IH Anywhere Installation and Usage Guide

VMWARE HORIZON CLIENT INSTALLATION – MAC
June 2023 Release

Contents

Introduction

IH Anywhere is a remote desktop solution that will allow its users to access a complete Interior Health virtual workstation. The workstation includes a selection of the most common applications that can be found on a standard workstation found at any Interior Health worksite.

If you have any questions regarding any of the steps or requirements providing in this document, please call the Interior Health Service Desk.

**1-855-242-1300
or
servicedesk@interiorhealth.ca**

Requirements

Please review this section if this is your first time accessing the service.

User Access

Access is granted based upon approval of the **Identity and Access Management Department**.

     a. Internal Employees\Users can make a request for Remote Access on the Self-Service Portal.
     b. External Clinics and Vendors will need to contact their Office administrators and submit an Access Management Request
     c. Physicians should obtain access automatically when they are given access to Interior Health systems.

Multi-Factor Authentication

Interior Health utilizes **Multi-factor Authentication (MFA)** to help secure the IH Anywhere service from unwanted intrusion. You are required to configure this service before using IH Anywhere.

For assistance configuring MFA, please follow the link below:

https://www.interiorhealth.ca/information-for/medical-staff/getting-started/e-access/mfa

PC and Workstation Requirements

Supported Operating Systems:
- macOS Catalina (10.15)
- macOS Big Sur (11)
- macOS Monterey (12)
- macOS Ventura (13)

Network
- Your computer requires the ability communicate over **TCP and UDP Port 4172***.

* This configuration should function on most computers and basic networks. A third-party computer technician may be required to complete this task if you have a complex network.

Vmware Horizon Client Requirements

The VMware Horizon Client software is **required** to connect to IH Anywhere. This application is used to establish a connection to the system and servers that provide your desktop workstation.

Current Horizon Client Version Requirements

- Horizon 8

Please use the following table to determine the best version to use at the time of the publication of this document:

MacOS Version Chart

MAC OS Version	Supported Devices	Horizon Client Version*
MacOS X – 10.15 Catalina	MacBook (Early 2015 or newer) MacBook Air (Mid 2012 or newer) MacBook Pro (Mid 2012 or newer) Mac mini (Late 2012 or newer) iMac (Late 2012 or newer) iMac Pro (2017) Mac Pro (Late 2013 or newer)	2206
MacOS 11 – All Versions	MacBook (2015 or newer) MacBook Air (2013 or newer) MacBook Pro (Late 2013 or newer) Mac mini (2014 or newer) iMac (2014 or newer) iMac Pro (2017) Mac Pro (2013 or newer)	2303
MacOS 12 – All Versions	MacBook (Early 2016 or newer) MacBook Air (Early 2015 or newer) MacBook Pro (Early 2015 or newer) Mac mini (Late 2014 or newer) iMac (Late 2015 or newer) iMac Pro (2017 or newer) Mac Pro (Late 2013 or newer)	2303
MacOS 13 – All Versions	iMac (2017 or later) iMac Pro (2017) MacBook (2017) MacBook Air (2018 or later) MacBook Pro (2017 or later) Mac Mini (2018 or later) Mac Pro (2019 or later) Mac Studio (all models)	2303

* The VMware Version is based upon the Year and Month of its release.

Note to Mac Users

Users of the MacOS on Apple products will experience several major updates and upgrades to their operating system during their ownership of the device.   It is possible that upgrades will cause the Horizon Client to become non-functional and require removal and installation of the Horizon Software.

Please Review the following install guide for the download link to the Horizon 8 client.

