

How to Use Pulse Secure for SecureAccess (Clinic) / (Remote) Connectivity to Intermountain Applications iCentra & iCitrix - Windows 7-11

This is a basic overview of the login steps for the Pulse Secure method of using Intermountain Healthcare SecureAccess (Clinic) and/or SecureAccess (Remote) in Windows 7-11. Either you or Support Personnel should have already stepped through the installation(s) shown at the Affiliated Support site <https://ihchelp.info> under the **Windows User Resources** section.

Pulse Secure Connection Setup

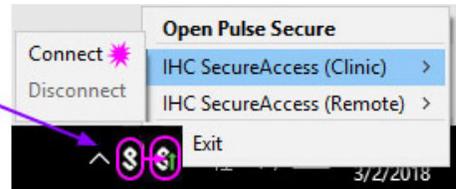
Make sure the Pulse Secure icon is always showing in the taskbar by dragging it to the taskbar:



SecureAccess (Clinic)

1a. Click the Pulse Secure "S" in the lower-right corner taskbar, then click SecureAccess (Clinic) and Connect. Once you see the green up arrow, move to Step 2.

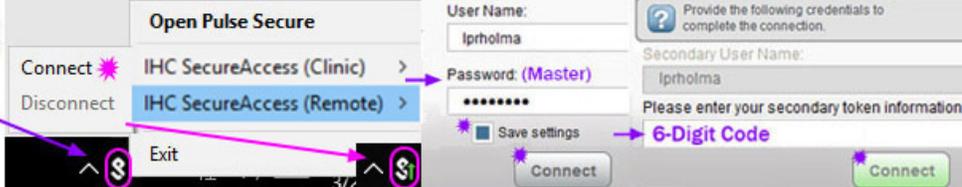
Once Pulse Secure is showing in the taskbar, simply click the S icon, mouse-over connection profile IHC SecureAccess (Clinic) then click Connect or Disconnect, as needed.



SecureAccess (Remote)

1b. Click the Pulse Secure "S" in the lower-right corner, then click SecureAccess (Remote) and Connect. If not saved in Pulse Secure, enter your credentials*, click Connect then enter the 6-digit code from your PingID smartphone app into the secondary token information field and click Connect again. *If you select Save settings, it will go directly to the 2-Factor code step on future logins.

Click the S icon, mouse-over the desired profile and then click Connect or Disconnect, as needed.



iCentra Access

2a. Once connected via Pulse Secure, double-click the iCentra CernerWorks desktop shortcut, which opens the default browser to <https://cerneritrix.co.ihc.com>



The browser will open to the iCentra login page, as shown below on the left. Enter your Username and Master Password leave Domain as AUTHDOMAIN and then click Log On, which will then open a window like the one below and on the right. Once you double-click PowerChart, it will launch in Citrix Workspace.



iCitrix Access (for FetaLink/MUSE/EchoNotes/EEG)

2b. Once connected via Pulse Secure, double-click the iCitrix (MUSE FetaLink) desktop shortcut, which opens the default browser to <https://icitrix.intermountain.net>



This will open a page with the login prompt, as shown below on the left. Enter your Username and Master Password and click Log On, which will then open a window with folders for each app to which you have access. You will need to double-click the folder for the specific app needed. Click the application (FetaLink shown in the example) and it will launch in Citrix Workspace:

