

# LOMA LINDA UNIVERSITY HEALTH

# 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 <u>one</u> 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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### 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.



PROVIDERSIn order to use SecureAuth to e-prescribe, you will need to allow notifications for theSecureAuth app. This will only prompt once, after which you will have to change thenotifications 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	Is your Home/Personal computer a Windows PC? Click <u>here</u> to go to <b>Citrix Installation</b> (Windows) on page 9.
Citrix Installation	Is your Home/Personal computer a Mac (Apple)? Click <u>here</u> to go to <b>Citrix Installation</b> (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.**

Authenticate	
Connect an account to get started	
Using Authenticate for work? Connect an account with your company provided QR code or URL	이하며 문문되는 Connect with QR Code
CONNECT ACCOUNT	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**.

← Con	nect wi	th URL		
Ń	É)	LOMA LINDA HEALTH	UNIVERSITY	
	OATH	I Enrollr	ment	
Enter the coo	de that you Code:	ı just receive	d by text.	
Registratio	on Code			
	1	2	3	
	4	5	6	
	7	8	9	
		0	С	
		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<br/>Citrix<br/>InstallationIs your Home/Personal computer a Windows PC? Click here to go to Citrix Installation<br/>(Windows) on page 9.Is your Home/Personal computer a Mac (Apple)? Click here to go to Citrix Installation<br/>(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: <a href="https://www.citrix.com/downloads/workspace-app">https://www.citrix.com/downloads/workspace-app</a>.
- 2. Click Workspace app for Windows.
- 3. Select the newest version of the Citrix Workspace app.



4. Click Download Citrix Workspace app for Windows.

🗲 🔿 🖸 http	s://www.citrix.com/	downloads/workspa	ce-app/windows/workspace-app-for-v	vindows-latest.html	- 🔒 ♂ Search 🔎
CITDIX*	app 1911 f ×	Downloads	Support & Convisos	Partners	Sign In
CIIRIN	Products	Downloads	support & services	Partners	Sign in
🏠 / Downloa	ads / Citrix Wo	rkspace App /	Workspace app for Window	rs / Citrix Workspace app 1911	for Windows
Find Dowr	nloads		Citrix Works	bace app 1911	for Windows
Citrix Wo	orkspace App	~	Release Date: Dec 3, 2019		
	or		Compatible with		
Search D	ownloads	۹	Windows 10, 8.1, 7, 2008	R2, Thin PC as well as Wind	ows Server 2016, 2012, 2012R2 and 2019.
Support R	esources		Download Citrix Work	sspace app for Windows	<
FAQs 🛛			(129 MBexe)		
Product D	ocumentatio	n 🛙	Version: 19.11.0.50 (1911	.)	

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!

<u>Next Steps</u> Install Cisco	Did Service Portal state your VPN solution is Cisco AnyConnect? Click <u>here</u> to go to <b>AnyConnect Installation – Windows</b> on page 13.
AnyConnect	

<u>Next Steps</u>	
Launch WebApps Citrix	Did Service Portal state your VPN solution is WebApps Citrix? Click <u>here</u> to go to Launching Citrix from WebApps – Windows/macOS on page 29.

<u>Next Steps</u>	
Access Pulse	Did Service Portal state your VPN solution is Pulse Secure? Click <u>here</u> to go to <b>Accessing</b>
Secure	Web SSL VPN (Pulse Secure) on page 31.

# 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: <u>https://www.citrix.com/downloads/workspace-app.</u>
- 2. Click Workspace app for Mac.
- 3. Select the newest version of the Citrix Workspace app.

Search Complete Attps://www.citrix.com/downloads/workspace-app/ Complete Attps://www.citrix.com/downloads/workspace-app/ Complete Attps://www.citrix.com/downloads/workspace-app/ Complete Attps://www.citrix.com/downloads/workspace-app/		
CITRIX <sup>®</sup> Products Downloa	ads Support & Services Partners	
🟠 / Downloads / Citrix Workspace Ap	p	
Find Downloads	Citrix Workspace App	
Citrix Workspace App 🛛 🗸	A Subscribe to KSS notifications of new downloads	
or	⊘ Workspace app for Windows	
Search Downloads Q	⊘ Workspace app for Mac	
Narrow Results	⊘ Workspace app for Mac	
Ву Туре	Citrix Workspace app 2002 for Mac	
<ul> <li>All Types</li> </ul>	Mar 3, 2020   NEW	
<ul> <li>Other Workspace app Plug- ins (11)</li> </ul>	⊙ Earlier Versions of Workspace app for Mac	

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!

<u>Next Steps</u>	Did Service Portal state your VPN solution is Cisco AnyConnect? Click here to go to
Install Cisco AnyConnect	AnyConnect Installation – macOS on page 20.

<u>Next Steps</u>	
Launch WebApps Citrix	Did Service Portal state your VPN solution is WebApps Citrix? Click <u>here</u> to go to Launching Citrix from WebApps – Windows/macOS on page 29.

<u>Next Steps</u>	
	Did Service Portal state your VPN solution is Pulse Secure? Click <u>here</u> to go to <b>Accessing</b>
Access Pulse	Web SSL VPN (Pulse Secure) on page 31.
Secure	

## 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: <u>https://AnyConnect.llumc.edu/mc.</u>
- 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.

AnyConnect Client Download Portal			
Login     Please enter your username, password, and 6-digit     passcode (OTP).     Username:     Password:     6-digit Passcode:     Login     Login     Enter SecureAuth 6-digit	This portal is for. (W) Once please use Am to laund If you do not have click the links below M NET Framewort M Use URL below for https://securea *Notes: Free iOS a downloadable from	AnyConnect client download only ndows/MAC/Linux*) the client is installed, /Connect Secure Mobility client sh your VPN connection to avoid issues. e an iPhone/Android smartphone, w to download Desktop OTP App: Ac OS X OTP App k4.0 Pre-Requisite For Windows /indows OTP App device registration when prompted: auth.llumc.edu/secureauth998 ind Android AnyConnect clients are iTunes/App Store and Google Play	
Read the usage agreement and then	click <b>Continue</b> .	This system is for the use of authoria Individuals using this computer syste authority, or in excess of their author having all of their activities on this sy and recorded by system personnel. monitoring individuals improperly us in the course of system maintenance authorized users may also be monitor Cancel Continu	zed users only. em without rity, are subject to ystem monitored In the course of ing this system, or e, the activities of ored.

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.

cisco AnyC	Connect Secure Mobility Client
WebLaunch	Manual Installation
<ul> <li>Platform</li> <li>Detection</li> <li>- ActiveX</li> <li>- Java Detection</li> <li>- Java</li> <li>- Download</li> </ul>	Web-based installation was unsuccessful. If you wish to install the Cisco AnyConnect Secure Mobility Client, you may download an installer package. Install using the link below: <u>Windows Desktop</u> Alternatively, <u>retry</u> the automatic installation.
Connected	Help Download

- 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).

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



13. Enter https://AnyConnect.llumc.edu/mc in the field.



- 14. Click Connect.
- 15. Enter your Loma Linda Username and Password.
- 16. Open the SecureAuth Authenticate app on your mobile device.



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

ttps://anyconnect.llumc.edu 🕱	
sername, password, and 6-digit isscode (OTP).	
Username	
******	
	Enter SecureAuth 6-digit code here
OK Cancel	
	ttps://anyconnect.llumc.edu 🔀 sername, password, and 6-digit sscode (OTP). Jsername ******* ******

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 <u>here</u> to go to <b>Normal Login Process for Cisco AnyConnect– Windows</b> 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**.

Sisco AnyConnec	t   anyconnect.llumc.edu/mc	$\times$
Please enter you	r username, password, and 6-digit passcode (OTP).	
Username:	username	
Password:	*******	
6-digit Passcode	*****	
	OK Cancel	

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

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

About LLUH ~	Policies ~	News & Events ~	Entities ~	<u>Apps</u> ⊻	Resources ~	Work Orders
HOME > VPN E	ESKTOP					
APPS			VDN	Dec	ztop	
CLINICAL DES	ктор		VIIN	DCSI	Ktop	
ANCILLARY D	ESKTOP		Vou hou	in roach	od the LLL	
ADMINISTRAT	IVE DESKTOP	-	Tou nav	refleact		WIC VITIN.
	ESKTOP		Common	y Used Lin	iks:	
CLINICAL FOR	MS		Citrix Store	front		
NON-CLINICA	L FORMS		ONE Portal	(formerly V	1P)	
GUIDELINES			LIEMP			

Open LLEAP or Other Citrix Apps

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Need access to LLEAP and other Citrix apps? Click <u>here</u> 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.

