

IH Anywhere

Installation and Usage Guide – Mac

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:

- macOS Ventura (13)
- macOS Sonoma (14)
- macOS Sequoia (15)

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 Mac (*Please use the following table to determine the best version to use at the time of the publication of this document*)

MacOS Version Chart

MAC OS Version	Supported Devices	Horizon Client Version
MacOS 13 – Ventura	iMac (2017 or later) iMac Pro (2017) MacBook (2017) MacBook Air (2018 or later) MacBook Pro (2017 or later) Mac Mini (2018 or later) Mac Pro (2019 or later) Mac Studio (all models)	2303+
MacOS 14 – Sonoma	iMac (2019 or later) iMac Pro (2017 or later) MacBook Air (2018 or later) MacBook Pro (2018 or later) Mac Mini (2018 or later) Mac Pro (2019 or later) Mac Studio (2022 or later)	2309+
MacOS 15 – Sequoia	iMac (2019 or later) iMac Pro (2017 or later) MacBook Air (2020 or later) MacBook Pro (2018 or later) Mac Mini (2018 or later) Mac Pro (2019 or later) Mac Studio (2022 or later)	2406+

Note to Mac Users

Users of the MacOS on Apple products will experience several major updates and upgrades to their operating system during their ownership of the device. It is possible that upgrades will cause the Horizon Client to become non-functional and require removal and installation of the Horizon Software.

Currently, we no longer support MacOS that has reached EOL (end-of-life). As of the time of this article's publication, MacOS 13 is the oldest supported version; MacOS 12 reached its end-of-life September 2024.

Please check the above table to see if your hardware is eligible for an upgrade, you can also search your model online to see if it has a MacOS version update available for it. It is *highly* recommended that if your hardware can run a newer version of MacOS that you proceed with that update.

Interior Health Support will not be able to provide previously released Horizon Installers for Mac computers that are not running a supported MacOS version.

Please Review the following install guide for the download link to the Omnissa Horizon 8 client.

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 Safari 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 macOS**

