

IH Anywhere

Installation and Usage Guide – **WINDOWS**

March 2025 Release

IH Anywhere is a remote desktop solution that allows access to an Interior Health virtual workstation. IH Anywhere includes a selection of the most common applications that can be found on any standard workstation found at Interior Health.

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Requirements

User Access

1. Interior Health employees can make a request for Remote Access in the [Self-Service Portal](#).
2. External Clinics will need to contact their office administrators and submit an Access Management Portal (AMP) request.
3. Physicians obtain access automatically when they are provided with access to Interior Health systems.

Multi-Factor Authentication

Interior Health utilizes **Multi-Factor Authentication (MFA)** to help secure the IH Anywhere service from unwanted intrusion. You are required to configure this service before using IH Anywhere.

For assistance configuring MFA, please follow the link below:

<https://www.interiorhealth.ca/mfa>

PC and Workstation Requirements

Supported Operating Systems:

- Windows 11
- Windows 10

Omnissa Horizon Client Requirements

Important Note: In 2024, VMWare sold part of their business, which included Horizon. As of 2025, it is now known as the Omnissa Horizon Client. You can still install, and use, the VMWare Horizon Client without any issue. However, from this point forward we will be referring to it as the Omnissa Horizon Client.

The Omnissa Horizon Client software is **required** to connect to IH Anywhere. This application is used to establish a connection to the system and servers that provide your desktop workstation.

Current Omnissa Horizon Client Version Requirements

- Omnissa Horizon Client 8 for Windows

If you have any questions regarding any of the steps or requirements provided in this document, please call the Interior Health Service Desk.

1-855-242-1300

Installation and Access

General Information

IH Anywhere requires the Omnissa Horizon Client to function. You must also log into the IH Anywhere service via a web browser, such as Edge or Chrome. This will also require your IH username, password and MFA in order to gain access to IH systems. It is highly recommended to pre-install the Omnissa Horizon Client before logging into the IH Anywhere website.

Installing the Omnissa Horizon Client

Step 1 – Downloading Omnissa Horizon Client

1. Use this link to download the Omnissa Horizon Client:

https://customerconnect.omnissa.com/downloads/info/slug/desktop_end_user_computing/omnissa_horizon_clients/8

2. Click the **Go to Downloads** shortcut on **Omnissa Horizon Client for Windows**

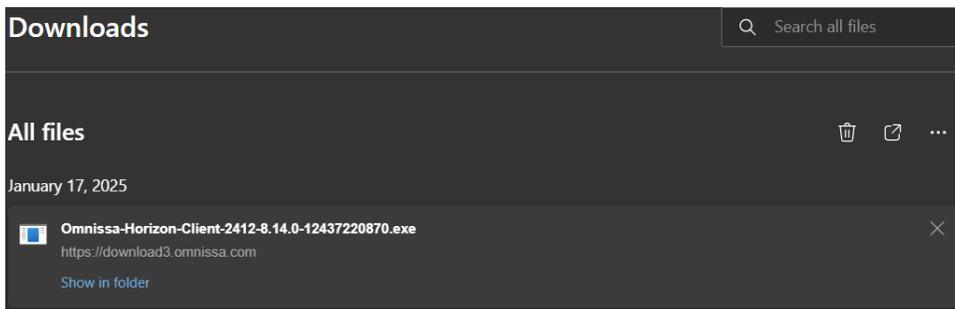
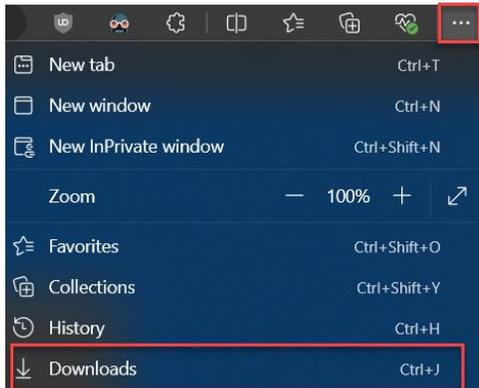


