

VMware Horizon Guidelines - Remoting into a Meritus device

Last update 0618/26

Connect to VMware Horizon Resources at Meritus

Summary

Use the following instructions to connect to the Meritus Medical Center VMware Horizon environment. Horizon provides virtual Windows sessions and applications to remote users. Users will be required to enroll with DUO Two-Factor user authentication to connect to Meritus virtual desktops.

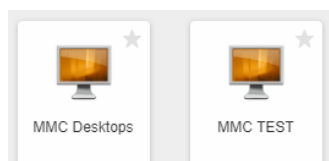
Horizon Web Connection

This is the preferred connection method for all connections into the Horizon environment. The Web Connection is preferable for slower internet connections (public Wi-Fi, hotspots, mobile).

1. Open a web browser. **Note:** Preferred browser is Microsoft Edge
2. Enter <https://horizon.meritushealth.com> in the address bar and **Enter**
3. Enter a valid Meritus Username and Password then click **Login**.
 - **Note:** DUO two-factor authentication is required to complete your login. DUO will prompt you for additional authentication through the mobile app before you can proceed.



4. Choose a preferred desktop or application icon. Users will see different desktop and application icons based on user group access. **Note:** It may take a few moments for the Windows desktop and all the application icons to load. Thank you for your patience.



Horizon Client Connection

This method requires users to have the VMware Horizon Client installed on their device. Users who have multiple monitors or who need access to local devices from the virtual desktop will need to use the Horizon client. All users should upgrade to the latest available version of the Horizon Client.

Install or upgrade the Horizon Client

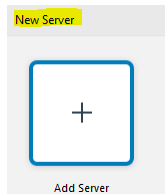
Note: If the latest Horizon client version is already installed on your device, skip steps 1-6.

1. Go to the [Meritus Health – For Employees](#) web page.
2. Click the VMWare Horizon client downloads link to access the VMware download site.
3. Click the GO TO DOWNLOADS link in the VMware Horizon Client for Windows (or MAC) section.
4. Select the latest available version and then click the DOWNLOAD NOW button.
5. Once the file has downloaded, open the file to begin the client installation. This will require admin permission on your device.
6. Accept all default options during the install process. Reboot when prompted.

Setup Connection

Note: Go ahead and skip steps 1-3 for the upgrade of an existing client installation.

1. Open the VMware Horizon Client application
2. Click the **New Server** link



3. Enter the server address **horizon.meritushealth.com** and click **Connect**

Enter the name of the Connection Server

4. Enter a valid Meritus Username and Password and click **Login**.

Server:  <https://horizon.meritushealth.com>

User name:

Password:

5. Respond to the DUO two-factor authentication prompt to complete your connection.
6. Choose a virtual desktop or application.
7. Use the following instructions to remote into your device at Meritus.

Connect to a Remote Desktop

Note: To connect to a remote desktop computer, IS staff will need to grant permission for remote users. Please contact the IS service desk for assistance.

1. To open the Remote Desktop Connection App in Windows 10 – Click on the Start Menu button and begin typing **MSTSC**

2. Open the Remote Desktop Connection app.

3. Enter the name of the remote computer.

Note: Meritus devices should be in the following format: *ComputerName.wchsys.org*

4. Click the **Show Options** button.

5. If you have a Meritus login, enter your username with "WCHS\" prepended before your username. For example: *WCHS\myusername*

6. If you want to save your Remote Connection session as a shortcut on the desktop, click the **Save As** button.

7. Click the **Connect** button.

8. Click **Connect** again if prompted.

9. Enter your credentials when prompted.

Connect a Remote Session with Multiple Monitors

1. Click on the Start Menu button and begin typing **MSTSC /multimon**

2. Open the Remote Desktop Connection app.

3. Enter the name of the remote computer.

Note: Meritus devices should be in the following format: *ComputerName.wchsys.org*

4. Click the **Show Options** button.

5. If you have a Meritus login, enter your username with "WCHS\" prepended before your username. For example: *WCHS\myusername*

6. Click the **Display** tab.

7. Check the box next to the **Use all my monitors for the remote session** option.

8. Drag the **Display Configuration** size scale all the way to the large size until you see **Full Screen** displayed below.

9. If you want to save your Remote Connection session as a shortcut on the desktop, click the **Save As** button.

10. Click the **Connect** button.

11. Click **Connect** again if prompted.

12. Enter your credentials when prompted.

MMC Support

- Any support issues, please contact the IS Help Desk - **301-790-8001 (Op. 1)**.
- MMC employees can also access the [Meritus Information Service Hub - Jira Service Management](#).

Helpful Notes

Mobile Devices

Users can connect to the Horizon environment at Meritus through mobile devices. Search the Google Play Store or the Apple Store for **VMware Horizon** and install. Open the app to set up. Enter the following server address when prompted: **horizon.meritushealth.com**.

DUO Mobile

DUO two-factor authentication is required to complete your login. If you have not set up DUO please call the help desk for support.

Disconnect

To disconnect from your session, close the web browser tab running your session, or close the Horizon client from the [X] on the Client toolbar located at the top of the screen.

Sign Out

To Sign out of a Windows 10 virtual session...

1. Click the Windows start icon (lower left corner of the Windows desktop).
2. Click the user icon 
3. Click Sign out

MMC Support

For support issues, please contact the IS Service Desk - 301-790-8001 (Op. 1).

Meritus employees can also access the [Meritus Information Service Hub - Jira Service Management](#).