

Virtual Workspace Services Portal

VMware Horizon Client installation guide for personal devices

What is happening?

To improve the Hosted Virtual Desktop (HVD) user experience, we are migrating HVDs to VMware Horizon.

What do I need to know?

If you are using a corporate-owned device to connect, you do not need to make any changes.

If you are using a personal device to connect, you will need to install VMware Horizon Client software on your device. Note - if you already have VMware Horizon Client installed on your personal device and you are able to successfully launch your virtual desktop or application session, you do not need to make any further changes to your device.

What do I need to do?

If you are using a corporate-managed device to connect, you do not need to make any changes.

If you are using a personal device to connect, you will need to install VMware Horizon Client software on your device to connect by following these steps:

1. Identify your operating system
2. Uninstall any previously existing versions of VMware Horizon Client Receiver that are installed on your device
3. Download VMware Horizon Client software for your device
4. Install VMware Horizon Client software on your device
5. Choose your browser
6. Connect to the portal URL to launch your virtual desktop or application

IMPORTANT: The following step-by-step guides only apply to personal or vendor-owned Devices

Identify your device Operating System (OS) and download and Install Software.

Select the appropriate operating system for your device. This will take you to the VMware Horizon Client download. Further installation instructions located within this document.

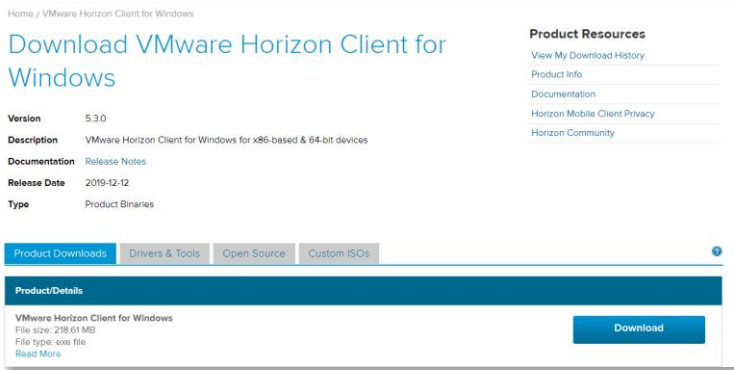
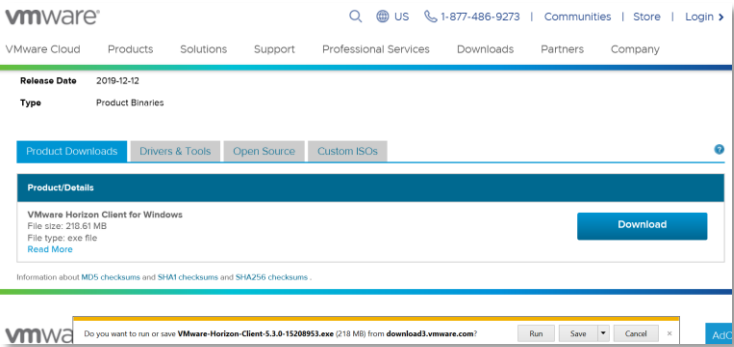

[Windows](#)

[MAC OS](#)

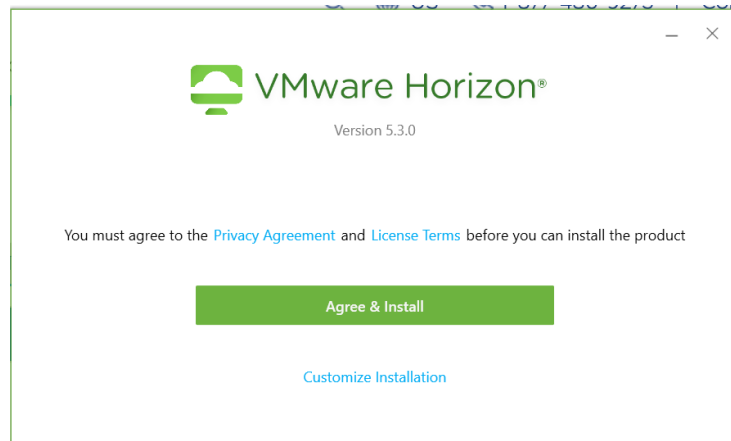
[Chrome Browser](#)

