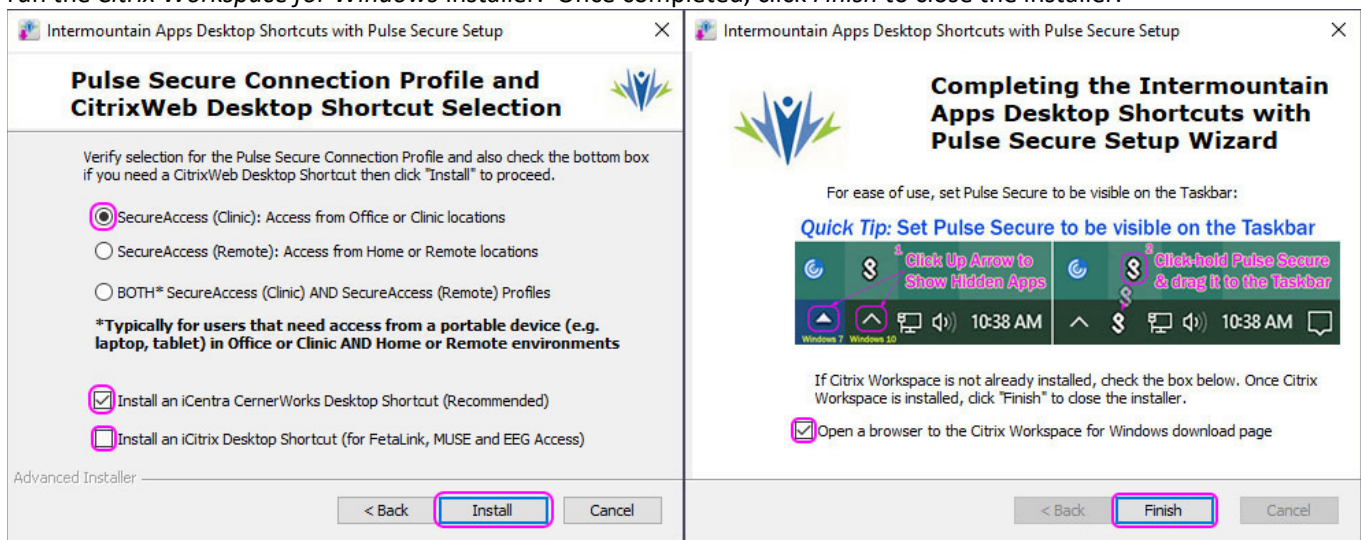


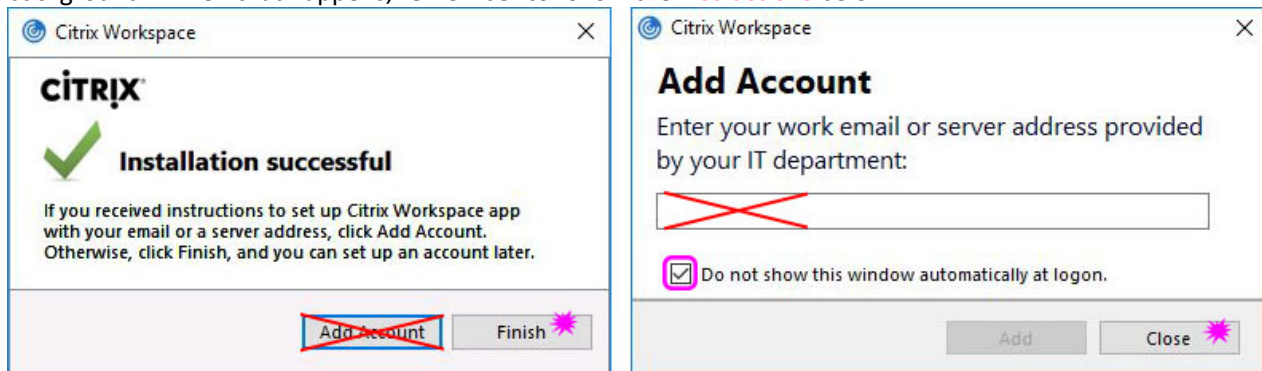
Intermountain Pulse Secure/SecureAccess (Clinic) All-in-One Installation - Windows

Note: Your access through Pulse Secure and certain Citrix-based applications must be authorized and configured by your Regional Support Person (RSP) before you can successfully log in and/or access them. This tutorial assumes that you have moderate Windows installation knowledge and the initial installation can be done using the default choices.

1. Go to the Affiliated Support Page <https://ihchelp.info> and in the column on the right side of the page, click the blue download button **3 Download All-in-One Installer (Win)** and, once downloaded, run the installer.
2. In the first installer window, click *Next* so that the window below on the left appears. The default selections are shown/circled, but you can choose any 1 of the 3 connection profiles and you can check/un-check the desktop shortcut options, per your needs. Then, click *Install* and it will typically take about 30 seconds to install the various options. The final dialog window will appear, as shown below on the right. Follow the Quick Tip shown in the dialog window and, unless Citrix Workspace is already installed, click the check box in this Window to open a browser to Citrix's download page. Download and run the *Citrix Workspace for Windows* installer. Once completed, click *Finish* to close the installer.



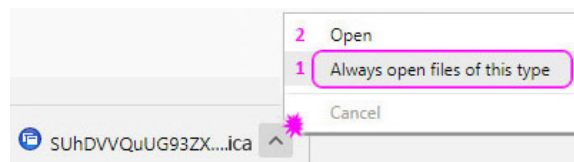
3. **Post-Installation Notes:** Once **Pulse Secure** has been configured, the application window will usually appear showing one or both of the Connection Profiles chosen. If everything is correct, you can close the window, as you will be launching it from the taskbar. Also, if you chose to install Citrix Workspace and the installation is completed, click *Finish*, as shown below on the left. Later (usually after a computer restart), the **Add Account** window will appear when Citrix Workspace first launches in the background. When that happens, remember to follow the **instructions** below:



Do not click **Add Account**. Click **Finish**.

