

Remote Access Instructions

This document provides instructions for accessing FollowMe Desktop (FMD) remotely from different devices (e.g. Microsoft Windows Computers, Apple iOS smartphones and tablets, Android smartphones and tablets and MacOS Computers). If you have any questions about accessing FMD remotely, please contact the IS Support Center at 508-334-4880 or ext. 48800.

Please Note: UMass Memorial is not able to provide support for a personal (non-UMass Memorial owned) computer or device.

Section Quick Links For Microsoft Windows Computers For Apple iOS Smartphones and Tablets For Android Smartphones and Tablets For MacOS computers

Microsoft Windows Computers

If you are using a UMass Memorial-owned computer, please skip to Step 8 - in the "Connecting to FollowMe Desktop using Horizon View" section.

If you are using a personal computer (a non-UMass Memorial owned computer), please follow the steps below.

- 1. Copy and paste the following URL into your internet browser: <u>https://www.vmware.com/go/viewclients</u>
- 2. Find the correct Operating System for your computer and then click the link "Go to Downloads" to the right

Download VMware Horizon Clients		Product Resources	
	Pro	duct Info	
VMware Horizon Clients for Windows, Mac, IOS, Linux, and Android allo to your VMware Horizon virtual desktop from your device of choice givi	ng you on-the-go Doc	cumentation	
access from any location.	VM	ware View Mobile Client Privacy	
Read More	Hor	izon View Community	
	Hov for I	v to get the Horizon (with View) Client Linux	
Product Downloads Drivers & Tools Open Source Custom ISOs			
Product	Release Date		
V VMware Horizon Client for Windows			
VMware Horizon Client for Windows	2016-12-08	Go to Downloads	
VMware Horizon Client for Windows 10 UWP			
VMware Horizon Client for Windows 10 UWP	2016-12-08	Go to Downloads	
VMware Horizon Client for Windows 10 UWP for x86-based devices	2016-12-08	Go to Downloads	
Y VMware Horizon Client for Mac			
VMware Horizon Client for Mac	2016-12-08	Go to Downloads	
VMware Horizon Client for Linux			
VMware Horizon Client for 64-bit Linux	2016-12-08	Go to Downloads	
VMware Horizon Client for 32-bit Linux	2016-12-08	Go to Downloads	

3. Once you have verified the correct Operating System, click "Download".



4. The installer should begin downloading and once it has completed, you may receive the following warning validating that you do want to install the application. Please click "Run".



5. Choose "Typical" under "Choose the type of installation". Then, click "I Agree & Install".

닝 VMware Horizon Client Setup	
Install VMware Horizon Client	
Choose your product settings,	
VMWARE END USER LICENSE AC	GREEMENT
PLEASE NOTE THAT THE TERMS OF THIS EN AGREEMENT SHALL GOVERN YOUR USE OF REGARDLESS OF ANY TERMS THAT MAY AF INSTALLATION OF THE SOFTWARE.	ND USER LICENSE THE SOFTWARE, PPEAR DURING THE
Choose the type of installation	
 Typical (below are the current settings) Internet Protocol: IPv4 FIPS Cryptography: Not available on this machine Included Features: USB, Log in as current user 	
Customize	
Print	I Agree & Install

6. As the install runs, you will see the following screen.



7. Once the install has completed, click "Yes" to restart your computer.



Connecting to FollowMe Desktop using Horizon View

- 8. Click on the Start or Windows button on the bottom left of your screen.
- 9. Click on "All Programs" then scroll to the VMWare folder. Click on the folder to open it Then, click on the "VMware Horizon Client".
- 10. If a server is not listed, you will need to add it. Click "New Server" and type the following: view.umassmemorial.org
 - i. If a server is listed, check that it is "view.umassmemorial.org" and if it isn't then you will need to add it as noted above. The server name will be displayed on this screen.

P VMware Horizon Client	
+ New Server	=-
0	
Add Server	
Add Server	

11. Enter your UMass Memorial network username and password. Make sure UMASSMEMEMORIAL is entered in the "Domain" field. Click "Login". At this point you, you should automatically connect to Follow Me Desktop.



12. After logging in, you will be provided icons depending on what you have access to. Select "FollowMe Desktop" to connect to the Clinical desktop.

Apple iOS Smartphones and Tablets

1. On your iOS smartphone or tablet, open the AppStore and search for "VMware Horizon Client". Once you have located the application, install it.



- 2. Once the application has installed, go to your applications and open "Horizon".
- 3. Once the application has launched, select the Servers tab and "New".

iPad 🗢 10:32 AM	∦ 67% 💽 ≁
Servers	New
	\sim

4. Enter view.umassmemorial.org in the "Server Address" field. Then, click "Add Server".



5. Enter your UMass Memorial network username and password. Make sure UMASSMEMORIAL is entered in the "Domain" field. Click "Login".

