**Australian Government**
**Department of Health**

# 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.
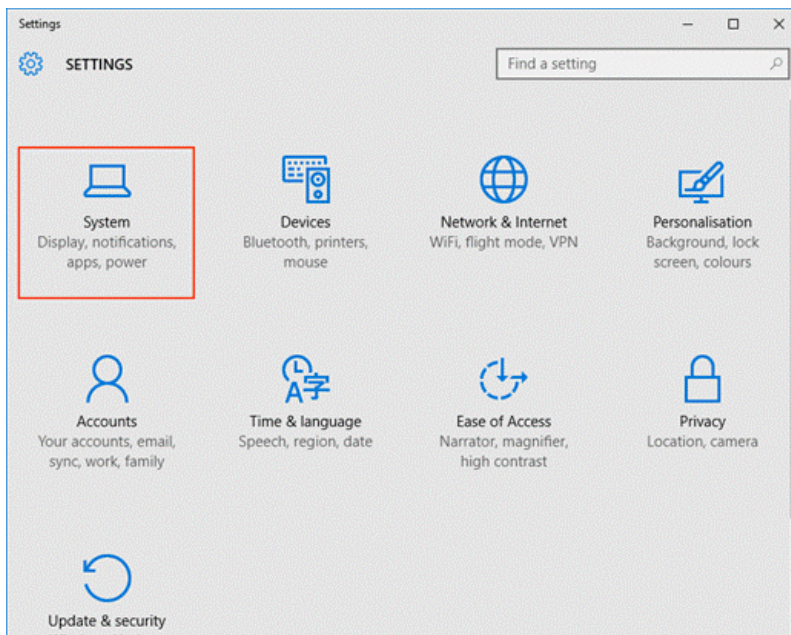
## Step 1
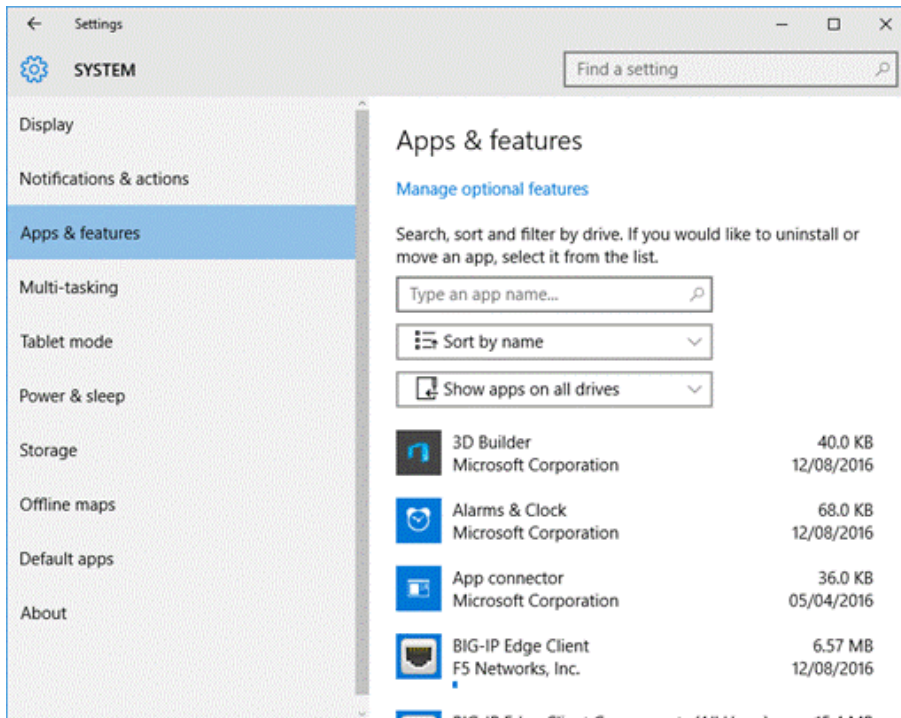
Click **Settings** from your *Start* menu.
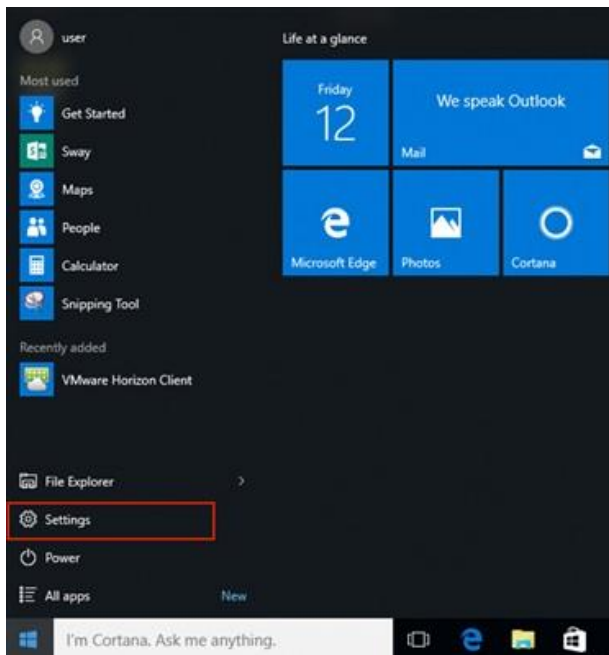


