



VMWARE HORIZON INSTALL - WINDOWS

HELP DESK | EDIPHY ADVISORS/MEDMANAGEMENT LLC | (205) 314-8900

EDIPHY ADVISORS

VM WARE 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 **Windows 9 or earlier**, please contact EdiPhy Technical Support before you proceed with the install.

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

[Check for updates – Windows](#)

[Update OS – Windows](#)

Tech ticket website: <https://servicedesk.ediphy.com>

Email: TechnicalSupport@ediphy.com

Call: (205) 314-8900

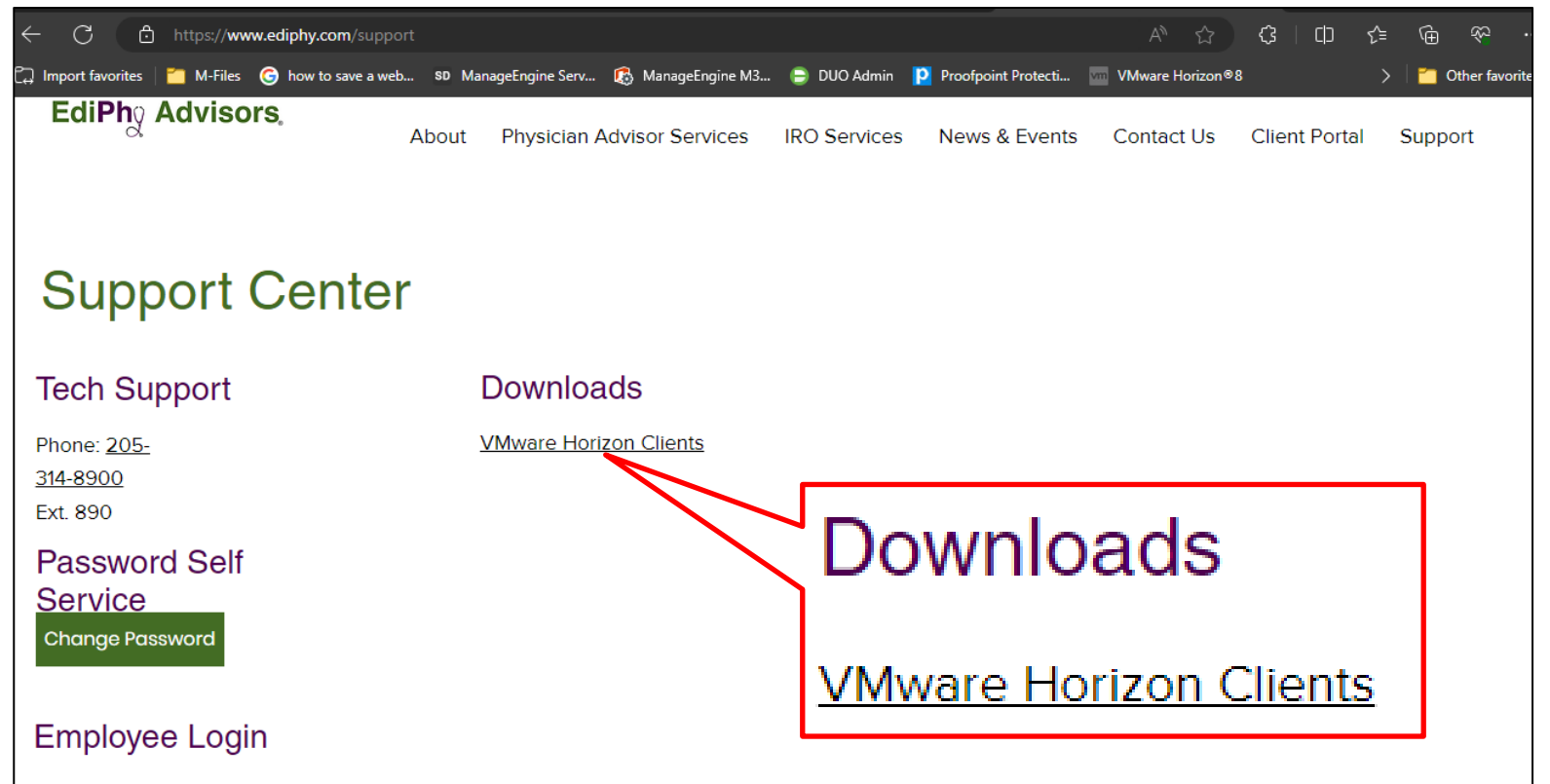
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1. Click the below link to access the EdiPhy Support Page:

<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 displaying the EdiPhy Support Center. The browser's address bar shows the URL <https://www.ediphy.com/support>. The page header includes the EdiPhy Advisors logo and a navigation menu with links for About, Physician Advisor Services, IRO Services, News & Events, Contact Us, Client Portal, and Support. The main content area is titled "Support Center" and features several sections: "Tech Support" (with phone number 205-314-8900, ext. 890), "Password Self Service" (with a "Change Password" button), and "Employee Login". The "Downloads" section is highlighted with a red callout box, and the link "VMware Horizon Clients" is also highlighted with a red box. The browser's taskbar shows several open applications, including ManageEngine Serv..., ManageEngine M3..., DUO Admin, Proofpoint Protecti..., and VMware Horizon®8.

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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”**.

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Home / VMware Horizon Client for Windows

Download Product

Select Version: 2312.1

Documentation: 2312.1

Release Date: 2312

Type: 2309.1

Product Downloads: Open Source | Custom ISOs | OEM Addons

File: VMware Horizon Client
File size: 258.19 MB
File type: exe

Information

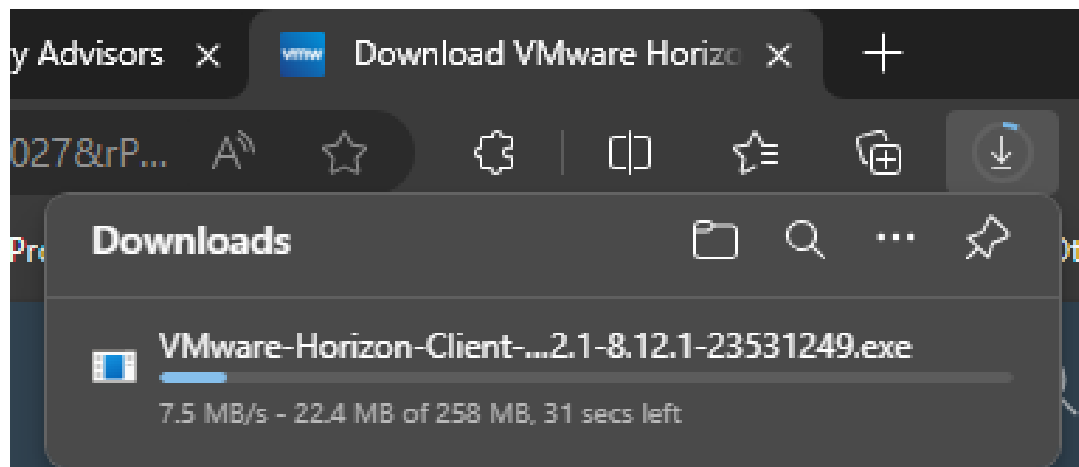
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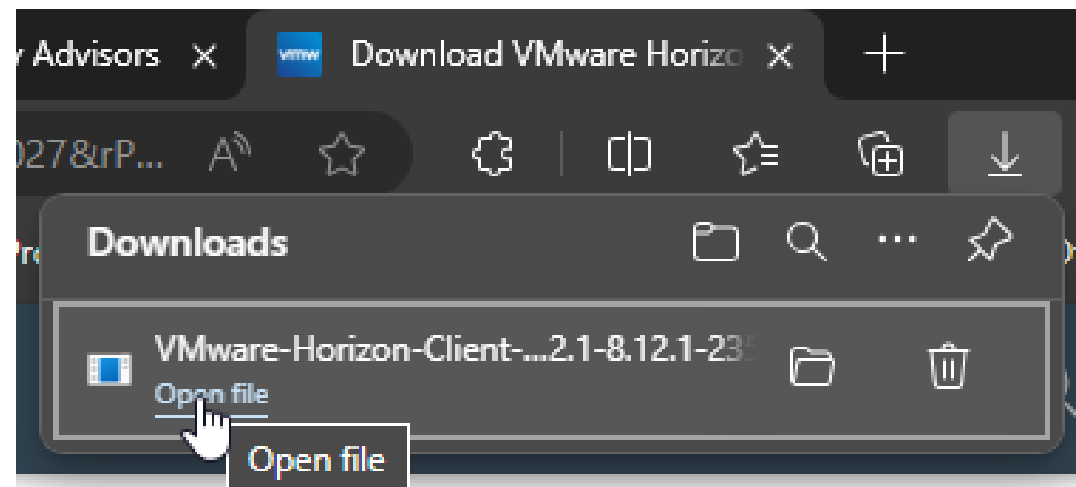
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5. After clicking “**Download Now**”, your download should start.

