



AIHW External Horizon 8 Access Guide

Contents

Prerequisites	2
Horizon 8 Client	2
AIHW MFA.....	3
Horizon Client Method	4
Browser Method.....	8

Where do I get help?

If you experience issues, please contact the Service Desk through one of the following options:

- *Need urgent assistance? Phone (02) 6244 1234 (8am – 5:00pm, Mon – Fri)*
- *Have a non-urgent issue? Visit the Service Desk portal and report your issue through the appropriate form.*

Accessing Horizon 8 VDI Without an AIHW Corporate Laptop

Scenarios where you may follow this guide are:

- You are a non-AIHW stakeholder working with AIHW and have approved access to AIHW's Network.
- You are an AIHW staff member working remotely and do not have a functional AIHW Corporate Laptop, so you are using a personal computer.

There are two ways to access the Virtual Desktop, from the Horizon Client Application (preferred method) and through your Web Browser (alternative method). This guide shows both methods.



Prerequisites

For External Access from a personal device, you will need the following

Horizon 8 Client

Horizon 8 Client – and install it on your device, available here:

https://customerconnect.omnissa.com/downloads/info/slug/desktop_end_user_computing/vmware_horizon_clients/horizon_8

(quick download link for Windows)

https://download3.omnissa.com/software/CART25FQ2_WIN_2406.1/VMware-Horizon-Client-2406.1-8.13.1-11490723527.exe

Or use one of the following Browsers:

- Internet Explorer 11 (only supported for Omnissa Horizon 8 version 2012 and earlier)
- Firefox (latest versions)
- Chrome (latest versions)
- Safari (latest versions)
- Microsoft Edge (Windows 10)

Where do I get help?

If you experience issues, please contact the Service Desk through one of the following options:

- *Need urgent assistance? Phone (02) 6244 1234 (8am – 5:00pm, Mon – Fri)*
- *Have a non-urgent issue? Visit the Service Desk portal and report your issue through the appropriate form.*

AIHW MFA



Microsoft MFA Required – You will need the Microsoft Authenticator App installed on your Mobile Device, then browse to this link from your laptop/pc to set up the MFA token <https://aka.ms/mfasetup> Use your AIHW email account and password.

<https://www.youtube.com/watch?v=gPuqCJIQYI>

If you are having issues setting up MFA our wonderful Service Desk team can assist you.

Where do I get help?

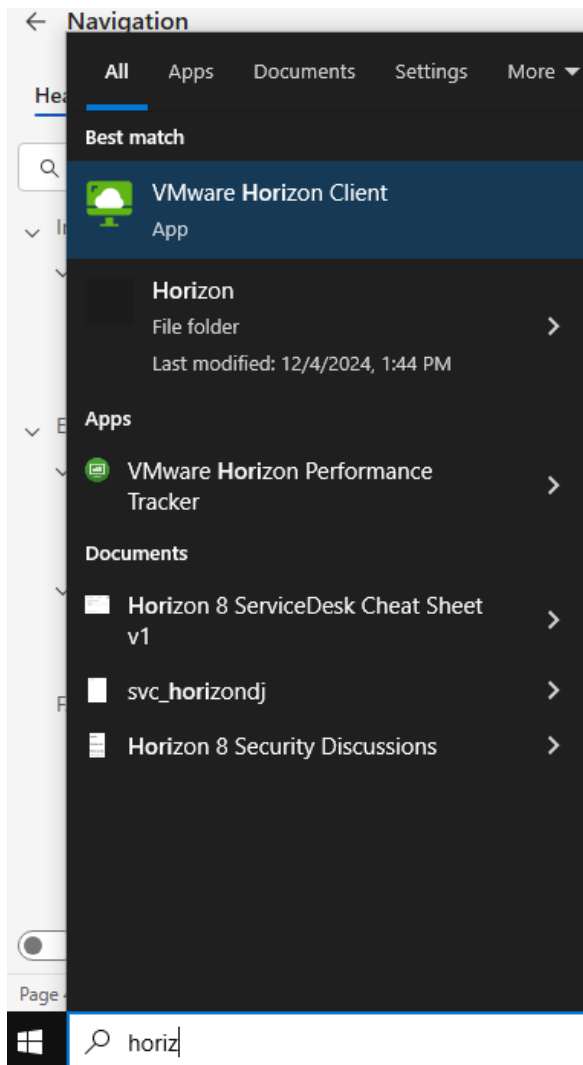
If you experience issues, please contact the Service Desk through one of the following options:

- *Need urgent assistance? Phone (02) 6244 1234 (8am – 5:00pm, Mon – Fri)*
- *Have a non-urgent issue? Visit the Service Desk portal and report your issue through the appropriate form.*

Horizon Client Method



First Launch the Horizon Client from your device

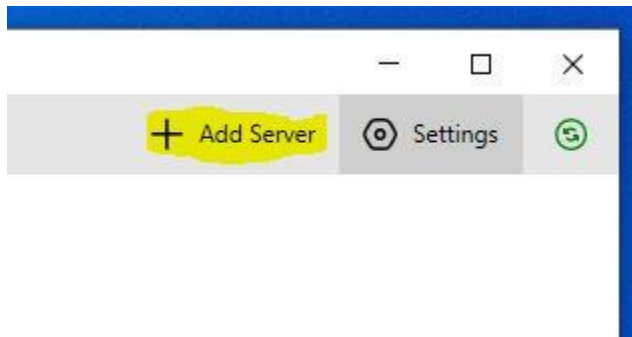


Where do I get help?

If you experience issues, please contact the Service Desk through one of the following options:

- *Need urgent assistance? Phone (02) 6244 1234 (8am – 5:00pm, Mon – Fri)*
- *Have a non-urgent issue? Visit the Service Desk portal and report your issue through the appropriate form.*

From the Horizon 8 Client click on "+ Add Server"



Then enter the Connection Server name "**Desktop.aihw.gov.au**" then Connect

A dialog box titled 'Name of the Connection Server'. It features a text input field containing 'desktop.aihw.gov.au' with a small 'X' icon to its right. Below the input field are two buttons: a grey 'Cancel' button and a green 'Connect' button.

The Horizon Client will then open your web browser for you to enter your MFA credentials,

This will be your AIHW Email and Password.

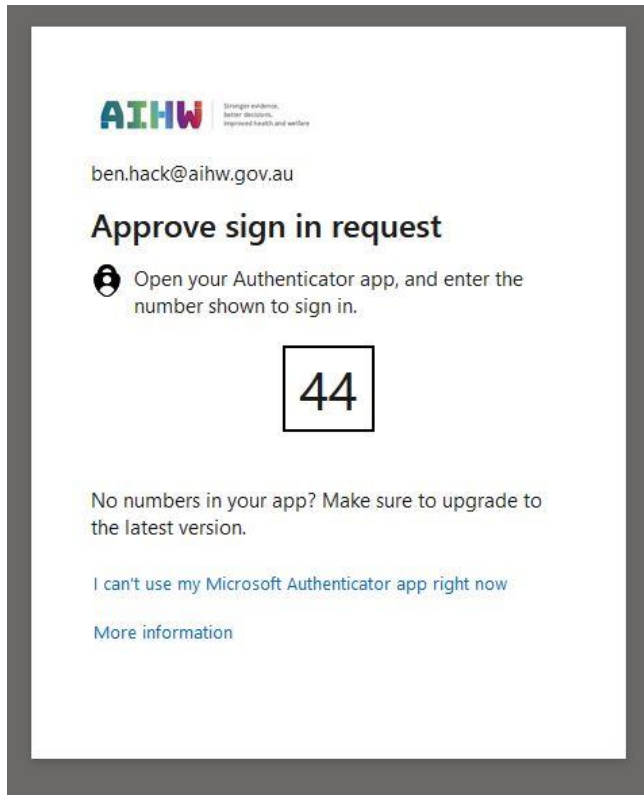
A screenshot of the AIHW login page. At the top left is the AIHW logo with the tagline 'Smarter evidence, better decisions, improved health and welfare'. Below the logo is the email address 'ben.hack@aihw.gov.au' with a back arrow. The main heading is 'Enter password'. Below this is a password input field with the placeholder text 'Password'. A link 'Forgot my password' is located below the input field. At the bottom right is a blue 'Sign in' button.

Your Mobile App should then ask you to enter the generated number presented on your screen.

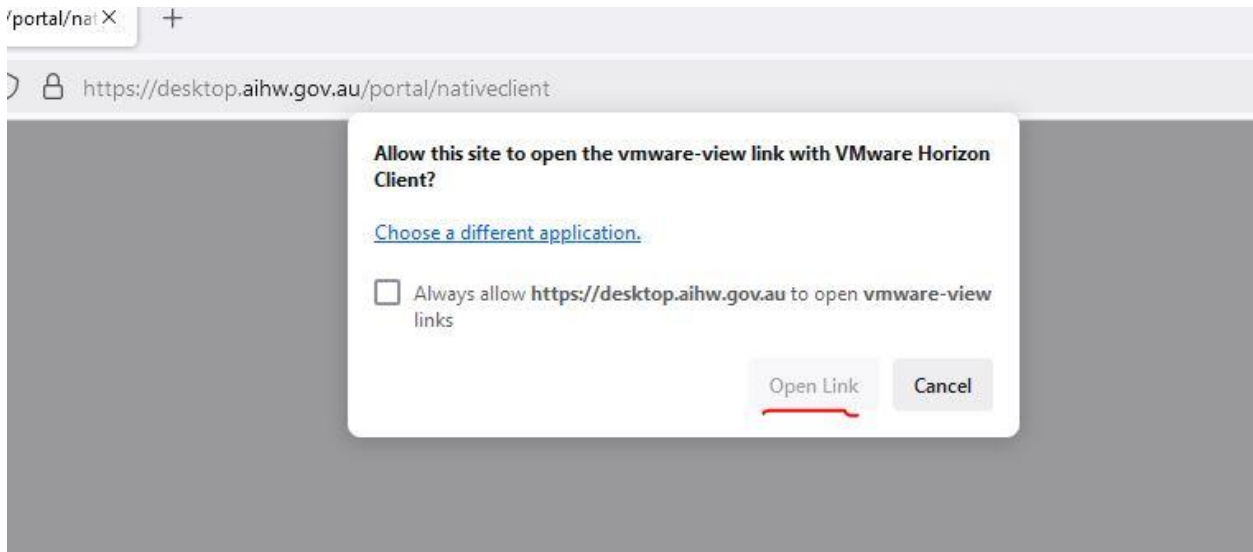
Where do I get help?

If you experience issues, please contact the Service Desk through one of the following options:

- *Need urgent assistance? Phone (02) 6244 1234 (8am – 5:00pm, Mon – Fri)*
- *Have a non-urgent issue? Visit the Service Desk portal and report your issue through the appropriate form.*



If it is successful, you will be asked to Open Link



Back in the Horizon Client enter your AIHW username and password, remember to add “**aihw**” to your username. Then Login.