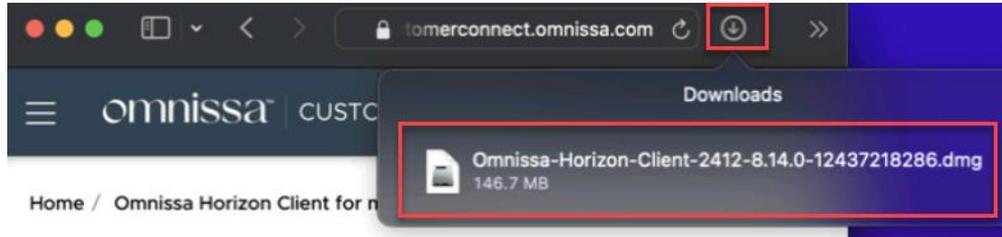


3. Click **Download Now**



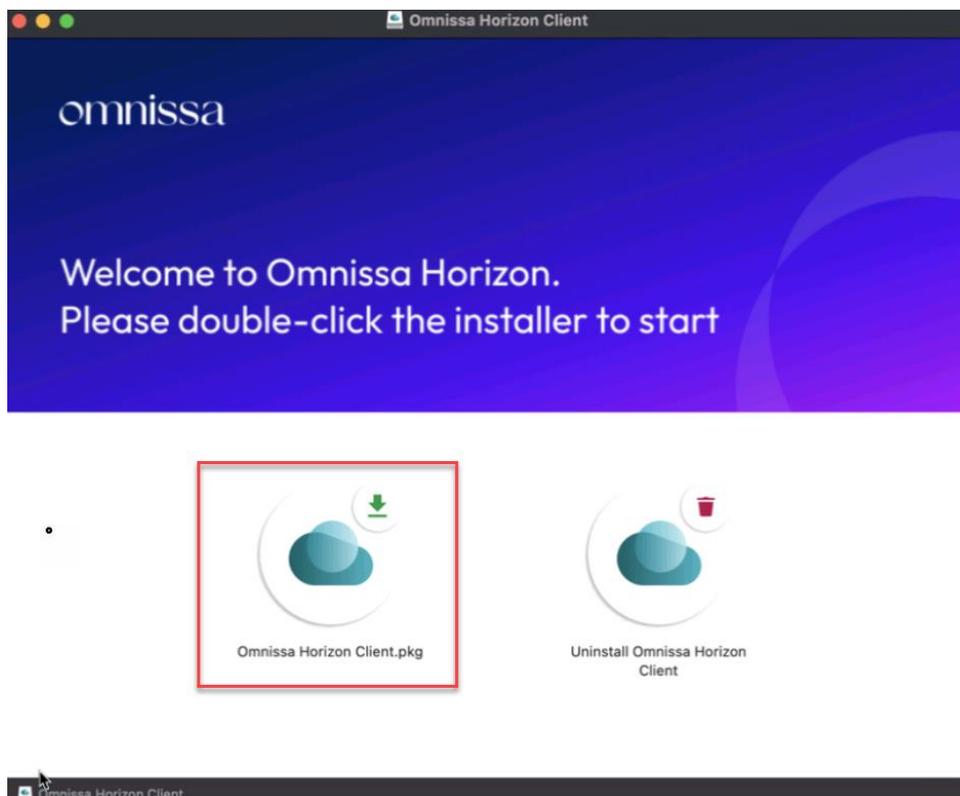
Step 2 – Launch the Omnissa Horizon Client Installer

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 an arrow or 3 dots/lines) and go to downloads.

