Interior Health GO

Installation and Usage Guide – **WINDOWS**
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:
- Windows 11
- Windows 10

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 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

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
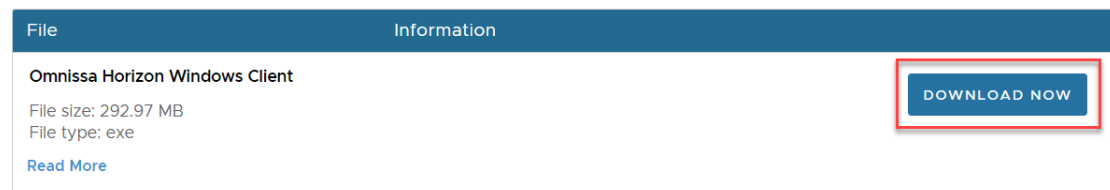
| Step 1 – Downloading Omnissa Horizon Client |
|---|
| 1. Use this link to download the Omnissa Horizon Client:

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 Windows**
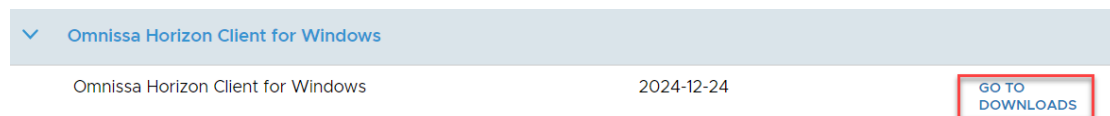
3. Click **Download Now** |

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.
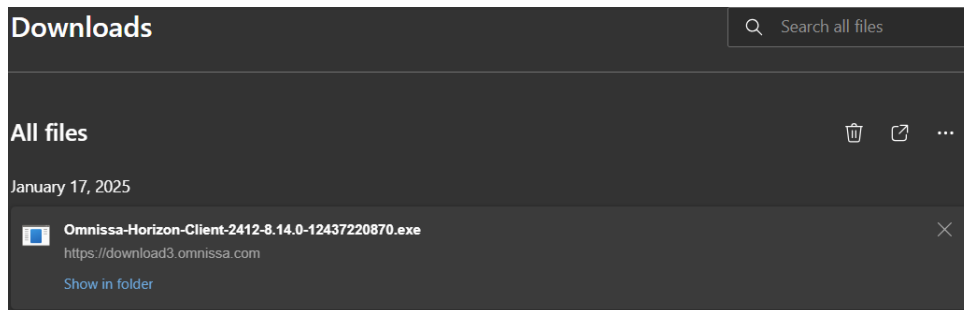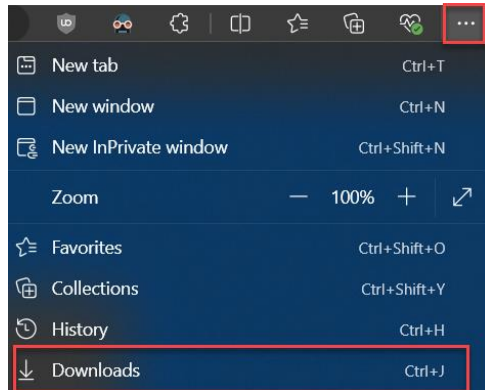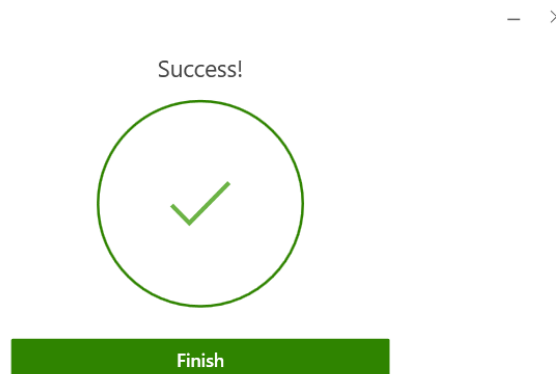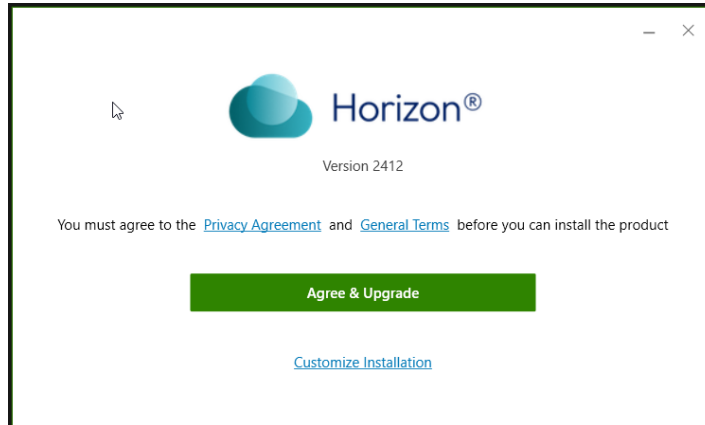