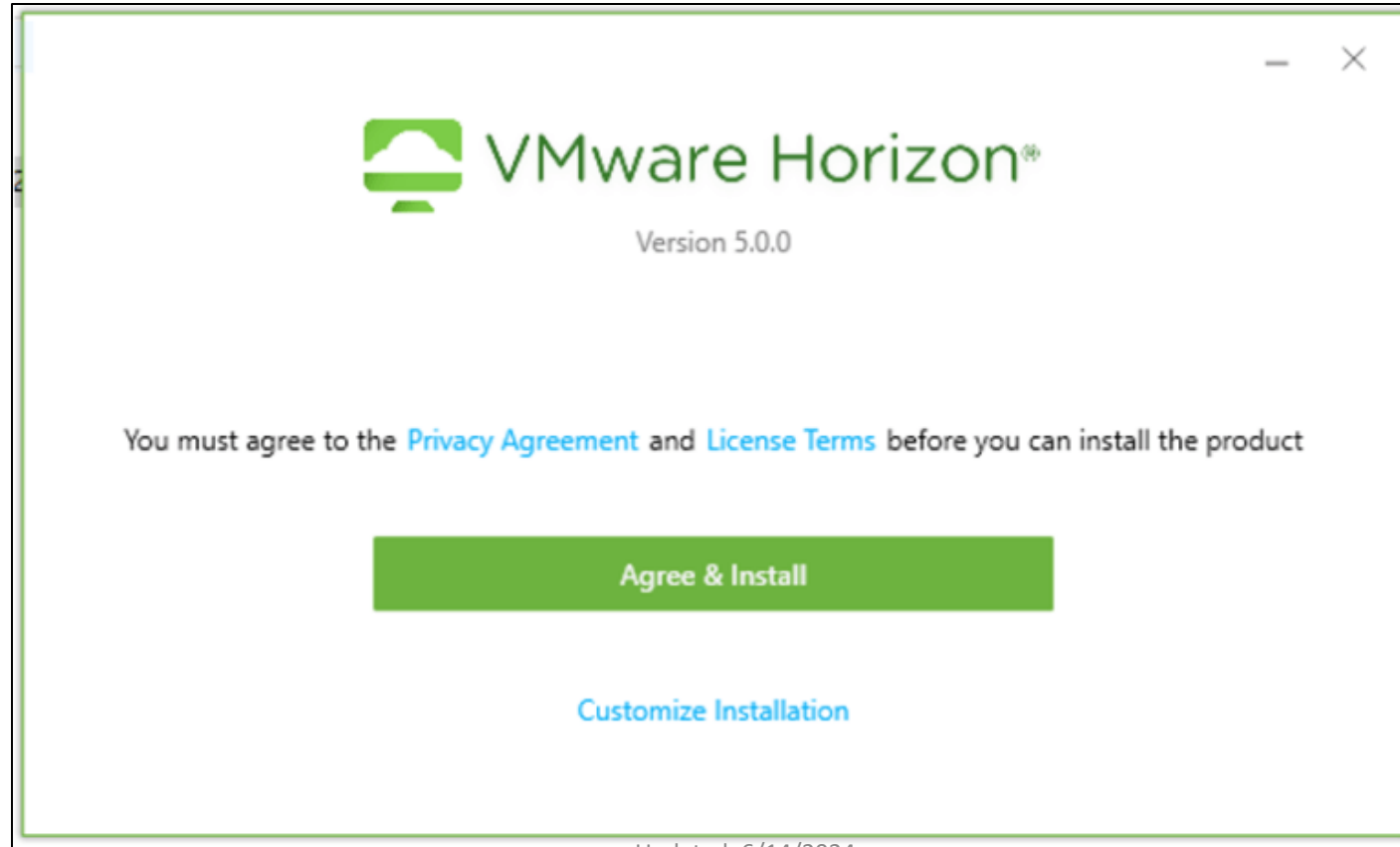


6. Once the download is complete, click “**Open Now**”.



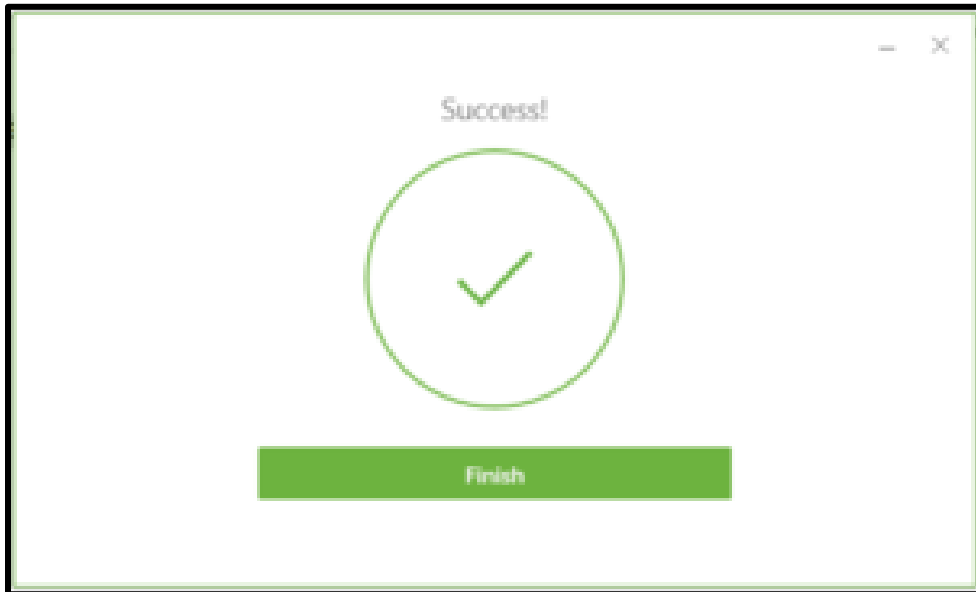
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7. Once the download is complete, an application window will pop up. Click “[Agree & Install](#)” and follow the on-screen guide to install VMware Horizon.

