

# VDI Remote Access

## Login and Two-Step Verification Process

UH requires additional authentication beyond your UH username and password to log in to VDI (VMware Horizon Client).



**You will not be able to log into VDI if you have not completed the user registration process.**

[Click here](#) for the job aid to complete the registration process.

### Two-Step Verification Process Overview

- Every time you attempt to log in to VDI, you will log in with your UH user name and password first. The system will then prompt you for a second-factor access code sent to you via mobile app, text message or phone call. This code is how we verify your identity.
- If you are not registered, you won't be able to access VDI remotely – this is why it is important to complete the [registration process](#) in advance.

### Logging In to VDI

1. Access **VDI (VMware Horizon Client)** through your normal path.

**Tip** ▶ You can find VMware Horizon Client by searching for it from the Windows **Start** menu.



- The VMware Horizon Client login screen appears.

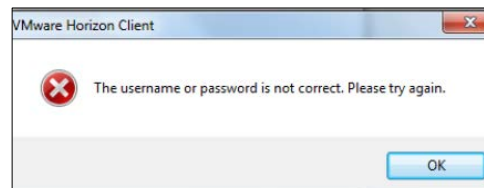
- In the **User name** field, enter your **UH username**.
- In the **Password** field, enter your **UH password**.
- Click **Login**.

- The screen to enter a passcode or choose the delivery method of a passcode appears.

**Note** ► **Your screen may not include all of the options shown below.** If you have the SecureAuth Authenticate mobile app installed on your device, you will see all of the options shown below.



**If you have not completed the user registration process, you will receive the error shown below.**



**You must complete the user registration process before you will be able to log in to VDI.**

[Click here](#) for the job aid to complete the registration process.

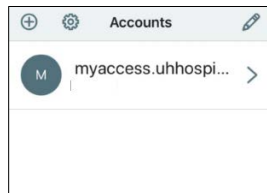
- Choose how you would like to receive the passcode from the options available to you and follow the instructions for the option under its corresponding section below.

**Enter passcode from SecureAuth Mobile App**  
**(ONLY for users who installed the SecureAuth Authenticate mobile app)**

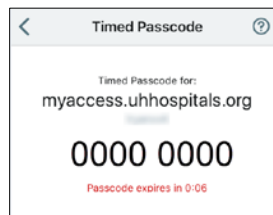
- You can only use this option if you have installed the SecureAuth Authenticate mobile app on your smartphone. If you have the app installed and wish to use this option, follow the steps below.
- Open the **SecureAuth Authenticate** mobile app on your device.



- Within the SecureAuth Authenticate app, tap **myaccess.uhhospitals.org**.



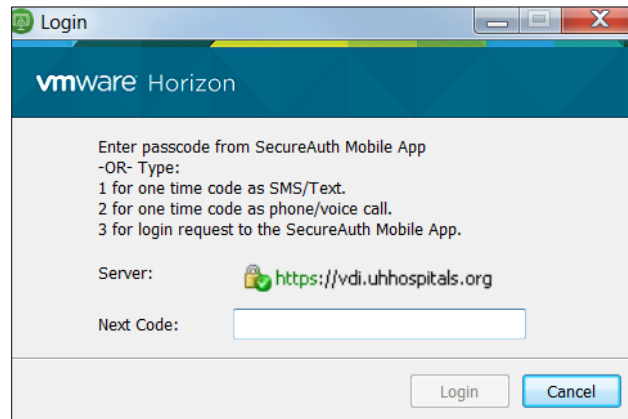
-  The Timed Passcode screen appears with your passcode.



**The passcode is timed and will expire as a security precaution.**

**A new code is generated every 60 seconds. Ten seconds before the code expires, a countdown will appear under the code. If the code is about to expire, wait until the next code appears to allow yourself more time to enter it.**

- In the **VMware Horizon** window on your computer, in the **Next Code** field, enter the **passcode** from the SecureAuth Authenticate app.



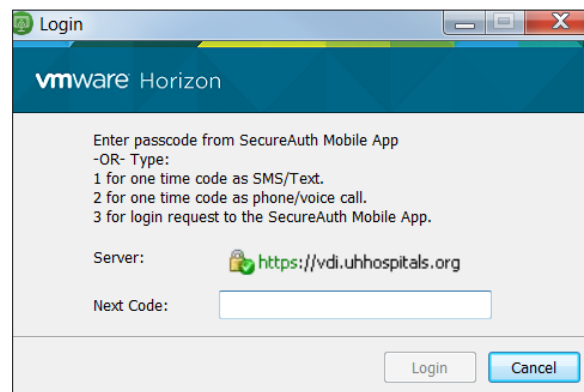
- Click **Login** and launch VDI as you normally would.

