



Quick Reference Guide - Setup Remote Access Windows 10

Overview

This Quick Reference Guide provides the steps for the initial setup of Windows 10 devices for remote access to the HealthIT network.

Prior to remotely accessing the HealthIT network, each computer must first have two applications/clients installed:

1. **BIG-IP Edge Client**
2. **VMware Horizon Client**

Note: Please follow the *Quick Reference Guide – Establish Remote Access Windows 10* to connect to the HealthIT Network.

Support

For assistance, contact the IT Service Desk on (02) 6289 8444 (Central Office) or 1800 500 380 (all other locations).

Procedures

This Quick Reference Guide is split into five parts:

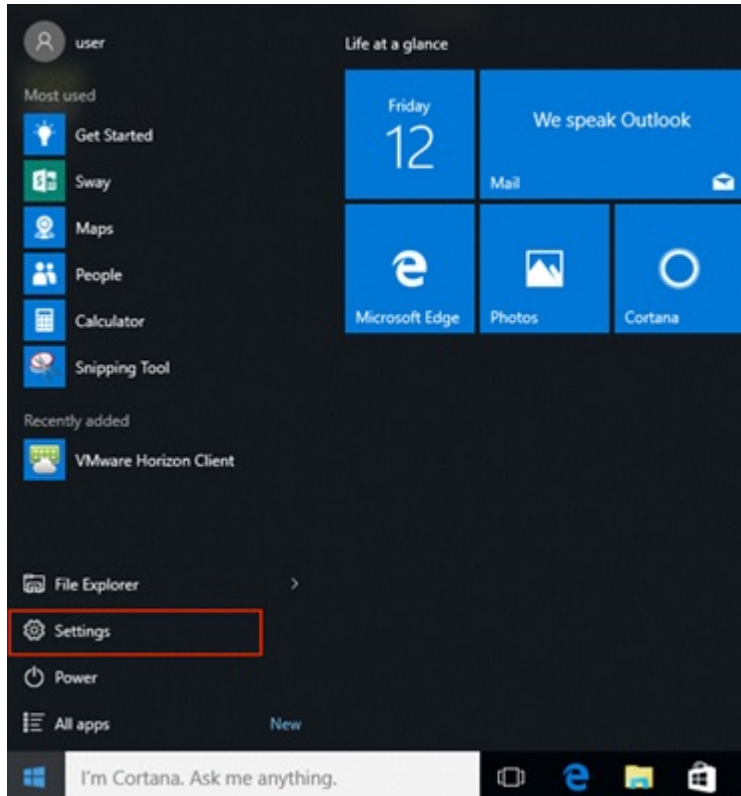
- [Part 1 - Remove existing remote access software \(if applicable\)](#)
- [Part 2 - Download Software](#)
- [Part 3 - Installing the BIG-IP Edge Client](#)
- [Part 4 - Pin the BIG-IP Edge Client to your Start Menu \(optional\)](#)
- [Part 5 - Installing the VMware Horizon Client](#)

Part 1 – Remove existing remote access software (if applicable)

Part 1 only needs to be completed if you have previous versions of Health Remote access software installed.

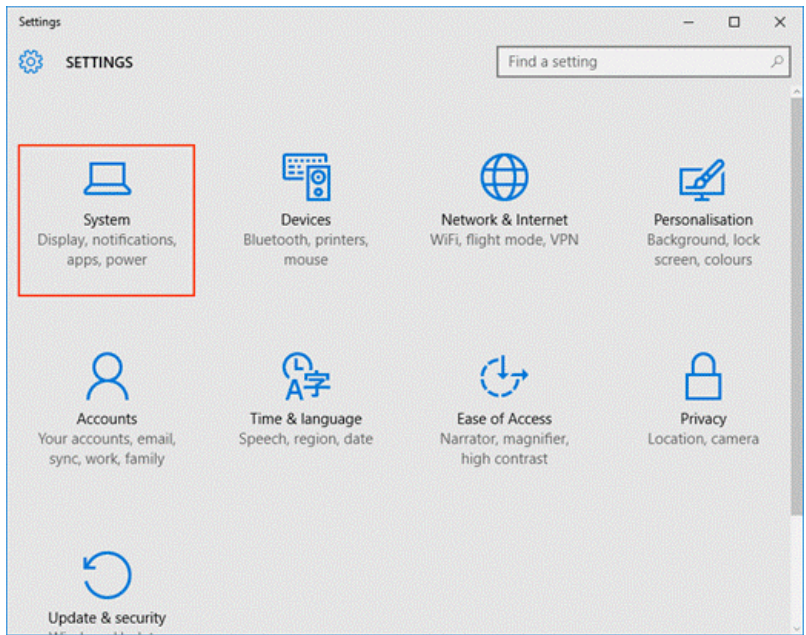
Step 1

Click **Settings** from your *Start* menu.



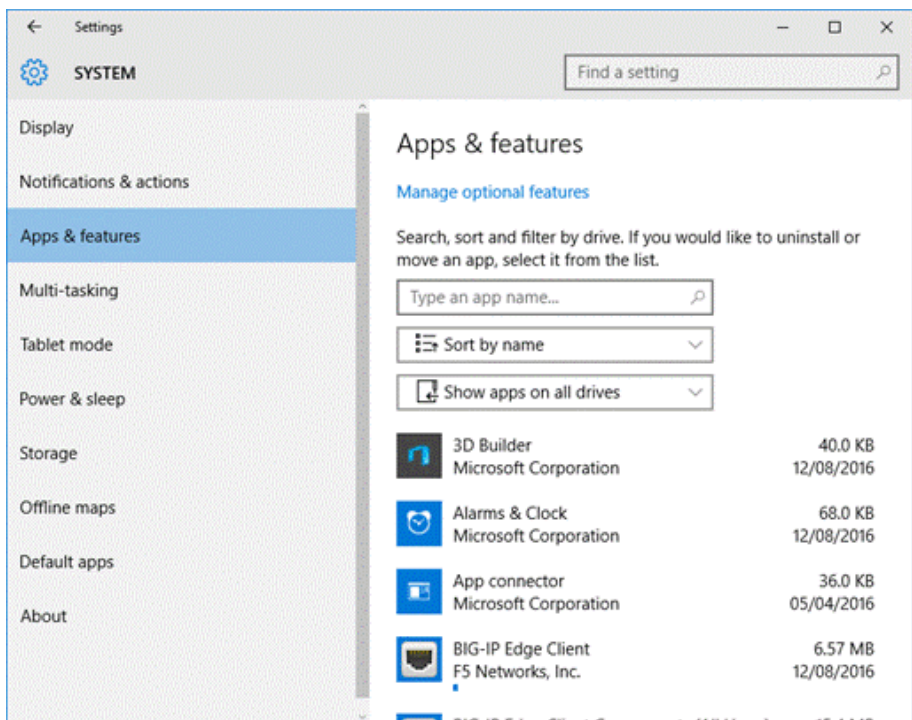
Step 2

Click **System** in the *Settings* window.