## Step 2

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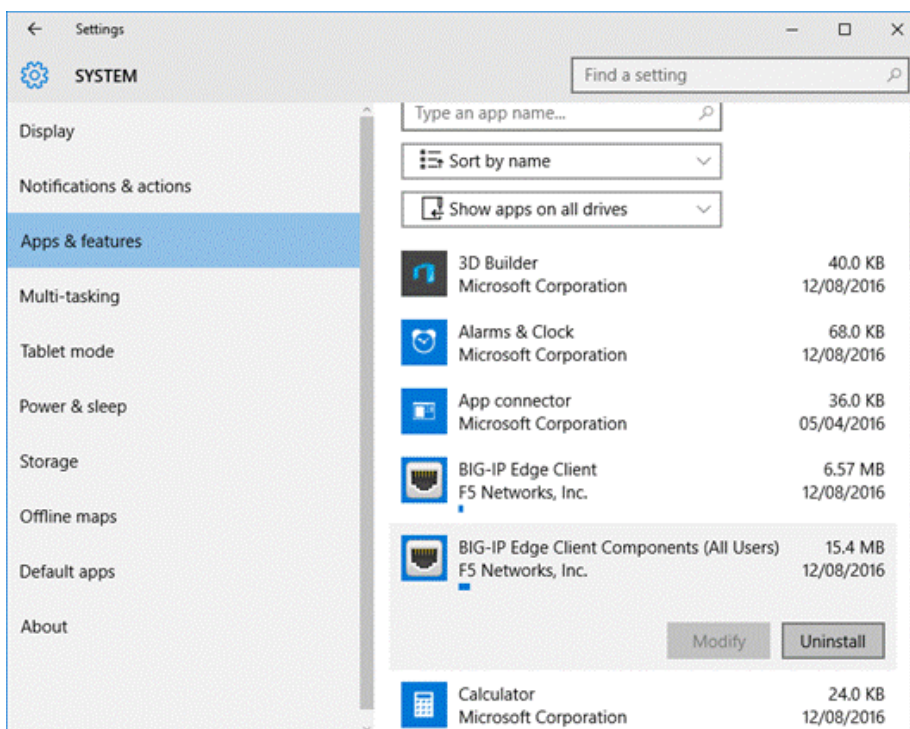


## Step 3

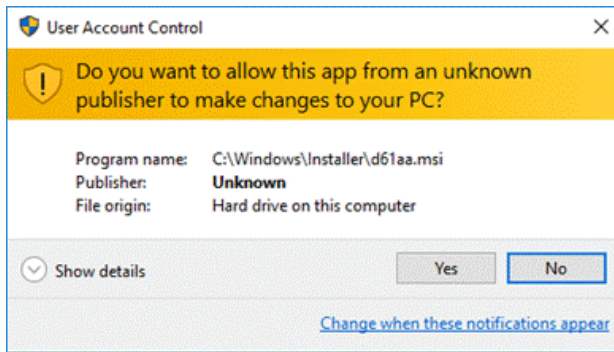Select the **Apps & features** menu item in the *System Settings* window.

