Australian Government
Department of Health

Quick Reference Guide – Establish Remote Access Windows 10

Overview

The department offers a remote access computing solution that connects staff to their virtual desktop via the Internet, offering a similar experience to working in the office for virtual desktop users. This solution allows access to the HealthIT network from a Windows 10 personal computer with an Internet connection.

Note: Please follow the instructions in the *Quick Reference Guide - Setup Remote Access Windows 10* to install the required software.

Support

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

Procedures

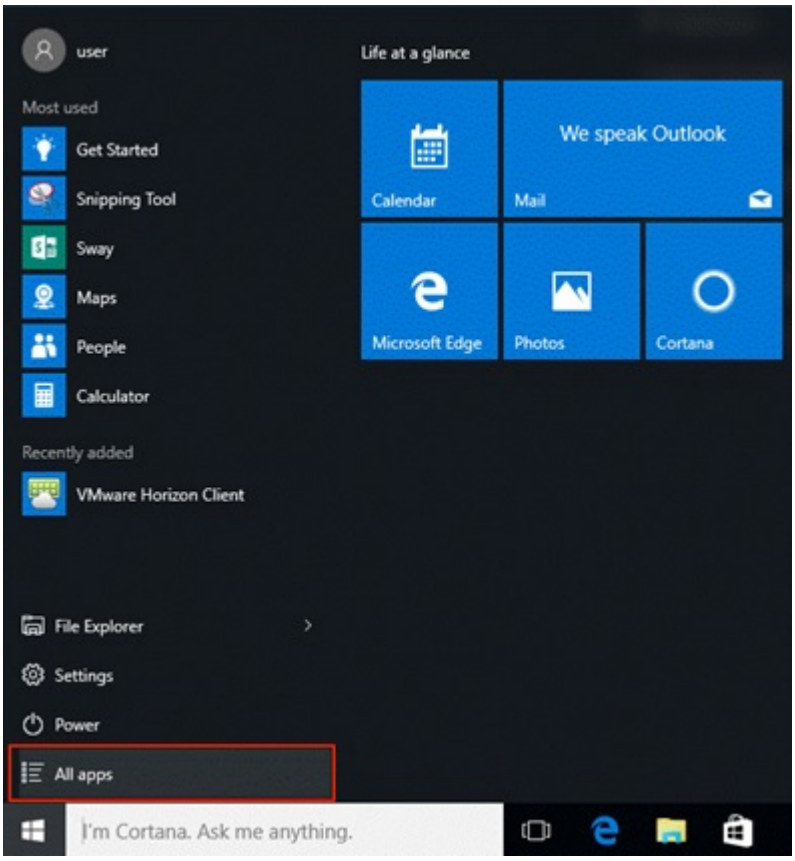
This Quick Reference Guide is split into three parts:

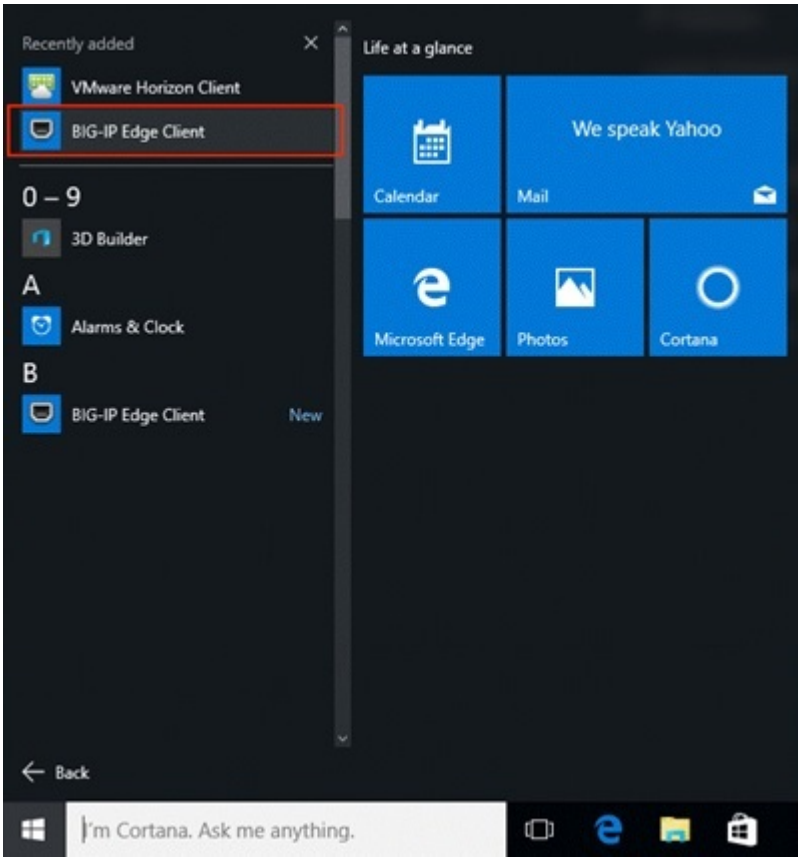
- Part 1 - Logging on to the Health IT Network using remote access
- Part 2 - Logging off the Health IT Network
- Part 3 - Remove VMware Horizon client certificate warning (Optional)

