This document assumes that all VMware Horizon (VDI) installations on non-UH devices are occurring outside the UH firewall. Utilizing a UH network connection, i.e. UH_Guest, UH_Marconi, will allow only the download and installation of the VMware Client, but will prohibit access/login to a Virtual Desktop with a non-UH device. This process is only fully successful via cellular data networks, the UH_BYOD network, or via non-UH wi-fi/LAN networks.

Contents

Android ........................................................................................................................................................................... 3
  VMware Horizon Client Install for Android ................................................................................................................. 3
  VMware Horizon Client Login for Android .................................................................................................................. 7
  Menus within VDI ............................................................................................................................................................ 10

Windows PC .................................................................................................................................................................... 12
  VMware 3.4 Client Install for Windows ...................................................................................................................... 12
  VMware Horizon Client Login for Windows .................................................................................................................. 18
  VMware Horizon Client Shade Bar ............................................................................................................................... 19

Apple iOS ......................................................................................................................................................................... 22
  VMware Horizon Client Install for iPad ....................................................................................................................... 22
  VMware Horizon Client Login for iPad ....................................................................................................................... 28
  VMware Horizon Client Install for iPhone .................................................................................................................. 31
  VMware Horizon Client Login for iPhone .................................................................................................................. 36
  VMware Horizon Client Install for Mac Desktop or MacBook ..................................................................................... 39
  VMware Horizon Client Login for Mac Desktop or MacBook ..................................................................................... 43

Launching AEMR in the VDI Environment ................................................................................................................... 44

Adding the UHCare Inpatient Remote Icon to the Desktop ......................................................................................... 47

System Requirements for Windows Clients .................................................................................................................. 48

System Requirements for Mac Clients .......................................................................................................................... 48

UHHS IT VDI Support Available for Non-UH Devices ............................................................................................... 48
Android

VMware Horizon Client Install for Android

1. In the application list on your phone tap the Google “Play Store” icon.

   - The Google Play Store page displays.

2. In the search field, enter VMware Horizon and tap enter.

3. Select the VMware Horizon Client by tapping.
The VMware Horizon Client application install page displays.

4. Tap **Install**.

   - The “VMware Horizon Client needs access to” screen displays.

5. Tap **Accept**.

   - **Note** ► The download and install process initiates.
The download process completes. This may take a minute or two to occur.

6. Tap **Open**.

   A page requesting “Server Name or Address” displays.

7. Enter **vdi.uhhospitals.org**.

8. (Optional) In the **Description** field, enter a description, for example, ÚHHS VDI.

   **Tip** ★ The Description may be any words of your choice, it is not required. The Connect page displays.

9. Tap **Connect**.
The logon page appears.

10. Enter your **Username** and **Password**. Tap **Connect**.
   - The VMware session page displays.

11. Tap the **VMware Session** that you use.

**Note** ► You may be assigned to different VDI pools than what are displayed above, possibly only one. Select the VDI pool which you need.
Your VDI Desktop displays.

VMware Horizon Client Login for Android

1. In your All Programs or Desktop tap the Horizon icon.

2. Select the Servers tab.

   Tip ► Issues may occur if the Recent tab is utilized. Always select the Servers tab.

3. Tap the vdi.uhhospitals icon.
The Username/Password page displays.

4. Enter your Windows Username and Password. Tap Connect.
   - Your VMware sessions display.

5. Tap the VMware Session that you use.

    Note ► You may be assigned to different VDI pools than what are displayed above, possibly only one. Select the VDI pool which you need.
Your VDI Desktop displays.

Note ► Your VDI will lock out automatically after 15 minutes of being idle. Enter your network username and password to unlock your VDI.
Menus within VDI

1. At the left side of the screen you will see a small tab in the middle. Drag it to the right to display the **Unity Touch Sidebar**. You can select your applications through this menu. Drag the tab to the left to minimize it.

   - The Unity Touch Sidebar appears.