3. Click **Download Now**



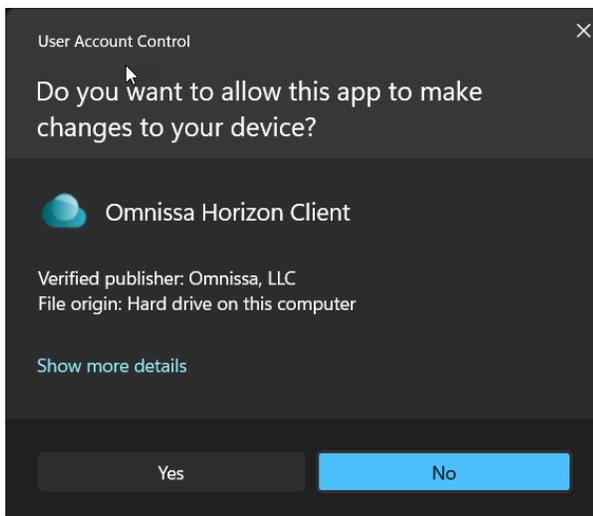
Step 2 – Launch the Omnissa Horizon Client Installer

1. Once the installer is downloaded, locate and launch the installation file. Most browsers will have a drop down in the top right, or you can click the menu button (usually 3 dots or 3 lines) and go to downloads.



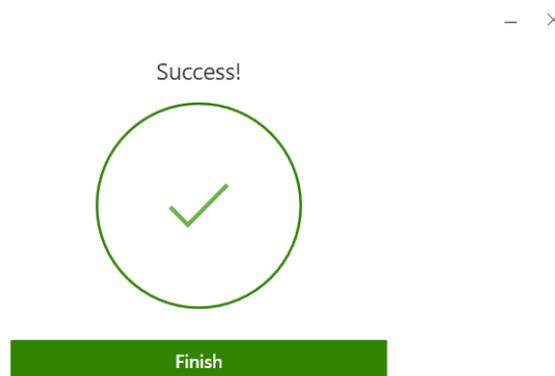
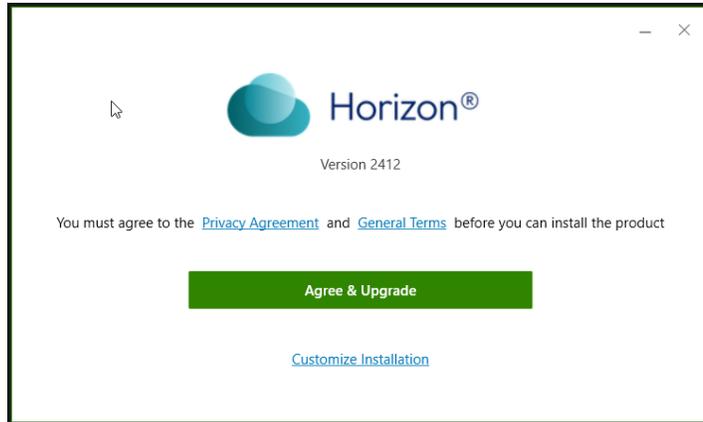
Step 3 – User Account Control Prompt

1. Click **Yes** to continue. A password may be required depending on your system configuration.



Step 4 – Agreement and Installation

1. Click the **Agree & Install** (or **Agree & Upgrade** if you have a previous version already), wait for it to process, then click **Finish**.



Step 5 – Restart the Workstation

1. Ensure that all your work is saved and click the **Restart Now** button to complete the installation.

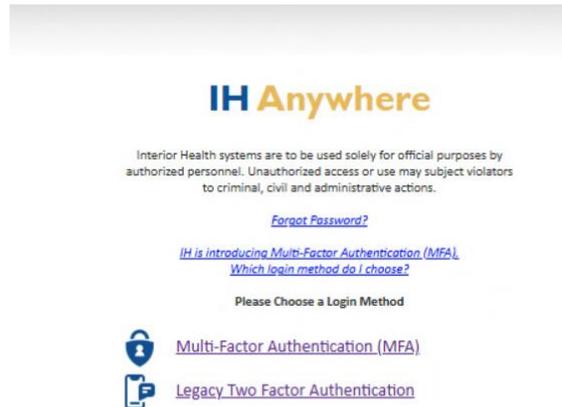
 You must restart your system for the configuration changes made to Omnisia Horizon Client to take effect.



