

# VDI Remote Access

## VMware Horizon Client Install & Login – Mac Desktop & MacBook

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### Introduction


To remotely access VDI on your Mac Desktop or MacBook, 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.

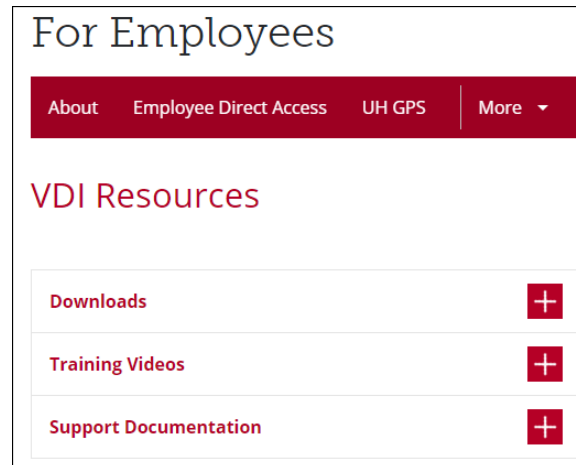
The VMware Horizon View Client should only be downloaded from the downloads page on UH's VDI Resources page (<http://www.uhhospitals.org/for-employees/vdi-resources>).

**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

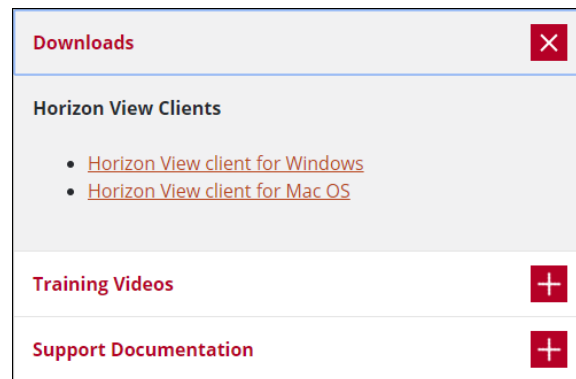
1. Navigate to <http://www.uhhospitals.org/for-employees/vdi-resources>.

 The VDI Resources page appears.




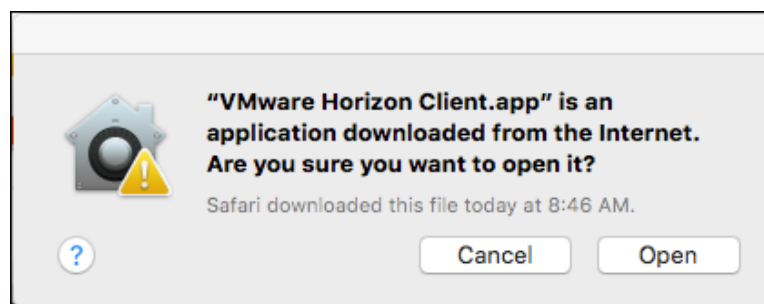
2. Click **Downloads**.

 The **Horizon View Clients** downloads appear.



3. Click the **Horizon View client for Mac OS**.

 The File Download – Security Warning screen appears.



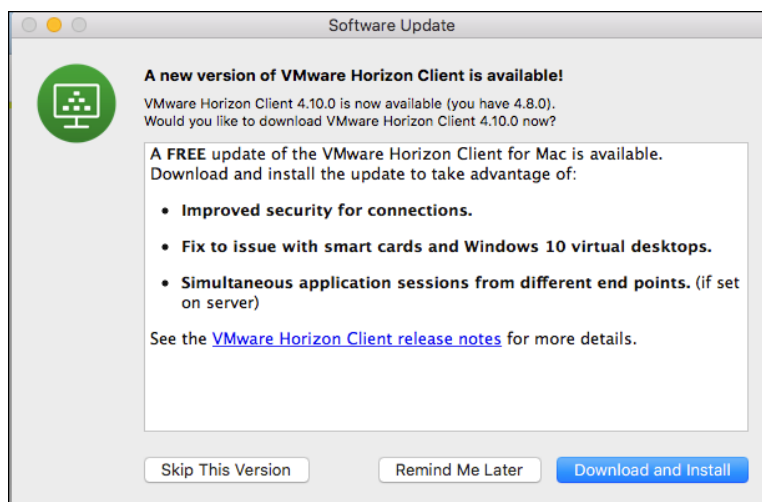
4. Click **Open**.