2. Tap the **three dots** in the upper right corner.

   - A menu with options displays

3. Tap the **Expand** icon (2 arrows to the right of the VMware Horizon title.)
The screen is maximized and the Radial Menu icons display.
4. Refer to the following list for the **Radial Menu Icon** descriptions.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Horizon Client Tools" /></td>
<td>Horizon Client Tools (radial menu)</td>
</tr>
<tr>
<td><img src="image" alt="Disconnect" /></td>
<td>Disconnect</td>
</tr>
<tr>
<td><img src="image" alt="Orscreen keyboard" /></td>
<td>Orscreen keyboard (toggles to show or hide)</td>
</tr>
<tr>
<td><img src="image" alt="Settings" /></td>
<td>Settings</td>
</tr>
<tr>
<td><img src="image" alt="Navigation keys" /></td>
<td>Navigation keys</td>
</tr>
<tr>
<td><img src="image" alt="Virtual touchpad" /></td>
<td>Virtual touchpad</td>
</tr>
<tr>
<td><img src="image" alt="Gesture help" /></td>
<td>Gesture help</td>
</tr>
</tbody>
</table>

**Windows PC**

**VMware 3.4 Client Install for Windows**

1. Navigate to [http://www.uhhospitals.org/for-employees/vdi-resources](http://www.uhhospitals.org/for-employees/vdi-resources) and click either the **Windows, 7, 8 10 32 bit client** or the **64 bit client** link.
2. Click the **Run** button.
   - A Security Warning window displays.

3. Click the **Run** button.
   - A progress bar displays. After it finishes the VMware Horizon Client Setup screen displays.

4. Click **Next**.
   - The End-User License Agreement screen displays.

5. Check “I accept the terms in the License Agreement” and Click **Next**.
The Network protocol configuration screen displays.

Select **IPv4** and click **Next**.

The Custom Setup window displays.

Leave all of the defaults. Click **Next**.
The Default Server window displays.

Enter vdi.uhhospitals.org and click Next.

The Enhanced Single Sign On window displays.
VMware Horizon Client Install for non-UH Devices (VDI)

9. Leave the defaults and click Next.
   - The Configure Shortcuts screen displays.

10. Click Install.
The “Completed the VMware Horizon Client Setup Wizard” window displays.

11. Click **Finish**.

   The restart computer prompt displays.

12. Click **Yes**.
VMware Horizon Client Install for non-UH Devices (VDI)

VMware Horizon Client Login for Windows

1. Click the **Start** button.
2. Select **All Programs**.
3. Select the **VMware** folder
4. Select VMware Horizon Client
   - The VMware Horizon Client window displays.

5. Double click vdi.uhhospitals.org
6. At the login screen enter your UH windows **Username** and **Password**, then click **Login**.
7. If the following screen displays, double click the VM to which you normally connect.

**Note ►** Most users will not see this screen and the VDI will launch straight to the desktop.

**Note ►** You may be assigned to different VDI pools than what are displayed above, possibly only one. Select the VDI pool which you need.
The Virtual Desktop displays.

Note ► Your VDI will lock out automatically after 15 minutes of being idle. Enter your network username and password to unlock your VDI.

VMware Horizon Client Shade Bar

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 displays.

   ![Shade Bar](image)

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

2. Click the Options menu.
The available Options menu displays.

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.

   **Note ►** The section below the grey line displays what USB devices the VM recognizes.
6. Click **Send Ctrl-Alt-Delete**.

![Send Ctrl-Alt-Delete](image.png)

**Note** ► This performs the same function that occurs on the native desktop of your PC.
Apple iOS

VMware Horizon Client Install for iPad

1. In the application list on your phone tap the Apple "App Store" icon.

The Apple App Store page displays.

2. In the search field, enter VMware Horizon and tap Search.

3. Select the VMware Horizon Client by tapping.
4. Tap **Get**.

5. Tap **Install**.

6. When the download is complete, tap **Open**.
7. In the Server Address field, enter vdi.uhhospitals.org.

8. (Optional) In the Description field, enter a description, for example, ÚHHS VDI.

   **Tip** The Description may be any words of your choice; it is not required.

9. Tap the Add Server button.

   The Servers page displays.

10. Tap the VDI Server to which you are connecting.
11. Enter your **Username** and **Password** and tap the **Login** button.