Part 1 – Logging on to the Health IT Network using remote access

Step 1

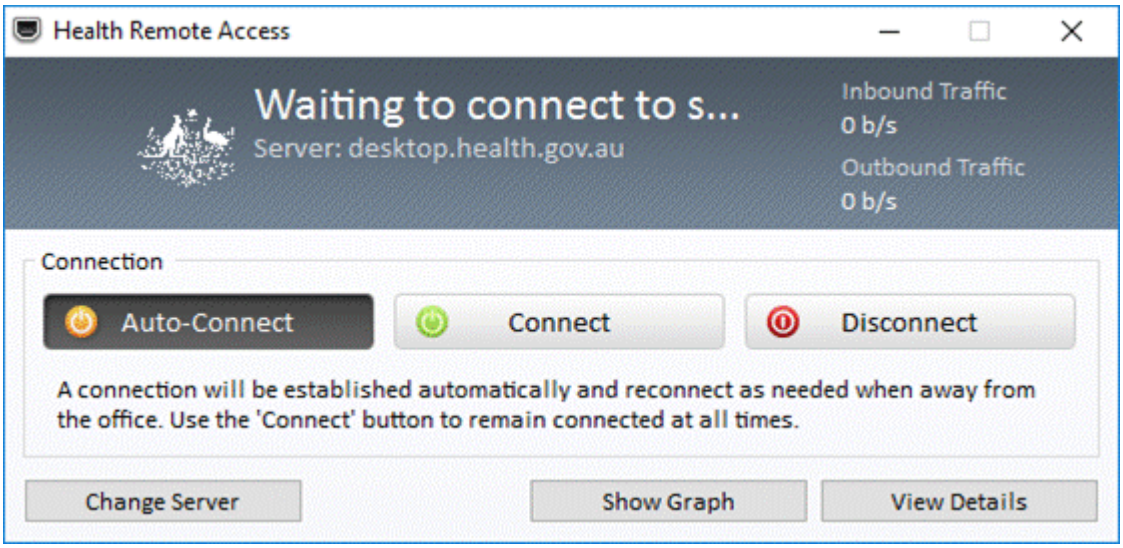
With an internet connection, launch the **BIP-IP Edge Client** from your *Start* menu > *All apps* > *Recently added* (or from your *Start* menu if you pinned it to the start during installation).


user
Most used
Get Started
Snipping Tool
Sway
Maps
People
Calculator
Recently added
VMware Horizon Client
File Explorer
Settings
Power
All apps
Life at a glance
Calendar
We speak Outlook
Mail
Microsoft Edge
Photos
Cortana
I'm Cortana. Ask me anything.


Recently added
VMware Horizon Client
BIG-IP Edge Client
0 – 9
3D Builder
A
Alarms & Clock
B
BIG-IP Edge Client
New
Back
Life at a glance
Calendar
We speak Yahoo
Mail
Microsoft Edge
Photos
Cortana
I'm Cortana. Ask me anything.