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



2. 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.

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

Windows Security	×
Enter your credentials	
These credentials will be used	to connect to mc036850.
mc\username	
•••••	<u></u>
Domain: mc	
Remember me	
More choices	
OK	Cancel

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: <u>https://AnyConnect.llumc.edu/mc.</u>
- 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.

AnyConnect Client Download Portal	
The Control of the second control of the se	s portal is for AnyConnect client download only (Windows/MAC/Linux*) Once the client is installed, lease use AnyConnect Secure Mobility client to launch your VPN connection to avoid issues. Du do not have an iPhone/Android smartphone, the links below to download Desktop OTP App: <u>MAC OS X OTP App</u> <u>ET Framework 4 0 Pre-Reguistle For Windows</u> <u>Windows OTP App</u> RL below for device registration when prompted: https://secureauth.liumc.edu/secureauth998 ss: Free iOS and Android AnyConnect clients are loadable from <u>iTunes/App Store</u> and <u>Google Play</u>
Read the usage agreement and then click <b>Continue</b> .	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-d.

cisco Anyo	Connect Secure Mobility Client
<ul> <li>WebLaunch</li> <li>Platform Detection</li> <li>- ActiveX</li> <li>- Java Detection</li> <li>- Java</li> <li>- Download</li> </ul>	Manual Installation         Web-based installation was unsuccessful. If you wish to install the Cisco AnyConnect Secure Mobility Client, you may download an installer package.         Install using the link below:         Mac OS X 10.6+ (Intel)         Alternatively, retry the automatic installation.
Connected	Download

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

Introduction     License	Installer is trying to install new software. Enter your password to allow this. User Name: Ryan Mohler Password: Cancel Install Software
Destination Select     Installation Type     Installation     Summary	Preparing for installation
uluulu cisco	Go Back Continue

- 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 <u>http</u>	<u>s://AnyConnect.llumc.edu/mc</u> in the field.
SACH Users	SACHs users must enter the following url: https://anyconnect.llumc.edu/sachs

#### 13. Click Connect.

 AnyConnect Secure Mobility Client	cisco
VPN: Ready to connect.	
 https://anyconnect.llumc.edu/mc	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.



17. Accept the usage agreement.



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

<u>Next Steps</u>	
Normal Login Process for Cisco AnyConnect - macOS	Installed SecureAuth, Citrix, and Cisco AnyConnect? To begin remote work on your home/personal computer click <u>here</u> to go to <b>Normal Login Process for Cisco</b> <b>AnyConnect– macOS</b> 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**.

Please enter your	username, password, and 6-digit passcode
Username:	username
Password:	•••••
6-digit Passcode	•••••
	Canaal

- 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.



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

About LLUH ~	Policies ~	News & Events ~	Entities ~	<u>Apps</u> ⊻	Resources ~	Work Orders
HOME > VPN D	ESKTOP					
APPS			VDN	Doc	ztop	
CLINICAL DES	KTOP		VIIN	Desi	кюр	
ANCILLARY D	ESKTOP	2	Variabas			
	IVE DESKTOP	-	You nav	/e reacr	ied the LLU	INC VPN.
REFERENCE D	ESKTOP		Common	y Used Lir	nks:	
			C'+ 1 . C+	6		

Open LLEAP or Other Citrix Apps

Need access to LLEAP and other Citrix apps? Click <u>here</u> to go to **Accessing LLEAP and Any Other Citrix-based Applications** on page 28.

#### Disconnecting from AnyConnect – macOS

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

You have two option for disconnecting from the AnyConnect VPN.

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



2. From the taskbar, click the AnyConnect icon and choose Disconnect.





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.