Step 3 – User Account Control Prompt

1. Click **Yes** to continue. A password may be required depending on your system configuration.
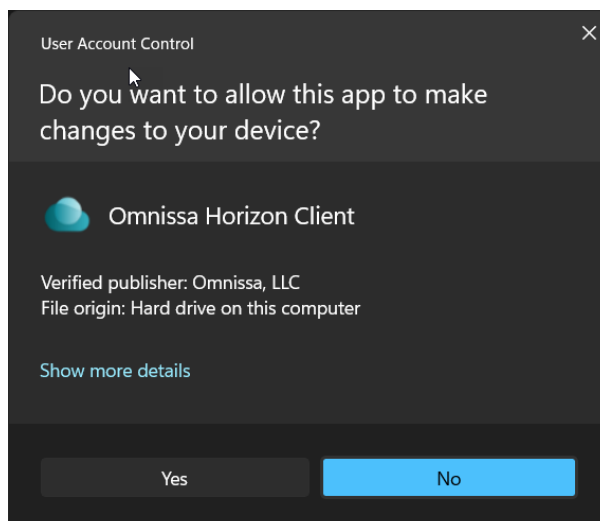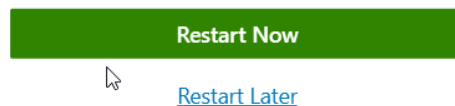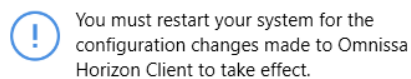
Step 4 – Agreement and Installation