Enter nothing in the email field. Click the checkbox then **Close**.

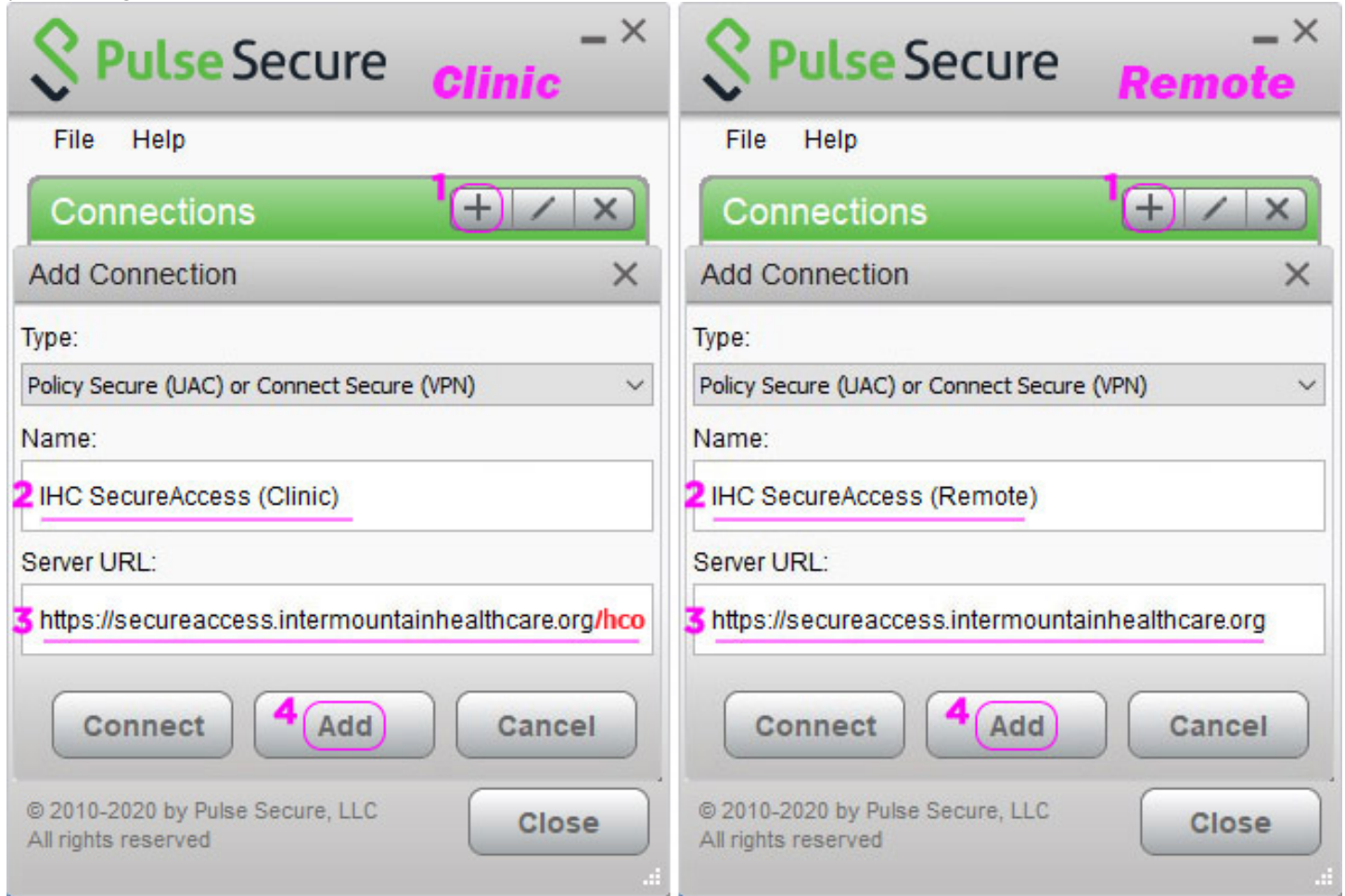
Chrome/Edge Browser: When PowerChart is clicked for the first time in Chrome or the newer Chromium-based Edge Browser, it will not typically launch correctly and a file ending with **.ica** will download. Find the file under downloads, click the menu arrow on the right side and click **Always Open Files of This Type**. Once opened again, it will launch correctly.



4. If you need a basic overview of how to use SecureAccess, please refer to the **How-to-Use SecureAccess Visual Guide** found at the Affiliated Support site <https://ihchelp.info> -> **Windows User Resources** under **Option 2**.

Advanced: If you need to manually create a Pulse Secure Connection profile

The All-in-One Installer typically configures the connection profile, but you may be directed by Support to manually configure a connection profile. The example below shows the main window (background) with the information for the two typical configurations used, which appear in the foreground when the *Add (+)* button is clicked in the *Connections* bar. The dialog window on the left is for Clinic/Office settings that authenticate by their External (Gateway) IP address (AuthIP). The window on the right is for Remote/Home connections that authenticate using your Master Credentials and PingID 2-Factor Authentication. *Note that the two Server URLs are the same except Clinic ends with /hco.* Determine which is applicable for your setting then enter the data as shown below in the *Name* & *Server URL* fields and then click **Add**:



If you will be using Pulse Secure from a portable device/laptop that you use at home/remotely AND in the clinic/office, you will need to configure both.