

HSC HORIZON VIEW INSTRUCTIONS



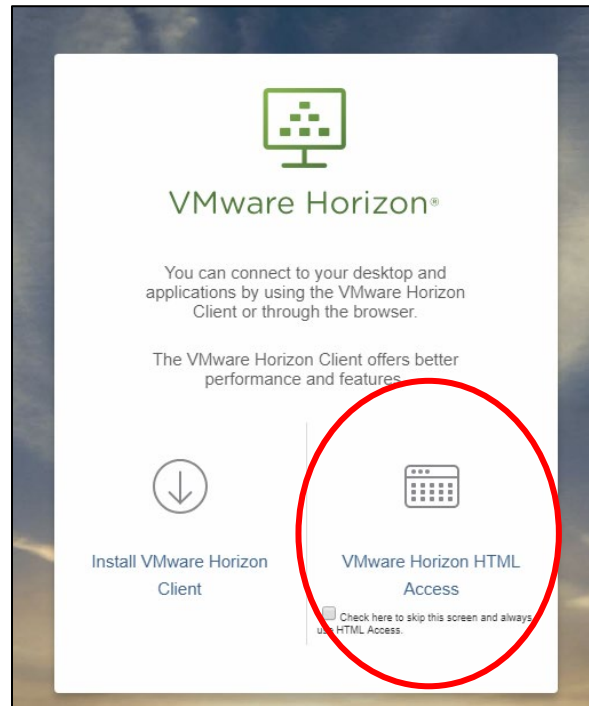
VMware Horizon®

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Login to Horizon View

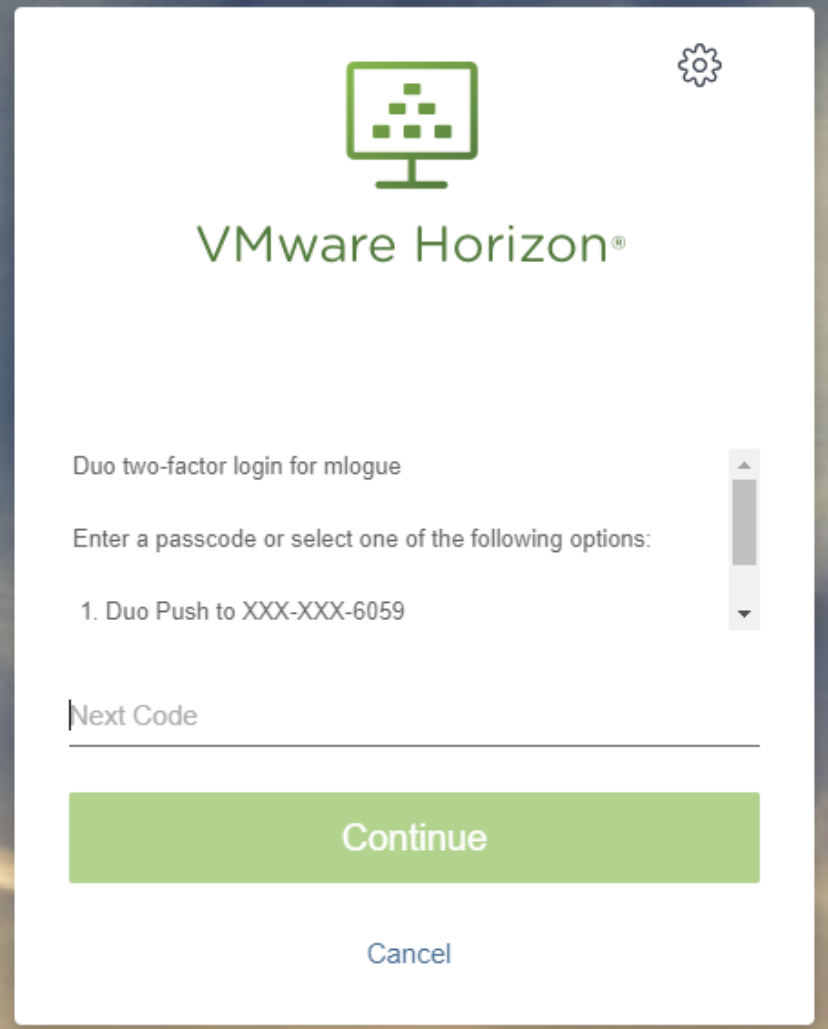
1. Open a browser (Google Chrome is preferred) and go to **hsview.hsc.wvu.edu**
2. At this window select **VMware Horizon HTML Access**



