

VDI Setup Instructions



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For support call Service Desk at 1-888-558-4357 (Option 2)

Introduction

What is NHEverywhere?

NHEverywhere allow physicians more reliable and secure access to the applications they need to care for patients (eg. Meditech, PACS).

Benefits of NHEverywhere

- Ability to be used on many different platforms (e.g., Mac, Windows, iOS, Android).
- Familiarity through look and feel of a regular Windows desktop.
- All applications from Northern Health
- Improved security and protection of private information through the addition of two-factor authentication.

What is two-factor authentication?

Two-factor authentication is a security process in which the user provides two means of identification, one of which is typically a physical token, or a phone app that generates a code, and the other of which is typically something memorized, such as a PIN code. In other words, it's a combination of something you have with something you know.

For physicians using NHEverywhere, this security code will be a 6-digit changing code accessed from your smartphone, or a physical RSA Token Fob.



View Horizon Client and legacy computers.

For legacy computers that are running Windows XP or Vista, you must download and install the Horizon Client Version 3.2.1 this is required for compatibility issues with these older systems.

Windows Legacy Horizon Client. XP and Vista
[Download 3.2.1 for Windows here](#)

For MAC systems running OS Versions lower than 10.7, you must download and install the Horizon Client Version 3.2.1

Mac OS 10.7 and Lower require 3.2.1 for MAC.
[Download 3.2.1 for MAC here](#)

iPad Setup

Before Installation the following is required:



iPad with connectivity to the internet



RSA token (External use)



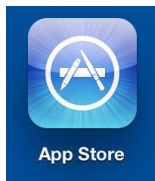
Apple ID



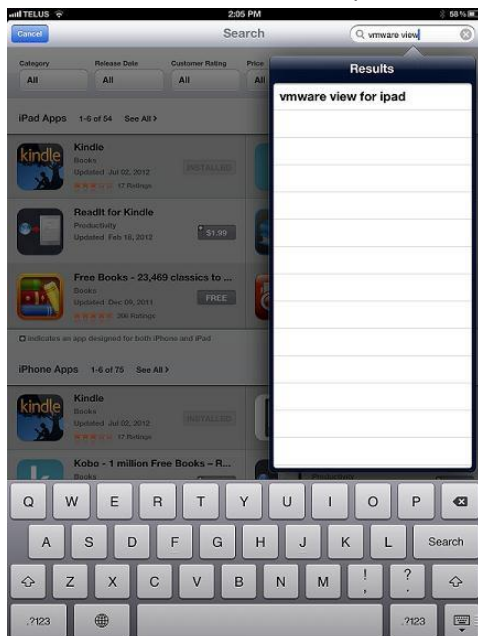
Northern Health Mobility agreement (Personal Devices)

Procedure:

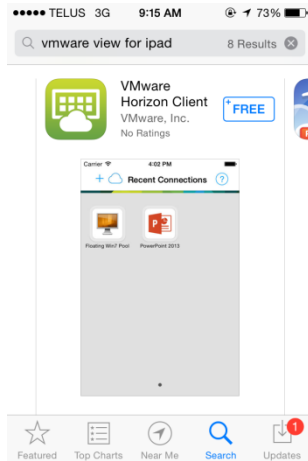
1. Open The App Store on your iPad



Search for VMware view for iPad



2. Click on the Install icon next to VMware View for iPad



You may get prompted to enter your Apple ID credentials.

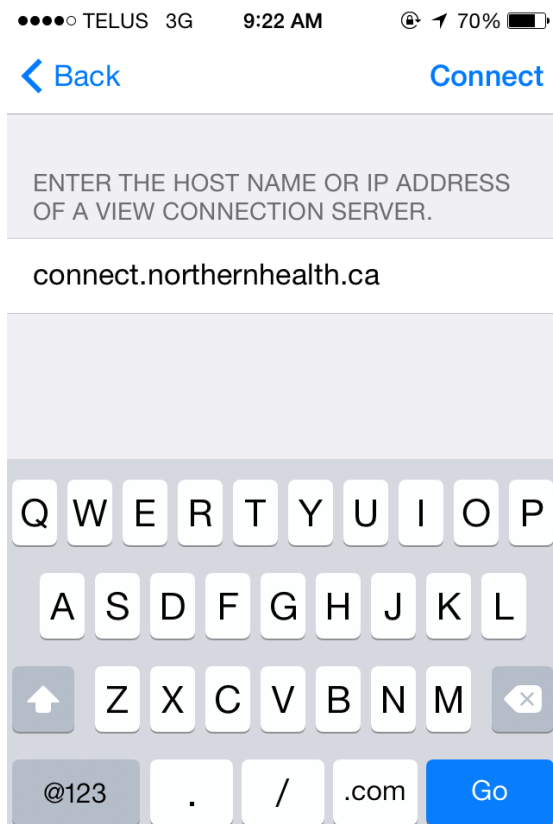
This is the account you setup with Apple for the iPad.

If you do not have an Apple Id please call the Service Desk for assistance before proceeding.

3. You should now see a VMware View icon on your iPad, Tap on it to continue

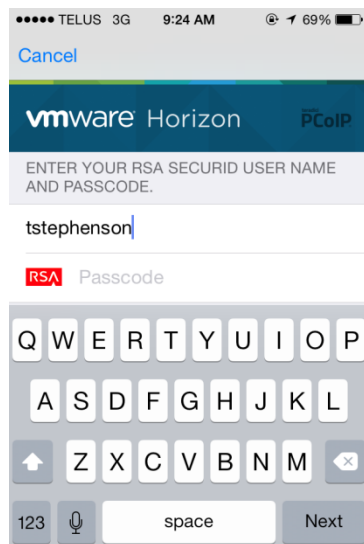


4. When the client launches you should see a button that says “Add Server”, Tap on it

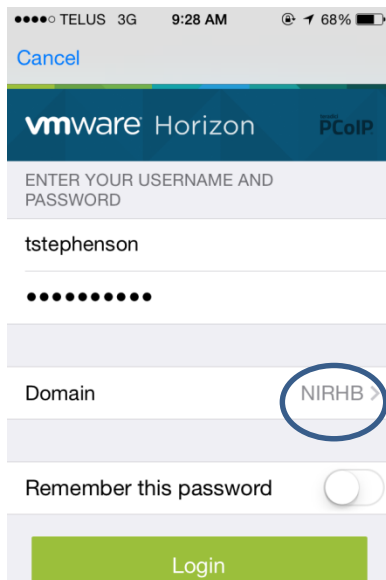


5. Type “connect.northernhealth.ca” and tap on “Connect”

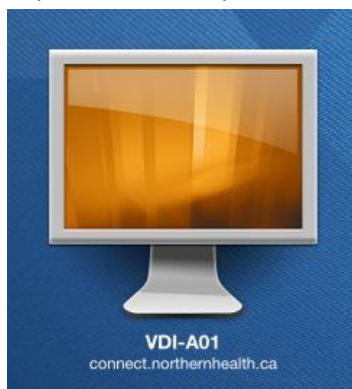
6. If you are connecting from outside of the NHA network please have your RSA token and PIN code handy. Enter your username and then enter your PIN + Token Code and tap on “Done”. If you are on NHA wireless you may skip this step.



