

# Quick Reference Guide - Setup Remote Access

# Mac OSX

## Overview

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

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

1. **BIG-IP Edge Client**
2. **VMware Horizon Client**
3. **Microsoft Remote Desktop Client**

## 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:

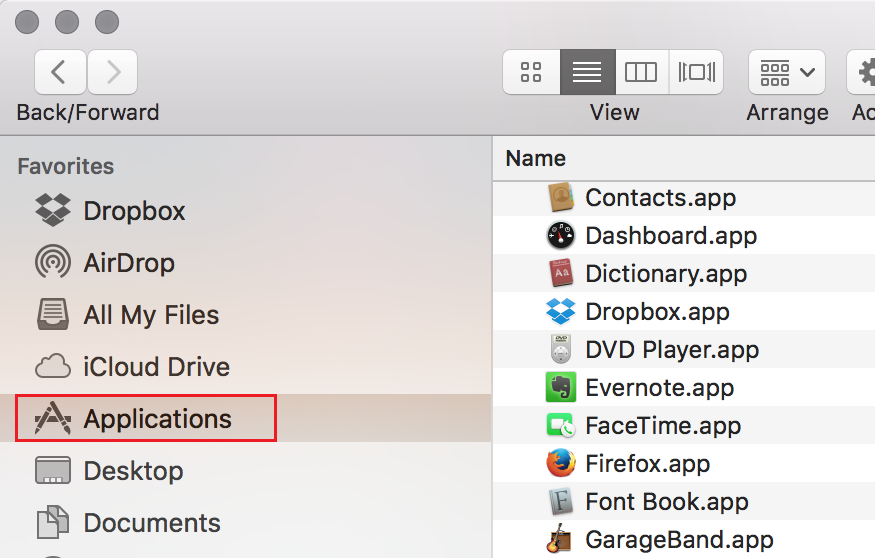
* [Part 1 - Remove existing remote access software (if applicable)](#_Part_1_–_1)
* [Part 2 - Download Software](#_Part_2_–)
* [Part 3 – Installing the Microsoft Remote Desktop Client](#_Part_3_–_1)
* [Part 4 - Installing the BIG-IP Edge Client](#_Part_4_–_1)
* [Part 5 - Installing the VMware Horizon Client](#_Part_5_–)

### 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.

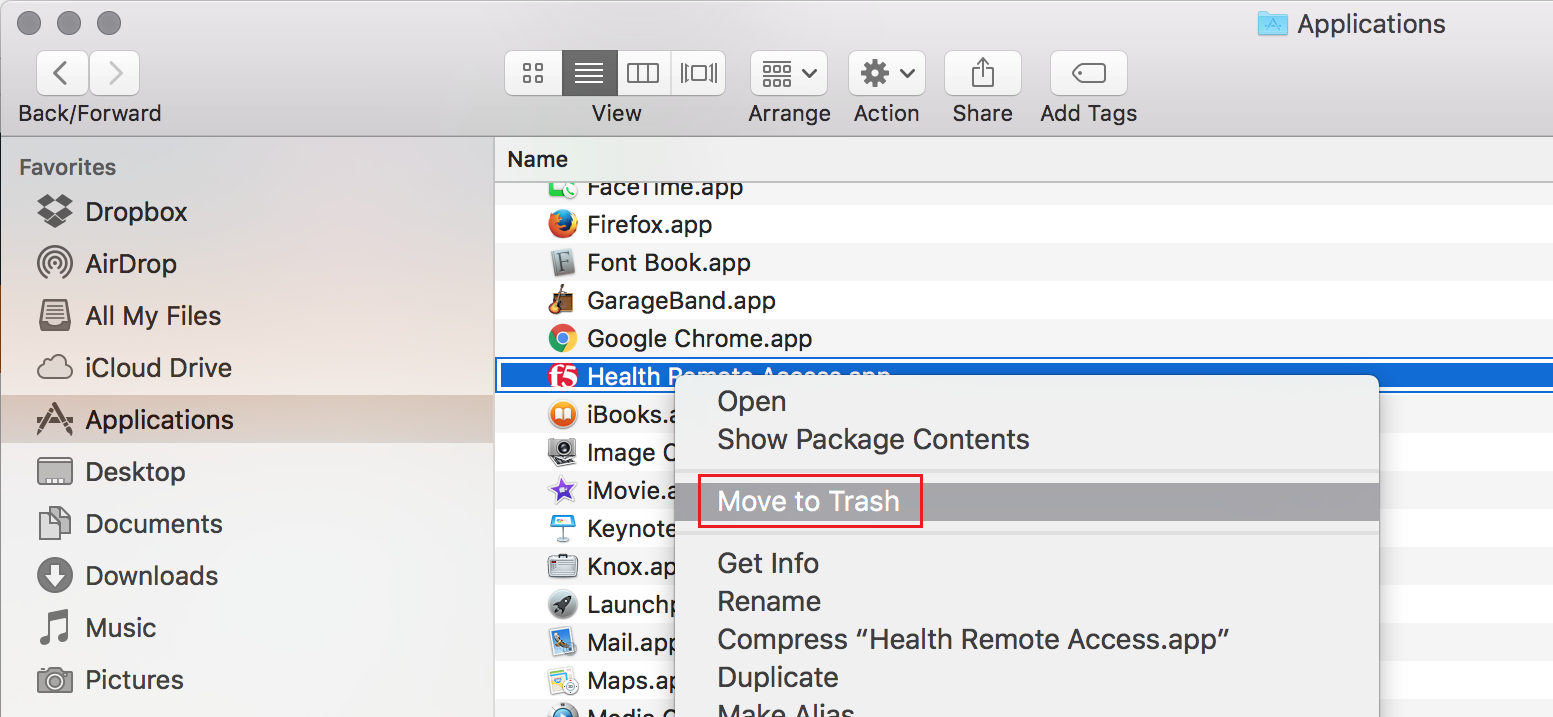
#### Step 1

Open the Mac OSX Finder window and click on the **Applications** favourite.



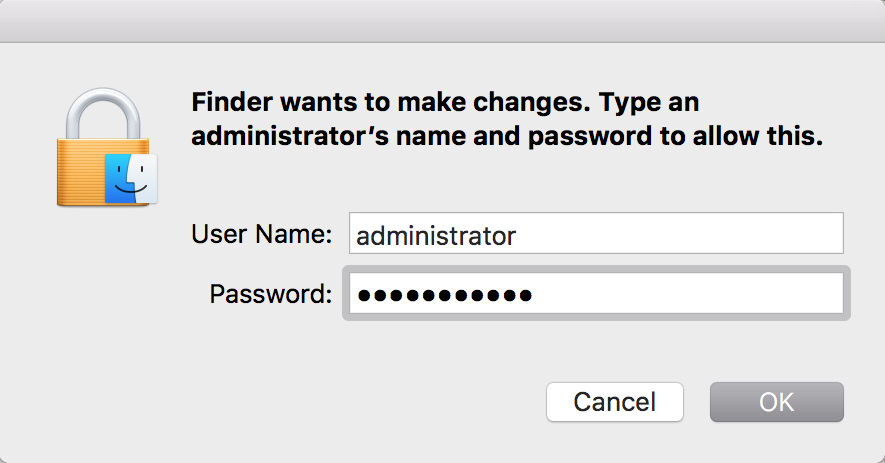
#### Step 2

In the finder window, right click on the **Health Remote Access** application and select **Move to Trash** from the context menu.



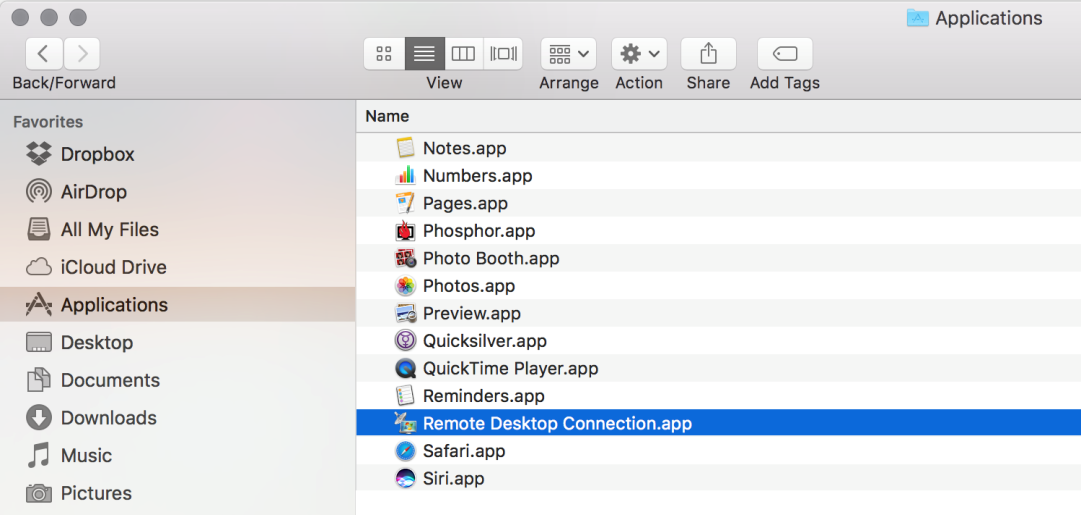
#### Step 3

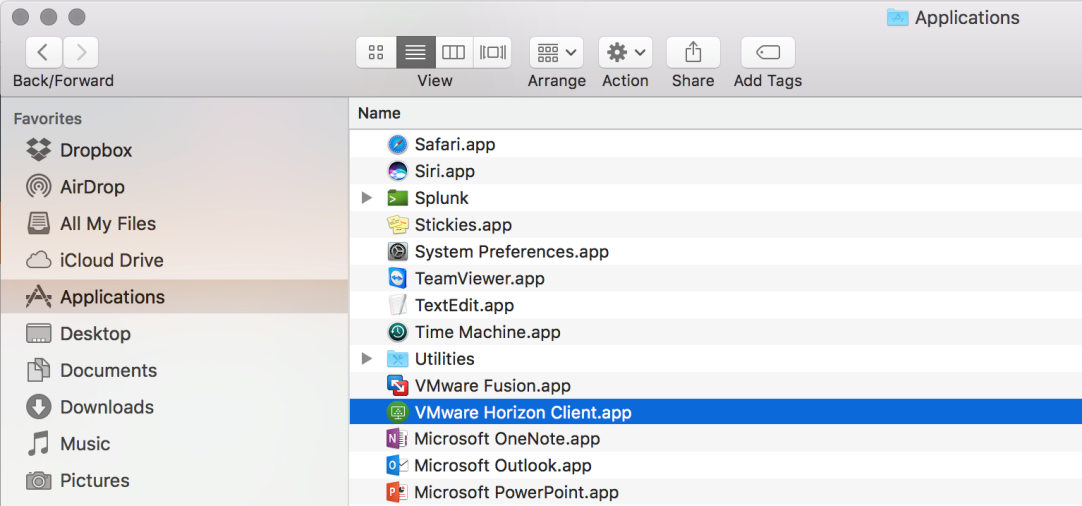
Enter your Mac administrator **username** and **password** in the dialog box that is presented, and then click **OK** to provide permission to remove the application.



