



VMWARE HORIZON INSTALL - WINDOWS

EDIPHY ADVISORS HELP DESK | (205) 314-8900

EDIPHY ADVISORS

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Note: Before you proceed with the install, please ensure that your device's Windows Operating System (OS) is **Windows 10 or later**.

If your device's OS is **earlier than Windows 10**, please contact the EdiPhy Advisors Help Desk before you proceed with the install.

Instructions on how to identify, check, and update your OS can be found on the Microsoft Support page:

[Identify your OS – Windows](#)

[Check for updates – Windows](#)

[Update OS – Windows](#)

Call: (205) 314-8900

Email: ediphy@buchanan-mail.onbmc.com

Ticketing System and Live Chat: https://buchanan-dwp.onbmc.com/dwp/app/?user_domain=ediphy

If prompted, use [username]@ediphy.com and your EdiPhy password to log in.

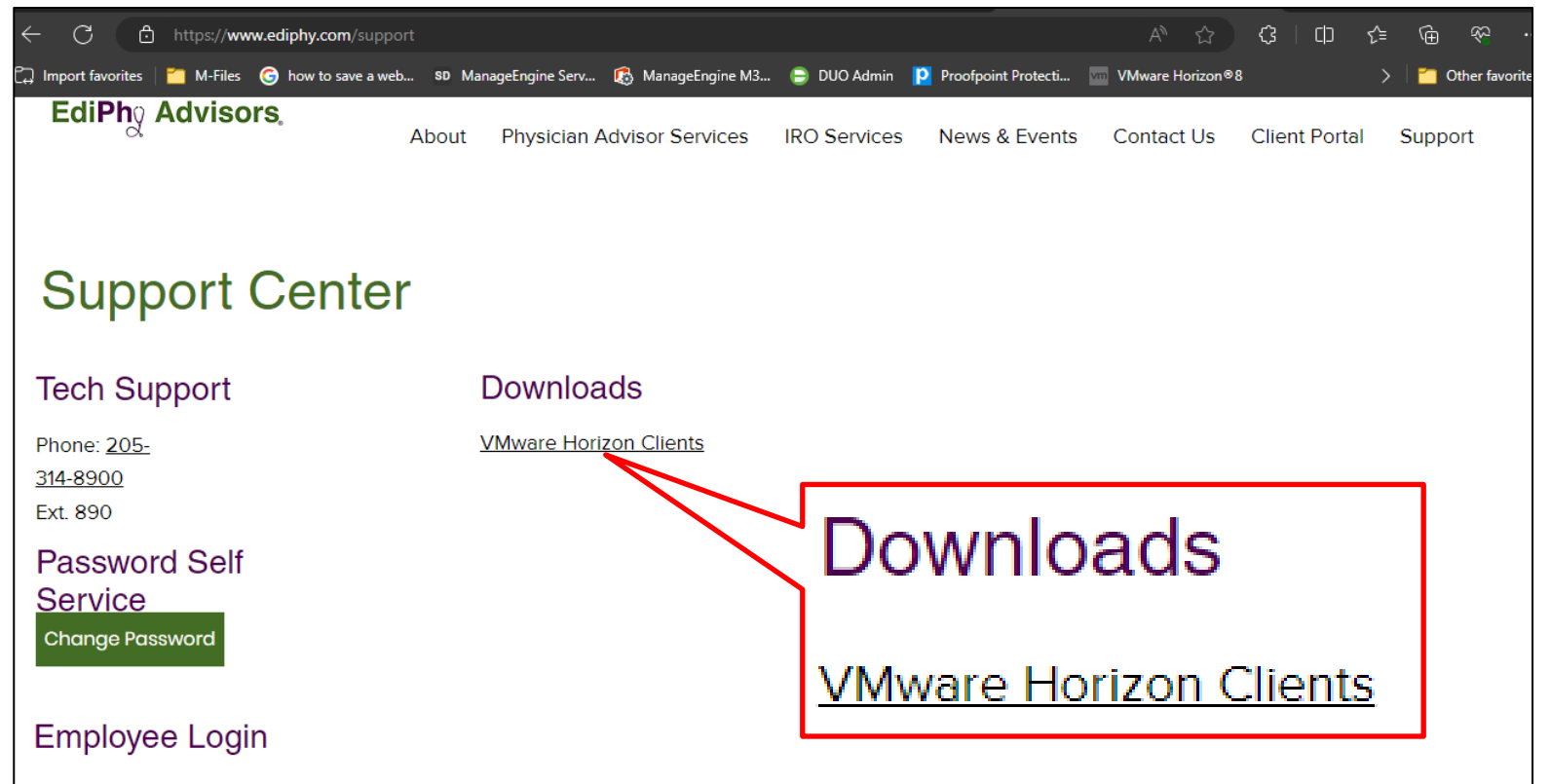
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1. Click the below link to access the EdiPhy Support Page:

<https://www.ediphy.com/support>

1a. If you are not able to access this link successfully, you may also open a web browser and go to Ediphy.com, hover over Support at the top right, and click Employee Support.