## Step 4

Select **BIG-IP Edge Client Components** from the list and click **Uninstall**.

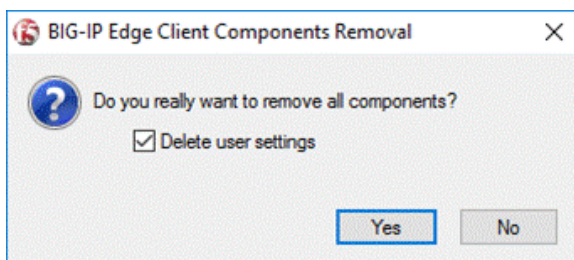Skip to *Step 8* if you don't have the *BIG-IP Edge Client* installed.



## Step 5

Click **Yes** to agree to the *User Account Control* message to proceed with the uninstall process of the selected app.
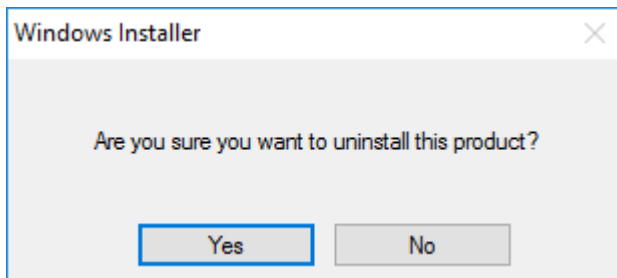
### Step 6

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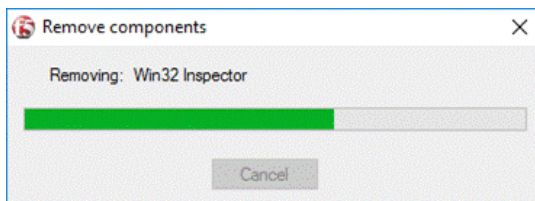


### Step 7

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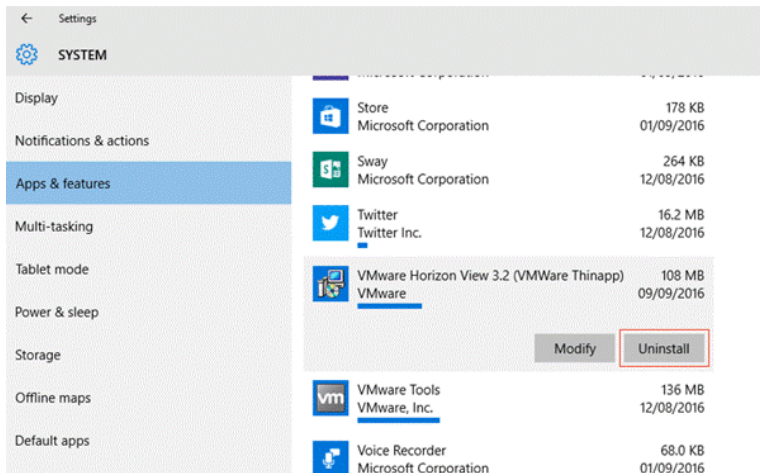


The *Remove components* window will appear with the progress bar tracking the uninstall process.



