

County of San Mateo Health System – Remote Access Setup Guide

How to download the Cisco AnyConnect Secure Mobility VPN Client

Before accessing the County, please be sure you have the Cisco VPN Client software installed. The link for the download is provided in this email.

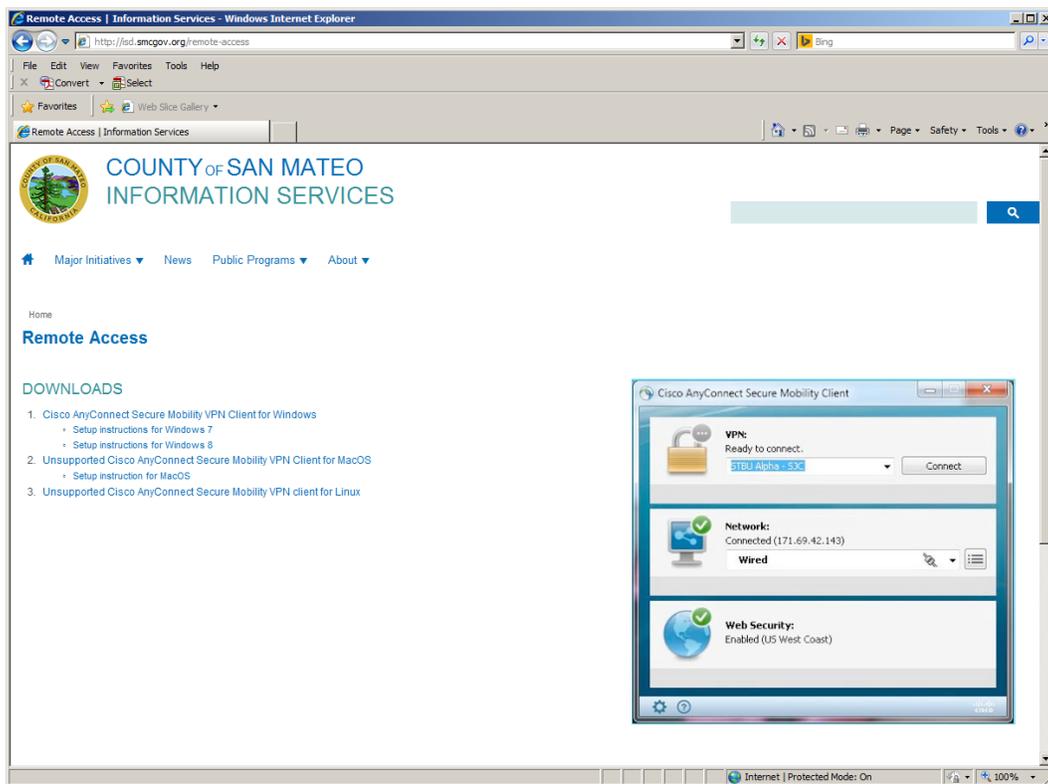
The Windows VPN client can be downloaded from the following link from any available Internet connection:

<http://www.co.sanmateo.ca.us/remotearrcess>

Please use the following username and password when downloading software:

Username: remotearrcess

Password: sanmateo-vpn1



County of San Mateo VPN Client Download web page

Changing your VPN Password

Once connected to the County through VPN, the password can be changed at the following link. Please note that your VPN password is separate from your Windows and Avatar passwords.

<http://security1.co.sanmateo.ca.us>

How to Remotely Access a VDI Computer

To access a VDI computer remotely you will need to have:

- 1) The county VPN client installed and a VPN account.
- 2) The VMWARE Horizon View Client.

To download the VMWARE Horizon View Client click on the link below.