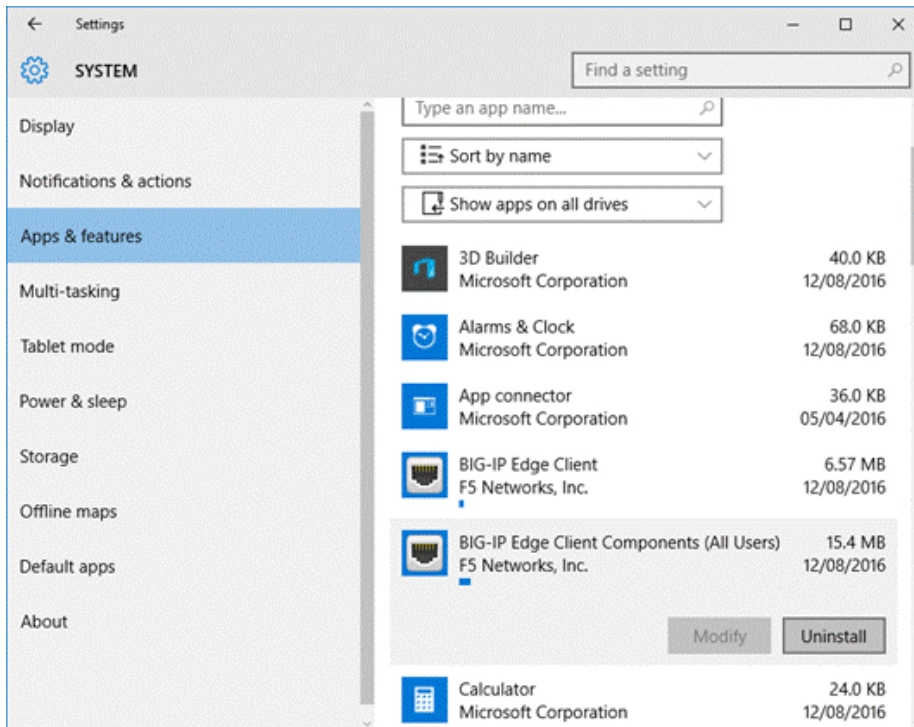
Step 3

Select the **Apps & features** menu item in the *System settings* window.



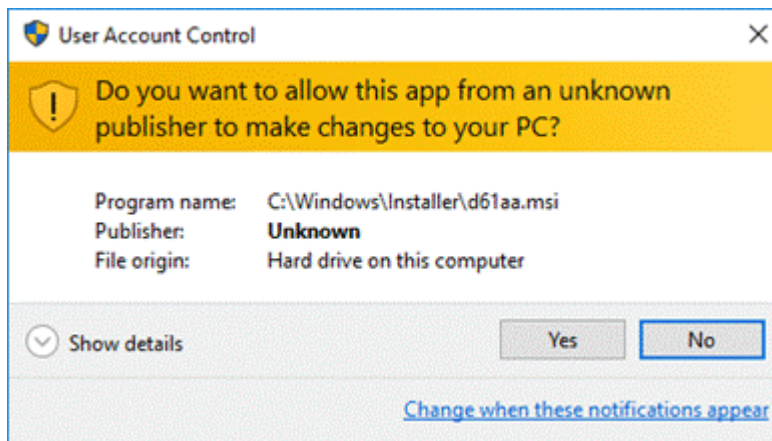
Step 4

Select **BIG-IP Edge Client Components** from the list and click **Uninstall**. Skip to step 8 if you don't have the *BIG-IP Edge Client* installed.



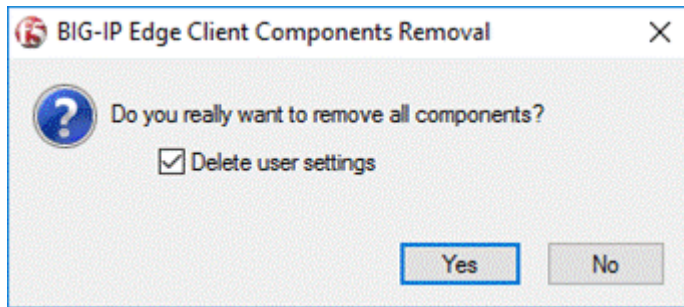
Step 5

Click **Yes** to agree to the *User Account Control* message to proceed with the uninstall process of the selected app.



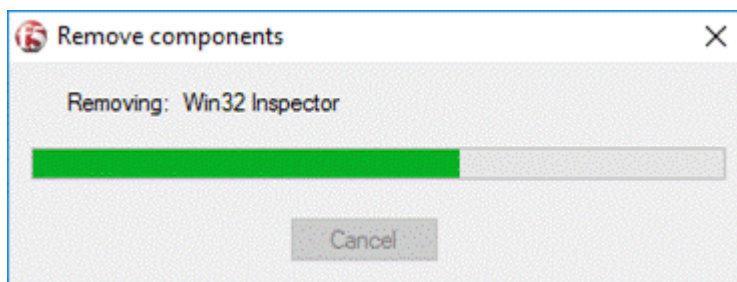
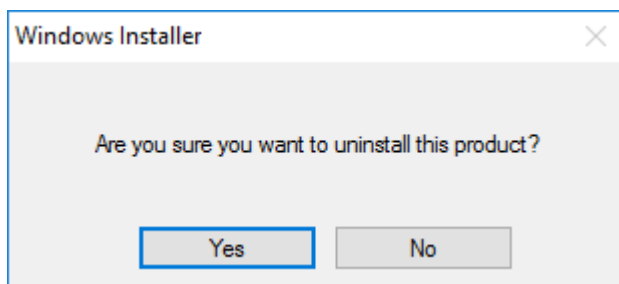
Step 6

Click **Yes** in the *BIG-IP Edge Client Component Removal* window to confirm the removal of all components and deletion of user settings.