#### Step 4

Repeat steps 1- 3 for the **Remote Desktop Connection** and the **VMware Horizon Client**.





### Part 2 – Download Software

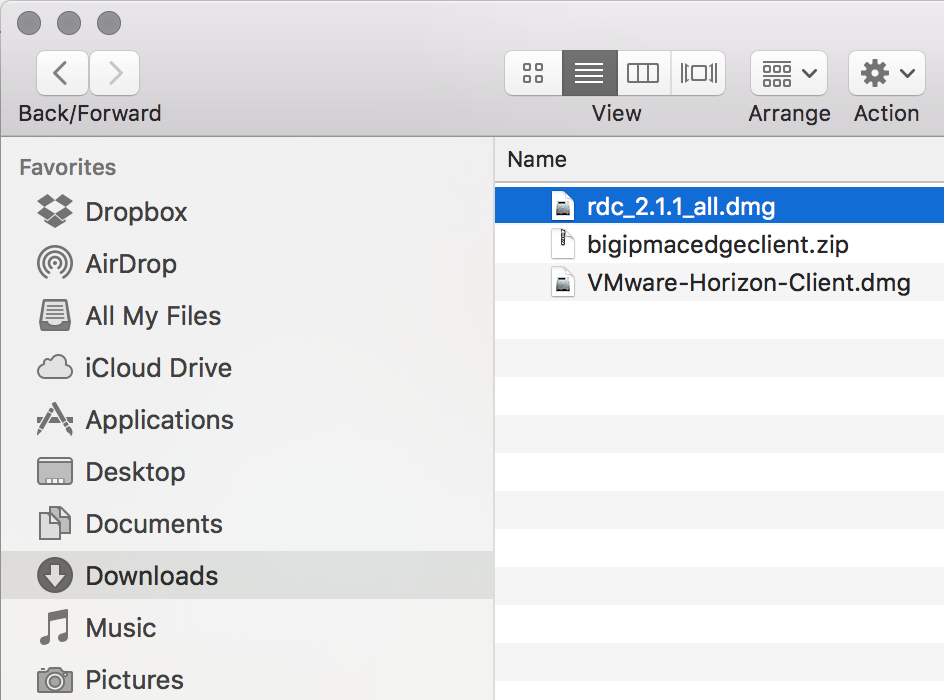
#### Step 1

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

### Part 3 – Installing the Microsoft Remote Desktop Client

#### Step 1

Open the location you downloaded the *Microsoft Remote Desktop Client* to (by default this will be your Downloads folder) and double click the **rdc\_2.1.1\_all.dmg** file to launch the installation.



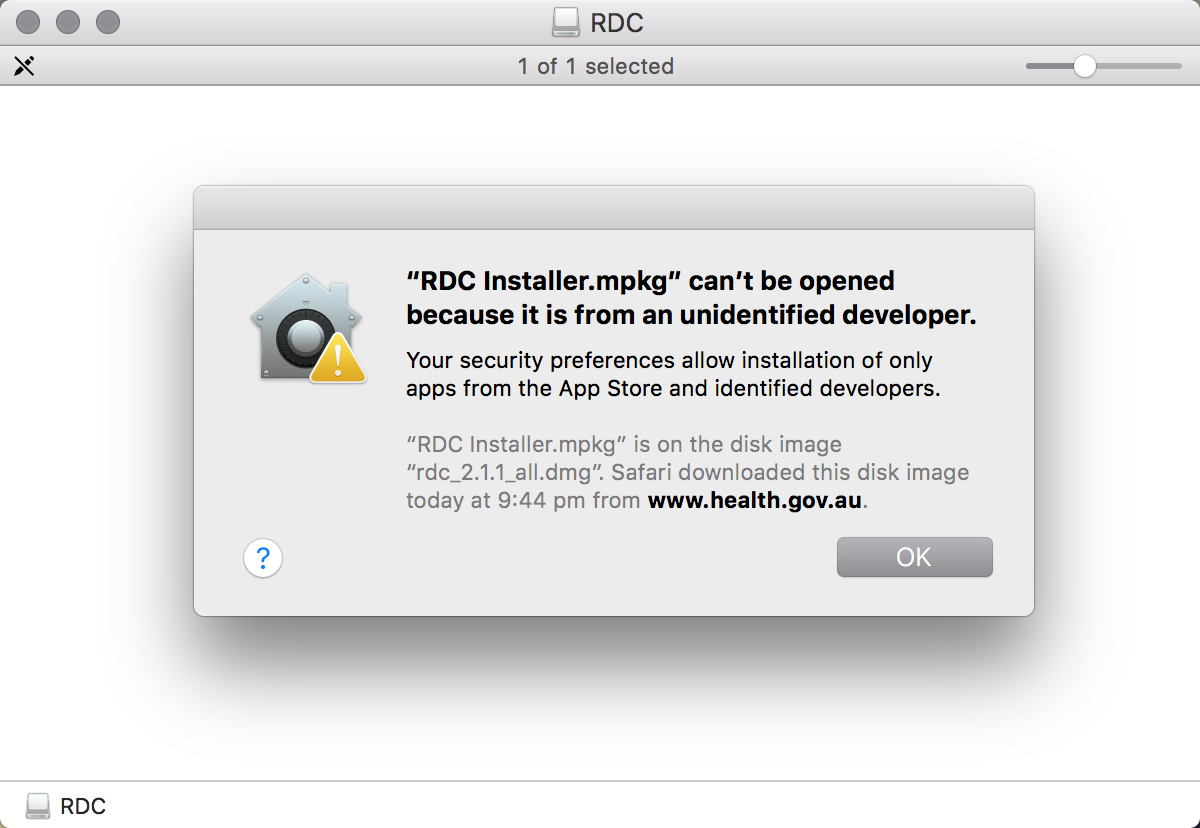
#### Step 2

In the *RDC Installer* window, double click the package icon for **RDC Installer**



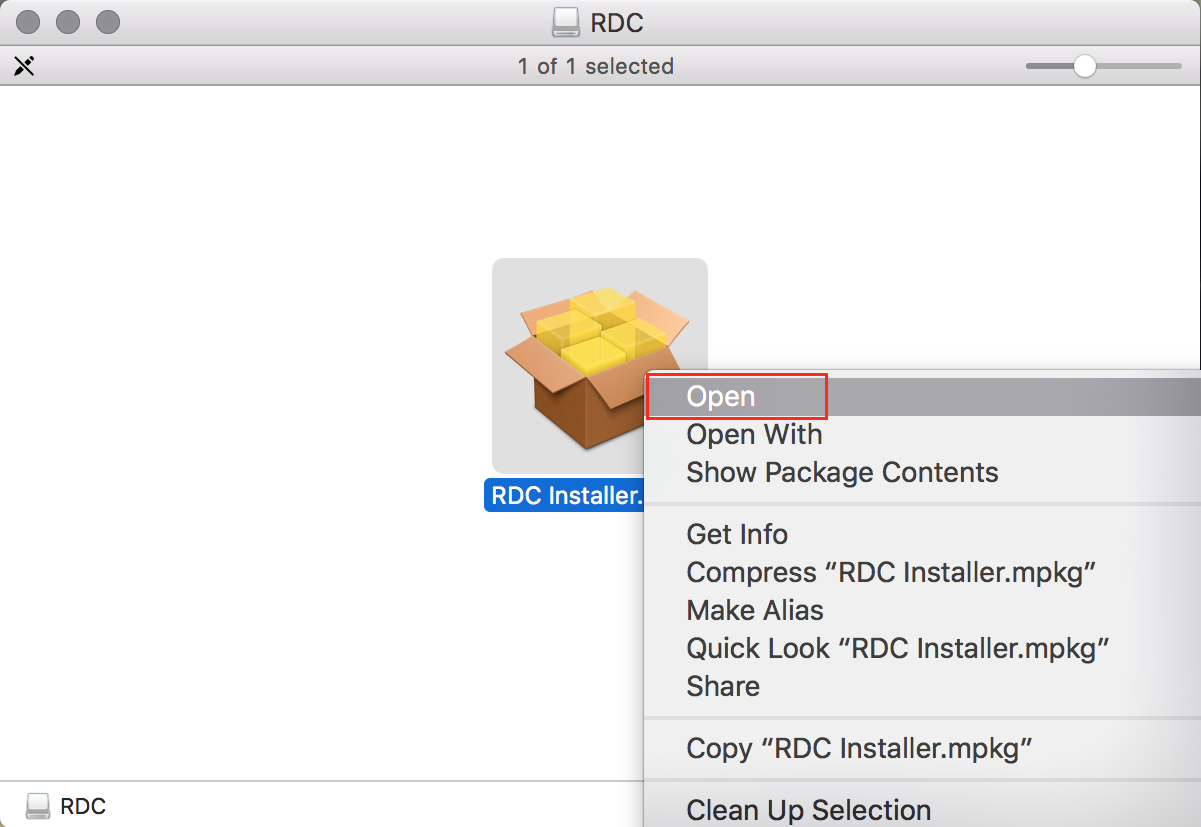
#### Step 3

If you receive an RDC Installer warning that says “RDC Installer can’t be opened because it is from an unidentified developer", click **OK**. Otherwise skip to Step 7.



