

Intermountain Healthcare Pulse Secure/SecureAccess (Remote) Installation - Windows

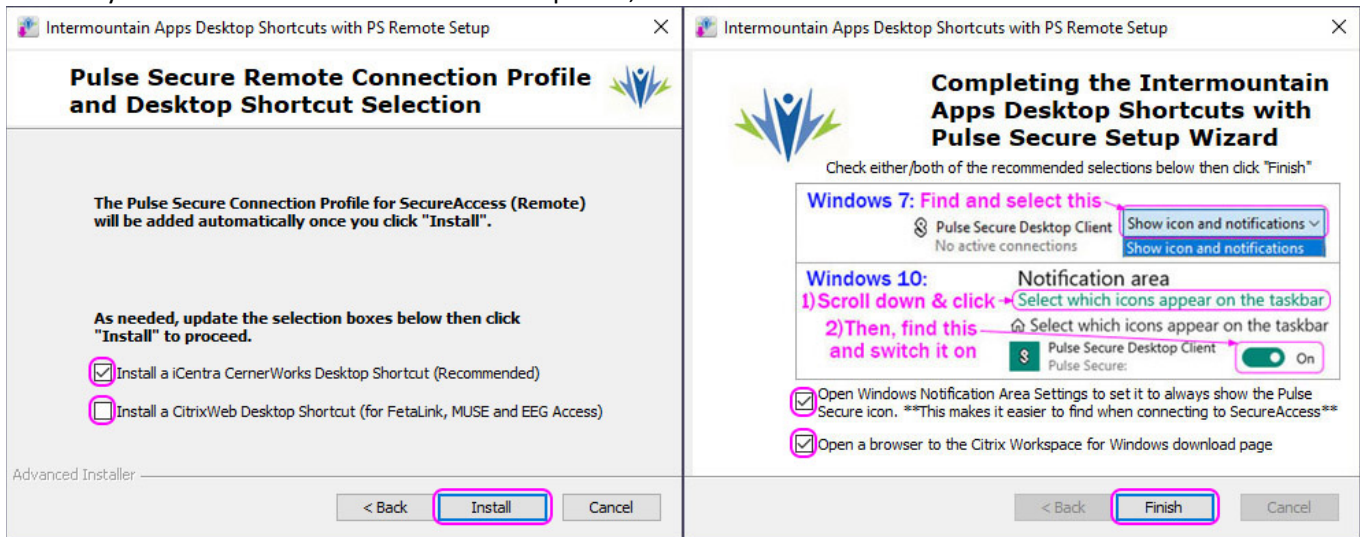
Note: Your access through Pulse Secure and certain Citrix-based applications must be authorized and configured by your Regional Support Person (RSP) before you can successfully log in and/or access them. This tutorial assumes that you have moderate Windows installation knowledge and the initial installation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

1. At <https://ihchelp.info> under **Option 1** (where you accessed this document), download & run the Installer.

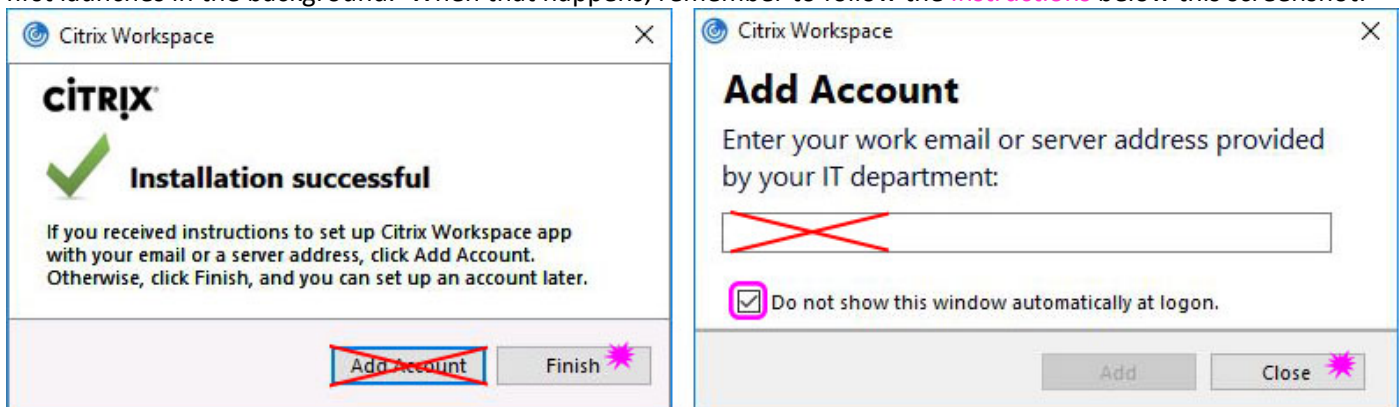
Option 2: Windows Software VPN to Intermountain Apps from home or travel using SecureAccess (Remote)

Download & run the *All-in-one Installer for App Desktop Shortcuts + Pulse Secure Remote Connection Profile:* 

2. Once the installer is running, click *Next* in the first window so that the window on the lower left appears. The default selections are shown 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. Clicking the check boxes in this Window will immediately activate either the Taskbar Notification Settings window or open a browser to the Citrix Workspace download page and both are recommended, unless Citrix Workspace is already installed. Once those tasks are completed, click *Finish* to close the installer.



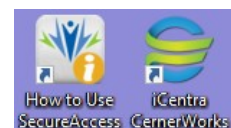
3. **Installation Notes:** Once **Pulse Secure** has been configured, the application window will usually appear showing one or both of the Connection Profiles chosen. If everything is correct, you can close the window, as you will be launching it from the taskbar. Also, if you chose to install Citrix 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 this screenshot:



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

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

4. At this point, you are ready to use Pulse Secure and, if needed, you can click the *How to Use SecureAccess* desktop shortcut for a quick visual guide showing how to first connect Pulse Secure then run the desktop shortcut for the required application, usually *iCentra*.



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

The example below shows the main window (background) with the information for two, typical configurations used, which appear in the foreground when the pencil button (*Edit Connection*) 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 the user's Master Credentials and a 6-digit code from the Digipass 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 configure both. Then, enter the data as shown below in the *Name & Server URL* fields and then click **Add**:

