



## Remote VPN-RDP Setup Guide

Loma Linda utilizes multiple platforms to connect users remotely to their work computers from their home/personal computers. You will be assigned one of the following options as your remote access solution:

- [Cisco AnyConnect](#)
- [WebApps Citrix](#)
- [Pulse Secure](#)

**!** You will receive an email from Service Portal instructing you which remote access solution you have been assigned.

Before you can access Cisco AnyConnect, WebApps Citrix, or Pulse Secure for remote access, you must install the following applications:

- [SecureAuth Authenticate](#)– Mobile Phone (iPhone or Android)
- [Citrix](#) – Home/Personal Computer (Windows or macOS)

This guide provides the necessary steps for installing all the applications you need and how to connect remotely via your assigned remote access solution.

Begin by following the steps to install SecureAuth Authenticate and Citrix. Afterwards, use the Table of Contents to jump to the section for your assigned remote access solution.

The Table of Contents is interactive. Click the link in the Table of Contents to quickly jump to the section you desire.

### *System Requirements*

macOS 10.11 or greater | Windows 7 or greater | iOS 9.0 or greater | Android 4.4 or greater

**Disclaimer:** Your computer or mobile device must have these system requirements to use the VPN software.

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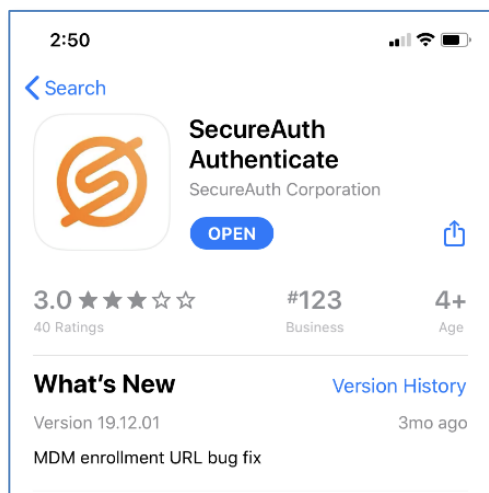
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## SecureAuth Authenticate Installation (iPhone)

SecureAuth is an application that provides you with a 6-digit passcode required to securely access Loma Linda's network. You will enter this passcode in designated fields each time you log into your assigned VPN solution (detailed later in a few other sections of this guide).

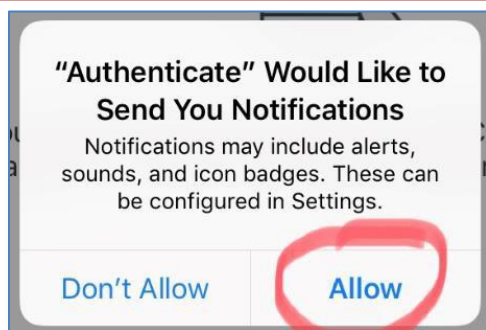
The below steps guide you in the installation process.

1. Open the App Store on your iPhone.
2. Search for and Install **SecureAuth Authenticate**.



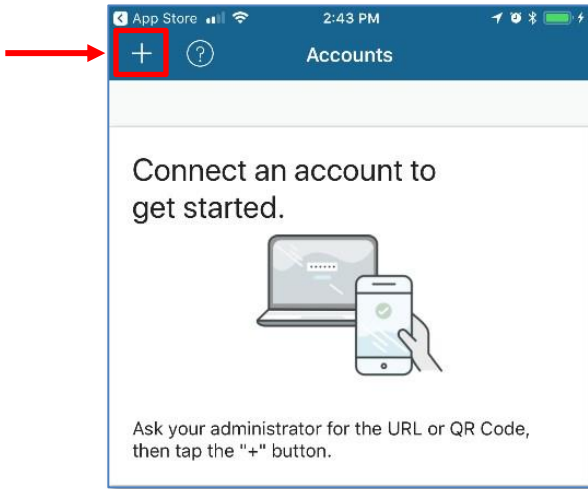
### PROVIDERS

In order to use SecureAuth to e-prescribe, you will need to allow notifications for the SecureAuth app. This will only prompt once, after which you will have to change the notifications in the application settings.

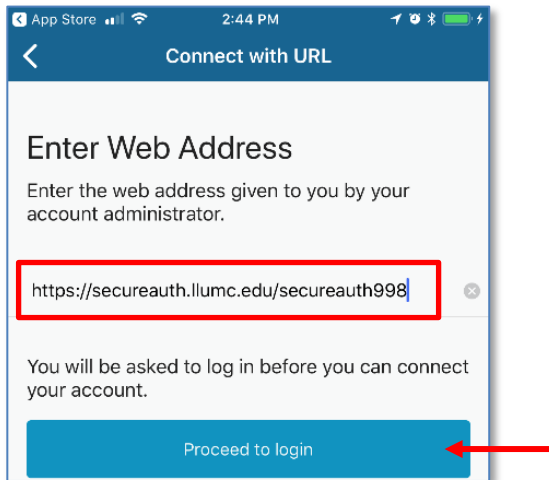


3. Launch the app once it's installed.

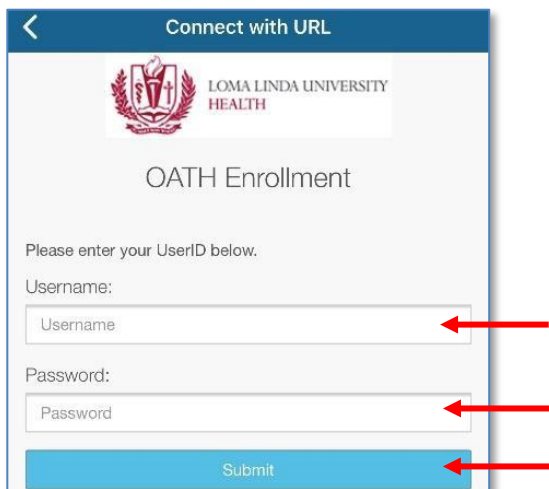
4. Tap the + icon in the top left of the App.
5. Select **Connect with URL**.



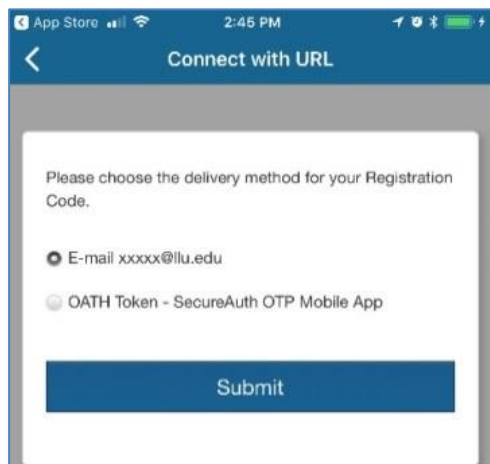
6. Enter <https://SecureAuth.llumc.edu/SecureAuth998> in the Server URL field.
7. Tap **Proceed to Login**.



8. Enter your Loma Linda **username** and **password** in the appropriate fields.
9. Tap **Submit**.

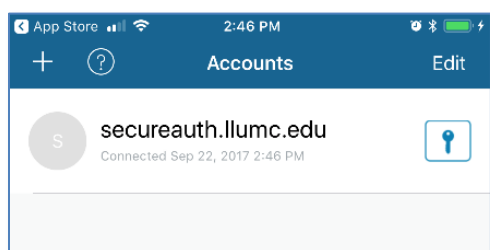


10. Choose how you want to receive your Registration Code then tap **Submit**.

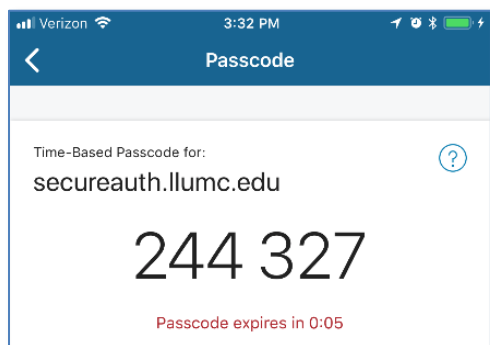


11. Enter the code you received and tap **Submit**.

12. After the App has been configured correctly you will be redirected to the Accounts screen. Tap the **SecureAuth.llumc.edu** account.



13. You will use a 6-digit passcode in designated fields to securely connect to your assigned VPN solution (AnyConnect, WebApps Citrix, or Pulse Secure).



**This code expires and refreshes every 60 seconds.**

You have successfully installed SecureAuth Authenticate!

**Next Steps**  
**Citrix**  
**Installation**

Is your Home/Personal computer a Windows PC? Click [here](#) to go to **Citrix Installation (Windows)** on page 9.

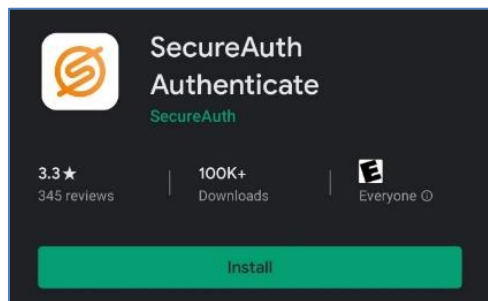
Is your Home/Personal computer a Mac (Apple)? Click [here](#) to go to **Citrix Installation (macOS)** on page 11.

## SecureAuth Authenticate Installation (Android Phone)

SecureAuth is an application that provides you with a 6-digit passcode required to securely access Loma Linda's network. You will enter this passcode in designated fields detailed later in the guide.

The below steps guide you in the installation process.

1. Search for and install the **SecureAuth Authenticate** app from the Google Play Store.

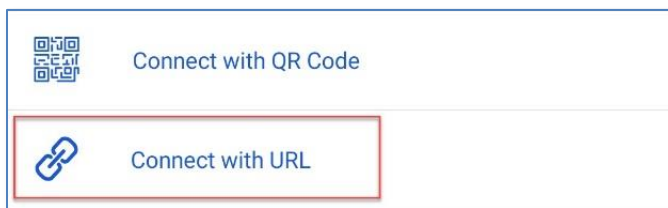
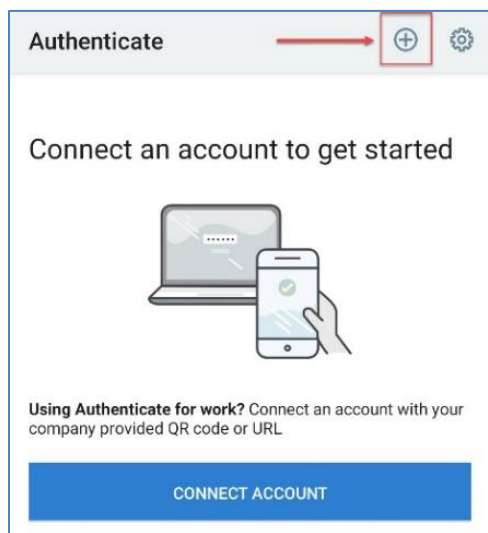


**!** If you get a prompt about your device's security, you will need to setup a secure password or code on the device for the SecureAuth App to work correctly.

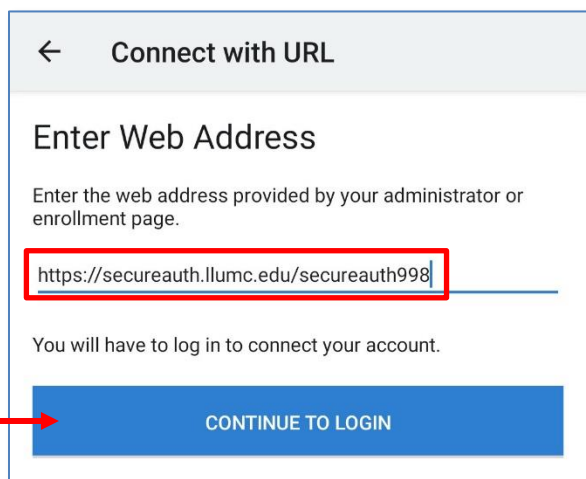
### PROVIDERS

In order to use SecureAuth to e-prescribe, you will need to allow notifications for the SecureAuth app. This will only prompt once.

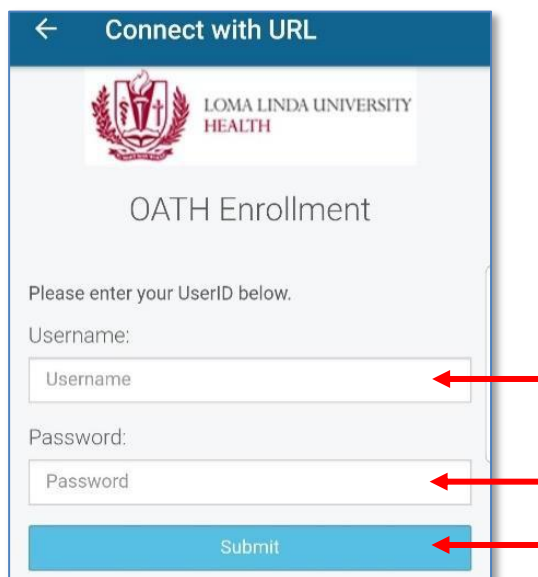
2. Launch the app once it's installed.
3. In the **top right** of the App, tap the + icon and then choose the **Connect with URL**.



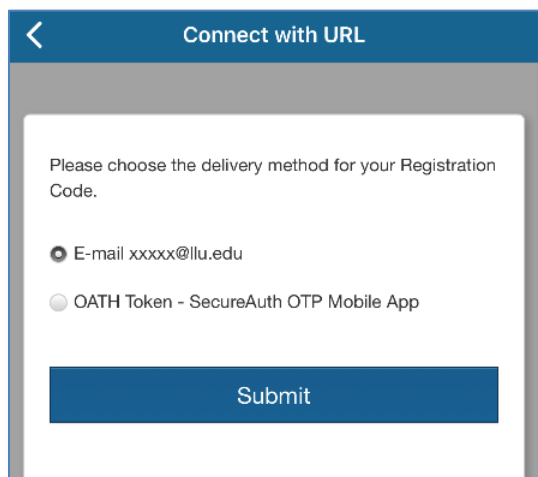
4. Enter **https://SecureAuth.llumc.edu/SecureAuth998** in the Server URL field.
5. Tap **Continue to Login**.



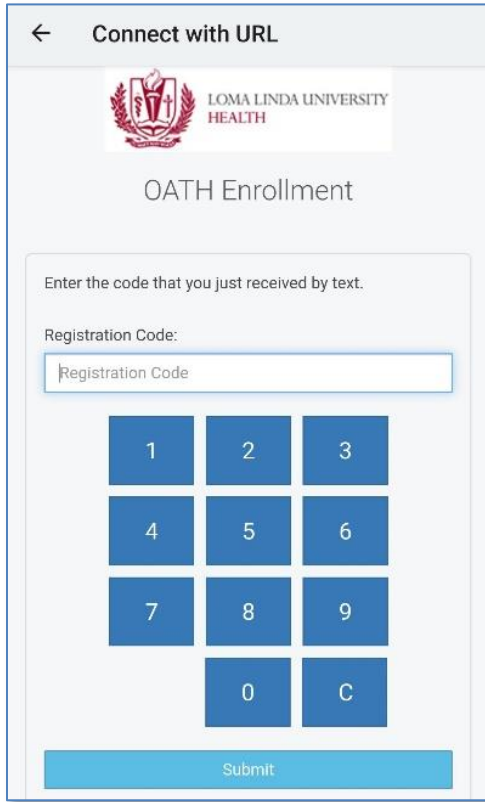
6. Enter your Loma Linda **username** and **password** in the appropriate fields.
7. Tap **Submit**.



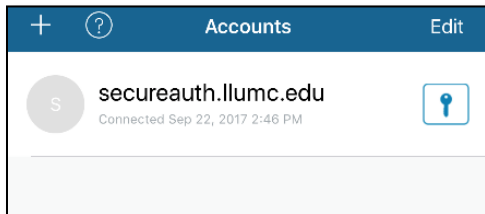
8. Choose how you want to receive your Registration Code then tap **Submit**.



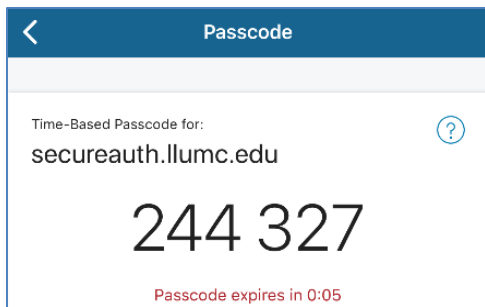
9. Enter the code you received, and tap **Submit**.



10. Tap the **SecureAuth.llumc.edu** account.



11. You will use a 6-digit passcode in designated fields to securely connect to your assigned VPN solution (AnyConnect, WebApps Citrix, or Pulse Secure).



**This code expires and refreshes every 60 seconds.**

You have successfully installed SecureAuth Authenticate!

**Next Steps**  
**Citrix**  
**Installation**

Is your Home/Personal computer a Windows PC? Click [here](#) to go to **Citrix Installation (Windows)** on page 9.

Is your Home/Personal computer a Mac (Apple)? Click [here](#) to go to **Citrix Installation (macOS)** on page 11.

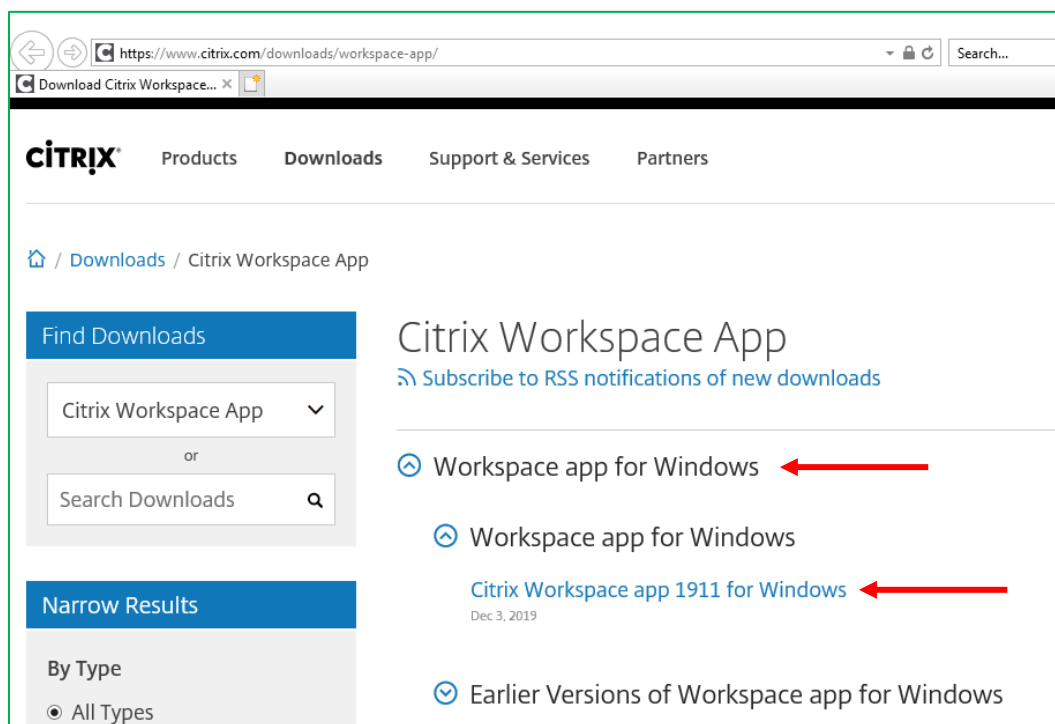


## Citrix Installation (Windows)

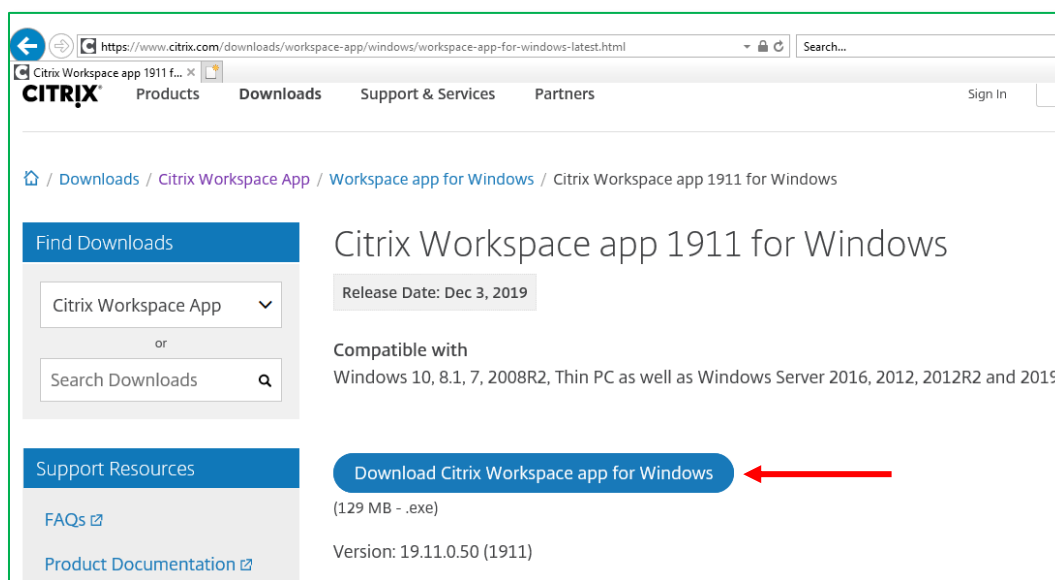
Install Citrix on your home/personal computer when you need access to any application that lives in Citrix, for example LLEAP.

Use the steps below to help guide you in the installation process.

1. In your web browser on your computer, go to: <https://www.citrix.com/downloads/workspace-app/>.
2. Click **Workspace app for Windows**.
3. Select the newest version of the Citrix Workspace app.



4. Click **Download Citrix Workspace app for Windows**.



5. Run the installer after the download finishes.

6. Agree to the license agreement.
7. Click **Finish** once the installation has completed.

You have successfully installed the Citrix Workspace app on your home/personal computer!

<b><u>Next Steps</u></b> <b>Install Cisco AnyConnect</b>	Did Service Portal state your VPN solution is Cisco AnyConnect? Click <a href="#">here</a> to go to <b>AnyConnect Installation – Windows</b> on page 13.
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<b><u>Next Steps</u></b> <b>Launch WebApps Citrix</b>	Did Service Portal state your VPN solution is WebApps Citrix? Click <a href="#">here</a> to go to <b>Launching Citrix from WebApps – Windows/macOS</b> on page 29.
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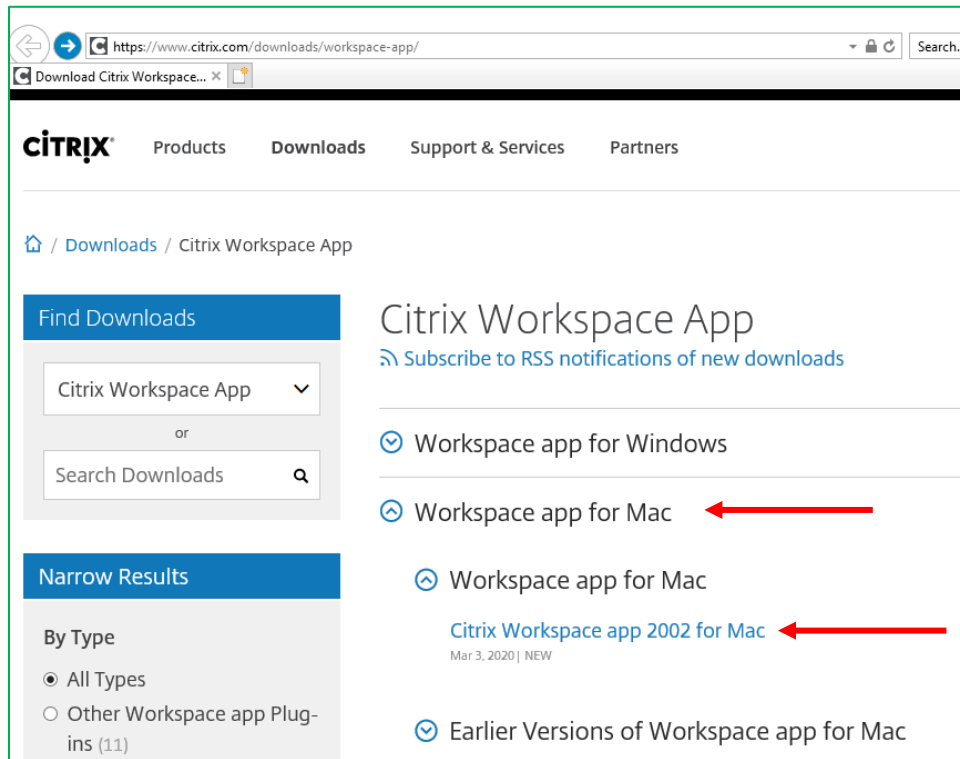
<b><u>Next Steps</u></b> <b>Access Pulse Secure</b>	Did Service Portal state your VPN solution is Pulse Secure? Click <a href="#">here</a> to go to <b>Accessing Web SSL VPN (Pulse Secure)</b> on page 31.
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## Citrix Installation (macOS)

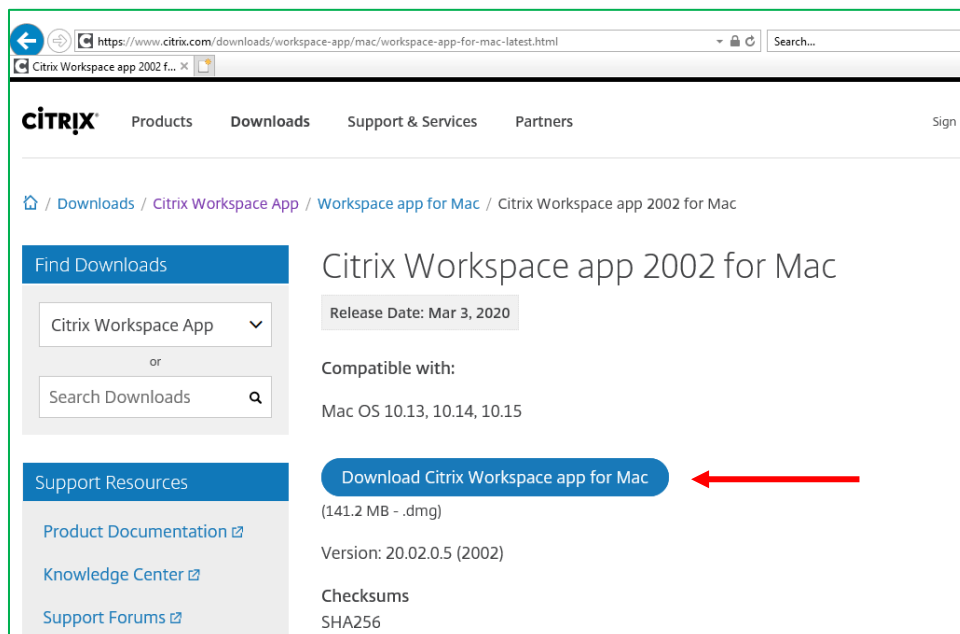
Install Citrix on your home/personal Mac when you need access to any application that lives in the Citrix, for example LLEAP.

Use the steps below to help guide you in the installation process.

1. In your web browser on your computer, go to: <https://www.citrix.com/downloads/workspace-app/>.
2. Click **Workspace app for Mac**.
3. Select the newest version of the Citrix Workspace app.



4. Click **Download Citrix Workspace app for Mac**.



5. Run the installer after the download finishes.

6. Agree to the license agreement.
7. Click **Finish** once the installation has completed.

You have successfully installed the Citrix Workspace app on your home/personal computer!

<b><u>Next Steps</u></b> <b>Install Cisco AnyConnect</b>	Did Service Portal state your VPN solution is Cisco AnyConnect? Click <a href="#">here</a> to go to <b>AnyConnect Installation – macOS</b> on page 20.
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<b><u>Next Steps</u></b> <b>Launch WebApps Citrix</b>	Did Service Portal state your VPN solution is WebApps Citrix? Click <a href="#">here</a> to go to <b>Launching Citrix from WebApps – Windows/macOS</b> on page 29.
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<b><u>Next Steps</u></b> <b>Access Pulse Secure</b>	Did Service Portal state your VPN solution is Pulse Secure? Click <a href="#">here</a> to go to <b>Accessing Web SSL VPN (Pulse Secure)</b> on page 31.
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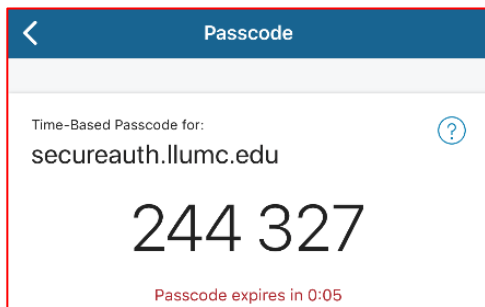
## AnyConnect Installation – Windows

Cisco AnyConnect is one platform Loma Linda utilizes for a secure VPN access. Connection through AnyConnect will give you access to Loma Linda's network which includes all the services on the OnePortal website. You can also remotely access your work computer from your home computer via Remote Desktop Connection.

**!** You must install **SecureAuth Authenticate** on your mobile phone before you proceed with installing AnyConnect on your computer.

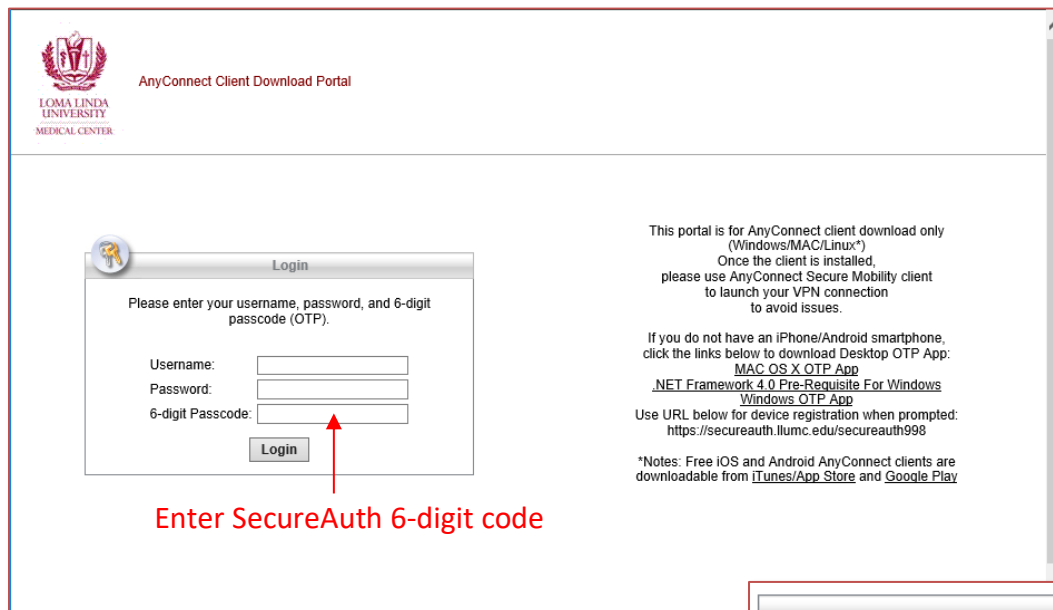
Use the steps below to help guide you in the installation process.

1. In your web browser on your computer, go to: <https://AnyConnect.llumc.edu/mc>.
2. At the login page, enter in your Loma Linda **Username** and **Password**.
3. Open the **SecureAuth Authenticate** app on your mobile device.



**This code expires and refreshes every 60 seconds.**

4. Enter the current **6-digit Passcode** from your SecureAuth app.
5. Click **Login**.



6. Read the usage agreement and then click **Continue**.

This system is for the use of authorized users only. Individuals using this computer system without authority, or in excess of their authority, are subject to having all of their activities on this system monitored and recorded by system personnel. In the course of monitoring individuals improperly using this system, or in the course of system maintenance, the activities of authorized users may also be monitored.

Cancel Continue

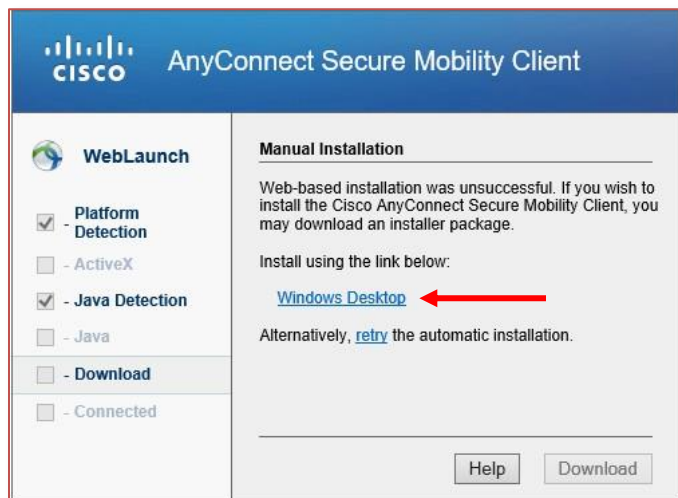
Chrome users jump to **step 5**.

Internet Explorer or Firefox users:

Java fully up to date?

**Yes** – launch the automatic configuration when asked and jump to **step 5**.

**No** – you will receive a notification stating the web-based installation was unsuccessful. Follow **steps a-e**.



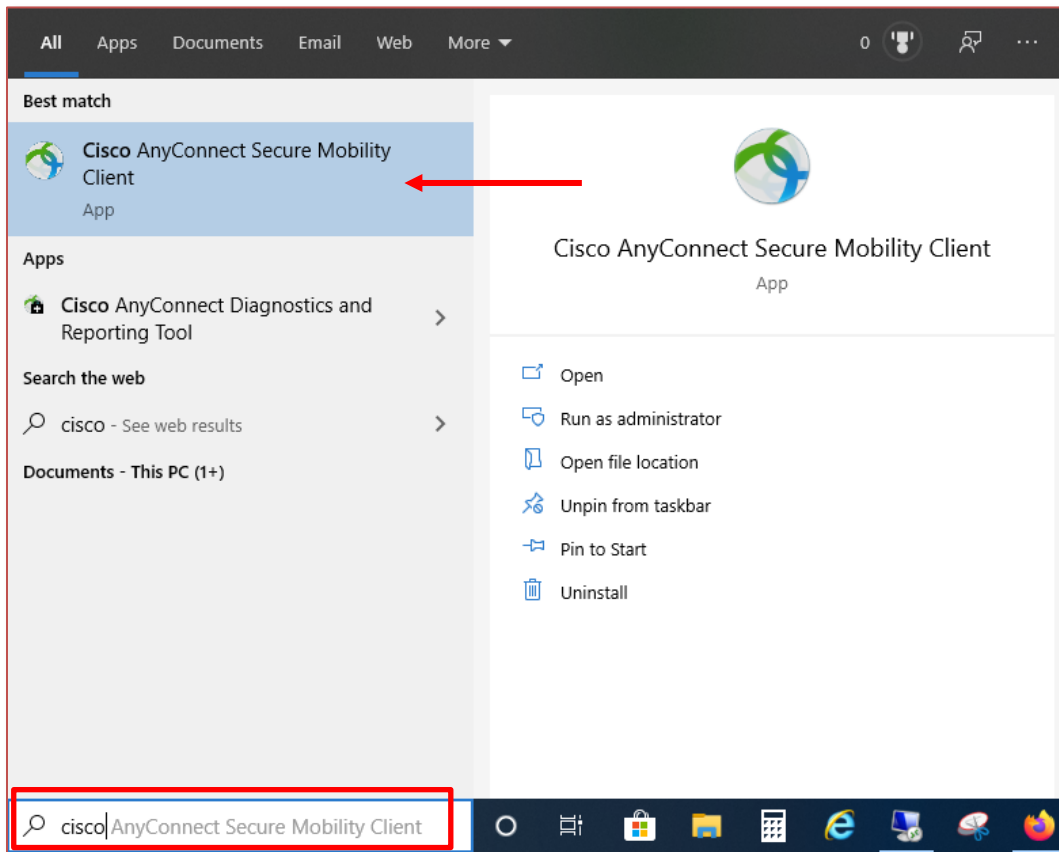
- a. Click on the Link that states **Windows Desktop** in the center of the prompt.
- b. Confirm the download of the file. (Save, Run, or Save As will all proceed with the download)
- c. Open or Launch the file after the download is complete.
- d. If your machine has **user account control** enabled, allow the installation of the software to continue.
- e. Continue to **step 5**.

7. Click **Next** to install AnyConnect.



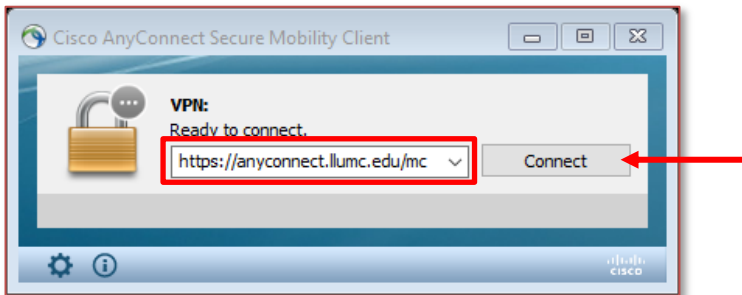
8. Read the License agreement and select **I accept the terms...**
9. Click **Next**.
10. Click **Install** (click **allow** or **yes** if prompted regarding User Account Control).

- Click **Finish** when the installation is complete.
- Open the **Cisco AnyConnect Secure Mobility Client** from your Windows Start menu.

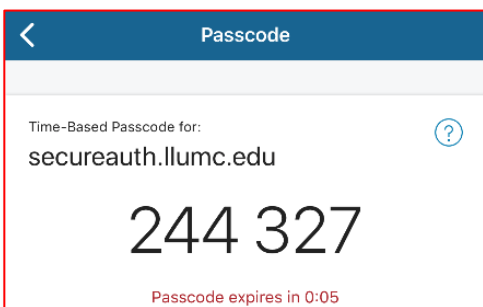


- Enter <https://AnyConnect.llumc.edu/mc> in the field.

<b>SACH Users</b>	SACHs users must enter the following url: <a href="https://anyconnect.llumc.edu/sachs">https://anyconnect.llumc.edu/sachs</a>
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- Click **Connect**.
- Enter your Loma Linda **Username** and **Password**.
- Open the **SecureAuth Authenticate** app on your mobile device.



**This code expires and refreshes every 60 seconds.**

17. Enter the current 6-digit Passcode from SecureAuth Authenticate in the field labeled **Second Password** and then click **OK**.

Enter SecureAuth 6-digit code here

18. Read the usage agreement and click **Accept**.

You have successfully installed Cisco AnyConnect! You're ready to login and begin working from your home/personal computer.

### **Next Steps**

#### **Normal Login Process for Cisco AnyConnect - Windows**

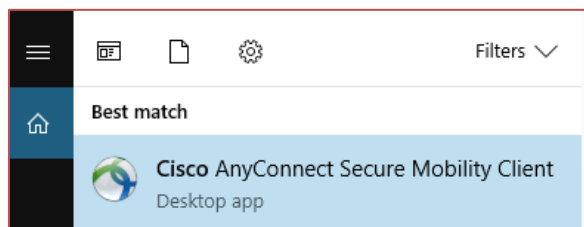
Installed SecureAuth, Citrix, and Cisco AnyConnect? To begin remote work on your home/personal computer click [here](#) to go to **Normal Login Process for Cisco AnyConnect– Windows** on page 17.



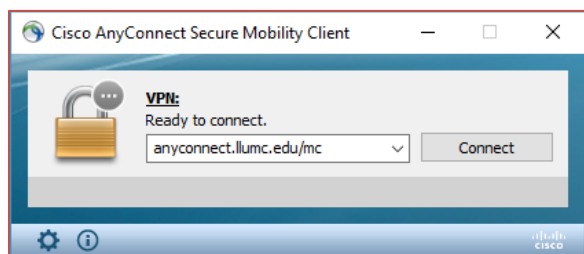
# Normal Login Process for Cisco AnyConnect– Windows

## Connecting to AnyConnect - Windows

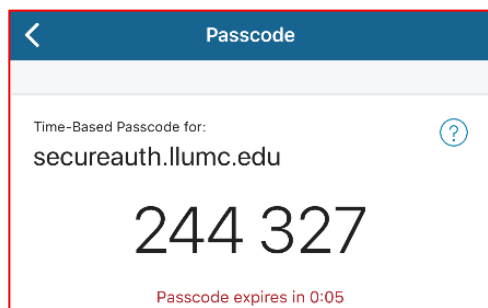
1. To Start AnyConnect, click the Windows **Start** button, search for then select **Cisco AnyConnect Secure Mobility Client**.



2. The following window will open. Click **Connect** to begin.

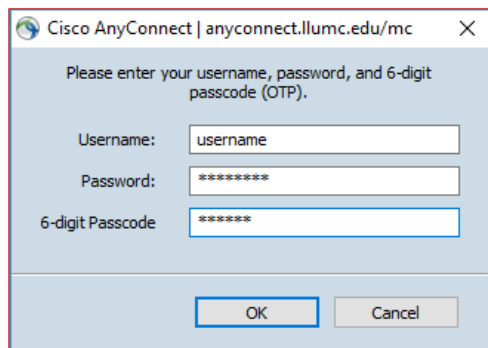


3. Enter your Loma Linda **Username** and **Password**.
4. Open the **SecureAuth Authenticate** app on your mobile device.



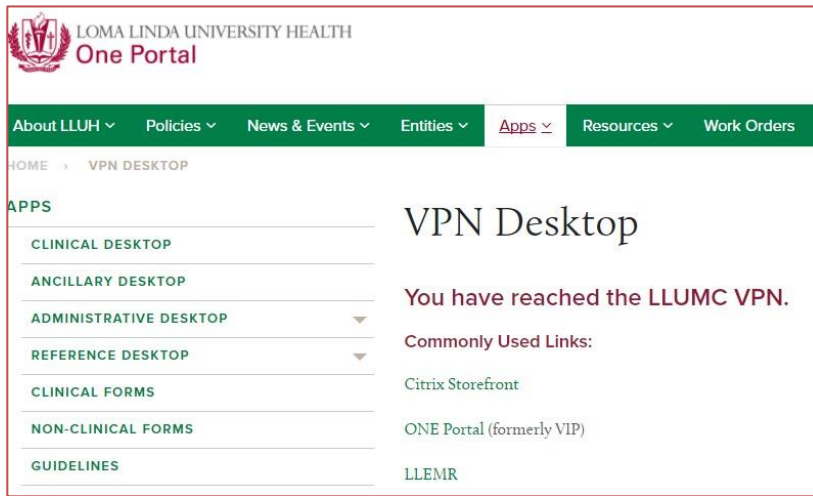
**This code expires and refreshes every 60 seconds.**

5. Enter the current **6-digit Passcode** from your SecureAuth app, and then click **OK**.



6. Click **Accept** on the terms of connection security banner to proceed.

- When the connection is established, open the LLUH VPN page: <https://one.lluh.org/vip/apps/vpn-desktop>.



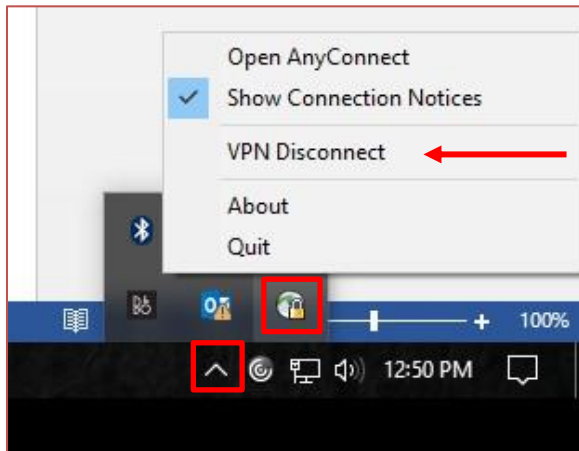
### Open LLEAP or Other Citrix Apps

Need access to LLEAP and other Citrix apps? Click [here](#) to go to **Accessing LLEAP and Any Other Citrix-based Applications** on page 28.

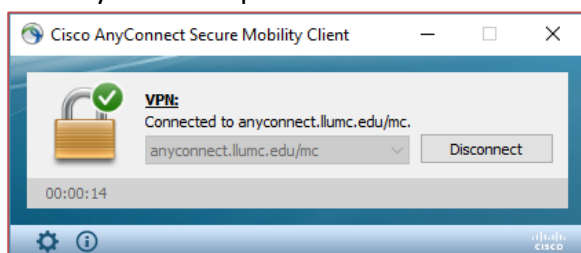
## Disconnecting from AnyConnect – Windows

- !** You must disconnect from Cisco AnyConnect when you are finished with your remote session. Disconnecting from AnyConnect releases the license so other users can login.

- Click the **Cisco AnyConnect Secure Mobility Client** icon on the Status bar and then click on **VPN Disconnect**:



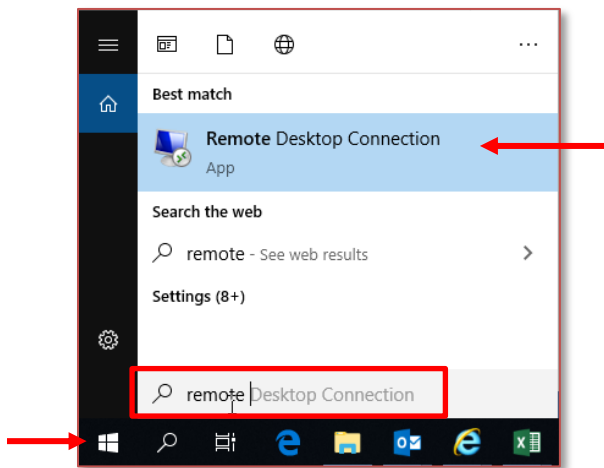
- An alternate method to disconnect would be to click on **Disconnect** when the Cisco AnyConnect Secure Mobility Client is open.



## Remotely Accessing your Work PC – Windows (REMOTE DESKTOP)

You can also access your work computer as if you are in the office via Remote Desktop Connection. You will need an assigned **computer name** at LLU Health that is **powered on** and **connected to the network**. All Windows computers have the Remote Desktop Connection program installed by default.

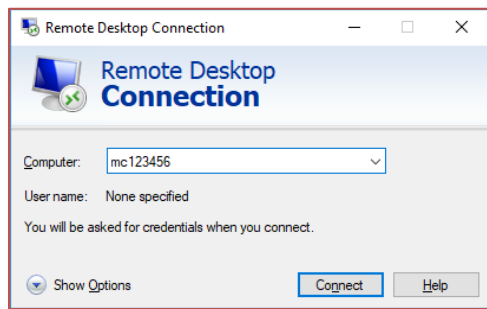
1. Search for and open **Remote Desktop Connection** from your Windows Start menu.



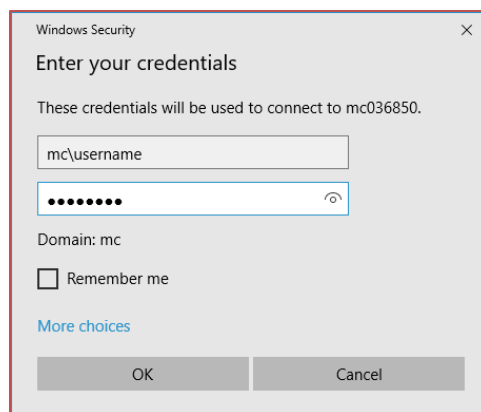
2. In the Remote Desktop Connection window, enter your computer name (**MC#####** or **LB#####**) in the Computer field.

**!** This is the number of the computer you are logging into that can be found on the white sticker on the work computer.

3. Click **Connect**.



4. On the login prompt that comes up enter your domain username (**mc\username**) and your Loma Linda password and then click **OK**.



5. Disregard and close any certificate errors.

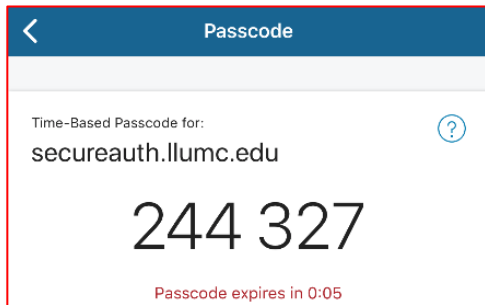
## AnyConnect Installation – macOS

Cisco AnyConnect is one platform Loma Linda utilizes for a secure VPN access. Connection through AnyConnect will give you access to Loma Linda's network which includes all the services on the OnePortal website. You can also remotely access your work computer from your home Mac via Microsoft Remote Desktop.

**!** You must install **SecureAuth Authenticate** on your mobile phone before you proceed with installing AnyConnect on your computer.

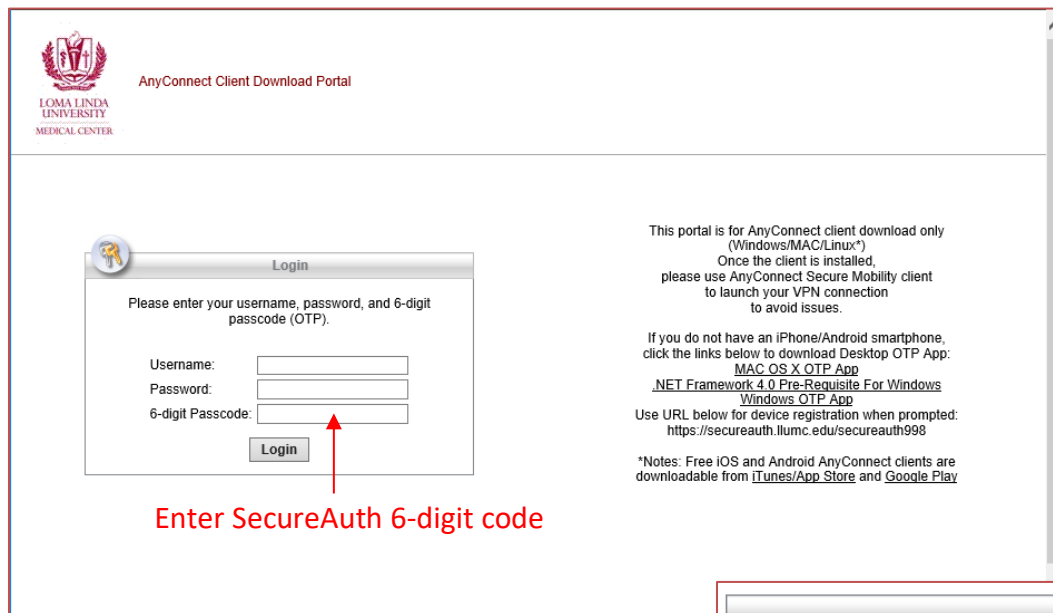
Use the steps below to help guide you in the installation process.

1. In your web browser on your Mac, go to: <https://AnyConnect.lumc.edu/mc>.
2. At the login page, enter in your Loma Linda **Username** and **Password**.
3. Open the **SecureAuth Authenticate** app on your mobile device.

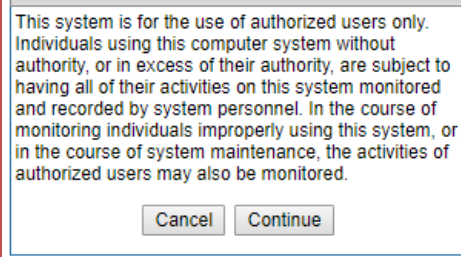


**This code expires and refreshes every 60 seconds.**

4. Enter the current **6-digit Passcode** from your SecureAuth app.
5. Click **Login**.



6. Read the usage agreement and then click **Continue**.



Chrome users jump to **step 5**.

Internet Explorer or Firefox users:

Java fully up to date?

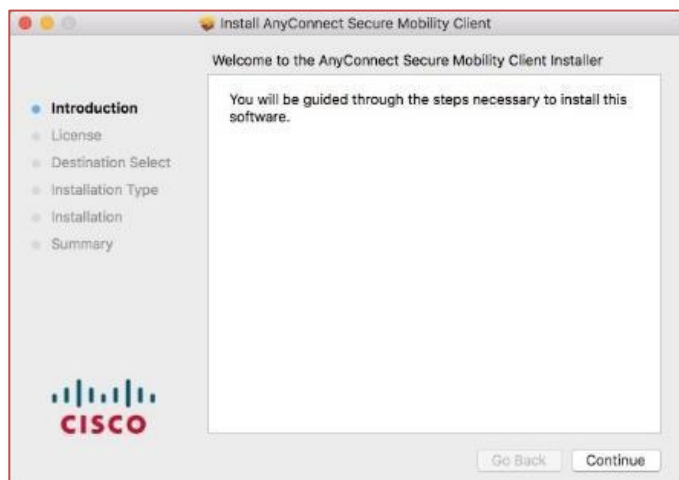
**Yes** – launch the automatic configuration when asked and jump to **step 5**.

**No** – you will receive a notification stating the web-based installation was unsuccessful. Follow **steps a-d**.



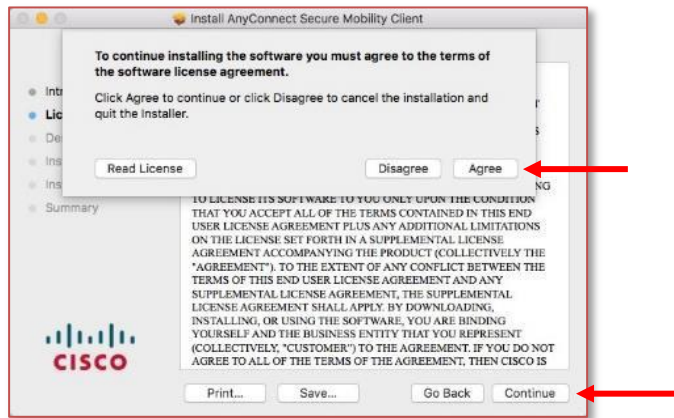
- Click on the Link that states **macOS X 10.6+** in the center of the prompt.
- Confirm the download of the file. (Save or Save As will all proceed with the download).
- Open or Launch the file after the download is complete.
- Continue to **step 5**.

5. Click **Continue** to install AnyConnect.



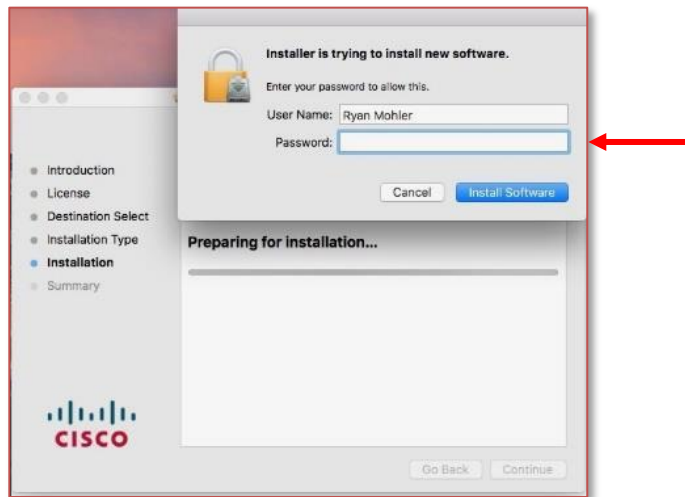
6. Read the License agreement and then click **Continue**.

7. Click **Agree**.



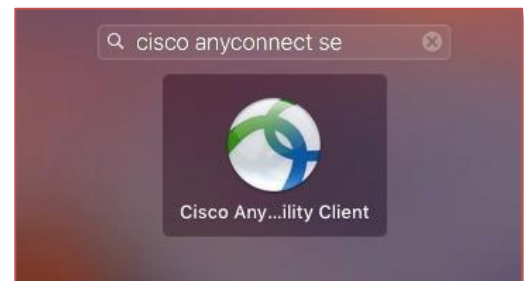
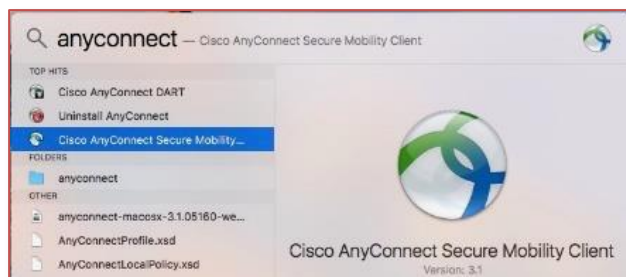
8. Click **Install**.

9. You will be prompted for your personal Mac admin password in order to install this software. **Do not enter your Loma Linda username/password here.**



10. Click **Finish** when the installation is complete.

11. Launch **Cisco AnyConnect Secure Mobility Client** from your Mac's Spotlight Search or Launchpad.



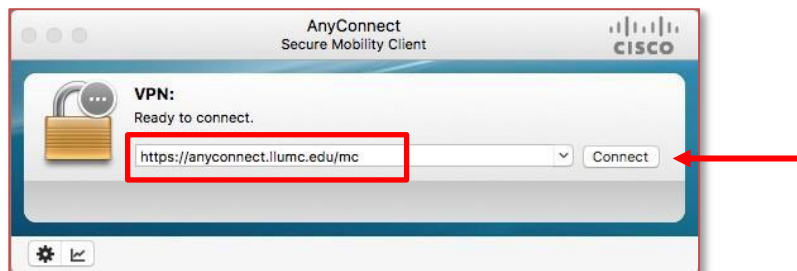
12. Enter <https://AnyConnect.llumc.edu/mc> in the field.

**SACH Users**

SACHs users must enter the following url:

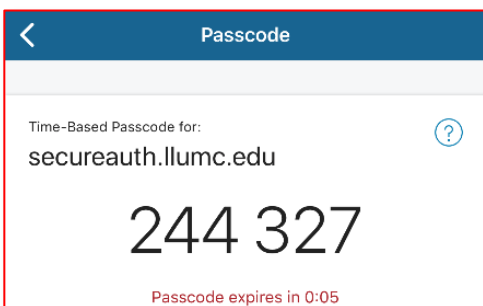
<https://anyconnect.llumc.edu/sachs>

13. Click **Connect**.



14. Enter your Loma Linda **Username** and **Password**.

15. Open the **SecureAuth Authenticate** app on your mobile device.



This code expires and refreshes every 60 seconds.

16. Enter the current **6-digit Passcode** from your SecureAuth app, and then click **OK**.



Enter SecureAuth 6-digit code

17. **Accept** the usage agreement.



You have successfully installed Cisco AnyConnect! You're ready to login and begin working from your home/personal computer.

**Next Steps**

**Normal Login  
Process for Cisco  
AnyConnect -  
macOS**

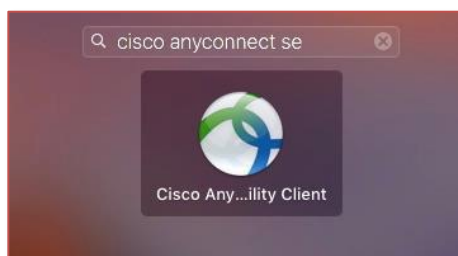
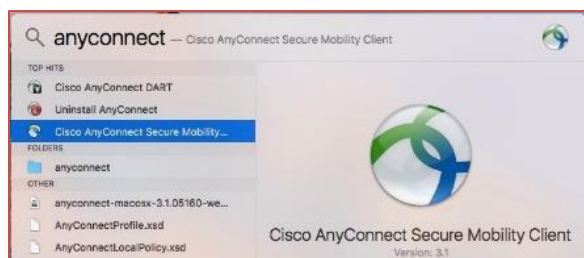
Installed SecureAuth, Citrix, and Cisco AnyConnect? To begin remote work on your home/personal computer click [here](#) to go to **Normal Login Process for Cisco AnyConnect– macOS** on page 25.



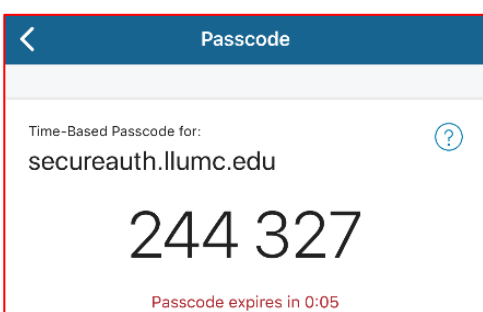
# Normal Login Process for Cisco AnyConnect– macOS

## Connecting to AnyConnect - macOS

1. Launch **Cisco AnyConnect Secure Mobility Client** from your Mac's Spotlight Search or Launchpad.

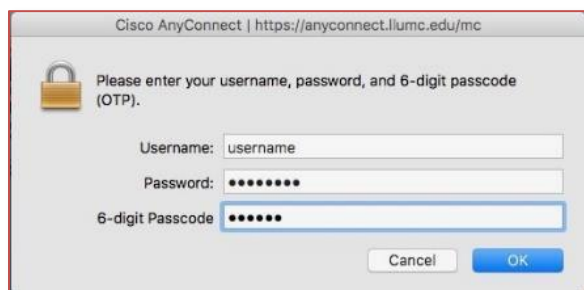


2. Enter your Loma Linda **Username** and **Password**.
3. Open the **SecureAuth Authenticate** app on your mobile device.



**This code expires and refreshes every 60 seconds.**

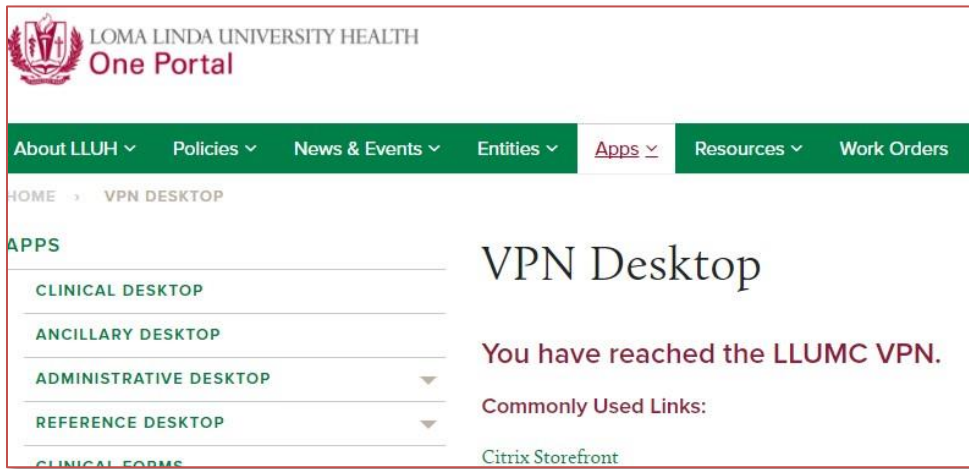
4. Enter the current **6-digit Passcode** from your SecureAuth app, and then click **OK**.



5. Click **Accept** on the terms of connection security banner to proceed.
6. You are successfully connected when you see a green check mark in the AnyConnect application and a gold padlock on the app in the dock.



- When the connection is established, open the LLUH VPN page: <https://one.lluh.org/vip/apps/vpn-desktop>.



**Open LLEAP  
or Other  
Citrix Apps**

Need access to LLEAP and other Citrix apps? Click [here](#) to go to **Accessing LLEAP and Any Other Citrix-based Applications** on page 28.

### Disconnecting from AnyConnect – macOS



You must disconnect from Cisco AnyConnect when you are finished with your remote session. Disconnecting from AnyConnect releases the license so other users can login.

You have two options for disconnecting from the AnyConnect VPN.

- Right click on the application running in the dock and select **Disconnect**.



- From the taskbar, click the AnyConnect icon and choose **Disconnect**.

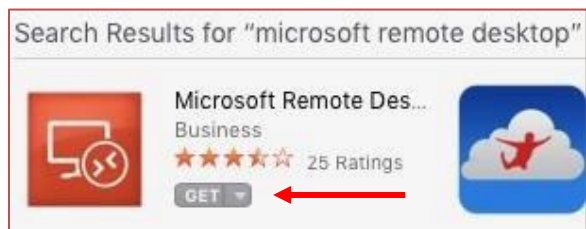


## Remotely Accessing your Work PC – macOS (REMOTE DESKTOP)

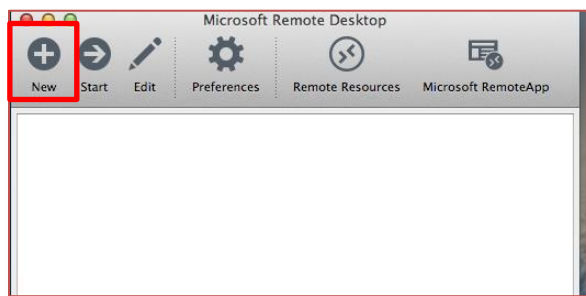
You can also access your work computer as if you are in the office via Microsoft Remote Desktop. You will need an assigned **computer name** at LLU Health that is **powered on** and **connected to the network**.

Mac users will need to download the **Microsoft Remote Desktop** app.

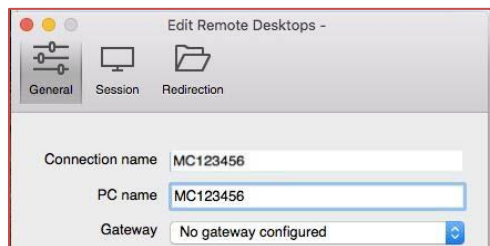
1. Launch the **App Store** from the **Apple** menu of your Mac.
2. Search the App Store for **Microsoft Remote Desktop**.
3. Click **Get**.



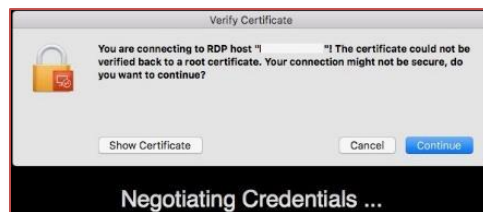
4. Click **Install**.
5. When the install is complete, open the **Microsoft Remote Desktop** application.
6. Click **New**.



7. Enter your computer name in the **Connection Name** field and the **PC Name** field. Your computer name is usually in the following format: **MC#####** or **LB#####**.



8. Once completed, close the **Edit Remote Desktops** window, and you should now see your work computer listed under the **My Desktops** section.
9. Double click on the computer name to start the connection.
10. Click **Continue** to move past any certificate verifications.



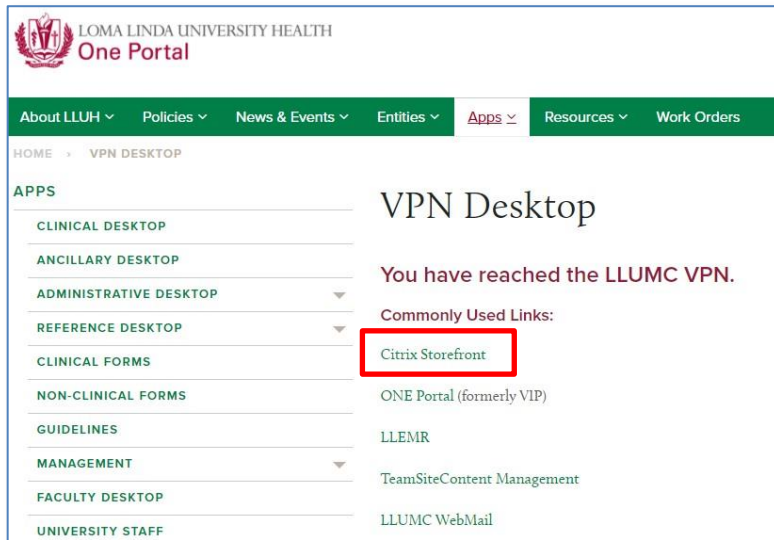
11. If successful, a prompt will come up asking you to log into your computer here at work. Log in with your Loma Linda domain username **mc\username** and password.

# Accessing LLEAP and Any Other Citrix-based Applications

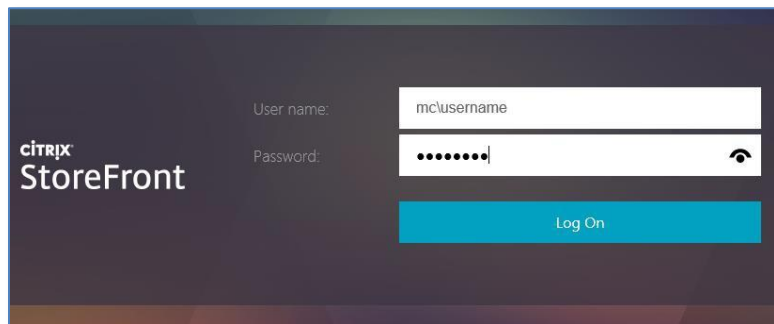
## Launching the Citrix Storefront from the OnePortal VPN Desktop Webpage

When you have successfully installed Citrix and connected with AnyConnect you will be taken to a One Portal page called VPN Desktop. LLEAP lives in the Citrix Storefront which can be found on the VPN Desktop page.

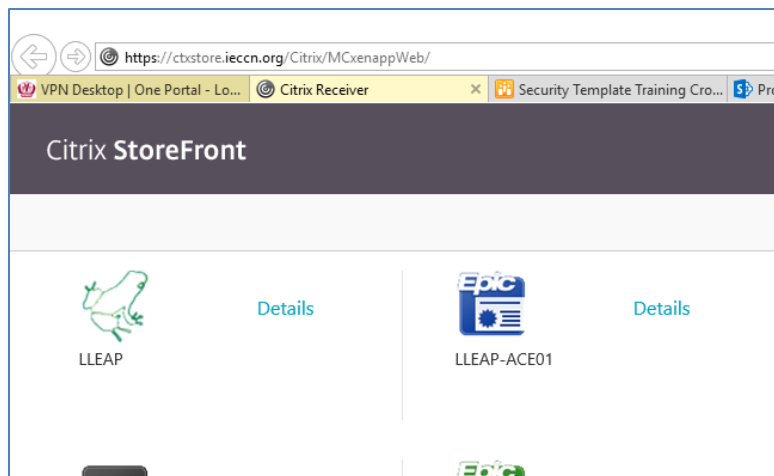
1. To Access LLEAP, click the **Citrix Storefront** link.



2. In Citrix Storefront, enter your Loma Linda username following **mc\**.
  - a. e.g. **mc\jandrews**
3. Enter your Loma Linda password.



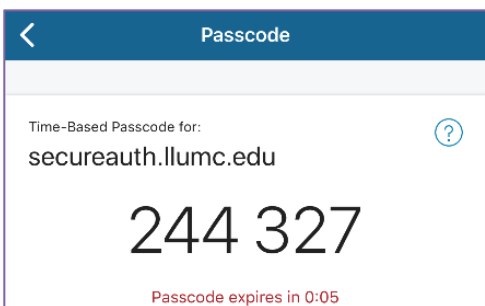
4. Once logged into the storefront you can launch your Citrix-based applications.



## Launching Citrix from WebApps – Windows/macOS

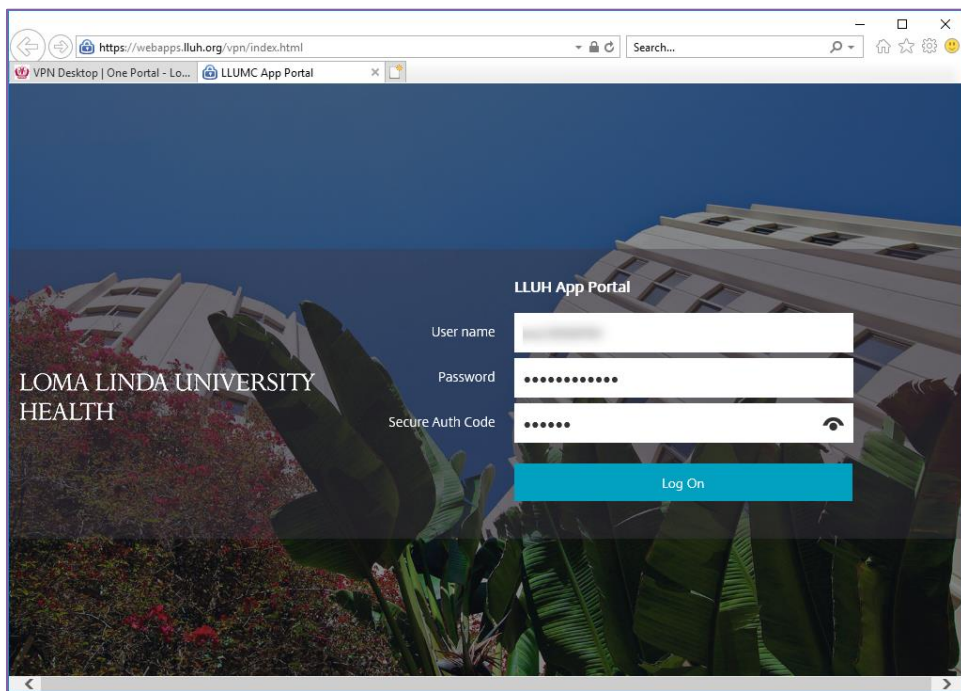
After successfully installing both **SecureAuth Authenticate** (Passcode) on your mobile phone and **Citrix Workspace** on the computer that you will be using remotely, you will then be able to access LLEAP and any other Citrix based applications from the WebApps website.

1. In your web browser on your computer, go to: <http://webapps.lluh.org>.
2. Type in your **username** and **password**.
3. Open the **SecureAuth Authenticate** app on your mobile device.

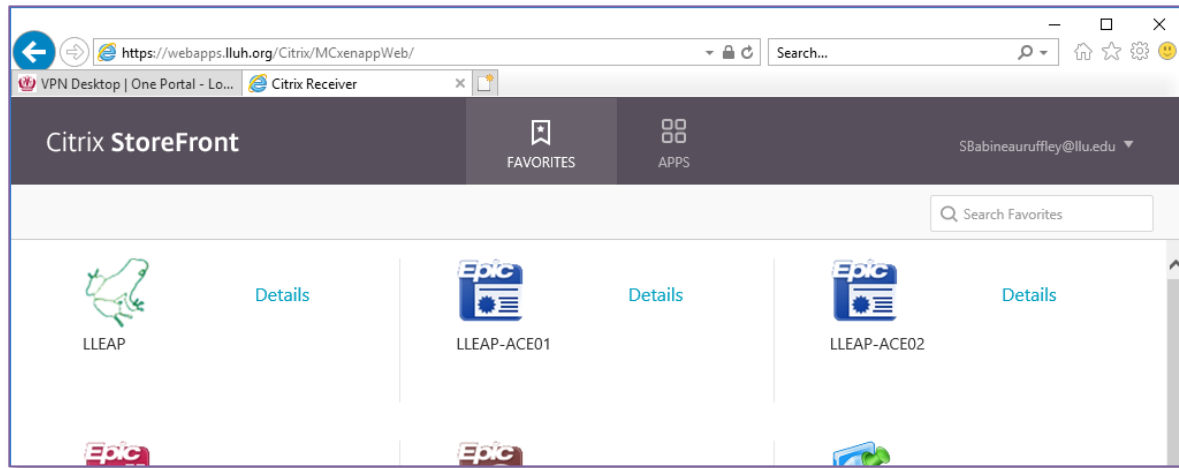


**This code expires and refreshes every 60 seconds.**

4. Enter the current **6-digit Passcode** from your SecureAuth app, and then click **Log On**.



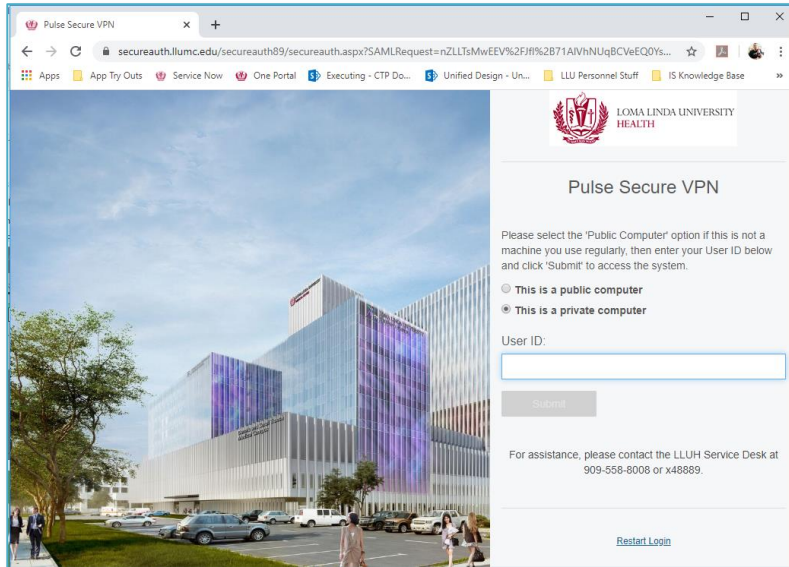
The Citrix Storefront should load on your web browser with a list of your Citrix apps.



## Accessing Web SSL VPN (Pulse Secure)

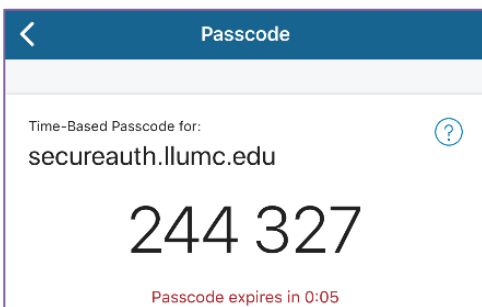
You must install SecureAuth on your mobile phone and Citrix on your computer before you can proceed with the below steps. Both Mac and Windows computers can successfully launch Pulse Secure.

1. In your web browser on your computer, go to [vpn.lluh.org](https://vpn.lluh.org) and login with your Loma Linda email.



2. Select the **OATH Token** radio button.

5. Open the **SecureAuth Authenticate** app on your mobile device.

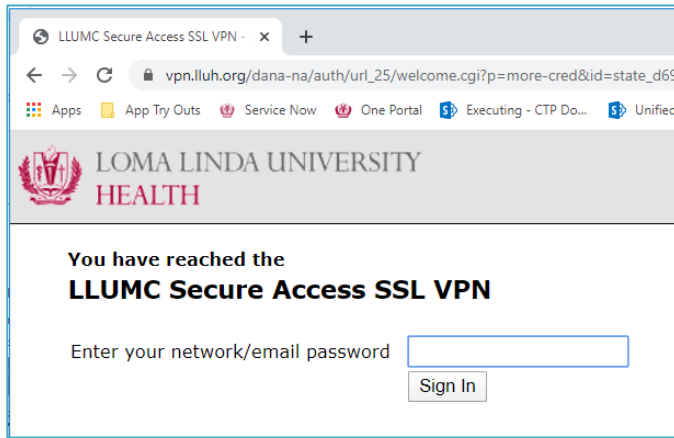


**This code expires and refreshes every 60 seconds.**

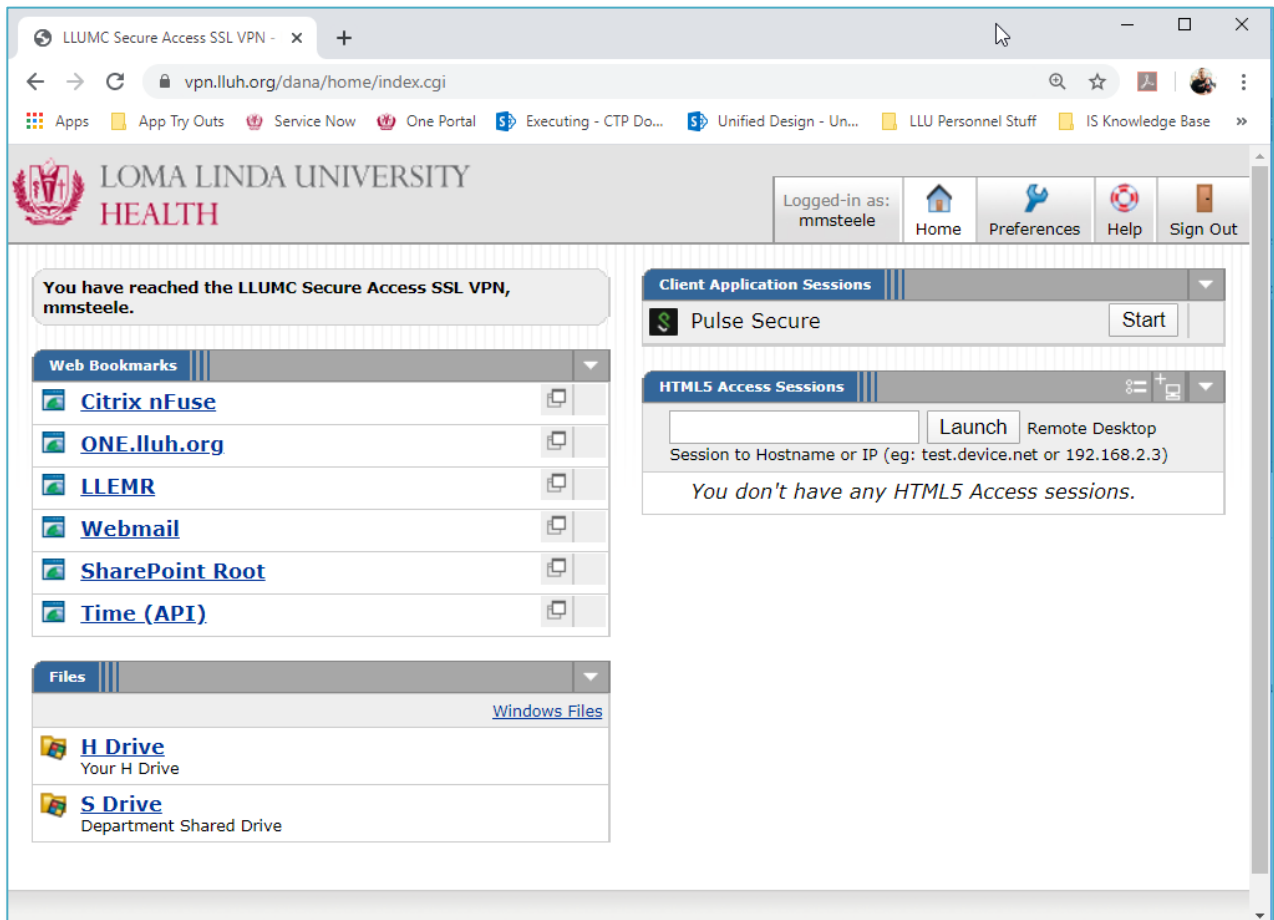
3. Enter the passcode in the Registration Code field in your web browser.



4. Enter your Loma Linda password.



5. This is the main home screen to access internal resources.



### Remotely Accessing a Medical Center PC

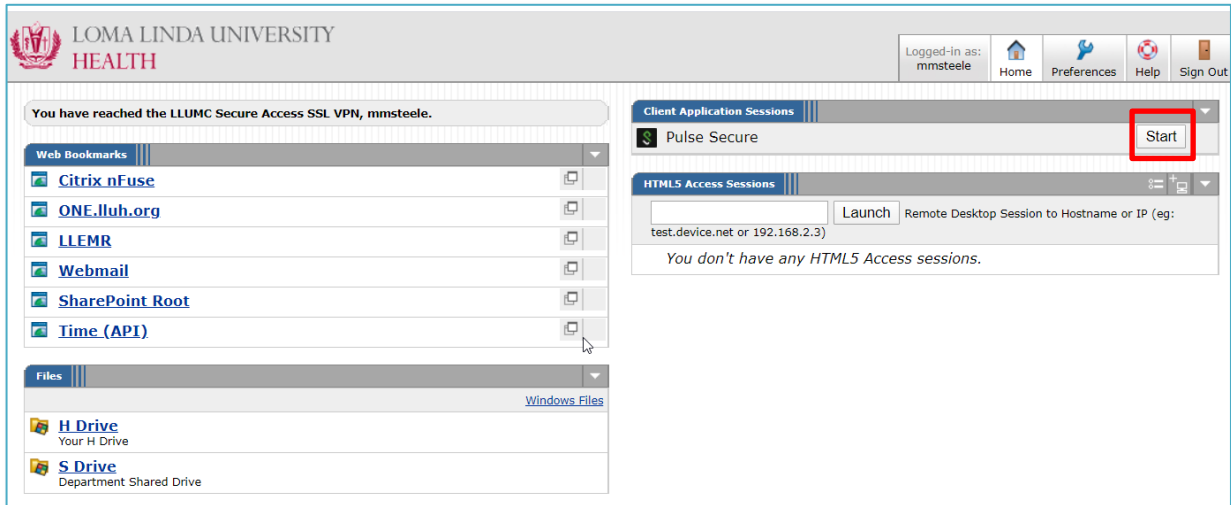
You have two options for Windows users to remotely access your Medical Center PC.

- **Remote Desktop Connection** via the Windows Start menu – WINDOWS ONLY
- Directly from the Pulse browser - Windows/Mac/Linux/Mobile

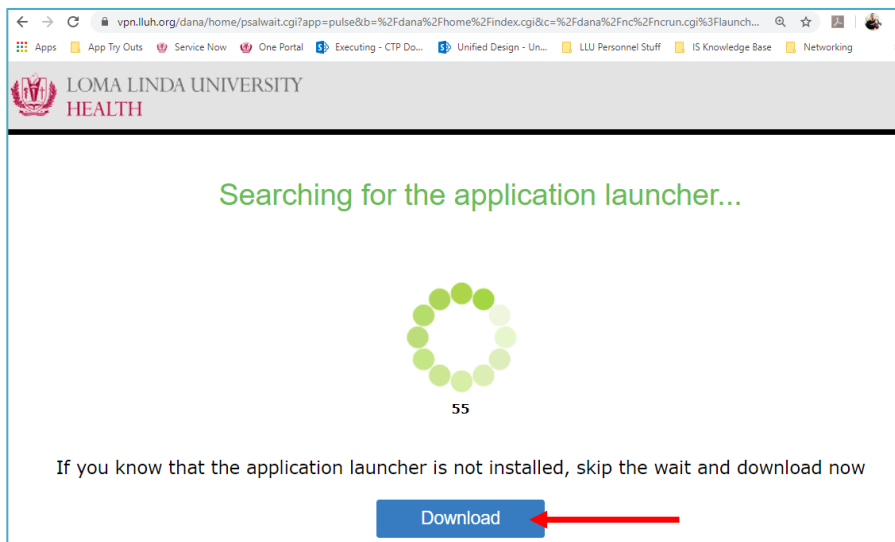


## Remote Desktop Connection – Windows Only

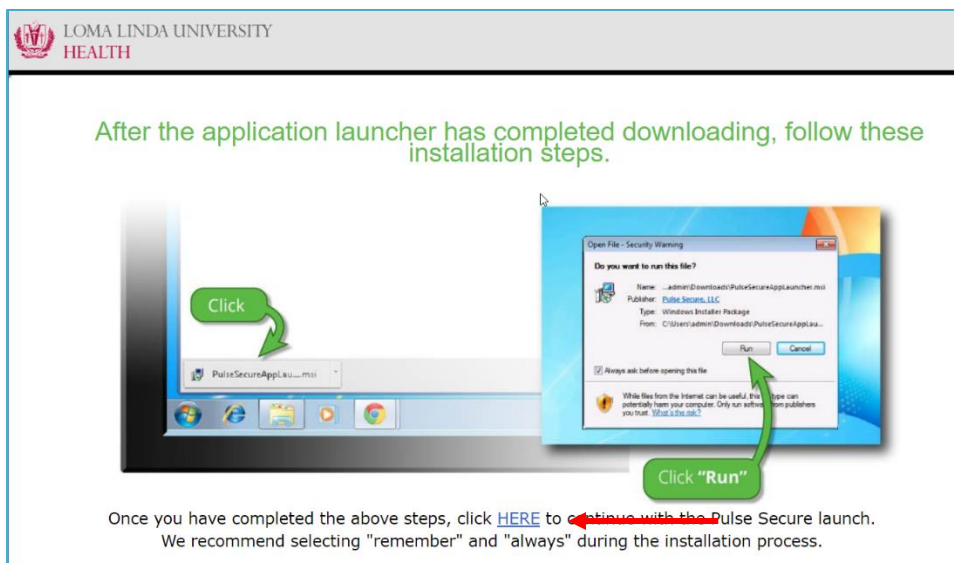
1. Click the **Start** button for Pulse Secure under Client Application Sessions to initiate installation.



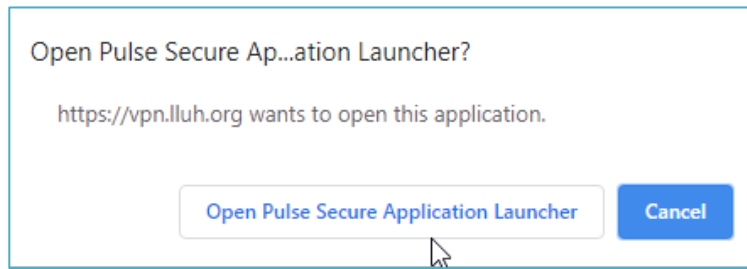
2. Click **Download**.



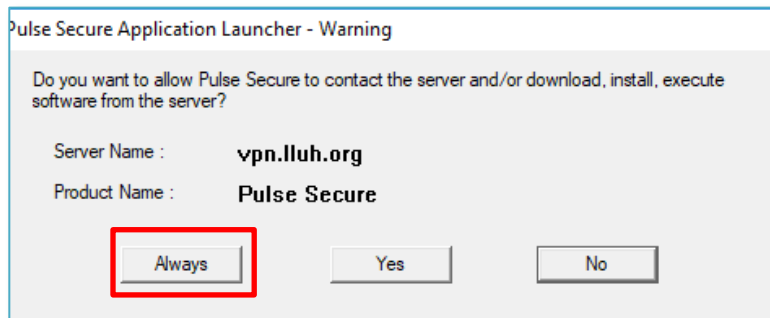
3. Open and install the downloaded plugin.
4. Click the **HERE** link on the screen once done to activate the plugin.



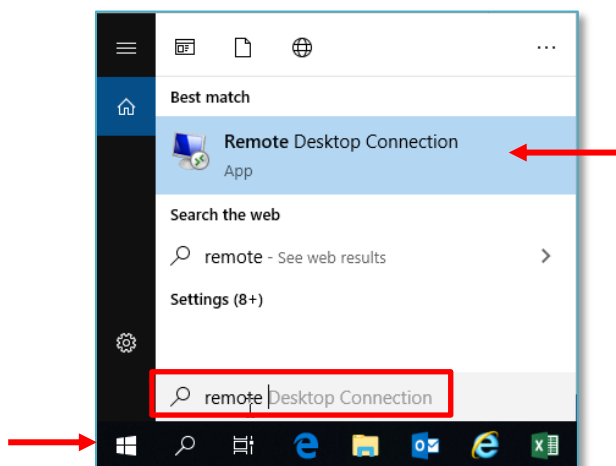
5. Click **Open Pulse Secure Application Launcher** to allow the plugin.



6. Click **Always** to allow this.



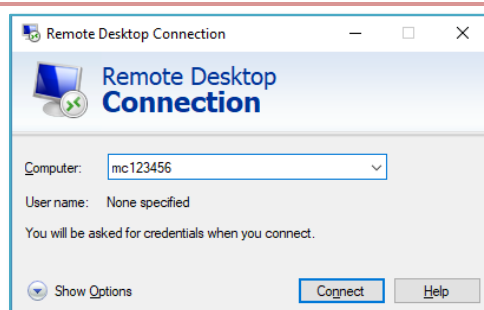
7. Once completed, you will be taken back to the home screen.
8. You can now run the Remote Desktop client from your computer directly and connect to your internal resources. You will need the computer name for your computer at work. To launch **Remote Desktop**, search your Windows start menu for **Remote Desktop Connection**.



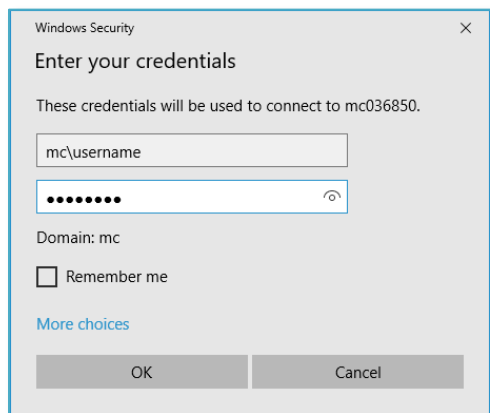
9. In the Remote Desktop Connection window, enter your computer name (**MC#####** or **LB#####**) in the Computer field.

**!** This is the number of the computer you are logging into that can be found on the white sticker on the work computer.

10. Click **Connect**.



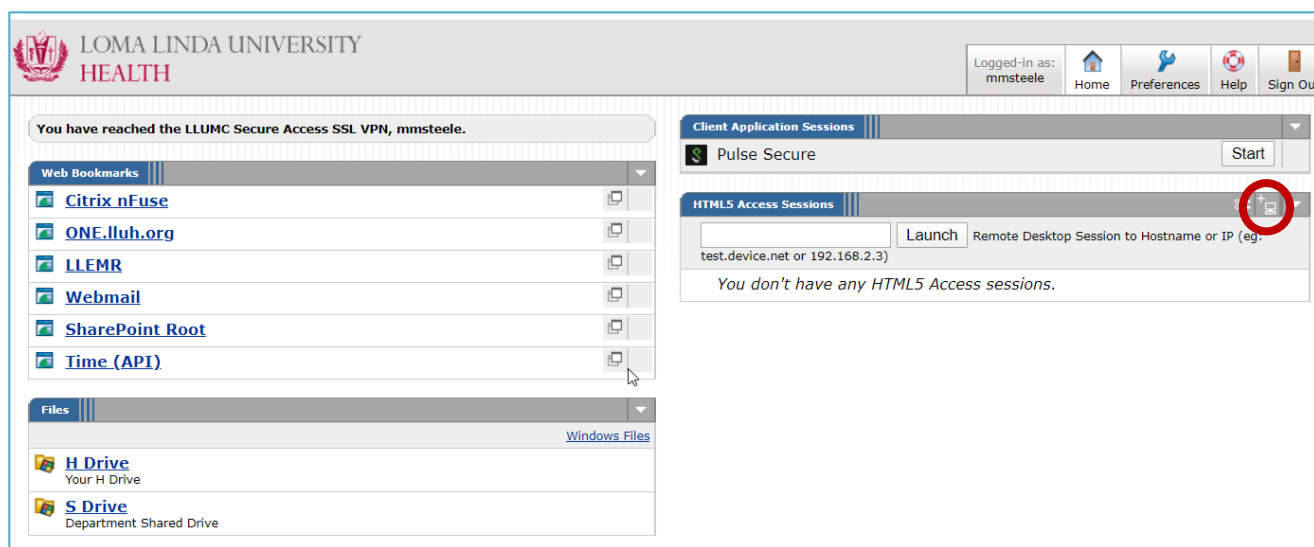
11. On the login prompt that comes up enter your domain username (mc\username) and your Loma Linda password.



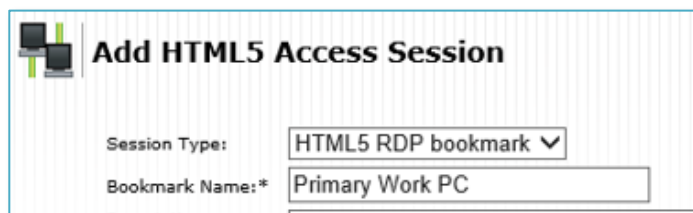
12. Disregard and close any certificate errors.

## Directly from the Pulse Browser – Mac and Windows

1. In the **HTML5 Access Sessions** section, select the **Add** icon.



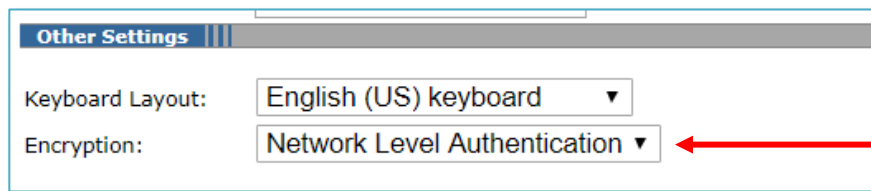
2. Enter your desired Bookmark Name how you would like your computer to show on your main VPN page.



3. Enter the computer name of the destination computer you would like to remote to in the **Host** field.



4. Change the **Encryption** to **Standard RDP** encryption.



The screenshot shows a dialog box titled "Other Settings". It has two rows of settings. The first row is "Keyboard Layout:" with a dropdown menu set to "English (US) keyboard". The second row is "Encryption:" with a dropdown menu set to "Network Level Authentication". A red arrow points from the text "STANDARD RDP" to the "Network Level Authentication" dropdown.

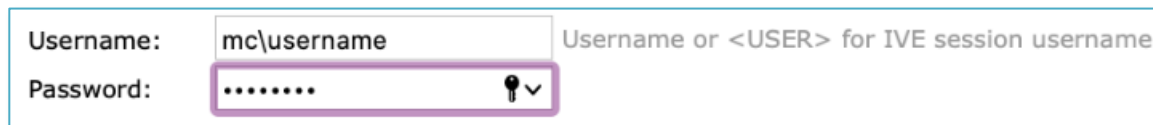
**STANDARD RDP**

5. enter your Loma Linda username following **mc\**.

- a. e.g. **mc\jandrews**

6. Enter your Loma Linda password.

7. Once you have entered your username and password, choose **Add**.



The screenshot shows a login dialog box. It has two fields: "Username:" and "Password:". The "Username:" field contains the text "mc\username" and has a placeholder text "Username or <USER> for IVE session username" to its right. The "Password:" field contains seven dots and a key icon with a dropdown arrow. A purple box highlights the "Password:" field.

## Appendix A: Known Issues and their work arounds

### AnyConnect VPN won't Launch OnePortal VPN Desktop Webpage in macOS automatically

On macOS if Safari is closed out completely on VPN launch it will not bring up the VPN start page of the one portal.

**Problem:** Upon connection, AnyConnect attempts to launch Safari and open <https://one.lluh.org/apps/vpn-desktop>. Unfortunately this handoff does not work due to a security setting of macOS / Safari.

**Workaround:** launch Safari before connecting with AnyConnect.

1. Force quit Safari (right click on the Safari icon in the dock and select force quit).
2. Disconnect from AnyConnect VPN.
3. Launch Safari (leave it running in the background).
4. Connect with AnyConnect VPN.
5. Safari should now correctly launch the VPN Start page at <https://one.lluh.org/apps/vpn-desktop>.

### Not launching LLEAP when clicking on the link in macOS

**Problem:** After upgrading to Citrix Workspace Safari is no longer launching LLEAP automatically after clicking on it from the storefront page.

**Workaround:** When clicking on the LLEAP link from the Storefront page find the file that downloads automatically and launch that file. By default, it will launch using the Citrix workspace app.