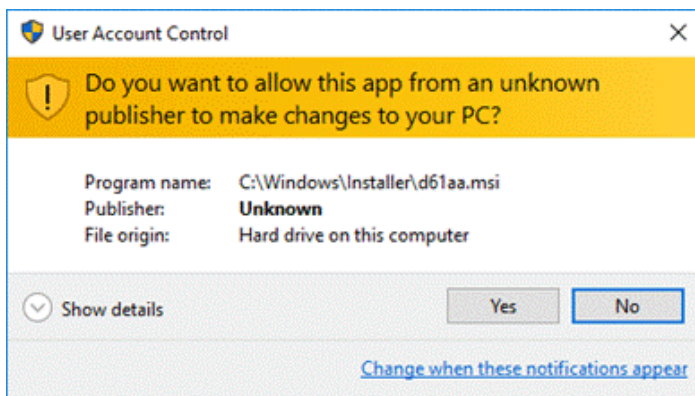### Step 8

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.
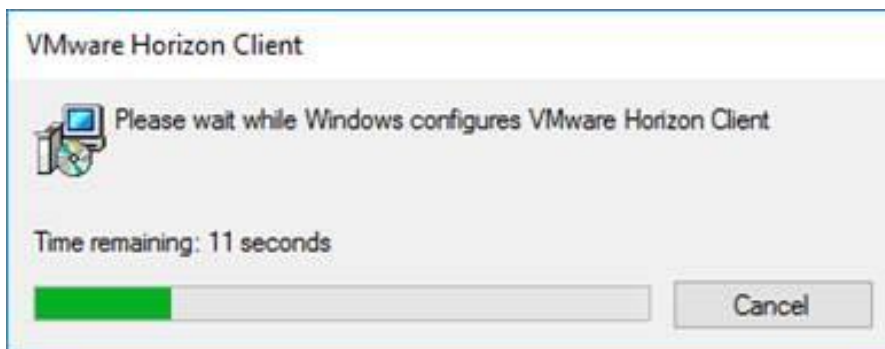
## Step 9

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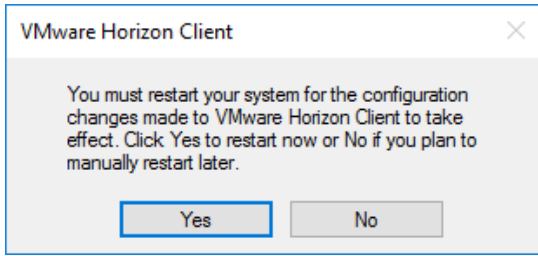


The *VMware Horizon Client* removal window will appear with the progress bar tracking the uninstall process.