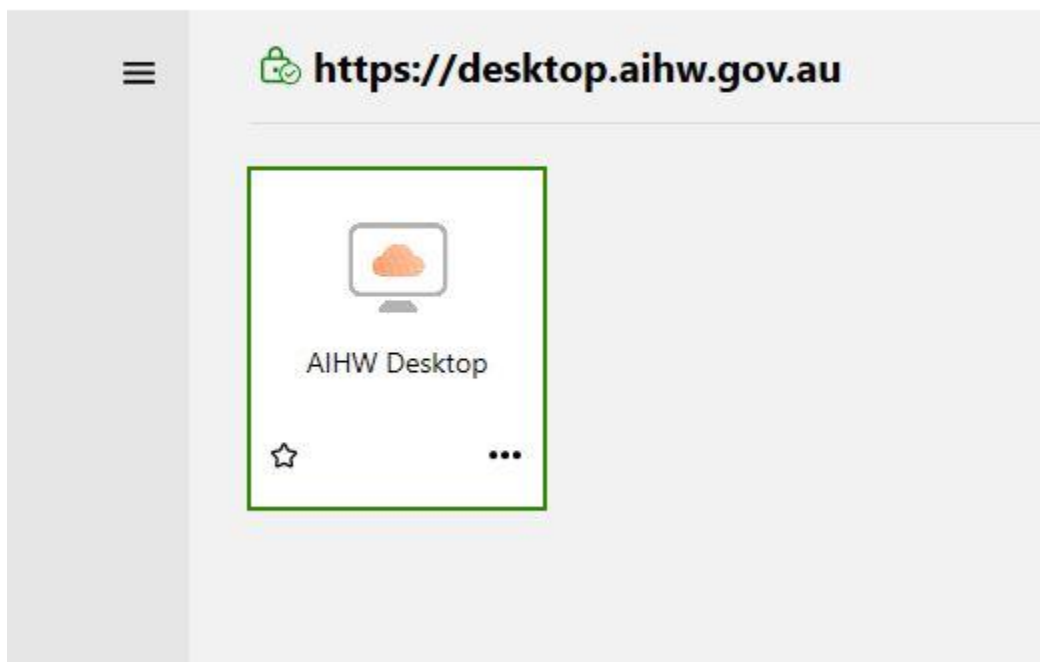
Where do I get help?

If you experience issues, please contact the Service Desk through one of the following options:

- *Need urgent assistance? Phone (02) 6244 1234 (8am – 5:00pm, Mon – Fri)*
- *Have a non-urgent issue? Visit the Service Desk portal and report your issue through the appropriate form.*

A login dialog box for the URL <https://desktop.aihw.gov.au>. It features a green lock icon on the left. Below the URL are two input fields: the first contains the text "aihw\username" and the second is a password field with 12 black dots. At the bottom, there are two buttons: a grey "Cancel" button on the left and a green "Login" button on the right.

Then Double-Click on **"AIHW Desktop"** to start a VDI session



Your VDI should start now, it may take up to a couple minutes for the session and applications to attach fully.

Where do I get help?

If you experience issues, please contact the Service Desk through one of the following options:

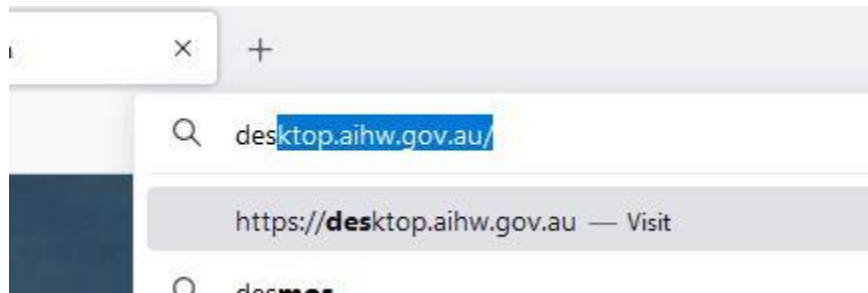
- *Need urgent assistance? Phone (02) 6244 1234 (8am – 5:00pm, Mon – Fri)*
- *Have a non-urgent issue? Visit the Service Desk portal and report your issue through the appropriate form.*

Browser Method



If you cannot use the Horizon Client Application, you can connect via the Web Browser.