7. Enter your NHA username and password when prompted and tap on “Done”. Please note this is the second layer of security. Make sure the domain is NIRHB.



8. Tap on the desktop Icon to connect to your session



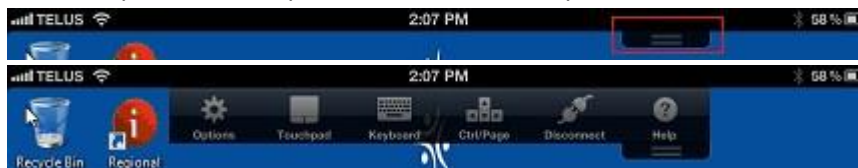
9. Your desktop should begin loading and you will see the following screen



10. Once your session has fully loaded you should see the virtual desktop.



11. On the top menu bar tap on the bar for more options



12. Tapping on the Touchpad will make an onscreen touchpad appear, you can close it by tapping on the X



13. Tapping on the Keyboard will make an onscreen keyboard appear, you can also do this by tapping 3 fingers on the screen simultaneously. To make it disappear tap the bottom right button or tap 3 fingers on the screen.



14. Tapping on Ctrl/Page will bring a menu with arrow and function buttons, you can close this by tapping on the X

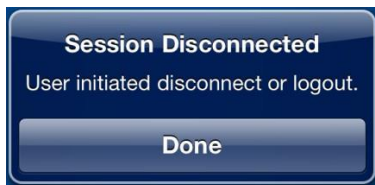


15. Tapping on disconnect will disconnect from the session but not log it off so that any applications running will still appear next time you sign in. After 48 hours of inactivity the session will be automatically logged off.

16. To log off of your session click on the “Start” button and then click on “Log Off”



17. A message will appear to show that the session has been disconnected. Tap on “Done”

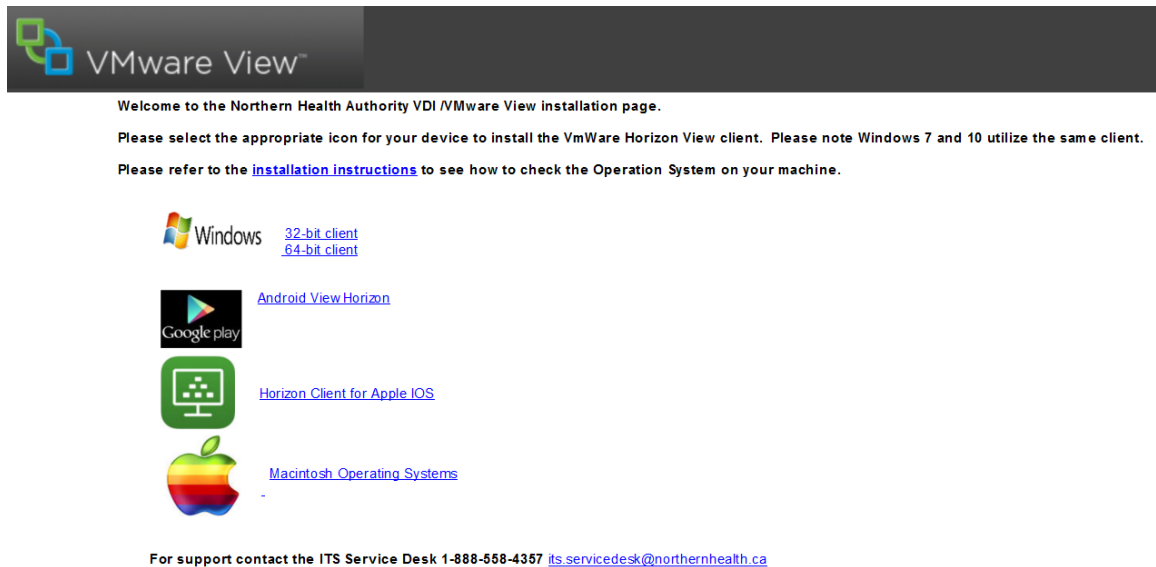


PC SETUP

Please note: If you are working on a NHA connected PC, please call the Service Desk for assistance. If you are on a non NHA connected PC, please follow the instructions below:

Procedure:

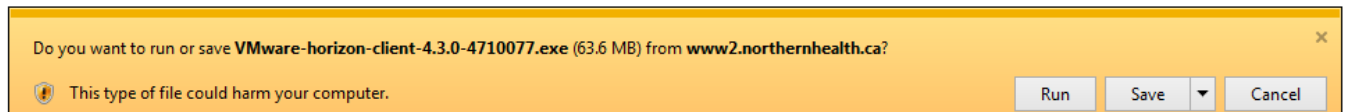
1. Open Internet Explorer and Browse to <http://www.northernhealth.ca/vmview> and click on the Windows client for 32bit or 64bit depending on your operating system



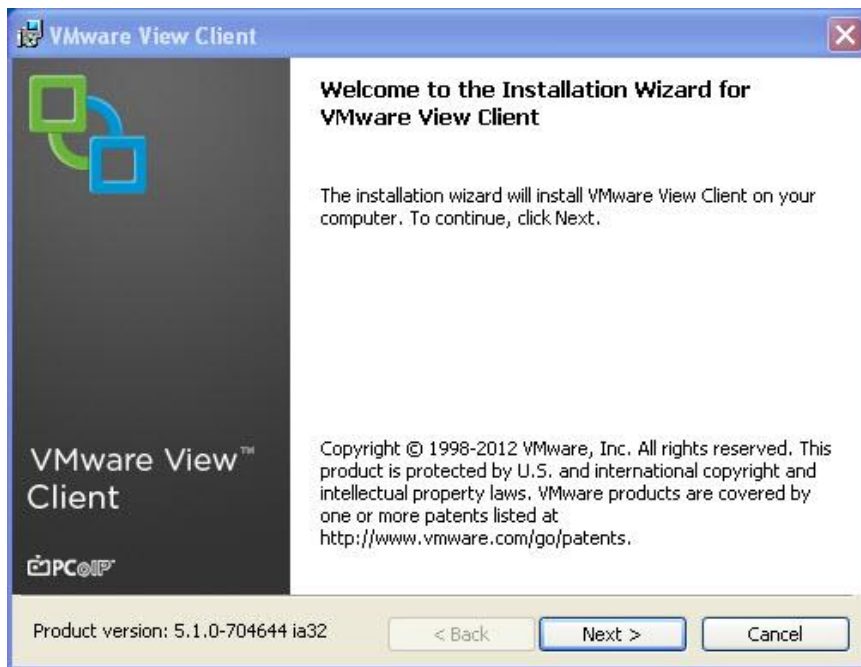
For 32bit - <http://www2.northernhealth.ca/vmview/client/VMware-viewclient-5.1.0-704644.exe>

For 64bit - http://www2.northernhealth.ca/vmview/client/VMware-viewclient-x86_64-5.1.0-704644.exe

2. When the run or save prompt appears click on "Run"



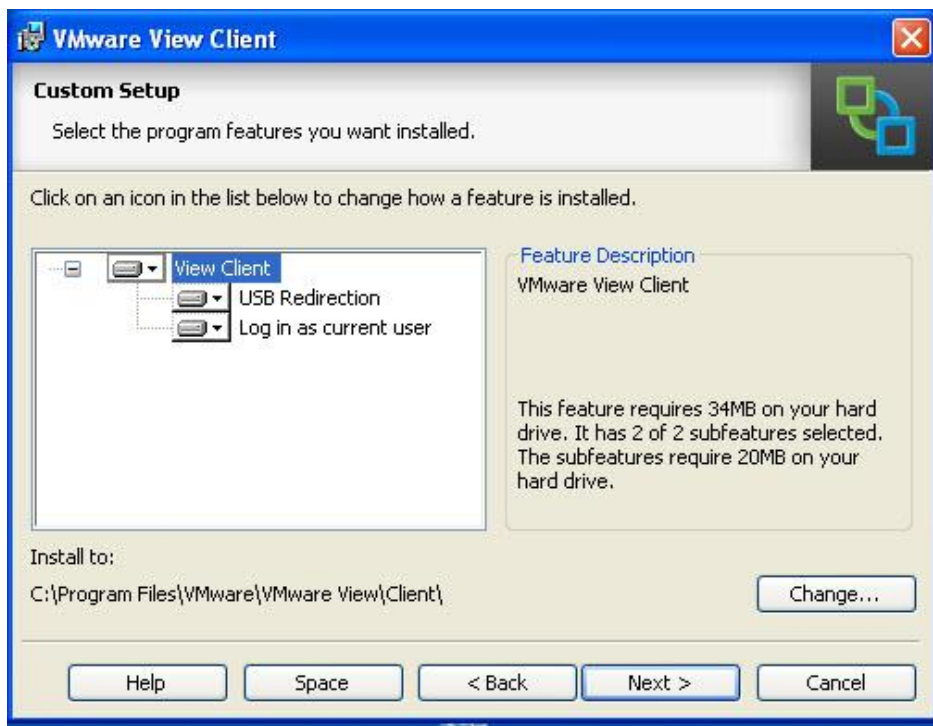
3. When the installer opens click on "Next"



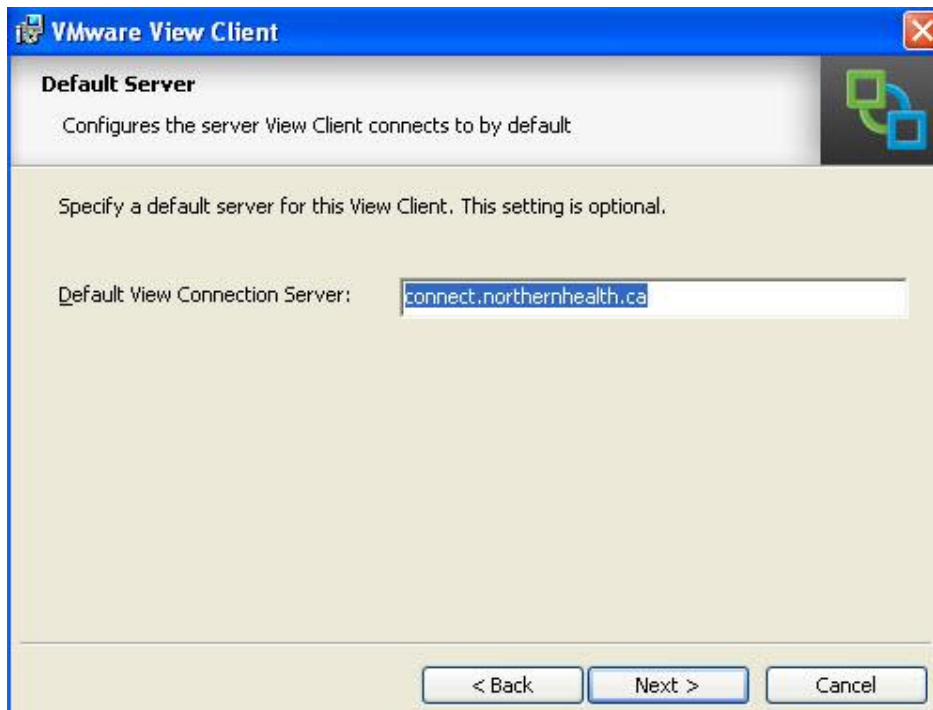
4. Accept the terms of the license agreement and click on “Next”



