Interior Health GO

Installation and Usage Guide – **Mac**
January 2025 Release

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

Contents

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 GO service from unwanted intrusion. You are required to configure this service before using GO.

For assistance configuring MFA, please follow the link below:

https://www.interiorhealth.ca/mfa

PC and Workstation Requirements

Supported Operating Systems:

- macOS Catalina   (10.15)
- macOS Big Sur   (11)
- macOS Monterey   (12)
- macOS Ventura   (13)
- macOS Sonoma   (14)
- macOS Sequoia   (15)

Omnissa Horizon Client Requirements

The Omnissa Horizon Client software is **optional** to connect to GO, however it is still recommended for a better user experience. 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*)

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

MacOS Version Chart

MAC OS Version	Supported Devices	Horizon Client Version
MacOS 10.15 - Catalina	MacBook (Early 2015 or newer) MacBook Air (Mid 2012 or newer) MacBook Pro (Mid 2012 or newer) Mac mini (Late 2012 or newer) iMac (Late 2012 or newer) iMac Pro (2017) Mac Pro (Late 2013 or newer)	2206 (last supported version)
MacOS 11 – Big Sur	MacBook (2015 or newer) MacBook Air (2013 or newer) MacBook Pro (Late 2013 or newer) Mac mini (2014 or newer) iMac (2014 or newer) iMac Pro (2017) Mac Pro (2013 or newer)	2212 to 2306
MacOS 12 – Monterey	MacBook (Early 2016 or newer) MacBook Air (Early 2015 or newer) MacBook Pro (Early 2015 or newer) Mac mini (Late 2014 or newer) iMac (Late 2015 or newer) iMac Pro (2017 or newer) Mac Pro (Late 2013 or newer)	2303+
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 (208 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.

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

Installation and Access

General Information

Interior Health GO supports two different methods to gain access to an Interior Health Virtual Desktop. The first option uses the Horizon Client, which will need to be installed onto your workstation. The second option allows you to access an Interior Health Virtual Desktop within your browser using the Horizon HTML Client. This method does not require the installation the desktop client. If you wish to use browser-based HTML Client, you may skip the following installation section and proceed directly to Logging in using the Horizon HTML Client section.

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/horizon_8

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

∨ Omnissa Horizon Client for macOS		
Omnissa Horizon Client for macOS	2024-12-24	GO TO DOWNLOADS

3. Click **Download Now**

 | File | Information |
   | --- | --- |
   | Omnissa Horizon Client for macOS File size: 139.87 MB File type: dmg Read More | DOWNLOAD NOW |

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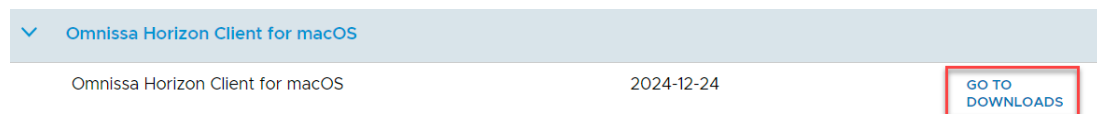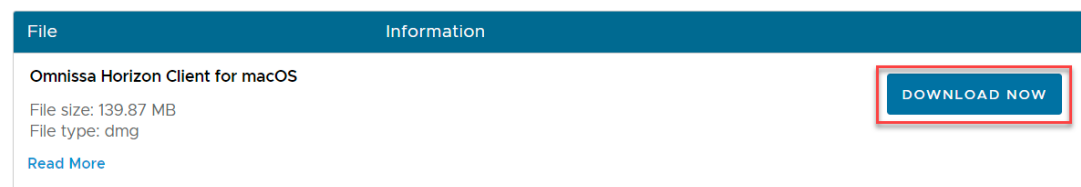
Step 2 – Launch the Omnissa Horizon Client Installer

