



VMware Horizon Client Configuration Guide

Introduction

VMware Horizon provides virtual application and desktop access for Riverside County employees, contractors, and vendors. This guide explains the required steps needed to access the Riverside University Health System (RUHS) VMware Horizon environment.

Access Methods

There are two primary methods to access the RUHS VMware Horizon environment. The first, and most simple, is through a web browser (Chrome, Edge, Firefox, etc.). The second, is a downloaded app from either your phone or computer.

Important note: If you are connecting from outside Riverside County's network, you must authenticate with your Office 365 (@ruhealth.org) account. If you are connecting from inside the Riverside County's network, use your Active Directory username and password.

Method 1: Web Browser

Using a web browser is the simplest method for connecting. The downside to using a web browser to connect is that it does not provide all the features the app would. Unless you are using connected devices such as webcams, microphones, etc. then the web browser is a convenient way to connect.

1. Open a web browser (Chrome, Edge, Firefox, etc.) and navigate to view.ruhealth.org.
2. Sign in with either your Office 365 account (outside the County network) or Active Directory username and password (inside the County Network). See the "important note" under the "access methods" section for more information.
3. If you are logging in from outside the County network, then you will be prompted answer your multifactor authentication (MFA) prompt. See the section in this document titled "multifactor authentication".
4. Once signed in, a list of available desktops/applications will be provided.

Method 2: Horizon App

The Horizon app provides all the features that VMware Horizon offers. This method of connecting allow the use of locally connected (and approved) devices to use on your virtual desktop. The app is available for desktop computers (PC and MAC) as well as mobile phones (IOS and Android).

1. Download the VMware Horizon app.
PC/MAC/Linux: Download from: <https://www.vmware.com/go/viewclients>

Apple IOS: Search for “VMware Horizon” in the App Store.

Google Android: Search for “VMware Horizon” in the Play Store.

2. Open the app. When prompted for the server address, type in “view.ruhealth.org”.
3. Sign in with either your Office 365 account (outside the County network) or Active Directory username and password (inside the County Network). See the “important note” under the “access methods” section for more information.
4. If you are logging in from outside the County network, then you will be prompted answer your multifactor authentication (MFA) prompt. See the section in this document titled “multifactor authentication”.
5. Once signed in, a list of available desktops/applications will be provided.

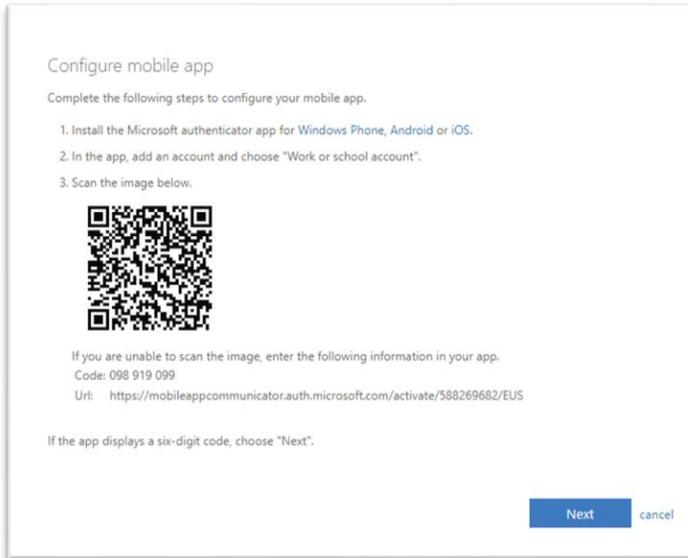
Multifactor Authentication

Due to increased security requirements, while logging into view.ruhealth.org from outside the County network, you must authenticate using multifactor authentication (MFA). Multifactor authentication involves supplying a code from a text message or answering a prompt on your phone to validate your identity. Follow the steps below to set up MFA.

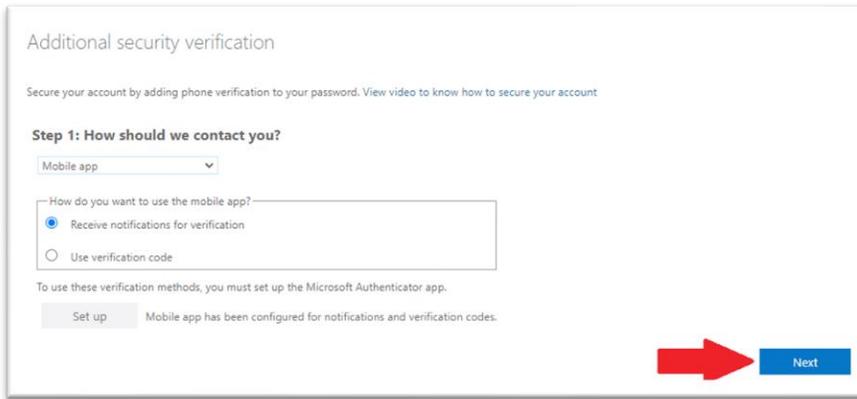
1. Open a web browser (Chrome, Edge, Firefox, etc.) and navigate to <https://aka.ms/mfasetup>.
2. Type in your Office 365 username and password.
3. Click the “next” button to enroll your MFA authentication.
4. Select mobile app as your MFA method. Select “Receive notifications for verification” under “How do you want to use the mobile app?” prompt. Click the “set up” button to continue.

The screenshot shows a web-based form titled "Step 1: How should we contact you?". At the top, there is a dropdown menu with "Mobile app" selected. Below this, a section titled "How do you want to use the mobile app?" contains two radio button options: "Receive notifications for verification" (which is selected) and "Use verification code". At the bottom of the form, there is a blue "Set up" button and a note that reads: "To use these verification methods, you must set up the Microsoft Authenticator app. Please configure the mobile app."