## 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.

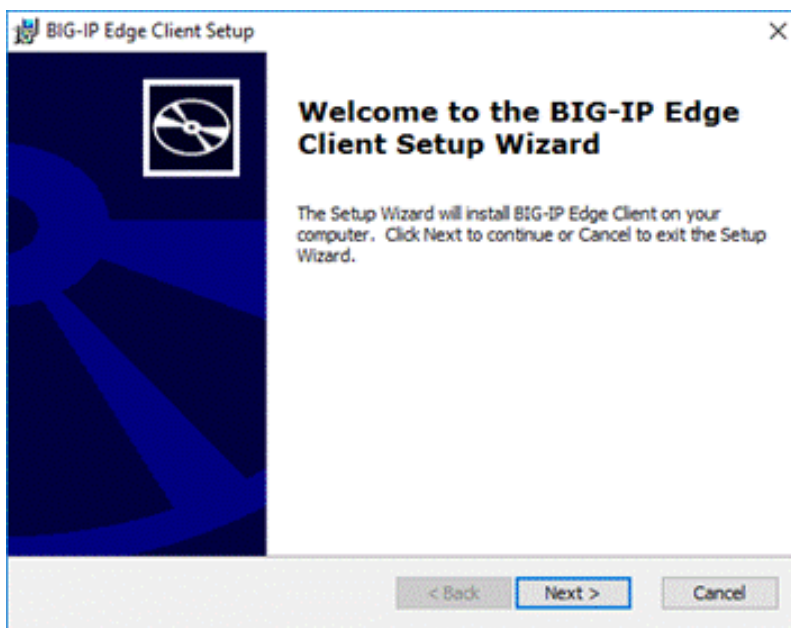

# Installing the BIG-IP Edge Client

## *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.
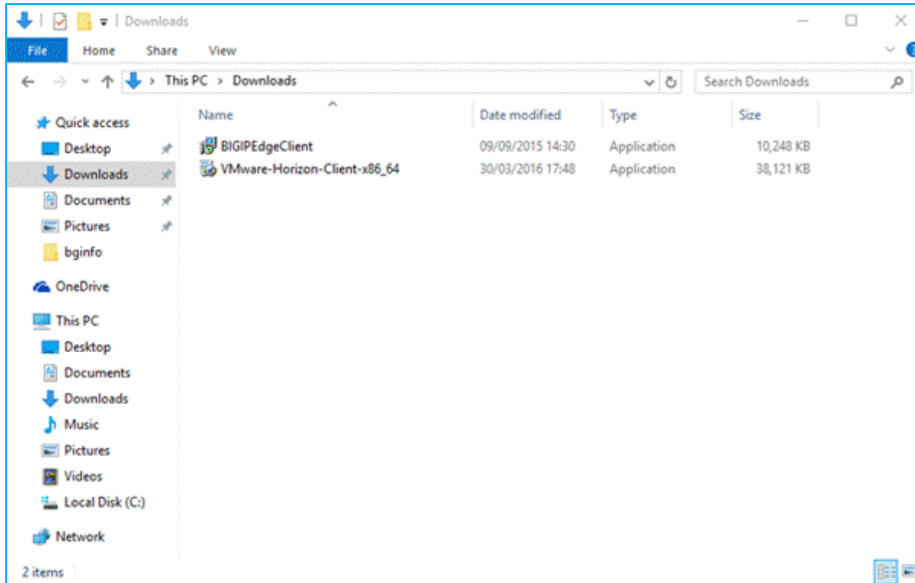
**Note:** The application names for the *BIG-IP Edge Client* and *VMware Horizon Client* may differ depending on which iteration you have.
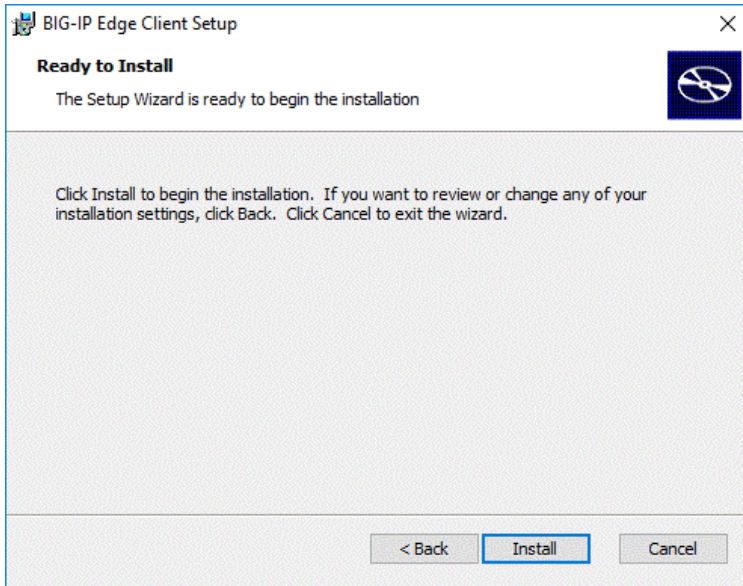
### Step 2

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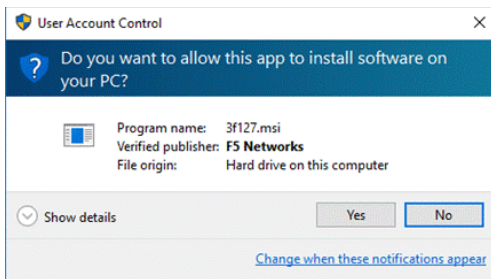


