



# OMNISSA HORIZON INSTALL – WINDOWS

(Formerly known as VMware)

EDIPHY ADVISORS HELP DESK | (205) 314-8900

**EDIPHY ADVISORS**

# OMNISSA HORIZON INSTALL - WINDOWS

**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](mailto:ediphy@buchanan-mail.onbmc.com)

Ticketing System and Live Chat: [https://buchanan-dwp.onbmc.com/dwp/app/?user\\_domain=ediphy](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 “**Omnissa Horizon Clients**” link under Downloads.

EdiPhy Advisors About Phy

## Support Center

### Contact EdiPhy Advisors Help Desk

**Web:** [Help Desk Ticketing System and Live Chat](#)  
**Phone:** 205-314-8900  
**Internal Zoom Extension:** 890

### Password Self Service

[Change Password](#)

### Downloads

[Omnissa Horizon Clients](#)  
(formerly known as VMware Horizon Clients)

Downloads

[Omnissa Horizon Clients](#)

# OMNISSA HORIZON INSTALL - WINDOWS

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

Home / Omnissa Horizon Clients

## Download Omnissa Horizon Clients

Version: 2412

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

Please Note: The latest 2412 client may not work with existing Zoom, Cisco, Nuance and Imprivata

[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	
▼ <a href="#">Omnissa Horizon Client for Windows</a>		
<a href="#">Omnissa Horizon Client for Windows</a>	2024-12-23	<a href="#">GO TO DOWNLOADS</a>
▼ <a href="#">Omnissa Horizon Client for macOS</a>		
<a href="#">Omnissa Horizon Client for macOS</a>	2024-12-23	<a href="#">GO TO DOWNLOADS</a>

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## 4. Click “Download Now”.

Home / [Omnissa Horizon Client for Windows](#)

### Download Product

Version	2412
Documentation	<a href="#">Release Notes</a>
Release Date	2024-12-23
Type	Product Binaries

Product Resources

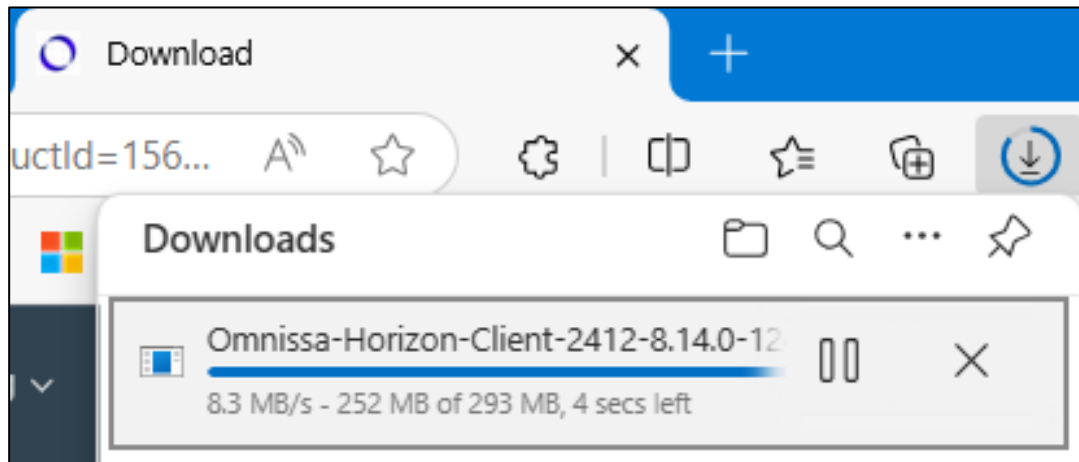
- [View My Download History](#)
- [Product Info](#)
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- [Horizon Mobile Client Privacy](#)
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[Product Downloads](#) [Drivers & Tools](#) [Open Source](#) [Custom ISOs](#) [OEM Addons](#)

