How to use IH Anywhere

To use IH Anywhere you will need to install the **VMware Horizon View client** and have a 6-digit passcode through installing an **Authenticator**.

All installation instructions and downloads can be found at the [www.interiorhealth.ca/AboutUs/Physicians/IHanywhere](http://www.interiorhealth.ca/AboutUs/Physicians/IHanywhere).

If you have any issues installing or using, please contact the IMIT Service Desk.

This document includes instructions on how to launch IH Anywhere with a two-factor authentication passcode.

**Section 1** - How to launch IH Anywhere on your **smartphone or tablet** using Google Authenticator App

**Section 2** - How to launch IH Anywhere on your **PC** using WinAuth

**Section 3** - How to launch IH Anywhere on your **Mac** using Google Chrome Extension

**Section 4** - How to **log off** and disconnect

**Section 5** - Common **Troubleshooting Tips and Tricks** for IH Anywhere

**Section 6** - How to **customize** your IH Anywhere desktop.

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**SECTION 1** - How to launch IH Anywhere on your **smartphone** using Google Authenticator App

1. Open a web browser and go to [ihanywhere.interiorhealth.ca](http://ihanywhere.interiorhealth.ca)

2. Enter your **IH User Name** (no “IHA!”) and **Password**

3. Click **Logon**

4. You will be prompted to a 6-digit passcode

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**SECTION 6** - How to **customize** your IH Anywhere desktop
5. Open the Authenticator app on your smartphone

6. The 6-digit passcode will appear, tap on the number to copy code

   Note: The passcode will change every 30 seconds. If the timer is running out, wait till the next code and copy it.

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1. Copy or type the 6-digits into the Passcode field

2. Click Logon

3. Click on the IH Anywhere icon, the desktop will launch
SECTION 2 - How to launch IH Anywhere on your Windows PC using WinAuth

4. Open a web browser and go to ihanywhere.interiorhealth.ca

5. Enter your IH User Name (no “IHA”) and Password
6. Click Logon

7. You will be prompted to a 6-digit Passcode

8. Open WinAuth (icon will be available on your desktop)
9. The 6-digit passcode will appear
10. Right-click on the number
11. Select Copy Code
12. Copy or type the 6-digits into the Passcode field.
13. Click Logon

14. Click on the IH Anywhere icon, the desktop will launch
SECTION 3 - How to launch IH Anywhere on your Mac using Google Chrome Extension

1. Open Google Chrome and go to ihanywhere.interiorhealth.ca

2. Enter your **IH User Name** (no “IHA”) and **Password**

3. Click **Logon**

4. You will be prompted for a **6-digit Passcode**

5. Click the **Authenticator** extension, by clicking on the QR Code icon (found on the right side of the window)

6. Double-click the code

7. Click **Copy**
15. Copy or type the 6-digits into the **Passcode** field
16. Click **Logon**

<table>
<thead>
<tr>
<th>IH Anywhere</th>
<th>Enter your 6 digit Passcode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passcode</td>
<td><strong>DS8457</strong></td>
</tr>
<tr>
<td></td>
<td>![Logon Button]</td>
</tr>
</tbody>
</table>

17. Click on the **IH Anywhere** icon, the desktop will launch
SECTION 4 – How to Log off and Disconnect

Log off – closes your session and all application you have open

Disconnect – closes your session, leaves your applications open for 3 hours to use next time you login.

Use this if you may return to your workstation within 3 hours, this will keep your programs open. When you log back in, you will see the same screens.

*Note:* You will need to enter your IH User name, password and the Authenticator passcode again.

Log off

- Click on the **Logoff icon** on the desktop
  
or
  
- Open **Start Menu**
  
- Click **Log off**

Disconnect

- Click **Options**
  
- Click on **Disconnect**
  
or
  
- Click the **X** (as shown on right).
SECTION 5 - Common **Troubleshooting** Tips and Tricks

### Your session could not be established.

If you are presented with this screen, click on the **Click Here** link.

You will be prompted to enter your IH User + Password again.

![IH Anywhere session not established](image)

### Alternate authentication

If you were set up with multiple passcode options such as **Authenticator** and **E-mail or Test Message**, you will be given the option to select which passcode method you would like to use.

![IH Anywhere alternate authentication](image)

### Make session smaller

IH Anywhere will open on your full desktop. You can click on the tile icon in the header to change the screen size.

![IH Anywhere session size](image)

### Unlock your session

- Click **Send Ctrl-Alt-Delete** in the header
- Click on the icon
- Enter your **IH Password**
Section 6 – How to customize your IH Anywhere desktop

Find applications

- Click on the Start Menu
- Click All Programs for IH programs (ie: Meditech, Intellispace, etc)
- Click Internet Shortcuts for IH internet shortcuts (ie: MOCAP, Heart IS, Provincial e-health view/CareConnect, etc.)

To create a desktop shortcut for your application

- Right-click the icon
- Click Send To
- Click Desktop (create shortcut)

Desktop shortcuts will be saved to your profile for future sessions on IH Anywhere.