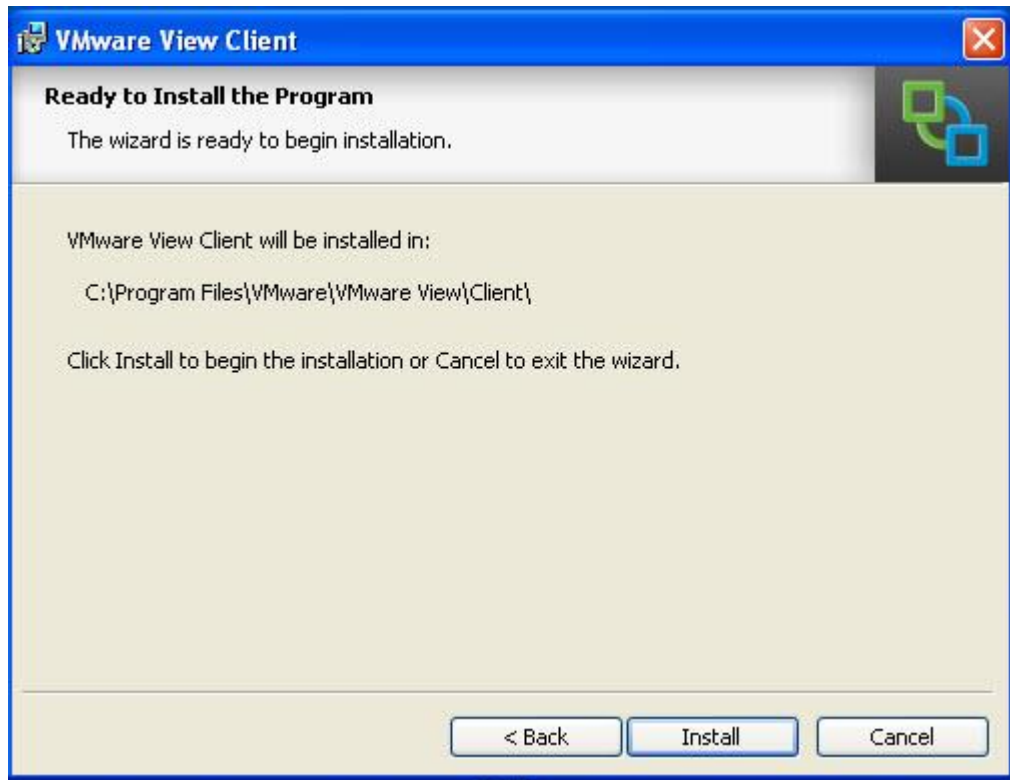
5. Leave all of the features set to default and click on “Next”



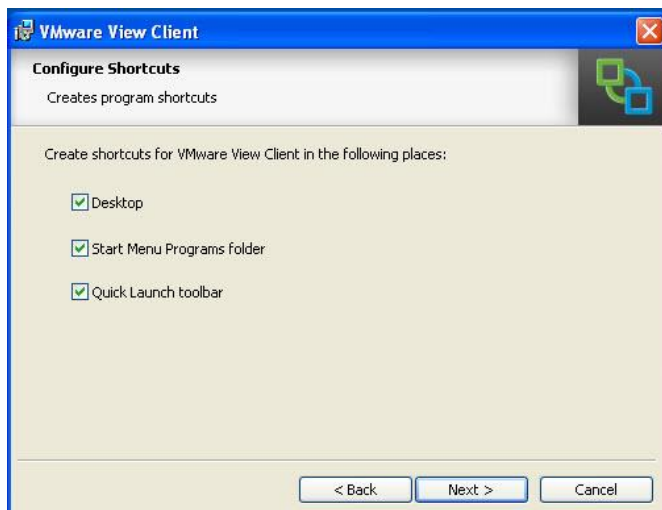
6. Enter connect.northernhealth.ca as the default view connection server. Click "Next"



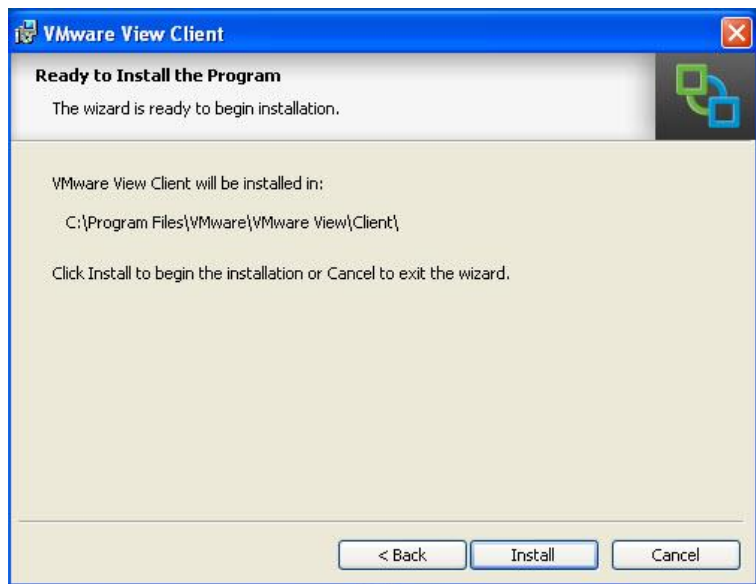
7. Click "Next"



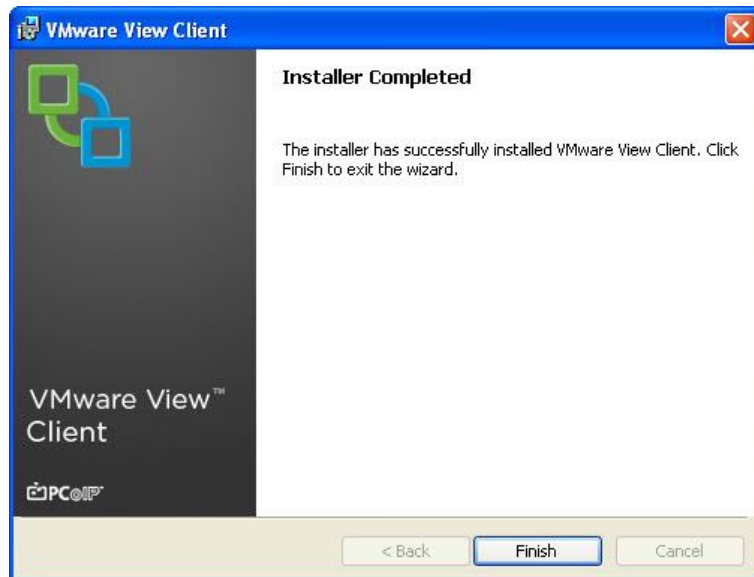
8. Leave default shortcut options - Click on "Next"



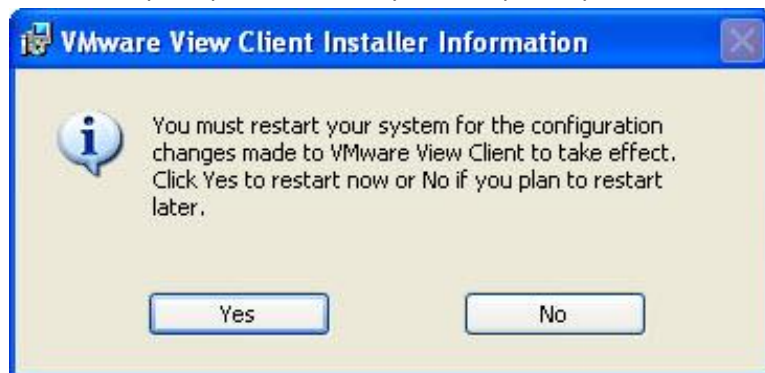
9. Click on "Install"



10. Click on “Finish”



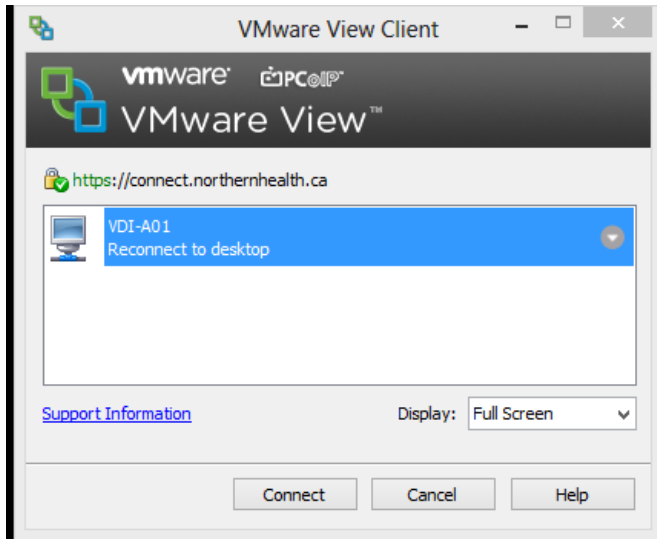
11. You will be prompted to reboot your computer, please click on “Yes”



12. After rebooting you should see the “VMware View Client” icon on your desktop, double click it.



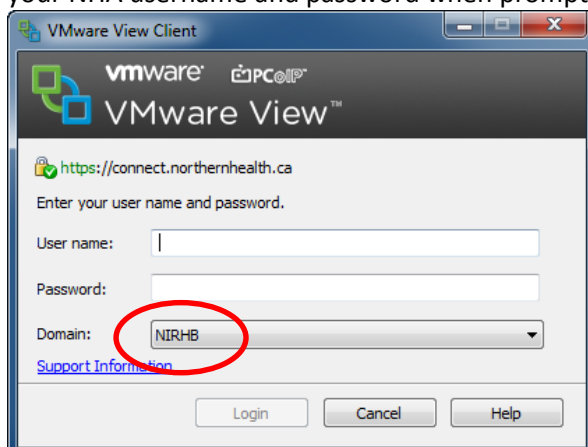
13. When the client launches click on “Connect”



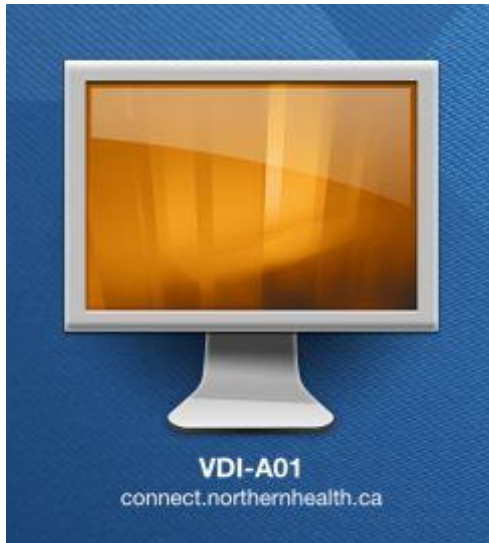
14. If you are connecting from outside of NHA, Use your RSA Token and PIN code as shown below and click on “OK”



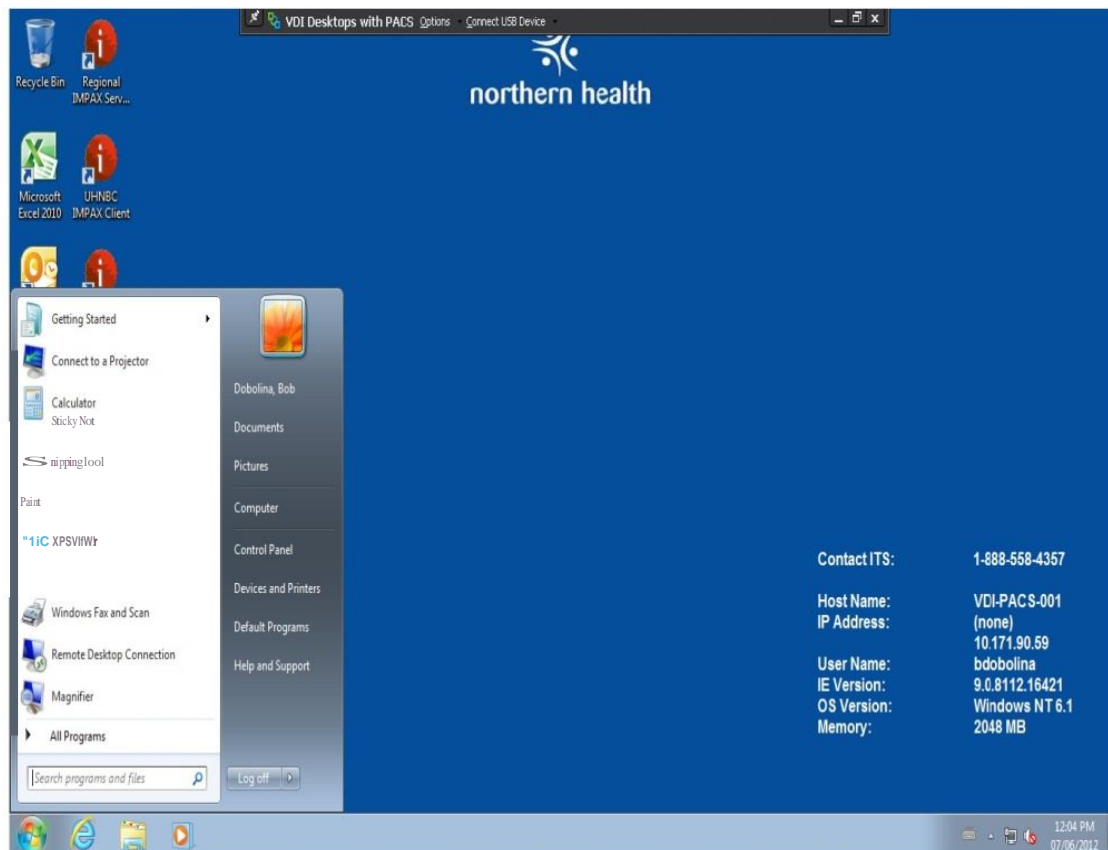
15. If you are connecting from inside and NHA Facility or have entered your RSA information already please Enter your NHA username and password when prompted and click on “Login” Make sure the domain is NIRHB.