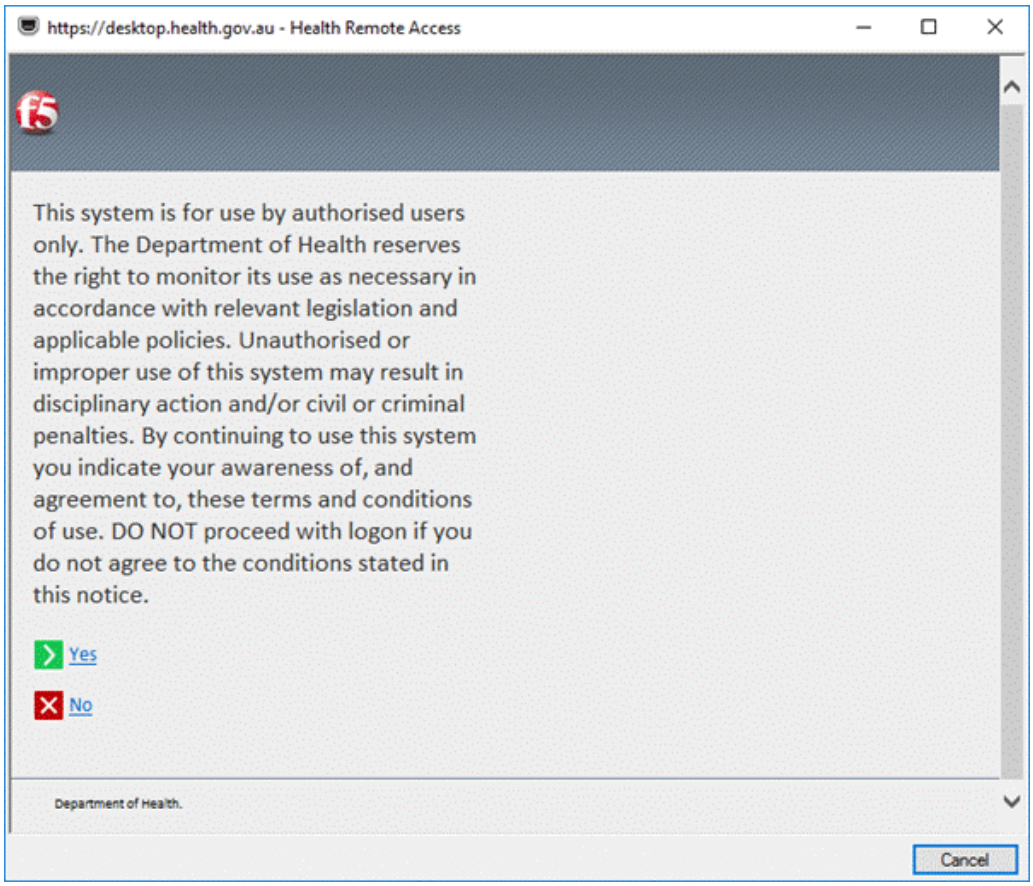
Step 2

On first launch of the *BIG-IP Edge Client*, it will attempt to auto-connect to the server.



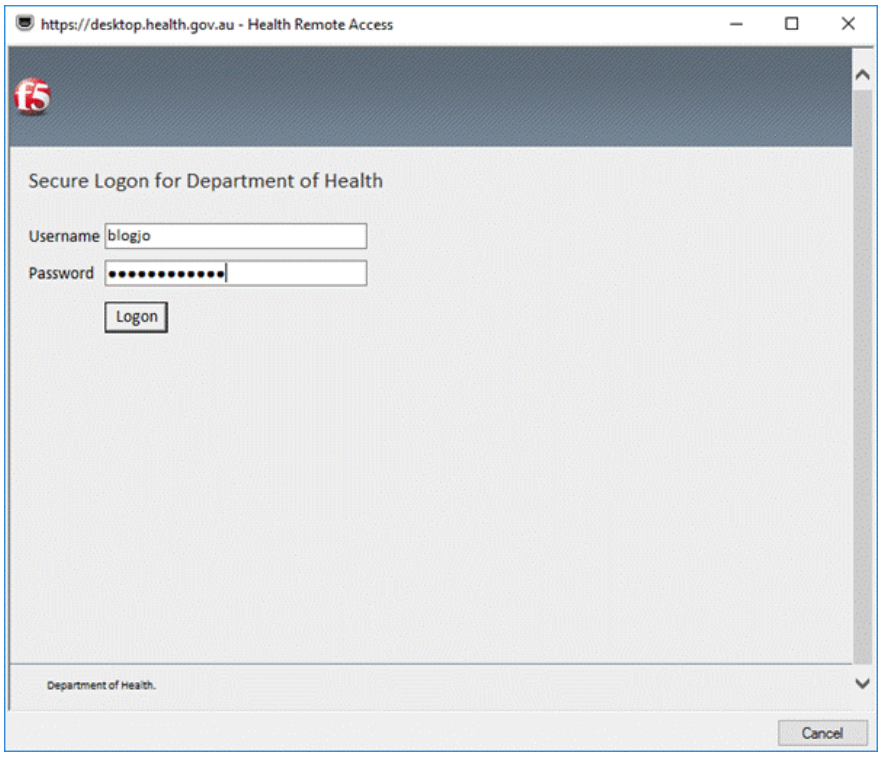
Step 3

Observe the user warning in the *https://desktop.health.gov.au – Health Remote access* window, and then click **Yes** to agree.