2. Click on the “VMware Horizon Clients” link under Downloads.



The screenshot shows a web browser window with the URL <https://www.ediphy.com/support>. The page title is "EdiPhy Advisors" and the navigation menu includes "About", "Physician Advisor Services", "IRO Services", "News & Events", "Contact Us", "Client Portal", and "Support". The main heading is "Support Center". Under "Tech Support", there is contact information: "Phone: 205-314-8900 Ext. 890". Under "Password Self Service", there is a "Change Password" button. Under "Employee Login", there is a link. Under "Downloads", there is a link for "VMware Horizon Clients". A red callout box highlights the "Downloads" section, with the text "Downloads" and "VMware Horizon Clients" inside it.

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3. Next to VMware Client for Windows, click “Go to Downloads”.

vmware CUSTOMER CONNECT | Products and Accounts | Support | Knowledge | Learning | Cloud Services

Download VMware Horizon Clients

Select Version:

HORIZON 8

VMware Horizon Clients for Windows, Mac, iOS, Linux, Chrome and Android allow you to connect to your VMware Horizon virtual desktop from your device of choice giving you on-the-go access from any location.

[Click here](#) for a list of certified thin clients, zero clients, and other partner solutions for VMware

[Read More](#)

Product Resources

- [View My Download History](#)
- [Product Info](#)
- [Documentation](#)
- [Horizon Mobile Client Privacy](#)
- [Horizon Community](#)

Product Downloads | Drivers & Tools | Open Source | Custom ISOs | OEM Addons

Product	Release Date	
VMware Horizon Client for Windows		
VMware Horizon Client for Windows	2024-04-04	GO TO DOWNLOADS
VMware Horizon Client for Mac		
VMware Horizon Client for macOS	2024-04-04	GO TO DOWNLOADS

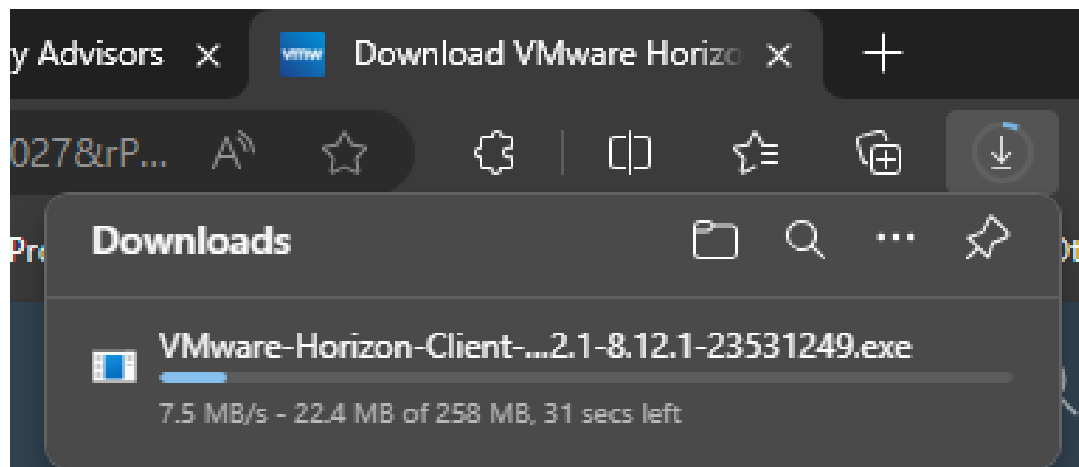
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4. Ensure the version you choose is the **latest version number** for the application and click **“Download Now”**.