Installation Walkthrough

The following walkthrough was completed using VMware Horizon 8 Version 2303 running on MacOS 13. If you have any issues installing the horizon client, please call the Service Desk for further assistance.
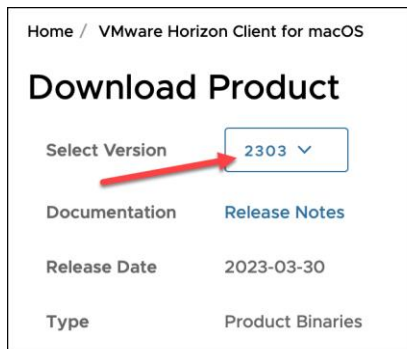
Step 1 – Downloading the Horizon Client

1. Access the website: https://customerconnect.vmware.com/en/downloads/info/slug/desktop_end_user_computing/vmware_horizon_clients/horizon_8
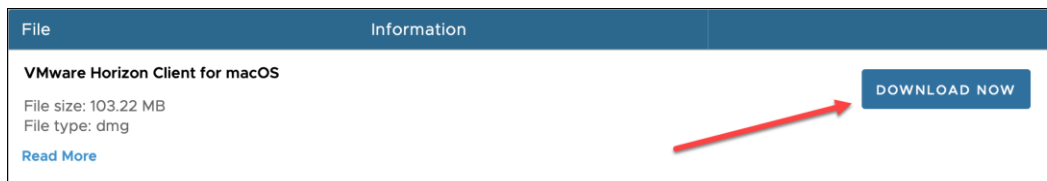
2. Click the **Go to Downloads** shortcut on **VMware Horizon Client for macOS**

3. Use the Select Version menu to select the version you require, based upon the table in the previous section.

4. Click the Download Now button.

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Step 2 – Launching the Install File

Locate the Horizon Client you downloaded on your workstation and open the file.
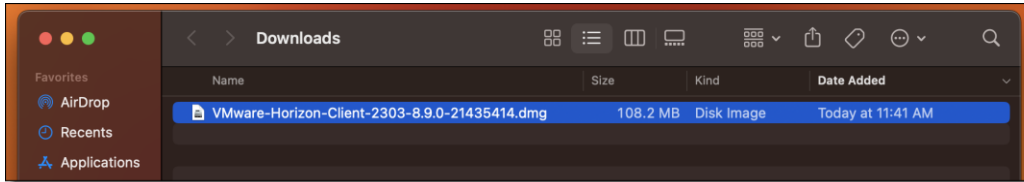
Step 3 – Initiating the Installation Process

When the Installation package opens, you will be required to drag the Green VMware horizon Icon over to the the Applications Folder Icon.
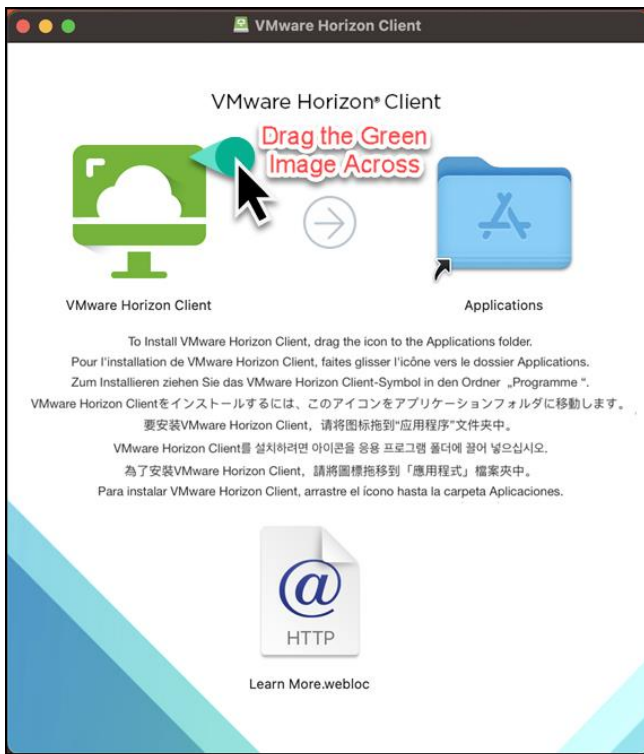
When the installation is complete, VMware will show up in the applications folder that is accessible from your dock.