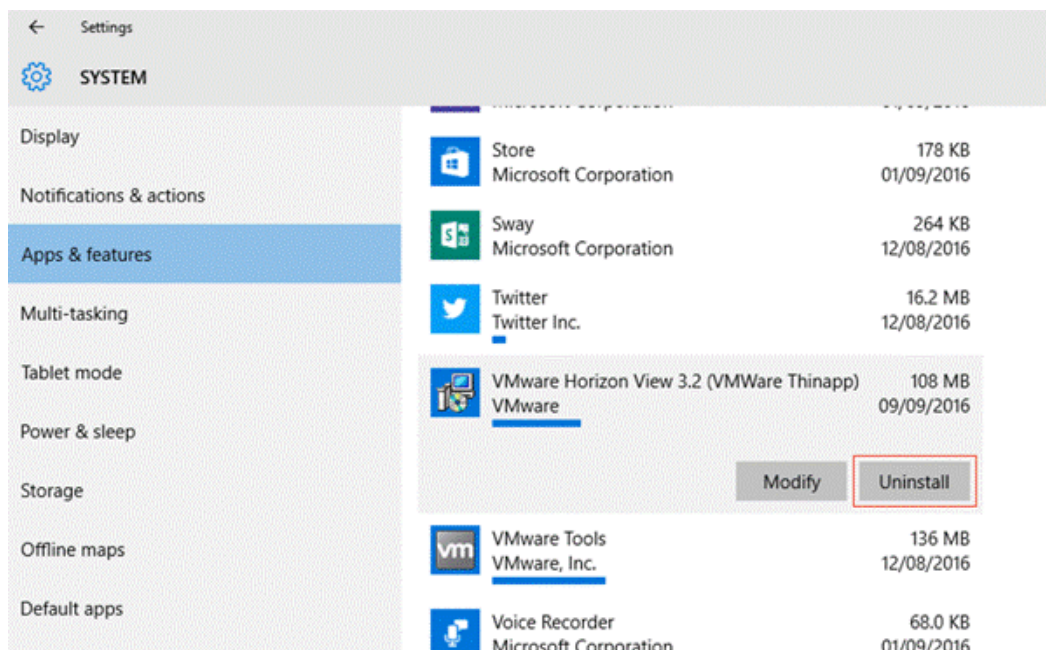
Step 7

Click **Yes** in the *Windows Installer* window to confirm that you wish to uninstall the product and proceed with the uninstall process.



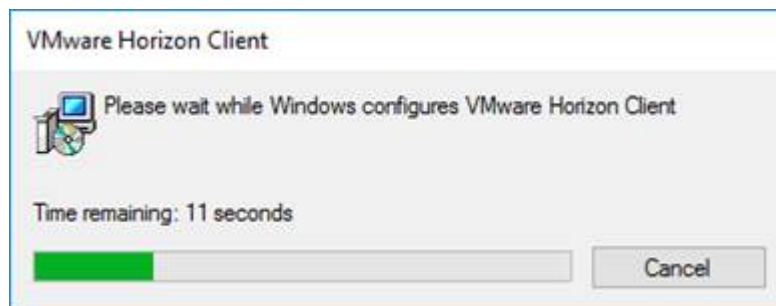
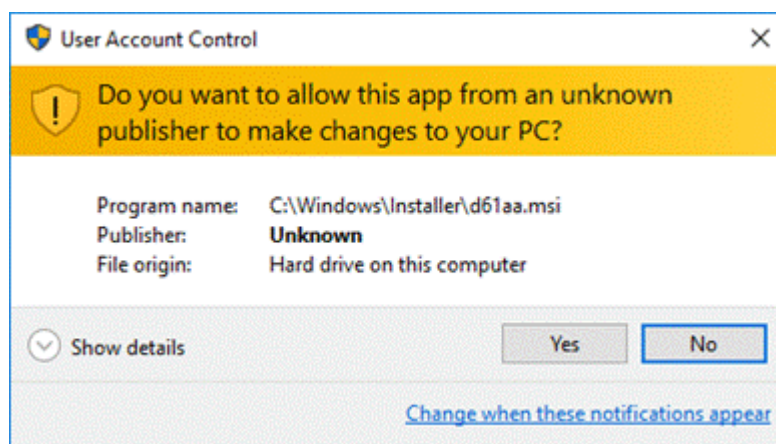
Step 8

Once the process has completed, select **VMware Horizon View** in the *Apps & features* list and click **Uninstall**. Skip to step 10 if you don't have the *Horizon View Client* installed.



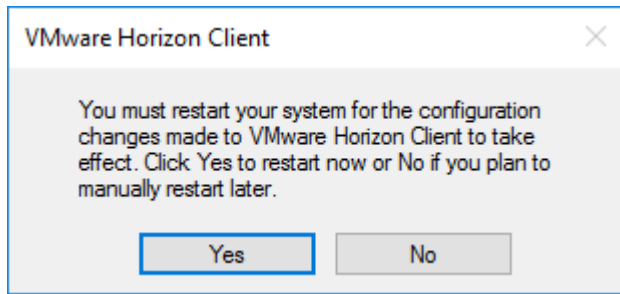
Step 9

Click **Yes** to agree to the *User Account Control* message to proceed with the uninstall process of the selected app.



Step 10

Once the process has completed, click **Yes** in the *VMware Horizon Client* window to restart your system.