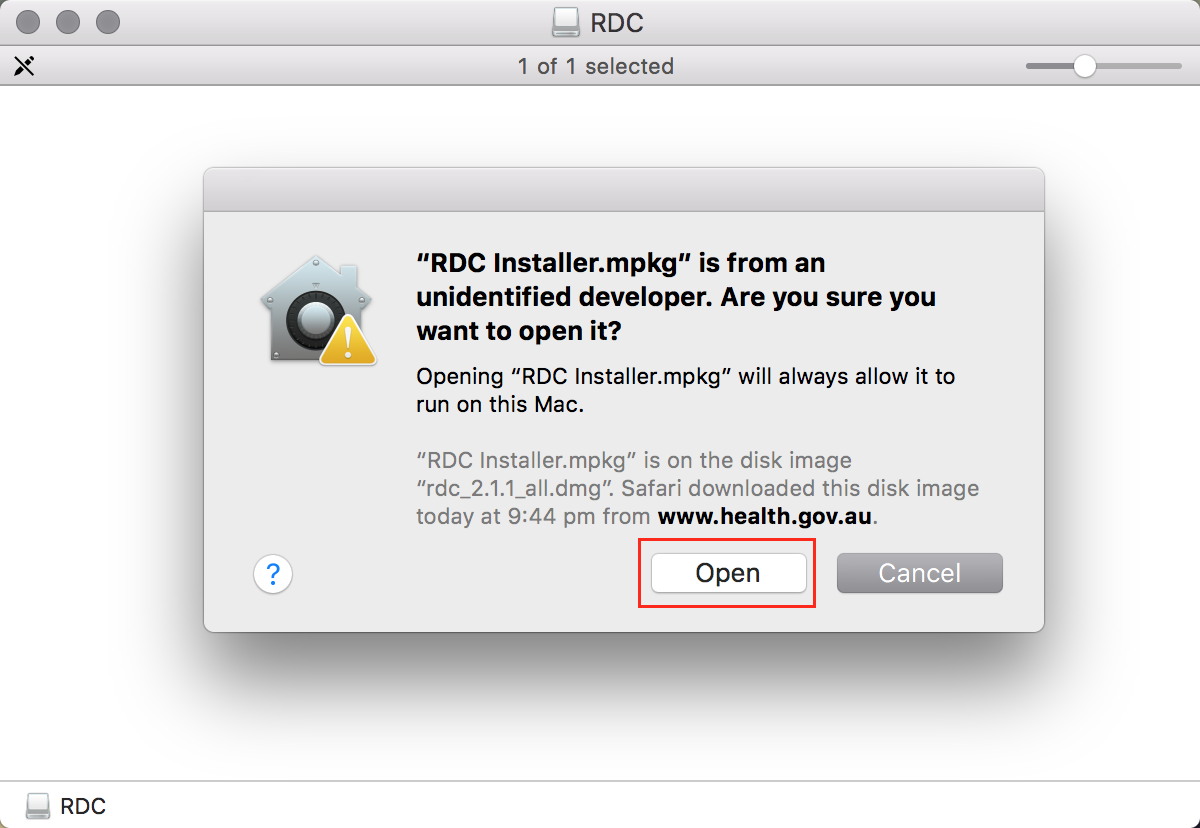
#### Step 4

Hold down the control key and click the package icon for **RDC Installer**, a context menu will be displayed. Click **Open** from the context menu.



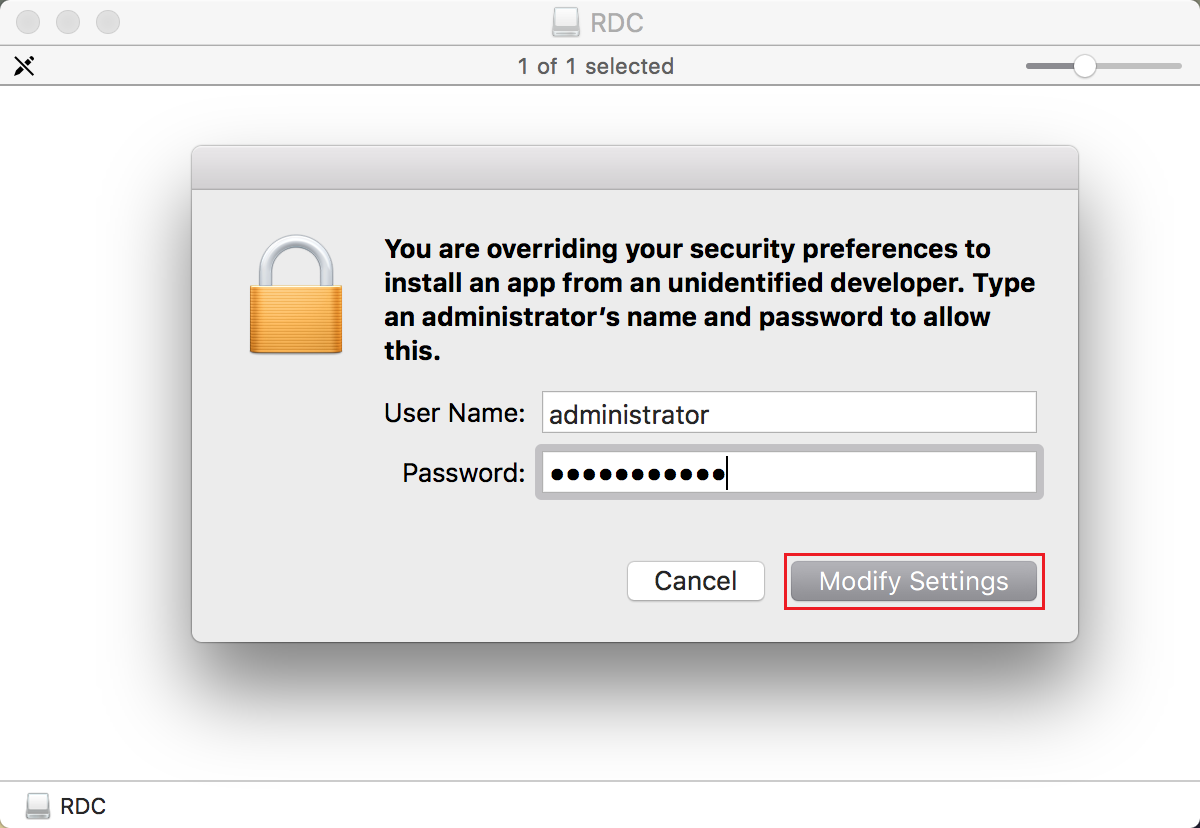
#### Step 5

Click **Open** in the dialog box that is presented to agree to the open the RDC Installer and proceed with the installation of the application.



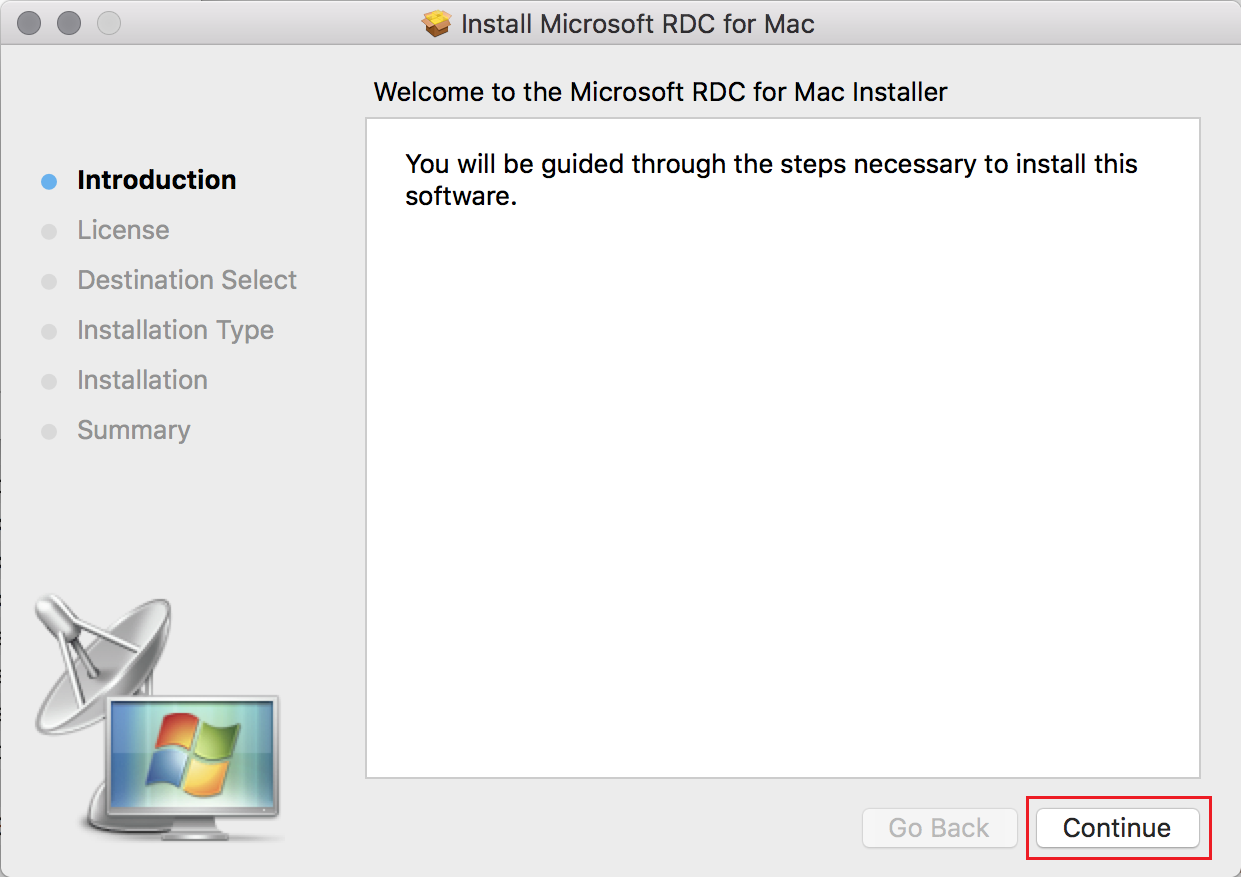
#### Step 6

Enter your Mac administrator **username** and **password** in the dialog box that is presented, and then click **Modify Settings** to provide permission to install the application.