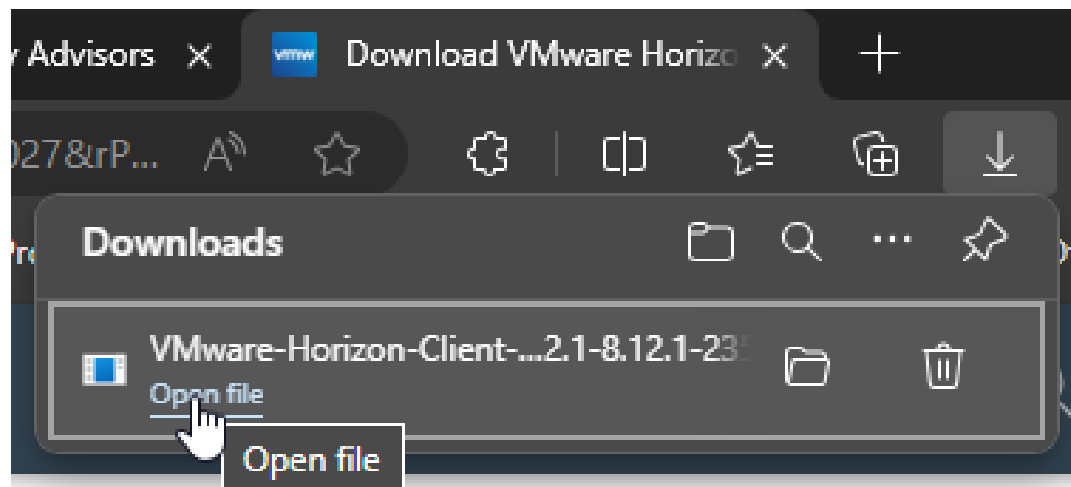
The screenshot shows the VMware Customer Connect website interface. At the top, there is a navigation bar with the VMware logo and the text 'CUSTOMER CONNECT'. Below this, there are several menu items: 'Products and Accounts', 'Support', 'Knowledge', 'Learning', and 'Cloud Services'. The main content area is titled 'Download Product' and is for 'VMware Horizon Client for Windows'. On the left side, there are several filters: 'Select Version', 'Documentation', 'Release Date', and 'Type'. The 'Select Version' dropdown menu is open, showing a list of version numbers: 2312.1, 2312, 2309.1, 2309, 2306, 2303, 2212.1, 2212, 2209.1, and 2209. The version 2312.1 is highlighted with a red dashed circle. Below the filters, there is a 'Product Downloads' section with a table. The table has columns for 'File' and 'Information'. The first row shows 'VMware Horizon Client' with a file size of 258.19 MB and a file type of exe. On the right side of the page, there is a 'Product Resources' section with links for 'View My Download History', 'Product Info', 'Documentation', 'Horizon Mobile Client Privacy', and 'Horizon Community'. At the bottom right of the page, there is a blue button labeled 'DOWNLOAD NOW', which is also highlighted with a red dashed circle.

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5. After clicking “**Download Now**”, your download should start.

