VDI Remote Access Instructions

Tuesday, May 7, 2024
10:36 AM

VDI Remote Access

Getting Started: In order to get started with virtual desktop remote access you need the following…

- VMware Horizon View Client (Clients are available for Windows, Mac OSX, iOS, and Android)

- Download and install the VMware Horizon View client for the device of your choice.
  - For Windows and Mac OS use the links below and download the appropriate client.
    If using MAC, you will need to use Google Chrome web browser to download the VMWare client using Safari will get an error that the app will damage their PC.
  - End users can use these two direct download links:

    Download Windows Horizon Client:
    https://download3.vmware.com/software/CART24FQ4_WIN_2312/VMware-Horizon-Client-2312-8.12.0-23149293.exe

    Download Mac Client:
    https://download3.vmware.com/software/CART25FQ1_MAC_2312.1/VMware-Horizon-Client-2312.1-8.12.1-23531248.dmg

  - For iOS (iPad / iPhone) visit the App Store and download the client.
  - For Android visit Google Play and download the client.

- Get Setup
  - Open the Horizon View Client

  -
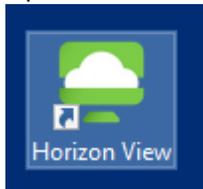
  - For Windows: Click on "New Server" in the top left-hand corner.

-
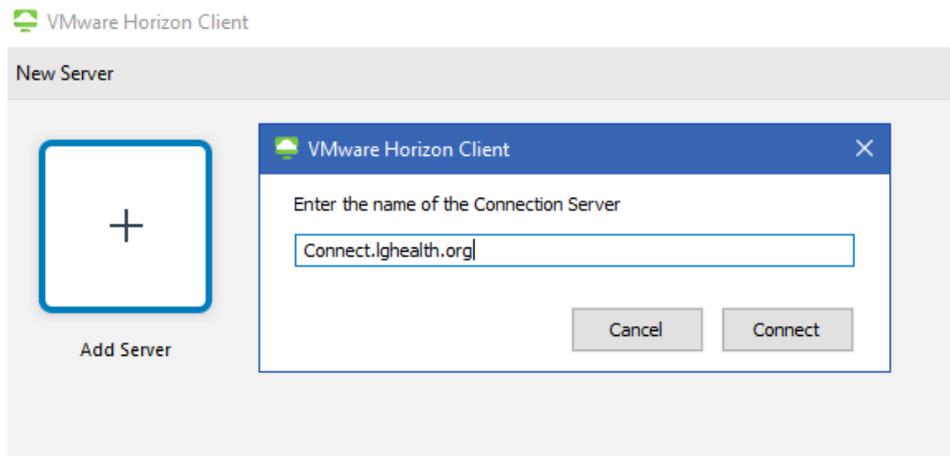
- For Mac: Click on *******
- Enter "connect.lghealth.org" for the Connection Server name and then click on "Connect."

3. Get Connected -
   a. Double click on "connect.lghealth.org"

   2. Log into the virtual desktop environment using your network user ID and password.

      Note: Ensure you have your DUO App set up on your smart phone.

      The first time you log into VMWare you will have to open the DUO app and accept the push manually.
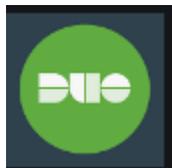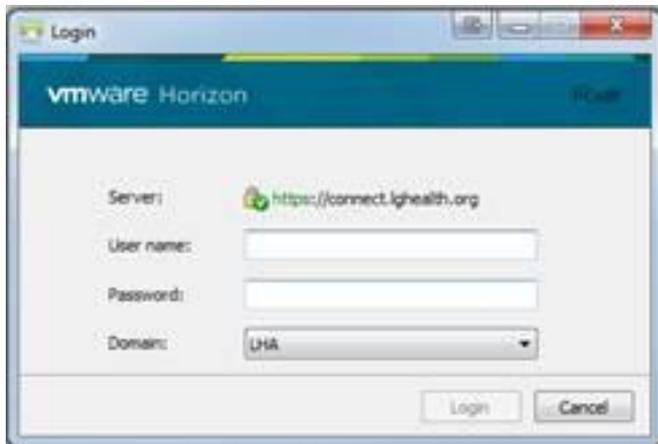
c. Upon submitting your network user ID and password you will receive an approval prompt on your phone from DUO-you must open DUO app on your phone and approve the access to complete the VDI remote access login.