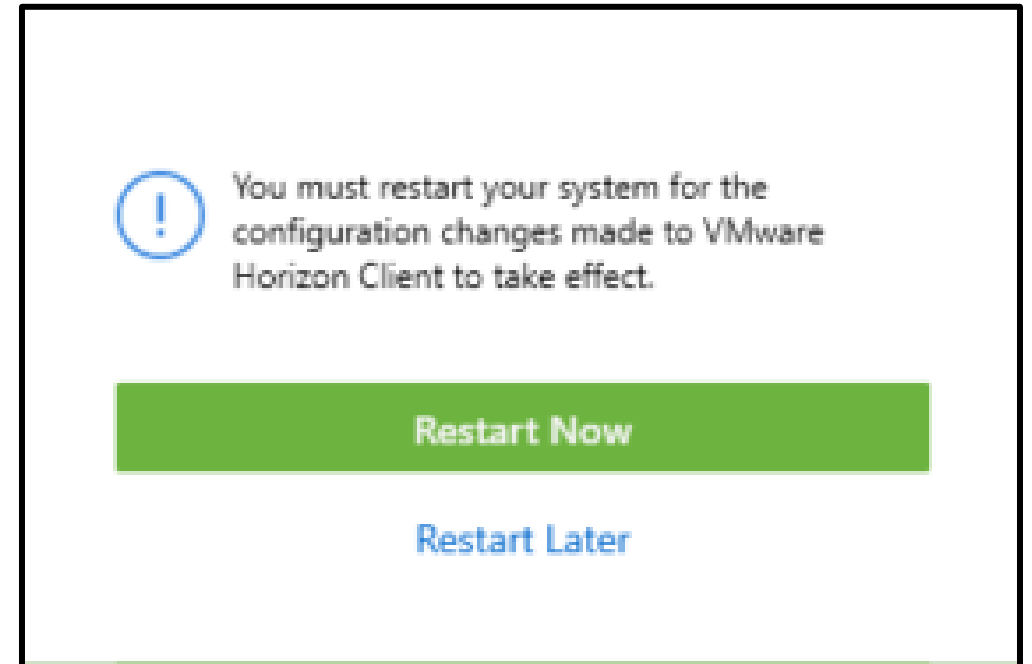


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8. Once the installation completes, click on the **Finish** button.



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.

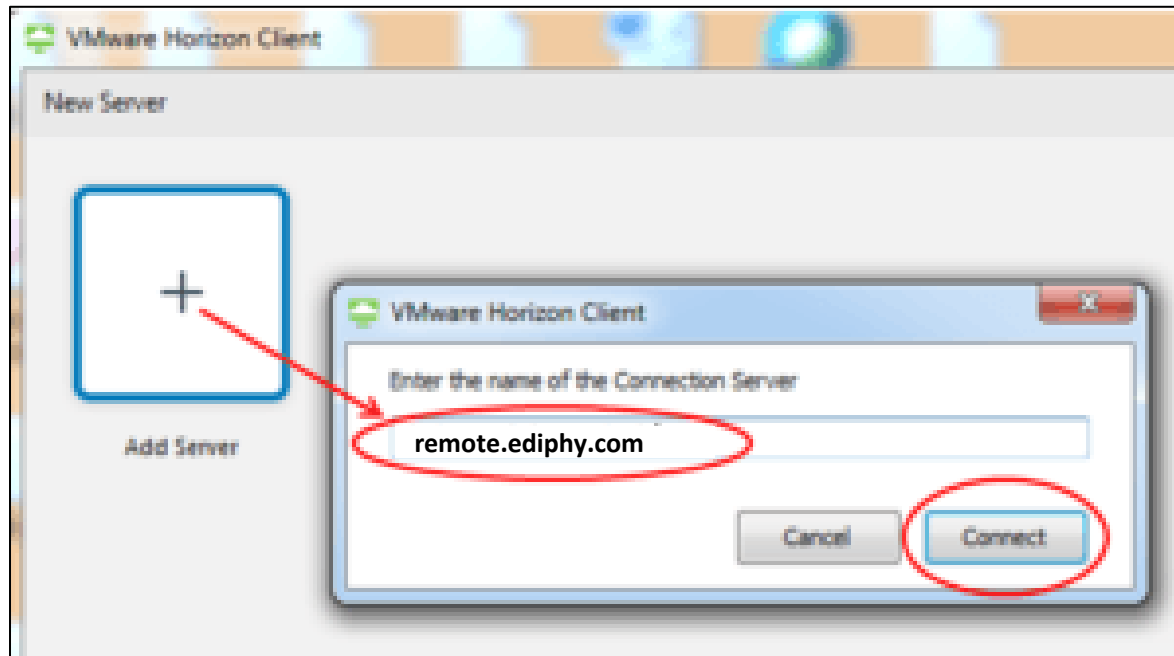


12. After you open VMware, click **Add Server**.



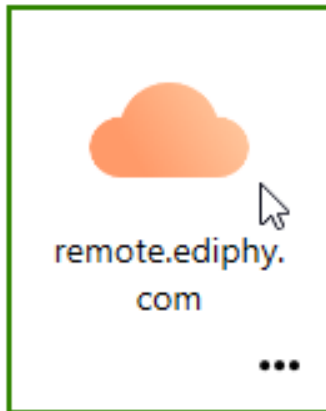
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13. In the Connection Server field, enter “remote.ediphy.com” and click **Connect**.