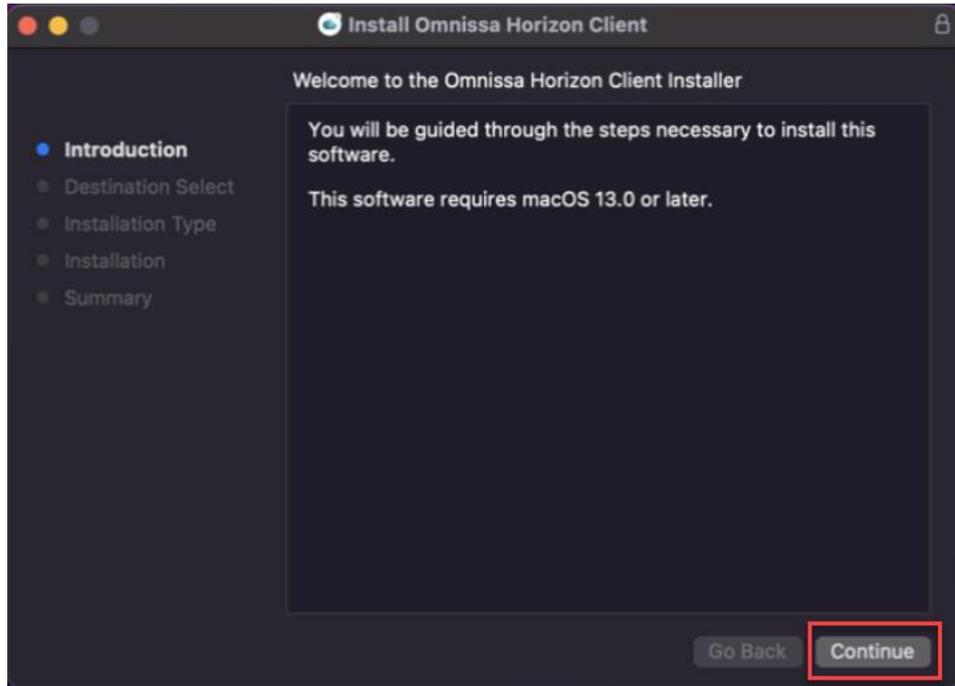


Step 3 – Installation

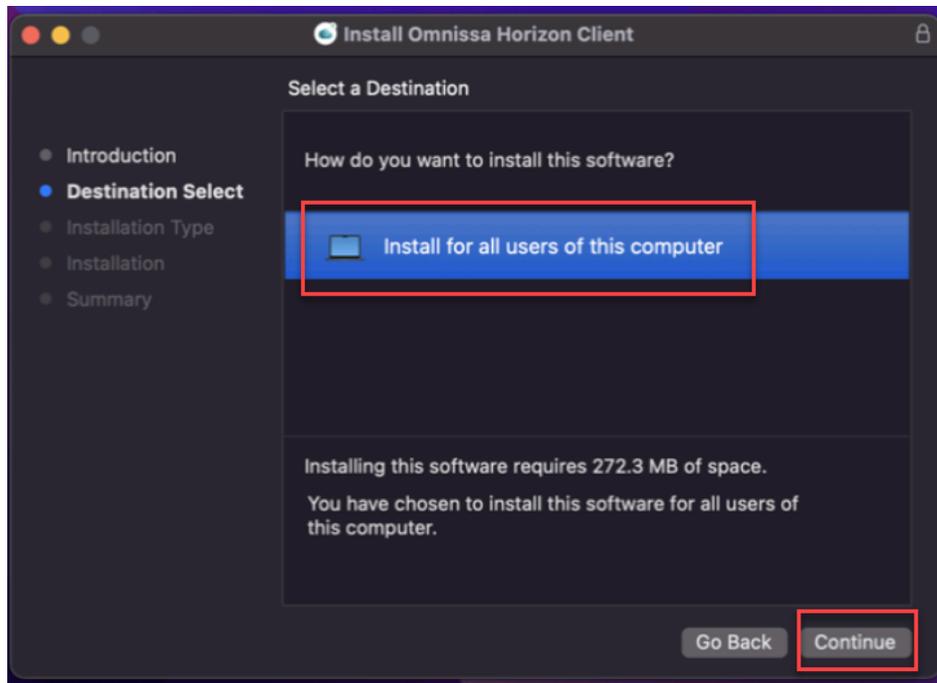
1. Double click on the **Omnissa Horizon Client** install button to start the installation.



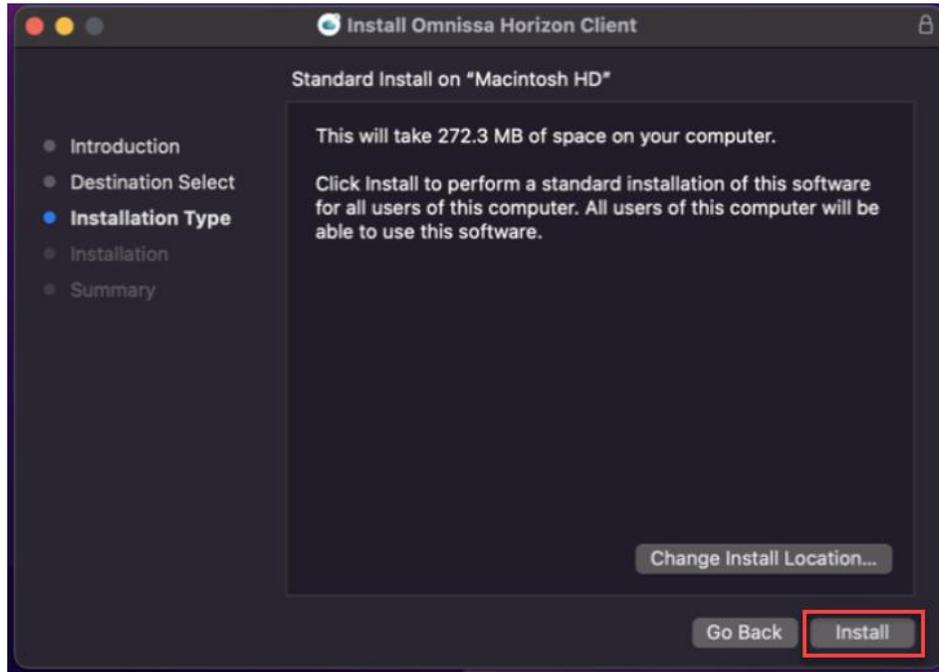
2. Press **Continue**



3. Choose **Install for all users of this computer** then click **continue**.



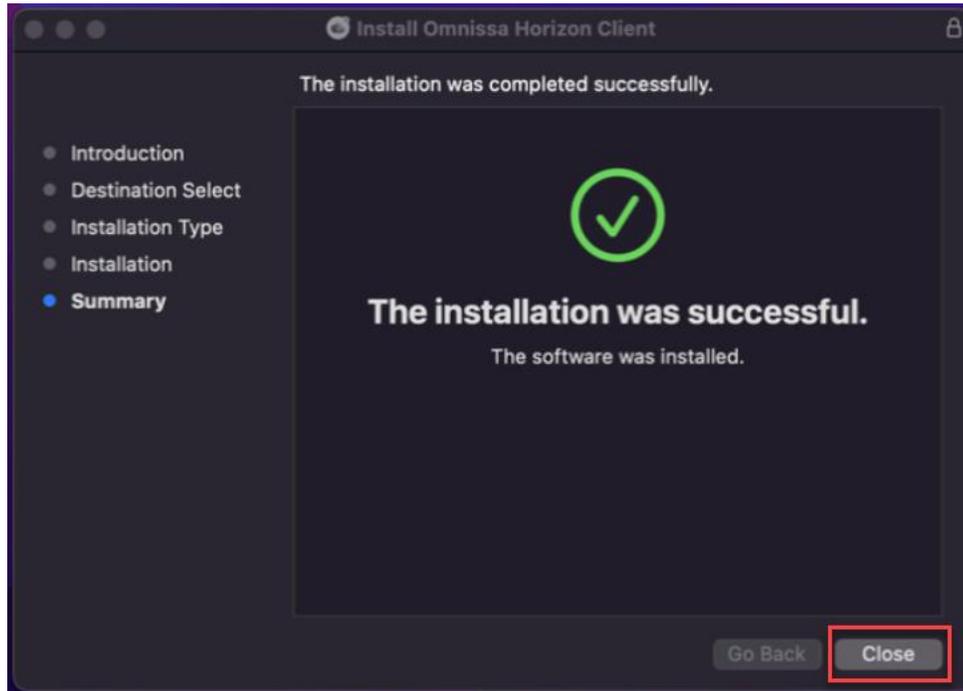
4. Leave install location as default, press **Install**.



5. You may be prompted for your Mac Username and Password, enter as required then press **Install Software**.



6. Allow the install to finish, then press **Close**.

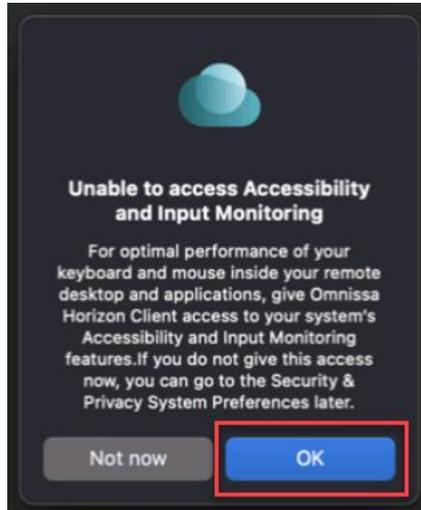


7. You may be asked what to do with the installer file. In most cases you are now safe to click **Move to Trash**. Unless you want to hang onto the file for later use, or use on other systems, in those cases you may choose to **Keep** the installer file.

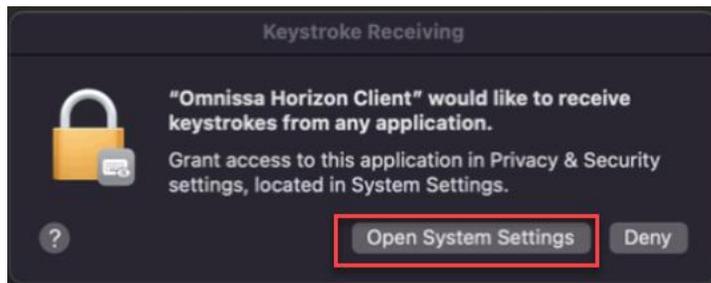


Step 4 – Access Security Settings

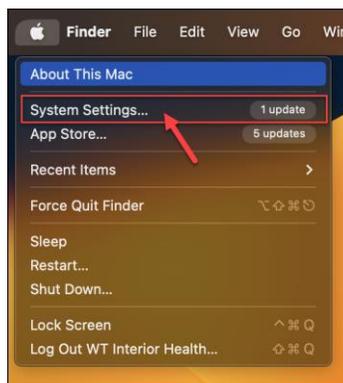
1. If you launch the Omnissa Horizon Client, you will be presented with a warning about being **unable to access Accessibility and Input Monitoring**. You need to allow Horizon access to your system for it to function. Press OK to start this process.



