

Installing and Connecting the Pulse Secure client

Installing the Pulse Secure client

Your computer may already have the Pulse Secure client installed. Look for the icon on your desktop – it is a green and black “P” or “S” similar to these shown below. Or search for it by clicking the Start menu and typing “Pulse”. If you find the client, proceed to the “Connecting” section.



If your computer doesn't have the client and you are working on an Intermountain or SelectHealth managed PC/laptop, contact the Service Desk and ask them to push the client to your computer.

If you are an affiliate physician or physician office, contact the Affiliated Services Team or your Regional Support Person.

Otherwise, if you are not working on an Intermountain managed PC/laptop and have approval to connect, download, install and configure the client:

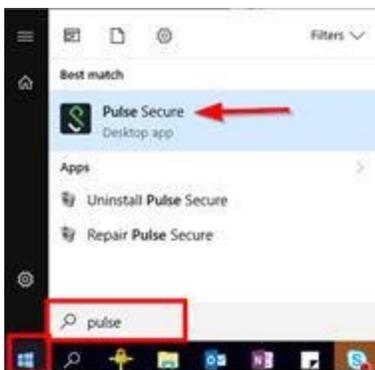
Download the Pulse Secure install files here:

<https://securedrop.intermountain.net/vpndownload/ps-pulse-win64.msi> (for Windows)

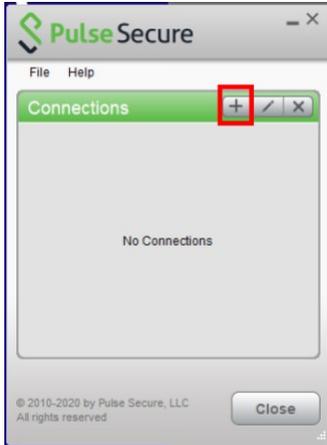
<https://securedrop.intermountain.net/vpndownload/ps-pulse-mac.dmg> (for Mac)

Open the downloaded install file. Select “Run” and proceed through the installation. Click OK, Allow or Install as required. Restart your computer if needed.

Open Pulse Secure by clicking the icon on your desktop or from your Start menu by typing “Pulse” into the search bar and opening the application.



Click the plus (+) button across from Connections to add a new connection.



Add the SecureAccess connection information by filling in the fields with the following:

Name: SecureAccess

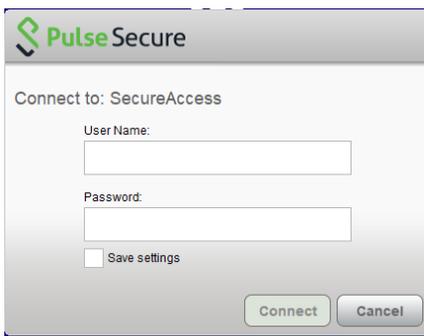
Server URL: <https://secureaccess.intermountainhealthcare.org>



Click the Add button.

Connecting with the Pulse Secure Client

Open the Pulse client and select the SecureAccess connection. Click "Connect" to initiate the session. Enter your Intermountain User Name and Password and click Connect to continue.



On the 2-Step page, enter the following information in the “secondary token” field:



The screenshot shows a Pulse Secure dialog box titled "Connect to: SecureAccess". It contains a message box with a question mark icon and the text "Provide the following credentials to complete the connection." Below this, there is a "Secondary User Name:" label followed by a text input field containing "Imphilli". Underneath, there is a label "Please enter your secondary token information:" followed by an empty text input field. At the bottom of the dialog, there are two buttons: "Connect" and "Cancel".

- If you have the PingID app on your phone, enter “sendping” to send a prompt to your phone where you can approve it. You may also open the PingID app and enter the One-Time Passcode.
- If you have the Digipass app on your phone, open Digipass and enter the one time password. Note: Intermountain will retire Digipass mid-year 2021. Contact the Service Desk to get PingID to use for 2-Step instead.

Click Connect to continue. Pulse Secure is now connected and you can run your applications or connect as usual. If you need help, please contact the service desk.

When finished working, remember to click “Disconnect” to end the session and disconnect from Intermountain.