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.
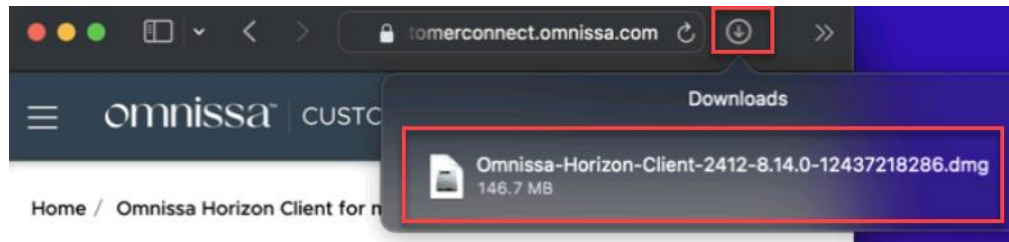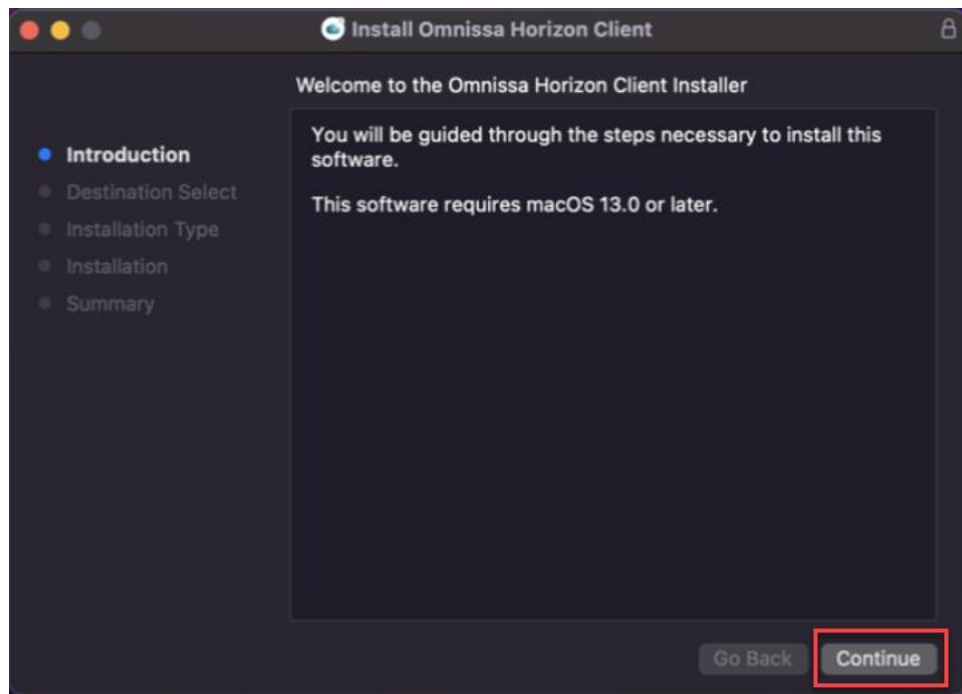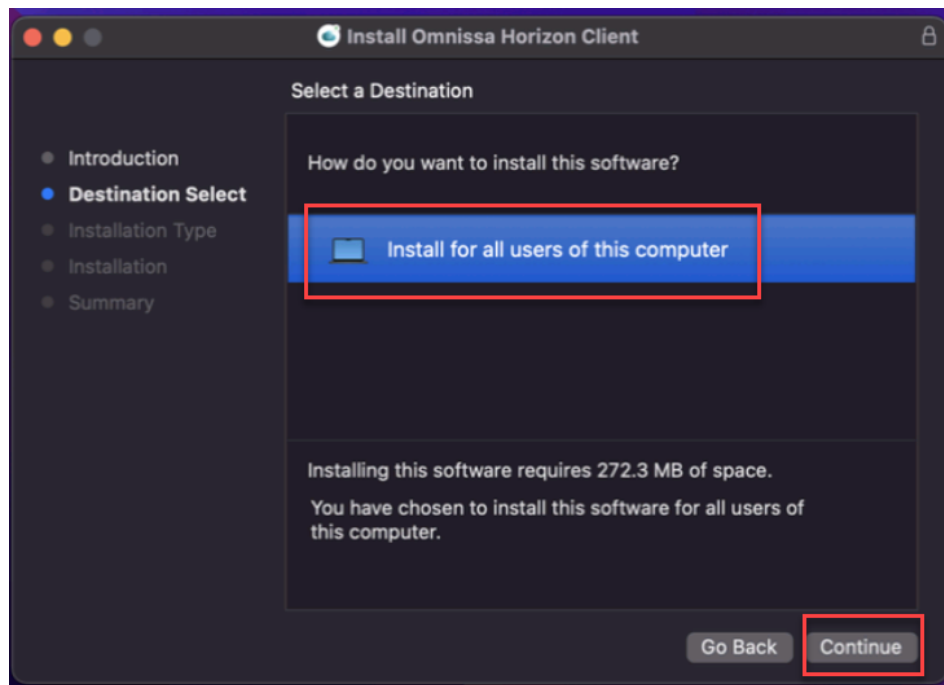

Step 3 – Installation

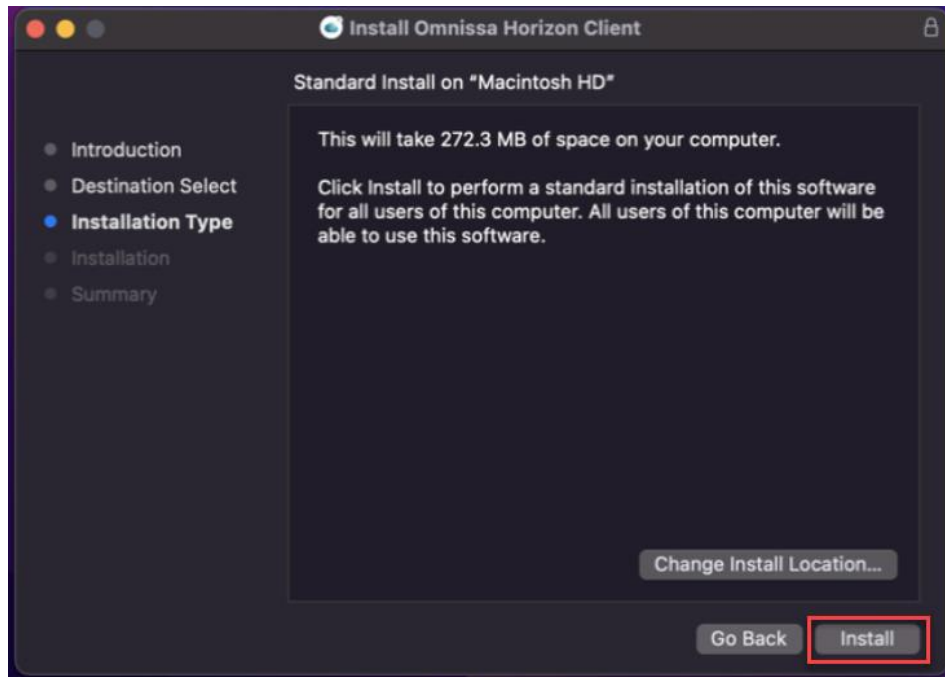1. Double click on the **Omnissa Horizon Client** install button to start the installation.
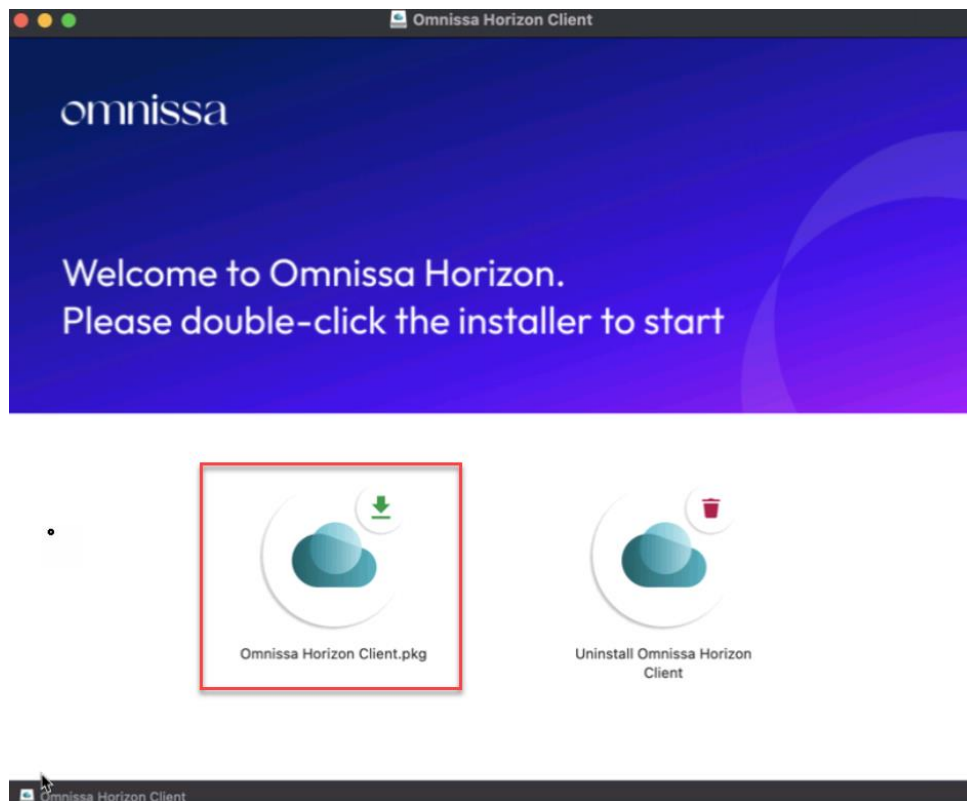
2. Press **Continue**

