University Hospitals

VDI Remote Access

VMware Horizon Client Install & Login – iPhone & iPad

Introduction

To remotely access VDI on your iPhone and iPad, 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.

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

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Job Aid 1

February 14, 2019

The **Apple App Store** page appears.
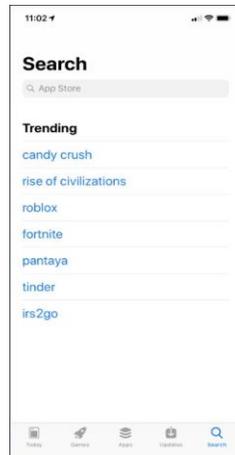
2. Tap in the **Search** field.

3. In the search field, enter **VMware Horizon.**

4. Tap the **Search** button.

5. Tap **VMware Horizon Client**.

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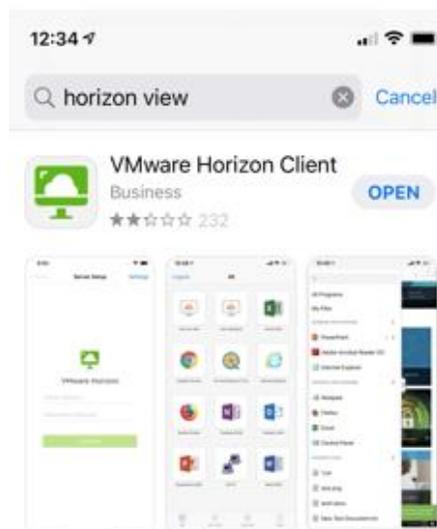
| Note ► | If you have already installed (and uninstalled) the VMware Horizon Client on your device or another iOS device, the "Get" button will appear as an iOS Cloud download icon if you participate in the iOS cloud service. |

6.   Tap the **Get** or **Cloud** button.

7.   When the download is complete, tap the **Open** button.

The **Server Setup** page appears.
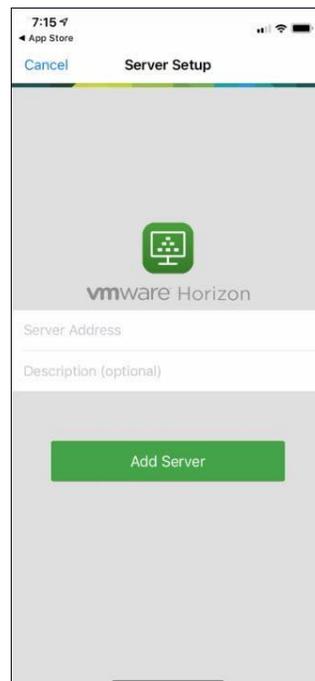
8.   In the **Server Address** field, type **vdi.uhhospitals.org**
9.   (Optional) In the **Description** field, enter a description if you wish.
10. Tap the **Done** button.

The **Login** page appears.
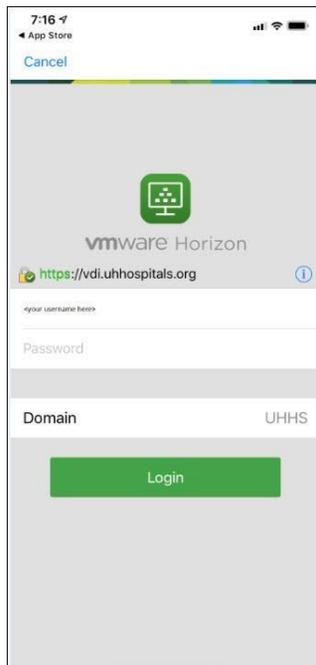
11. In the Username field, enter your **UH Username**.

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

13. Tap the **Login** button.
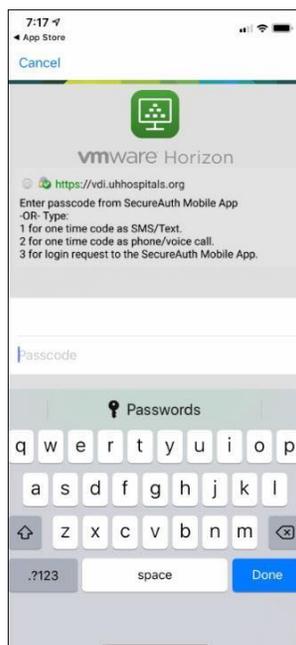
14. Make a selection to receive your Two Factor Authentication

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

15. Click **Done.**

🖳 The Desktop Pool(s) appear.
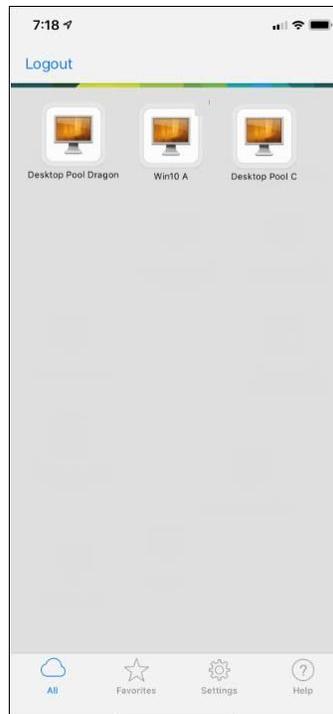
16. Tap the **VDI** icon.