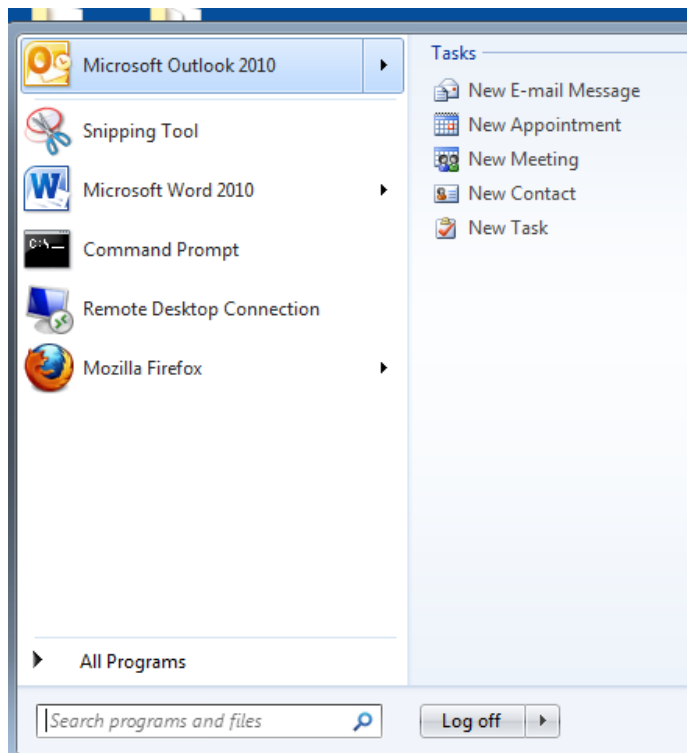
16. Select a desktop and then click on “Connect”, View will begin loading your desktop.