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.**

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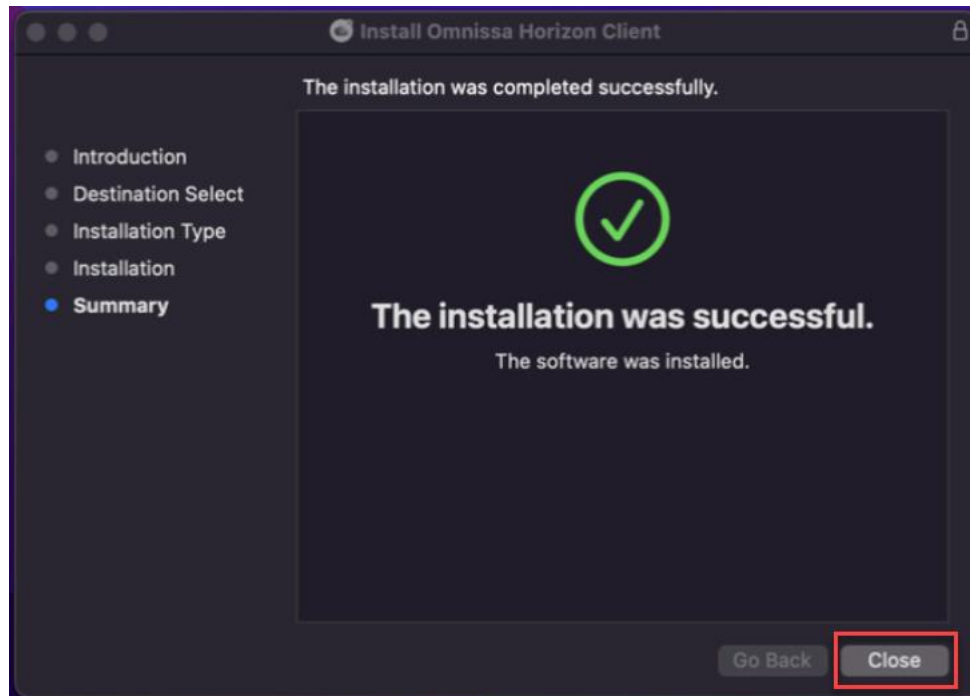
7. You may be asked what to do with the installer file. In most cases you are now safe to click **Move to Trash**. Unless you want to hang onto the file for later use, or use on other systems, in those cases you may choose to **Keep** the installer file.

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.
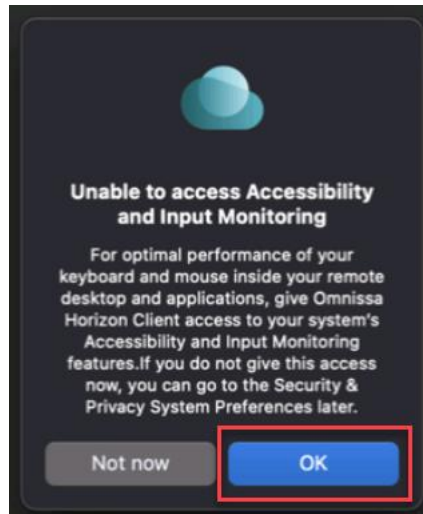

2. Click on **Open System Settings.**
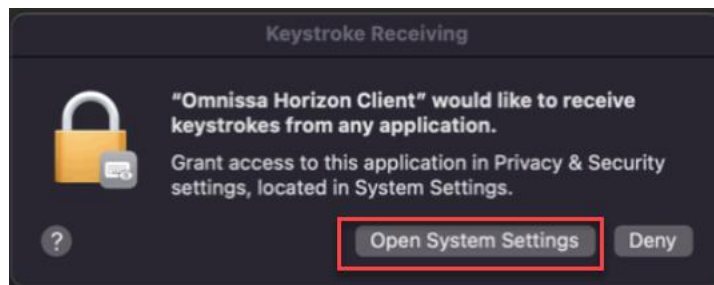
3. You can also get to this menu by pressing the **Apple Symbol** in the top left, followed by **System Settings,** then click on the **Privacy & Security** menu item.
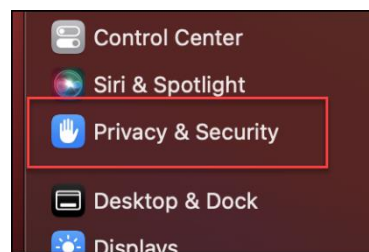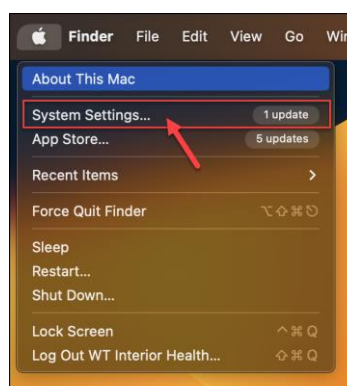
Step 5 – Adjusting the Security Settings