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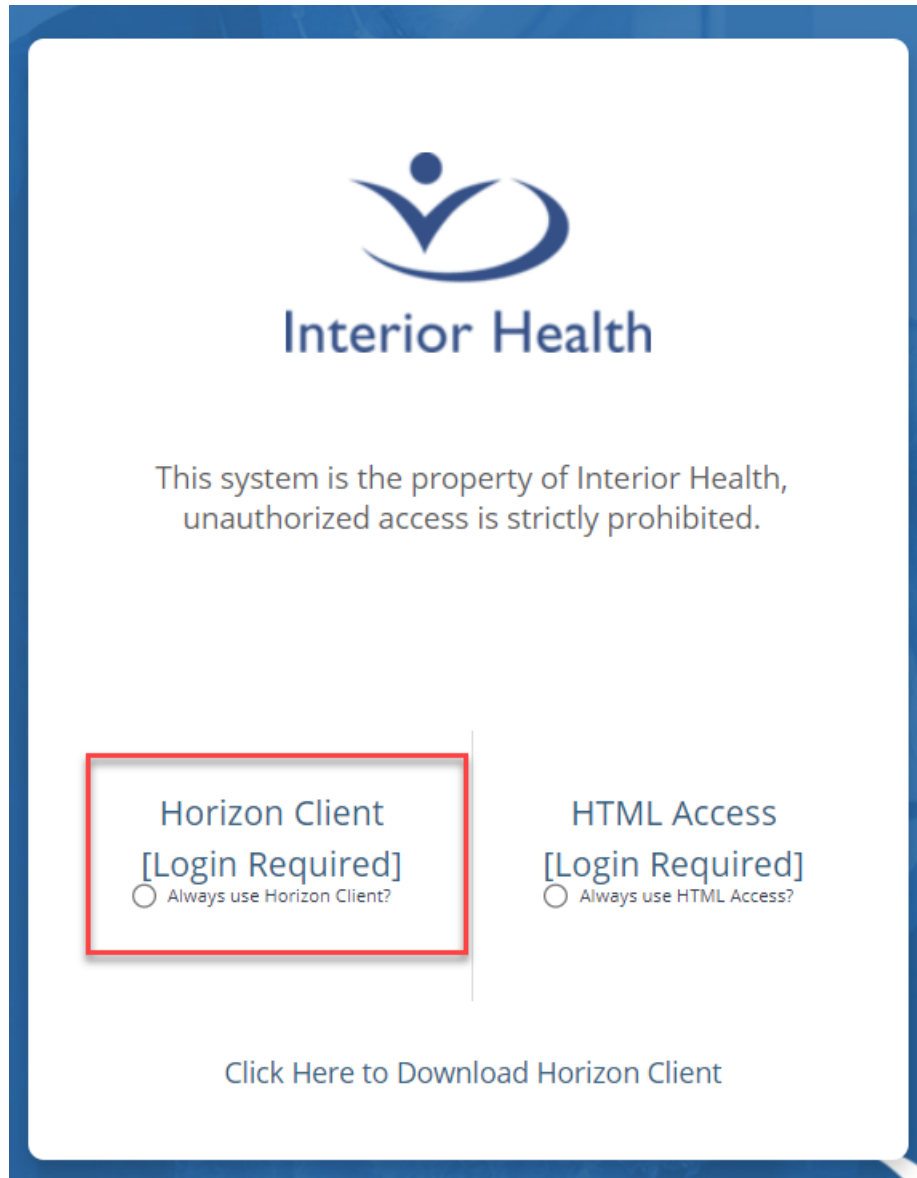

Step 5 – Restart the Workstation

1. Ensure that all your work is saved and click the **Restart Now** button to complete the installation.
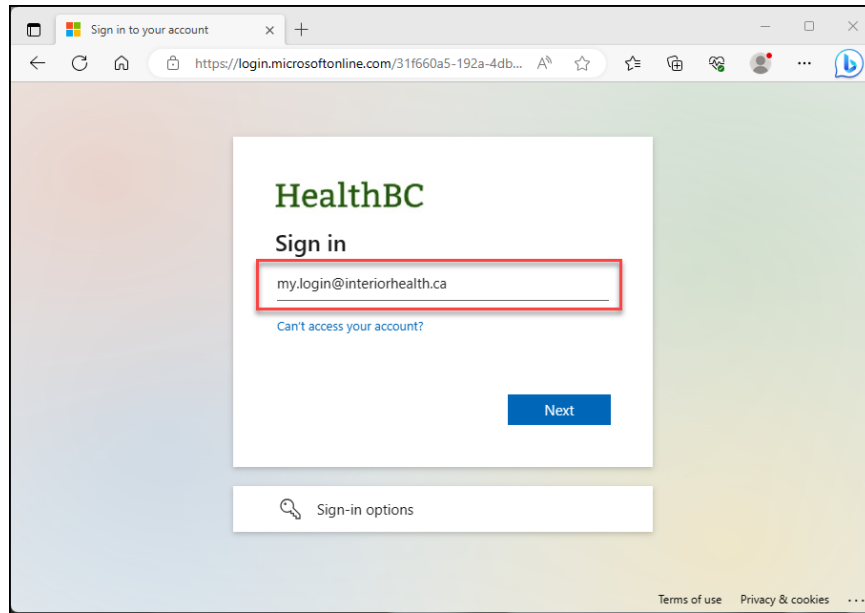
Logging into GO with the Horizon Client