- 🖥️ The install window appears.



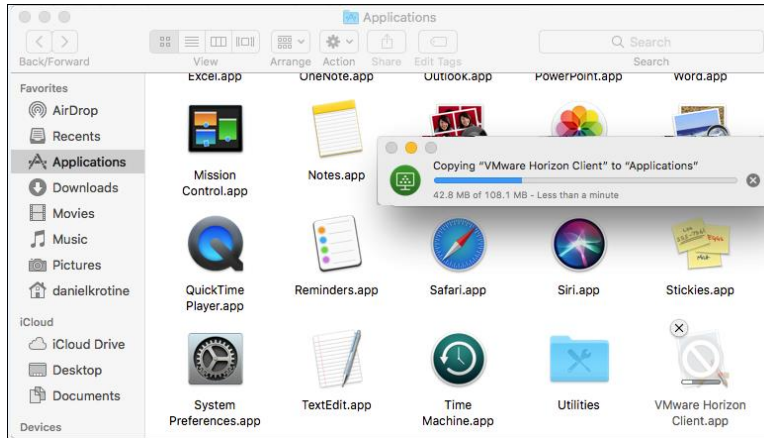
5. To install **VMware Horizon Client**, drag the icon to the **Applications Folder**.

- 🖥️ The Software Update screen may appear.

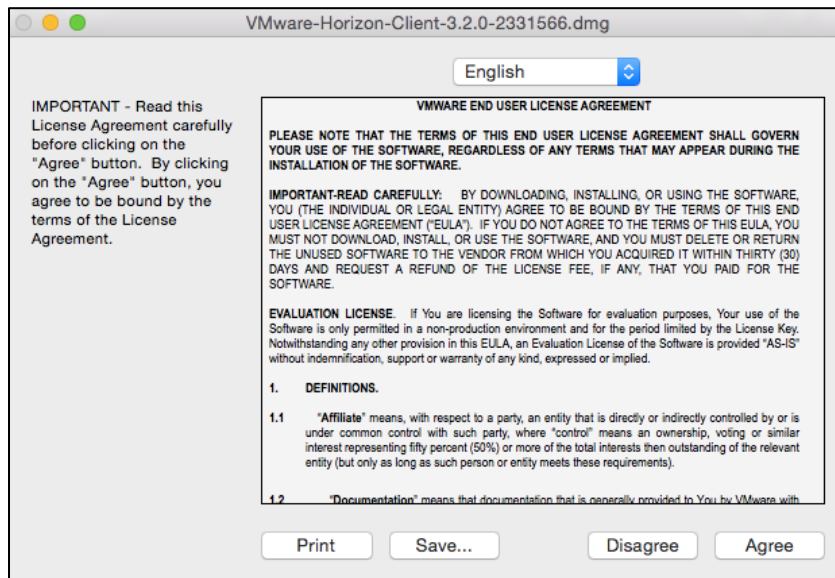


6. If the Software Update screen appears, click **Skip This Version**.

The file copies to the **Applications** folder.

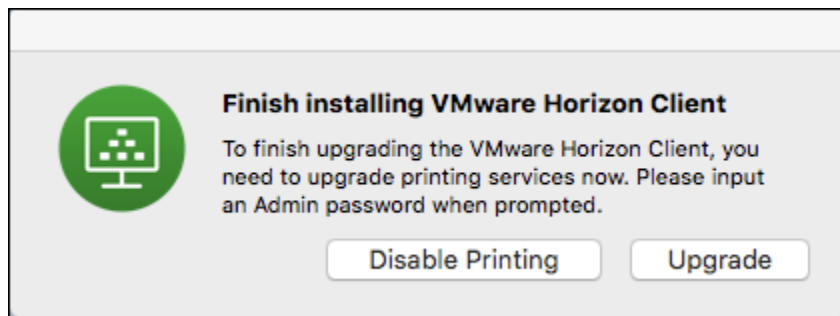


The End User License Agreement appears.