Part 2 – Download Software

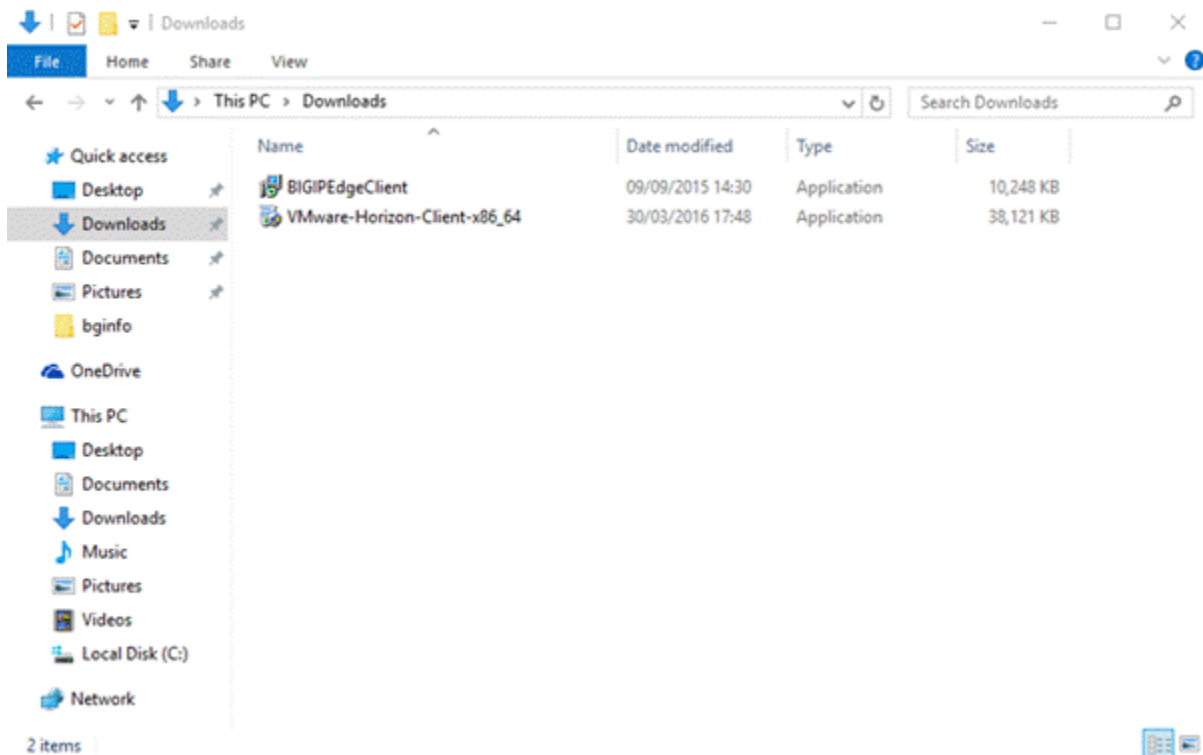
Step 1

With an internet connection, browse to <http://www.health.gov.au/remote> and download the new versions of the *BIG-IP Edge Client* and the *VMware Horizon Client* to your computer.

Part 3 – Installing the BIG-IP Edge Client

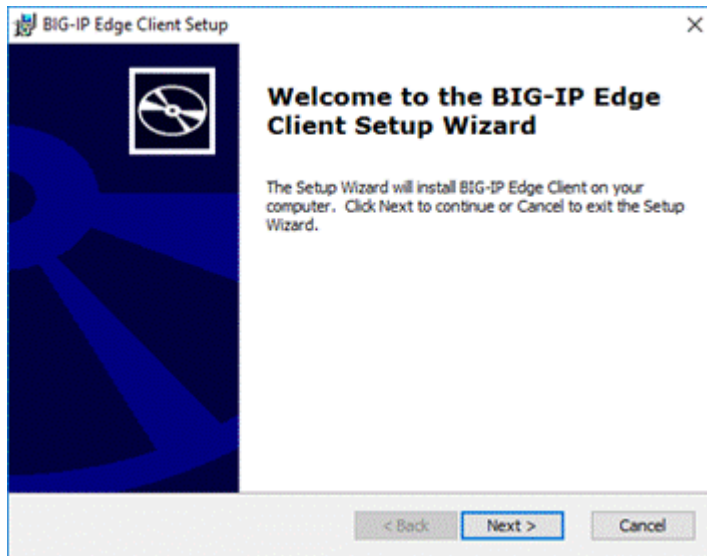
Step 1

Open the location you downloaded the *BIG-IP Edge Client* to (by default this will be your Downloads folder) and double click the **BIGIPEdgeClient.exe** file to launch the installation.



