


# Intermountain Pulse Secure/SecureAccess (Remote) 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.

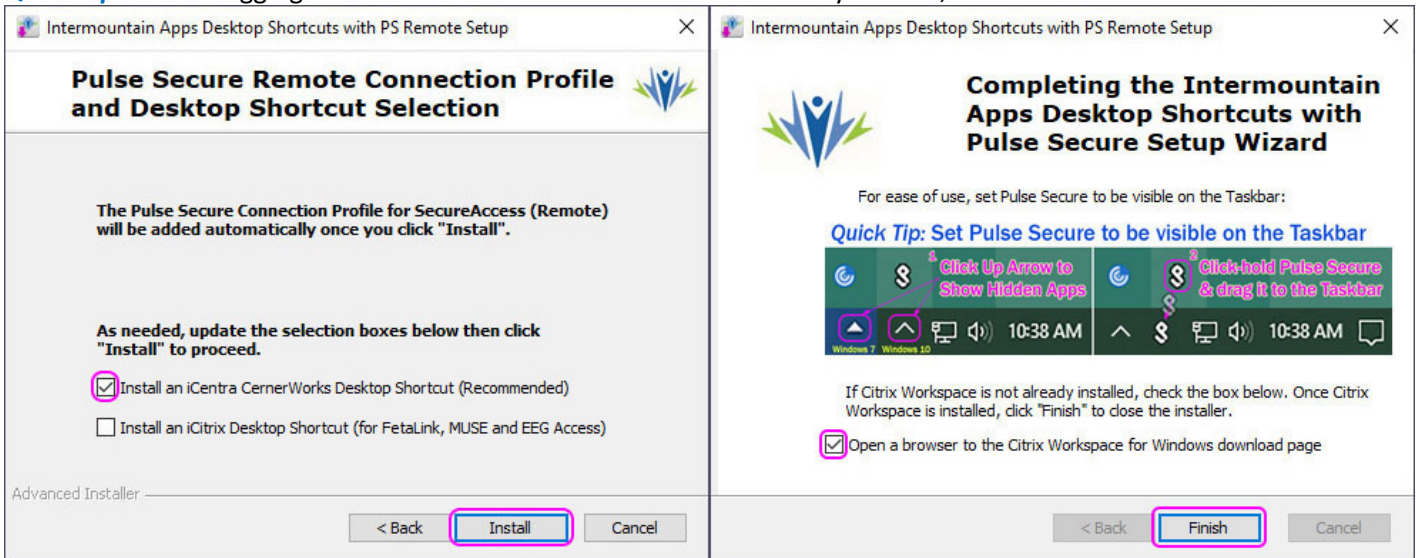
1. Go to the Affiliated Support site [ihchelp.info](http://ihchelp.info) then click on the section title **Windows User Resources** and download/run the **Pulse Secure Remote ONLY All-in-One Installer**, as **circled** below:

## Option 2

SecureAccess (Remote) For Software VPN access to Intermountain Apps from home or while travelling using 2-Factor Authentication

Pulse Secure Remote ONLY Connection Profile + App Desktop Shortcuts All-in-One Installer 

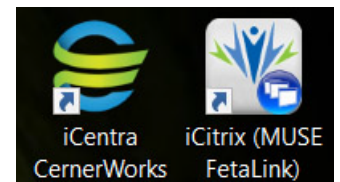
2. Once the installer is running, click *Next* in the first window so that the window on the lower left appears. The default selection is shown/**circled** and, if you also need access to iCitrix (for FetaLink, MUSE Editor), also check that box. Once you click *Install*, it will typically take about 20-30 seconds to install the various options. The final dialog window will appear, as shown below on the right. If you don't already have Citrix Workspace installed, check the box to immediately open a browser to the download page where you can download/install the latest version of Citrix Workspace, leaving all settings at default during that install. Once you have verified Workspace is installed and followed the instructions in the **Quick Tip** about dragging Pulse Secure to the taskbar so that it is always visible, click *Finish* to close the installer:



3. **Installation Notes:** Once **Pulse Secure** has been configured, the application window will appear showing the Remote Connection Profile. Verify it is correct then close the window, since you will be launching it from the taskbar.

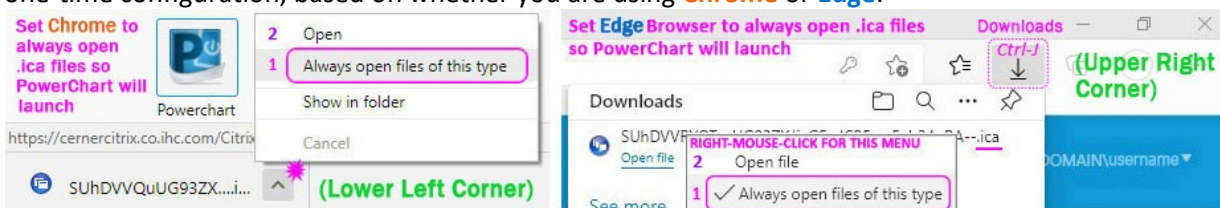
4. At this point, you are ready to use Pulse Secure, iCentra and/or iCitrix (if required). Examples of the desktop shortcuts are as shown to the right ->

If you do not know how to use Pulse Secure to access iCentra/iCitrix, please refer to the How-to-Use Visual Guide also under **Option 2**



## 5. IMPORTANT: Make Sure PowerChart will launch from the Chrome or Edge Browser

Once logged into iCentra and after you first click PowerChart, if it does not launch in Citrix Workspace, do the following one-time configuration, based on whether you are using **Chrome** or **Edge**:



1. Find the downloaded file ending with *.ica* in the lower left corner (Chrome) or the upper right corner (Edge), then either click the up arrow (Chrome) or right-mouse-click on the file (Edge)\* and select *Always open files of this type* from the context menu. \*If Downloads isn't visible in Edge, use keystrokes **Ctrl-J** to make it visible.
2. Access the context menu again and choose *Open/Open file*, at which point PowerChart should launch in Citrix Workspace and should also open correctly on future use.

**(OPTIONAL) If you need to make manual changes to either Pulse Secure Connection profile at some later time:**

**Notes:** The connection profiles added by the installer are not editable. Select any existing connection profiles and click **X** on the **Connections** bar to delete it. Also, the example below shows the main window (background) with the information for both of the typical configurations used.

1. Click the + button (*Add Connection*) 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 the user's Main Credentials and a 6-digit code from the Ping ID App. *Note the 4-character difference between the two Server URLs.* Determine which is applicable for your setting and, if you will be accessing it from a device that you use at home and in the clinic/office, you may need to add both configurations.
- 2-4. Enter the data as shown below in the *Name & Server URL* fields and then click **Add**:

