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**Remote Access to CDHB Information Systems**  
**VDI (Virtual Desktop Infrastructure)**  
**End User Setup Manual**

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## 1. What is VDI?

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VDI is a virtual computer system, access via Wyse terminals (thin clients) within the CDHB. These systems have swipe-card readers attached, allowing you to use your CDHB swipe card to log on.

This system is also accessible remotely to authorised users.

## 2. Get Setup for VDI

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If you are able to login to the swipe-card computers within CDHB, you should be able to login to the system remotely so long as you have a 2FA token (MobilePASS or a Physical token).

If you are unable to login to the swipe-card computers, contact the ISG Service Desk ([click here for contact details](#)) and ask to be set up for VDI access.

If you don't have a 2FA token, you can request one from a CDHB computer at <http://tokenrequest>.

## 3. How to Access VDI

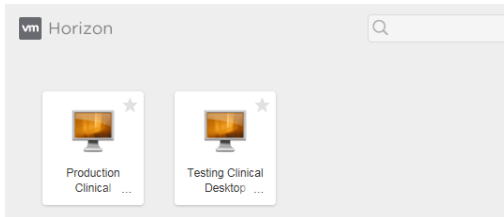
There are two options for accessing VDI. VMWare Horizon HTML Access allows you to establish a connection within a web browser without needing to install software (useful for a shared\kiosk PC etc). For the best experience, we advise to install the VMWare Horizon View Client.

### 3.1 VMWare Horizon HTML Access

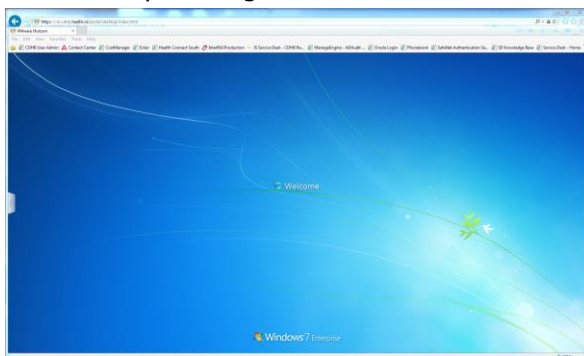
1. In your web browser, navigate to <https://vdi.cdhb.health.nz>.
2. Click the option for **VMWare Horizon HTML Access**.



3. Enter your CDHB domain username and passcode (from your token), then click Login.
4. Enter your CDHB domain password, then click login.
5. If you have multiple desktops available, click the appropriate desktop. For most users, this will be **Production Clinical Desktop**.



6. Your desktop will begin to load.

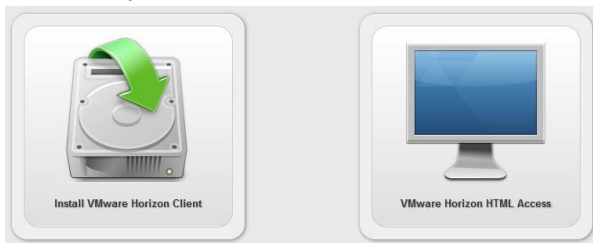


7. When you are finished with the desktop, please click **Start** then **Log Off**.

## 3.2 VMWare Horizon Client

### 3.2.1 Installing VMWare Horizon Client

1. If you have already installed the client, you can skip to the next section, [Logging into VMWare Horizon Client](#).
2. In your web browser, navigate to <https://vdi.cdhb.health.nz>.
3. Click the option for **Install VMWare Horizon Client**.



4. This will take you to the VMWare website. Choose the **Go to Downloads** option that best matches your device.

Product	Release Date	
<ul style="list-style-type: none"> <li>VMware Horizon Client for Windows</li> </ul>	2017-06-08	<a href="#">Go to Downloads</a>
<ul style="list-style-type: none"> <li>VMware Horizon Client for Windows 10 UWP</li> </ul>		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>VMware Horizon Client for Windows 10 UWP for ARM-based devices</li> </ul> </li> </ul>	2017-06-08	<a href="#">Go to Downloads</a>
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>VMware Horizon Client for Windows 10 UWP for x86-based &amp; 64-bit devices</li> </ul> </li> </ul>	2017-06-08	<a href="#">Go to Downloads</a>
<ul style="list-style-type: none"> <li>VMware Horizon Client for Mac</li> </ul>	2017-06-08	<a href="#">Go to Downloads</a>

**Note:** For Windows 10 devices, the ARM-based is generally tablets and portable devices other than laptops. The x86-based/64-bit option is generally desktop computers and most laptops.

5. You will be taken to the download page for the option you chose in the previous step. It is best to choose the option closest to the top of this page, as it is the most recent version.

Product Downloads | Drivers & Tools | Open Source | Custom ISOs

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**Product/Details**

The VMware Horizon client for Windows  
 File size: 151.28 MB  
 File type: exe file  
[Read More](#) [Download](#)

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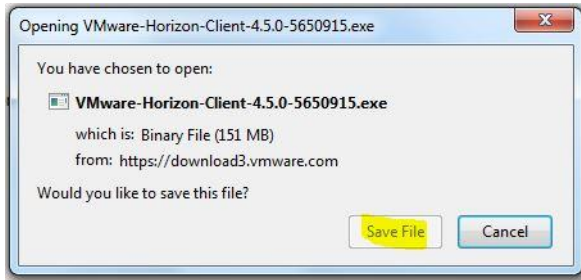
**Legacy/Detail**

VMware View Client with Local Mode (32-bit)  
 File size: 106 MB  
 File type: exe  
[Read More](#) [Download](#)

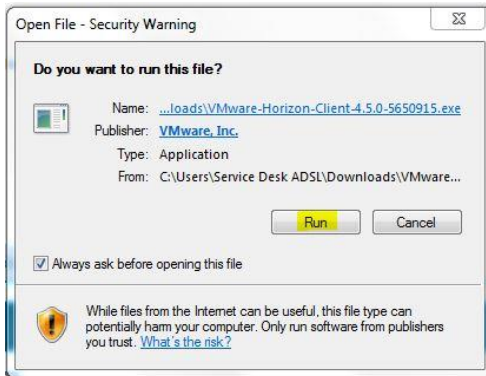
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VMware View Client with Local Mode (64-bit)  
 File size: 108 MB  
 File type: exe  
[Read More](#) [Download](#)

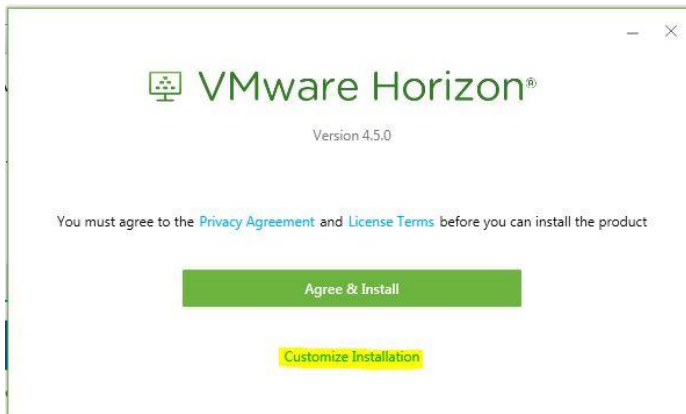
6. **Choose Save File** if you are prompted to.



7. Once the download has finished, you may be prompted to **Run** or **Open File**. Please do so.



8. Once the installer appears, choose the bottom option to **Customize Installation**.



9. Configure your setup so that it matches the following screenshot, then click **Agree & Install**.

**VMware Horizon®**  
Version 4.5.0

**Where to install** ⓘ

C:\Program Files (x86)\VMware\VMware Horizon View Client

**Internet Protocol** ⓘ

IPv4  
 IPv6

**Additional features**

USB Redirection ⓘ  
 Log in as current user ⓘ

**Default connection server** ⓘ

vdi.cdhb.health.nz

**Virtualization Pack for Skype for Business**

Virtualization Pack for Skype for Business ⓘ

**32-bit Core Remote Experience**

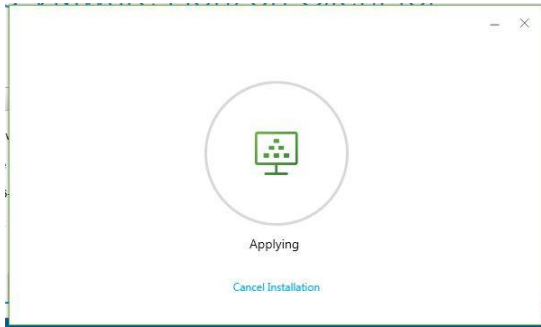
Install 32-bit Core Remote Experience on this 64-bit machine ⓘ

You must agree to the [Privacy Agreement](#) and [License Terms](#) before you can install the product.