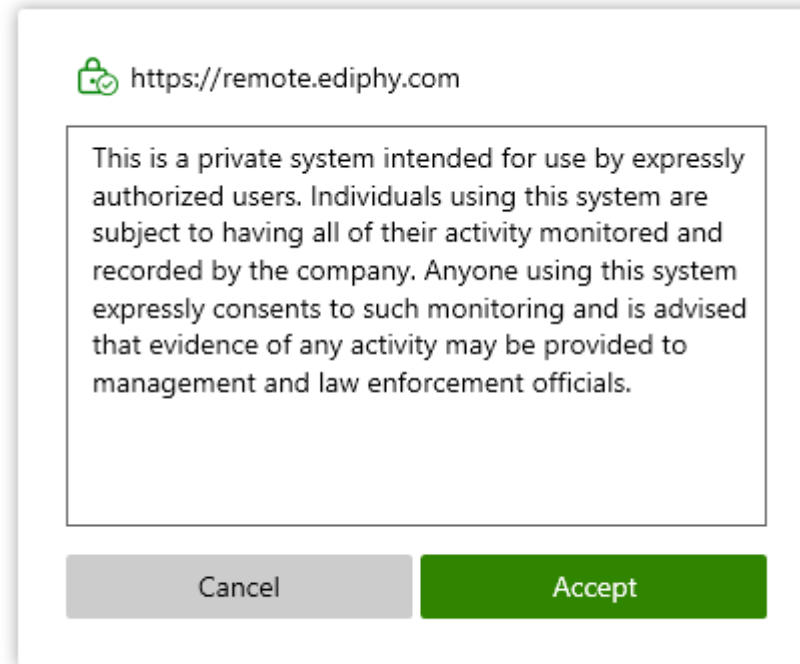


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14. Double click the newly added “remote.ediphy.com” server.

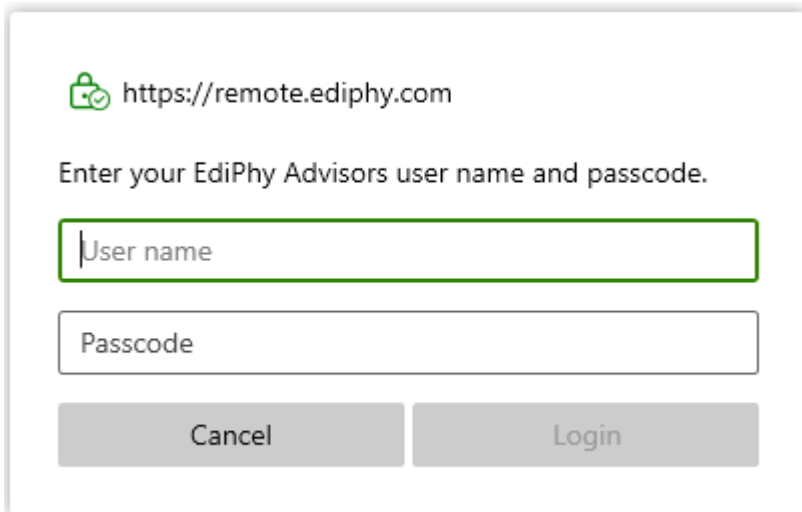


15. You will be prompted by the EdiPhy Security Agreement, click “Accept”.



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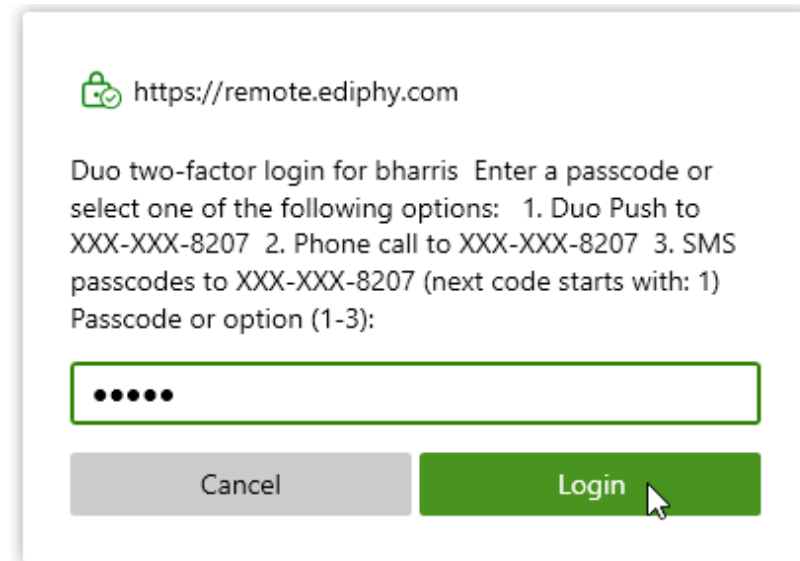
16. Enter your EdiPhy username and password in the appropriate field and click “Login” to proceed to the DUO 2-step authentication process.



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:

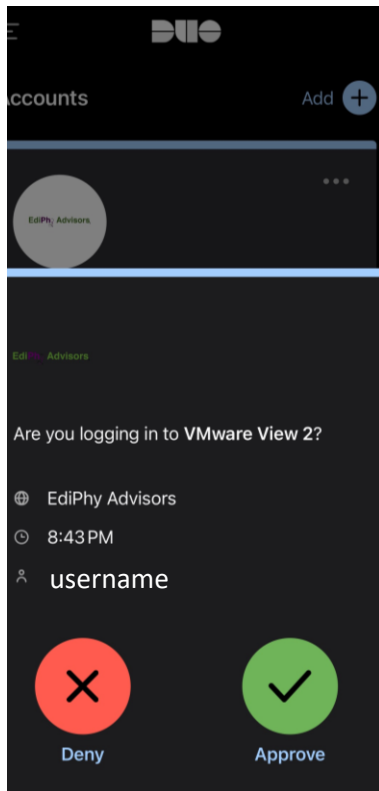
1. Pushing an authentication request to your smart phone.
2. Calling the phone number in your Duo profile.
3. Entering one of three 6-digit passcodes texted to your phone.



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.

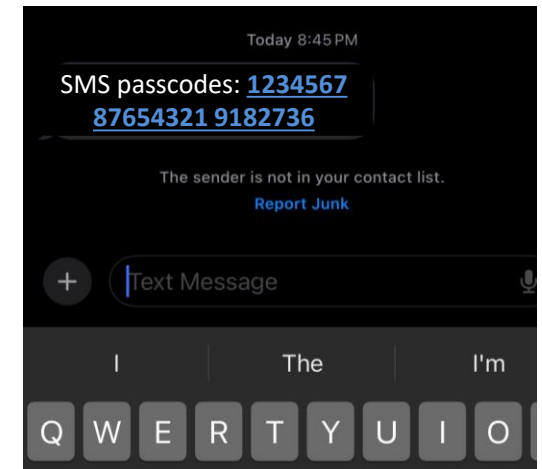


17b. When selecting “phone” and clicking Login, Duo will call the phone that you have set up in your Duo account to receive verification calls. This could be an office phone, mobile phone, or home phone. Answer the call and press any key on your phone keypad to authenticate.



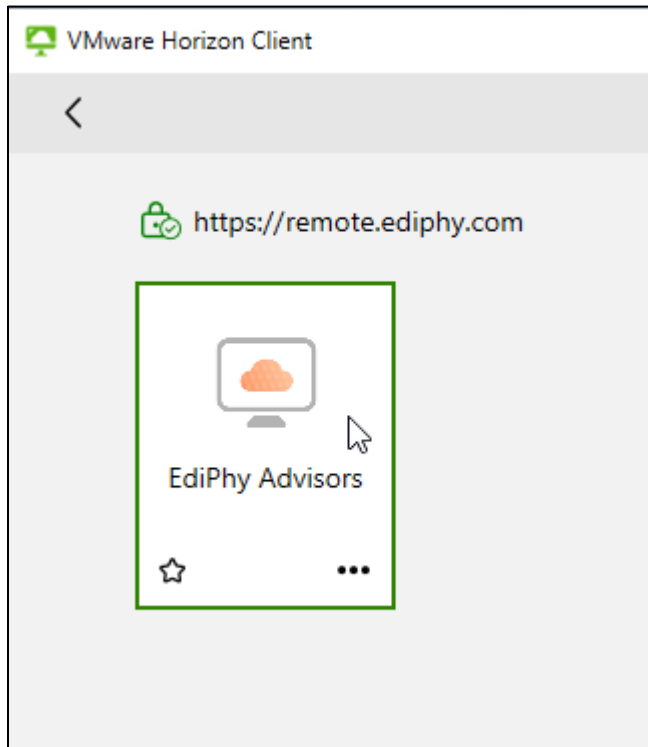
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17c. When selecting “sms” and clicking Login, Duo will send a text message to the smart phone that you have set up in your Duo account. You will receive 3 sets of codes like the ones below, choose 1 of the 6-digit set of numbers and enter them in the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

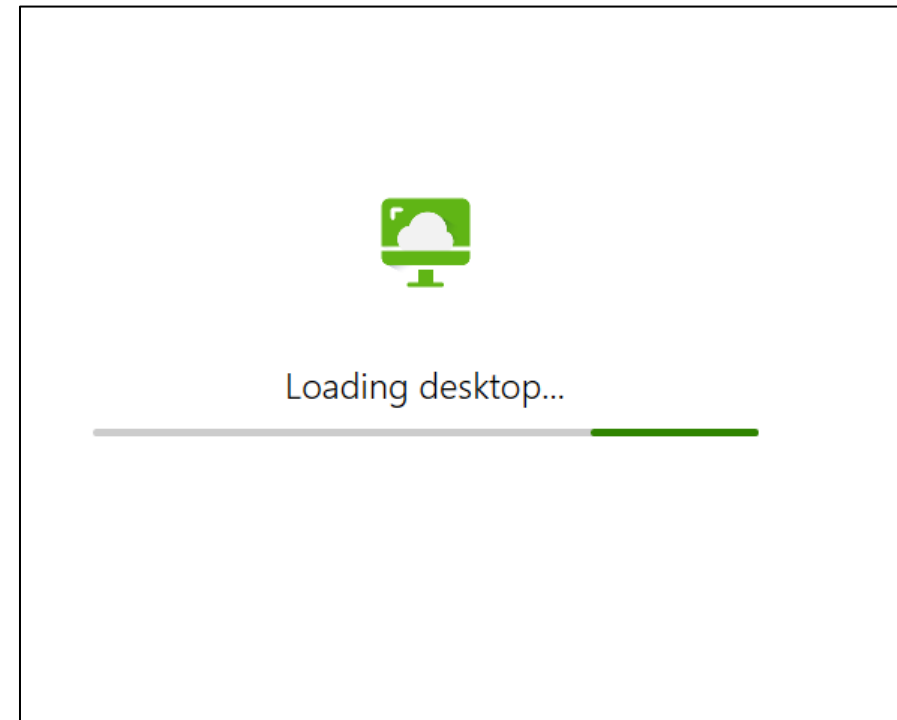


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18. Double click the **EdiPhy Advisors server box** to launch your EdiPhy desktop.



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 Technical Support team for further assistance:

Tech ticket website: <https://servicedesk.ediphy.com>

Email: TechnicalSupport@ediphy.com

Call: (205) 314-8900