[Apple iPad IOS](#)

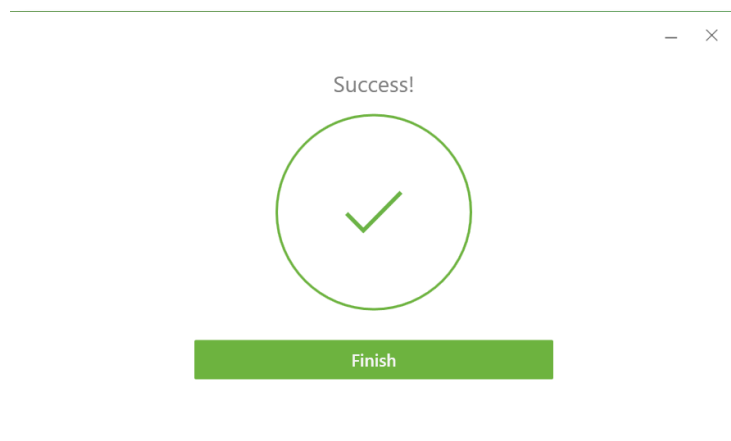
Windows - Installing VMware Horizon Client

1. On your personal device, open the VMware Horizon Client download link in your internet browser	https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=CART21FQ3_WIN_551&productId=863&rPid=60279
2. Choose Download for Windows:	
3. Click Run (for Internet Explorer)	
4. Choose Yes to install as administrator on your device	

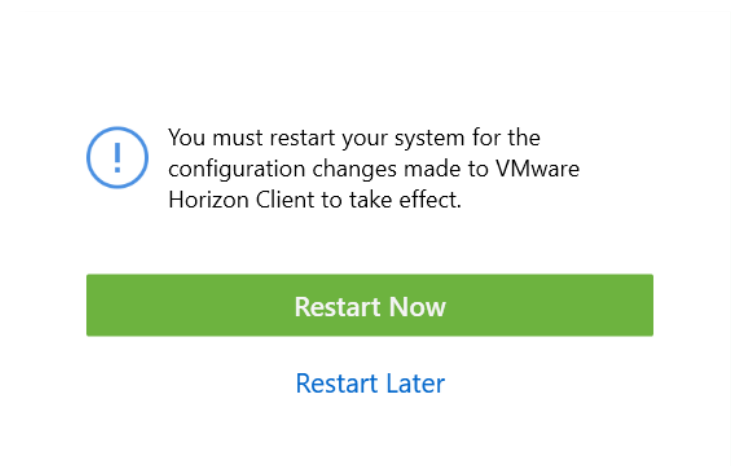
5. Click Agree & Install



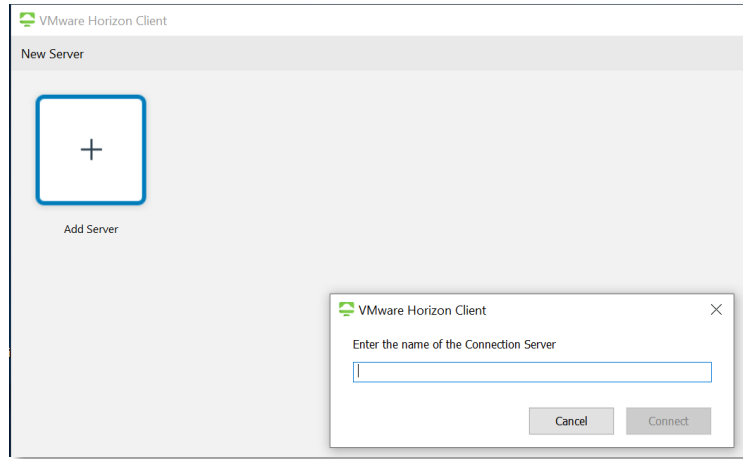
6. Click Finish



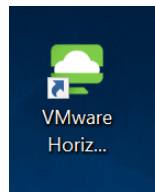
7. Click Restart Now



8. Note - When launching the VMware Horizon Client for the first time you may be prompted to Add New Server. Leave the field blank as this feature will not be utilized, choose Cancel and go to your browser to launch the portal log in