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.
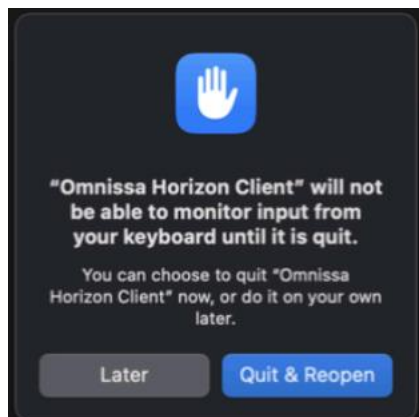
   - **Input Monitoring** (required for full functionality)
   - **Accessibility** (required for full functionality)
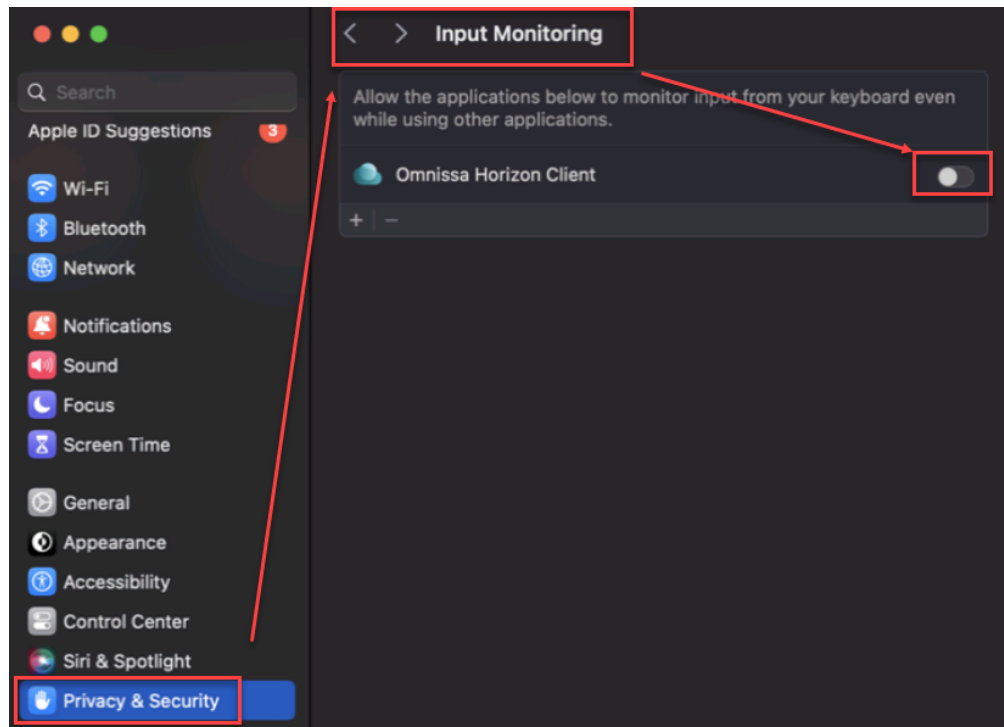
2. When toggling the setting on, you may be prompted for your Mac Username and Password, enter as needed then click **Modify Settings**.
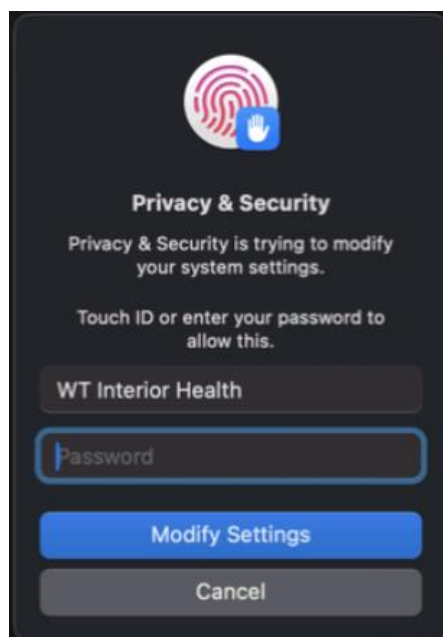
3. If Horizon is open in the background, you may get a prompt to **Quit and Reopen** you will need to press this to proceed.