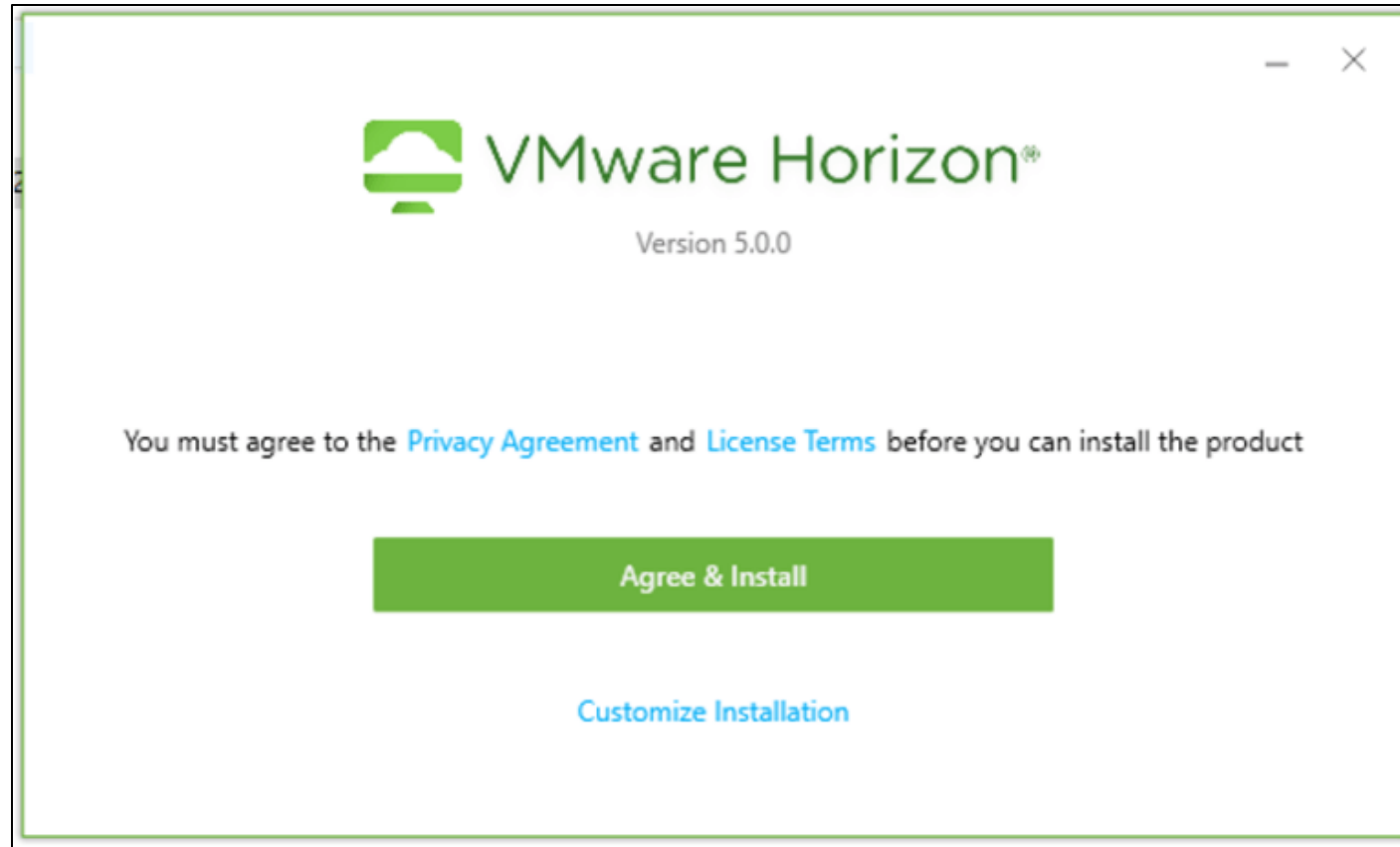


6. Once the download is complete, click “**Open Now**”.



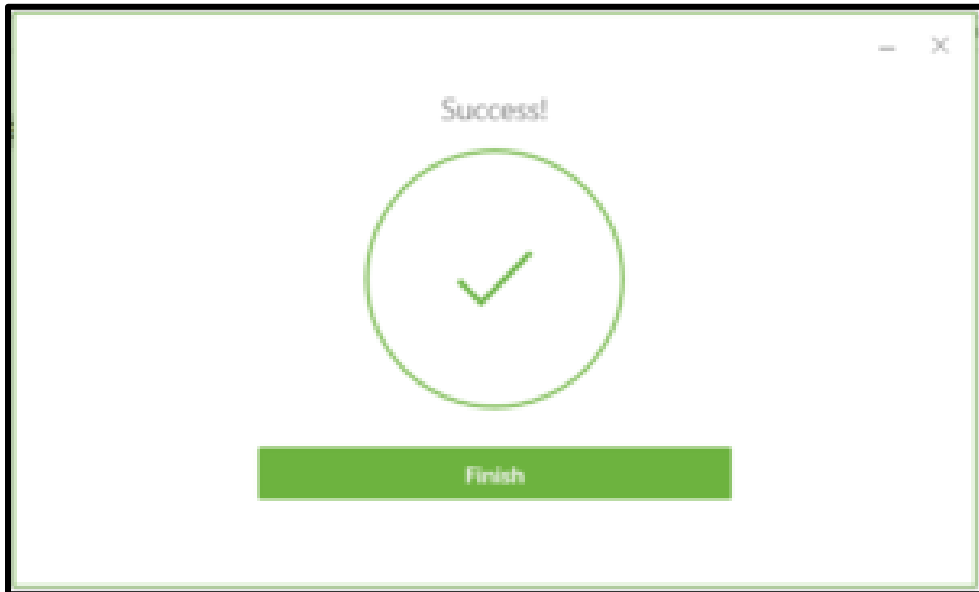
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7. Once the download is complete, an application window will pop up. Click “[Agree & Install](#)” and follow the on-screen guide to install VMware Horizon.