[Download VMWARE Horizon View Clients](#)

VMWARE Horizon View Client Versions:

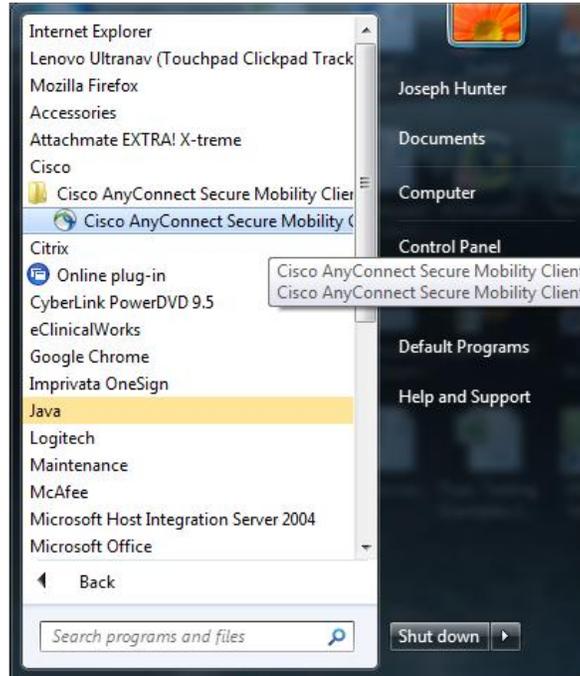
Product	Release Date
▼ VMware Horizon View Client for Windows	
VMware Horizon View Clients for 32-bit Windows	2014-04-18 Go to Downloads
VMware Horizon View Clients for 64-bit Windows	2014-04-18 Go to Downloads
▼ VMware Horizon View Client for Windows with Local Mode Option	
VMware Horizon View Client for 32-bit Windows with Local Mode Option	2013-07-11 Go to Downloads
VMware Horizon View Client for 64-bit Windows with Local Mode Option	2013-07-11 Go to Downloads
▼ VMware Horizon View Client for Mac	
VMware Horizon View Client for Mac	2014-01-23 Go to Downloads
▼ VMware Horizon View Client for iOS	
VMware Horizon View Client for iOS	2014-04-18 Go to Downloads
▼ VMware Horizon View Client for Android	
VMware Horizon View Client for Android	2014-04-18 Go to Downloads
VMware Horizon View Client for Android in the Google Play Store	2014-04-18 Go to Downloads
VMware Horizon View Client for Kindle Fire in Amazon Android Appstore	2014-04-18 Go to Downloads
▼ VMware Horizon View Client for Windows Store	
VMware Horizon View Client for Windows Store	2013-07-11 Go to Downloads

Download the version for your computer. For Windows, select the Horizon View Client **WITHOUT** local mode. Do not download and install the version with Local Mode Option. Download the correct client by clicking “Go to Downloads” Install the Horizon View Client on your computer. Confirm the version and click **Download**. Run the downloaded file to install the client.

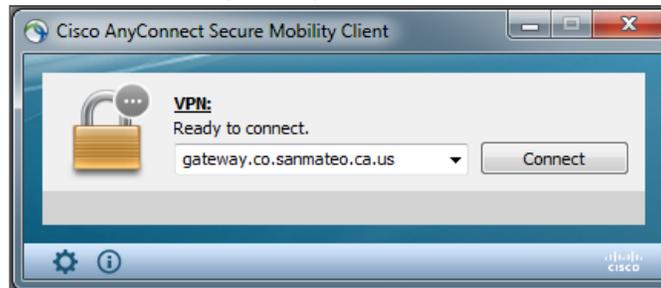
Product/Details	
The VMware Horizon Client for 64-bit Windows File size: 42 MB File type: exe file Read More	Download

To connect to a VDI computer remotely:

- 1) Open and connect with the County VPN program.
 - a. Open the **Cisco AnyConnect Secure Mobility Client**. It can be located in your Start Menu in the Programs listing:



- b. The client opens, displaying the VPN connection address. Make sure this matches what is listed here, if not, enter *gateway.co.sanmateo.ca.us*. Click **Connect**.



- c. Enter your VPN Credentials (not your Windows credentials), Click **OK**



- d. The VPN client will establish a connection. Click Accept on the Security Agreement



- e. The client will show "Connected to gateway.co.sanmateo.ca.us" when the connection is successfully established.