### Step 3

Click **Install** in the *Ready to Install* window to start the installation process.
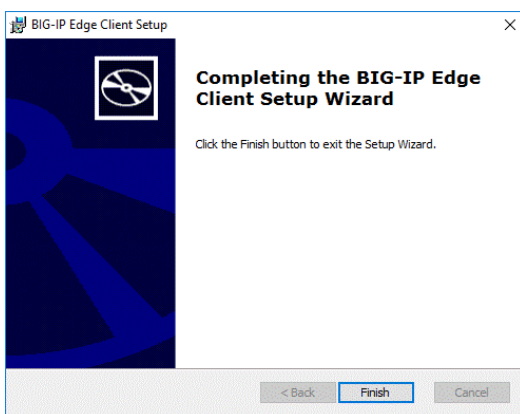
## Step 4

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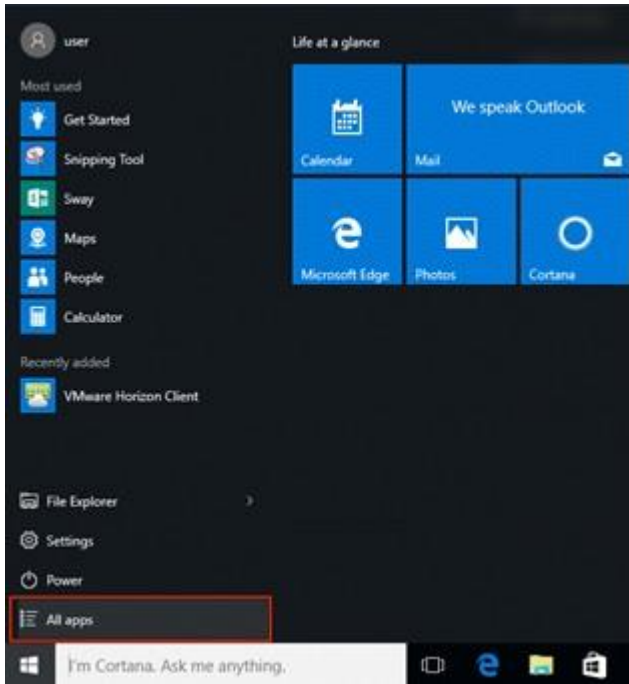


## Step 5

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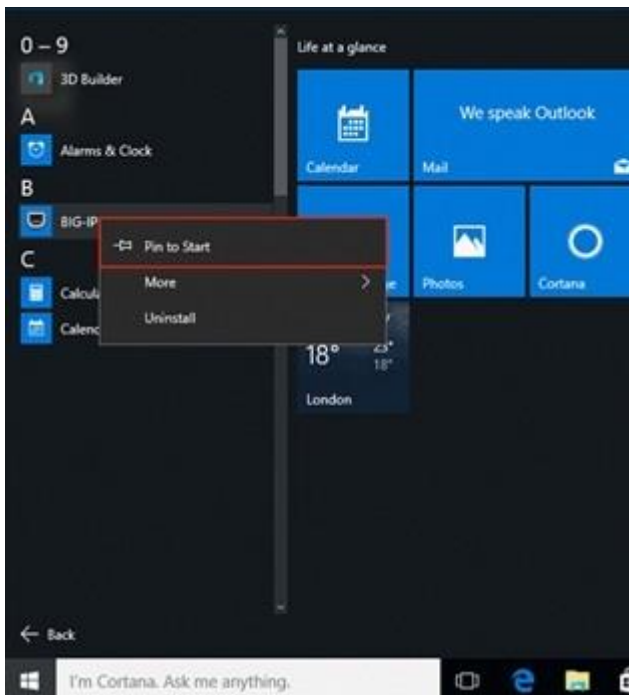