2. Click on **Open System Settings**.



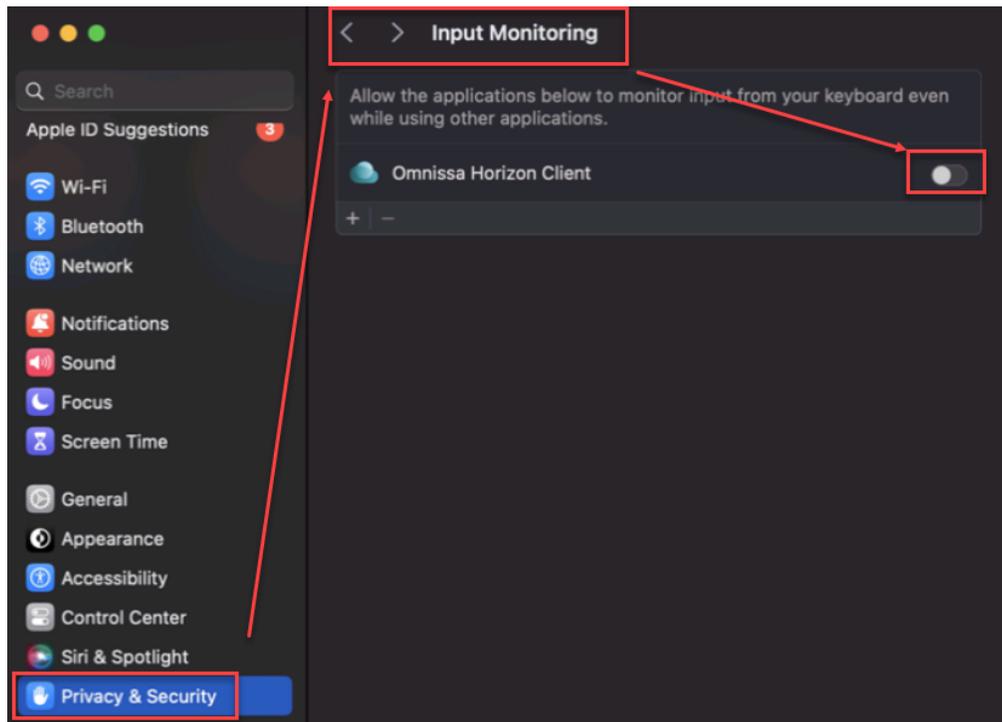
3. You can also get to this menu by pressing the **Apple Symbol** in the top left, followed by **System Settings**, then click on the **Privacy & Security** menu item.



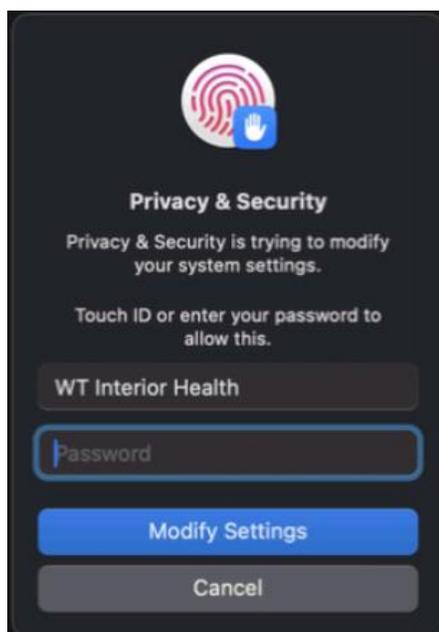
Step 5 – Adjusting the Security Settings

1. Once you are in the list of security settings, you will need to locate the following items and **toggle Omnissa Horizon Client** on **each** one.

