

IH Anywhere Installation and Usage Guide

VMWARE HORIZON CLIENT INSTALLATION – WINDOWS
June 2023 Release

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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:

- Windows 11 (22H2, 21H2)
- Windows 10 (22H2)

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
- Select the **latest*** release Version

* Release versions show up as a 4-digit number, this indicates the year and month. Please use this to determine the version to download.

Installation Walkthrough

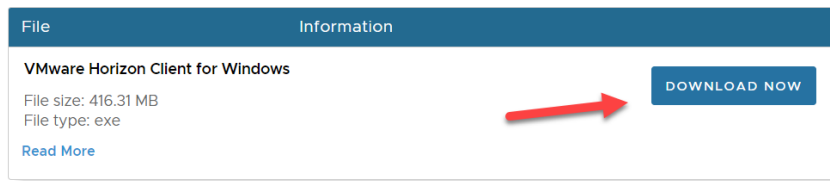
The following walkthrough was completed using VMware Horizon 8 Version 2303. Future versions of the installation process should remain similar. If you have any issues installing the horizon client, please call the Service Desk for further assistance.

Step 1 – Downloading VMware 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 Windows

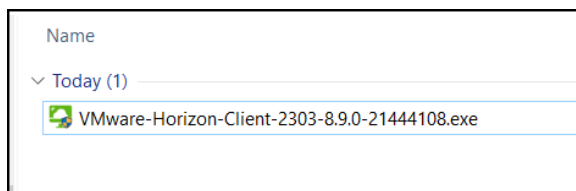


3. Leave the most current version selected under 'select version'
4. Click **Download Now**



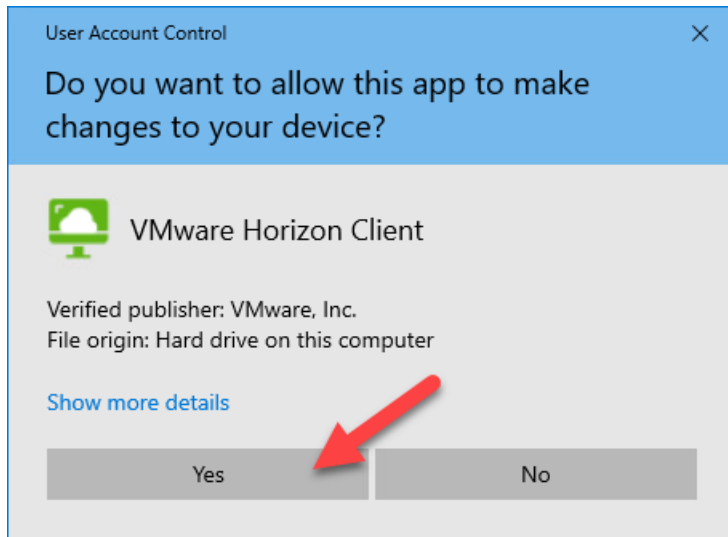
Step 2 – Launch the VMware Horizon Client Installer

Once the installer is downloaded, access the location you saved the file and launch the installation file. You will need to have administrator rights to your computer \ workstation.



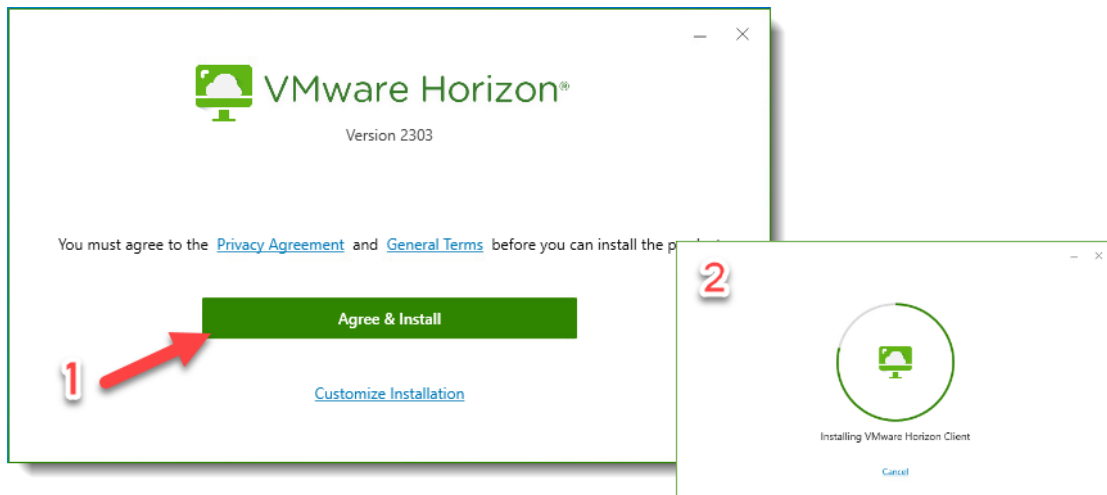
Step 3 – User Account Control Prompt

User Account control Prompt (may require a password to bypass depending on your system configuration). Click **Yes** to continue.



