

Installing software for remote access on a Windows 10 device

Overview

Remote access gives you a similar experience to working on your computer in the office.

It requires use of your personal device and provides access to the Health network outside the office using an internet connection.

This article is designed to help you installing the software required for remote access on a device running Windows 10.

This process is only required the first time you use remote access.

Use these links to navigate the document:

- Remove existing remote access software (if required)
- Download software
- Installing the BIG-IP Edge Client
- Installing the VMware Horizon client
- Support

Once you have installed all required software, see *Getting started with remote access for Windows 10 devices* for instructions on logging in and out of the network.

Important note:

Before you can use remote access, you need to request access to *Remote Access Token Mobile FortiToken* on a different device to your iPad.

FortiToken is an extra layer of security to keep you and our information secure when working remotely. The application is required to use remote access.

See the instructions for either setting up FortiToken on an *Android device* or *Apple iOS device* depending on what sort of smartphone or mobile device you have available.

Remove existing remote access software (if required)

This part only needs to be completed if you have previous versions of Health remote access software installed on your device.

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

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Most used	rted		Friday	We spe	ak Outlook
Sway			12	Mail	۵
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Calcula	tor		Microsoft Edge	Photos	Cortana
Recently added	ig Taol				
VMwar	e Horizon Client				
🐻 File Explor	er				
Settings					
O Power					
E All apps	ortana. Ask me a	New anything.		0 0	a

Step 2

Click System in the Settings window.

Settings			- 🗆 X
🔯 SETTINGS		Find a setting	م
System Display, notifications, apps, power	Devices Bluetooth, printers, mouse	Network & Internet WiFi, flight mode, VPN	Personalisation Background, lock screen, colours
Accounts Your accounts, email, sync, work, family	Time & language Speech, region, date	Ease of Access Narrator, magnifier, high contrast	Privacy Location, camera
Update & security			

Step 3

Select the Apps & features menu item in the System Settings window.

← Settings	×
🐯 SYSTEM	Find a setting
Display	Apps & features
Notifications & actions	Manage optional features
Apps & features	Search, sort and filter by drive. If you would like to uninstall or move an ann select it from the list.
Multi-tasking	Type an app name P
Tablet mode	Sort by name ∨
Power & sleep	\blacksquare Show apps on all drives \lor
Storage	3D Builder 40.0 KB Microsoft Corporation 12/08/2016
Offline maps	Alarms & Clock 68.0 KB
Default apps	
	App connector 36.0 KB
About	Microsoft Corporation 05/04/2016
	BIG-IP Edge Client 6.57 MB
	F5 Networks, Inc. 12/08/2016

Select $\ensuremath{\text{BIG-IP}}$ Edge Client Components from the list and click Uninstall.

Skip to Step 8 if you don't have the BIG-IP Edge Client installed.

← Settings		- 🗆 X
🔅 SYSTEM	Find a setting	٩
Display	Type an app name $ ho$	
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Power & sleep	App connector Microsoft Corporation	36.0 KB 05/04/2016
Storage	BIG-IP Edge Client	6.57 MB
Offline mans	F5 Networks, Inc.	12/08/2016
Chinic hidps	BIG-IP Edge Client Components (All Users)	15.4 MB
Default apps	5 Networks, Inc.	12/08/2016
About	Modify	Uninstall
	mouty	onnotan
	Calculator Microsoft Corporation	24.0 KB 12/08/2016

Step 5

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



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



Step 7

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

Windows Installer	×
Are you sure you want to	o uninstall this product?
Yes	No

The *Remove components* window will appear with the progress bar tracking the uninstall process.

🚯 Remove components		×
Removing: Wi	n32 Inspector	
	Cancel	

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.



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

👽 Us	er Account Contro	I	×
1	Do you want publisher to r	to allow this app from an unknown make changes to your PC?	
	Program name: Publisher: File origin:	C:\Windows\Installer\d61aa.msi Unknown Hard drive on this computer	
⊙ s	how details	Yes No	
		Change when these notifications as	opear

The *VMware Horizon Client* removal window will appear with the progress bar tracking the uninstall process.



