

VDI Remote Access

VMware Horizon Client Install & Login – Windows PC

Introduction


To remotely access VDI on your Windows PC, you must install the VMware Horizon Client app. As part of the installation process and to log into VDI, you will be required to verify your identity with UH's two-step verification process. This process requires you to register. If you have not registered, refer to the **VDI Remote Access Two Step Verification Registration** job aid for assistance. You will not be able to complete the VMware Horizon Client installation until you register.

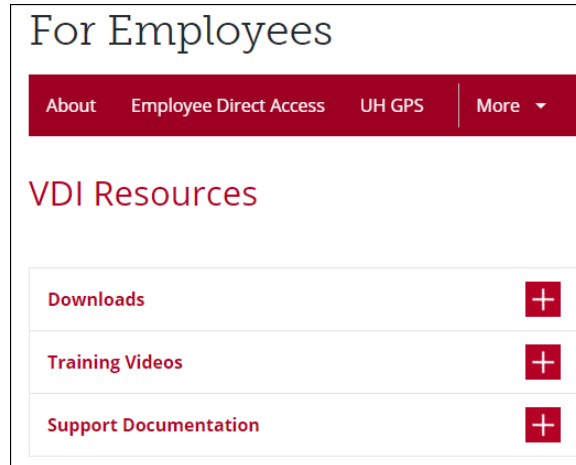
The VMware Horizon View Client should only be downloaded from the downloads page on UH's VDI Resources page (<http://www.uhhospitals.org/for-employees/vdi-resources>). Do not download the client from any other source as errors will occur when you try to connect to VDI.

Note ► The process refers only to Non-UH devices (those devices not owned or supplied to you by UH). UH devices have VDI installed and available for use.

Installing the VMware Horizon Client

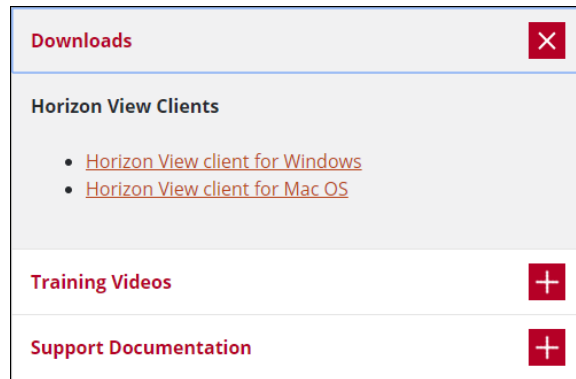
1. Navigate to <http://www.uhhospitals.org/for-employees/vdi-resources>.

 The VDI Resources page appears.




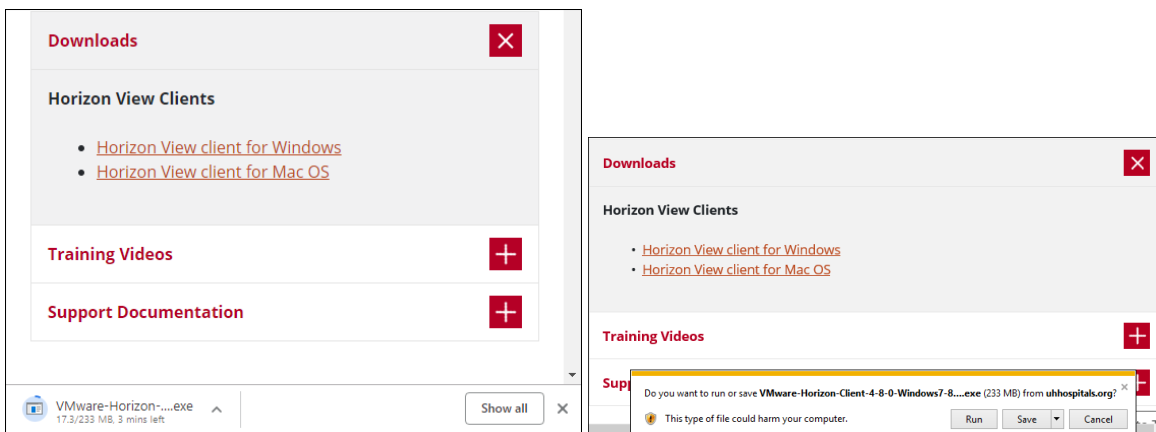
2. Click **Downloads**.