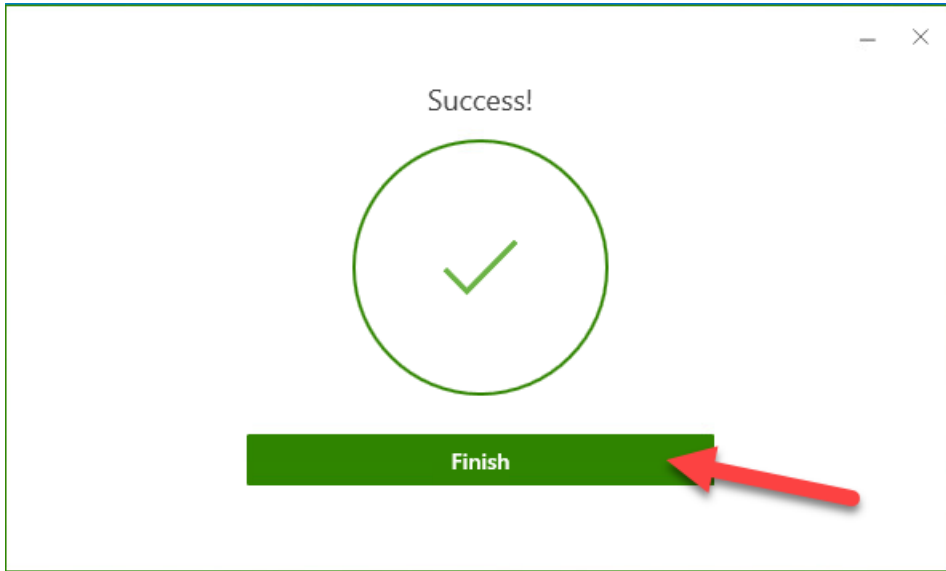
Step 4 – Agreement and Installation

Click the **Agree & Install** button (1), the installation process will begin and its progress will be indicated on the progress 'circle' (2).



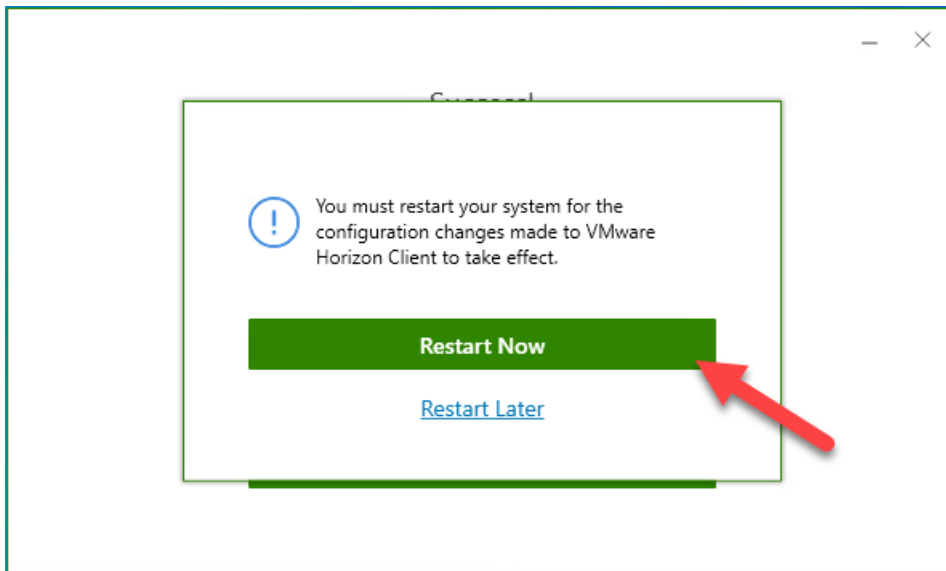
Step 5 – Complete the Installation

Click the **Finish** button



Step 6 – Restart the Workstation

Ensure that all your work is saved and click the **Restart Now** button. The Installation is complete.



