

# HSC HORIZON VIEW CLIENT INSTRUCTIONS



VMware Horizon®

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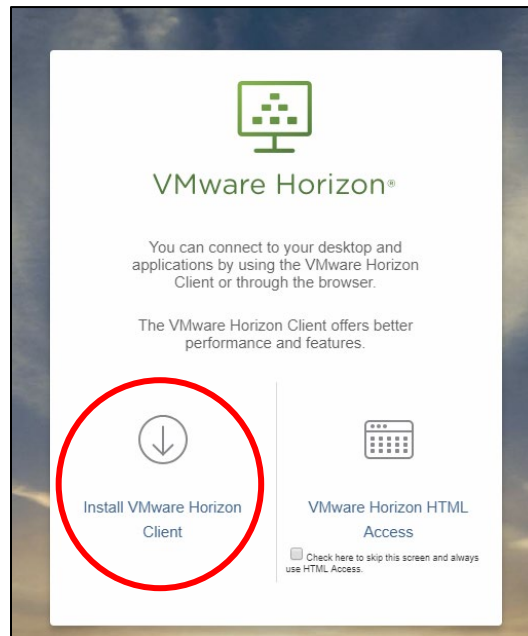
## Why use the client?

The Horizon client is very useful for two main reasons.

- 1) Multiple monitors on your local device
- 2) Applications scale to the screen of the device you are using

## Downloading and Installing the Horizon Client

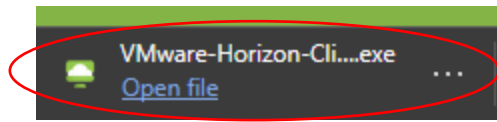
- 1) Open a browser (Google Chrome is preferred) and go to **hsview.hsc.wvu.edu**
- 2) At this window select **Install VMware Horizon Client**



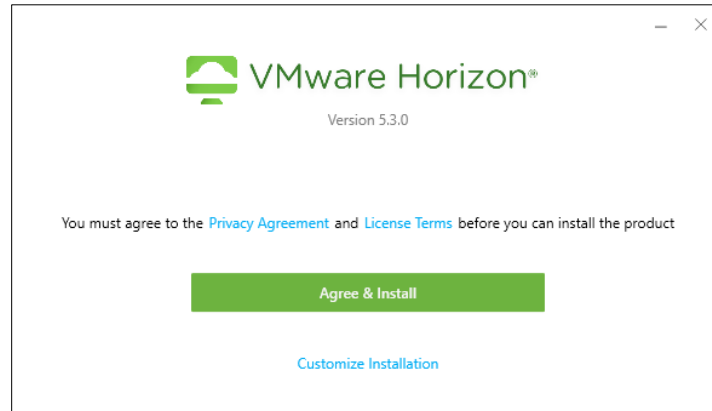
- 3) Select the client. We recommend the clients highlighted for compatibility.
- 4) Click **"Go To Downloads"** next to the client of your choice

Product	Release Date	
▼ VMware Horizon Client for Windows		
VMware Horizon Client for Windows	2019-12-12	Go to Downloads
▼ VMware Horizon Client for Windows 10 UWP		
VMware Horizon Client for Windows 10 UWP from the Microsoft store	2019-09-17	Go to Downloads
▼ VMware Horizon Client for Mac		
VMware Horizon Client for macOS	2019-12-12	Go to Downloads
▼ VMware Horizon Client for Linux		
VMware Horizon Client for 32-bit Linux	2019-12-12	Go to Downloads
VMware Horizon Client for 64-bit Linux	2019-12-12	Go to Downloads

- 5) Click blue **Download** button on the next page
- 6) When the download completes launch the installer or find the installer in your Downloads folder and open it



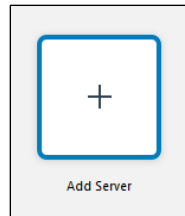
7) Click **Agree & Install** to begin the installation



8) Wait for the install to complete and restart your computer

## Logging into Horizon View Client

- 1) Launch the Horizon Client from the start menu
- 2) Click **Add Server** icon



3) Enter **hsview.hsc.wvu.edu**

A screenshot of the VMware Horizon Client window. The title bar says "VMware Horizon Client". Inside, there's a label "Enter the name of the Connection Server" above a text input field containing "hsview.hsc.wvu.edu". At the bottom right are "Cancel" and "Connect" buttons.