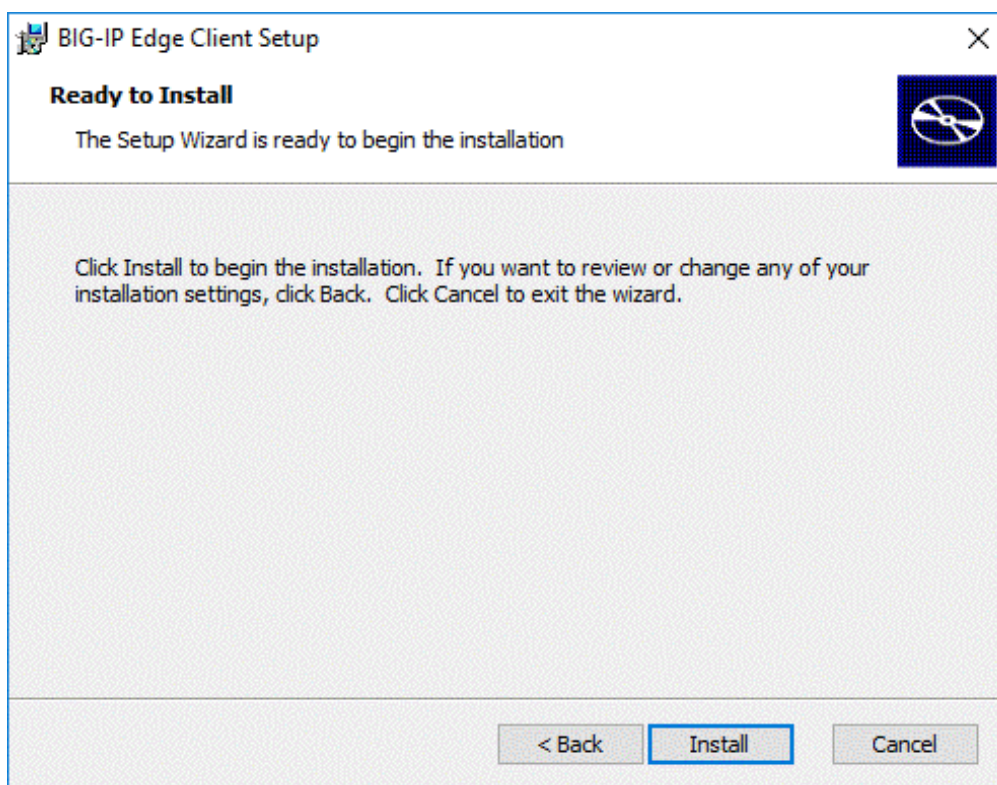
Step 2

Click **Next** in the *BIG-IP Edge Client Setup Wizard* window to proceed.



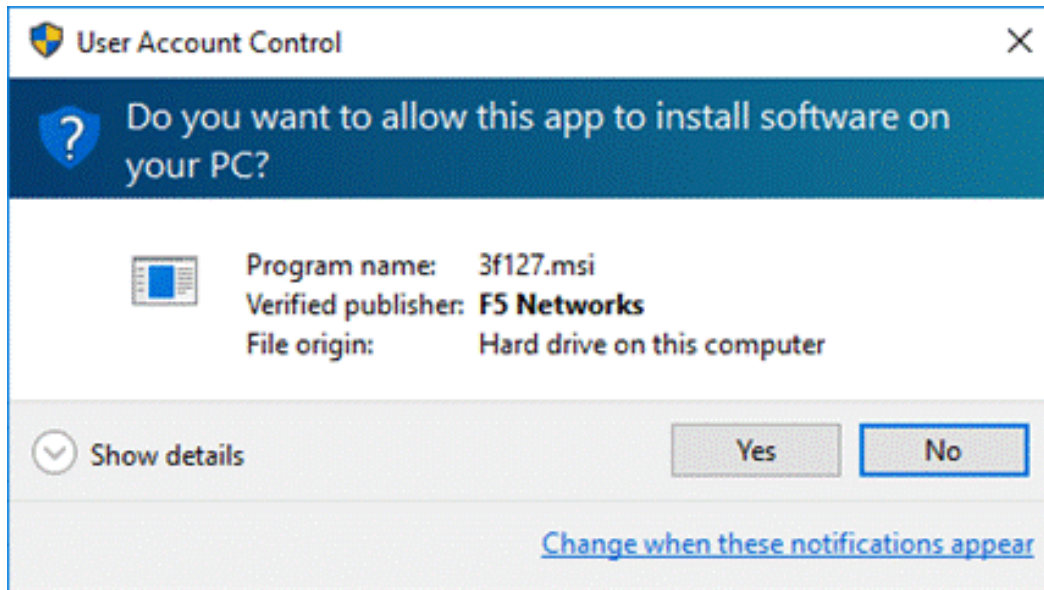
Step 3

Click **Install** in the *Ready to Install* window to start the installation process.



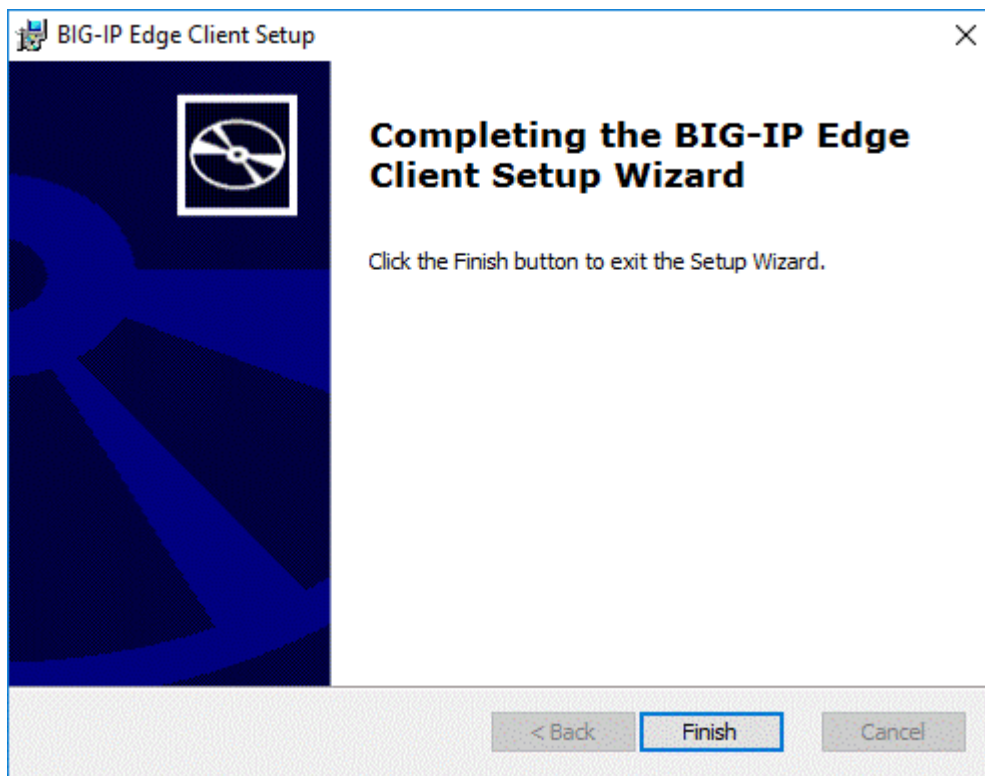
Step 4

Click **Yes** to agree to the *User Account Control* message to proceed with installation process.