17. After a few seconds you will see your desktop and will be able to start working.



18. When you are done working in your session you can click on "Start" and then "Log Off" to close your session.

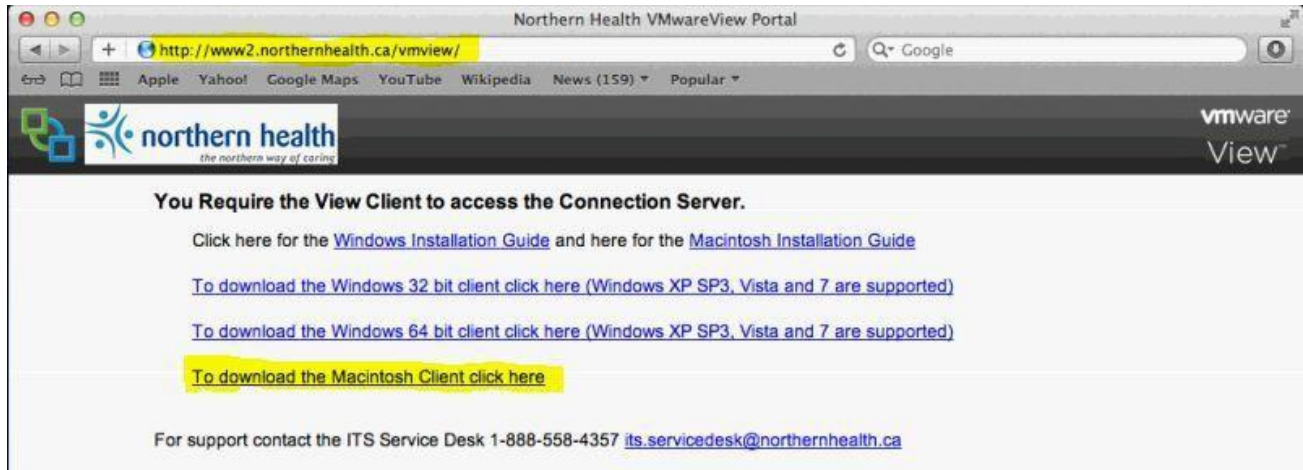


MAC setup

1. Open Safari

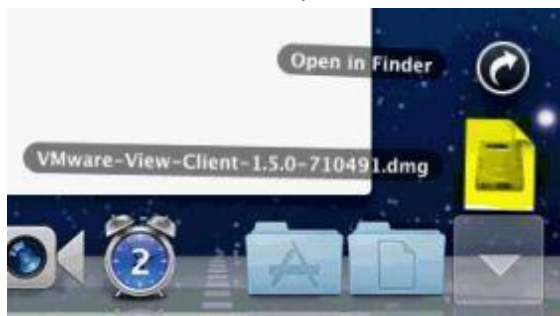


2. Browse to <http://www.northernhealth.ca/vmview> and click on “To download The Macintosh Client click here”

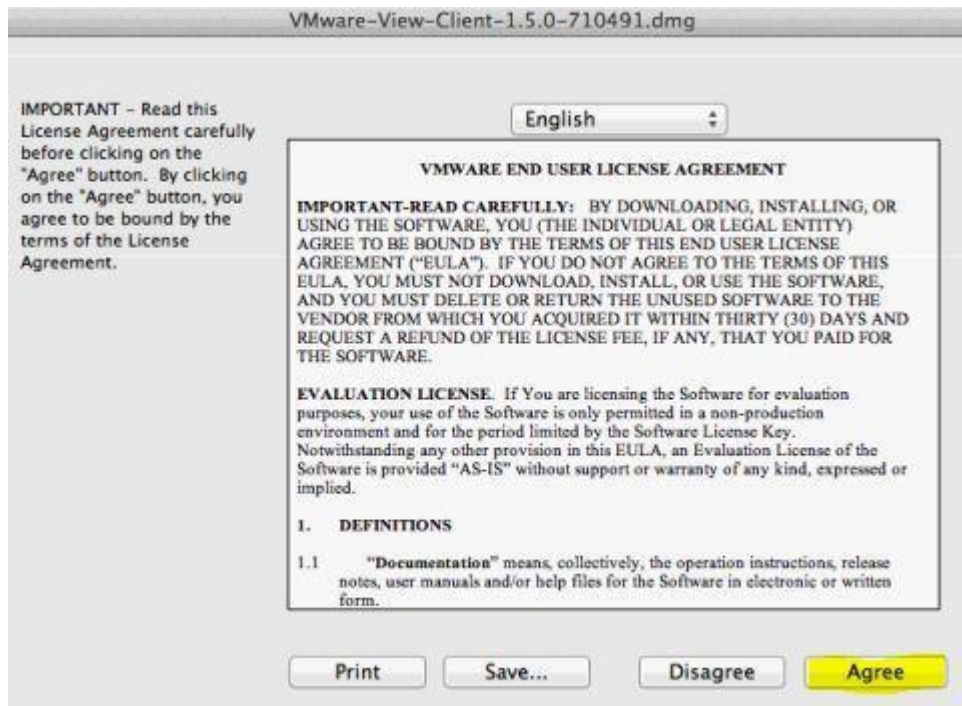


You can also click here for the software <http://www2.northernhealth.ca/vmview/client/VMware-View-Client-1.5.0-710491.dmg>

3. Click on “Downloads” in your dock and then click on VMware-View-Client...dmg



4. When the VMware View Client window pops up click on “Agree”



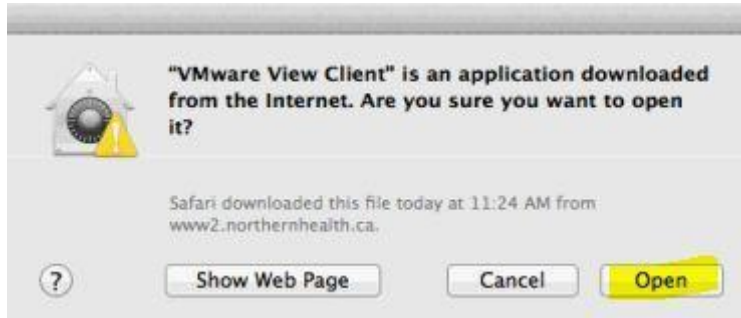
5. When the VMware View Client window pops up drag VMware View Client into the Applications folder



6. Click on Applications in your Dock and find the VMware View Client and click on it



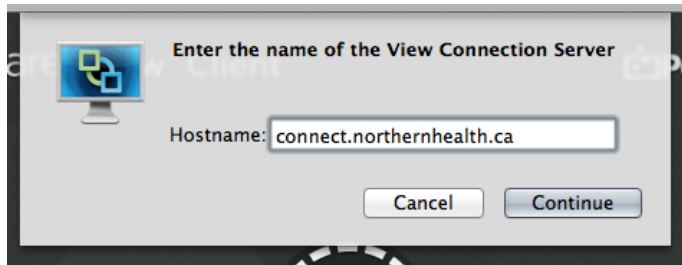
7. When the warning window pops up click on "Open"



8. Once the VMware View Client opens double click on the "Add Server" cloud



9. When the client asks for the connection server name enter connect.northernhealth.ca and click on "Continue"



The screenshot shows a dialog box titled "Enter the name of the View Connection Server". It features a computer icon with a green checkmark. Below the title, there is a text field labeled "Hostname:" containing the text "connect.northernhealth.ca". At the bottom right, there are two buttons: "Cancel" and "Continue".

10. If you are connecting from outside of an NHA facility please have your RSA token and PIN code handy, enter your user name and PIN+Token Code and click on "Continue"



The screenshot shows a dialog box titled "Enter your RSA SecurID user name and passcode.". It features a computer icon with a green checkmark and a URL "https://connect.northernhealth.ca". Below the title, there are two text fields: "Username:" containing "jdoe" and "Passcode:" containing a series of dots. At the bottom right, there are two buttons: "Cancel" and "Continue".

11. When the client prompts you for a username and password please enter your Northern Health credentials and make sure NIRHB is selected as a domain and click on "Continue"