3. This window you will enter your **WVU username** and **password**

4. Click **Login**
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 a VMware Horizon Duo two-factor login dialog. At the top, there is a green icon of a monitor with a grid of dots on it, and the text "VMware Horizon®" below it. In the top right corner, there is a small gear icon. The main text reads "Duo two-factor login for mlogue". Below this, it says "Enter a passcode or select one of the following options:". There is a list with one item: "1. Duo Push to XXX-XXX-6059". To the right of this list is a vertical scrollbar. Below the list is a text input field labeled "Next Code". At the bottom, there are two buttons: a green "Continue" button and a blue "Cancel" button.

VMware Horizon®

Duo two-factor login for mlogue

Enter a passcode or select one of the following options:

1. Duo Push to XXX-XXX-6059

Next Code

Continue

Cancel

6. Click **Continue**

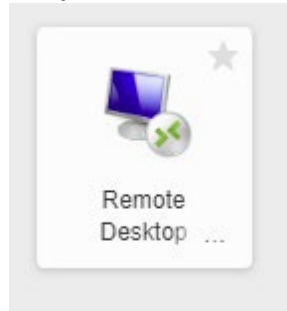
After successful login you will be able to see the applications and/or desktops assigned to you.

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

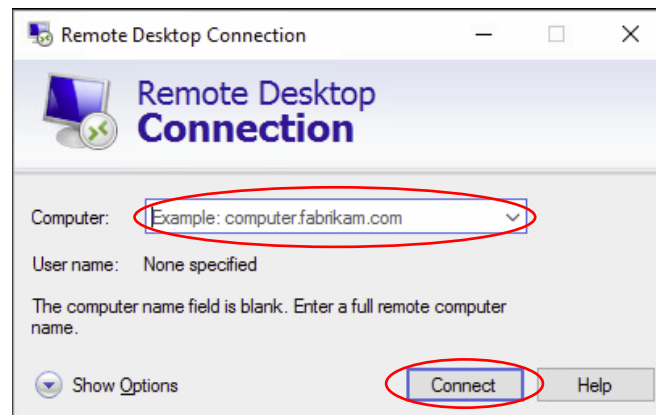
[Remote Desktop \(SGD Replacement\)](#)

You will need find your computer name **before** attempting to remotely access your computer outside of HSC. [Follow instructions here for finding your computer name](#). You will also need to follow these instructions on any additional computers that you will need to access remotely (i.e. lab equipment).

- 1) After login to Horizon View click **Remote Desktop** icon



- 2) Enter the name of your computer that you found from [the instructions here](#)

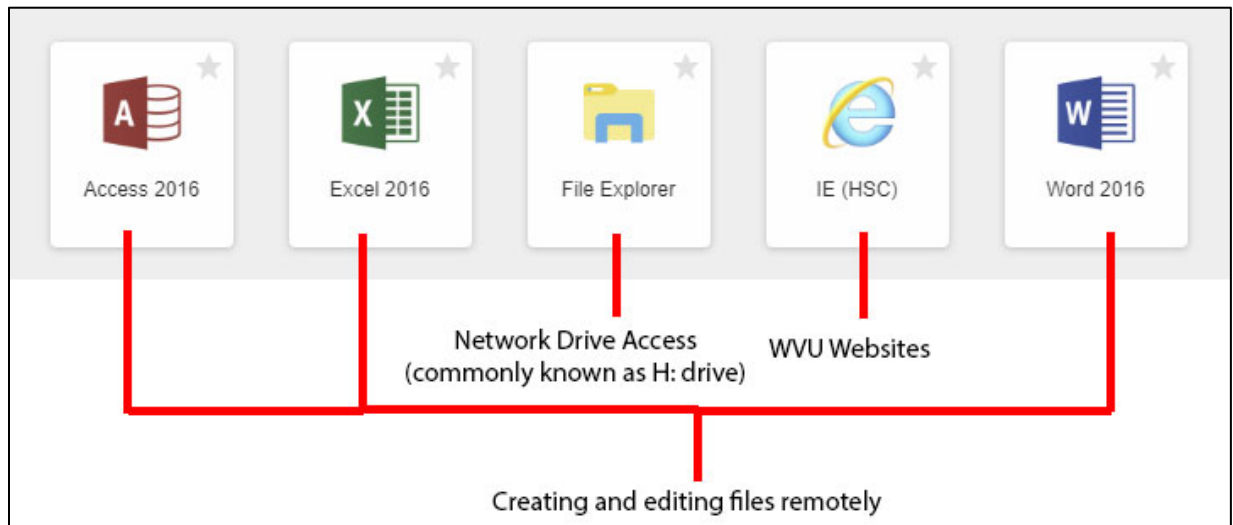


- 3) Click **Connect** and log into your desktop at HSC

Using Remote Applications (Citrix Replacement)