Step 1 – Accessing the GO Website

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

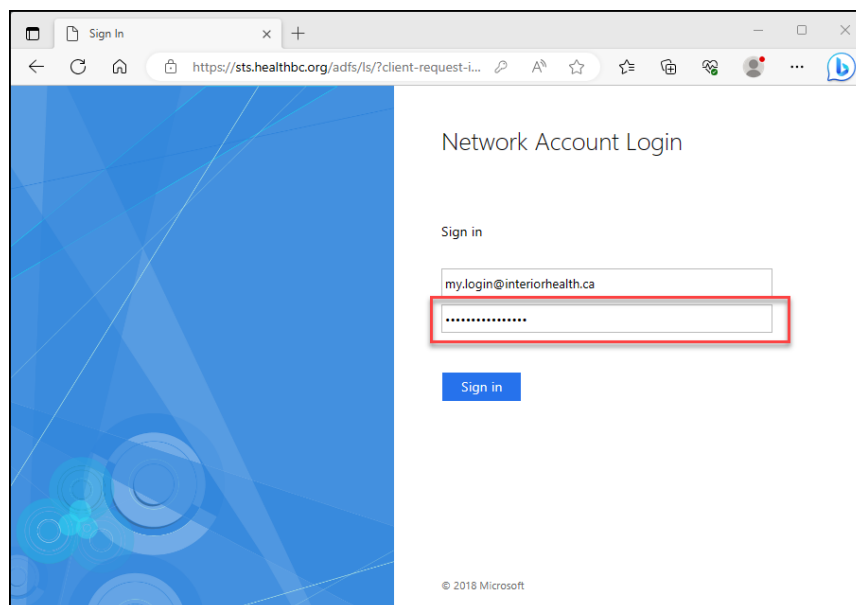2. Select the **Horizon Client [Login Required]** option.

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.
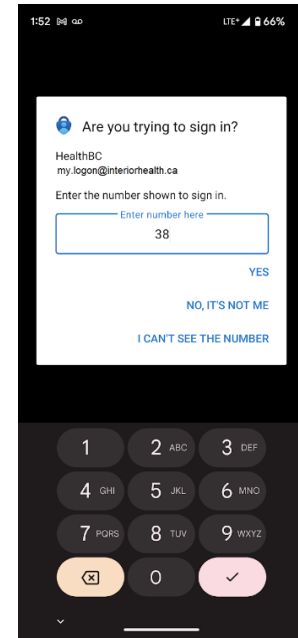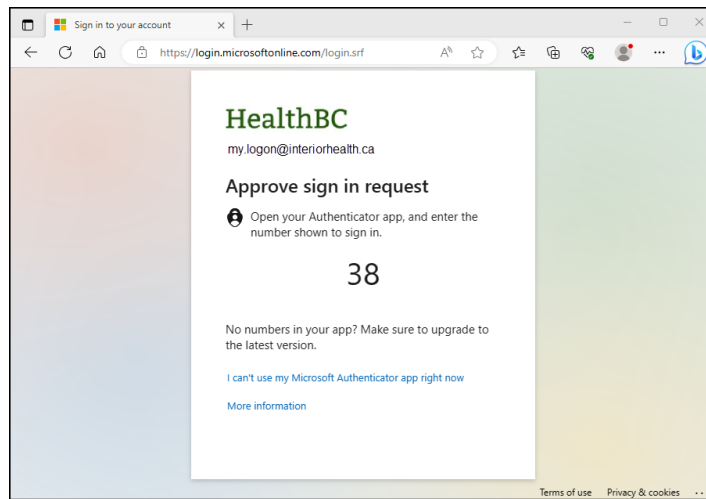
Step 4 – Horizon Client