### One Time Code as SMS/Text

- This option will send a passcode via a text message to the mobile device you indicated in the user registration process. (Data and message rates may apply.)

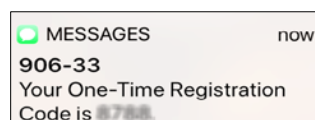
**Note** ► This option is dependent on a good cell phone carrier connection. You must have reception/a good connection to receive a text message.

- In the **VMware Horizon** window on your computer, in the **Next Code** field, enter the number **1**.



- Click **Login**.

**Note** ► Within a few seconds of clicking **Login**, you should receive a registration code via text message on your mobile device, similar to the one below.



- In the **VMware Horizon** window on your computer, in the **Next Code** field, enter the code from the text message.

**NOTE:** OTP refers to "One Time Passcode," which is the code received in the text message. Do not enter "OTP" as the answer in the Next Code field.

**Note** ► If you would like to return to the previous screen to select a different option to receive the code, enter **0** in the **Next Code** field and click **Login**.

- Click **Login** and launch VDI as you normally would.

### **One Time Code as Phone/Voice Call**

- With the Phone/Voice Call option, you will receive a phone call at the phone number you indicated in the user registration process. When you answer the phone call, the registration code will be provided verbally over the phone.

**Note** ► This option is dependent on a good cell phone carrier connection. You must have reception/a good connection to receive a phone call.

- On the **VMware Horizon** screen on your computer, in the **Next Code** field, enter the number **2**.

- Click **Login**.

**Note** ► Within a few seconds of clicking **Login**, you should receive a phone call on the device you indicated in the registration process. When you answer the call, the registration code will be provided verbally over the phone.

- On the **VMware Horizon** screen on your computer, in the **Next Code** field, enter the code from the phone call.

**NOTE:** OTP refers to "One Time Passcode," which is the code received in the phone call. Do not enter "OTP" as the answer in the Next Code field.

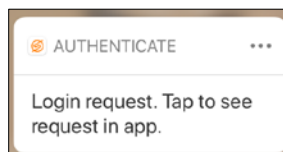
**Note** ► If you would like to return to the previous screen to select a different option to receive the code, enter **0** in the **Next Code** field and click **Login**.

- Click **Login** and launch VDI as you normally would.

#### **Login request to the SecureAuth Mobile App**

**(ONLY for users who installed the SecureAuth Authenticate mobile app)**

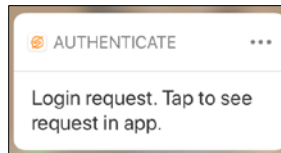
- This option will display **only** if you have installed the SecureAuth mobile app on your smartphone. If you have the app installed and select this option, you will see a notification appear on your phone, similar to the one below.



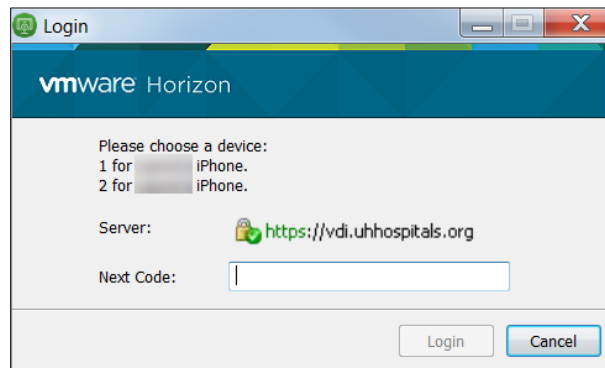
- On the **VMware Horizon** screen on your computer, in the **Next Code** field, enter the number **3**.

2. Click **Login**.

**Note** ► Within a few seconds of clicking **Login**, you should see a notification appear on your phone, similar to the one below.



**Tip** ► **If you have registered more than one device:** If you have registered multiple devices, the screen below will appear before receiving the notification. In the **Next Code** field, enter the number for the device where you wish to receive the notification and click **Login**.



3. On your mobile device, tap the notification and follow the screen prompts to confirm your identity.
4. After confirming your identity on your mobile device, launch VDI on your computer as you normally would.