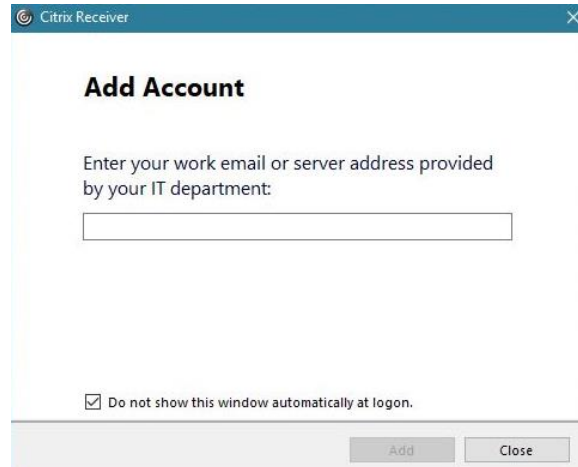
19. To launch a desired application simply click on the icon for that application. It should pop up a “Starting...” window that indicates the application is loading.



20. If you receive a pop up asking how you want to open this file, select Citrix “Connection Manager” and check “Always use this app to open .ica files. Click “OK”.



*Note: if you receive the below pop-up at any point during the Citrix Receiver install or when trying to launch any of the Citrix applications, please choose “Do not show this window automatically at logon, then “Close”.*

A screenshot of a Citrix Receiver window titled "Citrix Receiver" with a close button (X) in the top right corner. The main heading is "Add Account". Below it, the text reads "Enter your work email or server address provided by your IT department:" followed by a text input field. At the bottom, there is a checkbox labeled "Do not show this window automatically at logon." which is checked. Below the checkbox are two buttons: "Add" and "Close".

**Citrix Receiver**

**Add Account**

Enter your work email or server address provided by your IT department:

☒ Do not show this window automatically at logon.

Add Close

21. 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.