12. Tap the **VDI** icon.

**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 36 hours.

**Note ►** You may be assigned to different VDI pools than what are displayed above, possibly only one. Select the VDI pool which you need.
Your VDI desktop displays with an expanded menu bar to the left.

Tip ► The menu bar can be expanded and collapsed at any time. If you wish to access applications that do not appear on your desktop, access them by tapping All Programs and selecting the desired application.

13. Collapse the Menu Bar by clicking the tab on its left side.
Your VDI desktop displays.

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

**Tip ►** Tap the round navigation icon in the center of the desktop to reveal navigation sub-icons. Tap on any of the navigation sub icons to utilize them. They include (clockwise from top): settings, touch pad, keyboard, scrolling, disconnect your VDI session, and help.

**Note ►** Your VDI will lock out automatically after 15 minutes of being idle. Enter your network username and password to unlock your VDI.
VMware Horizon Client Install for non-UH Devices (VDI)

**VMware Horizon Client Login for iPad**

1. Tap the Horizon icon.

   ![Horizon icon]

   - The Servers screen displays.

2. Tap the Servers icon at the bottom of the screen.

   By default, the Recent servers will display. Make sure to select the Servers icon in the footer by tapping. If your screen does not display the same icon as above, you are on the Recents screen and may receive the following error when trying to connect.

   ![Error message]

3. Tap vdi.uhhospitals.org.

---

28 Job Aid  IT Training and Development, MSC
The Login screen displays.

4. Enter your **Username** and **Password**, then tap **Done**.
   - Your VMware sessions display.
5. Tap the **VMware Session** that you use.

**Note ►** You may be assigned to different VDI pools than what are displayed above, possibly only one. Select the VDI pool which you need.

- A message stating “Loading Desktop” displays

- The Virtual Desktop displays.

**Note ►** Your VDI will lock out automatically after 15 minutes of being idle. Enter your network username and password to unlock your VDI.
VMware Horizon Client Install for iPhone

1. In the application list on your phone tap the Apple “App Store” icon.

   The Apple App Store page displays.

2. Tap the Search icon.
3. In the search field, enter VMware Horizon and tap Search.

4. Select the VMware Horizon Client by tapping.
The VMware Horizon Client application install page displays.

5. Tap Get.

Note ► If you have already installed (and uninstalled) the VMware Horizon Client on your device or another iOS device, the “Get” button will appear as a iOS Cloud download icon if you participate in the iOS cloud service.

6. Tap Install.

7. When the download is complete, tap Open.
The Server Setup page displays.

8. In the **Server Address** field, enter [https://vdi.uhhospitals.org](https://vdi.uhhospitals.org).

   ![Server Setup Page](image)

   The prefix **https://** MUST be typed in the **Server Address** field for iPhone. Installation will not be able to continue if the prefix is omitted.

9. (Optional) In the **Description** field, enter a description, for example, ÚHHS VDI.

   **Tip ►** The Description may be any words of your choice; it is not required.

10. Tap the **Done** button.

    The Login page displays.

    ![Login Page](image)

11. In the **Username** field, enter your **UH Username**.
12. In the Password field, enter your **UH Password**.

13. Tap **Done**.

   - The Servers page displays.

14. Tap the **VDI** icon.

**Note ►** You may be assigned to different VDI pools than what are displayed above, possibly only one. Select the VDI pool which you need.

**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 36 hours.

   - Your VDI desktop displays with an expanded menu bar to the left.

**Tip ►** The menu bar can be expanded and collapsed at any time. If you wish to access applications that do not appear on your desktop, access them by tapping All Programs and selecting the desired application.

15. Collapse the **Menu Bar** by clicking the tab on its left side.
Your VDI desktop displays.

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

**Tip ►** Tap the round navigation icon in the center of the desktop to reveal navigation icons. Tap on any of the navigation sub icons to utilize them. They include (Clockwise from top): settings, touch pad, keyboard, scrolling, disconnect, and help for your VDI session.
VMware Horizon Client Install for non-UH Devices (VDI)

VMware Horizon Client Login for iPhone

1. Tap the Horizon icon.

![Horizon icon]

The Servers screen displays.