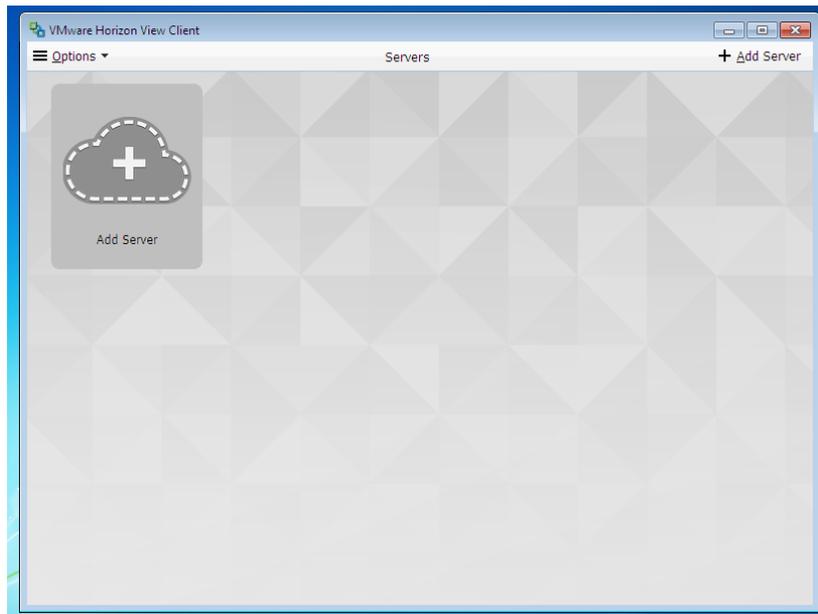
You may also see this notification at the bottom left of your screen



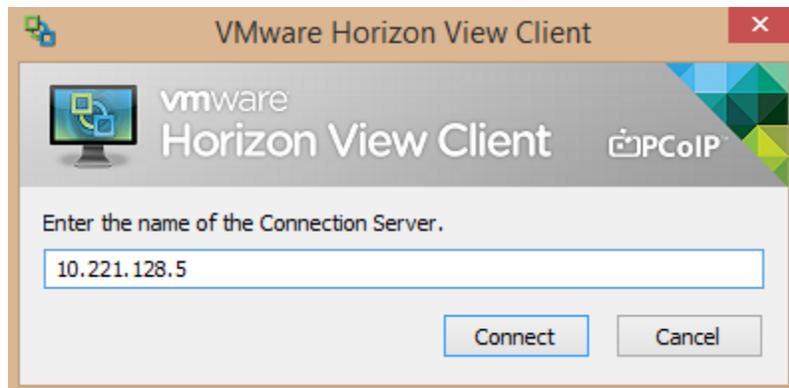
- 2) After you successfully establish a connection with VPN, open the **VMware Horizon Client**.