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).
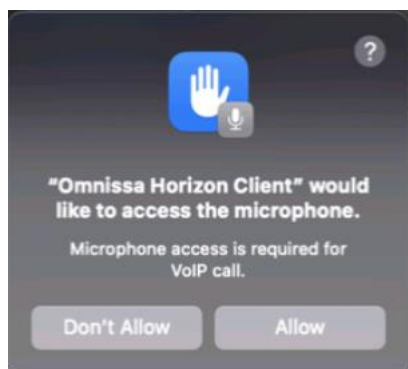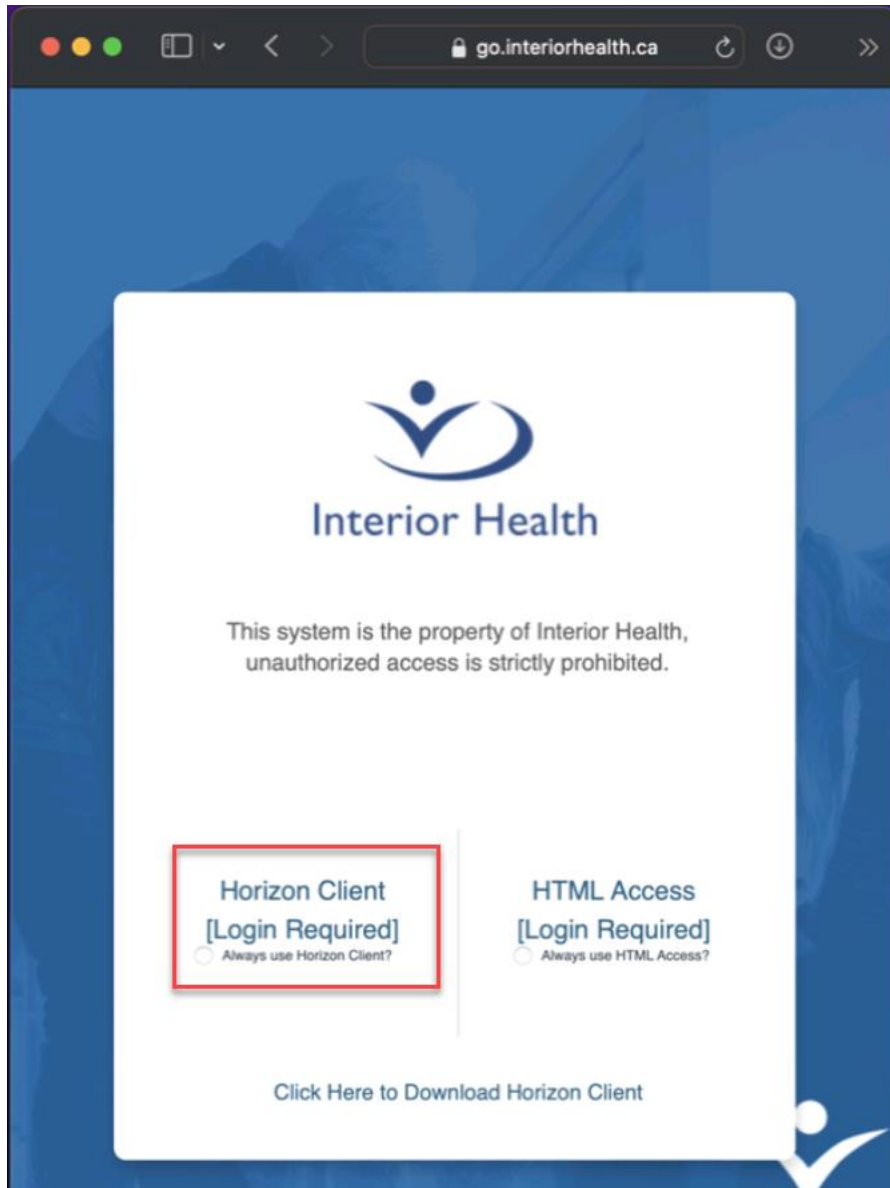

   The Installation is now Complete.
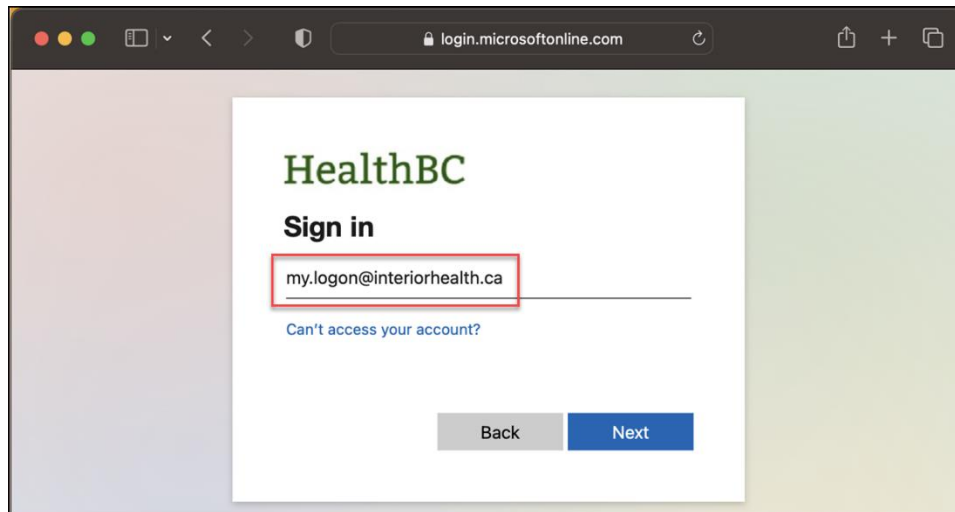
Logging into GO with the Horizon Client

Step 1 – Accessing the GO Website

1. From your web browser, navigate to https://go.interiorhealth.ca

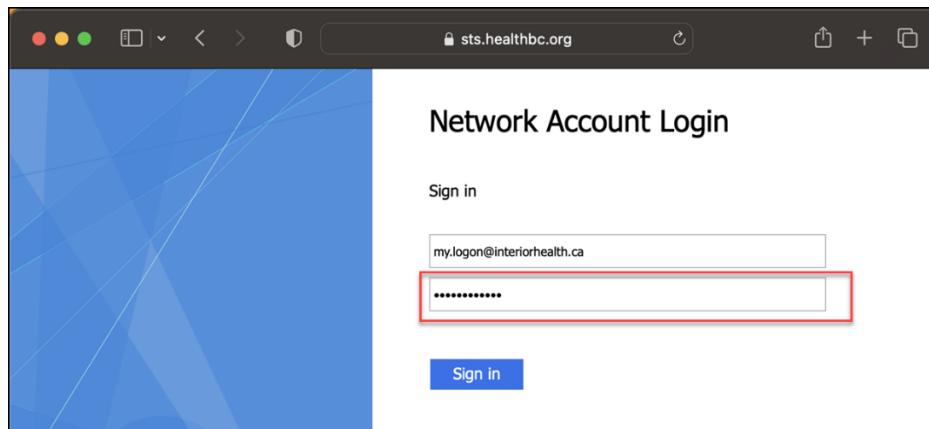2. Select the **Horizon Client [Login Required]** option.