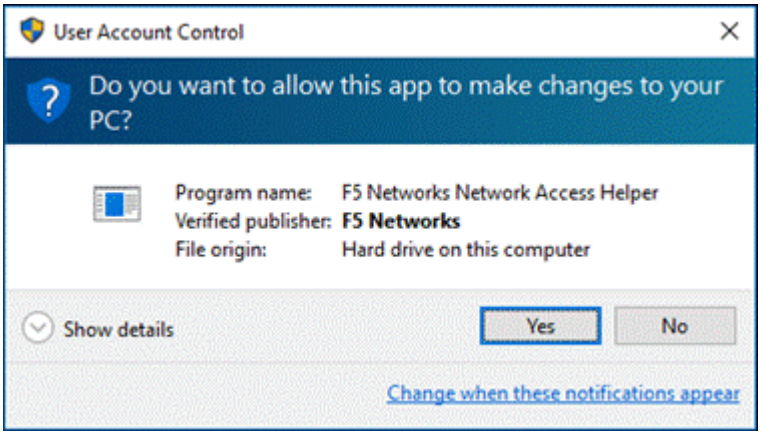
Step 4

Enter your *Health Username* and *Password* in the *https://desktop.health.gov.au – Health Remote access* window, and then click **Logon** to connect to the Health IT network.



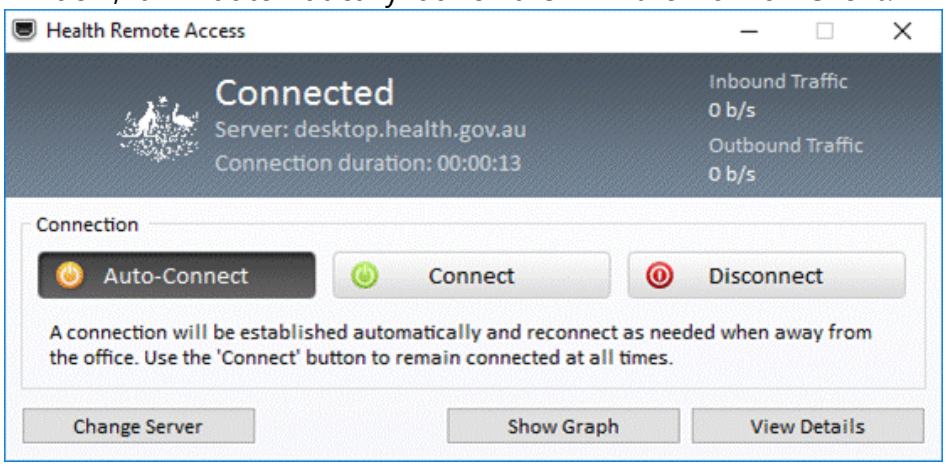
Step 5

The *F5 BIG-IP Client* will attempt to authenticate your credentials. Click **Yes** to agree to the *User Account Control* window message.



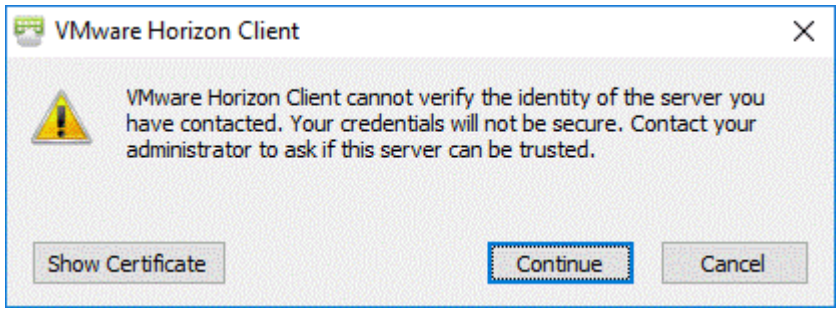
Step 6

Once the *F5 BIG-IP Edge Client* shows as "Connected" in the *Health Remote Access* window, it will automatically launch the *VMware Horizon Client*.



