# Intermountain SecureAccess (Clinic) + (Remote) Installation Guide - Mac OS

*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 a certain level of Mac OS installation knowledge. This URL can help you determine your Mac OS version: https://support.apple.com/en-us/HT201260

**1.** Once confirmed that you have Mac OS v10.13 or newer, go to the Affiliated Support site ihchelp.info and use the **blue** download buttons on the right side of the page: **5 Download Pulse Secure** & **6 Download Citrix Workspace** (which links to Citrix's download page).

Before installing the Pulse Secure Client, you will want to assure Mac OS will allow it to run. Click *System Preferences* (the gear icon) in the Dock, click *Security & Privacy*, click the *General* tab, click the *Lock* (in the lower left corner), enter your administrative password then assure that the *App Store and identified developers* radio button is selected, as diagrammed to the right:
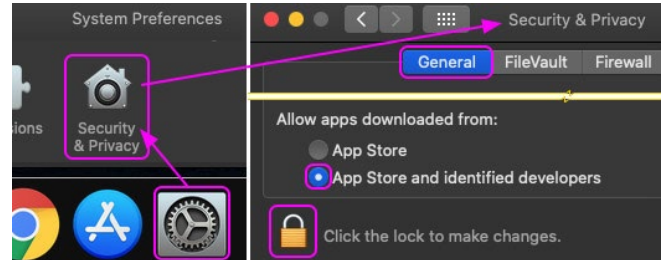
## 2. Pulse Secure Client Installation

In Downloads, run the *ps.pulse-mac.dmg* file, which will mount as a drive on the desktop and open a folder. Double-click *PulseSecure.pkg* and step through the dialog windows, ending with a prompt to enter your administrative password and then click *Install Software*. Once complete, if the Pulse Secure window is not already open, click the Pulse Secure icon in the Menu Bar and then select *Open Pulse* Secure, as shown to the right:
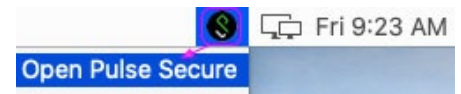
The example below shows the *Pulse Secure* Main Window (in the background) with two configuration windows* and the connection profiles for both Steps 3 and 4. If you will be accessing Intermountain apps from a portable device *like a laptop* that you use at home and in your clinic/office, you will need to follow both steps 3 and 4. *Please take note that the URLs for both profiles are the same except Clinic has **/hco** at the end.*

## 3. SecureAccess (Clinic) Connection Profile Configuration

The SecureAccess (Clinic) connection is for Clinic/Office environments that authenticate via their External (Gateway) IP address (also referred to as AuthIP) and you should have already made sure that the IP Address is in the auth table. In Pulse Secure, click *Add* (+) then enter the data as shown in the left half of the diagram below: For *Name*, the typical naming is shown, but you can name it as preferred. For *Server URL*, enter it exactly as follows: **https://secureaccess.intermountainhealthcare.org/hco** then click *Save*.

## 4. SecureAccess (Remote) Connection Profile Configuration

The SecureAccess (Remote) connection is for Remote/Home access environments and requires 2-Factor Authentication. If you haven't already set up 2-Factor Auth, please go to the Affiliated Support site ihchelp.info -> **2 Factor Auth / DSA Portal / Physician Portal Resources** -> **Option 1** and step through the *PingID 2-Factor Auth Setup Guide*. In Pulse Secure, click *Add* (+) then enter the data as shown in the right half of the diagram below: For *Name*, the typical naming is shown, but you can name it as preferred. For *Server URL*, enter it exactly as follows: **https://secureaccess.intermountainhealthcare.org** then click *Save*.
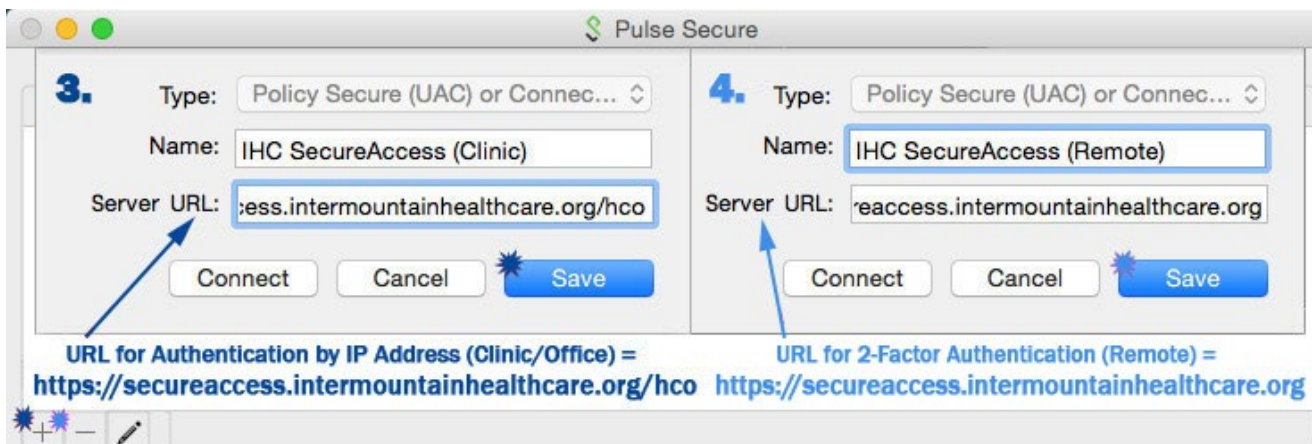
**\* You cannot actually have two windows open at the same time and it was displayed this way for economy of space.**