 The **Horizon View Clients** downloads appear.



3. Click the **Horizon View client for Windows**.

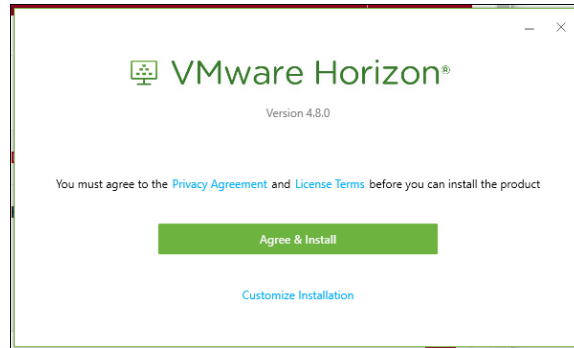
 The File Download – Security Warning screen appears.



4. Click the file to download the client.

Note ► Based on the browser you are using to download the client, you may need to click **VMware-Horizon...exe** (Chrome) or **Run** (Explorer).

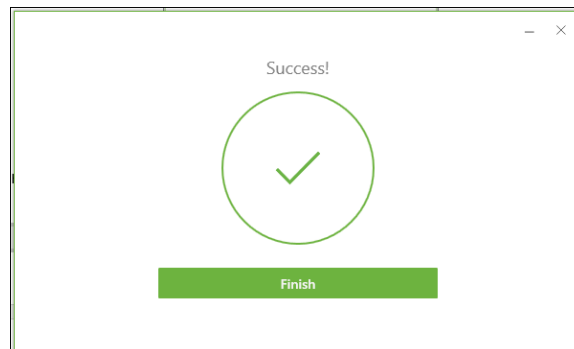
🖥️ The End-User License Agreement screen appears.



Note ► Click the links to review the Privacy Agreement and Licensing.

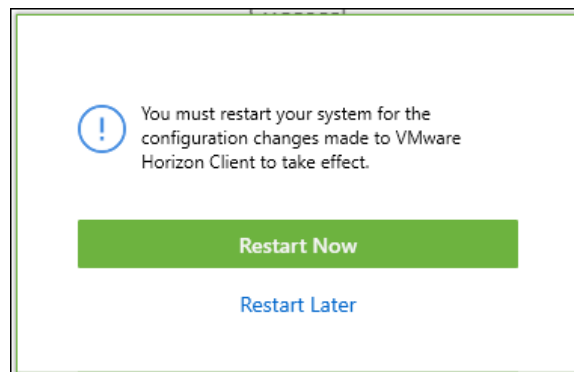
5. Check **Agree & Install**.

🖥️ The **Success!** screen appears.



6. Click **Finish**.

🖥️ The restart computer prompt appears.



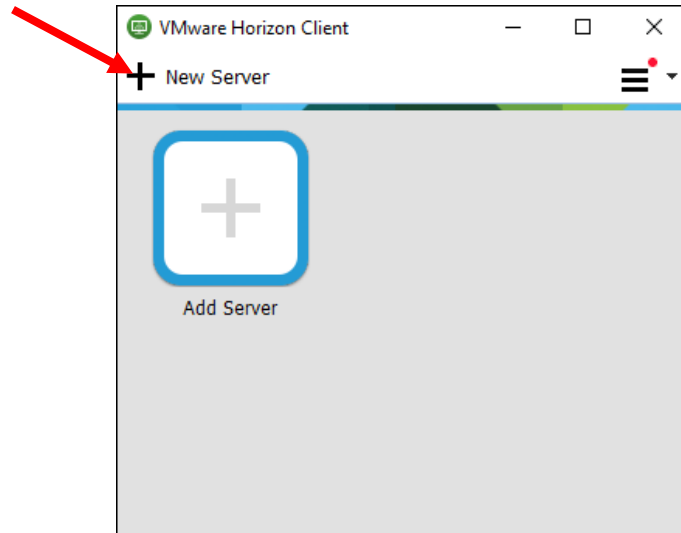
7. Click **Restart Now**.