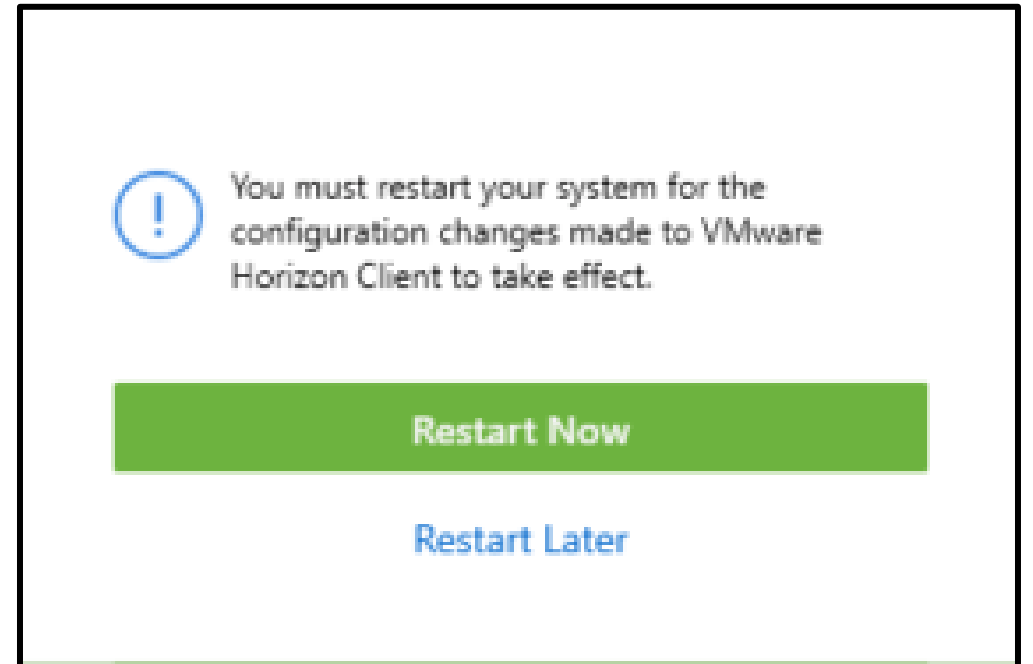


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8. Once the installation completes, click on the **Finish** button.



9. You will be prompted to restart your computer, click "**Restart Now**".



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10. After you have reset your computer, you'll add the server to log in to EdiPhy's virtual environment. Please follow the remainder of this guide to log in.

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11. Find and double click the **VMware Horizon Client icon** on your desktop.

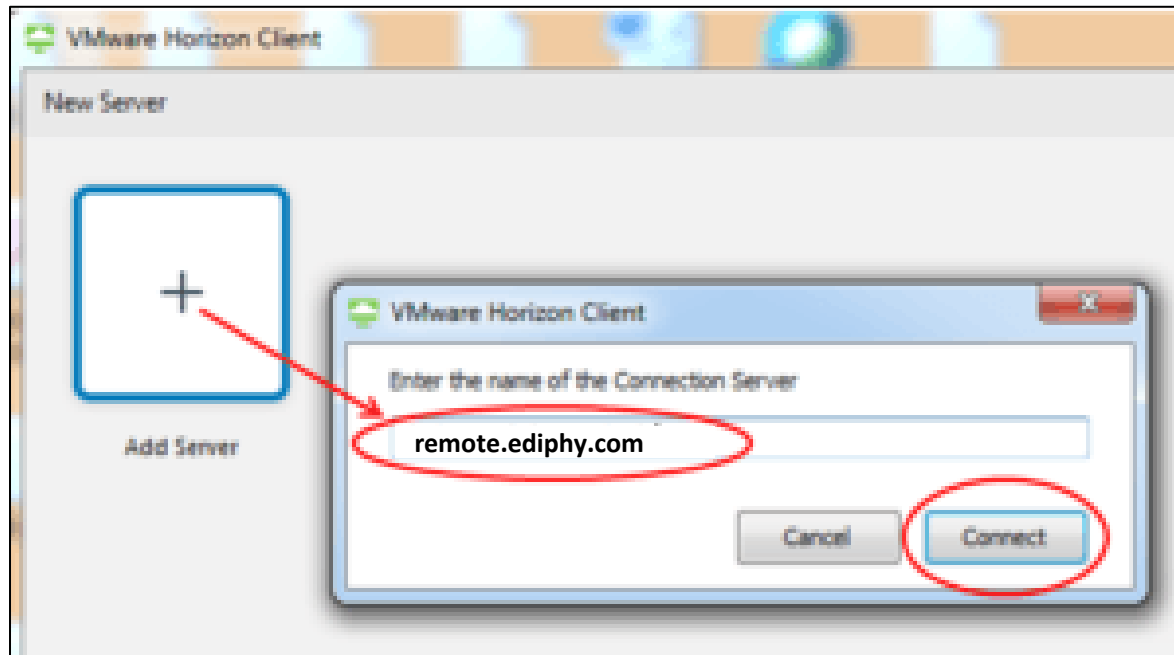


12. After you open VMware, click **Add Server**.



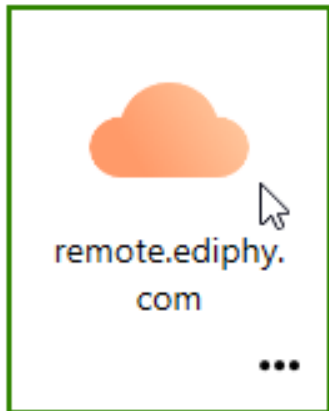
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13. In the Connection Server field, enter “remote.ediphy.com” and click **Connect**.