2. Tap the Servers icon at the bottom of the screen.

By default, the Recent servers will display. Make sure to select the Servers icon in the footer by tapping. If your screen does not display the same icon as above, you are on the Recents screen and may receive the following error.

![Error message]

3. Tap vdi.uhhospitals.org.
The Login screen displays.

4. Enter your **Username** and **Password**, then tap **Done**.
   - Your VMware sessions display.

5. Tap the **VMware Session** that you use.

**Note**
You may be assigned to different VDI pools than what are displayed above, possibly only one. Select the VDI pool which you need.
The Virtual Desktop displays.

**Note** ► Your VDI will lock out automatically after 15 minutes of being idle. Enter your network username and password to unlock your VDI.
VMware Horizon Client Install for Mac Desktop or MacBook

1. Navigate to [http://www.uhhospitals.org/for-employees/vdi-resources](http://www.uhhospitals.org/for-employees/vdi-resources) and click the **Mac OS client** link.
   - The Download icon in the upper right corner of the browser indicates the download is in progress.

   ![Download icon in progress](image)

   - When the download is complete, the Download icon changes to a down arrow.

   ![Download icon complete](image)

2. Click the **Download icon**.

   Or

3. Access the download in your **Downloads folder**.
   - The downloaded file displays.

4. Double click the file.
   - The End User License Agreement displays.

   ![End User License Agreement](image)

5. Click **Agree**.
6. To install **VMware Horizon Client**, drag the icon to the **Applications Folder** on the window displayed above.

   - A download warning window displays

7. Click the **Open** button.
The VMware Horizon Client window displays.

8. Click **New Server**.

   - A window appears asking you to “Enter the name of the Connection Server.”

9. Enter **vdi.uhhospitals.org** and click the **Connect** button.

   - The Login window displays.

10. Enter your UH **Username** and **Password** and click the **Login** button.
The Virtual Desktop Displays.

11. Click the Application icons to access any applications on your Virtual Desktop.

12. Hover at the top of the page to reveal the Shade Bar.

13. When you are done with your VDI session, click the Disconnect button in the Shade Bar.

14. Click the Disconnect button. The VDI session closes.

Note ► Your VDI will lock out automatically after 15 minutes of being idle. Enter your network username and password to unlock your VDI.
VMware Horizon Client Login for Mac Desktop or MacBook

1. Click the VMware Horizon Client icon.

   - The Login page displays.

2. Enter your Username and Password. Then click Login.
Your Virtual Desktop displays.

Note ► Your VDI will lock out automatically after 15 minutes of being idle. Enter your network username and password to unlock your VDI.

Launching AEMR in the VDI Environment

Only UH supported microphones will be supported for use with Dragon in the VDI environment. As of this date the following microphones are supported:

- Nuance Powermic II
- Plantronics Voyager Legend
- SpeechWareTravel Mic

To launch AEMR on a VDI computer do the following:

1. Turn on the PC if it is not already on.
2. Login to Windows or Imprivata when the login box appears.
3. Wait for the PC to completely login. Make sure all DOS (black) boxes have finished running and close. **DO NOT launch any of your applications at this point.**
4. On the Desktop of your PC (Make sure the background is not grey, if it is you are already in VDI. Some computers will automatically launch VDI after you login.) Double click on the VMware Horizon View Client icon.
5. Click **Connect**.
   - The Login window displays.

6. Enter your **Username** and **Password**.
   - The VDI launches and the grey Windows Desktop displays.

7. *IF* you are going to use Dragon, click the **Dragon** icon or launch it via the Start Menu.
The Dragon Login window displays.

8. Enter your **Username** (Login Name) and **Password**. Click the **Log in** button.

9. On the Desktop, double click the **UHCare Ambulatory** icon.

Internet Explorer will launch and the AEMR login displays.

10. Enter your **Username** (Login ID) and **Password** and click the **New Session** or **Last Session** button.
Adding the UHCare Inpatient Remote Icon to the Desktop

When accessing UHCare Acute from a non-UH device, you must use the “UHCare Inpatient Remote” icon. This icon is located in the shortcuts repository folder on your VDI desktop.