Cancel
æ
vm ware Horizon
🎓 https://view.umassmemorial.org (i)
Username
Password
Domain UMASSMEMORIAL
Login

6. After logging in, you will be provided icons depending on what you have access to. Select "Follow Me Desktop to connect to the Clinical desktop.

Android Smartphone and Tablets

- 1. On your Android smartphone or tablet, open the Play Store and search for "VMware Horizon Client". Once you have located the application, install it.
- 2. Once the application has installed, go to your applications and open "VMware Horizon Client".
- 3. Once the application has launched for the first time, it will prompt to add a server name.
- 4. Enter **view.umassmemorial.org** in the "Server Name or Address" field. Then, click "Connect". No description is necessary. *(refer to top screen capture on the right)*
- Enter your UMass Memorial username on the first line and your password on the second line. Then, click "Connect". (refer to bottom screen capture on the right)
- 6. After logging in, you will be provided icons depending on what you have access to, select Follow Me Desktop to connect to the Clinical desktop.





Mac OS Computers

- 1. Copy and paste the following URL into your internet browser: <u>https://www.vmware.com/go/viewclients</u>
- 2. You will see a list of available downloads. Click "Go to Downloads" to the right of "VMWare Horizon Client for Mac".

Proc	luct Downloads	Drivers & Tools	Open Source	Custom ISOs		
	Product				Release Date	
~	VMware Hori	zon Client for Wind	ows			
	VMware Horizo	n Client for 32-bit Wind	ows		2014-06-19	Go to Downloads
	VMware Horizon	n Client for 64-bit Wind	ows		2014-06-19	Go to Downloads
~	VMware Hori	zon View Client for	Windows with Lo	cal Mode Option		
	VMware Horizo	n View Client for 32-bit	Windows with Local	Mode Option	2014-06-19	Go to Downloads
	VMware Horizo	n View Client for 64-bit	with Local Mode Op	tion	2014-06-19	Go to Downloads
~	VMware Hori	zon Client for Mac				
	VMware Horizo	n Client for Mac			2014-06-19	Go to Downloads

3. Click "Download"

Product Downloads	Drivers & Tools	Open Source	Custom ISOs			•
Product/Details						
The VMware Horizon Cl File size: 31 MB File type: Mac disk image	lient for Mac				Download	

- 4. When the download is complete, you will see the .DMG application launcher in your download folder. Double click that icon to open the installer.
- 5. Read the license agreement and click Agree to continue.

IMPORTANT - Read this	VIEWADE END USED LIGENOE LODEENEUT
License Agreement carefully before clicking on the "Agree" button. By clicking on the "Agree" button, you agree to be bound by the terms of the License Agreement.	VMWARE END USER LICENSE AGREEMENT PLEASE NOTE THAT THE TERMS OF THIS END USER LICENSE AGREEMENT SHALL GOVERN YOUR USE OF THE SOFTWARE, REGARDLESS OF ANY TERMS THAT MAY APPEAR DURING THE INSTALLATION OF THE SOFTWARE.
	IMPORTANT-READ CAREFULLY: BY DOWNLOADING, INSTALLING OR USING THE SOFTWARE, YOU (THE INDIVIDUAL OR LEGAL ENTITY) AGREE TO BE BOUND BY THE TERMS OF THIS END USEF LICENSE AGREEMENT (FEULA?). IF YOU DO NOT AGREE TO THE TERMS OF THIS EULA, YOU MUST NOT DOWNLOAD, INSTALL, OR USE THE SOFTWARE, AND YOU MUST DELETE OR RETURN THE UNUSED SOFTWARE TO THE VENDOR FROM WHICH YOU ACQUIRED TI WITHIN THIRTY (30) DAYS AND REQUEST A REFUND OF THE LICENSE FEE, IF ANY, THAT YOU PAID FOR THE SOFTWARE.

6. Click on the VMware Horizon Client icon and drag it onto the Applications icon.



7. From the Finder Applications menu, double-click the "VMware Horizon Client" icon. You might be prompted to confirm that you wanted to open this app, please click "Open" if so (depends on version of MacOS).



8. Click "Add Server".

● O O +	VMware Horizon View Client	
+ +		
Add Server		

9. Enter <u>view.umassmemorial.org</u> in the field under enter the name of the Connection Server. Then, click "Connect".

	VMware	Horizon Client	
vm ware	Horizon		PColP
Enter the n	ame of the Connectio	n Server.	
view.umas	smemorial.org		
Always	connect at launch		
		Cancel	Connect

10. Enter your UMass Memorial network username and password. Make sure UMASSMEMORIAL is entered in the "Domain" field. Click "Login".

m wa re Horiz	on	PCol
Server:	bttps://view.umassmemo	orial.org
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Demains		

11. After logging in, you will be provided icons depending on what you have access to, select FollowMe Desktop to connect to the Clinical desktop.