d. On the next screen you see a list of applications and desktops to which you are entitled to use. Double-click on the desktop you want to use to connect to it.
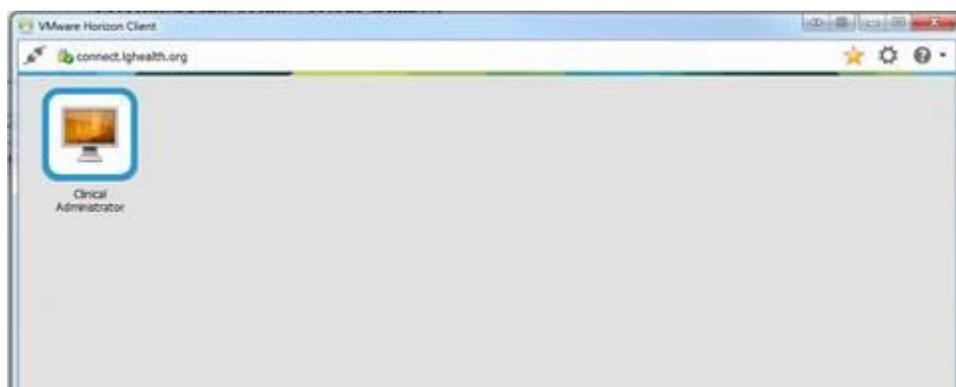
If the performance of your virtual desktop is slow or peripherals are not working as expected, please ensure the following …

- If you are connected through a wireless network at home, please ensure you are as close to your router as possible to ensure a fast and reliable connection.
- Ensure your broadband connection can support at a minimum 5 mbps of download and 2 mbps upload bandwidth/speed. This can be verified by opening a web browser and navigating to www.speedtest.net. Follow the instructions to perform a speed test and then review the results to ensure your connection meets the minimum requirements.
  - Ping time < 100ms
  - Download speed >= 5Mbps
  - Upload speed >= 2Mbps

When you need to use Remote Desktop to a Full Client PC on LHA network follow these steps:

Search for Remote Desktop Connection and follow below instructions.
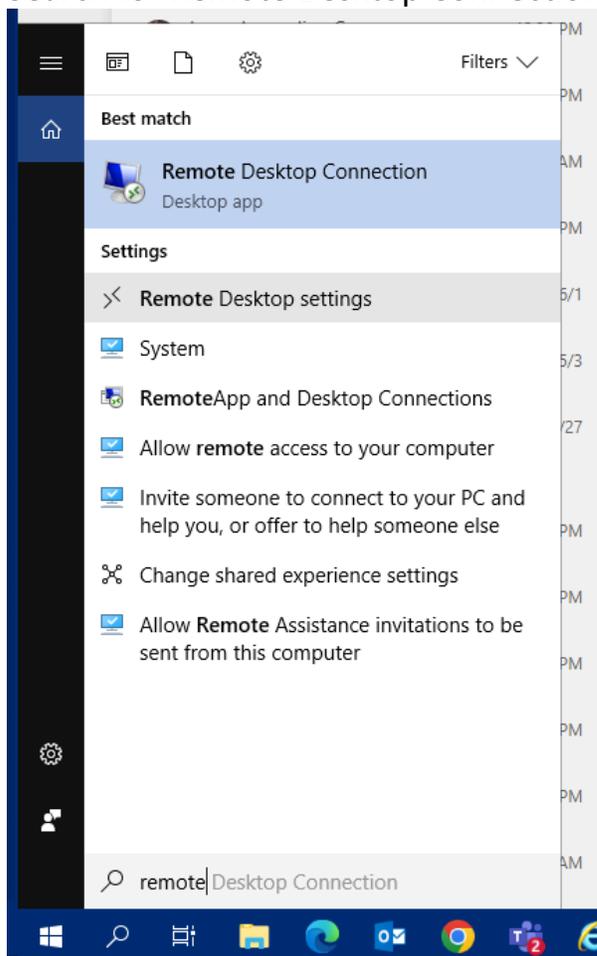
Remote Desktop

Once this is open you can add the PC name you need to log into and click connect.

This will give you access to all applications on this PC.