4) Enter your **WVU username** and **WVU password**

A screenshot of the "Login" dialog box. It has a title bar with "Login" and standard window controls. The text inside says "Enter your HSDUO user name and passcode." Below this, "Server:" is followed by a lock icon and the URL "https://hsview.hsc.wvu.edu". There are two input fields: "User name:" and "Passcode:". At the bottom right are "Cancel" and "Login" buttons.

5) Follow the instructions on the screen for DUO authentication.

- a. Send a push to your phone, type "1" into the **Next Code** field.
- b. If you want to use the **6-digit passcode** in the **DUO Mobile app** or the **DUO Hardware Token** passcode please enter that in the **Next Code** field

A screenshot of the "Login" dialog box for Duo two-factor authentication. The title bar says "Login". The text inside says "Duo two-factor login for mlogue" and "Enter a passcode or select one of the following options:". Below this, it lists "1. Duo Push to XXX-XXX-6059". Then it says "Passcode or option (1-1):". There are two input fields: "Server:" followed by a lock icon and "https://hsview.hsc.wvu.edu", and "Next Code:". At the bottom right are "Cancel" and "Login" buttons.

6) Click **Login**

After successful login you will be able to see the applications and/or desktops assigned to you.

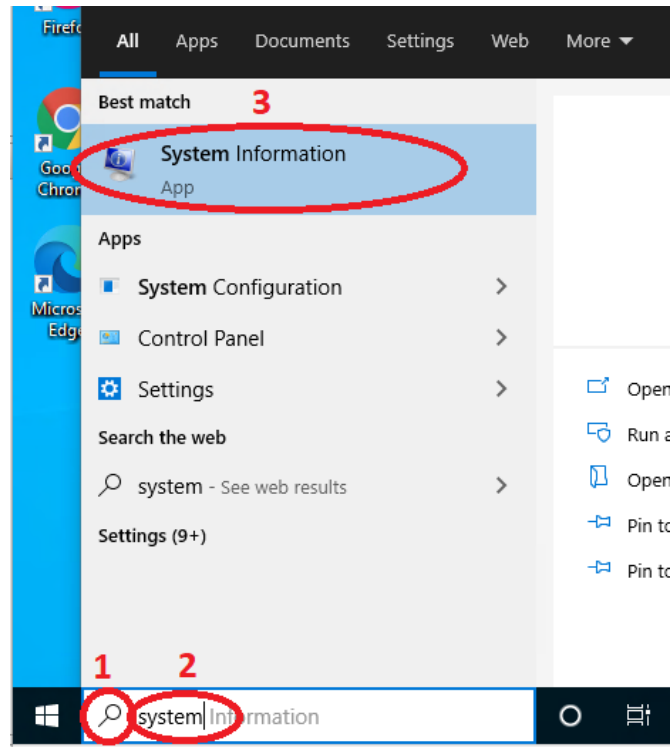
Please see [troubleshooting](#) steps if you are still unable logged in.

## Tips

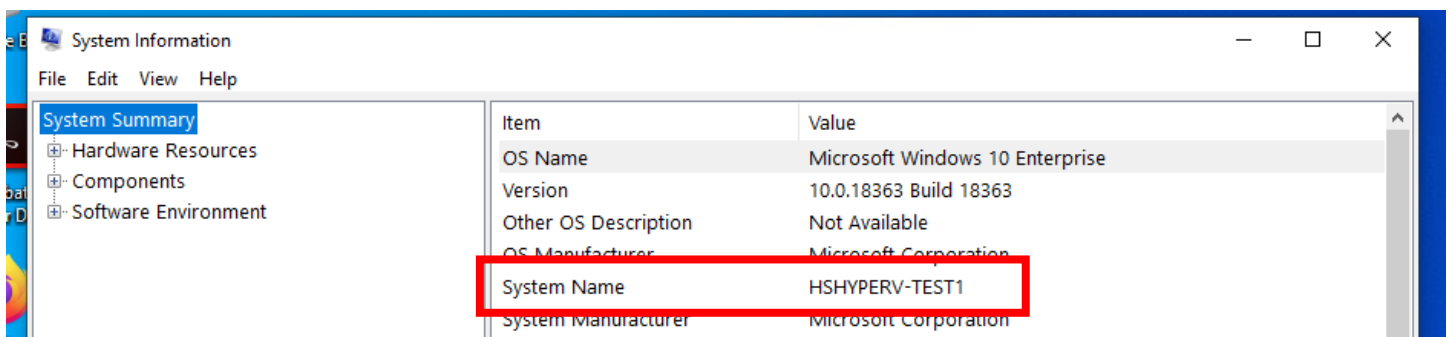
## Finding Your Computer Name

To find your computer name you must be using your office computer. If you do not know your computer name or cannot access your office computer please contact the HSC Helpdesk at 304-293-3631 or [HSC\\_Helpdesk@hsc.wvu.edu](mailto:HSC_Helpdesk@hsc.wvu.edu)