Logging into the VMware Horizon Client



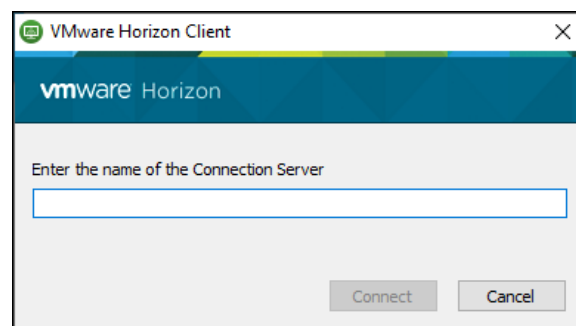
1. Double-click the desktop icon.

 The **New Server** screen appears.




2. Click **New Server**.

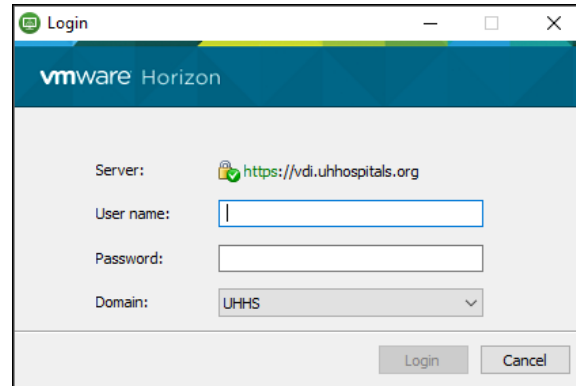
 The **Connection Server** screen appears.




3. Type in **vdi.uhhospitals.org**.

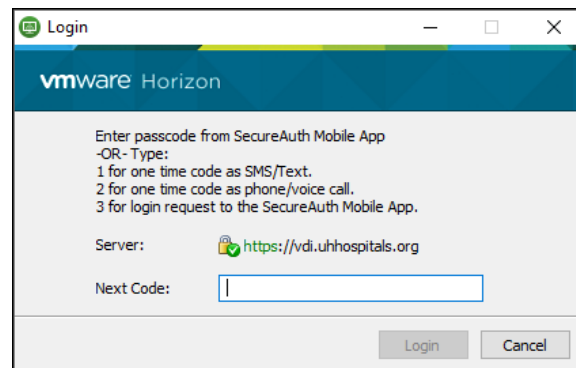
4. Click **Connect**.

 The **Login** screen appears.



5. Type in your UH network user name.
6. Type in your UH network password.
7. Click **Login**.

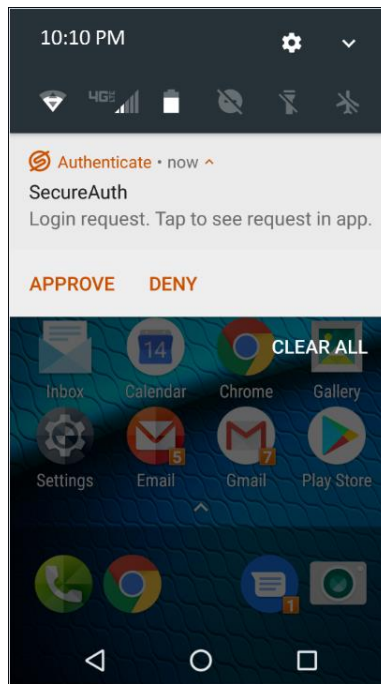
 The second-factor passcode screen appears.



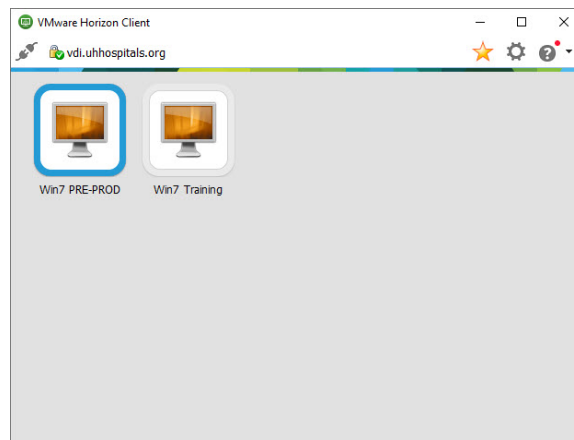
8. Enter the passcode from the SecureAuth mobile app or type in 3 to send a login request to the SecureAuth Mobile App.