Step 5

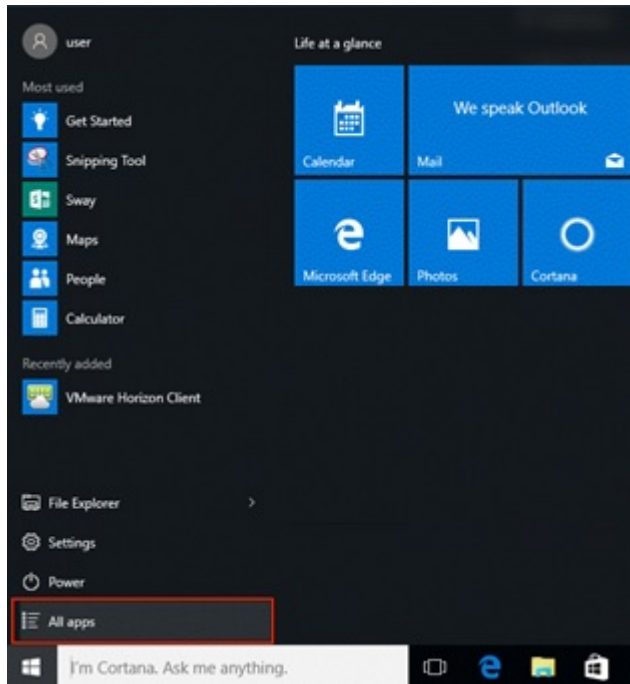
Click **Finish** in the *Completing the BIG-IP Edge Client Setup Wizard* window to finish the installation process and exit the Setup Wizard.



Part 4 – Pin the BIG-IP Edge Client to your Start Menu (optional)

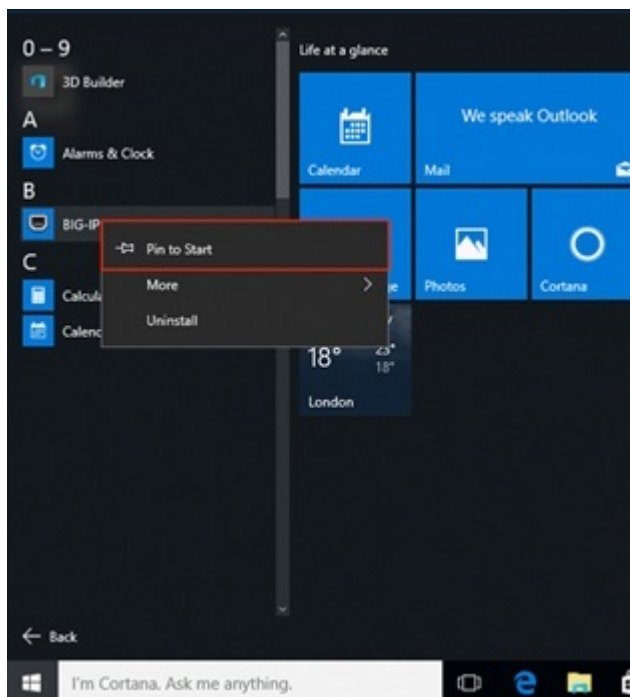
Step 1

Click the *Start* button and select **All Apps**.



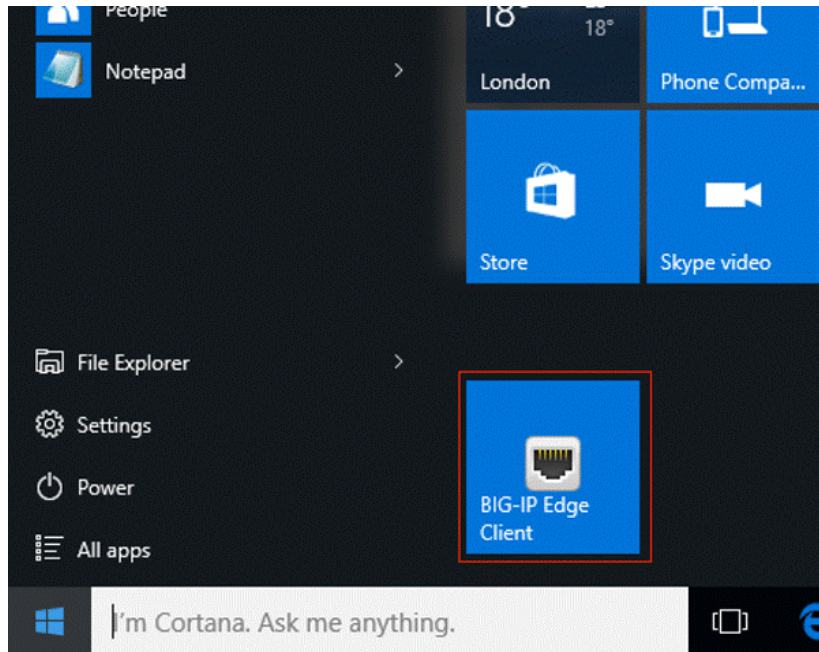
Step 2

Right click **BIG-IP Edge Client** and select the **Pin to Start** menu item.