Logging into IH Anywhere

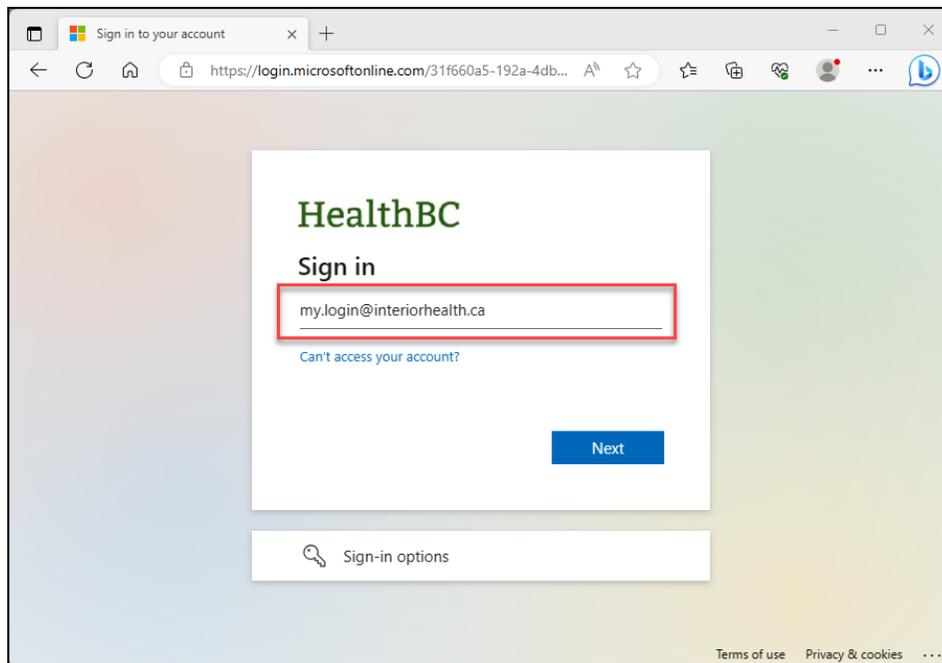
Step 1 – Accessing the IH Anywhere Website

1. From your web browser, navigate to <https://ihanywhere.interiorhealth.ca>
2. Select the **Multi-Factor Authentication** option.