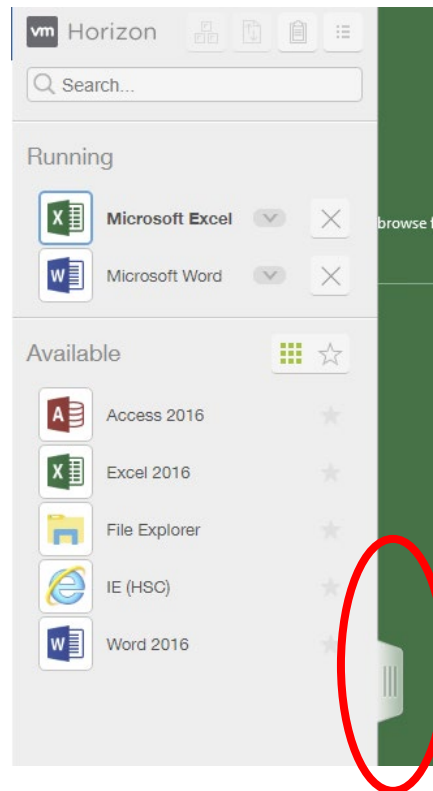
Launch an application

- 1) Click the application you wish to launch. Here are some of the common applications your list may be different



Using multiple applications

- 1) Click Grey tab on the screen (circled in Red)
- 2) Select new application to launch or switch between currently running applications