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.
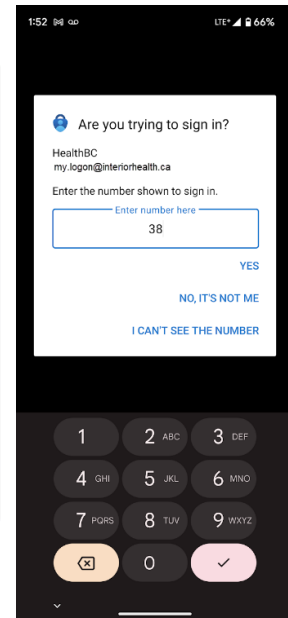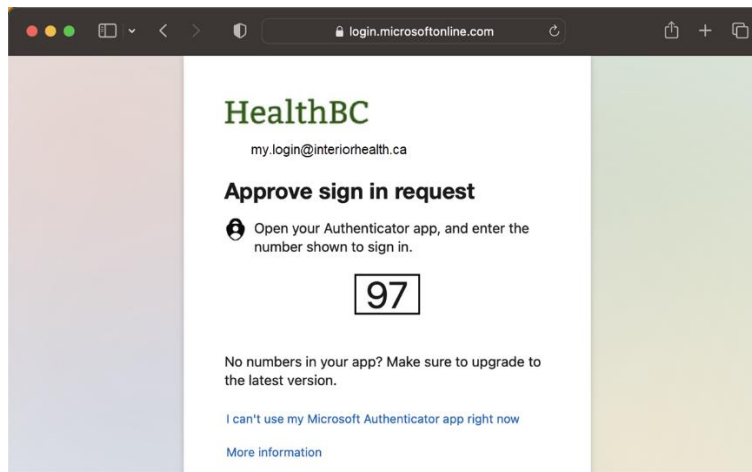
Step 4 – Horizon Client

1. Once authenticated, you will 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.
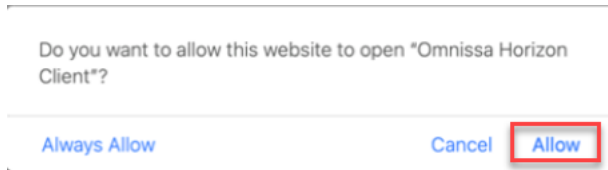

2. With the Horizon Client up on your screen, you can now choose a Virtual Desktop to access. You may be entitled to more than one Desktop Pool to use, just double click the applicable Desktop to get started, a new Window will open and start the logon process.
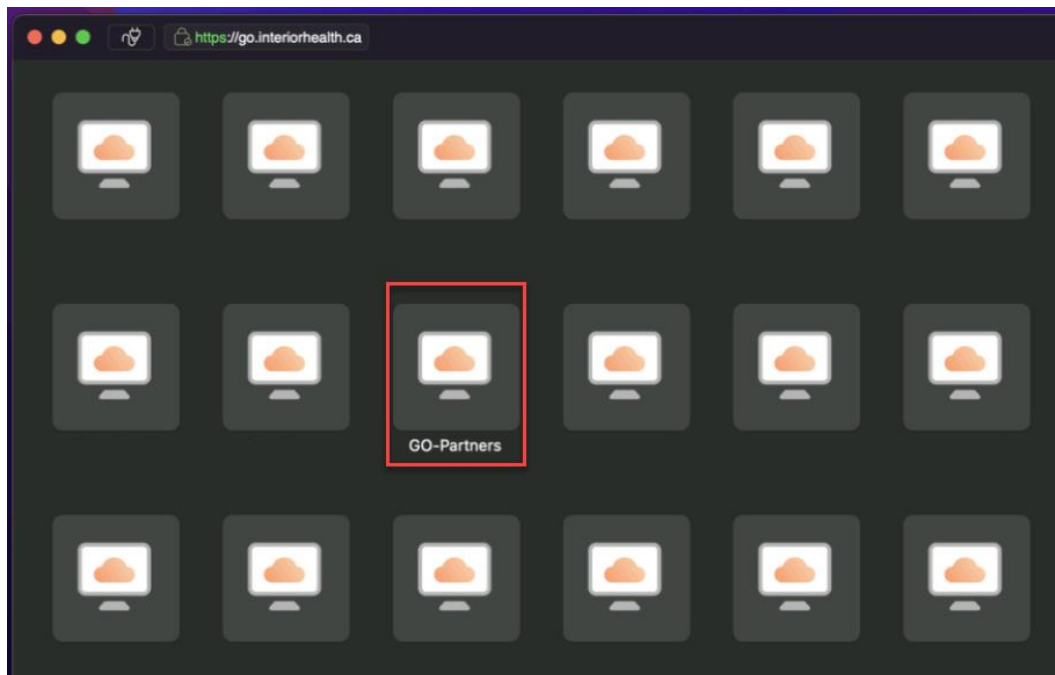
Logging into GO with the Horizon HTML Client

