Contents

Why use the client? .......................................................................................................................................................................................... 2
Downloading and Installing the Horizon Client ........................................................................................................................................... 2
Logging into Horizon View Client .......................................................................................................................................................... 3
Tips ........................................................................................................................................................................................................ 4
  Finding Your Computer Name .................................................................................................................................................. 5
  Using Multiple Monitors with Remote Desktop ...................................................................................................................... 5
Copy & Paste ........................................................................................................................................................................................... 6
Troubleshooting ...................................................................................................................................................................................... 6
  Error: “Access Denied” Screen ............................................................................................................................................. 7
  Error: “Unknown username or bad password” Screen ......................................................................................................................... 7
  Error: “You are not entitled to use the system” .......................................................................................................................... 7

HSC HORIZON VIEW CLIENT INSTRUCTIONS

VMware Horizon®
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

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

![VMware Horizon Client](image)

You must agree to the Privacy Agreement and License Terms before you can install the product.

- Agree & Install
- Customize Installation

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

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**Logging into Horizon View Client**

1) Launch the Horizon Client from the start menu
2) Click **Add Server** icon
3) Enter hsysview.hsc.wvu.edu

4) Enter your WVU username and WVU password

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

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

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**

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**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.*

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**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.

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.

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.