Step 10

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



Download software

Step 1

With an active internet connection, navigate to *https://www.health.gov.au/remote/* on your web browser and download the *BIG-IP Edge Client* and the *VMware Horizon Client* located under the Windows heading to your computer.

Australian Government Department of Health	
Health Remote Access Solution Page last updated: 20 March 2020 (this page is generated automatically and reflects updates to other content with the second	thin the website) Mac Operating systems
Windows 1. Download and install the following software to set up your Windows computer for secure remeter access. 1 ★ F5 Big-IP Edge Client for Windows - EXE 16.1 MB 2 ★ VMware Horizon Client for Windows 32 and 64 bit - EXE 220 MB	Mac OSX 1. Download and install the following software to set up your Mac for secure remote access.
Note: • Administrator access is required to install remote access software • Windows RT is different to Windows and is not supported For internal staff please contact the IT Service Desk for assistance. For external staff please contact your designated Health representative who	o can put you in touch with the appropriate support.

Installing the BIG-IP Edge Client

Step 1

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

File Home Sha	re View			_	<u> </u>
• → • ↑ ↓ • '	This PC > Downloads		~ Ö	Search Downloads	Q
🖈 Quick access	Name	Date modified	Туре	Size	
Desktop >	BIGIPEdgeClient	09/09/2015 14:30	Application	10,248 KB	
🕹 Downloads 🗦	VMware-Horizon-Client-x86_64	30/03/2016 17:48	Application	38,121 KB	
Documents >	*				
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Music					
Pictures					
Videos					
🏪 Local Disk (C:)					
🍻 Network					
items					811

Note: The application names for the *BIG-IP Edge Client* and *VMware Horizon Client* may differ depending on which iteration you have.

Step 2

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

BIG-IP Edge Client Setup	×
Ð	Welcome to the BIG-IP Edge Client Setup Wizard
	The Setup Wizard will install BIG-IP Edge Client on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
	< Back Next > Cancel

Step 3

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

BIG-IP Edge Client Setup		
Ready to Install		
The Setup Wizard is ready to begin th	e installation	S
Click Install to begin the installation. I installation settings, click Back. Click (If you want to review or cha Cancel to exit the wizard.	inge any of your

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



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

Step 1

Click the Start button and select All Apps.



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.



Installing the VMware Horizon Client

Step 1

Open the location you downloaded the *VMware Horizon Client* to (by default this will be in 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.

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🖈 Quick access		Name	Date modified	Туре	Size	
E Desktop	*	BIGIPEdgeClient incl win10	09/09/2015 14:30	Application	10,248 KB	
🕹 Downloads	A	🐞 VMware-Horizon-Client-x86_64	30/03/2016 17:48	Application	38,121 KB	
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bginfo						
a OneDrive						
This PC						
Desktop						
Documents						
🕹 Downloads						
Music						
E Pictures						
📓 Videos						
🏪 Local Disk (C:)						
🧼 Network						
2 items						

Note: The application names for the *BIG-IP Edge Client* and *VMware Horizon Client* may differ depending on which iteration you have.

Step 2

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



		×
VMware Horizon [®]		
Version 4.8.0		
You must agree to the Privacy Agreement and License Terms before you can install the pr	roduct	
Agree & Install		
Customize Installation		

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

Step 4

Wait while the client installs.

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1 7 6	\frown	
-		
-	(T)	
1	Installing Microsoft Visual C++ 2008 Redistributable	
•	Cancel Installation	
	Cancer Installation	
L		

Step 5

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

Success!	- ×
	n l

Click Restart Now in the VMware Horizon Client Setup window to restart your system.

1) 100	must restart your system for t	the
- con	ifiguration changes made to V rizon Client to take effect	Mware
1101	12011 GIETIC TO TOKE ETTECT	
	Restart Now	

You can now logon to the HealthIT Network using remote access.

Support

For assistance, contact the IT Service Desk on x8444 (Central Office) or 1800 500 380 (all other locations) or email *IT Service Desk*.

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