Step 3

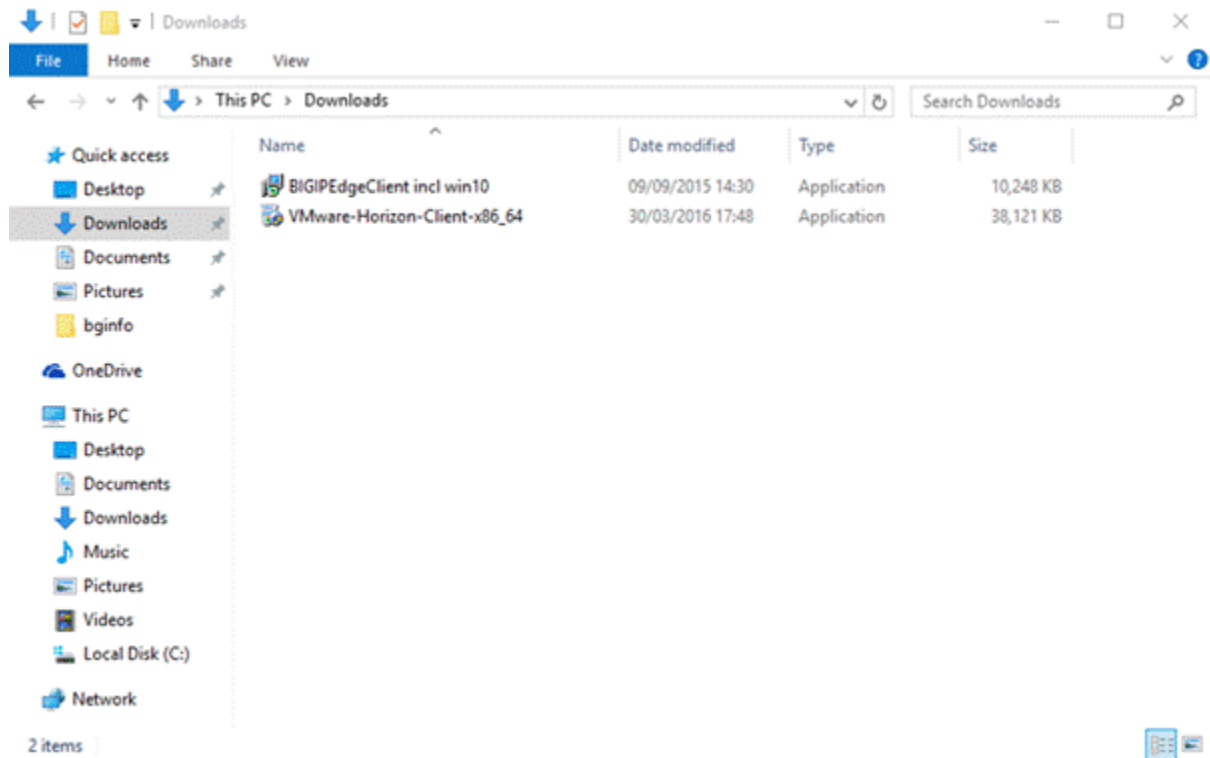
The *BIG-IP Edge Client* icon will now be available in your start menu



Part 5 – Installing the VMware Horizon Client

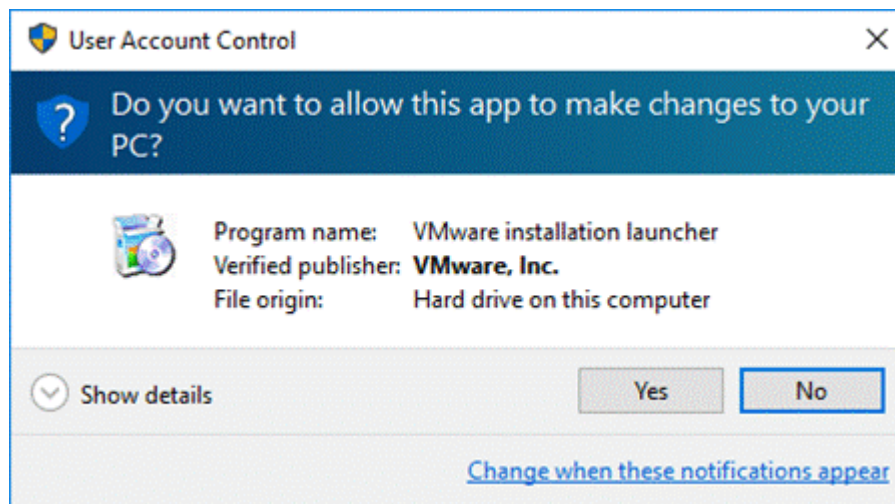
Step 1

Open the location you downloaded the *VMware Horizon Client* to (by default this will be your Downloads folder) and double click the **VMware-Horizon-Client-x86_64** file to launch the installation. Note if you are running an older 32 bit Windows version, you will need to use the **VMware-Horizon-Client-x86** file instead.



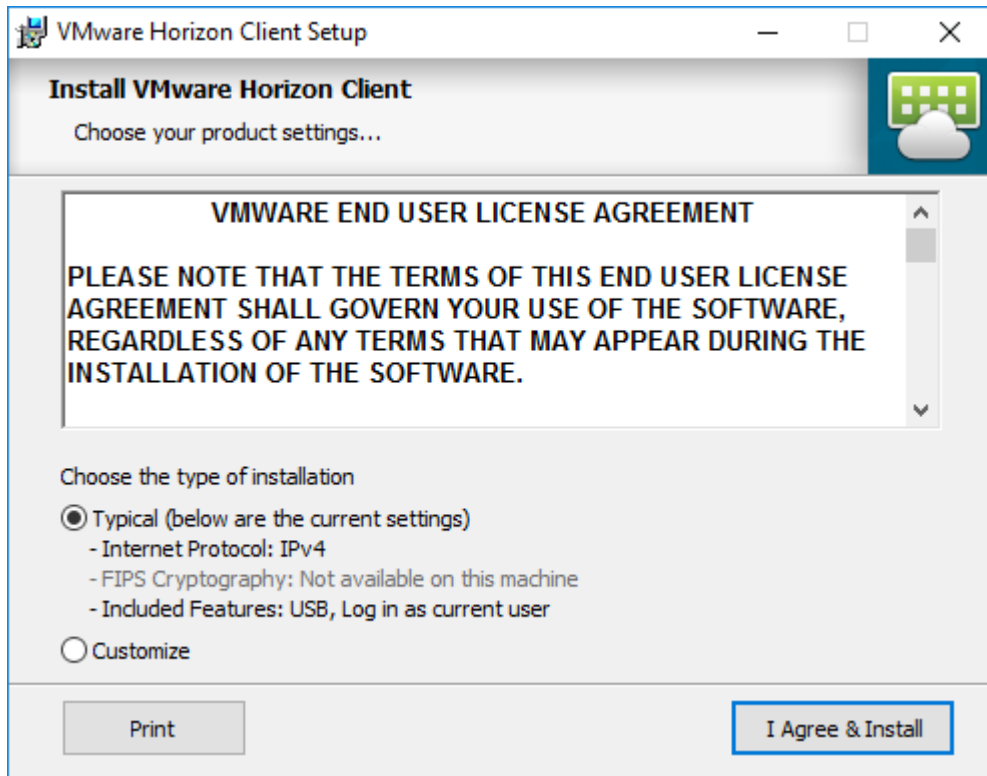
Step 2

Click **Yes** to agree to the *User Account Control* message to proceed with installation process.