Step 1 – Accessing the GO Website

1. From your web browser, navigate to https://go.interiorhealth.ca

2. Select the **HTML Access [Login Required]** option.
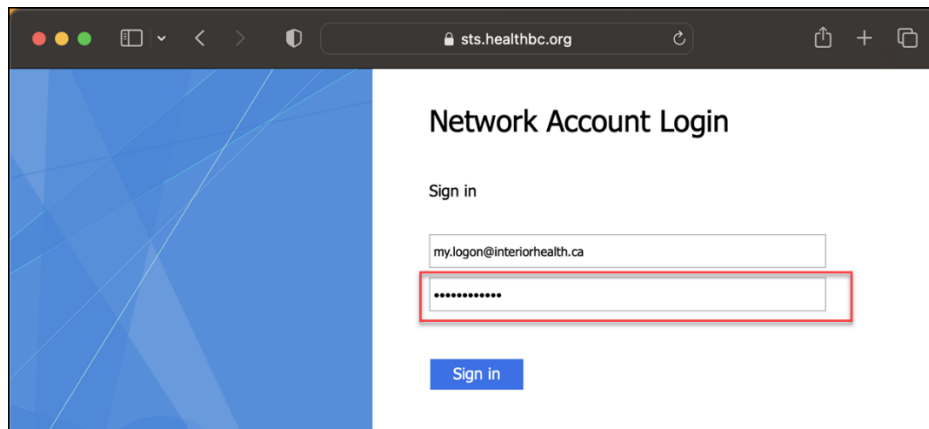
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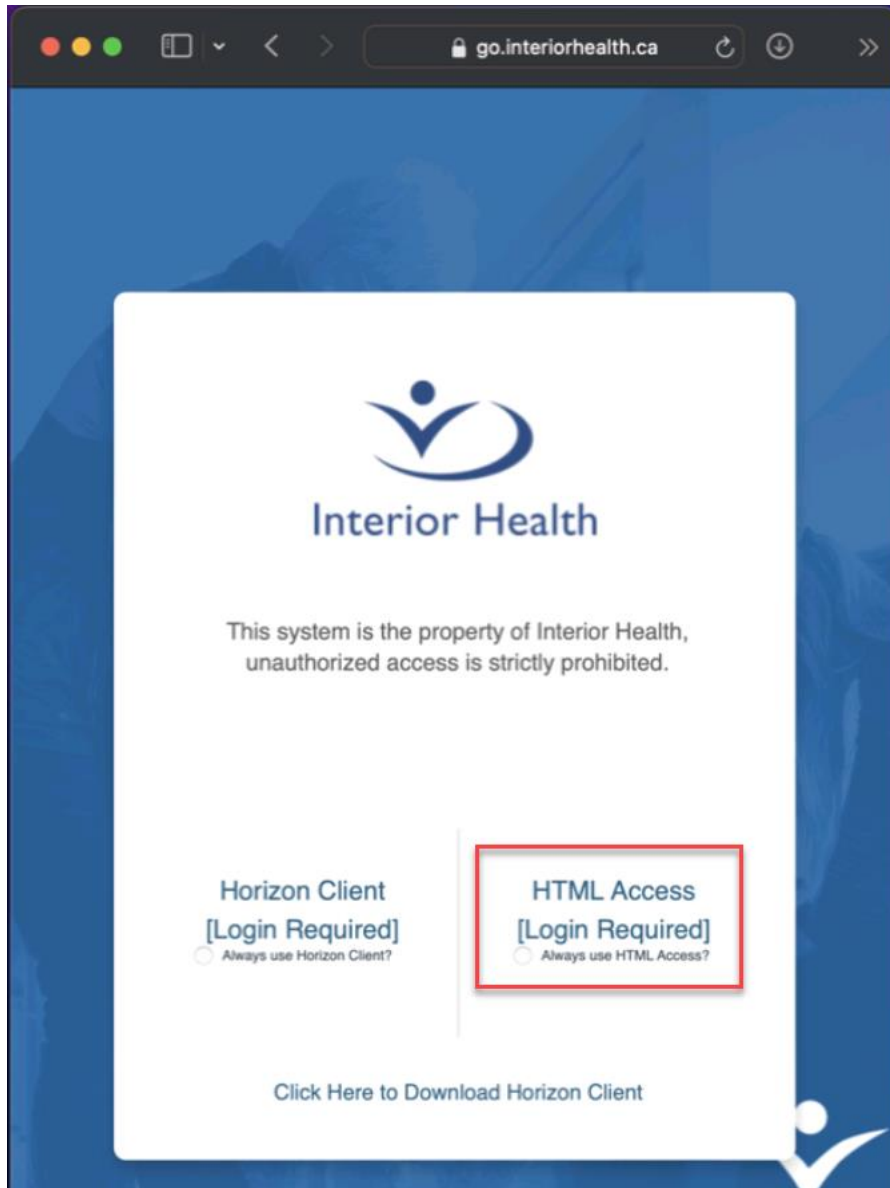
Step 2 – Sign-In

3. 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*
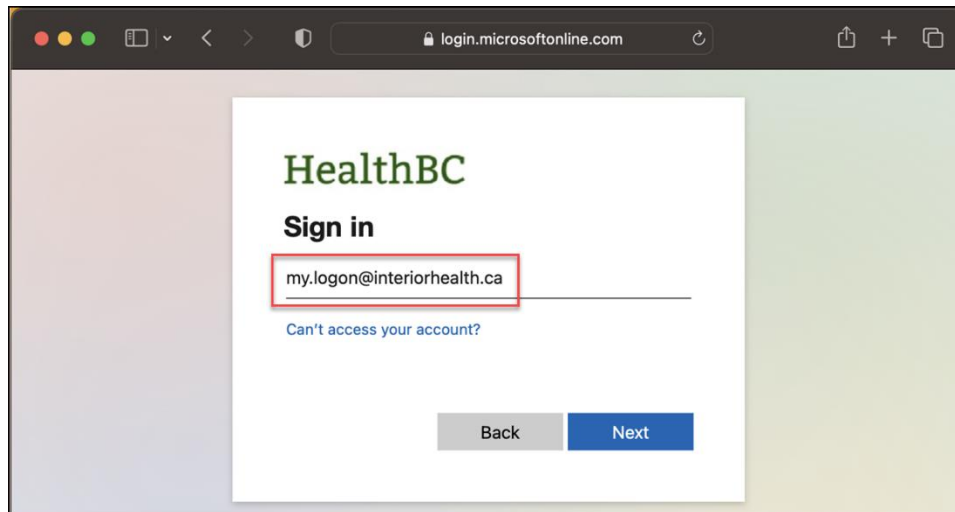
4. Type your current Interior Health password and click **Sign In**.