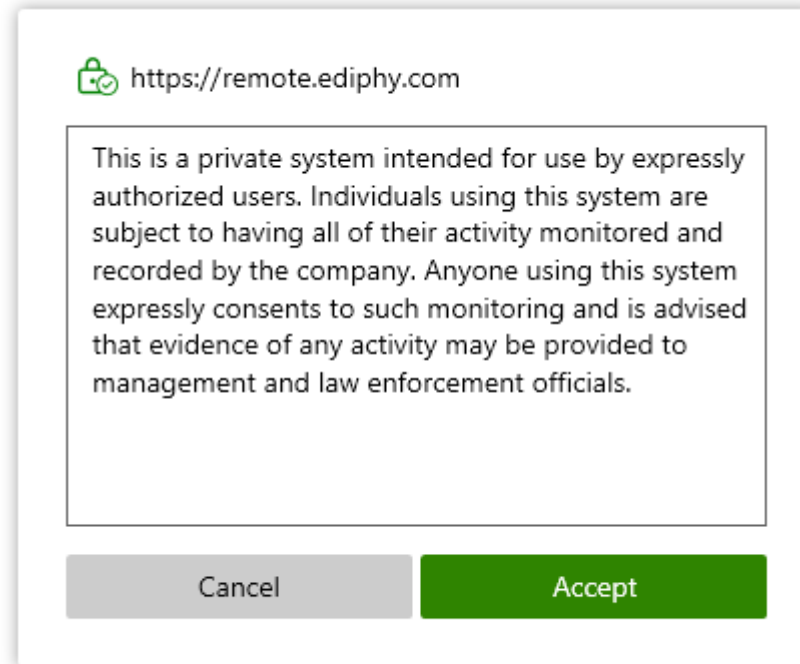


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14. Double click the newly added “remote.ediphy.com” server.