**5. Citrix Workspace Installation**

Double-click *CitrixWorkspaceApp.dmg*, where it will mount and open a folder.  Double-click *Install Citrix Workspace* and step through the installation process, which is typical and should only require you to enter your administrative password once. As with the completion of the other installations, when you click *Close*, it will show one last dialog where you will select *Move to Trash.*

**Chrome Browser Note:** When a Citrix-based App is clicked for the first time in Chrome, it will not typically launch correctly and a file ending with **.ica** will download. Find that file in Chrome downloads, click the menu arrow on the right side and click *Always Open Files of This Type*. Thereafter, clicking an App will allow it to launch in Citrix Workspace.
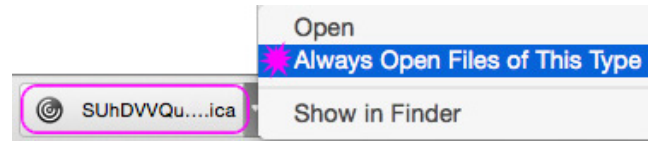
**6. *iCentra & iCitrix Desktop Shortcuts***

At ihchelp.info under **Mac OS / iOS User Resources Option 4**, you can download the iCentra and iCitrix Desktop Shortcuts*.* The diagram to the right shows how to locate them in the Downloads folder, extract them and drag them to the desktop (or the taskbar, if preferred). Each desktop shortcut is a *.webloc* (bookmark) file with an embedded icon file, which opens the default Internet browser (as configured on your Mac device) to a specific web location (URL).
*If preferred, you can create a bookmark for either site in your browser and access them that way. The site URLs:*

*iCentra:* https://cernercitrix.co.ihc.com
*iCitrix:* https://icitrix.intermountain.net
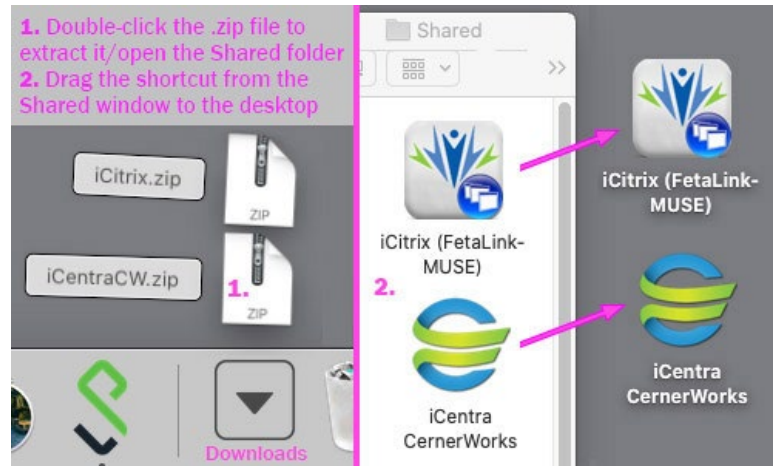
*How to Use SecureAccess (Clinic) / SecureAccess (Remote)*

If you need a basic overview of how to run/use SecureAccess, please refer to the **How-to-Use SecureAccess Visual Guide** found at https://ihchelp.info under **Mac OS User Resources** at the end of **Option 2.**