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Login to Horizon Web Access

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 here

6. Click Continue

7. After successful login you will be able to see the applications and/or desktops assigned to you. Please
   see troubleshooting steps on the next page if you are still unable logged in.
Login using the Horizon Client

1. Launch Horizon Client Application

2. Click on hsview.hsc.wvu.edu (screen 1).
   - If it’s your first time connecting click New Server and enter “hsview.hsc.wvu.edu” and click connect (screen 2).

3. Enter your WVU Username and Password next and click Login
4. 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 here.

5. After successful login you will be able to see the applications and/or desktops assigned to you. Please see troubleshooting steps on the next page if cannot get logged in.
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.

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.

If these steps do not resolve your issue, please email HSC_Helpdesk@hsc.wvu.edu or call the HSC IT Helpdesk at 304-293-3631.