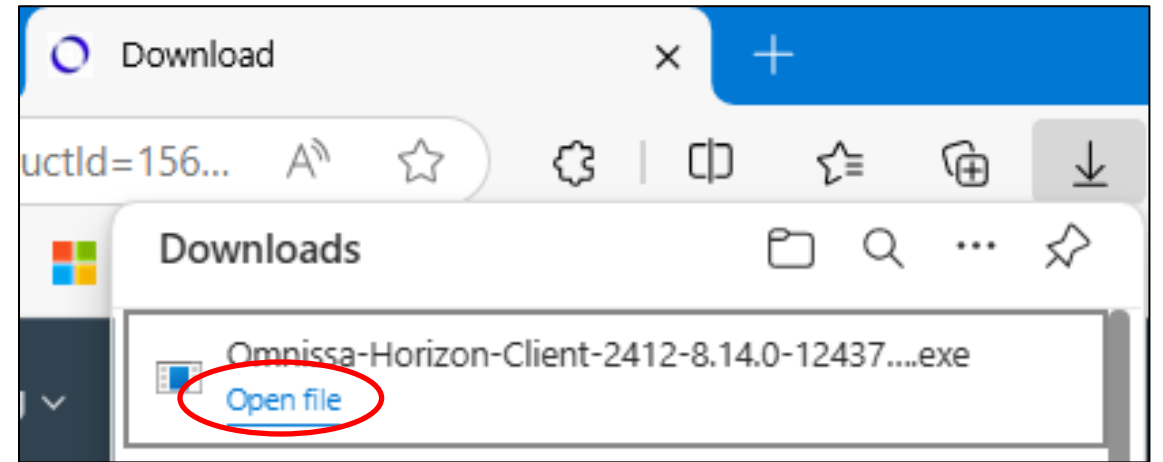
File	Information
<b>Omnissa Horizon Windows Client</b>	<a href="#">DOWNLOAD NOW</a>
File size: 292.97 MB File type: exe	
<a href="#">Read More</a>	

# OMNISSA HORIZON INSTALL - WINDOWS

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

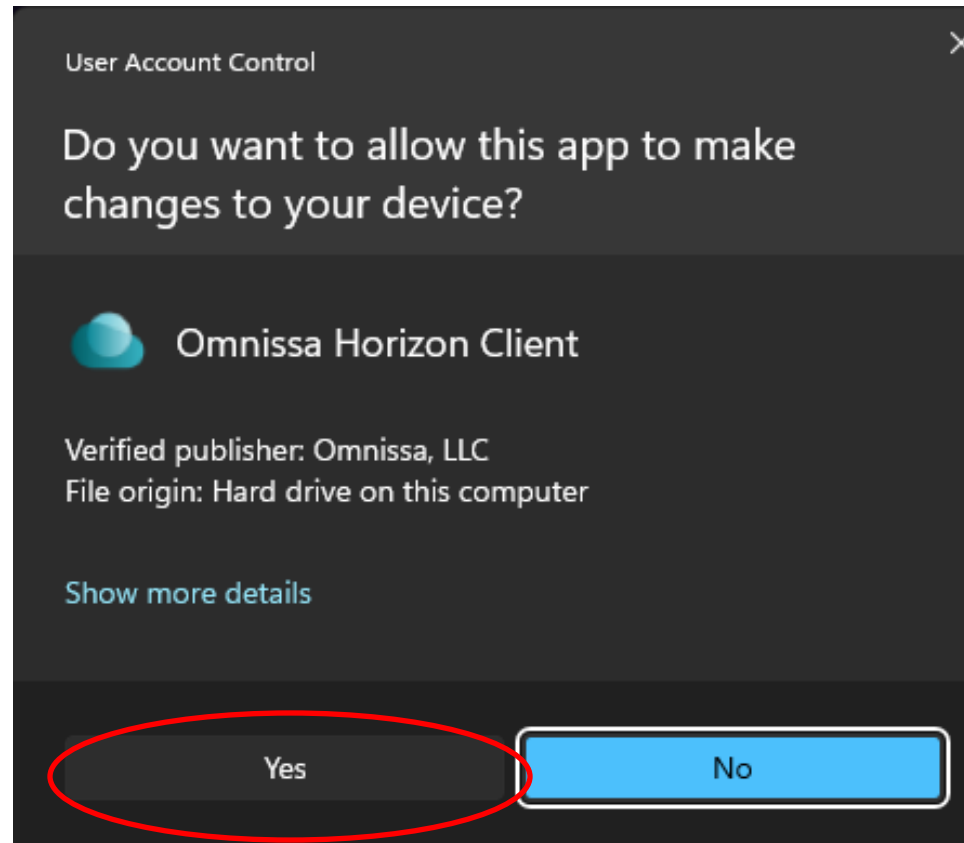


6. Once the download is complete, click “Open file”.



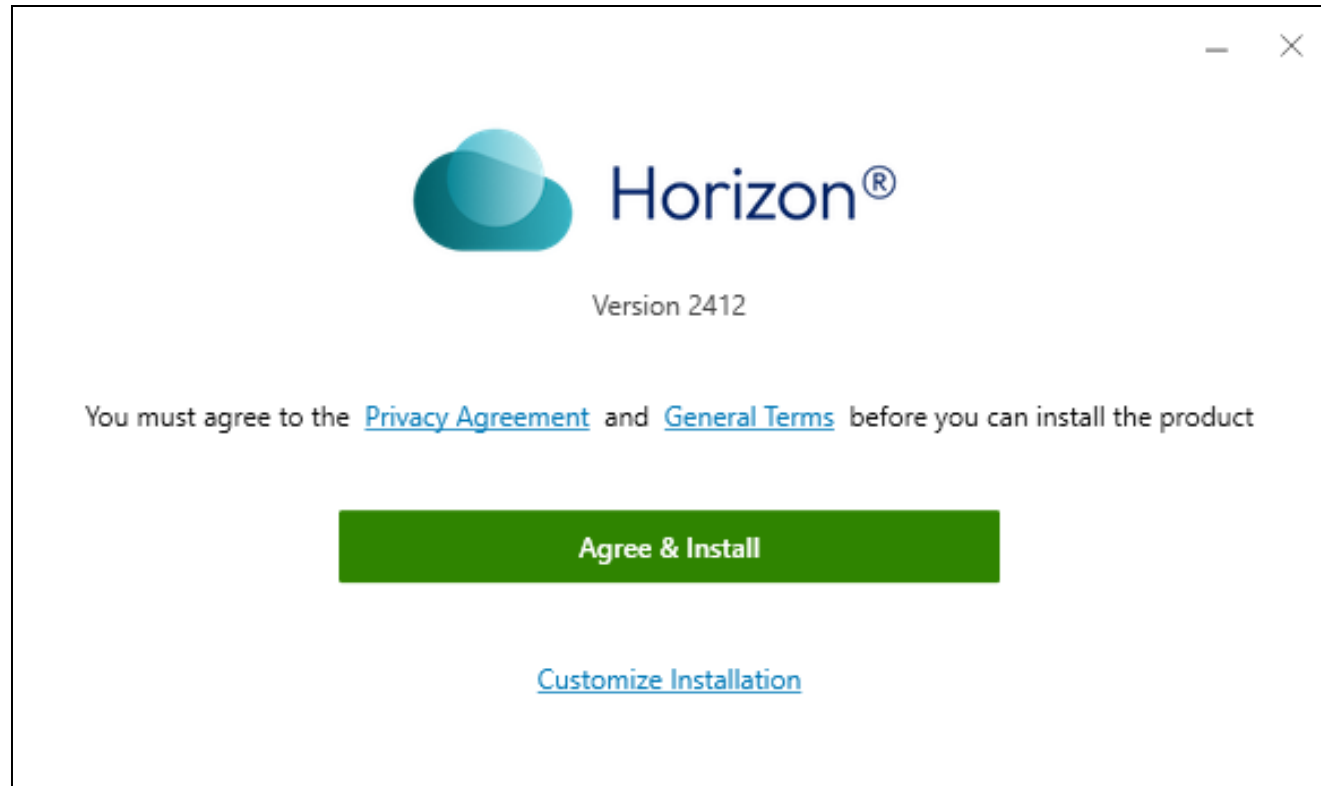
# OMNISSA HORIZON INSTALL - WINDOWS

7. Once the download is complete, allow the application to make changes to your device by clicking **Yes**.



# OMNISSA HORIZON INSTALL - WINDOWS

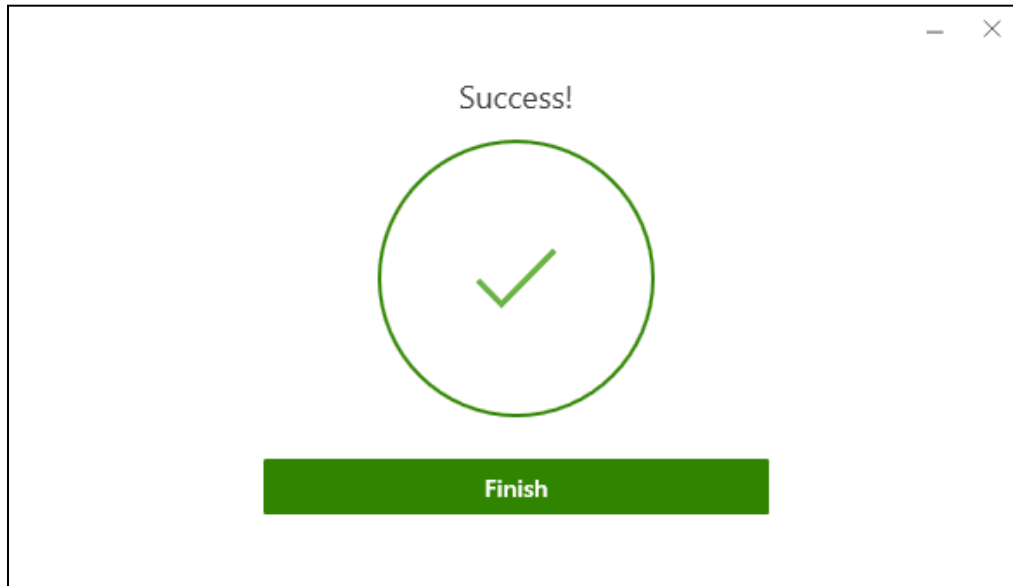
8. Click “**Agree & Install**” and follow the on-screen guide to install Omnissa Horizon.



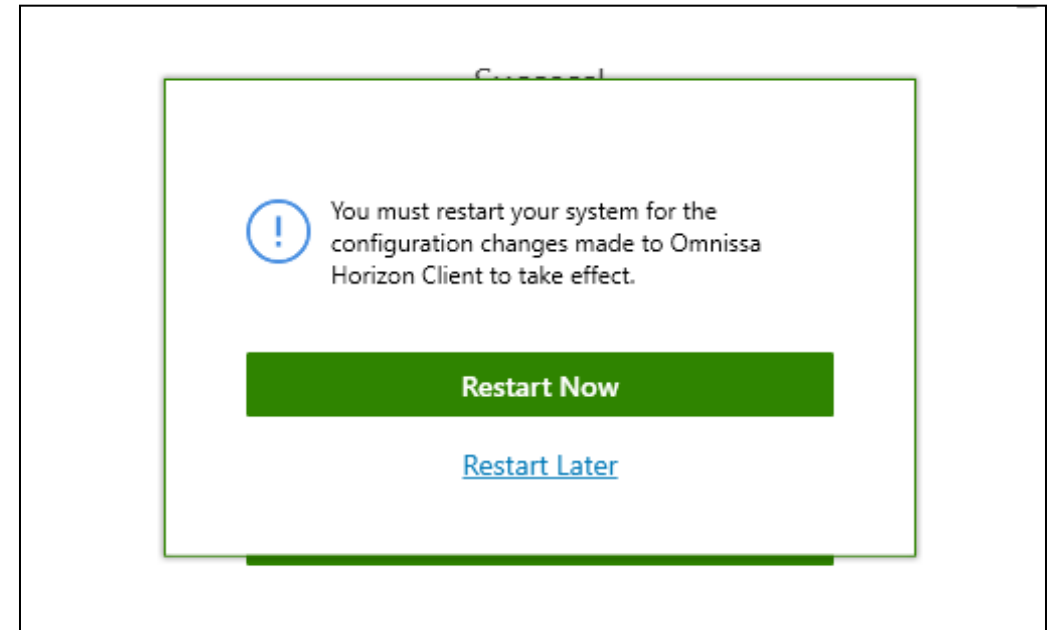


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9. Once the installation completes, click on the **Finish** button.