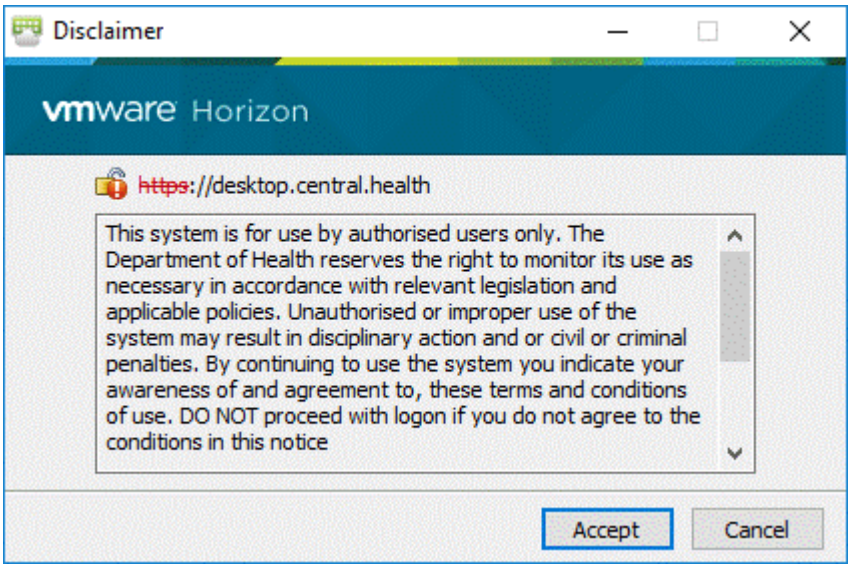
Step 7

Click **Continue** in the *VMware Horizon Client* window when prompted with a certificate warning.



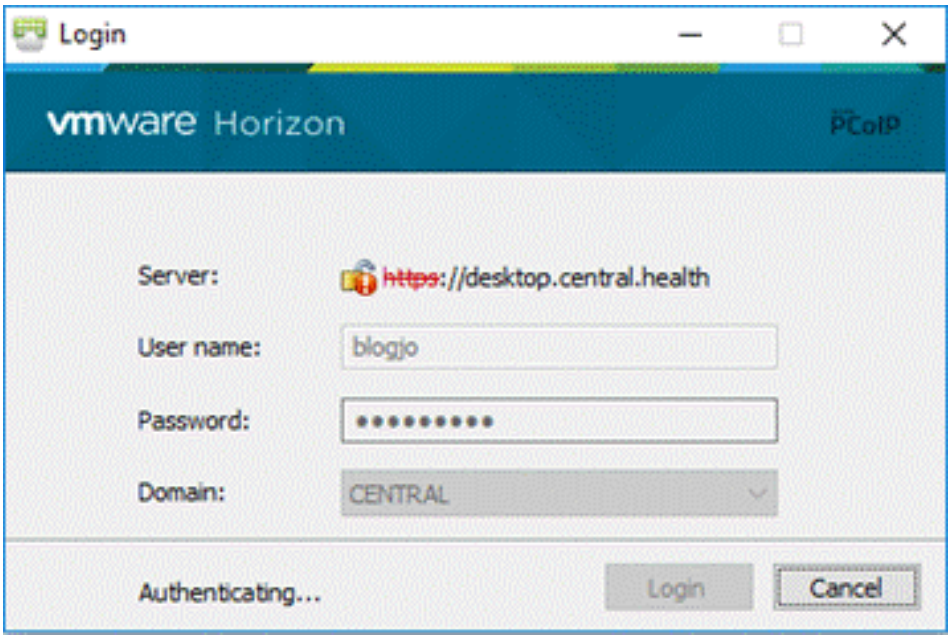
Step 8

Observe the user warning in the *Disclaimer* window, and then click on **Accept** to proceed.