Step 4 – Configuring Security Settings

1. Once the Horizon Client is installed, access your **System Settings**
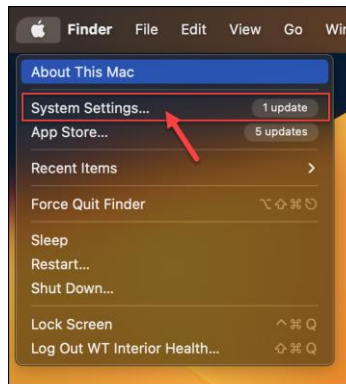
2. Click on the **Privacy & Security** menu item.

Step 5 – Adjusting the Security Settings

Once you are in the list of security settings, you will need to locate the following items and **toggle Vmware Horizon Client** on **each** one.

- **Input Monitoring** (required for full functionality)
- **Accessibility** (required for full functionality)
- **Microphone** (required for Teams)
- **Camera** (required for Teams)

Once Toggled each item should appear like the following example:
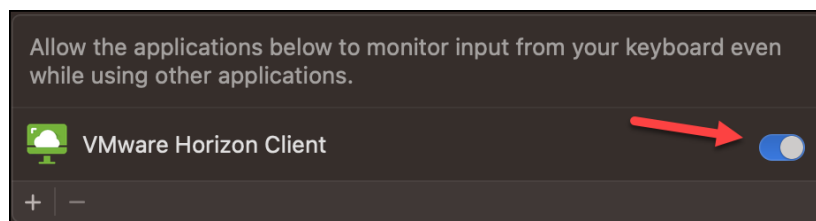
The Installation is now Complete.

IH Anywhere Usage

Logging In

The current logon process allows for two methods of login, the Legacy method, which some individual users may still have configured or the Microsoft Authentication Method. The Microsoft Authentication will be the type of logon Interior Health will be using going forward.

The Legacy Two Factor Method will be retired at a point in the future and will no longer be available. It is recommended that you review the instructions at the Multi-Factor Authentication site to review how to configure this method.

Step 1 – Configuring Security Settings
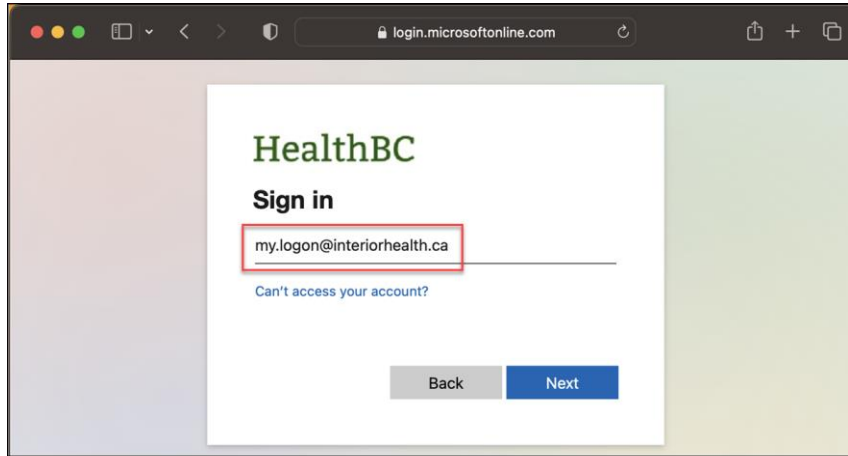
1. From your web browser access the website https://ihanywhere.interiorhealth.ca
2. Select the **Microsoft Authentication** option*
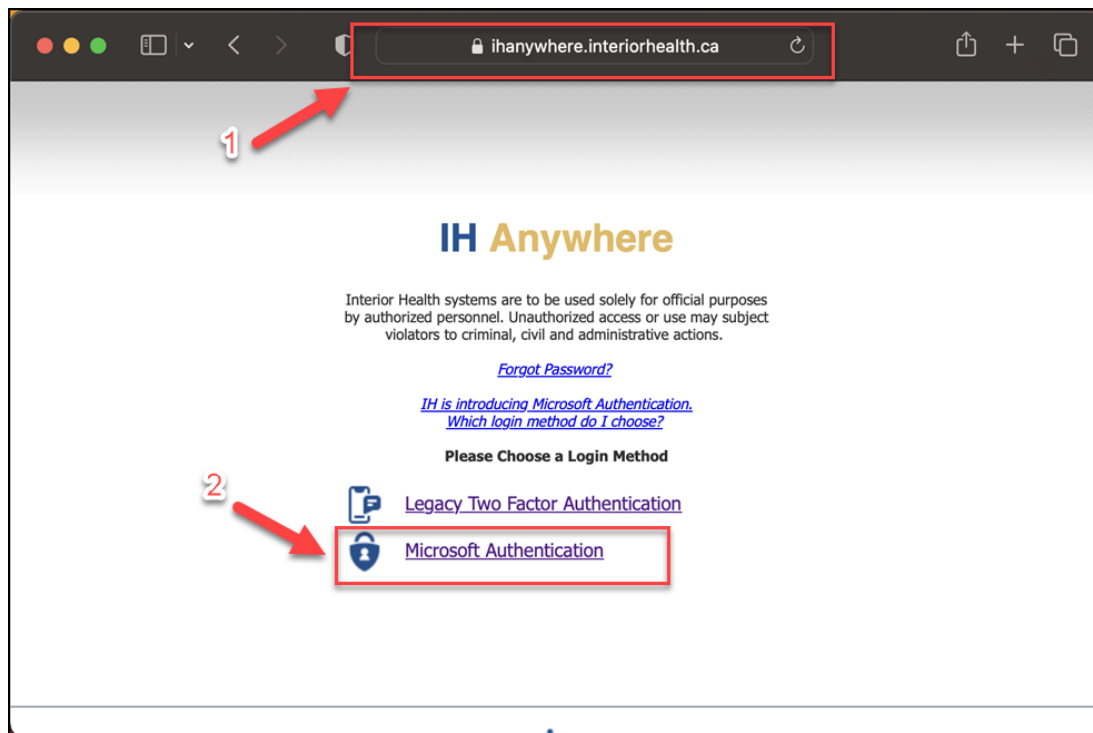
* You can use the legacy two factor authentication system while it is still available, it is recommended to change to the new method as soon as possible as the legacy mode will be retired.

