

# View Client Installation

For Personal PCs, Macs and iPads

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The following document explains the process for installing and using the VMware View Client for use with TriHealth virtual desktop infrastructure (VDI) and external Epic Clinical Access. Also included are instructions on how to sign an Epic Order remotely using your KeyFob.

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## Installing the Windows-based View Client

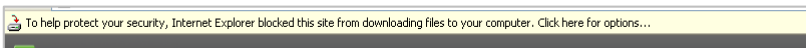
1. Open an internet browser and enter the following URL in the address bar:  
<https://vdisecure.trihealth.com> for Epic Clinical Access  
**NOTE:** *This will only be available from outside the TriHealth network.*

2. Select **View Client** and click the **Download** button.

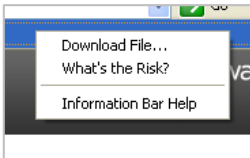


Do not select **View Client with Local Mode**.

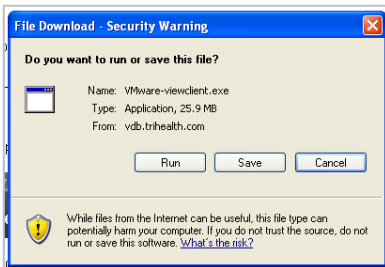
3. Depending on the internet browser that you are using, you may be presented with a warning stating that the site is blocked for downloads.



Click on **Click here** for options and choose **Download File**.



On **File Download – File Security**, click the **Save** button. Save the file to your desktop.



4. When the file has successfully downloaded, double-click the file that was saved to your desktop. This file will be called **VMware-viewclient.exe**. If you are presented with the **Internet Explorer – Security Warning**, click **Run**.



5. Click **Next** on the *VMware View Welcome* screen.

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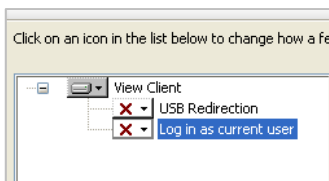
6. Click **Next** on the *End User Patent Agreement* screen.

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7. On the *License Agreement* screen, select **I Agree** and click **Next**.

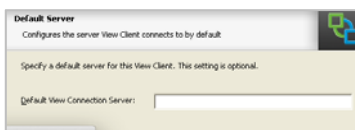


8. On the *Custom Setup* screen, click on the down arrow to disable **USB Redirection** and **Log in as current user**.

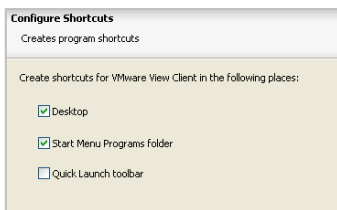


Click **Next**.

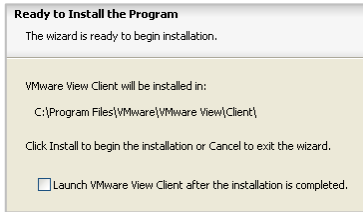
9. On the *Default Server* screen, leave the **Default View Connection Server** field empty. Click **Next**.



10. On the *Configure Shortcuts* screen, uncheck **Quick Launch toolbar** and click **Next**.



11. On the *Ready to Install the Program* screen, uncheck **Launch VMware View Client after the installation in completed**. Click **Install**.



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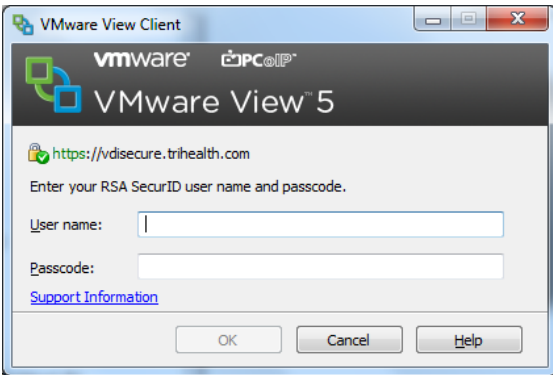
12. When the installation has completed, click **Finish**.

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13. Launch the View Client enter ***VDISECURE.TRIHEALTH.COM*** and select connect

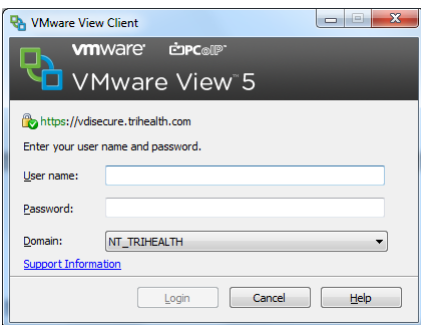
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14. Enter your *RSA SecurID* username and Passcode (*PIN immediately followed by the tokencode displayed in your Key Fob*). Click **Okay**.