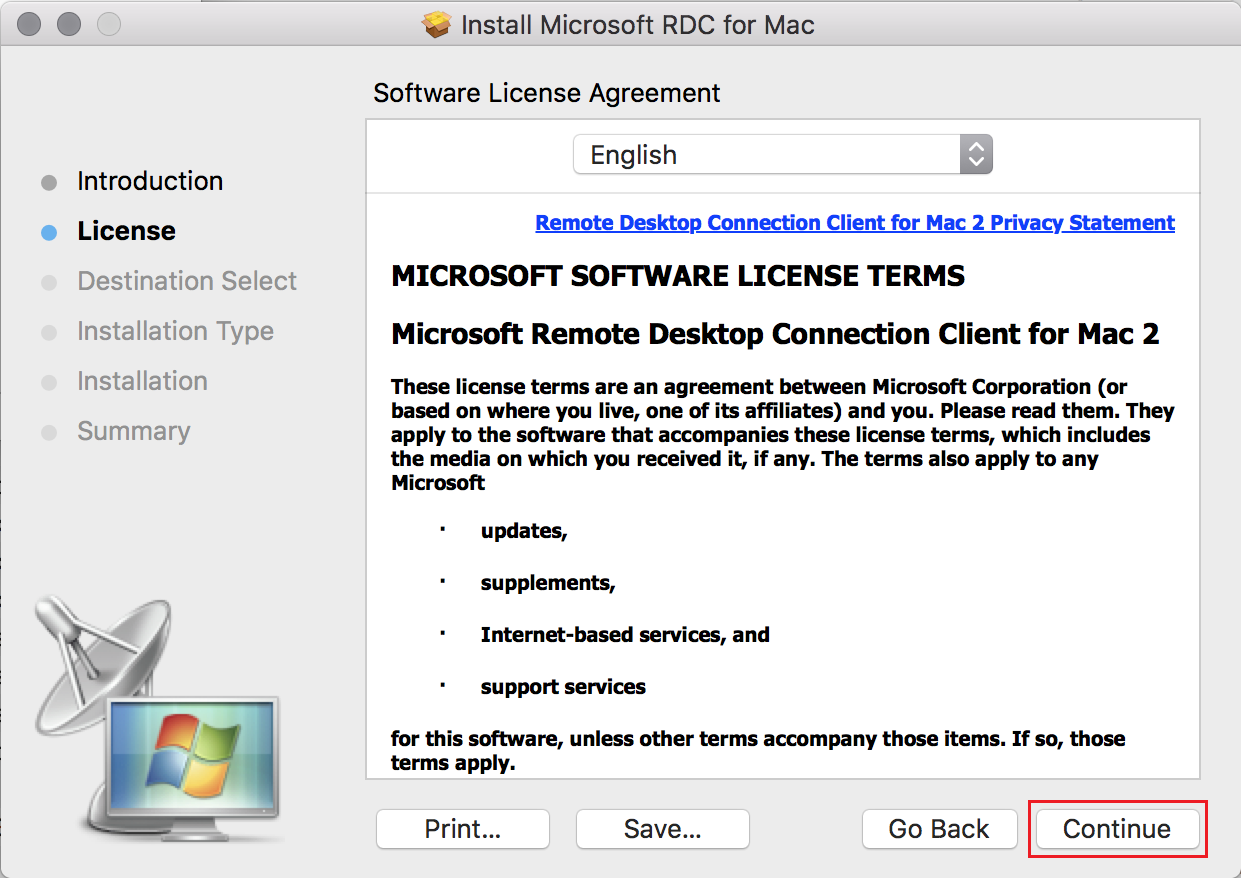
#### Step 7

Click **Continue** in the *Install Microsoft RDC for Mac - Introduction* window to proceed.



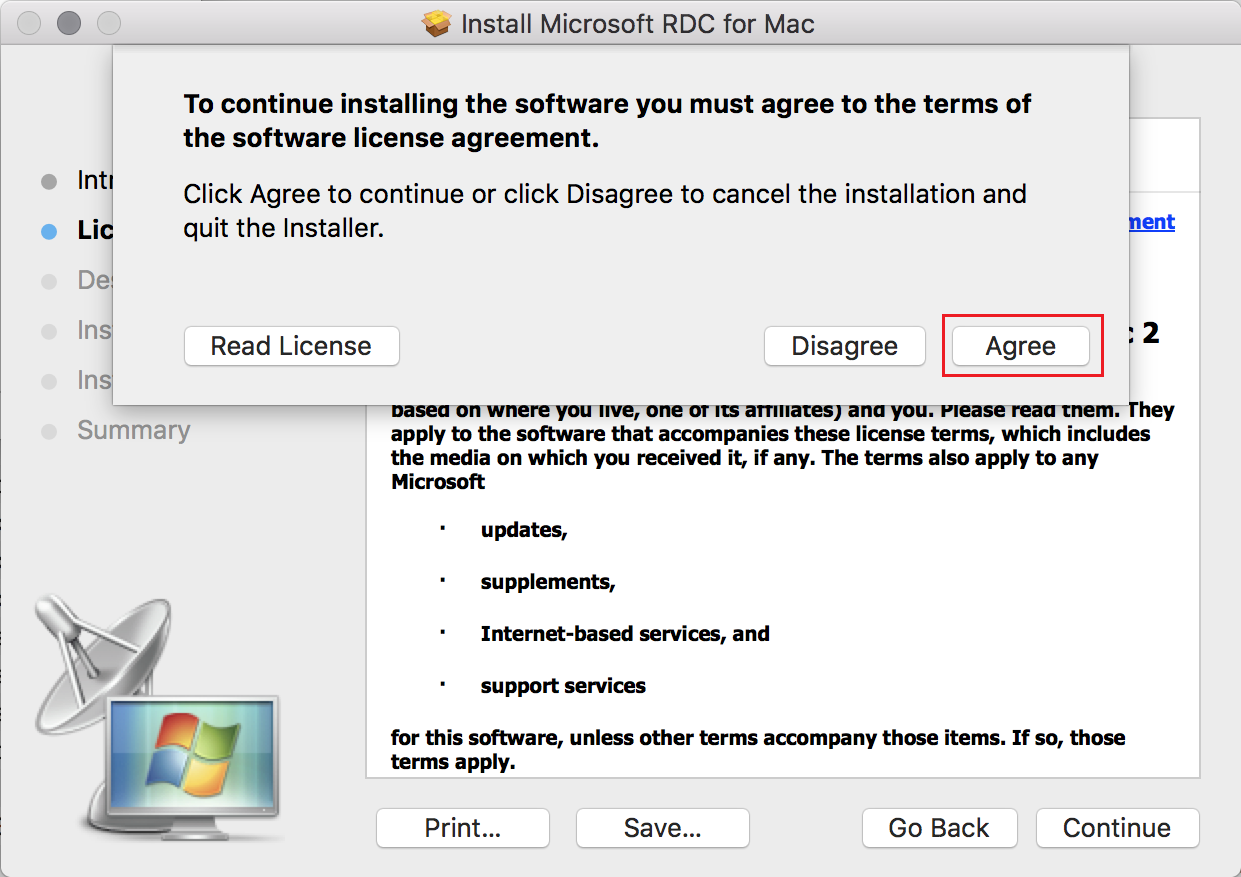
#### Step 8

Observe the user warning in the *Install Microsoft RDC for Mac - License* window, and then click **Continue** to agree.