From the web browser search <https://Desktop.aihw.gov.au>

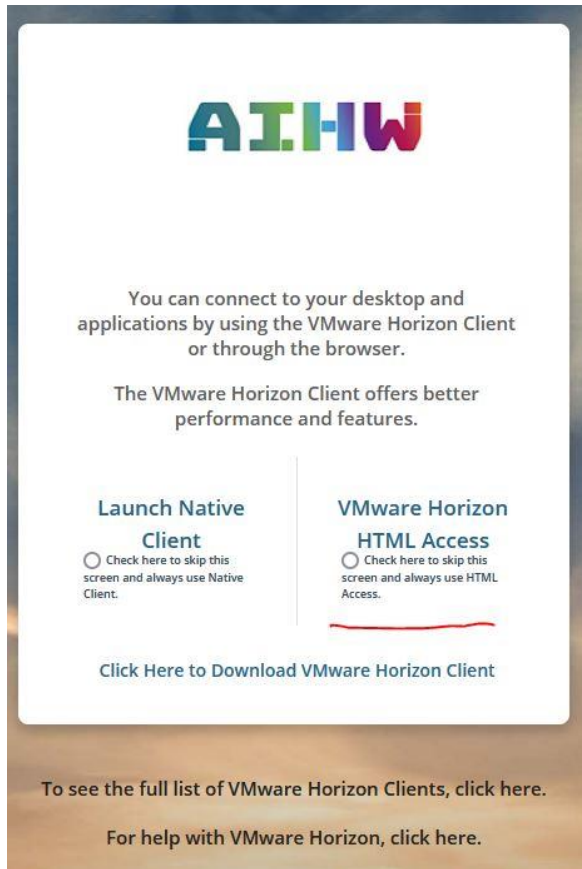


Then select on “**VMware Horizon HTML Access**”

Where do I get help?

If you experience issues, please contact the Service Desk through one of the following options:

- *Need urgent assistance? Phone (02) 6244 1234 (8am – 5:00pm, Mon – Fri)*
- *Have a non-urgent issue? Visit the Service Desk portal and report your issue through the appropriate form.*



You will then be asked to pass MFA

This will be your AIHW Email and Password.

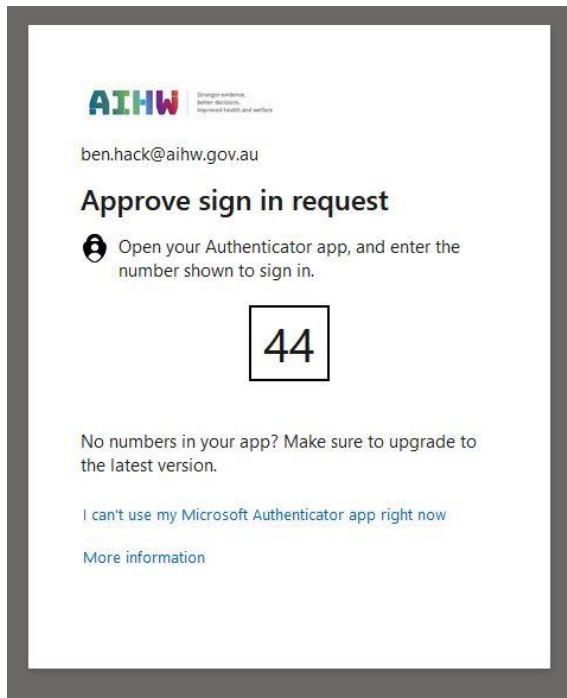


Where do I get help?

If you experience issues, please contact the Service Desk through one of the following options:

- Need urgent assistance? Phone (02) 6244 1234 (8am – 5:00pm, Mon – Fri)
- Have a non-urgent issue? Visit the Service Desk portal and report your issue through the appropriate form.

