

Accessing Horizon VDI Remotely

Version 1.4

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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 use the web browser steps on page 3

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 use the web browser steps on page 3

Remote Physician VDI Migration

Affiliated physicians and office staff that currently use the HCA Healthcare hCare VDI remote desktop solution (Citrix) to access the secure company network will transition to the Horizon VDI remote desktop solution (VMware).

There are two access methods. Please read both to determine which option will work best for you.

1. Web Browser (*no installation required*). ***This option is sufficient for most users.***

This option provides quick and easy browser-based access into HCA Healthcare's remote solution for physicians and office staff without installing a client/application on a workstation. *This option may lack additional features such as using USB dictation devices.*

2. Horizon client (*installation with administrative rights required*).

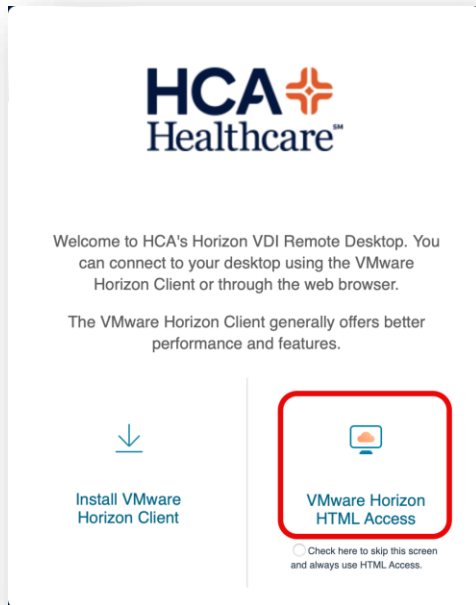
The installation of the client allows for multiple screens to be used and is required for USB peripherals such as dictation handsets. This option should also be used by those that have performance complications with the browser method.

Directions for each option are included in this document.

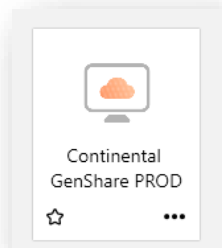
Option 1: Accessing Horizon VDI via web browser

Connecting to Horizon VDI from outside the HCA Healthcare network.

1. From a web browser go to <https://remote.vdi.medcity.net>.
For the best experience, we recommend using Google Chrome in "Incognito" mode.
2. Select **VMware Horizon HTML Access** and login using your HCA 3-4 and password.



3. When prompted, select your division desktop.

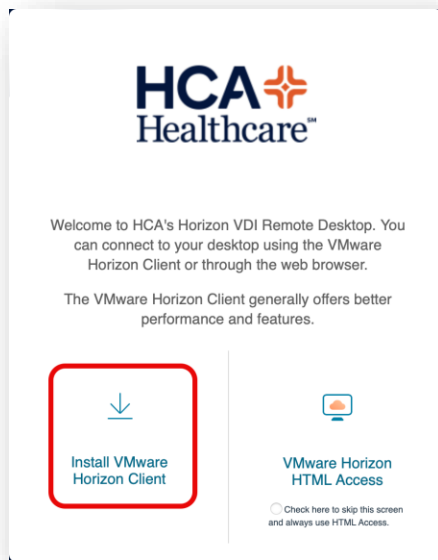


Option 2: Installing the Horizon Client

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.

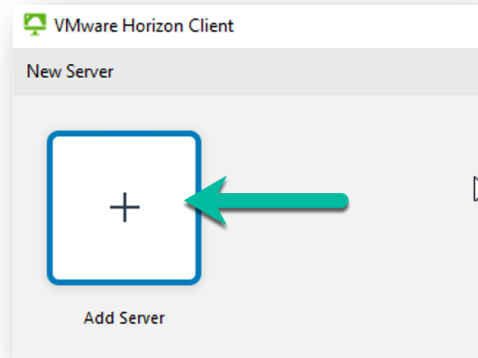
1. Open a web browser and go to <https://remote.vdi.medcity.net>
2. Select **Install VMware Horizon Client**



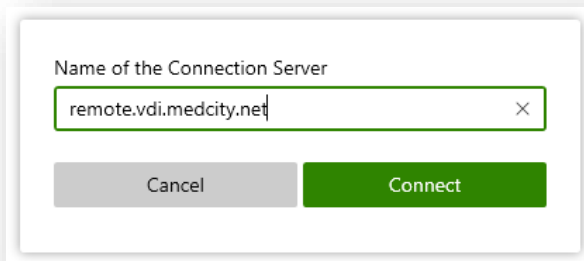
3. Navigate to where the file was downloaded and double click the file to start the installation. Continue through any prompts as needed. Reboot the workstation when prompted.