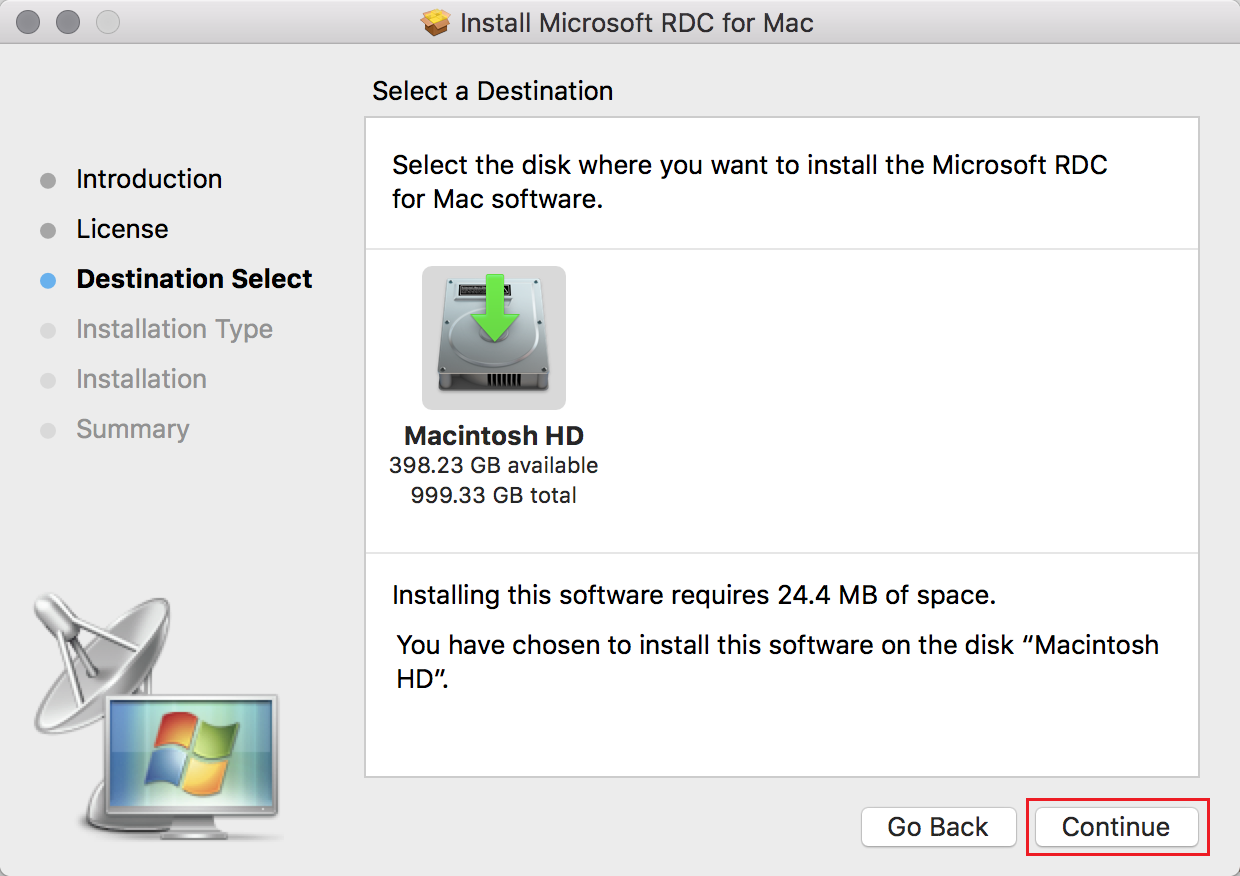
#### Step 9

Observe the user warning in the dialog box that is presented, and then click **Agree** to proceed.



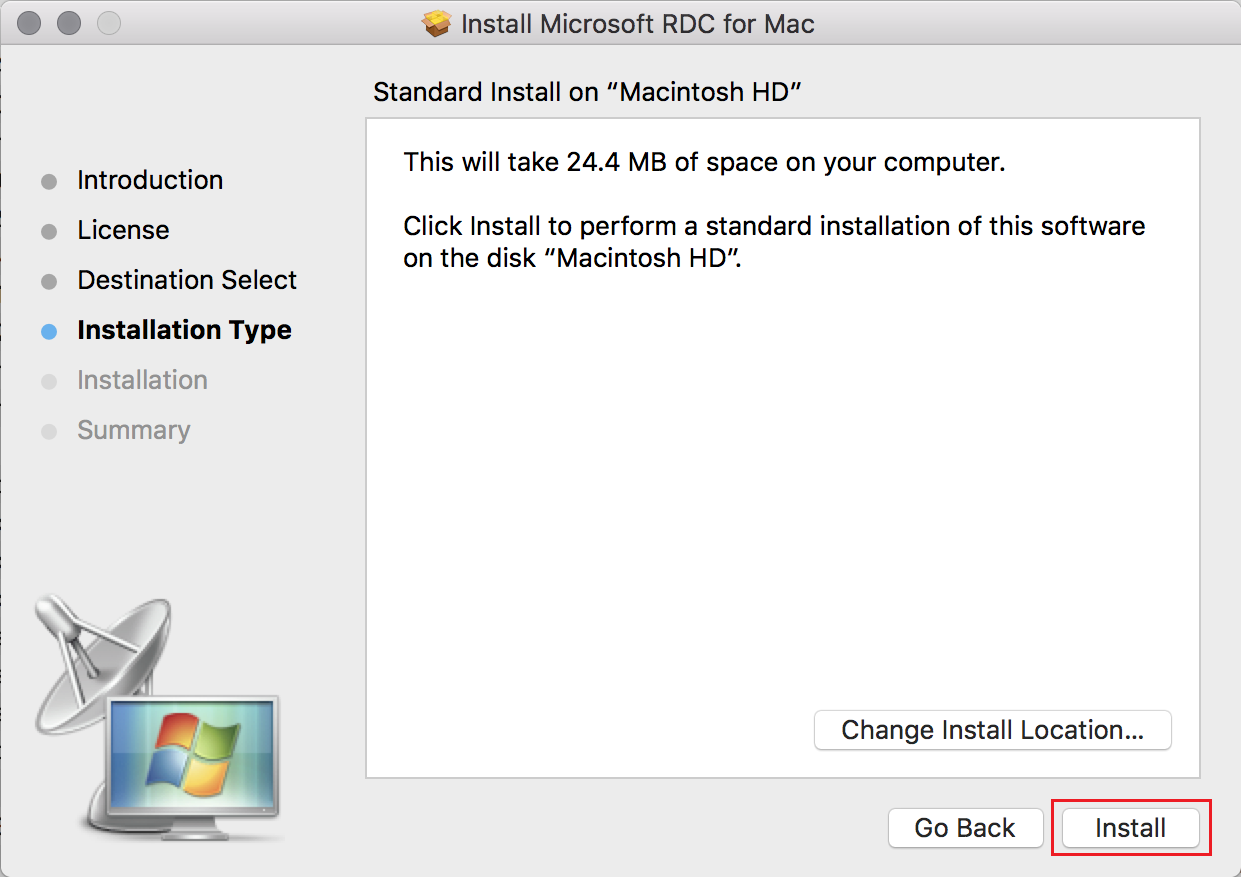
#### Step 10

In the *Install Microsoft RDC for Mac – Destination Select* window, select the disk where you want to install Microsoft RDC and then click **Continue** to proceed.



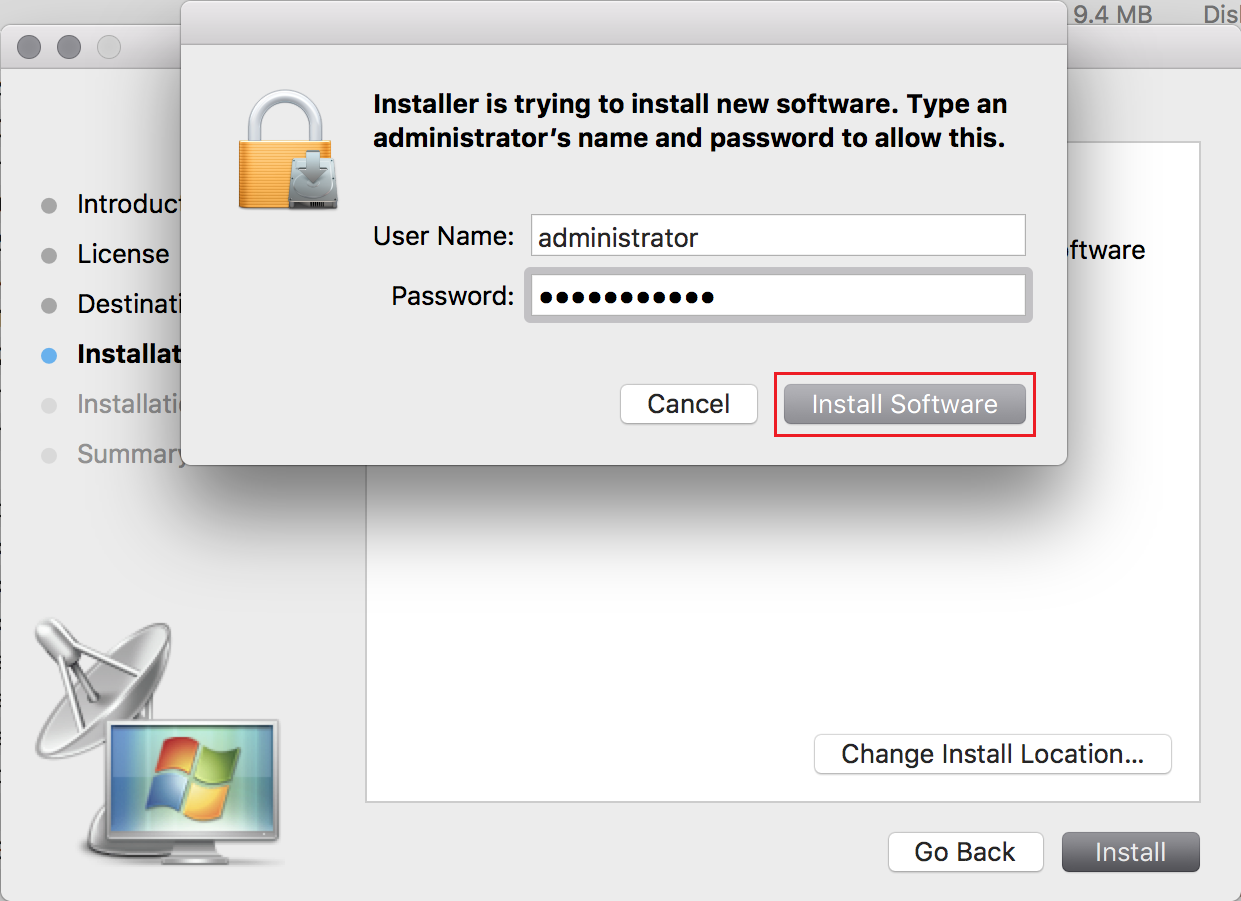
#### Step 11

In the *Install Microsoft RDC for Mac – Installation Type* window, ensure you have sufficient space then click **Install** to proceed.