IH Anywhere Usage

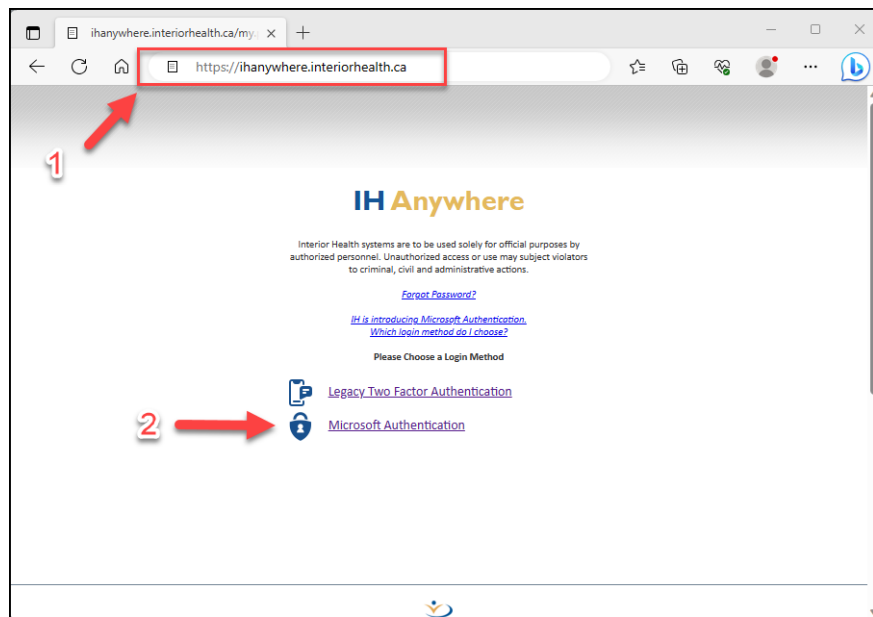
Logging In

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 – Accessing the Website

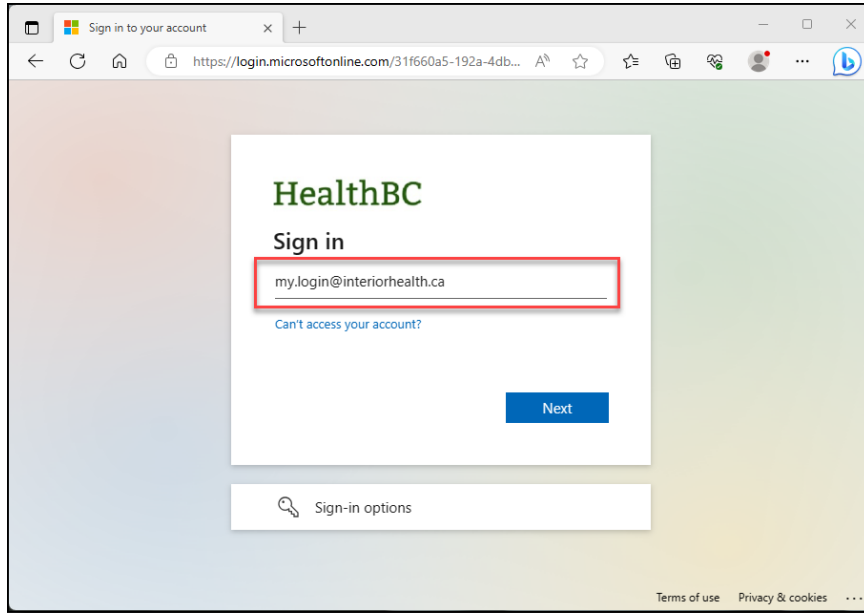
1. From your web browser access the website <https://ihanywhere.interiorhealth.ca>
2. Select the **Microsoft Authentication** option*



* You are still able to 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**.



HealthBC

Sign in

my.login@interiorhealth.ca

Can't access your account?