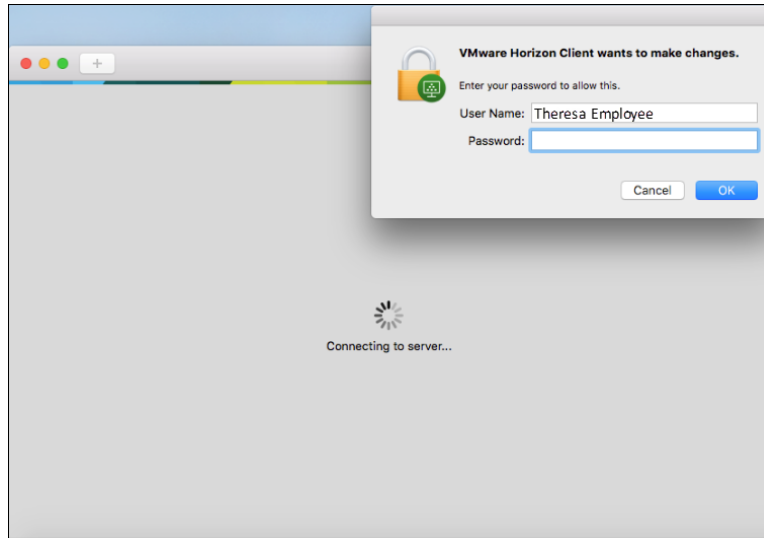
7. Click the **Agree** button.

The Finish Installing VMware Horizon Client screen may appear.



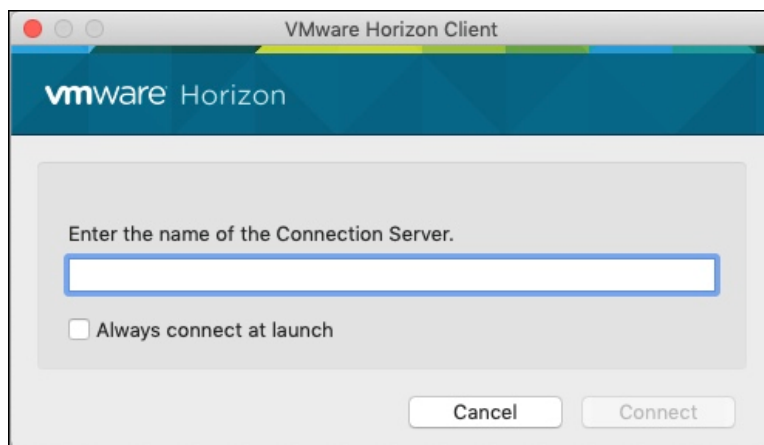
8. If this screen appears, click **Upgrade**.

- 🖥️ The **VMware Horizon Client** wants to make changes screen appears.




9. Enter your password to allow the client to make changes to your machine.

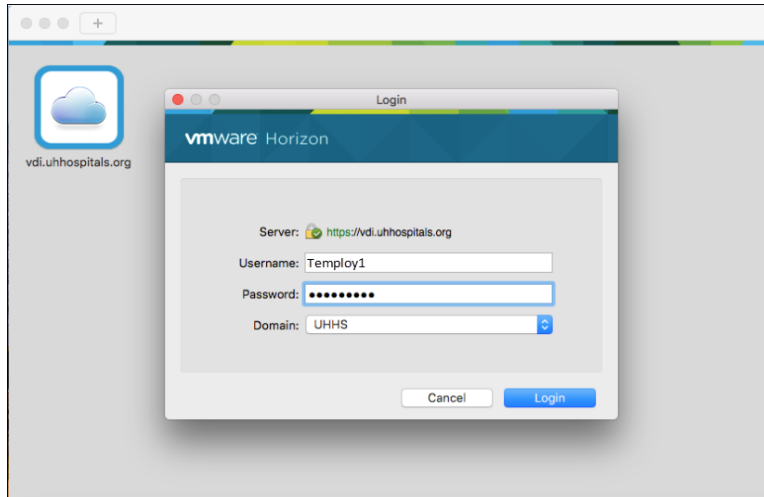
- 🖥️ The **Server Setup** page appears.