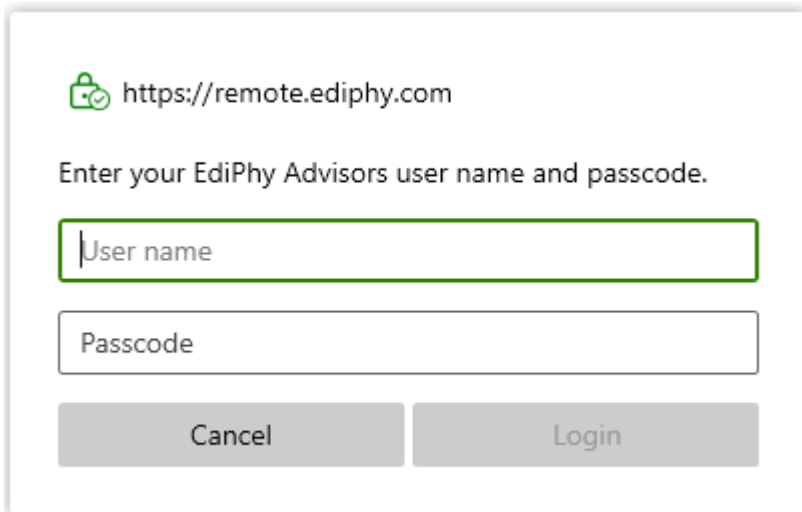


15. You will be prompted by the EdiPhy Security Agreement, click “Accept”.



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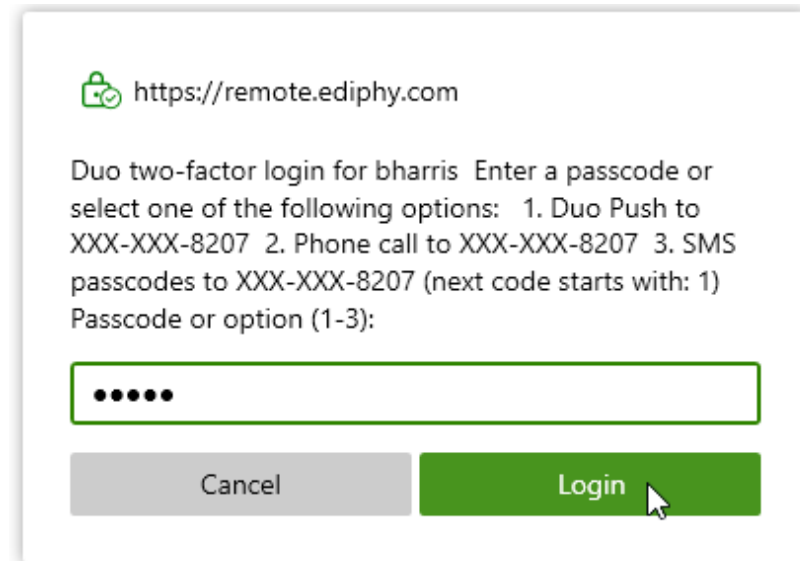
16. Enter your EdiPhy username and password in the appropriate field and click “Login” to proceed to the DUO 2-step authentication process.



A screenshot of a web browser window showing the login page for https://remote.ediphy.com. The page has a lock icon and the URL. Below the URL, it says "Enter your EdiPhy Advisors user name and passcode." There are two input fields: "User name" and "Passcode". At the bottom, there are two buttons: "Cancel" and "Login".

17. When the Duo Login box appears, enter “push”, “phone”, or “sms” in the “Next Code:” field, and click Login to use Duo by:

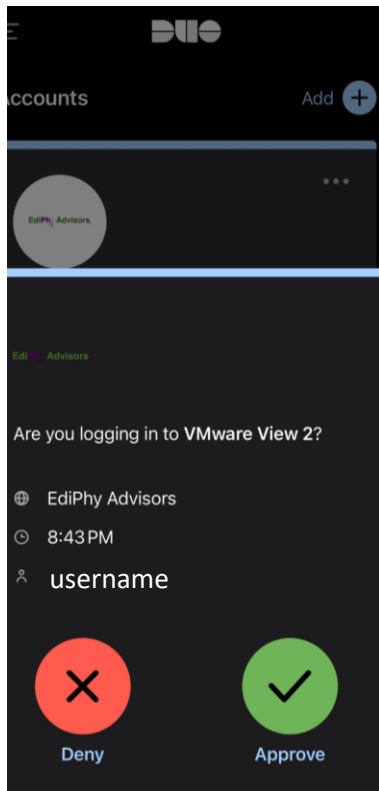
1. Pushing an authentication request to your smart phone.
2. Calling the phone number in your Duo profile.
3. Entering one of three 6-digit passcodes texted to your phone.



A screenshot of a Duo two-factor login page for https://remote.ediphy.com. The page shows the text: "Duo two-factor login for bharris Enter a passcode or select one of the following options: 1. Duo Push to XXX-XXX-8207 2. Phone call to XXX-XXX-8207 3. SMS passcodes to XXX-XXX-8207 (next code starts with: 1) Passcode or option (1-3):". Below this text is a text input field containing five dots. At the bottom, there are two buttons: "Cancel" and "Login". A mouse cursor is pointing at the "Login" button.

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17a. Duo Push method requires the DUO smart phone app. When selecting “push”, an authentication request is sent to the Duo app on your smart phone similar the one shown here.

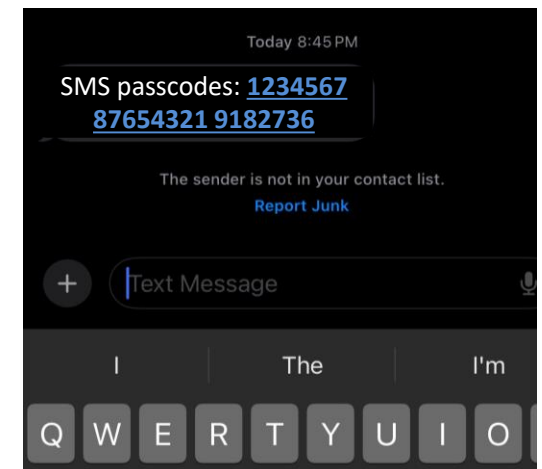


17b. When selecting “phone” and clicking Login, Duo will call the phone that you have set up in your Duo account to receive verification calls. This could be an office phone, mobile phone, or home phone. Answer the call and press any key on your phone keypad to authenticate.



