

# Accessing Horizon VDI Remotely

## Version 1.2

February 2024

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### Mac OS Horizon Client 2312 System Requirements

MacOS Sonoma (14) **KNOWN PRINTING ISSUE**

MacOS Ventura (13)

MacOS Monterey (12)

**If running an older version of Mac OS download the following version instead:**

MacOS Big Sur (11) Horizon Client 2309

MacOS Catalina (10.15) Horizon Client 2203

MacOS Mojave (10.14) Horizon Client 2103

MacOS High Sierra (10.13) Horizon Client 2006

### Windows OS Horizon Client 2312 System Requirements

Windows 10: 21H2 or newer

Windows 11: 21H2 or newer

**If running an older version of Windows OS download the following version instead:**

Windows 7 Horizon Client 5.5

# Remote Physician VDI Migration

## 1. **Horizon client** (*installation with administrative rights required*).

The installation of the client allows for multiple screens to be used and is required for printing or USB peripherals such as dictation handsets. This option should also be used by those that have performance complications with the browser method.

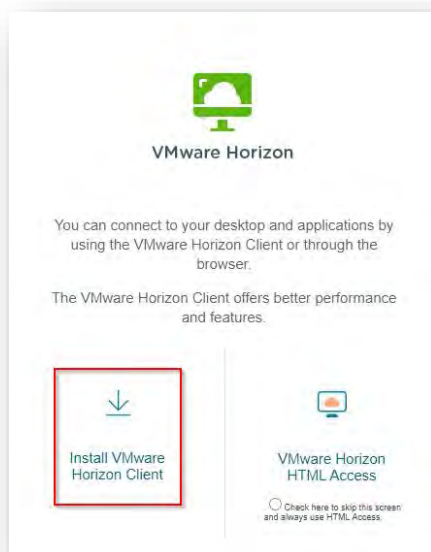
Directions for each option are included in this document.

# Installing the Horizon Client

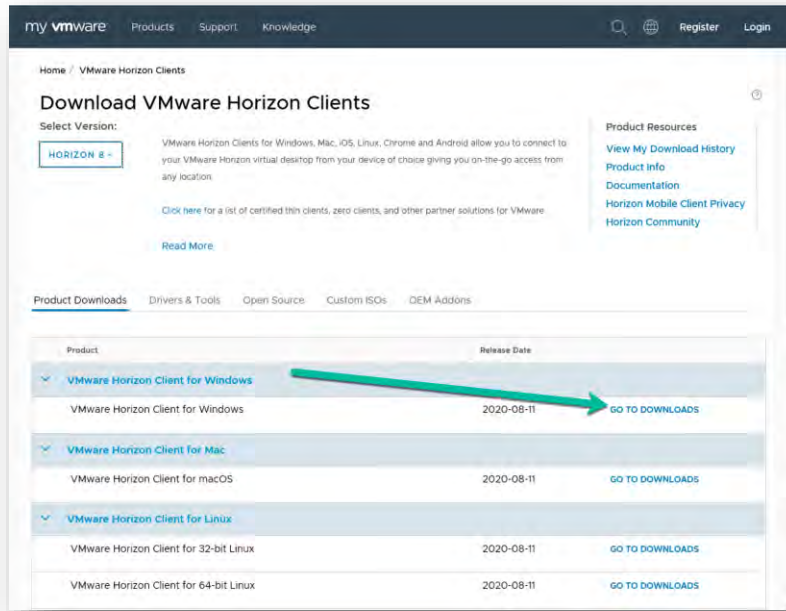
**Note:** Administrative rights are **required**. If you do not have administrative rights on your PC or Mac please contact your local IT for assistance with installation.

**Note:** If you receive an Install Failed error, you may need to temporarily disable your PC's anti-virus software prior to installation.

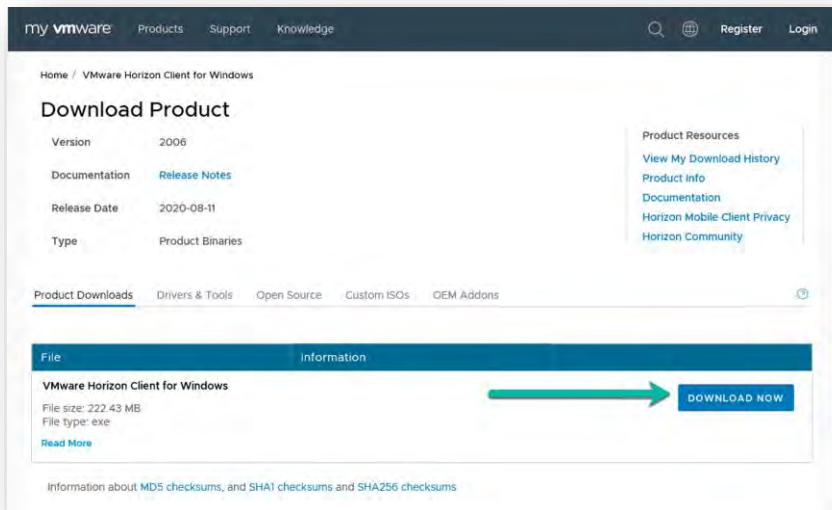
1. Open a web browser and go to <https://remote.vdi.medcity.net>
2. Select **Install VMware Horizon Client**



3. Select **GO TO DOWNLOADS** next to the option that matches your workstation



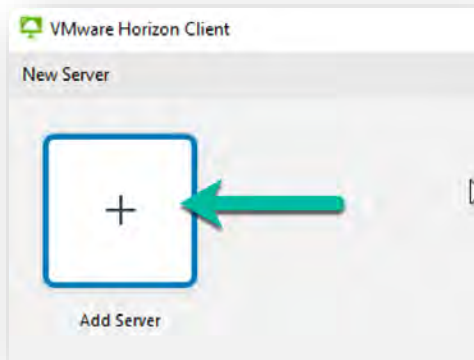
4. Select **DOWNLOAD NOW**



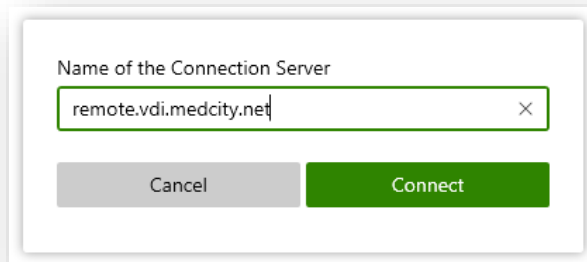
5. Navigate to where the file was downloaded and double click the file to start the installation. Continue through any prompts as needed. Reboot the workstation when prompted.

## Accessing Horizon VDI via Horizon Client (continued)

1. Open the **VMware Horizon Client**
2. Select **Add Server**



3. Enter **remote.vdi.medcity.net**



4. Select **Connect** to authenticate to the HCA Healthcare network and then select your desktop when prompted.



**Note:** If you receive this error when selecting your desktop, please send your local IT the information below to allow the connection.



Loading Failed

VDPCONNECT\_REJECTED: The connection to the remote computer has been refused.

For local IT:

Open these ports on your internal firewall to HCA's Horizon remote:

<https://remote.vdi.medcity.net>

165.214.11.233

165.214.12.233

TCP and UDP 443

TCP and UDP 8443