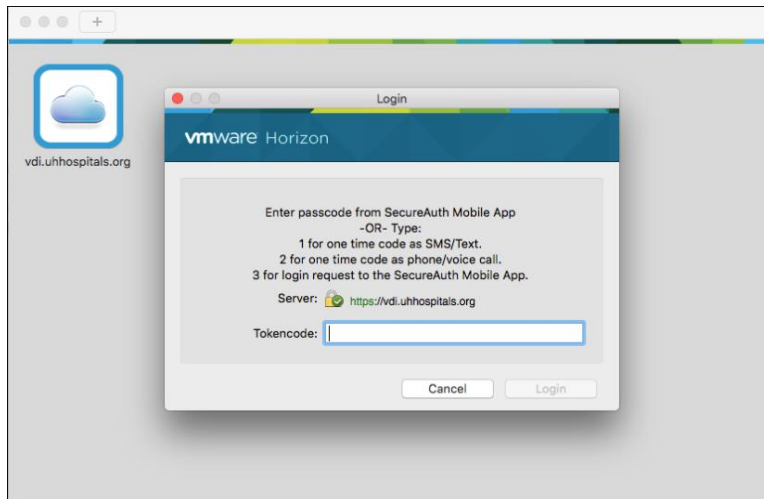
10. In the **Server Address** field, enter <https://vdi.uhhospitals.org>.

11. Click **Done**.

 The **Login** screen appears.



- 12. Enter your UH **Username**
- 13. Enter your UH **Password**.
- 14. Click **Login**.

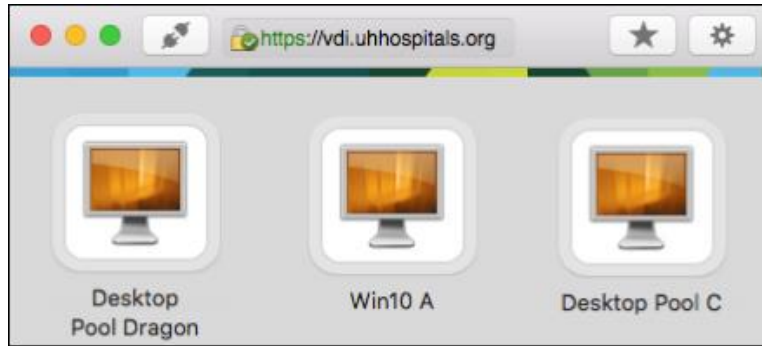


- 15. Enter the passcode from the SecureAuth mobile app or type in 3 to send a login request to the SecureAuth Mobile App.

**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.

- 16. If you select 3 to send a login request to the SecureAuth mobile App, swipe down and tap **APPROVE THIS REQUEST**.


 The Desktop Pool(s) appear.

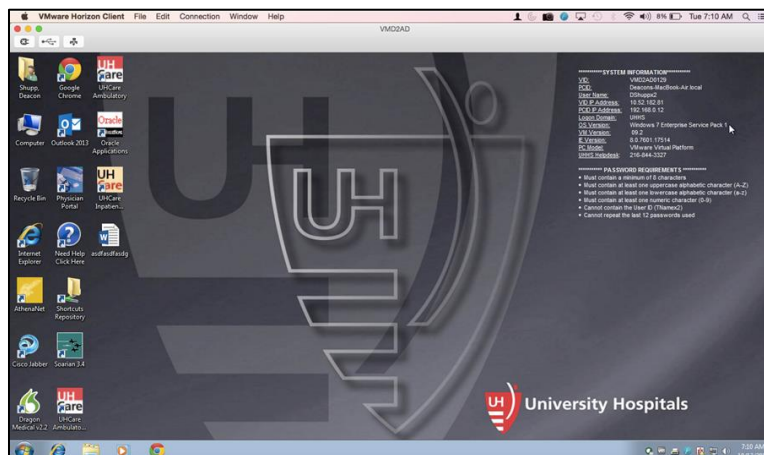


17. Click your pool.

**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.

 Your VDI desktop appears.