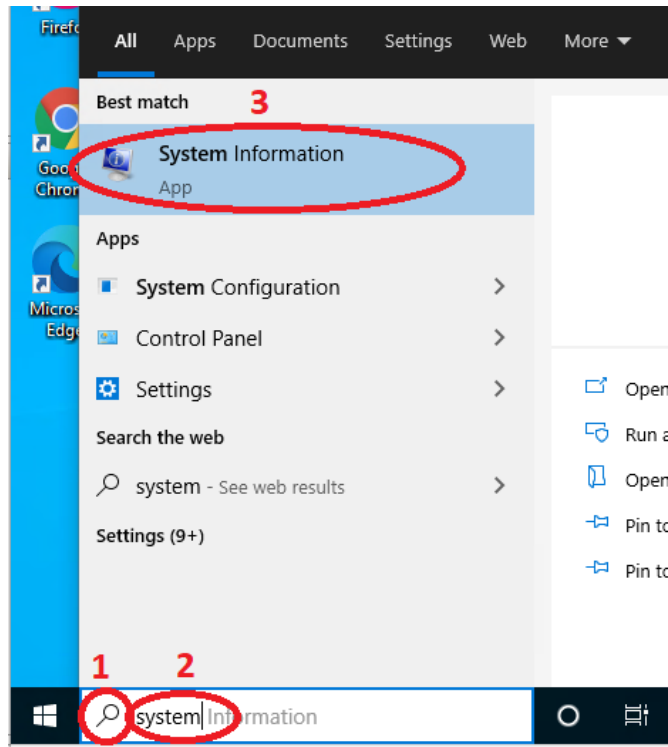


Tips

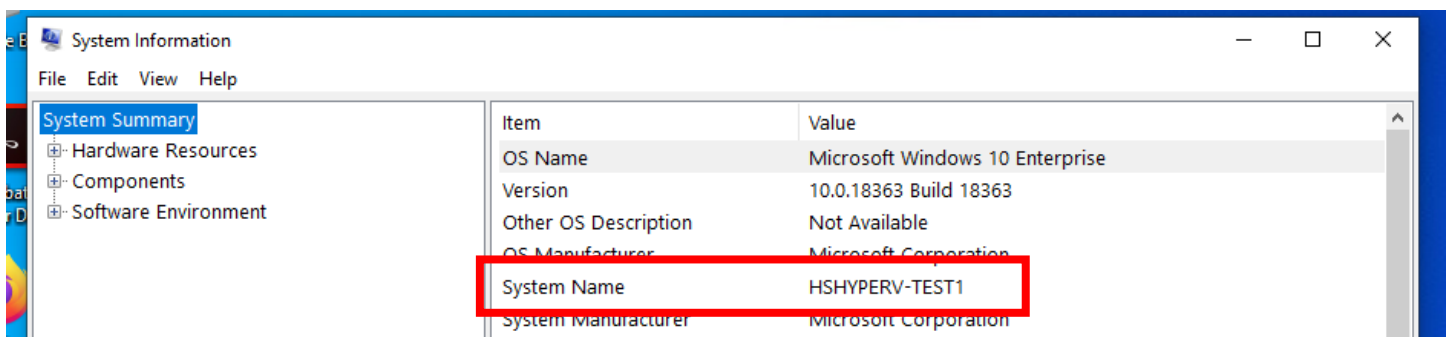
Finding Your Computer Name

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

- 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".



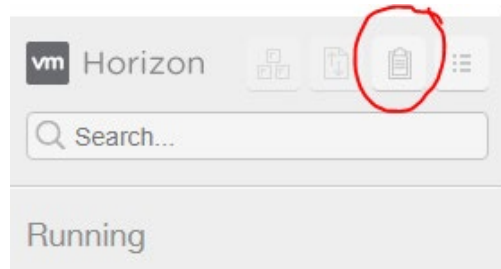
Copy & Paste

Copy and paste from the local computer to Horizon through the "Copy & Paste" panel. Images cannot be transferred. Copy and paste will only work from your local device to Horizon View.

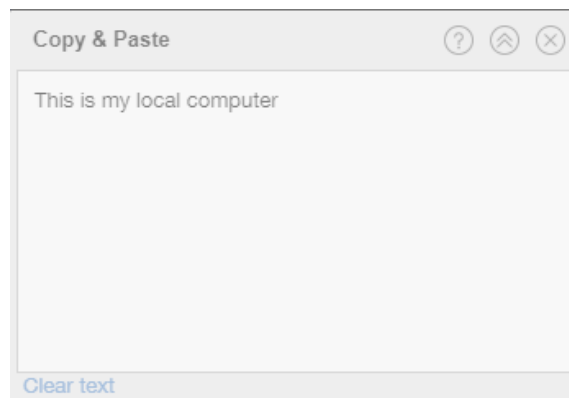
- 1) Open Horizon menu by clicking grey tab on the left of the browser



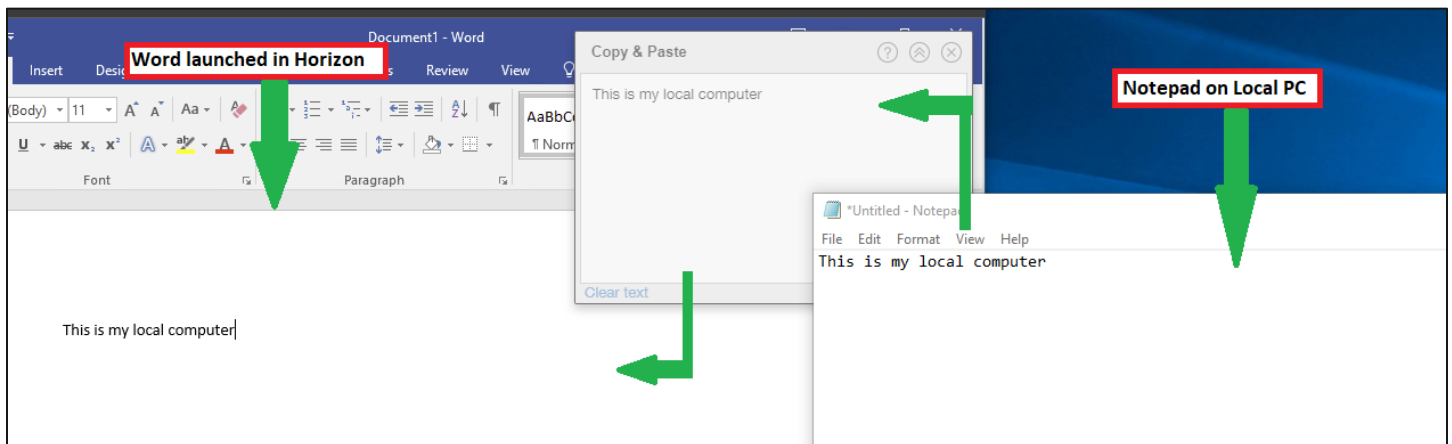
- 2) Click Icon to open panel



- 3) Copy text from local computer
- 4) Paste text into here



Example for the direction copy and paste will work: Notepad > Copy & Paste Panel > Word