Note ►	You may be assigned to different VDI pools than what you see above.
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.

| Windows 7 | Windows 10 |

| Note ► | The desktop view varies based on your Windows version. |

17. 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.

Logging into the VMware Horizon Client

1.   Tap the **Horizon** icon.

        💻   The list of **Servers** appears.
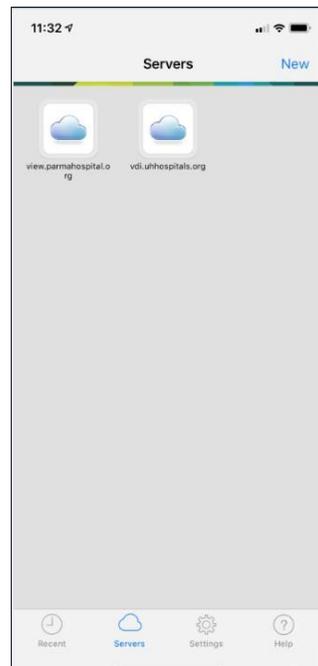
2. Tap the **Servers** icon at the bottom of the screen.

> **Note** ► Do not tap **Recent** as errors may occur.

3. Tap your server.

The Login page appears.
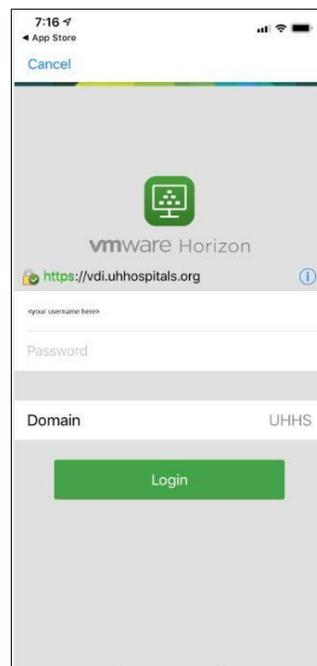
4. In the Username field, enter your **UH Username**.

5. In the Password field, enter your **UH Password**.

6. Tap the **Login** button.
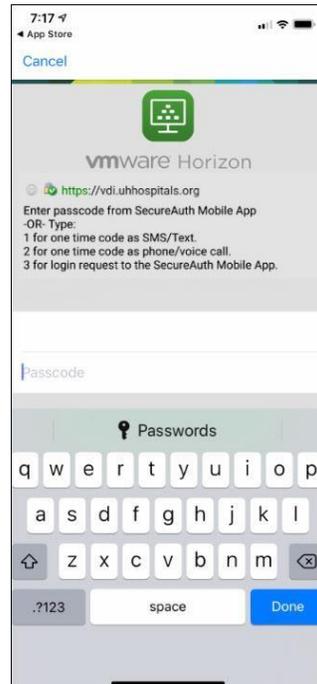
7. Enter the passcode from the SecureAuth mobile app or type in 3 to send a login request to the SecureAuth Mobile App.

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

🖥️ Your Desktop Pool(s) appear.
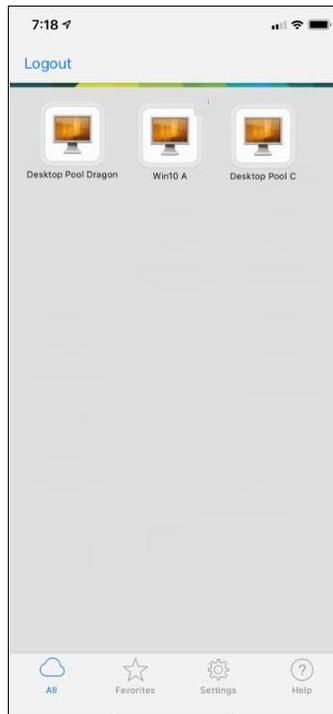
8. Tap the **VMware Desktop Pool(s)** that you use.

The Virtual Desktop appears.

Note ►	You may be assigned to different VDI pools than what you see above.

Windows 7   Windows 10

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