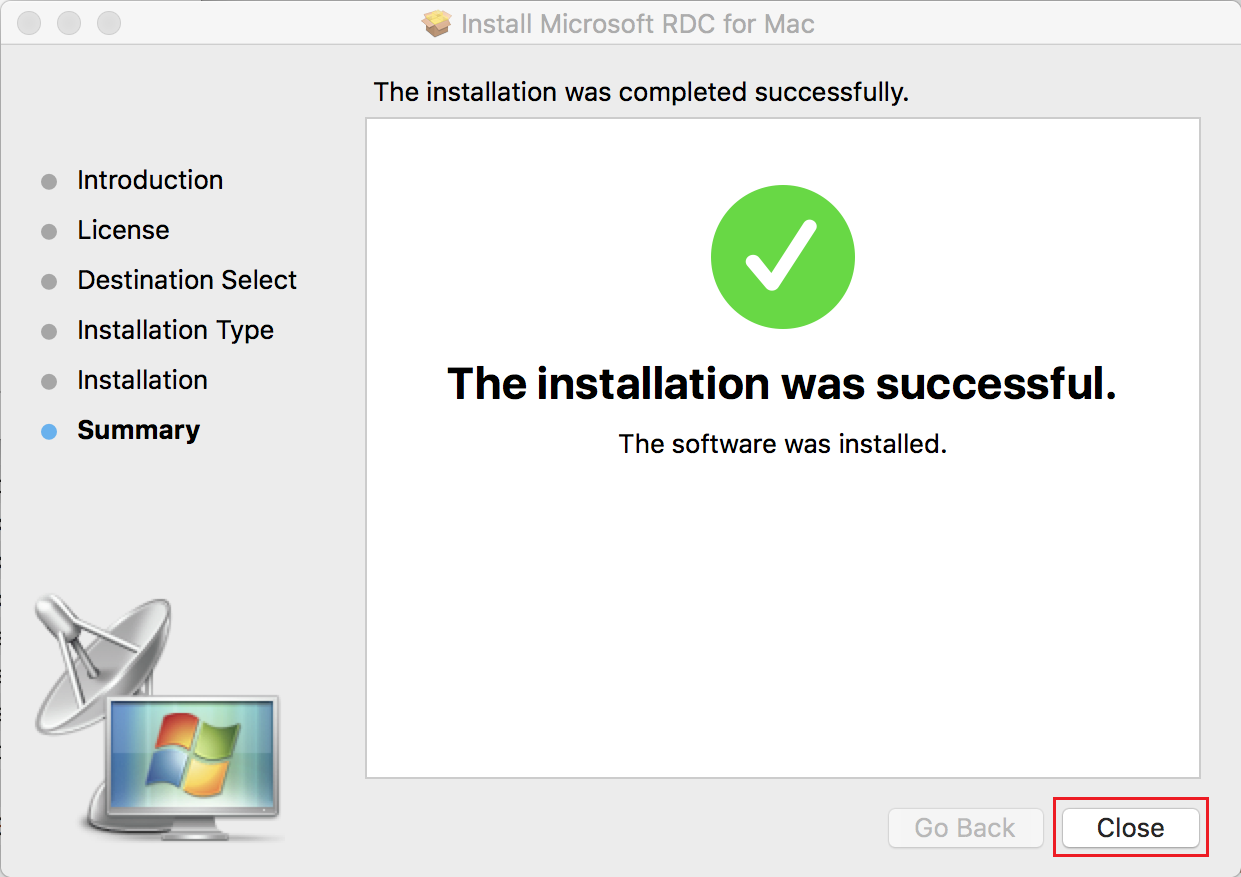
#### Step 12

Enter your Mac administrator **username** and **password** in the dialog box that is presented, and click **Install Software** to provide permission to install the application.



#### Step 13

In the *Install Microsoft RDC for Mac – Summary* window, click **close** to complete the installation.



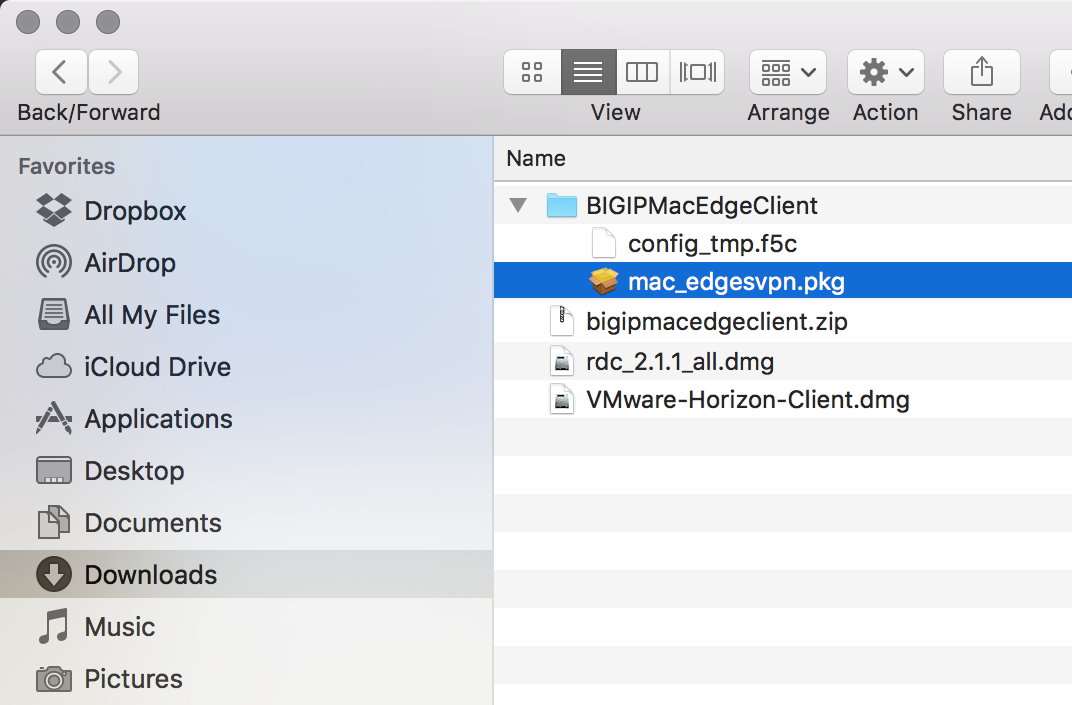
### Part 4 – Installing the BIG-IP Edge Client

#### 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 **bigipmacedgeclient.zip** to unzip the file.

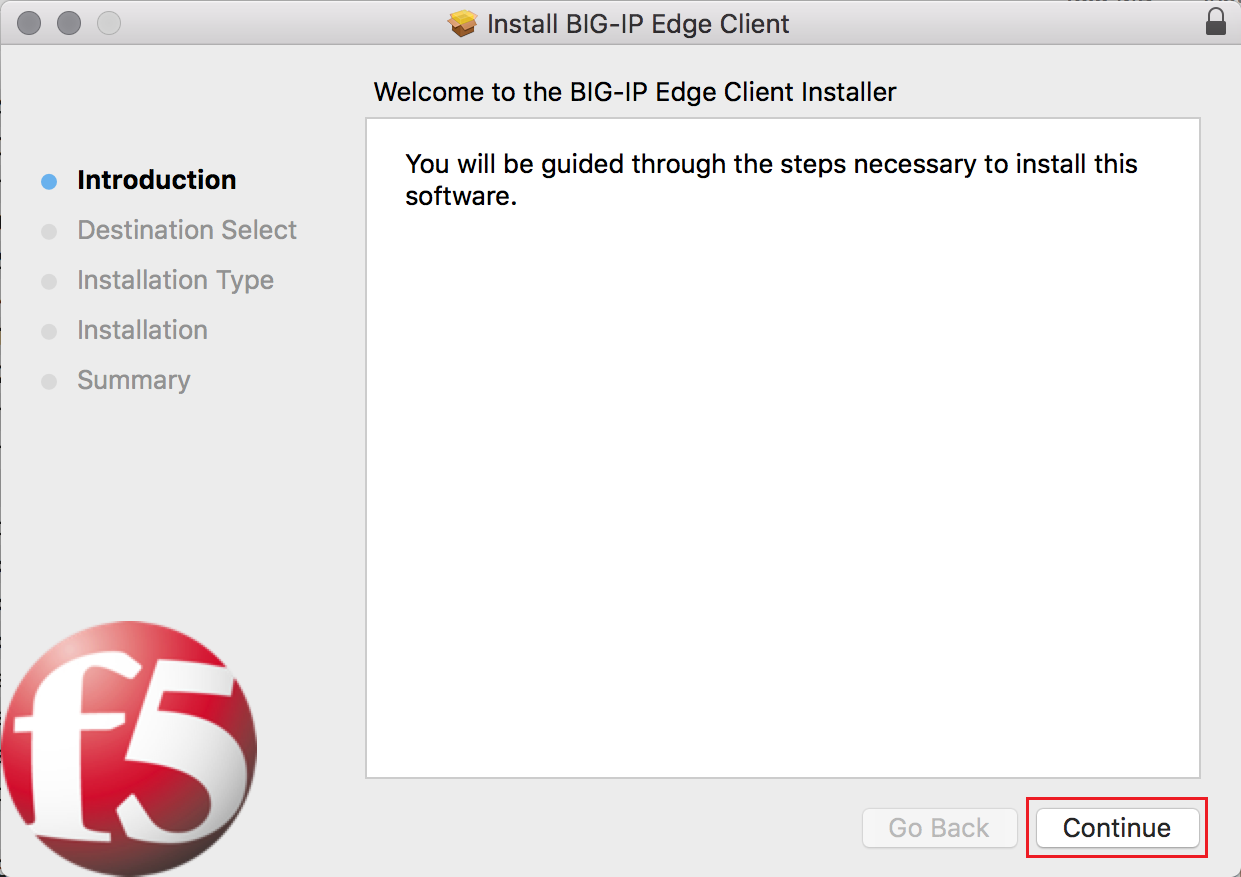
#### Step 2

Double click the **mac\_edgesvpn.pkg** file to launch the installation.