Step 2 – HealthBC Sign-In
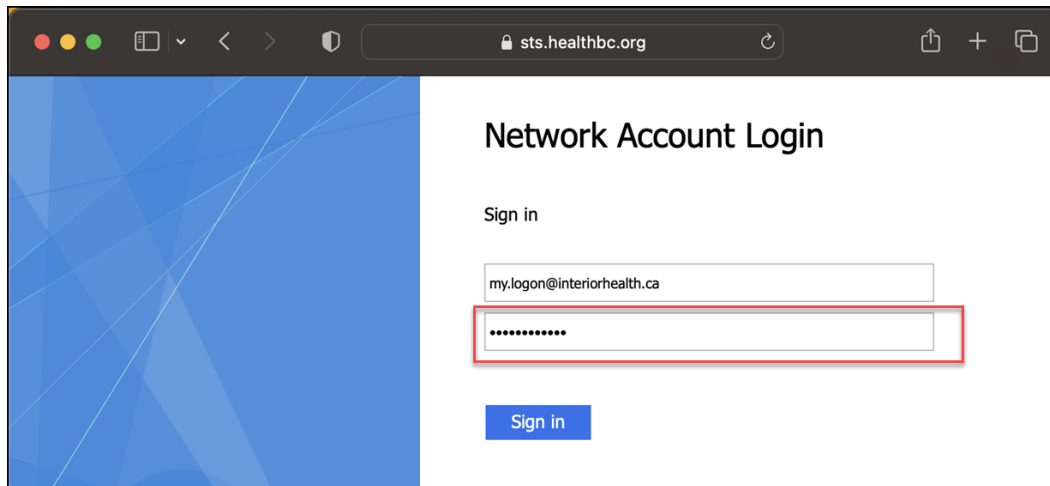
Type your logon address (your interior health email address) and Click the **Next Button**.

Step 3 – HealthBC Sign-In Continued

Type your current interior health password and click **Sign In**.

