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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

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

![Remote Desktop icon](image)

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

![Remote Desktop Connection](image)

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

![Horizon menu](image)

2) Click Icon to open panel

![Horizon panel](image)

3) Copy text from local computer

4) Paste text into here

![Copy & Paste](image)

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

![Copy & Paste example](image)

**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.
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.