Option 2 (continued): Accessing Horizon VDI via Horizon Client

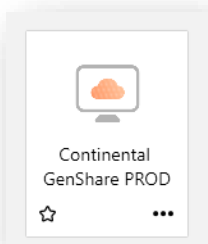
1. Open the **VMware Horizon Client**
2. Select **Add Server**



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

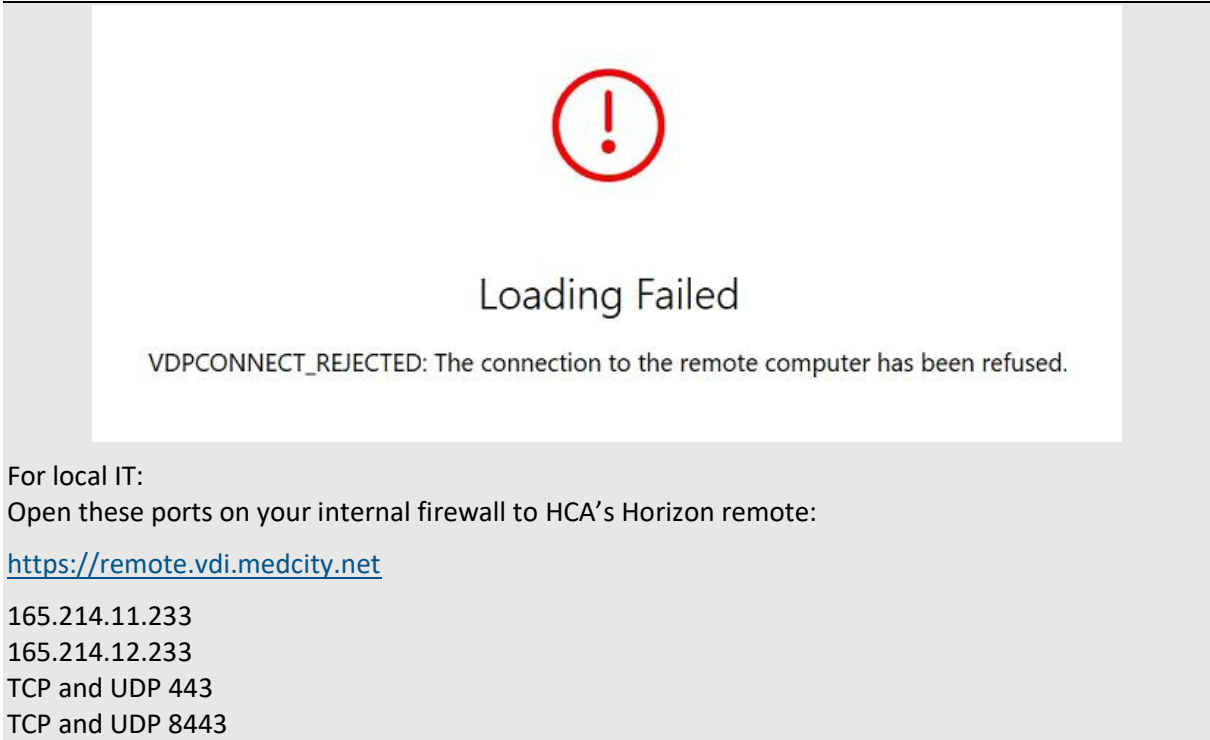


4. Select **Connect** to authenticate to the HCA Healthcare network and then select your desktop when prompted.



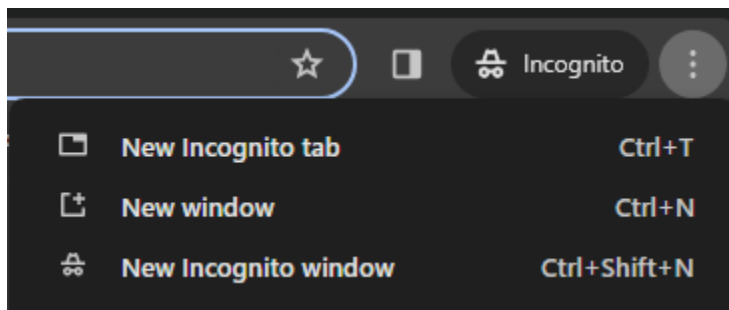
Troubleshooting

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



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

If you receive errors such as “Failed to connect to the Connection Server” when using the HTML client, be sure you are using an “Incognito” or “Private” tab, depending on the browser in use. For example, when using Chrome, pressing Ctrl + Shift + N, will launch a new tab in Incognito mode. This can also be done via the menu at the top right:



Once the tab is open, proceed to the <https://remote.vdi.medcity.net> URL as usual.