#### Step 3

In the *Install BIG-IP Edge Client – Introduction* window Click **Continue** to proceed.



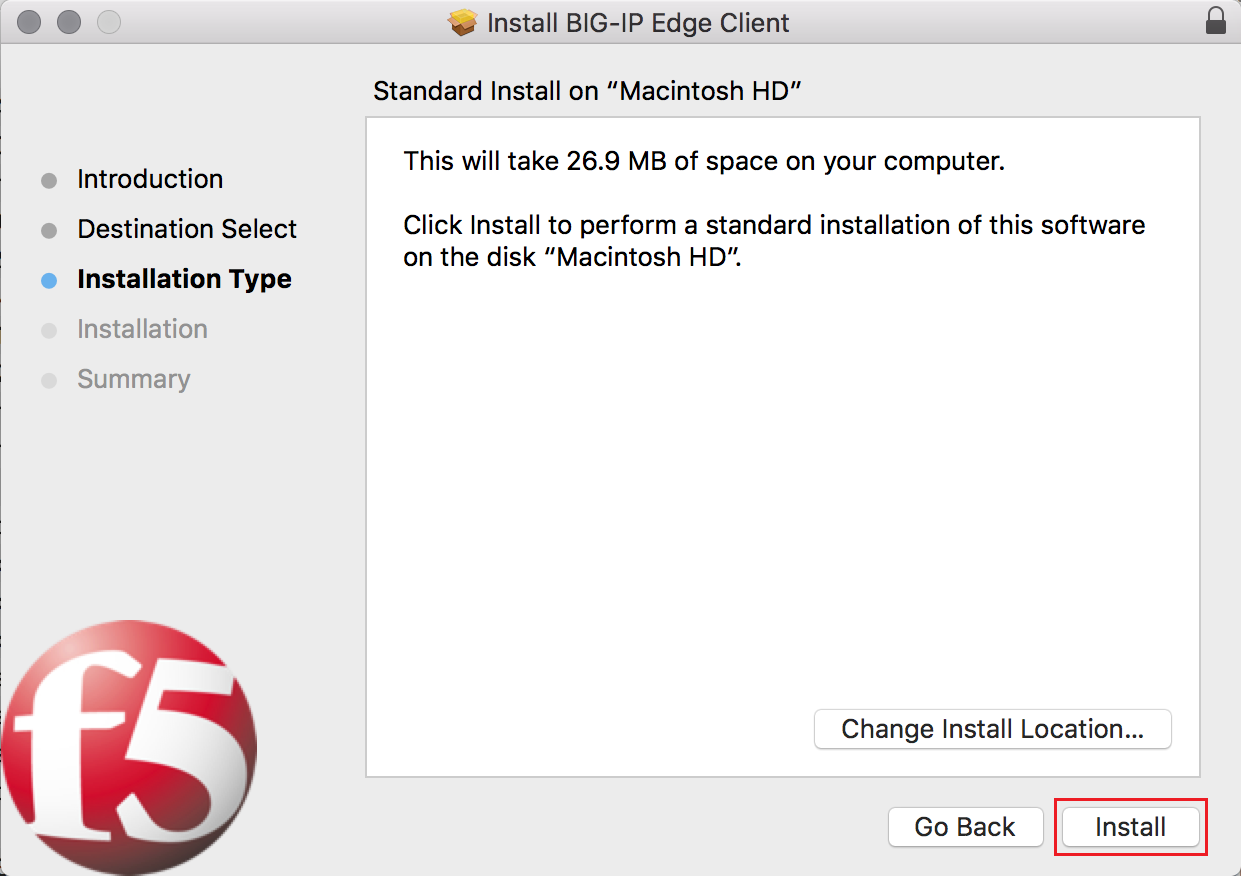
#### Step 4

In the *Install BIG-IP Edge Client* *– Destination Select* window, select the disk you want to install the client to then click **Continue** to proceed.



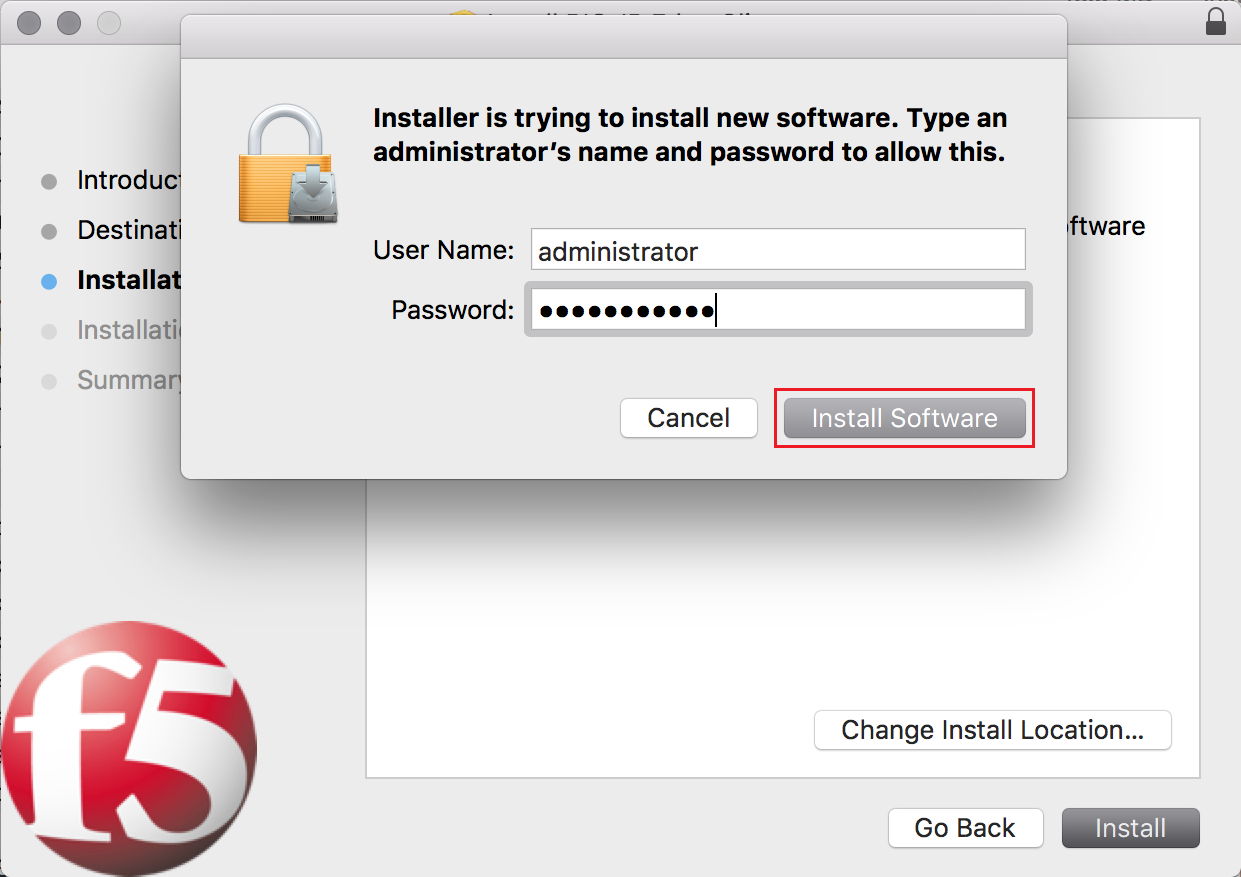
#### Step 5

In the *Install BIG-IP Edge Client* *– Installation Type* window, ensure you have sufficient space then click **Install** to proceed.