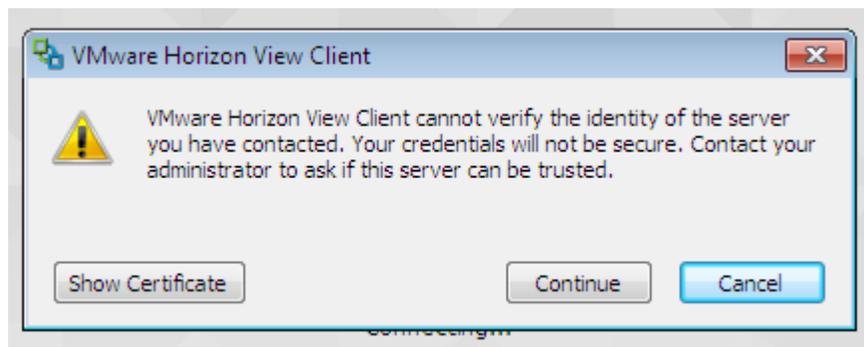
3) Double click on **Add Server**



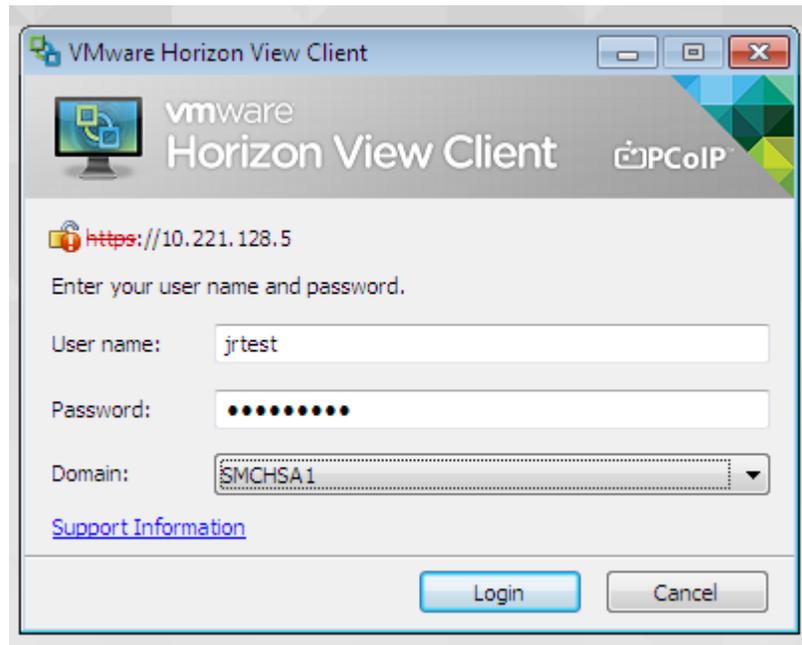
4) Enter the IP address of the Connection Server. The IP Address is the following:
Enter IP address: **10.221.128.5**. Click **Connect**.



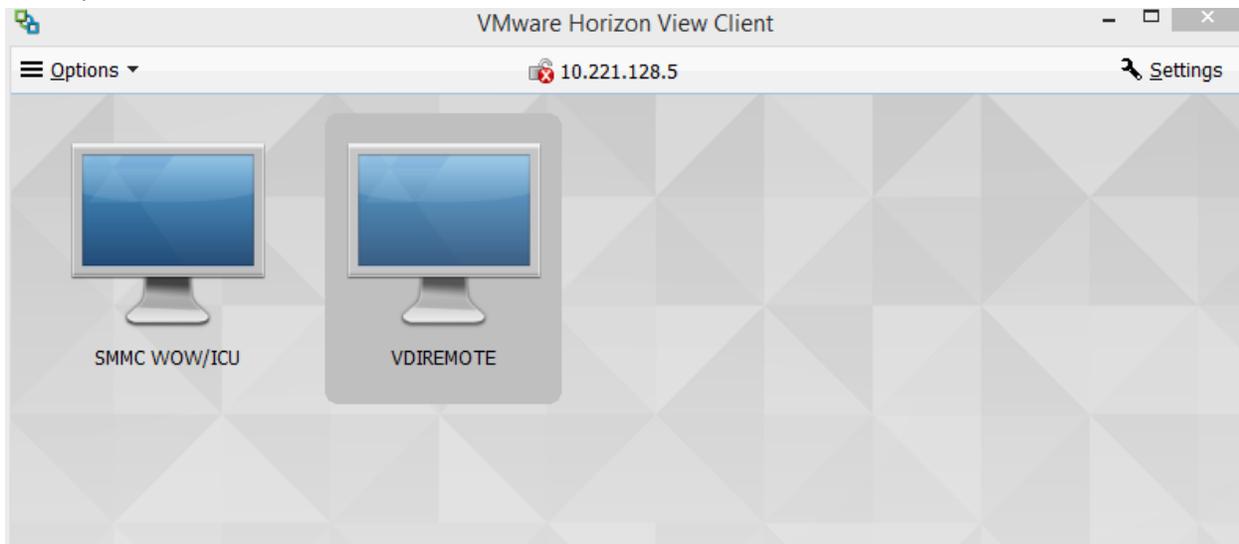
5) Click **Continue** to bypass the certificate message.