To set up Dual monitor access follow this added step:
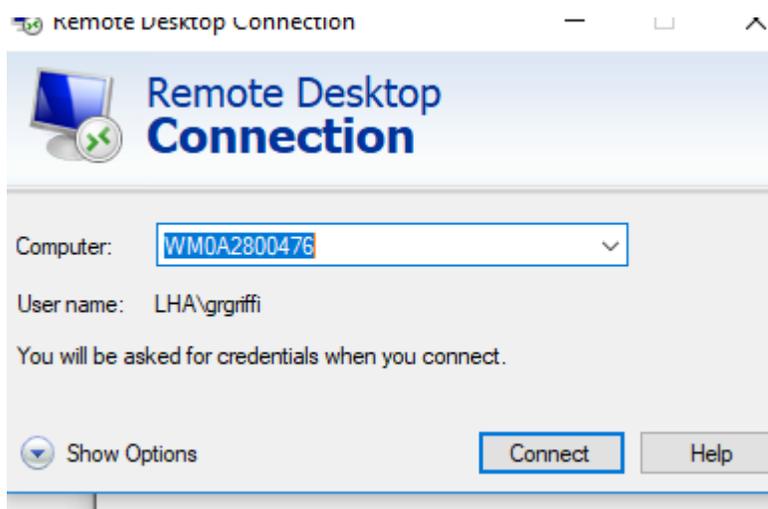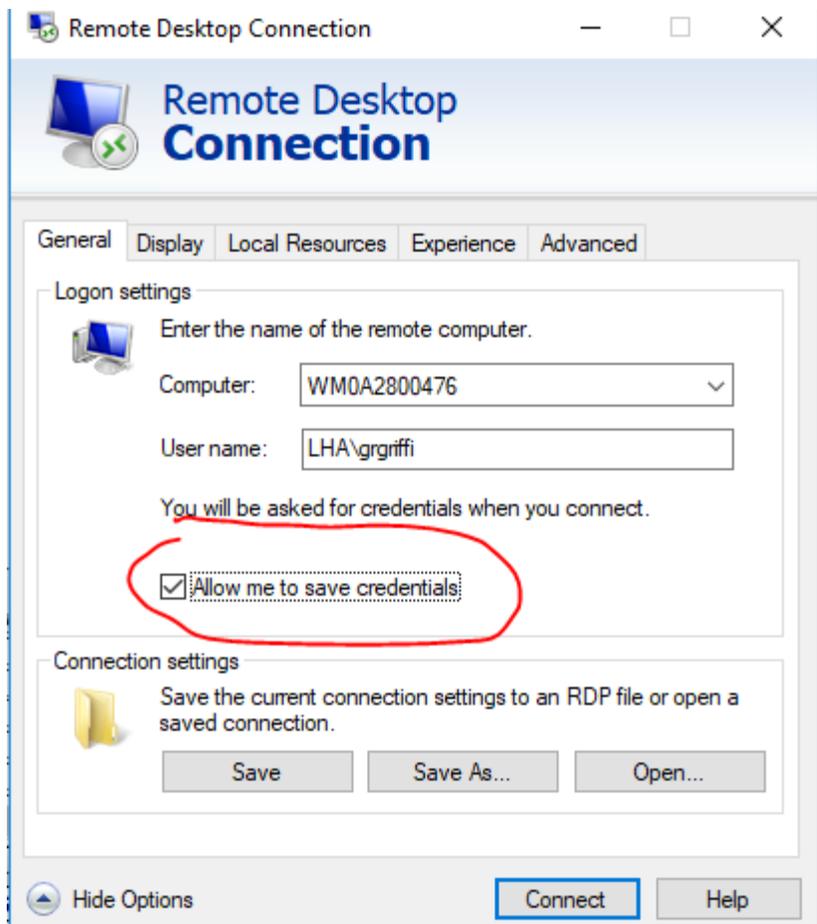
Click on Use all monitors.

Remote Desktop Connection

Remote Desktop Connection

General | **Display** | **Local Resources** | **Experience** | **Advanced**

Display configuration

Choose the size of your remote desktop. Drag the slider all the way to the right to use the full screen.

Small _____ Large

Full Screen

☑ Use all my monitors for the remote session

Colors

Choose the color depth of the remote session.

Highest Quality (32 bit) ▾

☑ Display the connection bar when I use the full screen

⊙ Hide Options   [Connect]   [Help]