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



# OMNISSA HORIZON INSTALL - WINDOWS

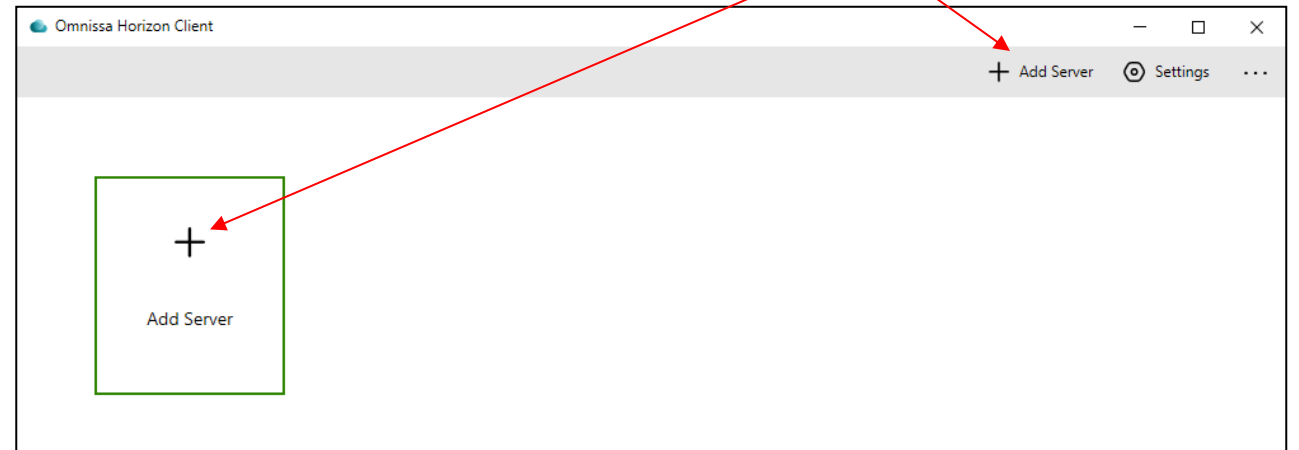
11. After you have reset your computer, you'll add the server to log in to EdiPhy's virtual environment. Please follow the remainder of this guide to log in.

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12. Find and double click the **Omnissa Horizon Client icon** on your desktop.

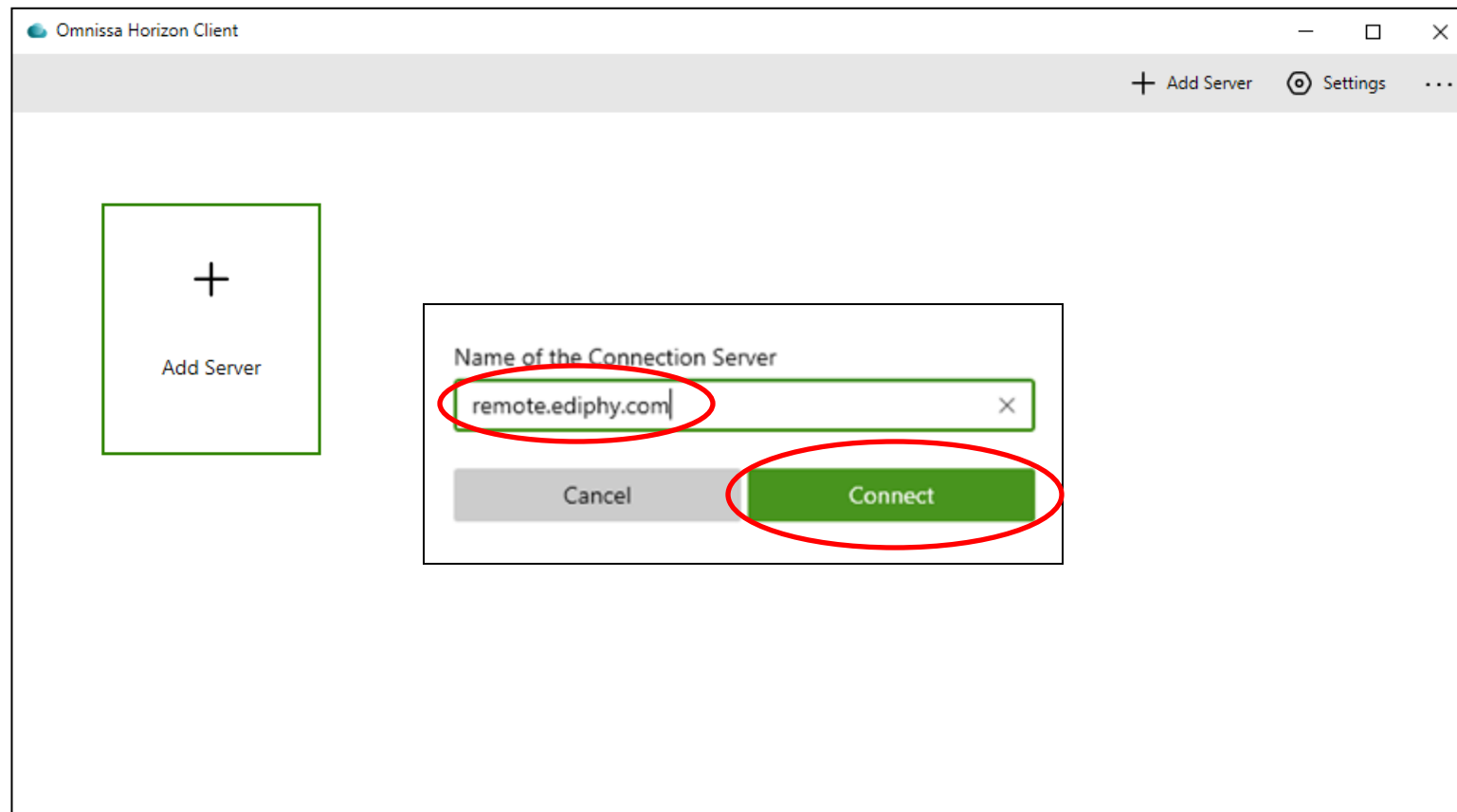


13. After you open Omnissa, click **Add Server**.



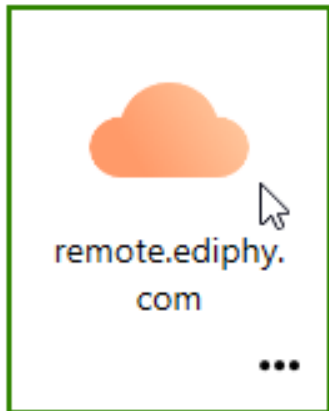
# OMNISSA HORIZON INSTALL - WINDOWS

14. In the Connection Server field, enter “[remote.ediphy.com](https://remote.ediphy.com)” and click **Connect**.

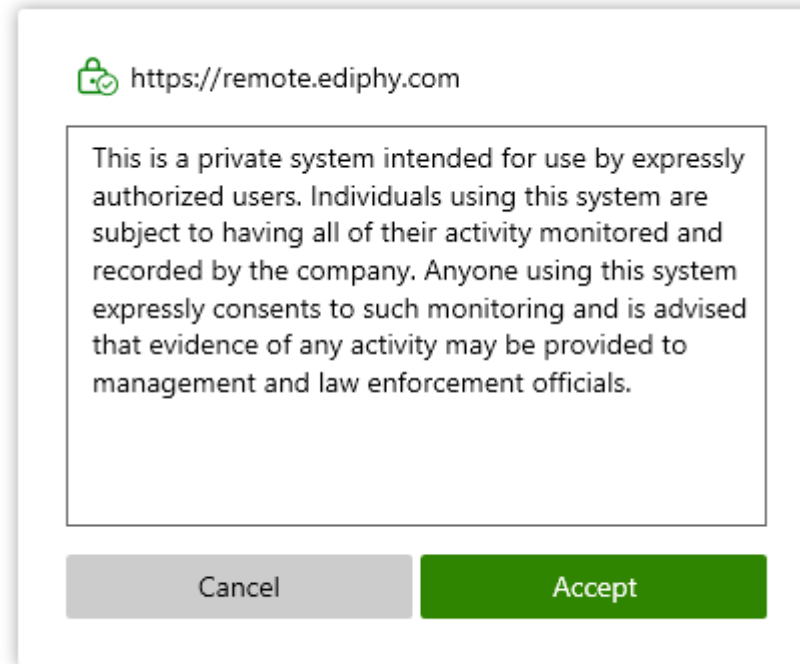


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15. Double click the newly added “remote.ediphy.com” server.

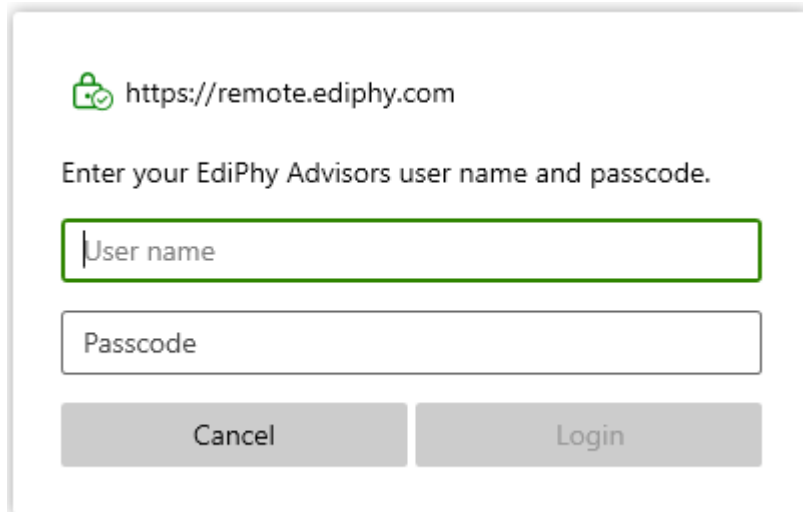


16. You will be prompted by the EdiPhy Security Agreement, click “Accept”.



# OMNISSA HORIZON INSTALL - WINDOWS

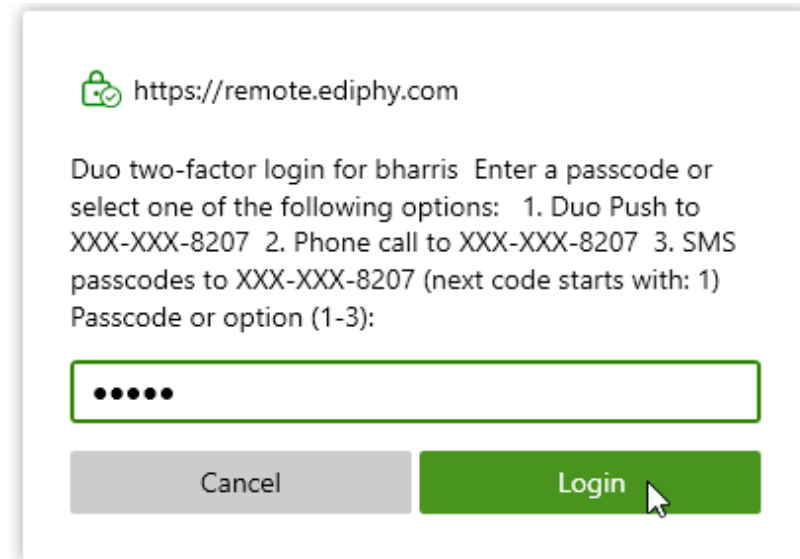
17. Enter your EdiPhy username and password in the appropriate field and click “Login” to proceed to the DUO 2-step authentication process.



A screenshot of a web browser window showing the login page for EdiPhy. The address bar displays "https://remote.ediphy.com". Below the address bar, there is a prompt: "Enter your EdiPhy Advisors user name and passcode." There are two input fields: "User name" and "Passcode". At the bottom of the form, there are two buttons: "Cancel" and "Login".

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

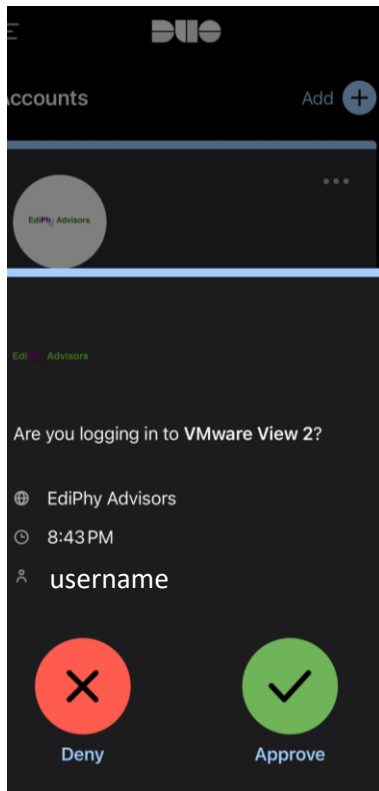
1. Pushing an authentication request to your smart phone.
2. Calling the phone number in your Duo profile.
3. Entering one of three 6-digit passcodes texted to your phone.



A screenshot of a Duo two-factor login page. The address bar displays "https://remote.ediphy.com". The main text reads: "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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**18a.** 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.

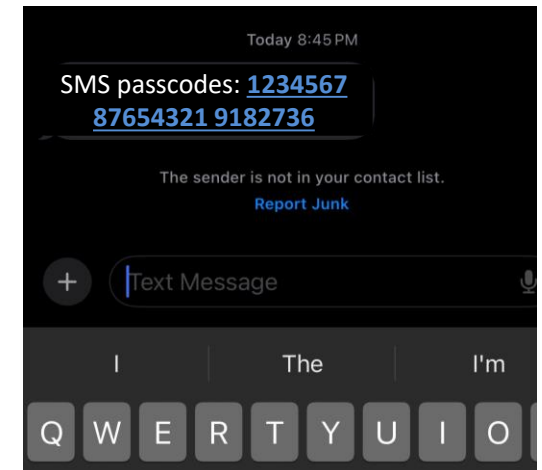


**18b.** When selecting “phone” and clicking Login, Duo will call the phone that you have set up in your Duo account to receive verification calls. This could be an office phone, mobile phone, or home phone. Answer the call and press any key on your phone keypad to authenticate.



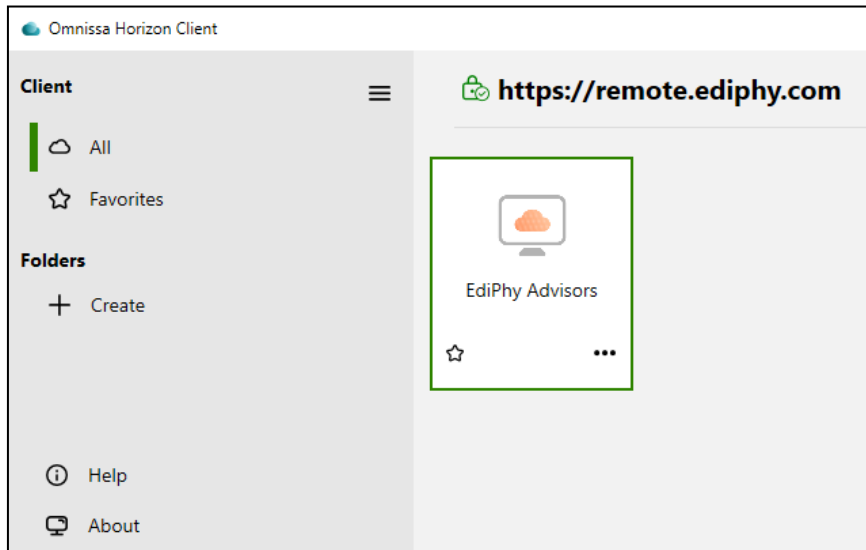
Updated: 2/6/2025

**18c.** 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.

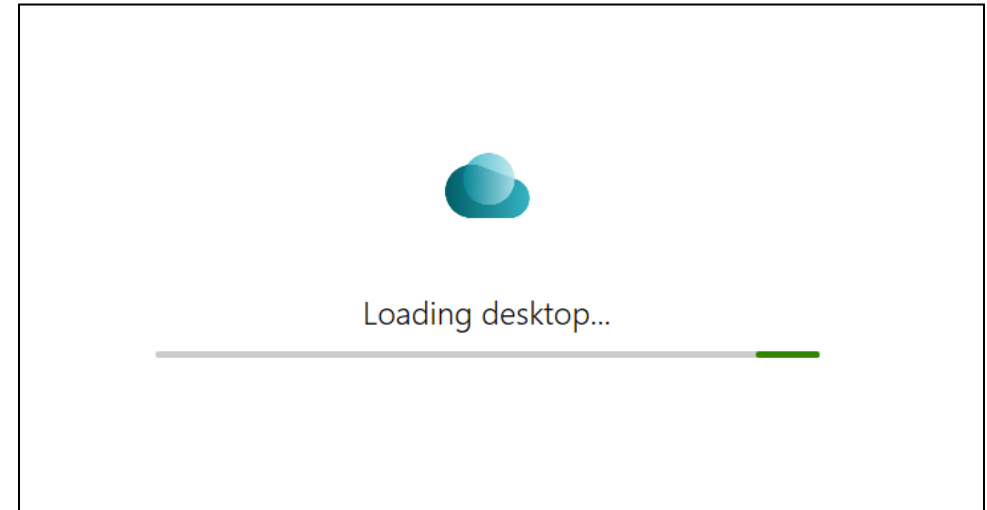


# OMNISSA HORIZON INSTALL - WINDOWS

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



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





# OMNISSA HORIZON INSTALL - WINDOWS

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](mailto:ediphy@buchanan-mail.onbmc.com)

Ticketing System and Live Chat: [https://buchanan-dwp.onbmc.com/dwp/app/?user\\_domain=ediphy](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>