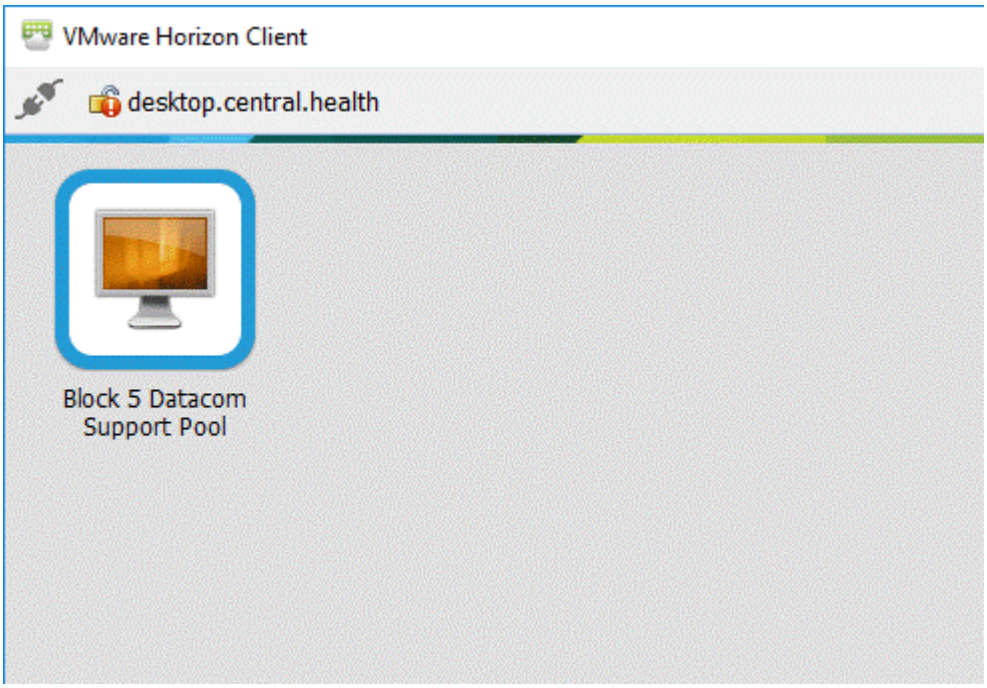
Step 7

You will be logged on automatically.



Step 7

Double click to launch your desktop (if it isn't launched automatically) in the *VMware Horizon Client* window.



You are now logged on to your virtual desktop.

Part 2 – Logging off the Health IT Network

Step 1

Disconnect or **log off** from the Health Desktop when you are finished.

Step 2

Close the *VMware Horizon Client*.

Step 3

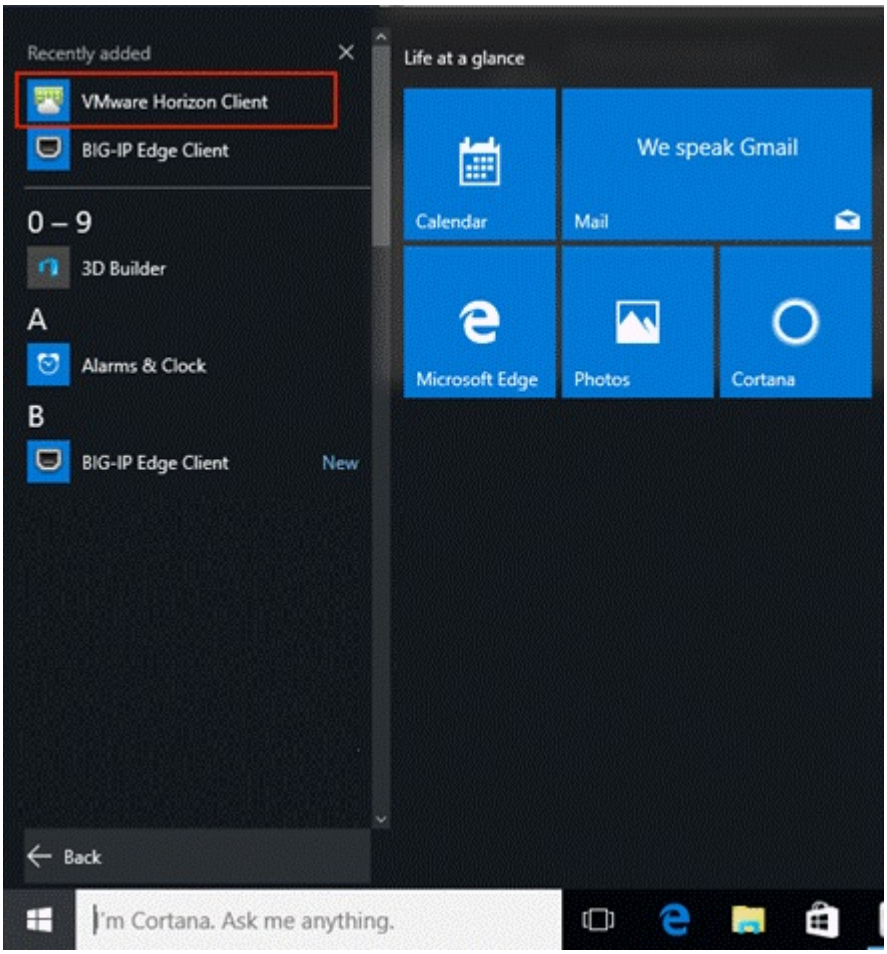
Disconnect the *F5 Health Remote Access Client* and **close**.