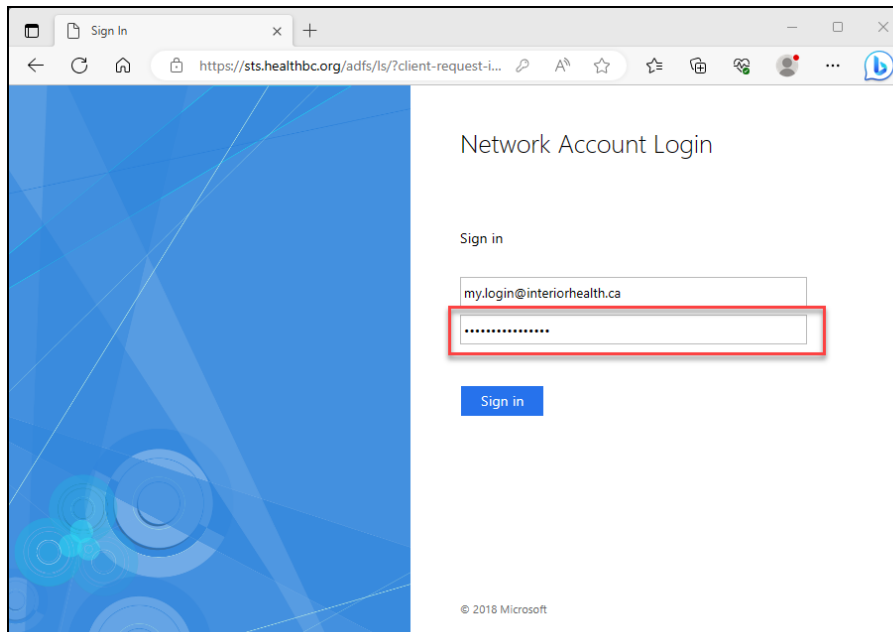
Next

Sign-in options

Terms of use Privacy & cookies

Step 3 – HealthBC Sign in Continued

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



Network Account Login

Sign in

my.login@interiorhealth.ca

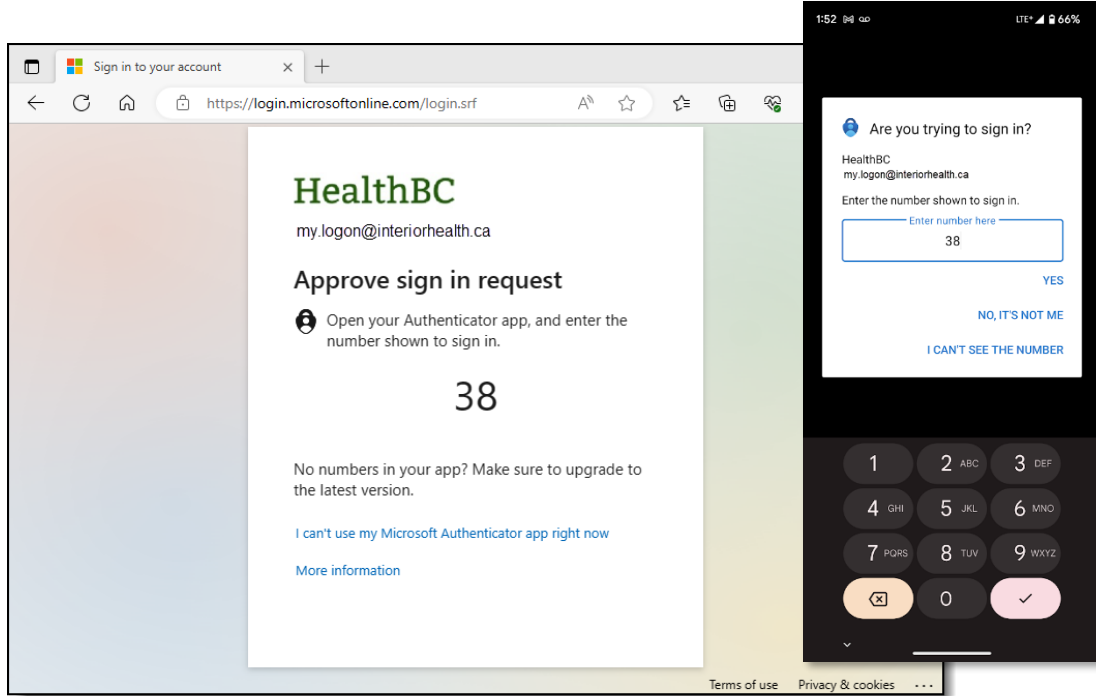
.....