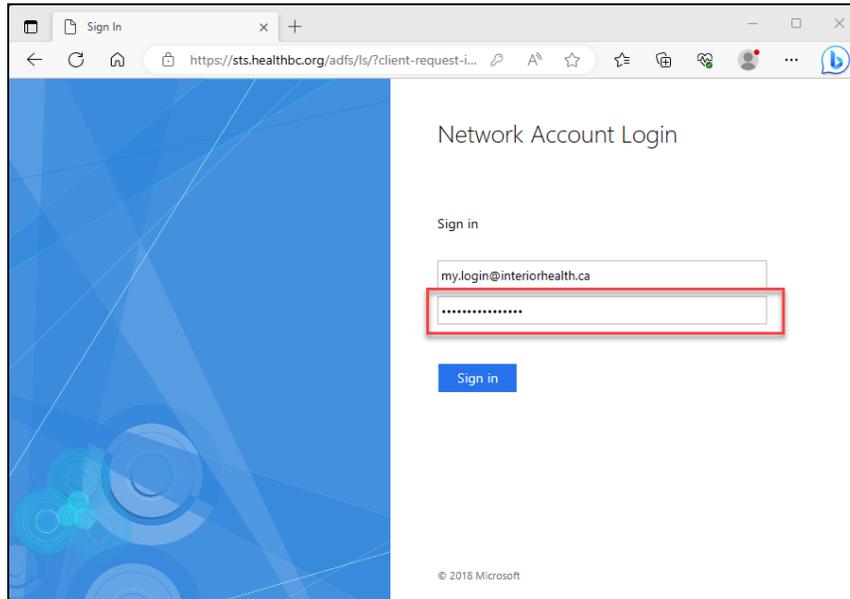


Step 2 – Sign-In

1. Log in using your Interior Health email address. If you do not have an IH email address, sign in using your loginID@interiorhealth.ca.
Example: abcd@interiorhealth.ca

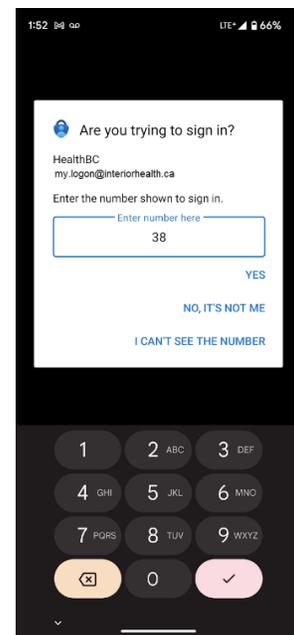
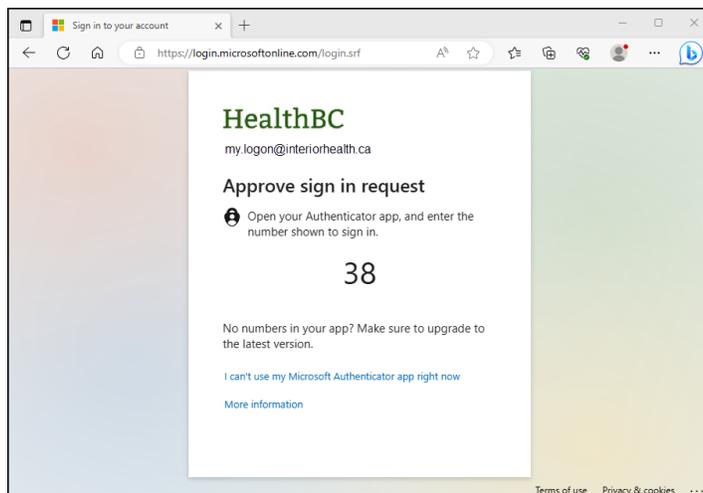