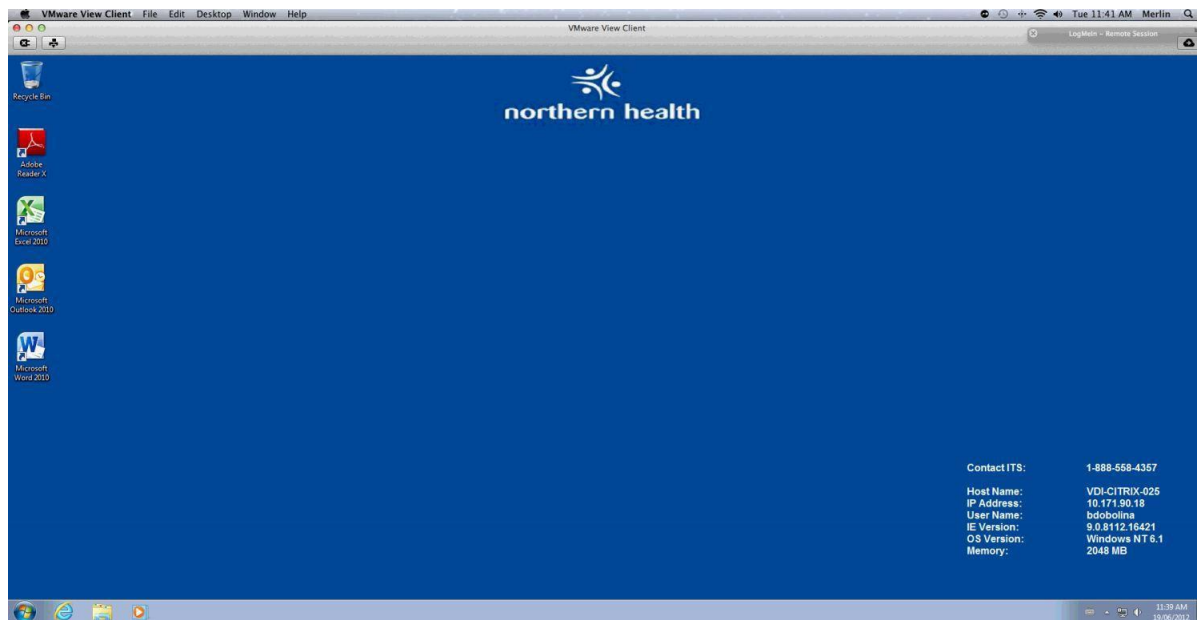


The screenshot shows a dialog box titled "Enter your username and password". It features a computer icon with a green checkmark and a URL "https://connect.northernhealth.ca". In the top right corner, there is a logo for "PCoIP". Below the title, there are three text fields: "Username:" containing "jdoe", "Password:" containing a series of dots, and "Domain:" containing "NIRHB". The "Domain:" field is circled in red. At the bottom right, there are two buttons: "Cancel" and "Continue".

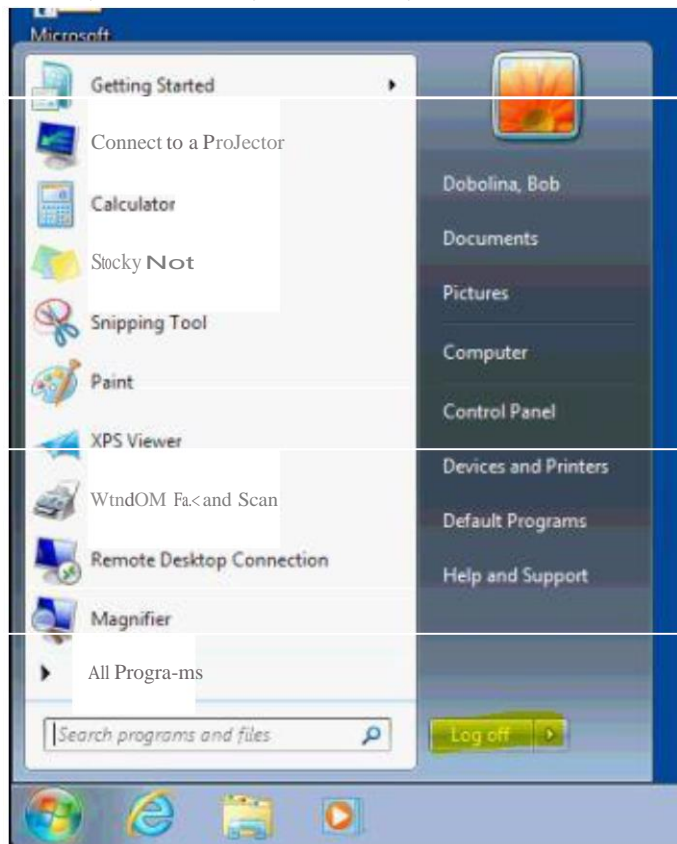
12. When a desktop icon appears you can double click on the desktop to log in (Your desktop may be named differently)



13. Once successful you will see a Northern Health desktop that you can use to access NHA resources.



14. When you are done your session you can click on the "Start" button and then click on "Log Off"



Rapid Access Terminals

These terminals are setup in various locations of Northern Health facilities and provide a direct connection to the Virtual Desktop Infrastructure. These terminals require that clients have an active Northern Health account and have network permissions to access this service. If you are unsure if you have access to these terminals please contact your manager.

PC Optimization for VDI

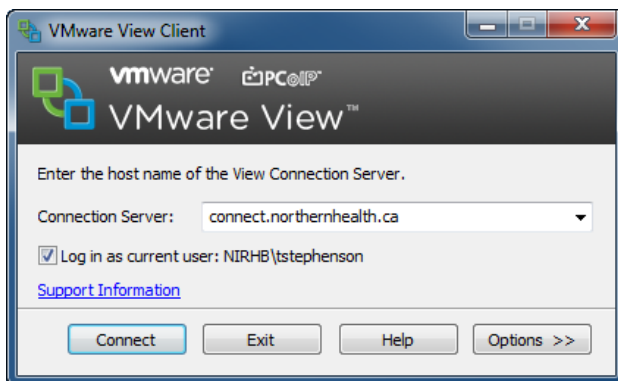
Procedure:

A. Speeding up Login Time (NHA Computers only)

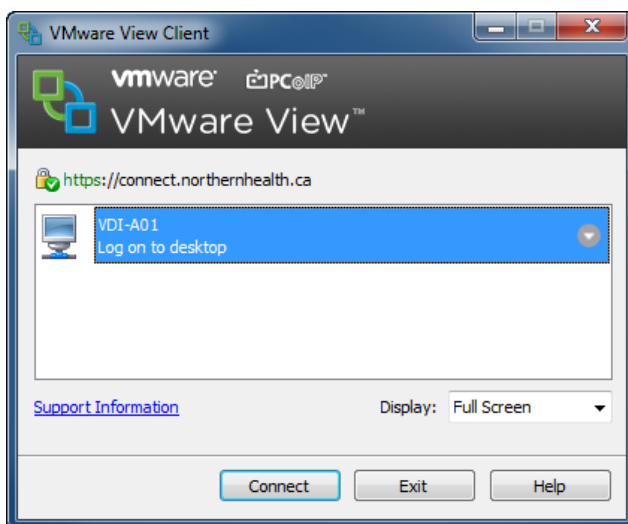
18. Open the VMware View Client using the Icon on the desktop or through the start menu



19. Ensure that the check box next to “Log in as current user” is checked and then click on “Connect”



20. Select your desktop and click on “Connect”



21. You will then be logged into your desktop. The next time you connect to the View environment the sign in will take place using these credentials automatically.

B. Speeding up the connection time to the desktop (NHA and Personal computers)

1. Once logged into the desktop menu bar will be available at the top of the window.



2. Click on options and then click on “Auto Connect to this Desktop” this will automatically connect you to this desktop when you open the View client and will bypass the step which asks you to select a desktop (ex. Section A Line 3)