- 1) Click the search bar at the bottom of your screen
- 2) Type "System"
- 3) Select "System Information"

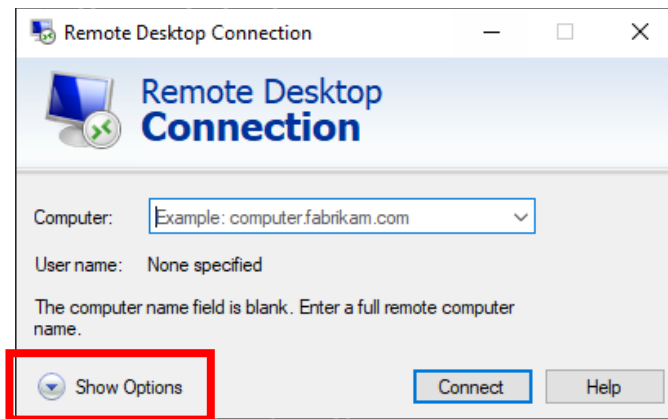


- 4) The window below will open with your computer name called "System Name".

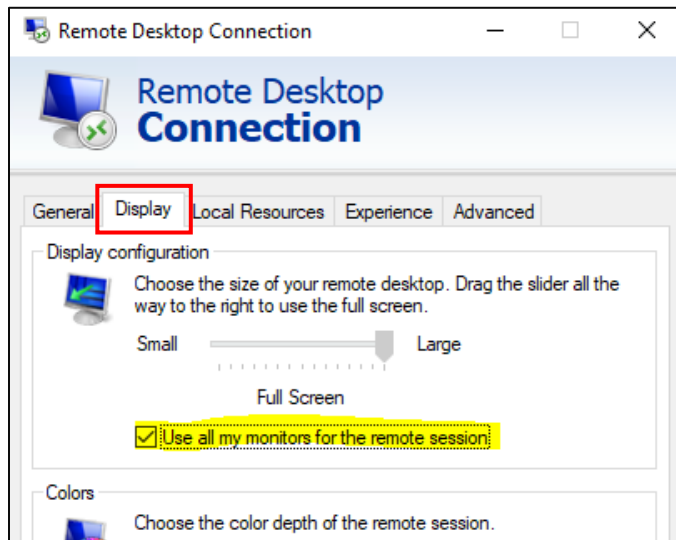


## Using Multiple Monitors with Remote Desktop

- 1) Before connecting to your computer
- 2) Expand **Show Options**



- 3) Click **Display** tab
- 4) Select checkbox for “Use all my monitors for the remote session”



- 5) Click **General** tab
- 6) Enter your computer name and connect to the remote computer
  - Find instructions on how to find your computer name in the [Tips section](#)

## Copy & Paste

Copy and paste will only work from your local device to Horizon View application the is running. Images and files cannot be transferred.

## Troubleshooting

If the following steps do not resolve your issue, please contact us at [HSC\\_Helpdesk@hsc.wvu.edu](mailto:HSC_Helpdesk@hsc.wvu.edu) or at 304-293-3631

## Error: “Access Denied” Screen

This screen appears when the DUO push isn’t accepted within 30 seconds or DUO passcode is incorrect.

Enter username and password and try again.

VMware Horizon Client X



Access Denied

OK

## Error: “Unknown username or bad password” Screen

This screen appears when DUO push or passcode was successful, but your password was incorrect.

Enter username and password and try again.

VMware Horizon Client



Unknown user name or bad password.

OK

## Error: “You are not entitled to use the system”

This screen will appear when access has not been granted to your account. Please contact your department IT staff or the HSC Helpdesk for assistance in requesting access.

VMware Horizon Client



You are not entitled to use the system.

OK