9. Once the Client has been installed, you should see the VMware Horizon Client icon/logo displayed



10. Once the VMware Horizon Client is installed, you are ready to connect to the portal.

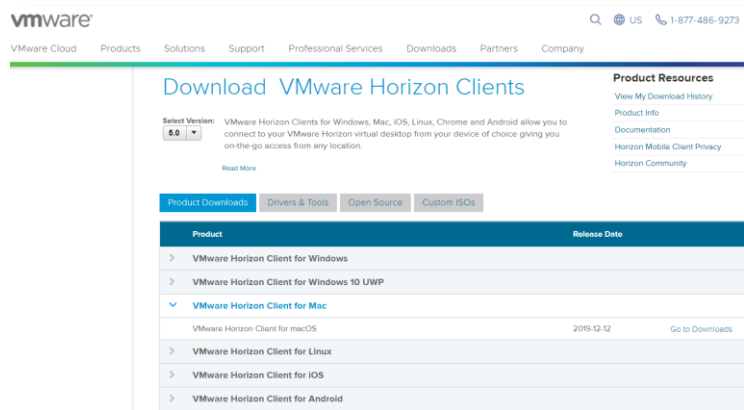
[<Go back: Which OS is on your device?>](#)

Mac OS X – Installing VMware Horizon Client App

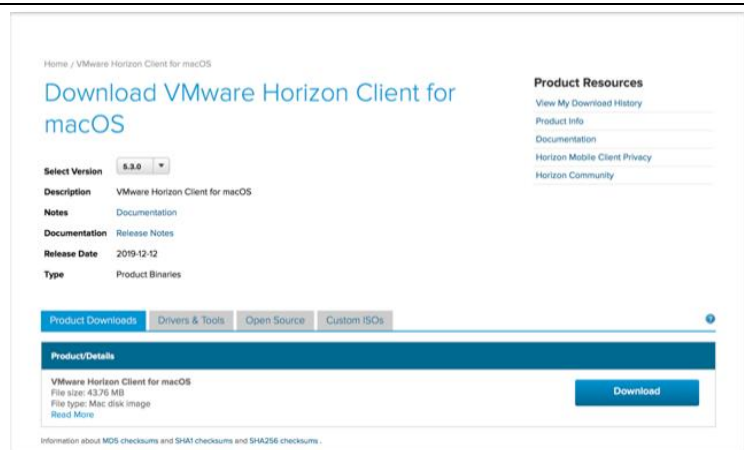
1. On your personal device, open the [VMware Horizon Clients download link](https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=CART21FQ3_MAC_551&productId=863&rPid=60281)

https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=CART21FQ3_MAC_551&productId=863&rPid=60281

2. Under VMware Horizon Client for macOS, choose Go to downloads



3. On the Download VMware Horizon Client for macOS page Choose Download:



4. Click and drag the VMware Horizon Client package icon on the left and drop it onto the Applications folder on the right to install:



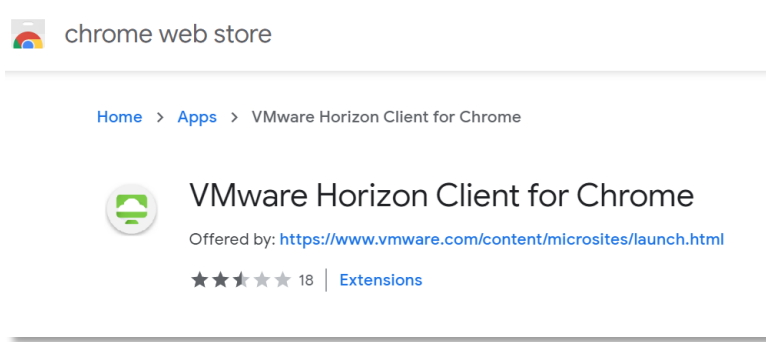
5. Once the VMware Horizon Client is installed, you are ready to connect to the portal.