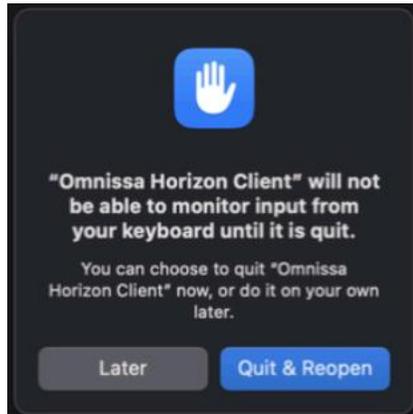
- **Input Monitoring** (required for full functionality)
- **Accessibility** (required for full functionality)



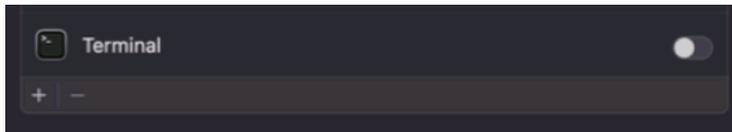
2. When toggling the setting on, you may be prompted for your Mac Username and Password, enter as needed then click **Modify Settings**.



3. If Horizon is open in the background, you may get a prompt to **Quit and Reopen** you will need to press this to proceed.

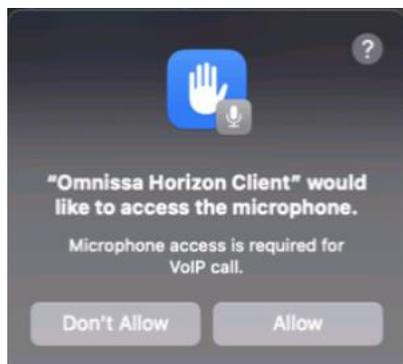


4. Some users may want the ability to allow access to the **Camera or Microphone** for use with programs such as Teams within a VDI session. To enable that, you need to go under both the **Camera** and **Microphone** sections and toggle the same button. However, in some cases, this button will be missing (like in the image below).



5. If the button is missing, to enable the ability to use the **Camera or Microphone** from your system, log into a VDI session ([see upcoming section](#)) and you will be prompted to click **Allow** when you first try to use either the Camera or Microphone from within a program, such as Teams. This should only be required once; it may also require entering the Mac username and password after pressing **Allow**.

(You will also notice that the slider button will now be present in the Mac **Privacy and Security** section, under camera and microphone respectively).

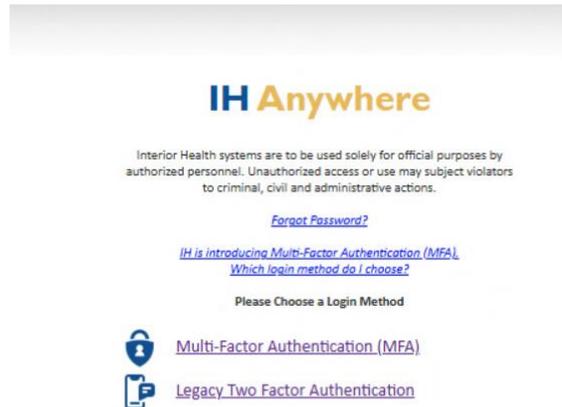


The Installation is now Complete.

Logging into IH Anywhere

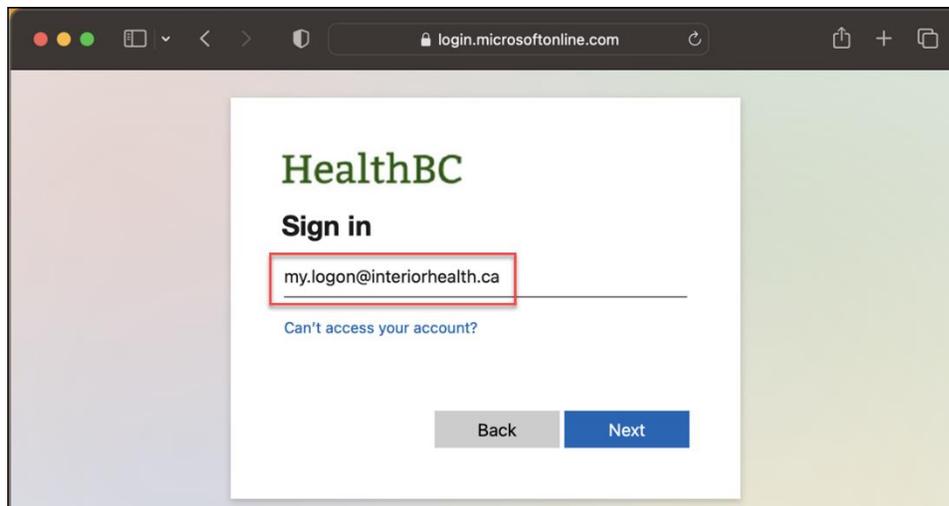
Step 1 – Accessing the IH Anywhere Website