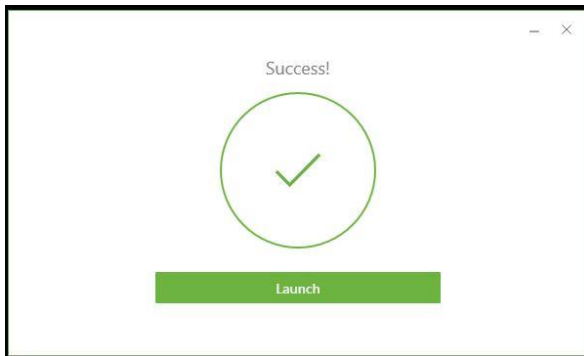
**Agree & Install**



10. The VMWare Horizon Client will now install. You will see the box below appear; it will show a few different messages as the installation makes progress.

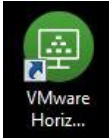


11. You will see this screen when the installation has completed successfully. If you wish, you can choose to launch the VMWare Horizon Client now.

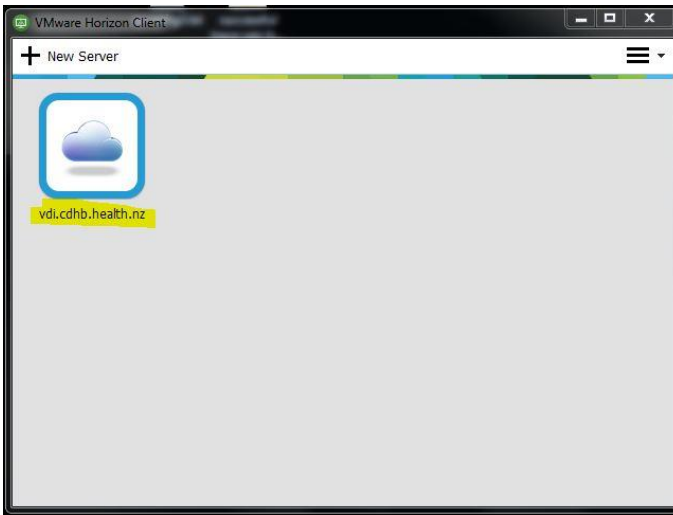


### 3.2.2 Logging into VMWare Horizon Client

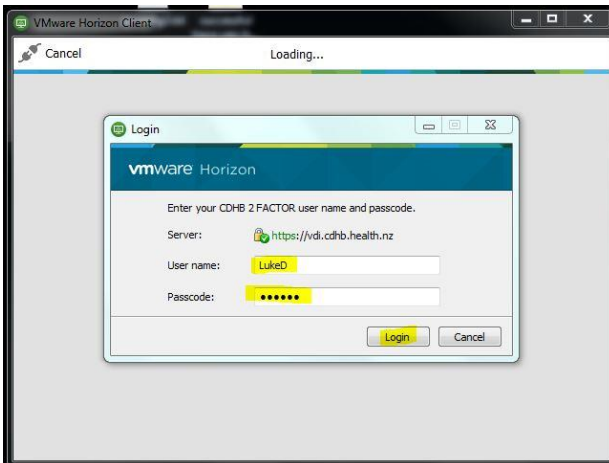
1. Launch the VMWare Horizon Client by double-clicking the icon on your desktop, or navigating to it through the Start Menu.



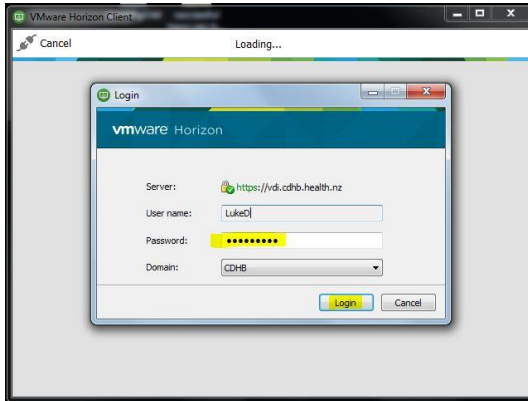
2. If presented with the following window, double-click on the **vdi.cdhb.health.nz cloud**.