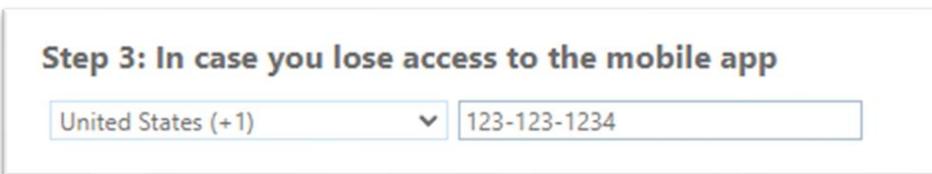
5. Install and set up the Microsoft Authenticator app on your phone by following the instructions on the screen. Click the “next” button when ready.



6. Once back at the “Additional security verification” screen, click the “next” button.



7. You should receive a prompt on your phone to allow authentication. If you don't see it make sure your phone is not locked or that “do not disturb” mode is not enabled.
8. Enter in your phone number in case you lose access to your authenticator application.



9. Click the “done” button.
10. Using a web browser (Chrome, Edge, Firefox, etc.) or the VMware Horizon app, navigate or connect to view.ruhealth.org.
11. Enter in your username and password.
12. Answer the MFA prompt on your phone.
13. You are now connected!

Troubleshooting

The RUHS service desk (951-486-4357) is available to assist in resolving any issue you might be experiencing while using the VMware Horizon environment. Some common issues and their fixes can be found in this section.

Issue: When going to view.ruhealth.org in my web browser, I get an error message.

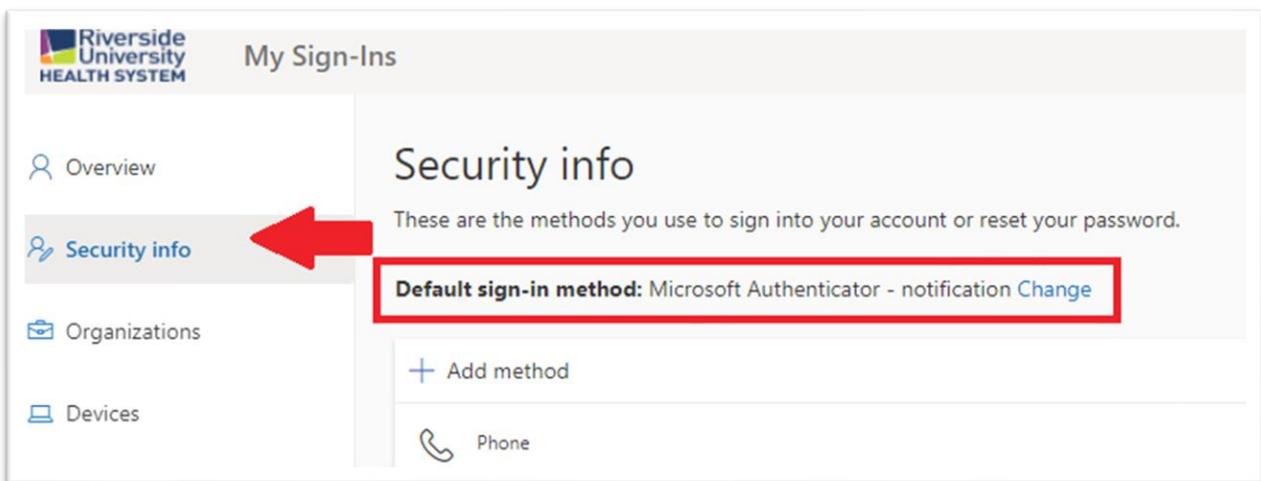
Fix: Ensure you are using an up-to-date web browser such as Google Chrome, Microsoft Edge or Mozilla Firefox. Also check that your internet connection is working.

Issue: When submitting my username and password, I get “access denied”.

Fix: Check that you are submitting the correct credentials. See the “important note” under the “access methods” section for more information.

Issue: I get “access denied” and I’m using the correct credentials.

Fix: If you are attempting to use your Office 365 email address and password to connect from outside the county’s network, check that your MFA (multifactor authentication) is set up correctly. Go to <https://aka.ms/mfasetup> and check that your expected sign-in method is listed.



Issue: After I sign in, I get a message saying, “not entitled to any desktops”.

Fix: Log out and try logging into a different domain such as “RUHEALTH”. If you still get the error message, call the RUHS Help Desk at (951-486-4357).

Issue: I'm not sure if I'm logging in from inside the county network or outside.

Fix: The logon screens will differ depending on if you are inside or outside the county network. See below:

Inside

The screenshot shows the login interface for users inside the county network. At the top left is the Riverside University Health System logo. In the top right corner, there is a QR code icon and a small 'Advanced' button. The form contains three input fields: 'Username', 'Password', and 'CHA' (with a dropdown arrow). Below these fields is a green 'Login' button and a 'Cancel' link at the bottom.

Outside

The screenshot shows the login interface for users outside the county network. At the top left is the Riverside University Health System logo. In the top right corner, there is a gear icon. The form contains three input fields: 'Email Address', 'Password', and a green 'Login' button. Below the button is a 'Cancel' link at the bottom. The text 'Enter your Office 365 Email Address and Password' is positioned above the 'Email Address' field.

Issue: I can't connect using the Horizon app.

Fix: Try connecting via the web browser method described in the "access methods" section as a test. If that works, make sure the Horizon app is updated. See the "Horizon app" section under "access methods" for download locations for your device.