Step 4 – MFA Sign-in & Approval

After signing in you will be prompted to verify your logon attempt through the Microsoft Authenticator.   You will be prompted to verify a two-digit number. Your selected MFA device (cell phone) will receive a notification to verify the number. You will need to access this device and the notification to enter the number.
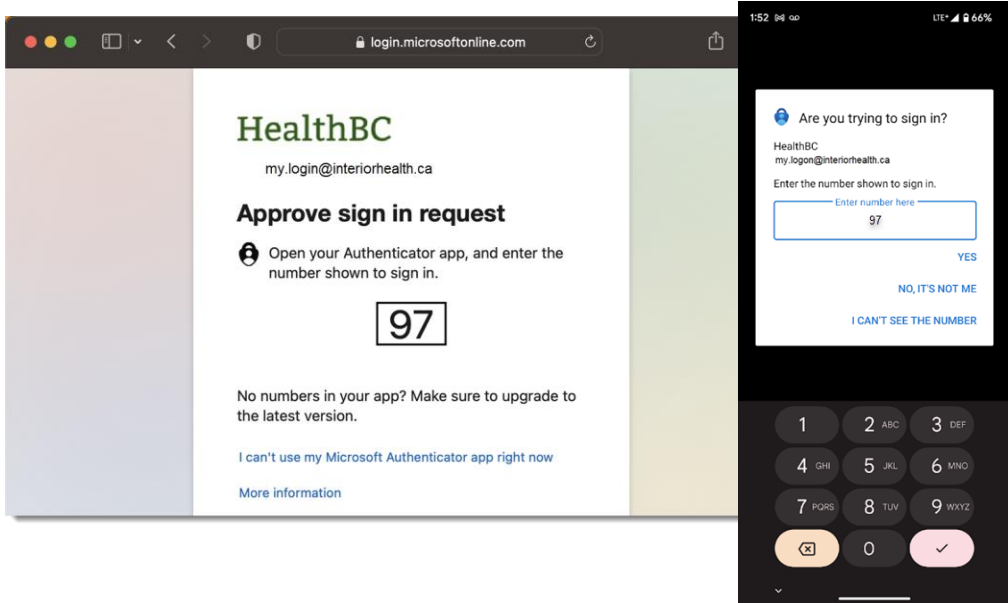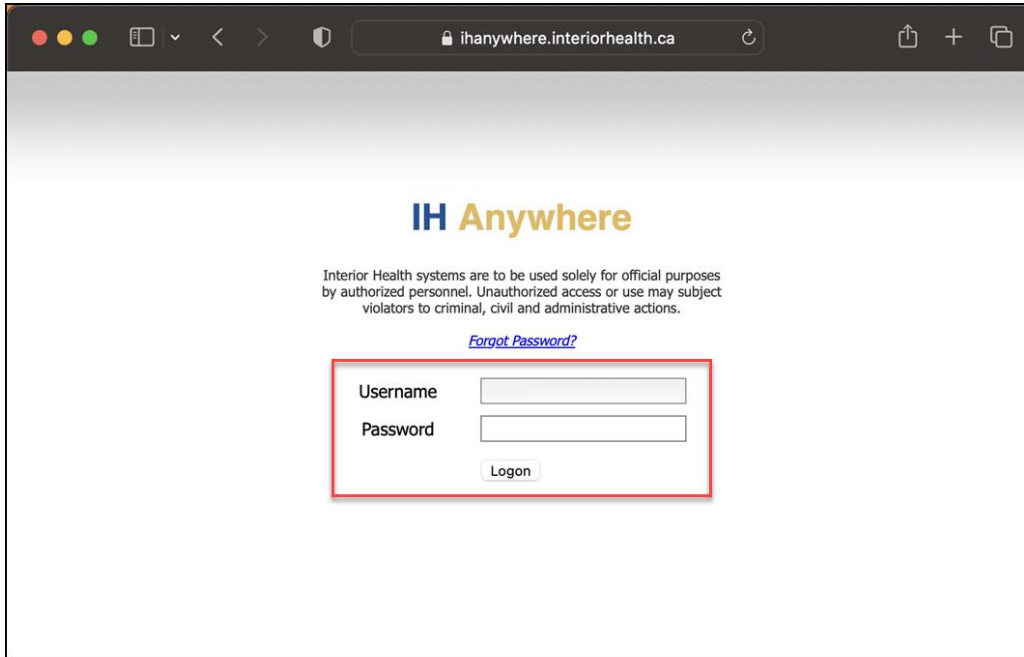