### Pin the BIG-IP Edge Client to your Start Menu (optional)

## Step 1

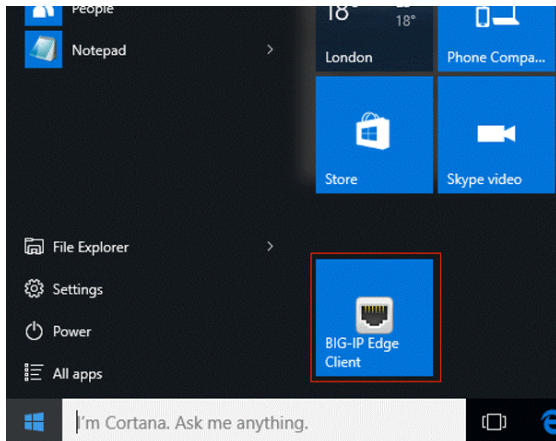Click the **Start** button and select **All Apps**.

### 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.

# 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.
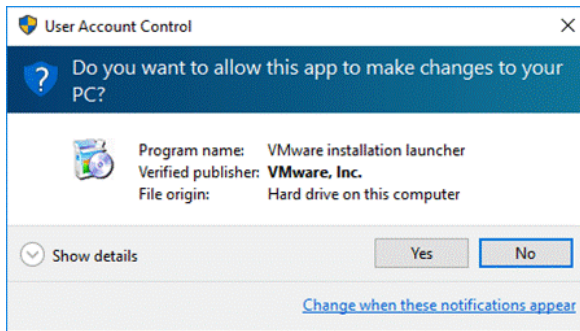
**Note:** if you are running an older 32 bit Windows version, you will need to use the **VMware-Horizon-Client-x86** file instead.
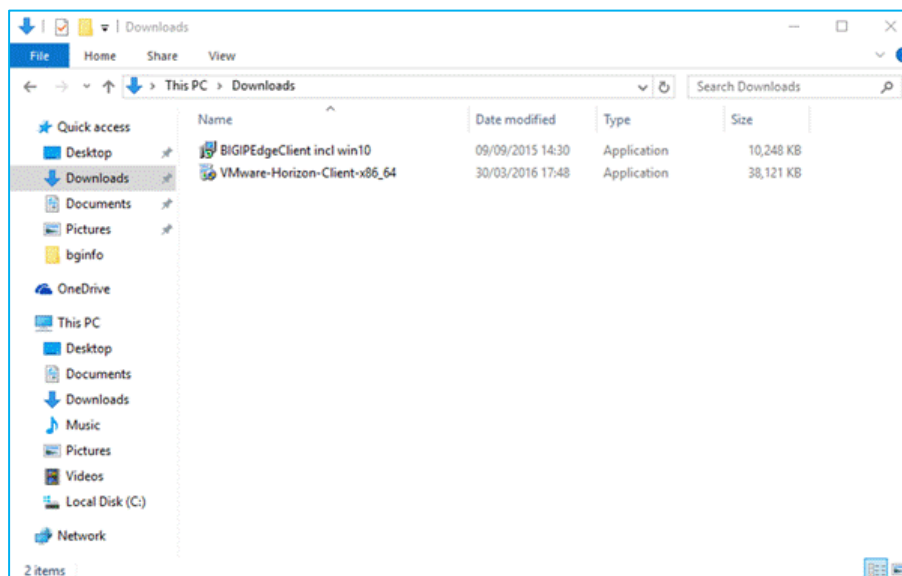


