VMware Horizon Guidelines

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.
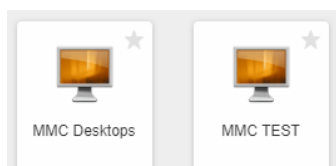
Horizon Web Connection

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

1. Open a web browser. **Note**: Issues have been reported with the 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 require to complete your login. DUO will prompt you for additional authentication through the mobile app or mobile voice call before you can proceed. Go to Meritus Health Employee page for more DUO details.

4. Chose 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 10 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 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 install. This will require admin permissions 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
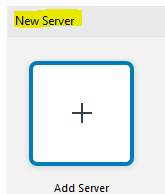
3. Enter the server address horizon.meritushealth.com and click Connect

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

5. Respond to the DUO two-factor authentication prompt to complete your connection. Go to Meritus Health Employee page to enroll with DUO or get more details.

6. Chose a virtual desktop or application.

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 setup. Enter the following server address when prompted: horizon.meritushealth.com.

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 IS self-service portal.