Sign in

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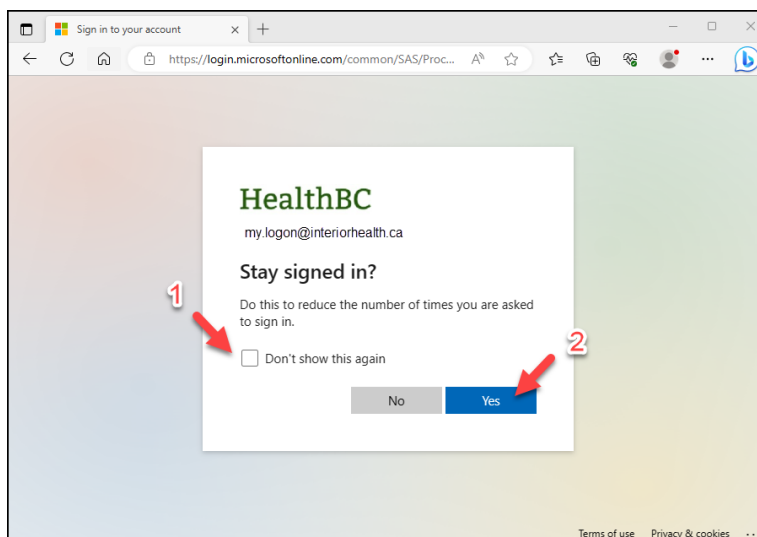
Step 4 – MFA Sign-in & Approval

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.



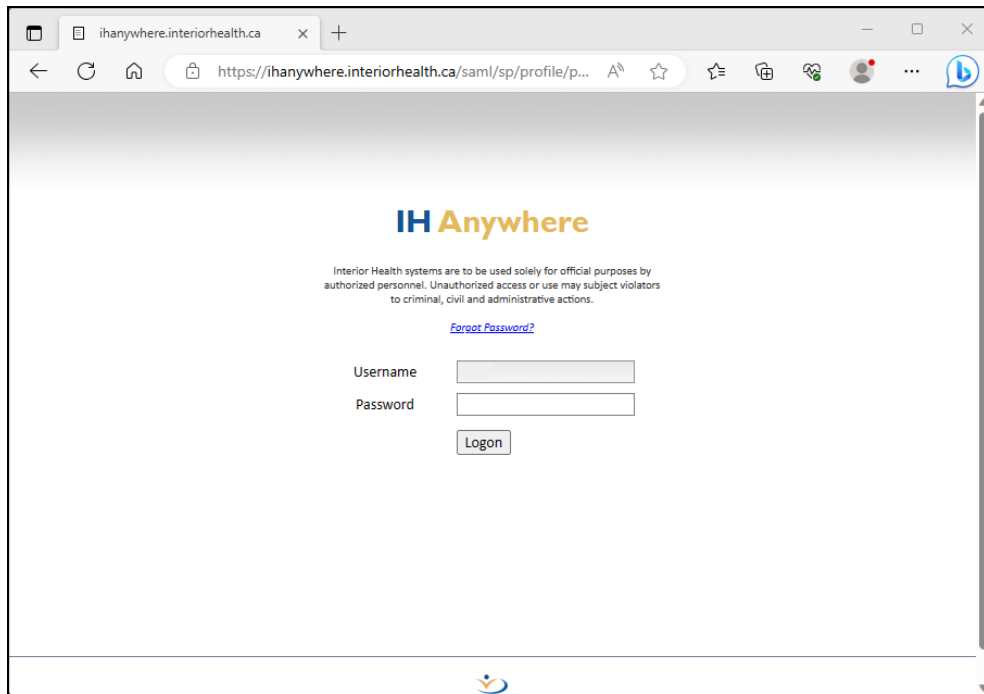
Step 5 – Stay Signed in

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)**.



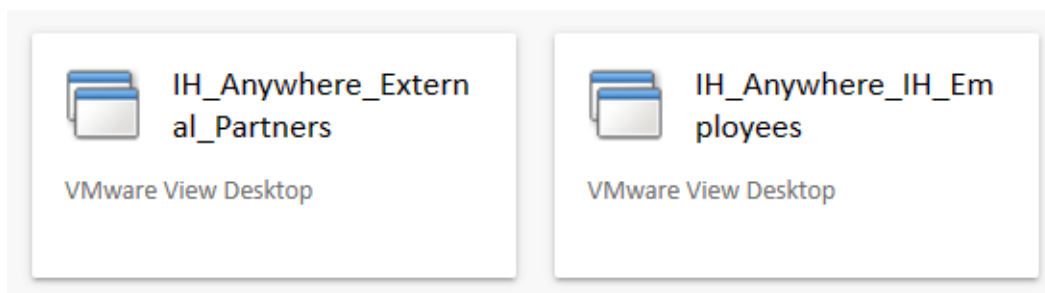
Step 6 – IH Anywhere Login

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.