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 **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.
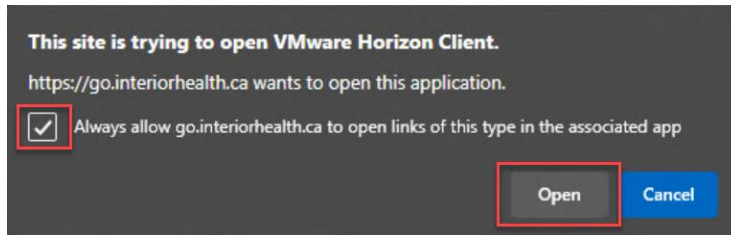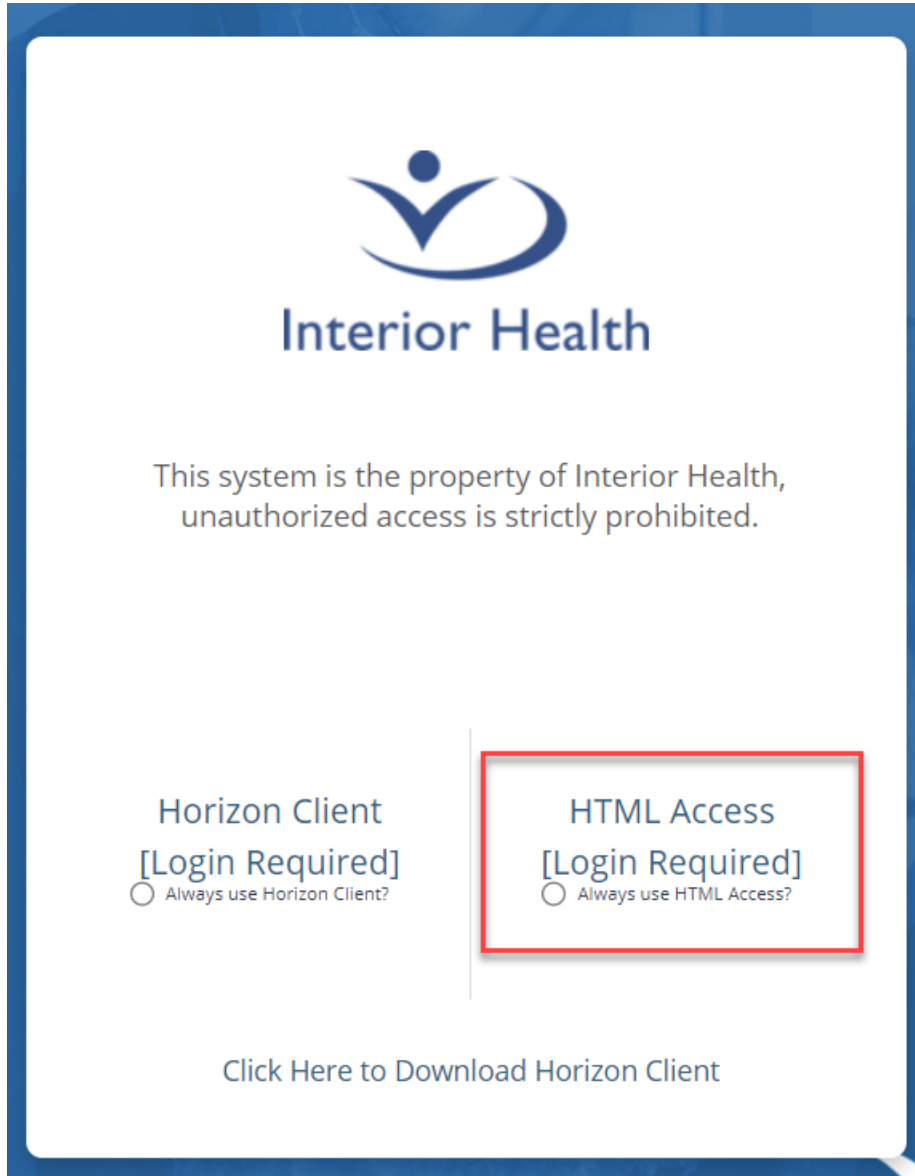