Note - When launching the VMware Horizon Client for the first time you may be prompted to Add New Server. Leave the field blank as this feature will not be utilized, choose Cancel and go to your browser to launch the portal log in

6. Once the VMware Horizon Client is installed, you are ready to connect to the portal

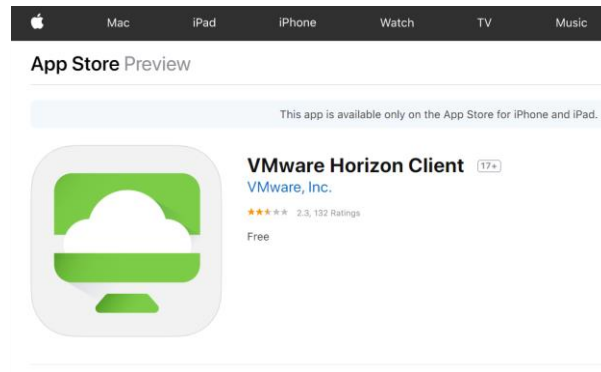
[<Go back: Which OS is on your device?>](#)

Chrome OS – Installing VMware Horizon Client for Chrome

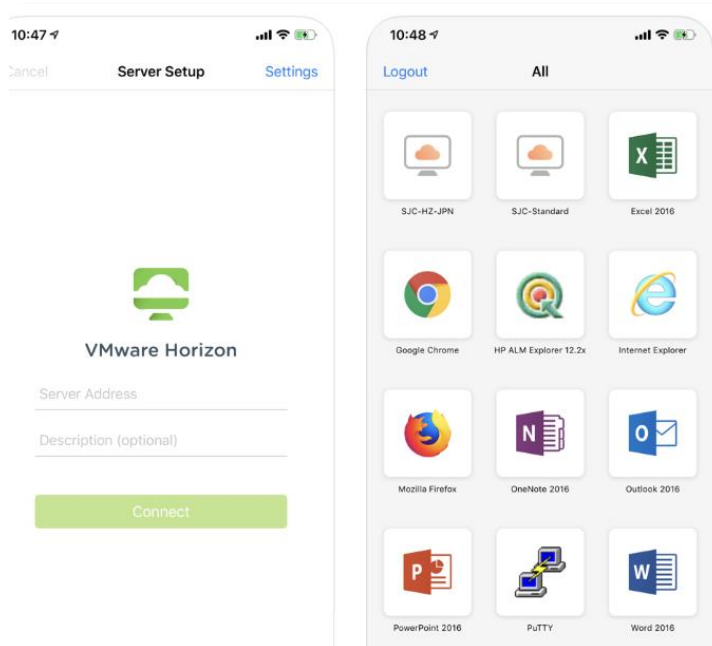
1. On your personal Chrome device, open the <u>Chrome Browser</u> in a browser	https://chrome.google.com/webstore/detail/vmware-horizon-client-for/ppkfnjlimknmjoaemnpidmdlfchhehel
2. Install the VMware Horizon app on your device	
	Note - When launching the VMware Horizon Client for the first time you may be prompted to Add New Server. Leave the field blank as this feature will not be utilized, choose Cancel and go to your browser to launch the portal log in
3. Once the VMware Horizon Client is installed, you are ready to connect to the portal	<Go back: Which OS is on your device?>

Apple iPad OS – Installing VMware Horizon Client for IOS

1. On your personal iPad OS device, open the App Store and search for VMware Horizon Client



2. Follow the instructions to download and install the latest version of VMware Horizon Client

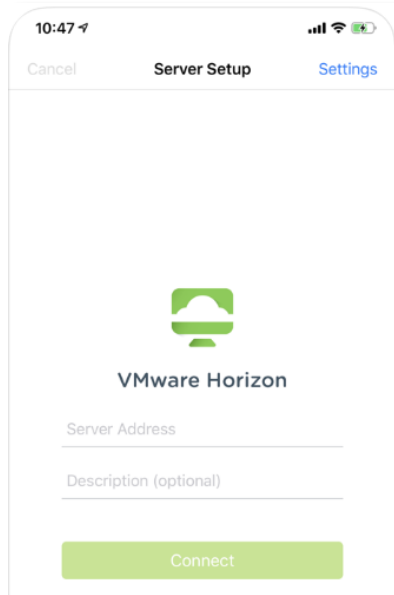


3. Once the VMware Horizon Client app is installed, locate and launch the VMware Horizon client app on your device



2. In the Address field type the URL for your regional portal.

Click Connect



3. Once the VMware Horizon Client App is installed, you are ready to connect to the portal

[<Go back: Which OS is on your device?>](#)