

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

ownload VMware Horizon Clients		View My Download History	
elect Version: VMware Horizon Clients for Windows, Mac, iOS, Linux, and Android		oduct Info	
4.0 • to your VMware Horizon virtual desktop from your device of choice		ocumentation	
access from any location.	V	Mware View Mobile Client Privacy	
Read More	H	orizon View Community	
		ow to get the Horizon (with View) Client r Linux	
Product Downloads Drivers & Tools Open Source Custom ISOs			
Product	Release Date		
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 VMware Horizon Client for Windows 10 UWP	2016-12-08	Go to Downloads	
	2016-12-08 2016-12-08	Go to Downloads Go to Downloads	
VMware Horizon Client for Windows 10 UWP			
VMware Horizon Client for Windows 10 UWP VMware Horizon Client for Windows 10 UWP for x86-based devices			
VMware Horizon Client for Windows 10 UWP VMware Horizon Client for Windows 10 UWP for x86-based devices V UMware Horizon Client for Mac	2016-12-08	Go to Downloads	
VMware Hortzon Client for Windows 10 UWP VMware Hortzon Client for Windows 10 UWP for x86-based devices VMware Hortzon Client for Mac VMware Hortzon Client for Mac	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".

VMware Horizon Client Setup		
Install VMware Horizon Client		
Choose your product settings		
VMWARE END USER LICEN	SE AGREEMENT	
PLEASE NOTE THAT THE TERMS OF TH		A REAL PROPERTY AND A REAL
AGREEMENT SHALL GOVERN YOUR US REGARDLESS OF ANY TERMS THAT M INSTALLATION OF THE SOFTWARE.		1 C C C C C C C C C C C C C C C C C C C
REGARDLESS OF ANY TERMS THAT M		1 C C C C C C C C C C C C C C C C C C C
REGARDLESS OF ANY TERMS THAT M. INSTALLATION OF THE SOFTWARE. Choose the type of installation Typical (below are the current settings)		1 C C C C C C C C C C C C C C C C C C C
REGARDLESS OF ANY TERMS THAT M. INSTALLATION OF THE SOFTWARE. Choose the type of installation Typical (below are the current settings) - Internet Protocol: IPv4	AY APPEAR DURING	1 C C C C C C C C C C C C C C C C C C C
REGARDLESS OF ANY TERMS THAT M. INSTALLATION OF THE SOFTWARE. Choose the type of installation Typical (below are the current settings)	AY APPEAR DURING	1 C C C C C C C C C C C C C C C C C C C

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.

The 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	
	A
vmwa	ire Horizon
🌝 https://view.uma	ssmemorial.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".

Produ	uct Downloads	Drivers & Tools	Open Source	Custom ISOs		
	Product				Release Date	
~	VMware Horiz	on Client for Windo	ows			
	VMware Horizor	Client for 32-bit Wind	ows		2014-06-19	Go to Downloads
	VMware Horizor	Client for 64-bit Wind	ows		2014-06-19	Go to Downloads
~	VMware Horiz	on View Client for	Windows with Lo	cal Mode Option		
	VMware Horizor	View Client for 32-bit	Windows with Local	Mode Option	2014-06-19	Go to Downloads
	VMware Horizor	View Client for 64-bit	with Local Mode Op	tion	2014-06-19	Go to Downloads
~	VMware Horiz	on Client for Mac				
	VMware Horizor	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 Read More					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.

		English			
IMPORTANT - Read this 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.	PLEASE NOTE AGREEMENT S REGARDLESS	USER LICENSE AG THAT THE TERMS HALL GOVERN YC OF ANY TERMS TH OF THE SOFTWAR	OF THIS	END USER LIC	VARE,
	OR USING THE ENTITY) AGREE LICENSE AGRE TERMS OF THIS USE THE SOFT UNUSED SOFT ACQUIRED IT W	AD CAREFULLY: SOFTWARE, YOU TO BE BOUND BY EMENT (EULA). 1 S EULA, YOU MUST WARE, AND YOU N WARE TO THE VEN JITHIN THIRTY (30) SE FEE, IF ANY, TH	(THE INDI (THE TEF IF YOU DO T NOT DO (UST DEL NDOR FRO DAYS AN	IVIDUAL OR LE RMS OF THIS E O NOT AGREE WNLOAD, INS ETE OR RETU DM WHICH YO ID REQUEST A	EGAL END USER TO THE TALL, OR RN THE U

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".

● ○ ○ +	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 I	Horizon Client	
vm ware	Horizon		PCoIP
Enter the na	me of the Connectio	n Server.	
view.umass	memorial.org		
🗹 Always c	onnect 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 ware Horiz	on	PCol
Server:	bttps://view.umassmem	orial.org
<u>U</u> ser name:	dubeb	
Password:	•••••	

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.