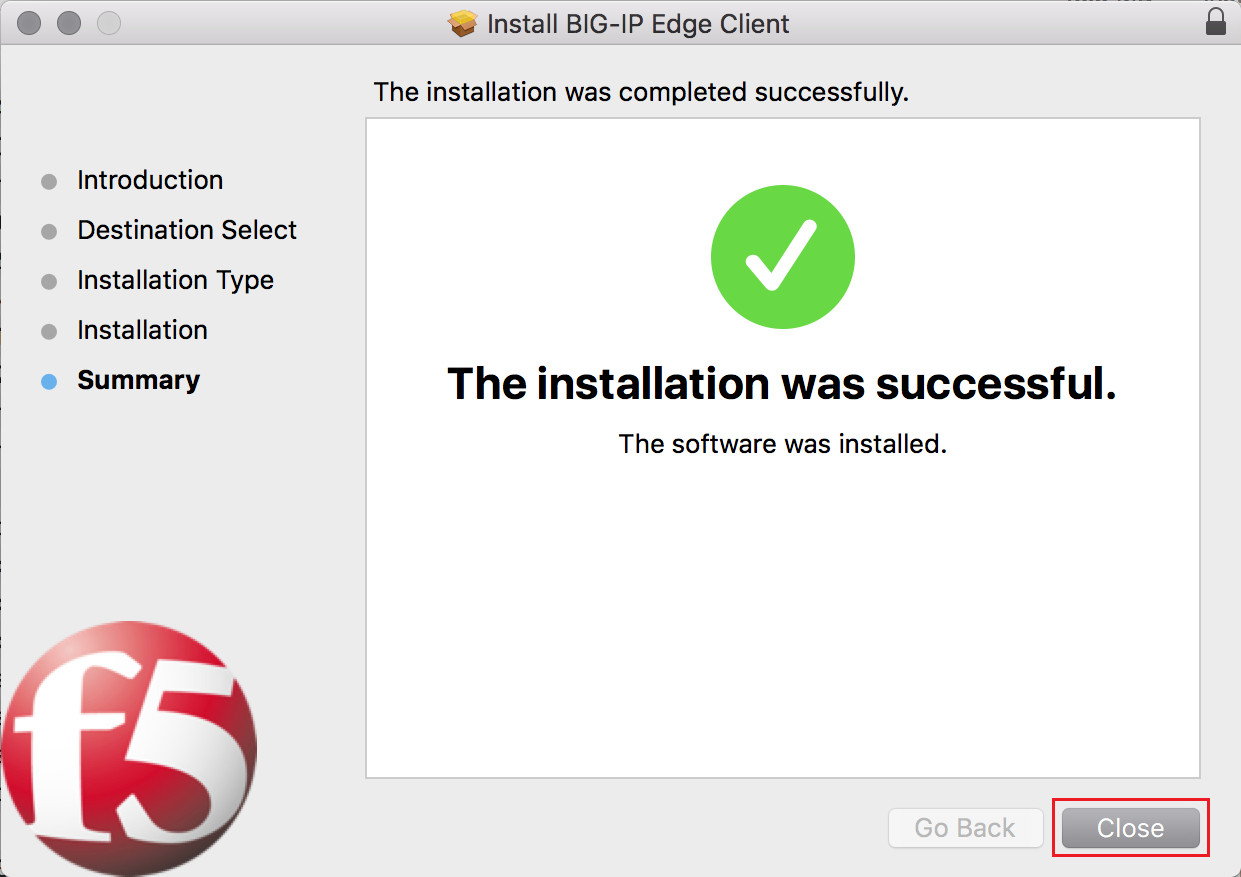
#### Step 6

Enter your Mac administrator **username** and **password** in the dialog box that is presented, and click **Install Software** to provide permission to install the application.



#### Step 7

In the *Install BIG-IP Edge Client* *– Summary* window, click **close** to complete the installation.



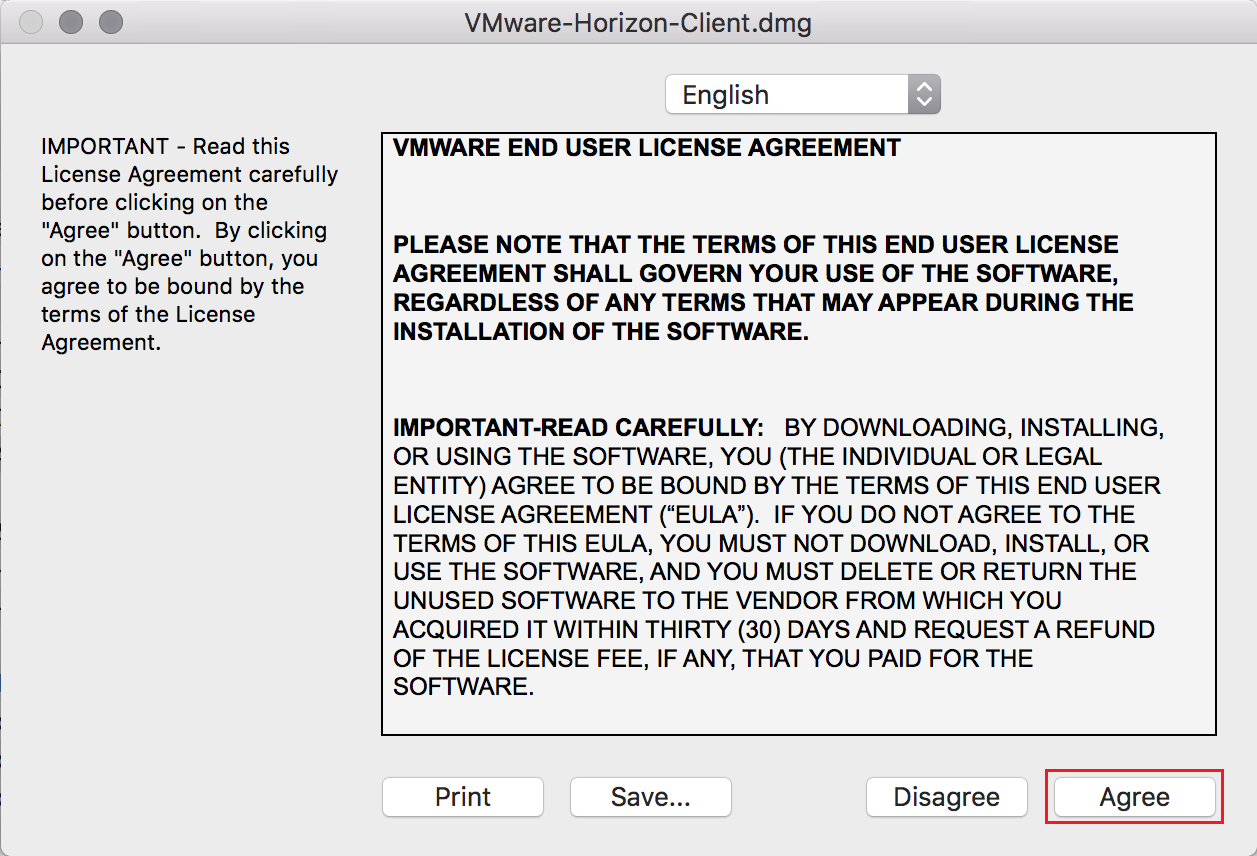
### Part 5 – Installing the VMware Horizon Client

#### 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.dmg** file to launch the installation.

#### Step 2

Observe the user warning in the *VMware-Horizon-Client installer* window, and then click **Agree** to proceed.



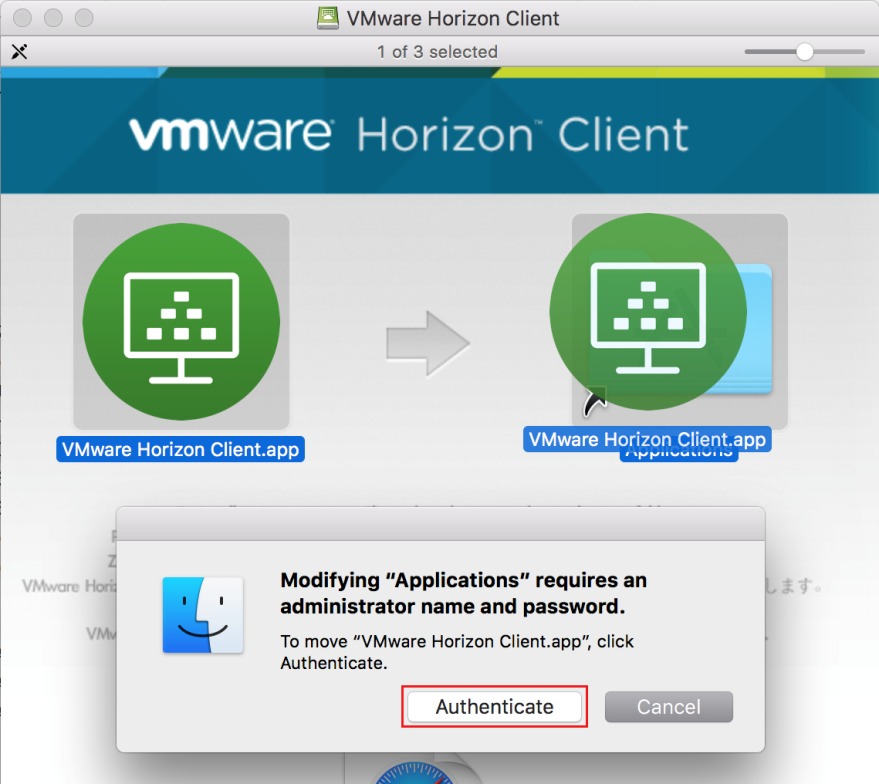
#### Step 3

In the *VMware Horizon Client* window, click and drag the **VMware Horizon Client.app** icon onto the **Applications** icon to install the application.



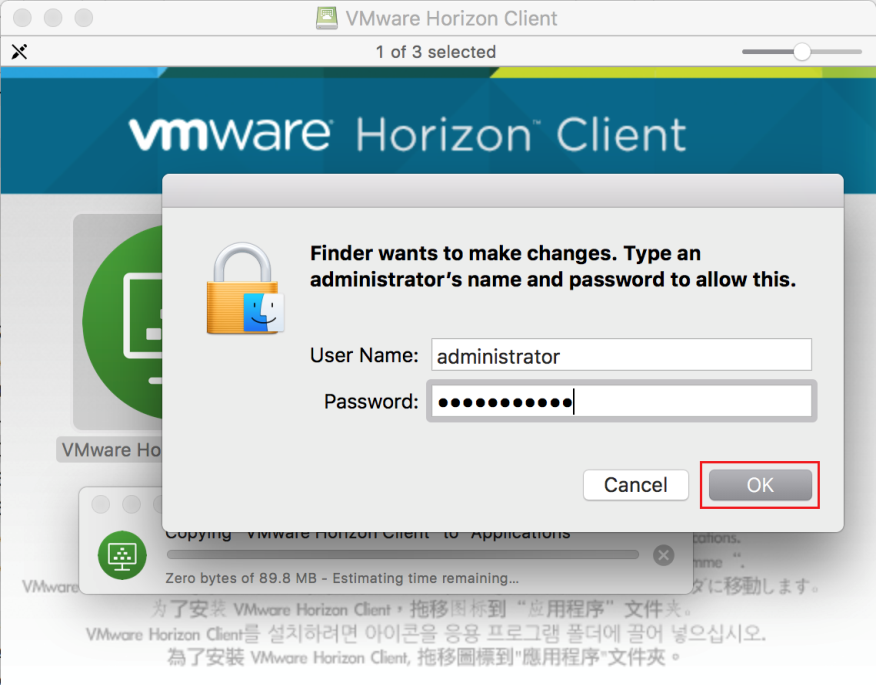
#### Step 4

Click **Authenticate** in the dialog box that is presented to proceed.



#### Step 5

Enter your Mac administrator **username** and **password** in the dialog box that is presented, then click **OK** to provide permission to install the application.



#### Step 6

Close the *VMware Horizon Client* window.

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