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15. Enter the *username* and *password*. Select the appropriate domain. Click **Login**.



## Installing the Mac-based View Client

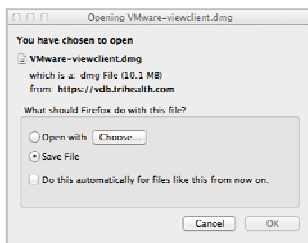
1. Open a internet browser and enter the following URL in the address bar:  
<https://vdisecure.trihealth.com>

**NOTE:** *This will only be available from outside the TriHealth network.*

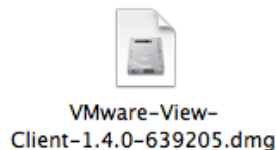
2. Click on the **View Client** link.



3. Select **Save File** and click **OK**.

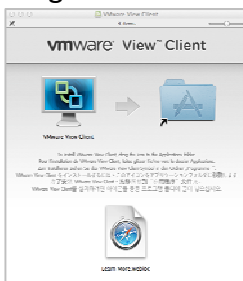


4. When the file has successfully downloaded, double-click on the file. The file will be named *vmware-view-client-x.x.x-xxxxx.dmg*. The *x.x.x-xxxxx* represents the version and build number. These may vary depending on which version you downloaded.



5. On the *End User License Agreement* screen, click **Agree**.

6. Drag the **VMware View Client** icon to the **Application** folder alias on the screen.

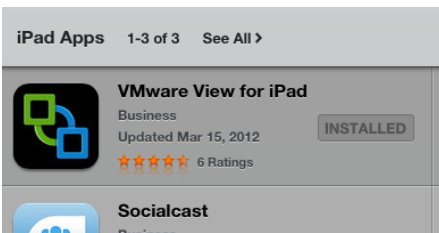


## Installing the Free iPad-based View Client

1. Open the Apple App Store on the iPad device. In the Search field in the top right-hand corner, enter *vmware*. From the list that appears, select **vmware view for ipad**.



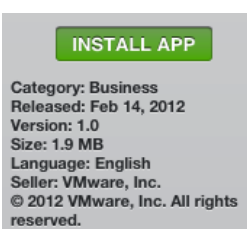
2. From the Search results, click on **VMware View For iPad**.



3. Underneath the app icon, click **Free**.



4. Click **Install App**. Enter your *Apple ID* password. Click **OK**.



## Connecting to a virtual desktop using the VMware View for iPad Client

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1. Launch the *VMware View for iPad* client.



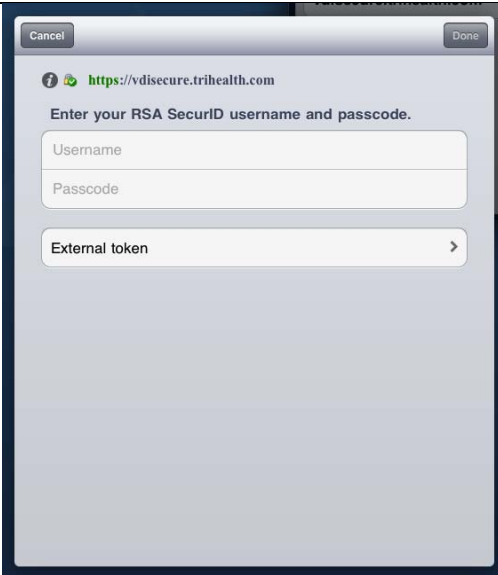
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2. Click **Add View Connection Server**.



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3. Enter the ***vdisecure.trihealth.com*** name in the field. Click **Connect**.



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4. Enter the *RSA SecurID* username and password. Click **Done**.
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5. Enter the *username* and *password*. Select the appropriate domain. Click **Done**.



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6. From the list provided, select the appropriate desktop to connect.





## Signing Orders in Epic Remotely

1. Open Epic Hyperspace from the desktop by clicking on the Epic Hyperspace icon.
2. Login in to Hyperspace using the *username* and *password* you use to access Epic in the Hospital.
3. To Sign an Order, Click the Sign button or any other button used to sign orders within Epic. An Epic Hyperspace box will open with the words “User Authentication – Token” in the blue bar at the top of the box. Your User ID will be defaulted in the box. You must enter the Passcode which is your personal RSA KeyFob Pin (6 digits) plus the 6 numbers displaying on your RSA KeyFob.

Note: You can only sign 1 order every 60 seconds because the 6 digit number displaying on your RSA KeyFob cannot be used to sign more than once and it changes every 60 seconds.