You are now logged off the virtual desktop.

Part 3 – Remove VMware Horizon client certificate warning (Optional)

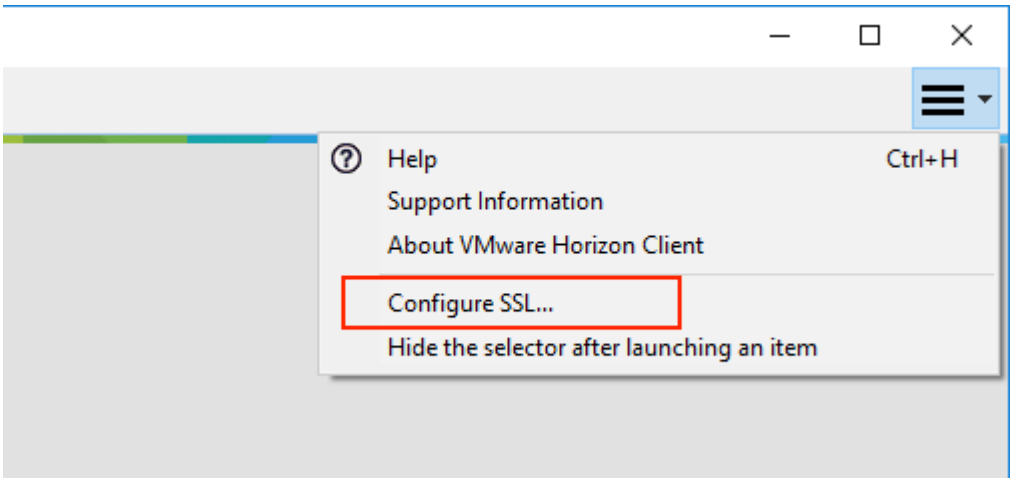
Step 1

Launch the *VMware Horizon Client* from your *Start Menu* > *All apps* > *Recently added*.



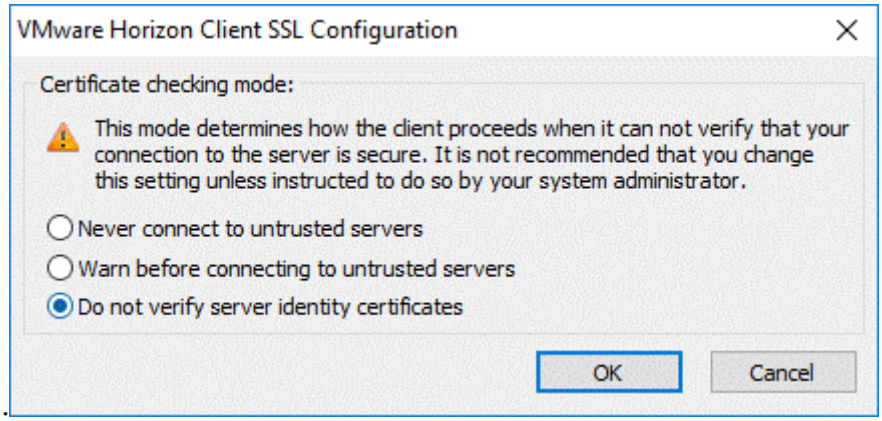
Step 2

In the *VMware Horizon Client* window select **Configure SSL**... from the *Options menu*.



Step 3

Select **Do not verify server identity certificates** and click on **OK** in the *VMware Horizon Client SSL Configuration* window.



Step 4

Close the *VMware Horizon Client* window.

Step 5

Next time you attempt to Logon to the HealthIT Network you won't be warned about an untrusted certificate.