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

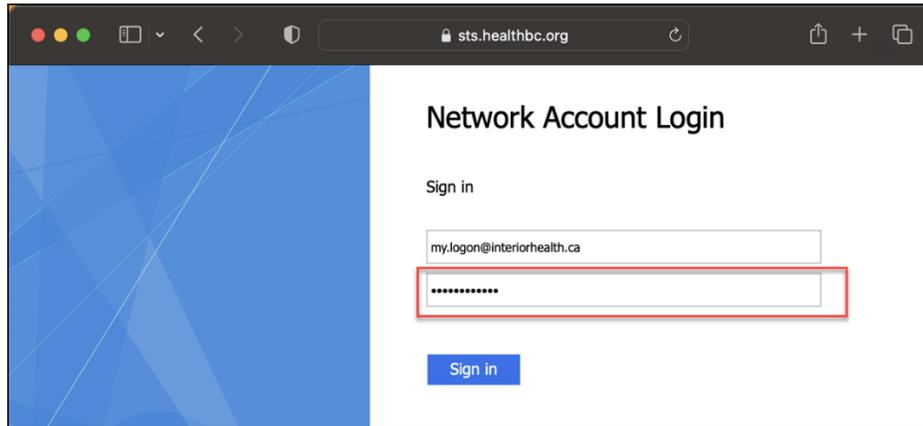


Step 2 – Sign-In

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

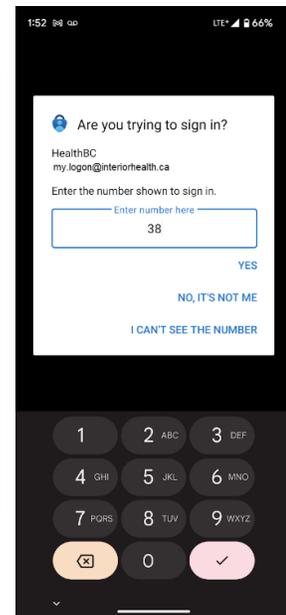
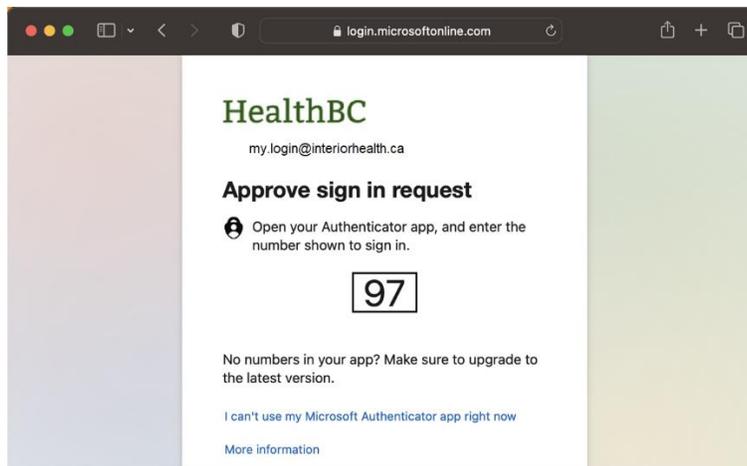