1. Open the Shortcuts Repository by double clicking the **Shortcuts Repository** icon on your desktop.

![Shortcuts Repository](image)

- The Shortcut Repository displays.

2. Drag the **UHCare Inpatient Remote** shortcut to your desktop.

- The UHCare Inpatient Remote icon displays on your desktop.

3. Double click the **UHCare Inpatient Remote** icon to access the application.

**Note** ► Remember to only use the UHCare Inpatient Remote icon when on your non-UH device. Using this icon from a UH workstation may result in performance issues.
System Requirements for Windows Clients

You can install Horizon Client for Windows on PCs or laptops that use a supported Microsoft Windows operating system.

The PC or laptop on which you install Horizon Client, and the peripherals it uses, must meet certain system requirements.

**Model**: Standard x86 or x86 64-bit compatible desktop or laptop computer.

Horizon Client 3.3 and later also support x86-based tablets, such as the Windows Surface Pro.

**Memory**: 2GB or higher of RAM.

**Operating Systems**: For Horizon Client 3.3 and 3.4, the following operating systems are supported.

<table>
<thead>
<tr>
<th>OS Version</th>
<th>SP</th>
<th>Edition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 8 or 8.1 32- or 64-bit</td>
<td>None or Update</td>
<td>Pro and Enterprise</td>
</tr>
<tr>
<td>Windows 7 32- or 64-bit</td>
<td>SP1</td>
<td>Home, Enterprise, Professional, and Ultimate</td>
</tr>
</tbody>
</table>

System Requirements for Mac Clients

You can install Horizon Client for Mac OS X on all 64-bit Intel-based models that use the Mac OS X 10.6.8 or later operating system.

The Mac on which you install Horizon Client, and the peripherals it uses, must meet certain system requirements.

**Model**: 64-bit Intel-based Mac.

**Memory**: At least 2GB of RAM.

**Operating Systems**

- Mac OS X Snow Leopard (10.6.8)
- Mac OS X Lion (10.7)
- Mac OS X Mountain Lion (10.8.x)
- Mac OS X Mavericks (10.9.x)
- Mac OS X Yosemite (10.10.x)
- Mac OS X El Capitan (10.11)

You must install Horizon Client on Mac OS X Mountain Lion (10.8) or later to use remote applications. Remote applications do not appear in Horizon Client if the client system is running an earlier version of OS X.

**Note**

 Horizon Client 3.4 and later releases are not supported on Mac OS X Snow Leopard (10.6.8) and Mac OS X Lion (10.7) operating systems.

UHHS IT VDI Support Available for Non-UH Devices

The IT department will provide a limited amount of support for the use of UH applications and the VDI environment from non-UH devices.
Contact the UH IT Service Desk (216-844-3327) for assistance with issues with the VDI login process, including:

- Account unlocks and password resets.
- Verification that the VDI environment is available or whether there is an outage.
- Confirmation you have access to the VDI environment.
- Verification you have access to all of the applications you need.
- Information about whether there are outages with the applications available through VDI.

*Example:* If you click on the Soarian application and it does not open, the UH Service Desk will confirm whether or not there is an outage with Soarian.

**The UH IT Service Desk is not able to provide support for the following issues on non-UH devices:**

- Issues with your Internet or WiFi connectivity.
- The installation or removal of applications.
- Troubleshooting software.
- The use of your device’s specific features or functions.

**Note ►** The UH IT&S Service Desk will not attempt to remotely connect to non-UH Devices.

**Note ►** Smartphones or tablets that are not running the manufacturer’s provided OS may not be able to access the VDI environment. For example, jailbroken iOS devices or custom Android roms may be blocked from accessing the VDI environment.

**Note ►** You are responsible for the maintenance of your non-UH device. Any performance issues that may result from the process to connect to the UH Network through VDI are not the responsibility of University Hospitals.

**Troubleshooting**

If you are having issues with your VM, in the Shade Bar click on Options then click on Disconnect and Log Off. This will cause you to get a new VM and restore the VM to its default setting. All of your documents and Desktop items will be preserved.