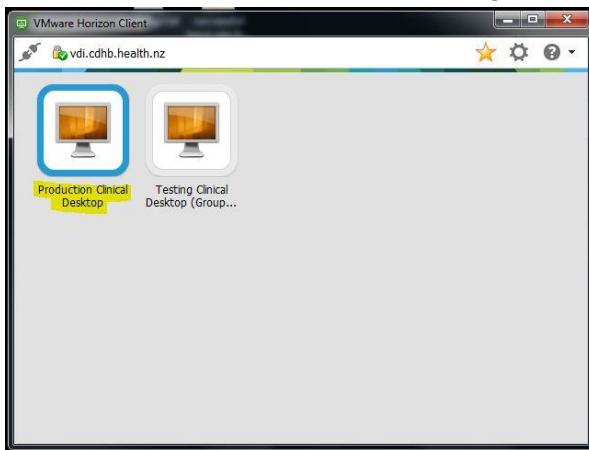
3. Enter your CDHB domain username and passcode (from your token), then click **Login**.



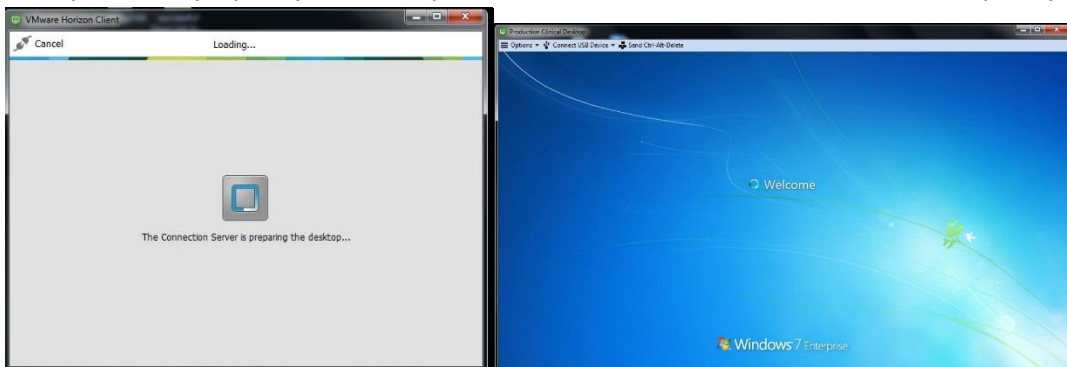
4. Enter your CDHB domain password, then click **Login**.



5. If you have multiple desktops available, double-click the appropriate desktop. For most users, this will be **Production Clinical Desktop**.



6. The system will prepare your desktop. This could take a minute or two to load completely.



7. When you are finished with the desktop, please click **Start** then **Log Off**.

## 4. Need Help\Support?

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### 4.1 Things to Check First

- Ensure your internet connection is working, and your devices are properly connected to a cable or via Wi-Fi. If you can get to [www.google.co.nz](http://www.google.co.nz) you should be able to connect.
- If you are using a CDHB laptop, you may need to turn the Proxy settings on\off. If this is the case, there should be shortcuts on your desktop to do this.

### 4.2 Contacting the ISG Service Desk

The ISG Service Desk can be contacted the following ways:-

- E-Mail: [service\\_desk@cdhb.health.nz](mailto:service_desk@cdhb.health.nz) (recommended if your enquiry is not urgent)
- Internal Extn: 80999
- External DDI: 03 364 0999
- Service Desk Portal: <https://servicedesk.cdhb.health.nz>

**IMPORTANT:** The ISG Service Desk provides support to non-CDHB devices on a best-efforts basis only, and will only investigate issues relating to the installation and access to CDHB systems. If it is determined that the issue is related to a software\hardware issue relating to your device or setup, you will need to make your own arrangements to have this rectified.

### 4.3 Downloading TeamViewer Quick Support

In order to assist you, the ISG Service Desk may ask you to download TeamViewer. TeamViewer allows the ISG Service Desk to remotely access your computer safely, to provide assistance required to get you up and running.

TeamViewer Quick Support can be downloaded here:-

<https://download.teamviewer.com/download/TeamViewerQS.exe>