2. Type your current Interior Health password and click **Sign In**.

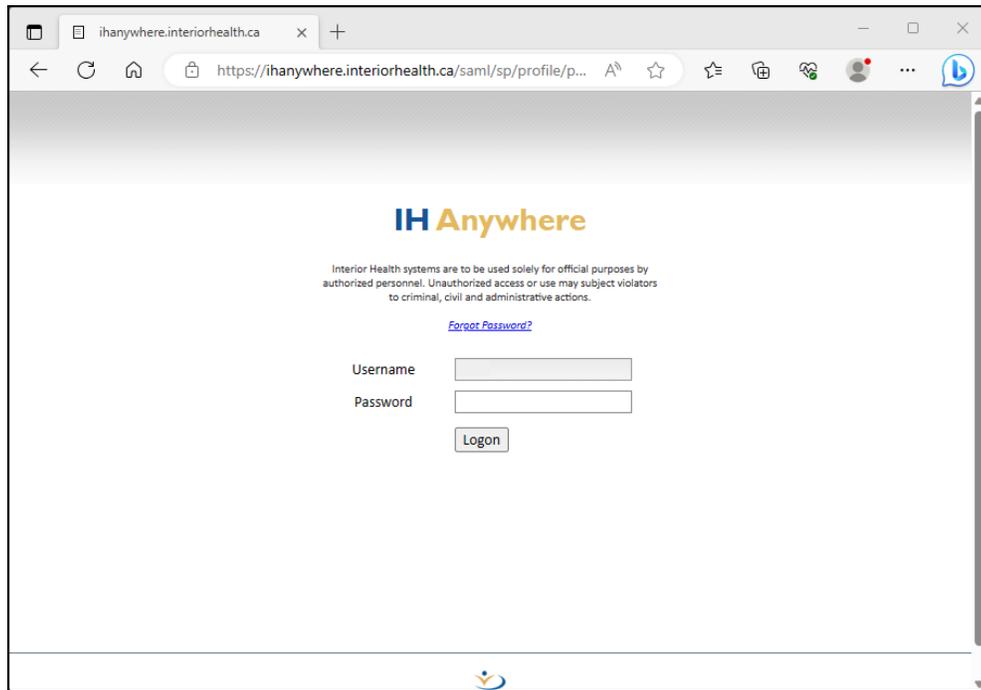


Step 3 – MFA Sign-in & Approval

1. As part of Interior Health's ongoing commitment to safety, MFA is required to log into Go. Depending on your setup, you may be asked to confirm either a 2-digit code or enter a 6-digit code from your authenticator of choice. If you get an error screen, go back to the [Requirements](#) section of this guide and review [enrolling in MFA](#), or contact the service desk for assistance.

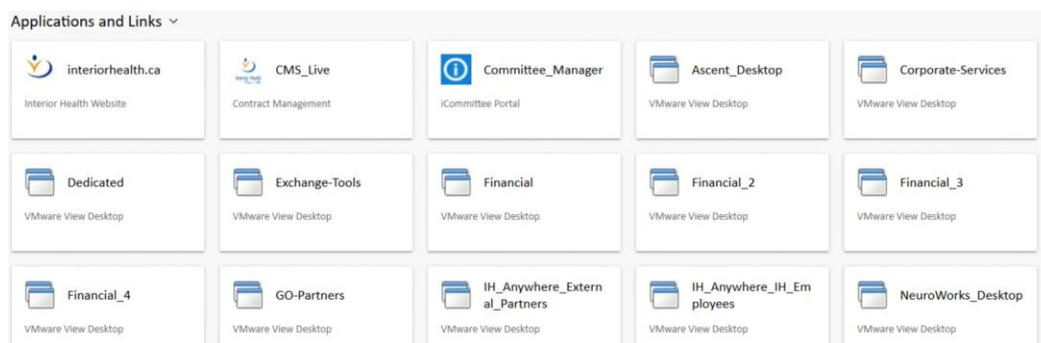


- The IH Anywhere Logon Screen will now be available, type your Interior Health username\mnemonic and your current password.

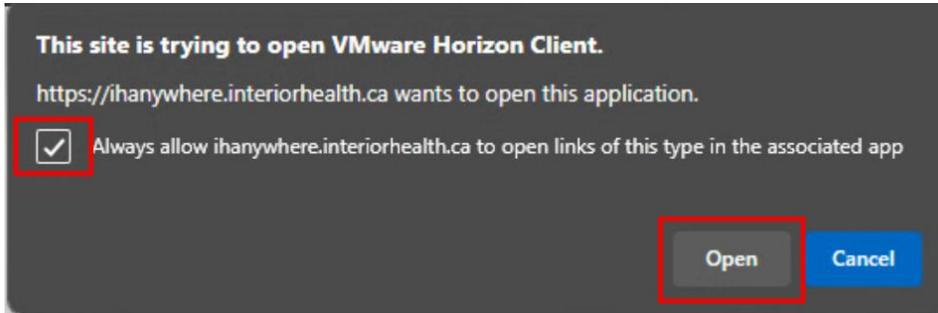


Step 4 – IH Anywhere Desktop Pools

- You will now be presented with the IH Anywhere Desktop Pools, where you may select the desktop you wish to log into. Click on the icon you want to use to start the logon process.



2. You may be prompted to start the Horizon Client. This will pop up in the browser and you will need to click **Open**. If you have clicked the **Always Allow** box, or have used Horizon in the past, the Horizon Client may just load directly on your screen.



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