2. With the Horizon Client up on your screen, you can now choose a Virtual Desktop to access. You may be entitled to more than one Desktop Pool to use, just double click the applicable Desktop to get started, a new Window will open and start the logon process.
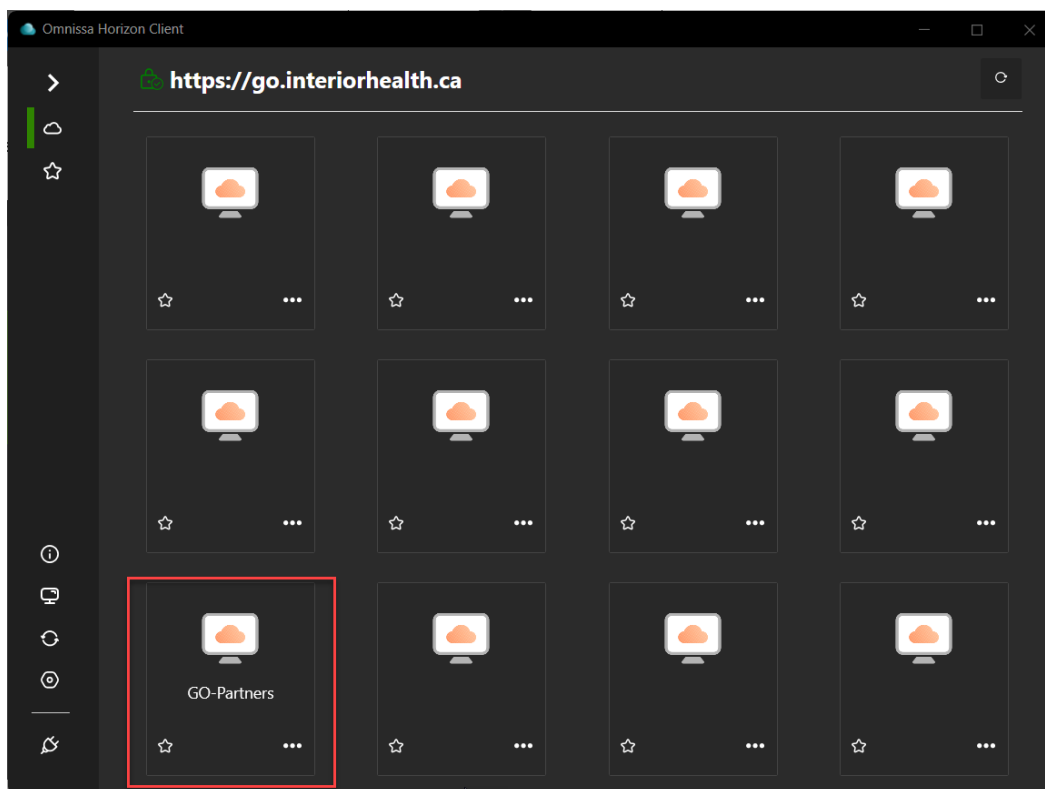
Logging into GO with the Horizon HTML Client

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.

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*.
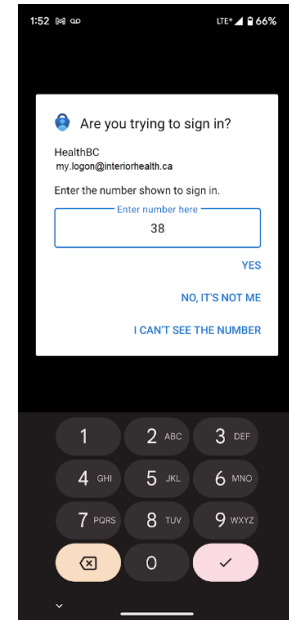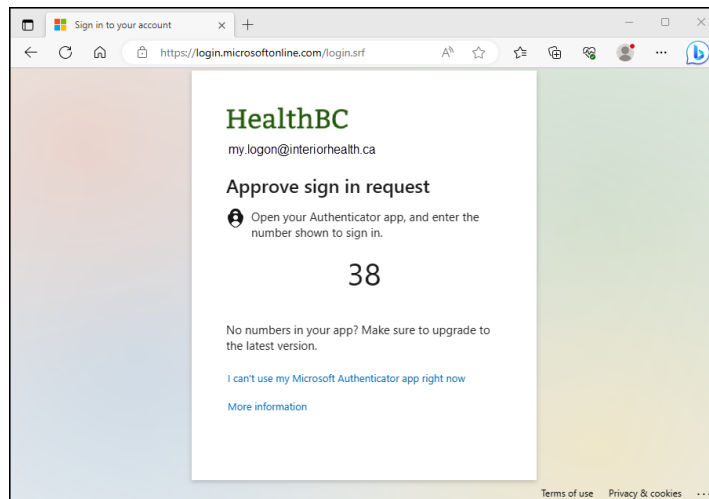*Example: abcd@interiorhealth.ca*