Then you will need to pass MFA



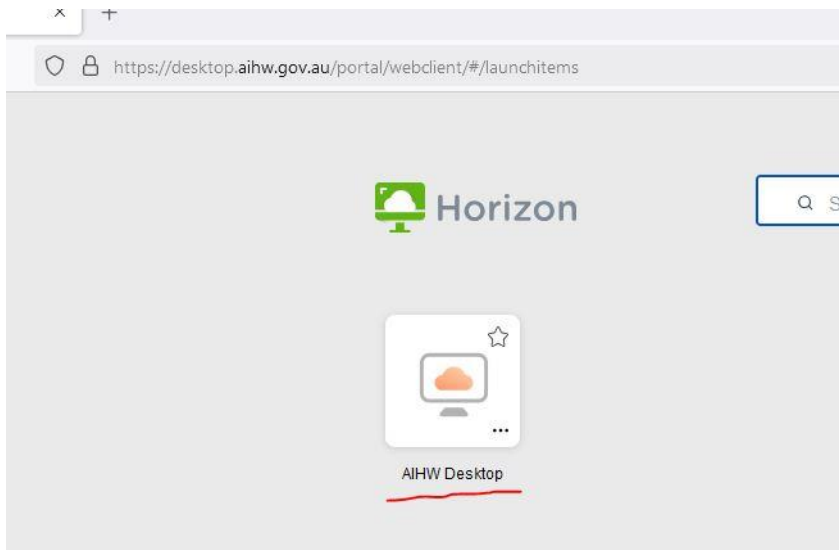
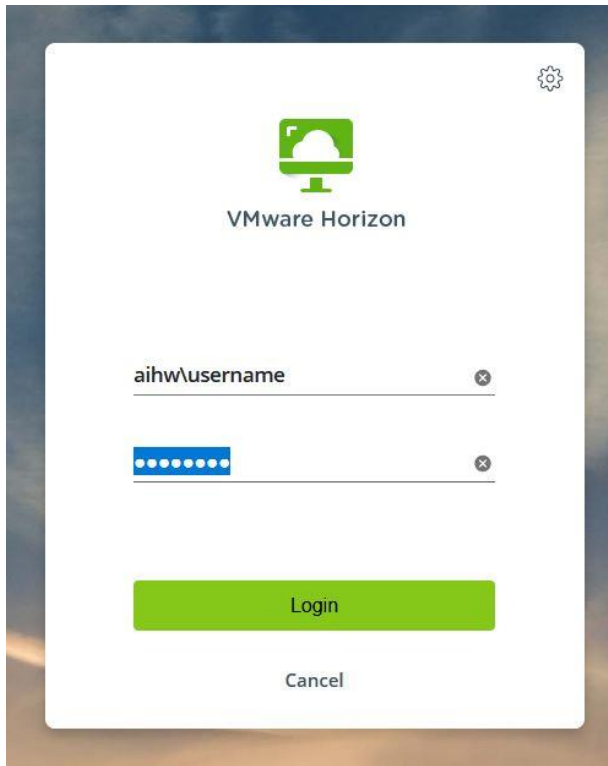
Your Mobile App will ask you to enter the generated number presented on your screen.

After you have passed MFA enter your AIHW username and password, remember to add **“aihw\”** to your username. Then Login.

Where do I get help?

If you experience issues, please contact the Service Desk through one of the following options:

- *Need urgent assistance? Phone (02) 6244 1234 (8am – 5:00pm, Mon – Fri)*
- *Have a non-urgent issue? Visit the Service Desk portal and report your issue through the appropriate form.*



Your VDI should start now, it may take up to a couple minutes for the session and applications to attach fully.

Where do I get help?

If you experience issues, please contact the Service Desk through one of the following options:

- *Need urgent assistance? Phone (02) 6244 1234 (8am – 5:00pm, Mon – Fri)*
- *Have a non-urgent issue? Visit the Service Desk portal and report your issue through the appropriate form.*

Where do I get help?

If you experience issues, please contact the Service Desk through one of the following options:

- *Need urgent assistance? Phone (02) 6244 1234 (8am – 5:00pm, Mon – Fri)*
- *Have a non-urgent issue? Visit the Service Desk portal and report your issue through the appropriate form.*