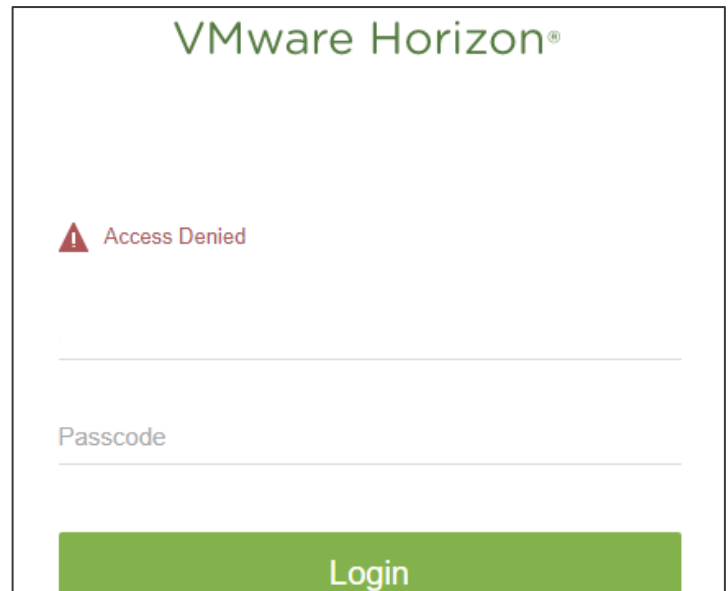
Troubleshooting

If the following steps do not resolve your issue, please contact us at 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.

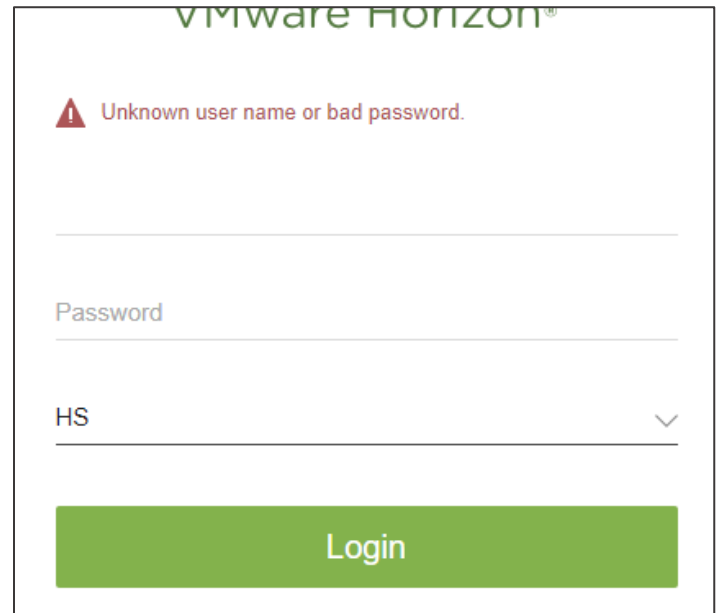


The screenshot shows the VMware Horizon login interface. At the top, the text "VMware Horizon®" is displayed in green. Below this, a red warning icon (a triangle with an exclamation mark) is followed by the text "Access Denied" in red. There are two input fields: the first is empty, and the second is labeled "Passcode" in grey. At the bottom, there is a large green button with the word "Login" in white text.

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.



The screenshot shows the VMware Horizon login interface. At the top, the text "VMware Horizon®" is displayed in green. Below this, a red warning icon (a triangle with an exclamation mark) is followed by the text "Unknown user name or bad password." in red. There are three input fields: the first is empty, the second is labeled "Password" in grey, and the third is labeled "HS" in grey with a dropdown arrow on the right. At the bottom, there is a large green button with the word "Login" in white text.

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.



Unable to launch application

If the application won't load after clicking the application icon. Open the horizon menu using the grey tab on the left side of the screen.



Click the X next to the application and relaunch. If that doesn't work close the browser window and try again.