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.
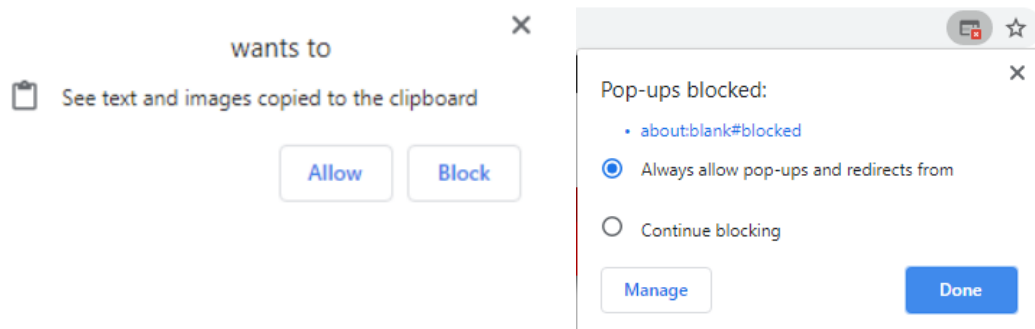
Step 4 – Horizon HTML Client

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.
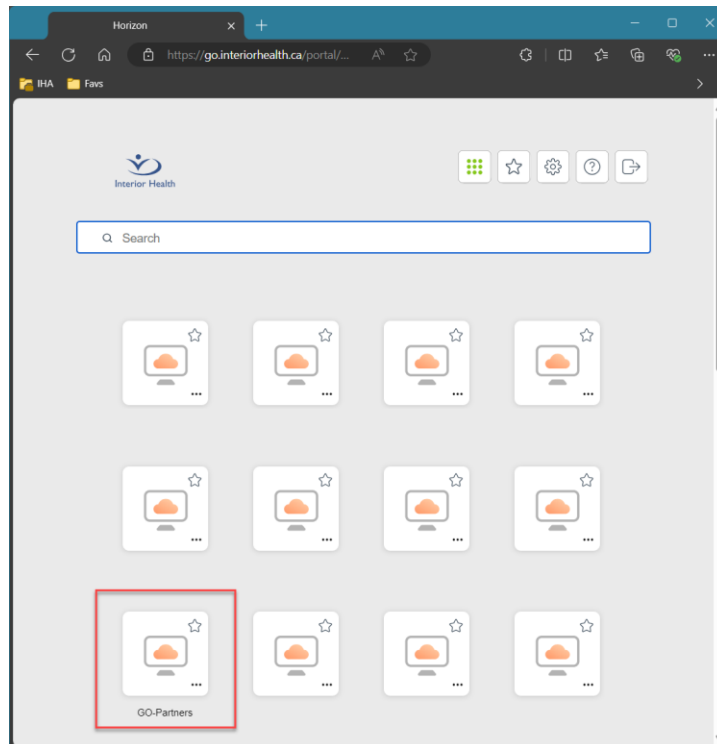
2. You may be prompted to *allow clipboard access*, click **Allow**. Additionally, if you have multiple screens, you may also need to *allow popups* for you to have the display extend across multiple screens. Depending on your browser (Edge, Chrome, Safari) you may be prompted differently. Click the option to **Always Allow Pop-ups and redirects** followed by pressing **Done.**

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