**Note:** The application names for the *BIG-IP Edge Client* and *VMware Horizon Client* may differ depending on which iteration you have.
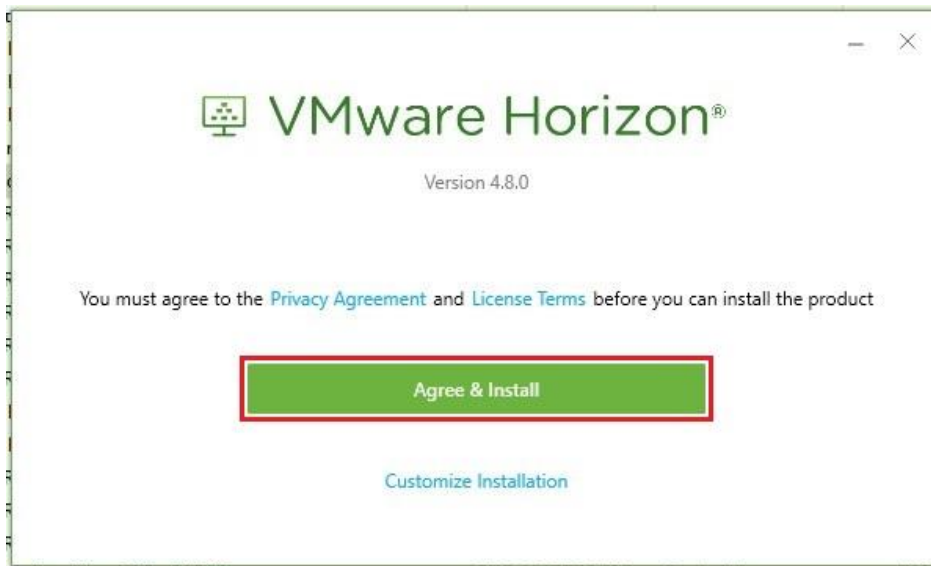
## *Step 2*

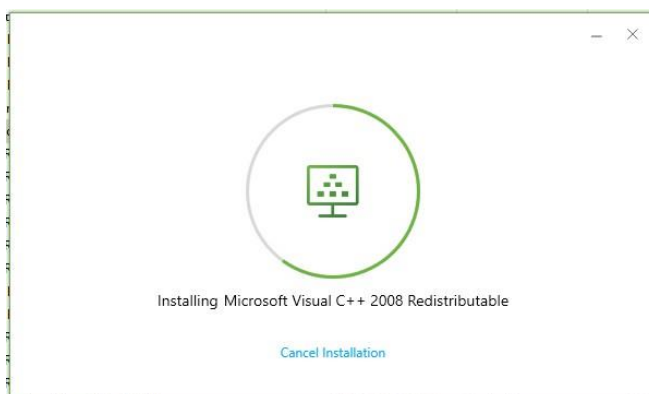Click **Yes** to agree to the *User Account Control* message to proceed with installation process.

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### Step 3

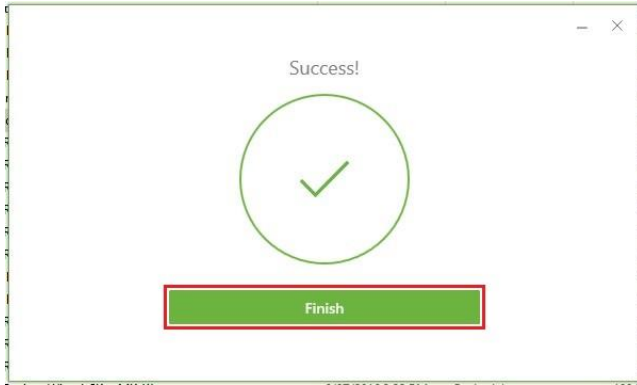Click **Agree & Install** in the *VMware Horizon Client Setup* window to proceed.
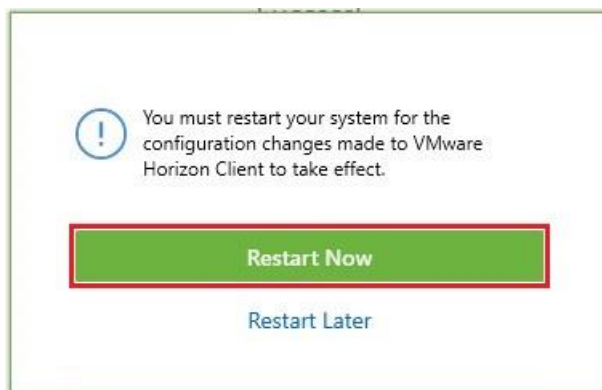


### Step 4

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



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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