

# New Affiliated Support Site (ihchelp.info)



## Affiliated Support Services

Please utilize the self-service resources below. If you need further assistance, please use one of the SUBMIT A SUPPORT TICKET buttons on the right and it will be routed to a member of the Affiliated Services Team.

Click the **Section Title** to show all options

- Windows User Resources**  
Access Resources for iCentra, iCitrix, iDesktop, AGFA IMPAX and other apps  
Option 1
- Mac OS / iOS User Resources**  
Access Resources for iCentra, iCitrix, iDesktop and Cerner Millennium+ apps  
Option 1
- 2-Factor Auth / Portal / Email Resources** ← Click Section Title to Show All Options  
Access Resources for 2-Factor Authentication, the DSA Portal, Physician Portal and imail2.org Email  
PingID Setup  
PingID 2-Factor Auth Setup Guide  
PingID RESET  
PingID 2-Factor Auth RESET Guide  
DSA Portal  
DSA Portal Instructional Guide  
Physician Portal  
Physician Portal with eResources Access Guide  
Email Access  
Microsoft 365/Outlook Web (imail2.org) Access Guide  
Google/Microsoft Authenticator  
Google/Microsoft Authenticator App Configuration Guide  
Click Section Title again (or this button) to Hide All Options
- iCentra Training Resources**  
Access PDF Resources for Surgery/Procedure Scheduling, Printing and General Use  
Surgery/Procedure Scheduling, PowerPlans & Orders
- Advance Care Planning Resources**  
Access Various Training Resources for Advance Care Planning (ACP), which is Intermountain's centralized process to help caregivers know, share and honor the healthcare wishes of patients. The ACP Dashboard is a storage and retrieval system for all

### Commonly Used Site & Download Links

- ihchelp.info Old to New Map Diagram
- SUBMIT A SUPPORT TICKET using this Email Link or by calling 800-713-5020
- DSA PORTAL SITE: Request User Acct Changes (2FA + Acct Access Required)
- 1 Intermountain Account Login
- 2 Download All-in-One Installer (Win)
- 3 Download Citrix Workspace (Win)
- 4 Download Pulse Secure x64 (Win)
- 5 Download Citrix Workspace (Mac)
- 6 Download Pulse Secure (Mac)

**Section B: iCentra Training Resources**  
Advance Care Planning Training & Downtime Forms Links: Access Training PDF Resources on this site:

**Section C: Account Maintenance Links & Tutorials**  
Legacy Account Maintenance: One Intermountain Account (OIA) Login: OIA Account Activation: OIA Auth Reset:  
Account Activation: Password Change:

**Section D: Data Security Administrator (DSA) Resources**  
DSA Portal Instructions (New User Requests Online): PingID Setup: Direct Link to Site:  
Download/install a Desktop Shortcut to launch the DSA Portal site in your Default Browser:

**Section E: Common Downloads**  
AGFA IMPAX Client v6.6.1.3525 Installer (For Windows 7-10):  
Download the AGFA IMPAX Client Installer then choose Run or Save, as preferred  
If you have issues during or after installation, please refer to the IMPAX Client Installation Guide:  
Pulse Secure/IMPAX is installed but you cannot remember how to use it? Follow this How-to-Use Visual Guide:  
Citrix Receiver Cleanup Utility: Click here to download/run the utility. Restart, then install Workspace

**Options Menu Original Affiliated Support Site (ihchelp.info)**

**Option 1: Windows Software VPN to Intermountain Apps from a clinic/office using AuthIP SecureAccess (Clinic)**  
Download & run the All-in-one Installer for App Desktop Shortcuts + Pulse Secure Connection Profile Selection:  
Questions? Refer to the Installer Guide: Download Citrix Workspace for Windows 10: Windows 7:  
Windows SecureAccess (Clinic) is installed but you don't know how to use it? Open the How-to-Use Visual Guide:

**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:  
Questions? Refer to the Installer Guide: Download Citrix Workspace for Windows 10: Windows 7:  
Windows SecureAccess (Remote) is installed but you don't know how to use it? Open the How-to-Use Visual Guide:

**Option 3: Mac OS Software VPN to Intermountain Apps using SecureAccess (Clinic) or SecureAccess (Remote):**  
If this is your first time installing SecureAccess in Mac OS, follow this installation guide: Installation Steps:  
a. Run the Pulse Secure Installer + Pulse Secure Configuration Installer + Citrix Workspace  
b. Download, unzip & drag the iCentra and/or iCitrix Shortcuts to your desktop: iCentra iCitrix  
c. Finally, connect Pulse Secure using the SecureAccess (Clinic) profile then run the iCentra desktop shortcut  
Mac SecureAccess (Clinic/Remote) is installed but you don't know how to use it? Open the How-to-Use Visual Guide:

**Option 4: iDesktop: Multi-Platform Remote Access to the Affiliated Physician Citrix Virtual Desktop (VDI)**  
If this is your first time installing iDesktop (Citrix VDI), follow this basic installation guide:  
Citrix Workspace Download Sites: Windows 10: Windows 7: Mac OS:  
Add an iDesktop (Citrix VDI) Desktop Shortcut that opens your default browser to the iDesktop URL:  
Windows Installer (Download then choose Open/Run): Mac OS (Download then drag to desktop):

**Option 5: Hardware VPN/Firewall (HW/FW) access to Intermountain Applications iCentra and/or iCitrix:**  
To install software for the various types of "built-in" access, refer to the Installation Guide:  
a. Windows Desktop Shortcuts: Download/install the iCentra shortcut or the iCitrix shortcut  
b. Mac OS Desktop Shortcuts: Download then drag .zip file to Mac desktop for iCentra or iCitrix  
c. Download/install the Citrix Workspace app for Windows 10: Windows 7: Mac OS:

**Option 6: Two-Factor Authentication Setup with Physician Portal & imail2.org Access Instructions**  
a. PingID Authentication App Configuration Guide:  
b. PingID Account RESET Guide:  
c. Google/Microsoft Authenticator App Configuration Guide:  
d. Physician Portal (phy.intermountain.net) with eResources Access Guide:  
e. Microsoft 365/Outlook Web (imail2.org) Access Guide:

**Option 7: Use these Windows-based installers when directed by the Affiliated Support Team Overview**  
a. Desktop Shortcuts (Default Browser): iCentra iCitrix DSA Portal SecureAccess (How to Use)  
b. Desktop Shortcuts (Google Chrome-specific): iCentra iCitrix DSA Portal iDesktop  
c. Pulse Secure Client 64-Bit 32-Bit Network Connect 8.1 Uninstaller Citrix Receiver 4.12 (Legacy)  
d. Pulse Secure Connection Configurations: SecureAccess (Clinic) SecureAccess (Remote) Clinic+Remote

**Option 8: Apple iOS (iPhone/iPad) Citrix Remote Access, imail2 Access & Cerner App Access**  
a. iDesktop (Citrix VDI) Installation Guide:  
b. Intune app imail2.org Access Installation Guide:  
c. Cerner Millennium+ Apps that are available in the Apple iOS App Store:  
Affiliated Provider Request Process & App Overview PDF: (PDF Info Source on intermountain.net):