One Portal	[				
About LLUH V Policies V News & Events	s ~	Entities ~	Apps ~	Resources ~	Work Orders
HOME > VPN DESKTOP				2	
APPS		VDN	Dec	ztop	
CLINICAL DESKTOP	VPN Desktop				
ANCILLARY DESKTOP		You have reached the LLUMC VPN.			
ADMINISTRATIVE DESKTOP	v				
REFERENCE DESKTOP	•				
CLINICAL FORMS		Citrix Store	front		
NON-CLINICAL FORMS		ONE Portal	(formerly V	1P)	
GUIDELINES		LLEMR			
MANAGEMENT	*	TeamSiteCo	ontent Mana	gement	
FACULTY DESKTOP					
UNIVERSITY STAFF	- 3	LLUMC We	bMail		

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

	mc\username	
<sup>сітвіх</sup> StoreFront	•••••	Ŷ
	Log On	

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: <u>http://webapps.lluh.org</u>.
- 2. Type in your **username** and **password**.
- 3. Open the **SecureAuth Authenticate** app on your mobile device.



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** and login with your Loma Linda email.



2. Select the OATH Token radio button.

Please choose the delivery method for your Registra	ation Code.
Email xxxxx@llu.edu	
Phone/Mobile: xxx-xxx-9243	Voice SMS/Text
OATH Token - SecureAuth OTP Mobile App	
Send login request to SM-N970U	
Submit	

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

< Passcode		
Time-Based Passcode for: secureauth.llumc.edu	?	This code expires and refreshes every 60 seconds
244 327		
Passcode expires in 0:05		

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.

HEALTH			Logged-in as: mmsteele	fome	Preferences	O Help	Sign
You have reached the LLUMC Secure Access SSL VPN, mmsteele.		Client Application Sessions					7
Web Bookmarks	<b>•</b>	S Pulse Secure				Start	2
Citrix nFuse	Ð	HTML5 Access Sessions				≈= +	
ONE.lluh.org	Ð	Laun	Ch Remote Desktor	Session	to Hostname o	or IP (eg:	
LLEMR	Ð	test.device.net or 192.168.2.3)					
<u>Webmail</u>	Ð	You don't have any HTML5 Ad	ccess sessions.				
SharePoint Root	Ē						
Time (API)							
iles							
	Windows Files						
Your H Drive							
S Drive Department Shared Drive							

2. Click Download.



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

After the application launcher have insta	as completed downloading, follow these allation steps.
Click PulitSecuralPolau_mii PulitSecuralPolau_mii	Cyper File - Security Warning Draw work to can bin file? Draw work to can bin file?

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.
- 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.

=	■
G	Best match
	Remote Desktop Connection
	Search the web
	✓ remote - See web results >
	Settings (8+)
6	3
	✓ remote Desktop Connection
	A 🛱 🧲 🤚 🔯 絕

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





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

Windows Security	×				
These credentials will be used to connect to mc036850.					
mc\username					
•••••	0				
Domain: mc					
Remember me					
More choices					
ОК	Cancel				

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.

HEALTH		Logge mm	ad-in as: Insteele Home	Preferences	🧿 Help	Sign
You have reached the LLUMC Secure Access SSL VPN, mmsteele.		Client Application Sessions				
Web Bookmarks	<b>•</b>	Pulse Secure			Star	t
Citrix nFuse	Ð	HTML5 Access Sessions			- (	
ONE.lluh.org	Ð	Launch Remot	te Desktop Session	to Hostname o	or IP (eg:	)
LLEMR	Ð	test.device.net or 192.168.2.3)				
Webmail	Ð	You don't have any HTML5 Access ses	ssions.			
SharePoint Root	Ð					
Time (API)						
Files	· · ·					
	Windows Files					
Your H Drive						
S Drive     Department Shared Drive						

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

Add HTML5 Access Session				
Session Type:	HTML5 RDP bookmark V			
Bookmark Name:*	Primary Work PC			

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

Host:*	Computer Name	Name or IP address of remote host
Server Port:*	3389	

4. Change the Encryption to Standard RDP encryption.

Other Settings		
Keyboard Layout:	English (US) keyboard	
Encryption:	Network Level Authentication <	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.

Username:	mc\username	Username or <user> for IVE session username</user>
Password:	••••••	]

### 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 <u>https://one.lluh.org/apps/vpn-desktop.</u> 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 <u>https://one.lluh.org/apps/vpn-desktop.</u>

#### 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.