Note ► If you did not choose to download the mobile app, type in 1 to receive your code as SMS/Text or 2 to receive your code as phone/voice call.

9. If you select 3 to send a login request to the SecureAuth mobile App, you will need to approve the request from your phone.



 The Desktop Pool(s) appears.




10. Click the Desktop Pool(s) that you use.

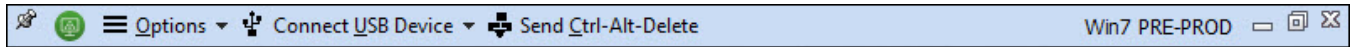
- Note** ▶ You may be assigned to different VDI pools than what you see in this image.
- Note** ▶ When loading your Virtual Desktop for the first time or after you have disconnected and logged off, it may take a few minutes for your desktop to be built and loaded. This also applies if you have not accessed your VDI for over 21 hours.

Working in VDI

The Shade Bar is located at the top of the screen and is used to send additional commands to the VMware session. The Shade Bar will auto hide when not selected. To make it appear hover your mouse along the top of the screen.

1. Use your mouse to hover near the top of the screen.

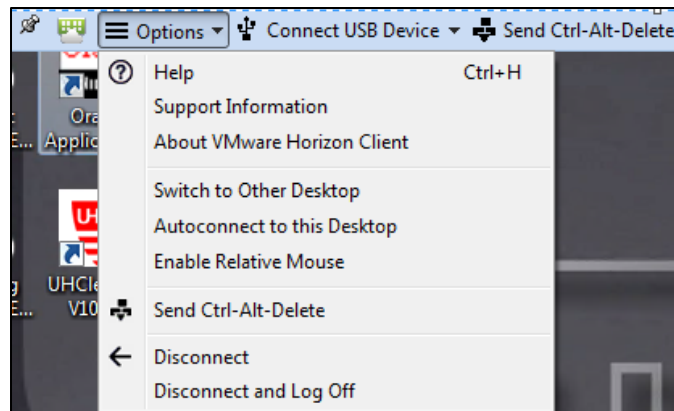
 The Shade Bar appears.



Tip ▶ Click the **Pin icon** if you wish for your Shade Bar to remain visible.

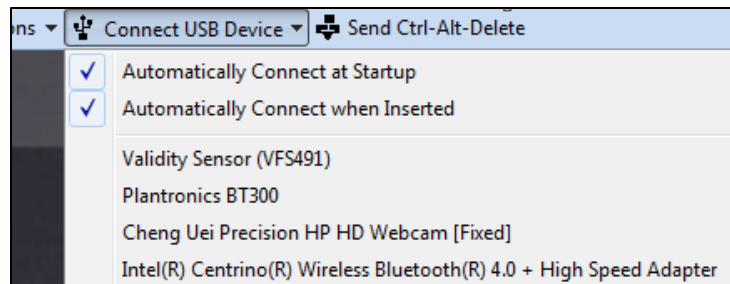
2. Click the **Options** menu.

 The available Options menu appears.

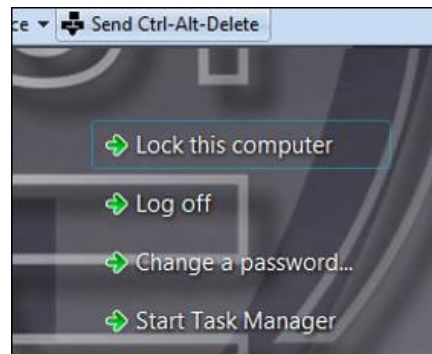


3. View the list of available **Options**.
4. Click the **Connect USB Device** menu option.

Note ▶ This allows USB devices that are connected to your PC to be recognized by the Virtual Machine (VM).



5. Make sure that **Automatically Connect at Startup** and **Automatically Connect when Inserted** are checked.
6. Click the **Send Ctrl-Alt-Delete** button.



The **Send Ctrl-Alt-Delete** button provides options for locking, logging off, changing your password and starting the task manager.