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.
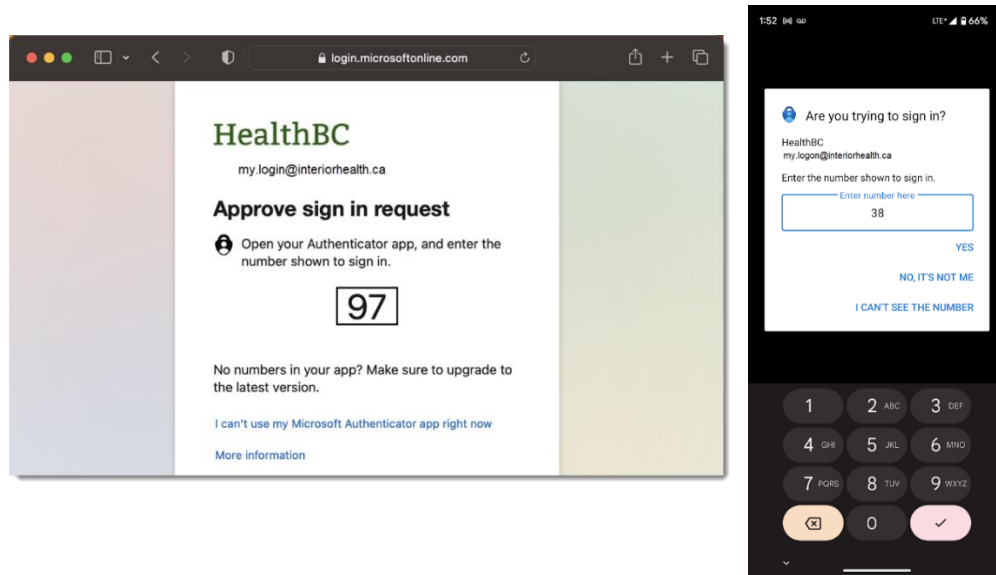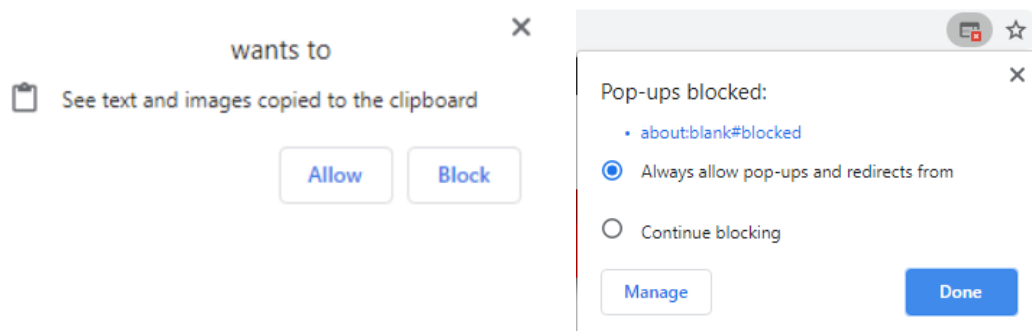
Step 4 – Horizon HTML Client

1. Once Authenticated, you will be presented with the HTML version of the Horizon Client. You can now choose a Virtual Desktop to access. You may be entitled to more than one Desktop Pool to use, just double click the applicable Desktop to get started, the screen will refresh, and you'll see the new Virtual Desktop Session start to load.
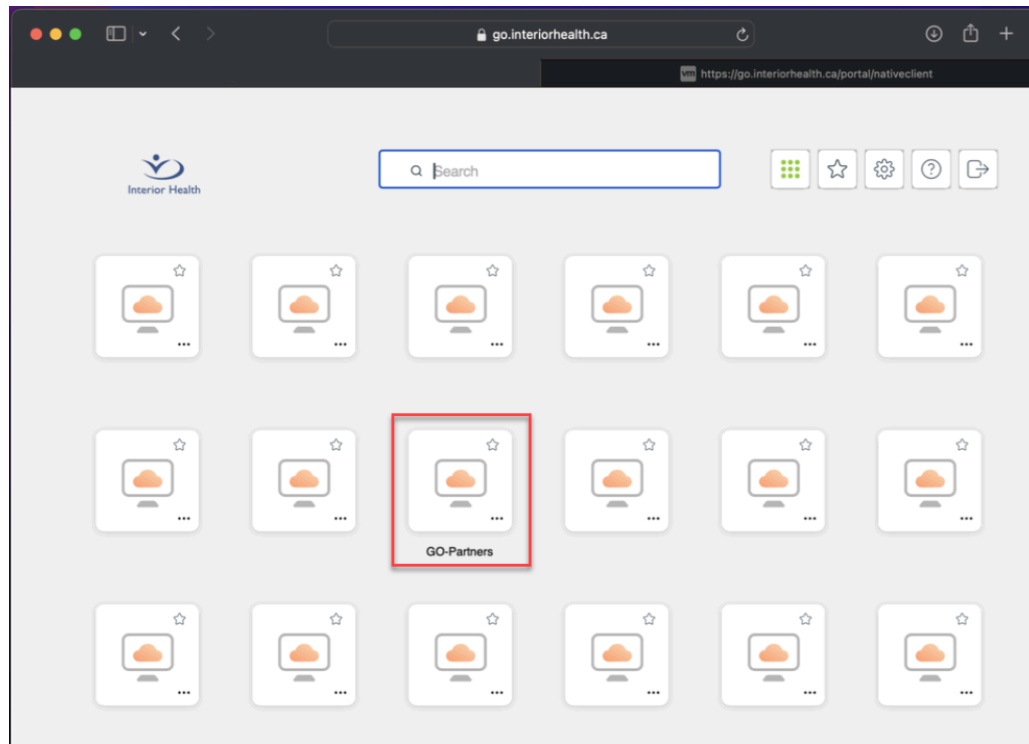
2. You may be prompted to *allow clipboard access*, click **Allow**. Additionally, if you have multiple screens, you may also need to *allow popups* for you to have the display extend across multiple screens. Depending on your browser (Edge, Chrome, Safari) you may be prompted differently. Click the option to **Always Allow Pop-ups and redirects** followed by pressing **Done.**

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