2. Type your current Interior Health password and click **Sign In**.

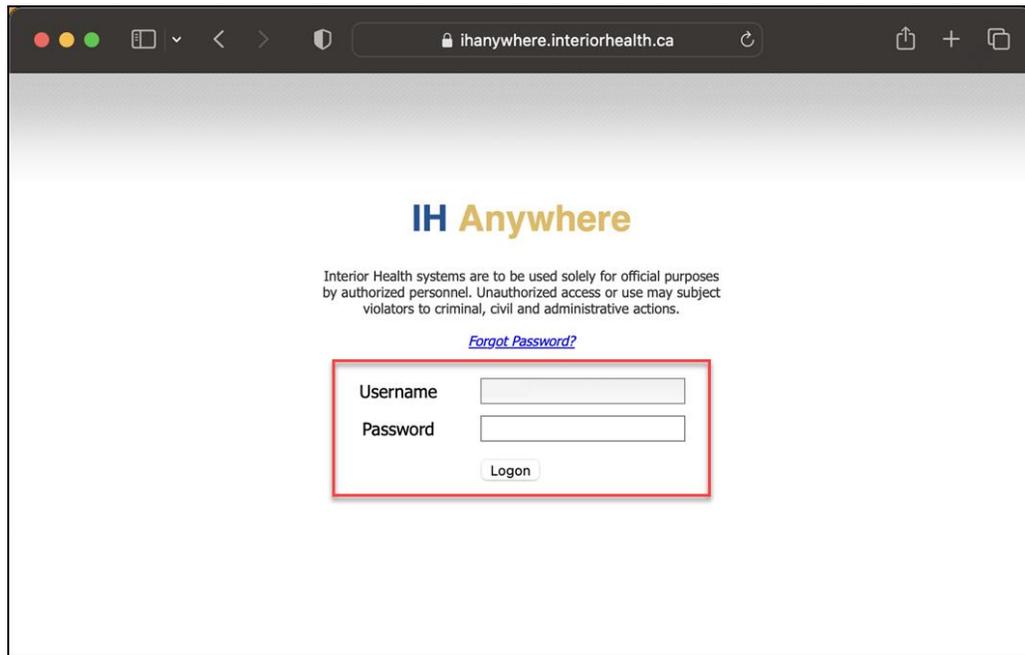


Step 3 – MFA Sign-in & Approval

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.

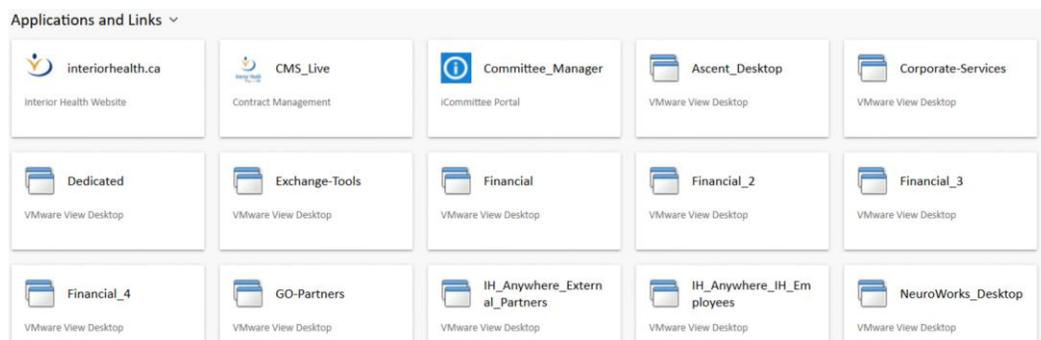


2. The IH Anywhere Logon Screen will now be available, type your Interior Health username\mnemonic and your current password.

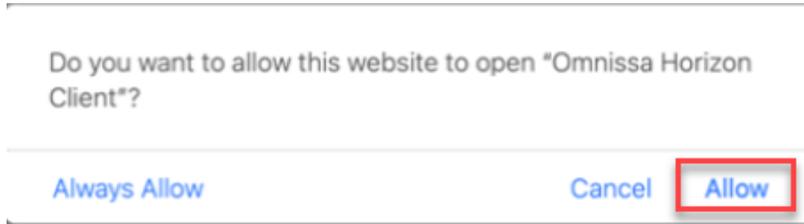


Step 4 – IH Anywhere Desktop Pools

1. 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 **Allow**. If you have clicked the **Always Allow**, or have used Horizon in the past, the Horizon Client may just load directly on your screen.



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