Step 5 – Stay Signed in

After completing the MFA verification, you will be prompted to Do not show the HealthBC logon prompt.   It is recommended that **you select Don't show this again (1)** and **Click the Yes Button (2)**.
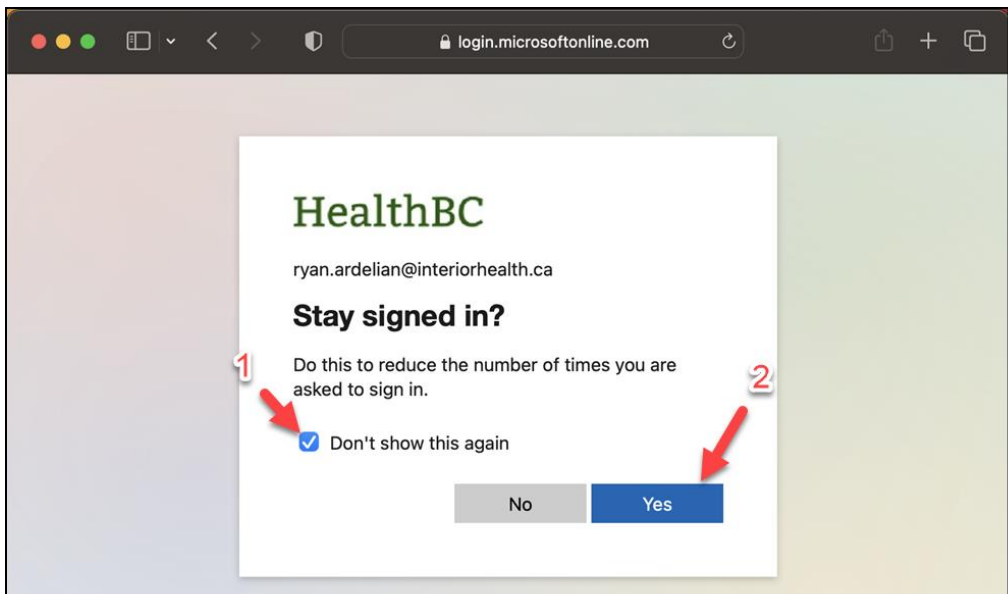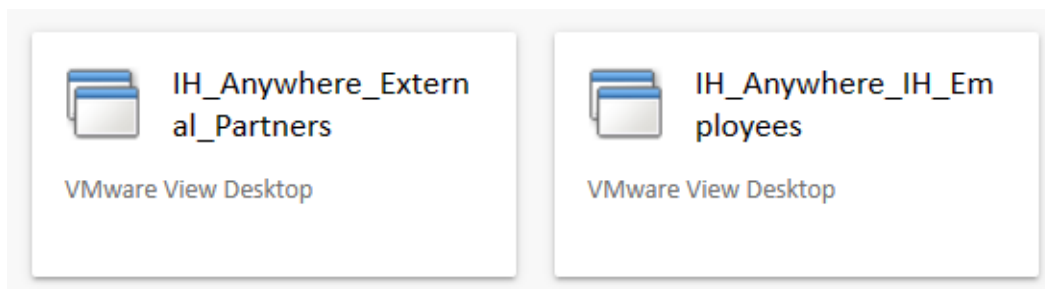
Step 6 – IH Anywhere Log In

The standard IH Anywhere Logon Screen will now be available, **type your Interior Health username\mnemonic** and your **current password**.

Step 7 – Launching IH Anywhere

After Signing in, you will have access to one of two IH Anywhere workstation resources. **Single Click the option you have visible to you**.

VMware Horizon should now launch, and your workstation should begin loading.