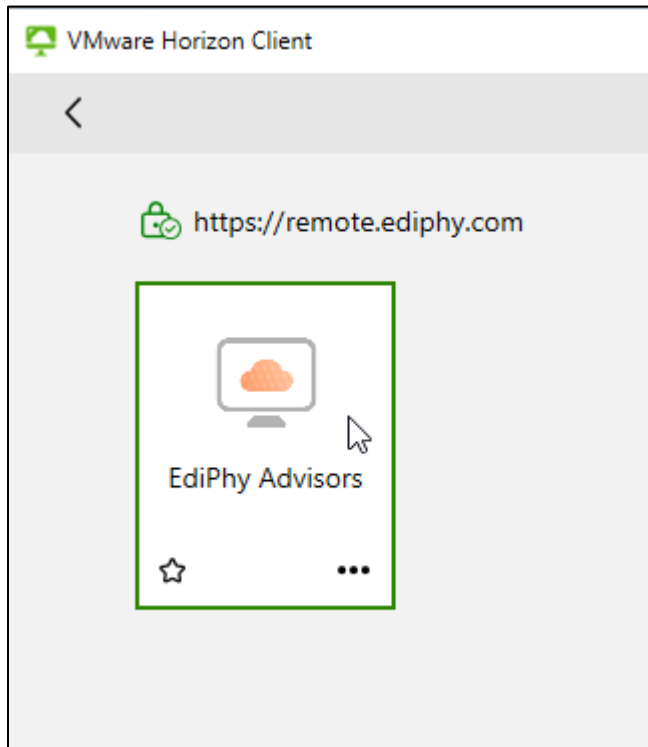
Updated: 8/1/2024

17c. When selecting “sms” and clicking Login, Duo will send a text message to the smart phone that you have set up in your Duo account. You will receive 3 sets of codes like the ones below, choose 1 of the 6-digit set of numbers and enter them in the “Next Code:” field.

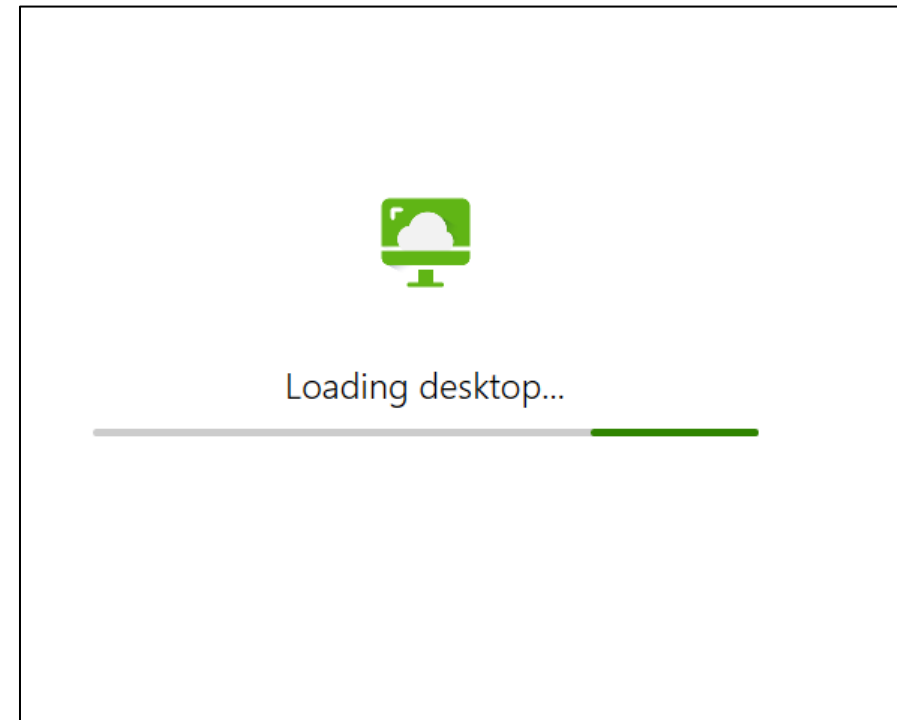


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18. Double click the **EdiPhy Advisors server box** to launch your EdiPhy desktop.



19. Your EdiPhy desktop should load successfully after a few minutes.



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If you're still experiencing issues after trying the provided solution, please contact our Help Desk for further assistance:

Call: (205) 314-8900

Email: ediphy@buchanan-mail.onbmc.com

Ticketing System and Live Chat: https://buchanan-dwp.onbmc.com/dwp/app/?user_domain=ediphy

If prompted, use [username]@ediphy.com and your EdiPhy password to log in.

Other guides can be found on our EdiPhy Employee Support page: <https://www.ediphy.com/support>