**Note** ▶ The desktop view varies based on your Windows version.

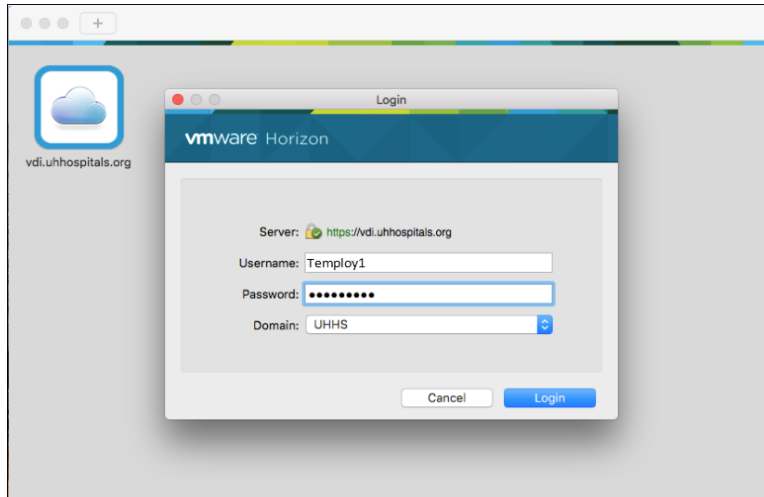
18. Access the desired applications by tapping the application icon.

## Logging into the VMware Horizon Client

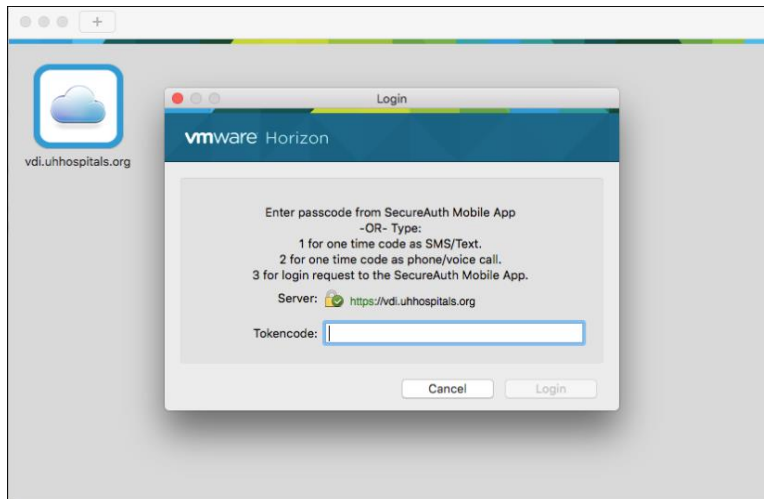


1. Click the **VMware Horizon Client** icon.

 The **Login** screen appears.



2. Enter your UH **Username**
3. Enter your UH **Password**.
4. Click **Login**.



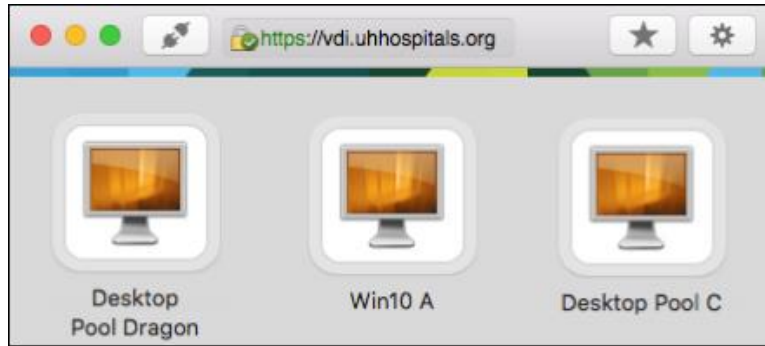
5. Enter the passcode from the SecureAuth mobile app or type in 3 to send a login request to the SecureAuth Mobile App.

**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.

6. If you select 3 to send a login request to the SecureAuth mobile App, swipe down and tap **APPROVE THIS REQUEST**.



The Desktop Pool(s) appear.



7. Click your pool.

- 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.

Your VDI desktop appears.



- Note** ▶ The desktop view varies based on your Windows version.
- ▶ Access the desired applications by tapping the application icon.