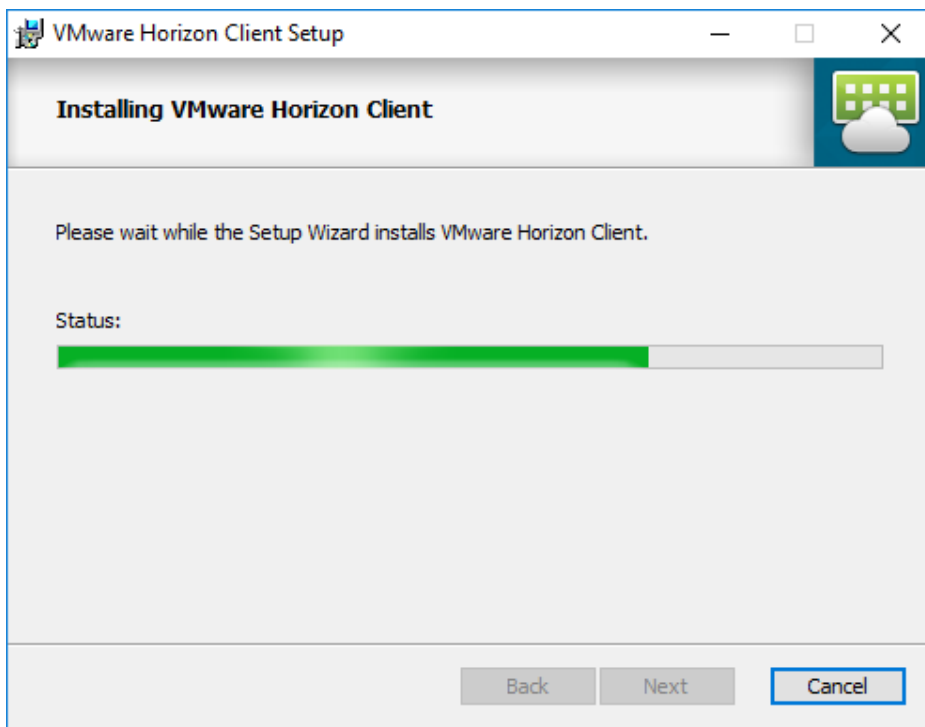
Step 3

Click **I Agree & Install** in the *VMware Horizon Client Setup* window to proceed.



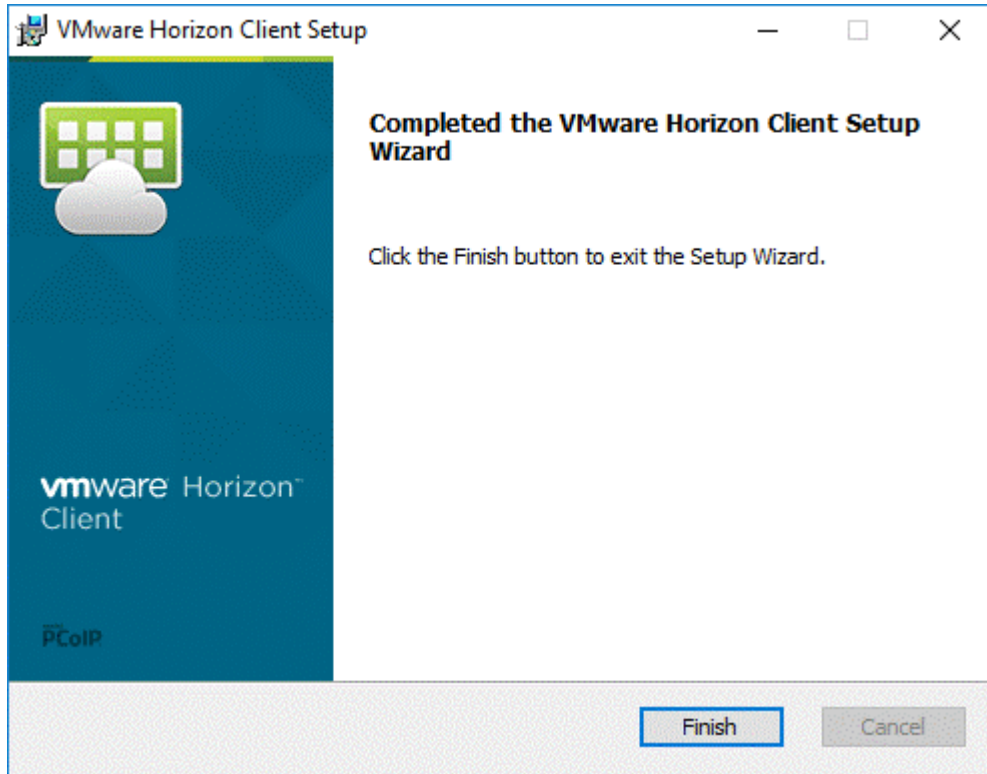
Step 4

Wait while the client installs



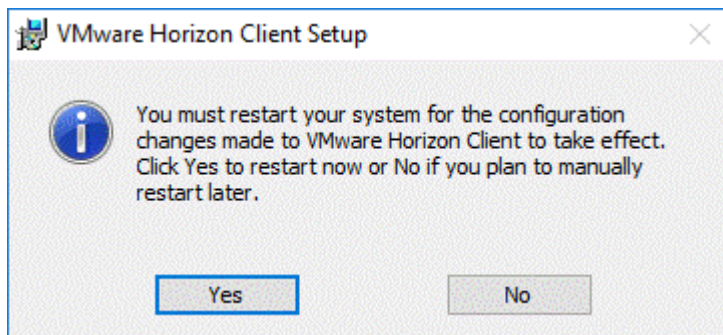
Step 5

Click **Finish** in the *Completed the VMware Horizon Client Setup Wizard* to finish the installation process and exit the Setup Wizard.



Step 6

Click **Yes** in the *VMware Horizon Client Setup* window to restart your system.



You can now logon to the Health IT Network using remote access.