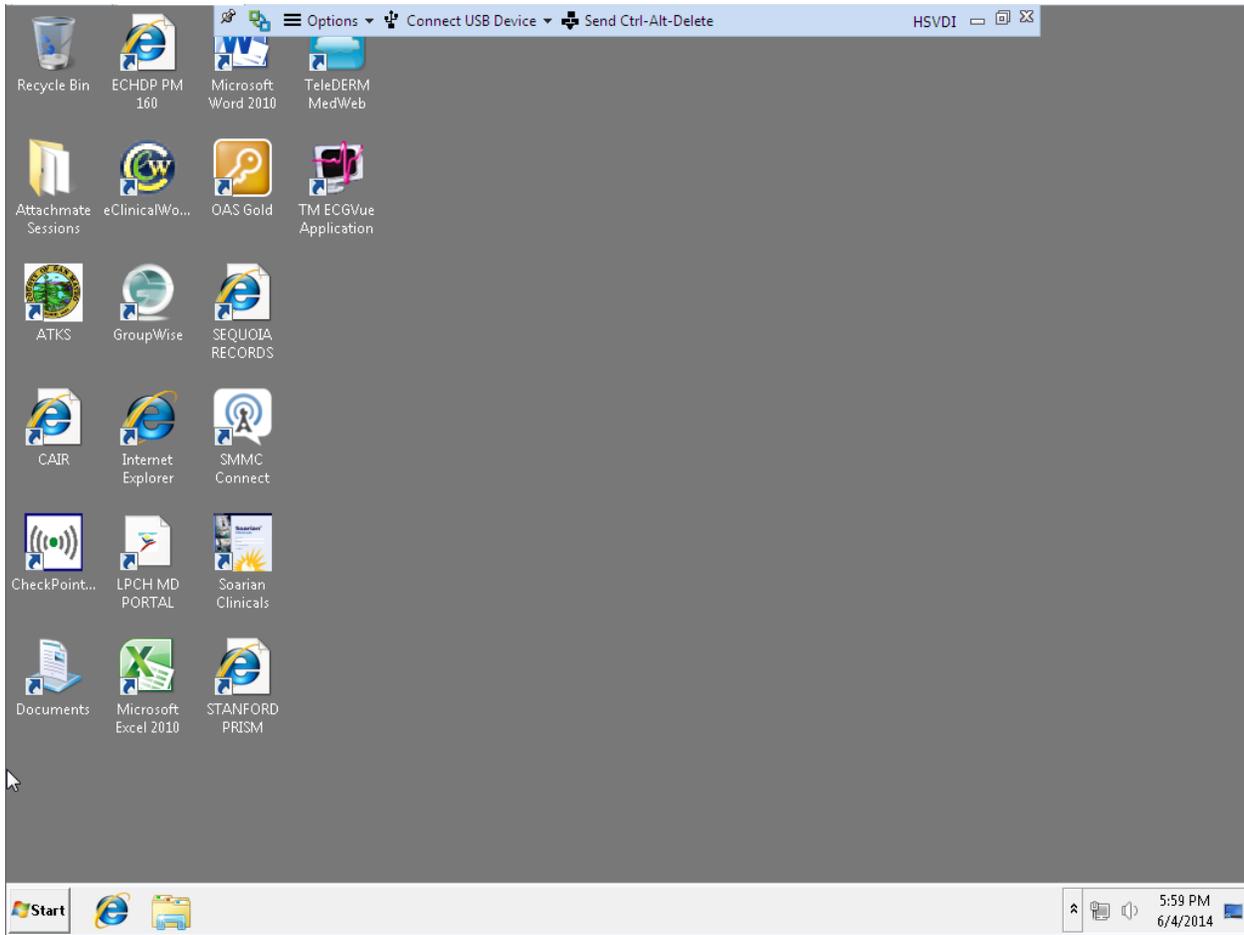
6) Enter your Windows username and password. Select your Domain. (i.e. SMHD for Health System Providers). Click **Login**.



7) Double Click the **VDIREMOTE** (Monitor icon) to log into. Make sure NOT to click on SMMC WOW/ICU.



8) You will be connected to your VDI Desktop. By default the VDI desktop will open full screen on your computer. To disconnect from the VDI, click the X on the top right of the window. This will disconnect you from your VDI session.



9) When you open the VMWARE Horizon View Client again, you will see the Connection Server saved. To connect again, double click on the saved Connection Server (cloud icon).

