

How to connect to QMU Horizon remote access





Remote Access



Our aim is to provide access to all the information resources that are available on campus to those who choose to work remotely.

Our Remote Desktop service is available to all staff and students who require simple, fast access to our standard desktop environment, exactly as presented on our campus thin-client terminals.

The following instructions detail both methods of accessing the desktop service remotely.

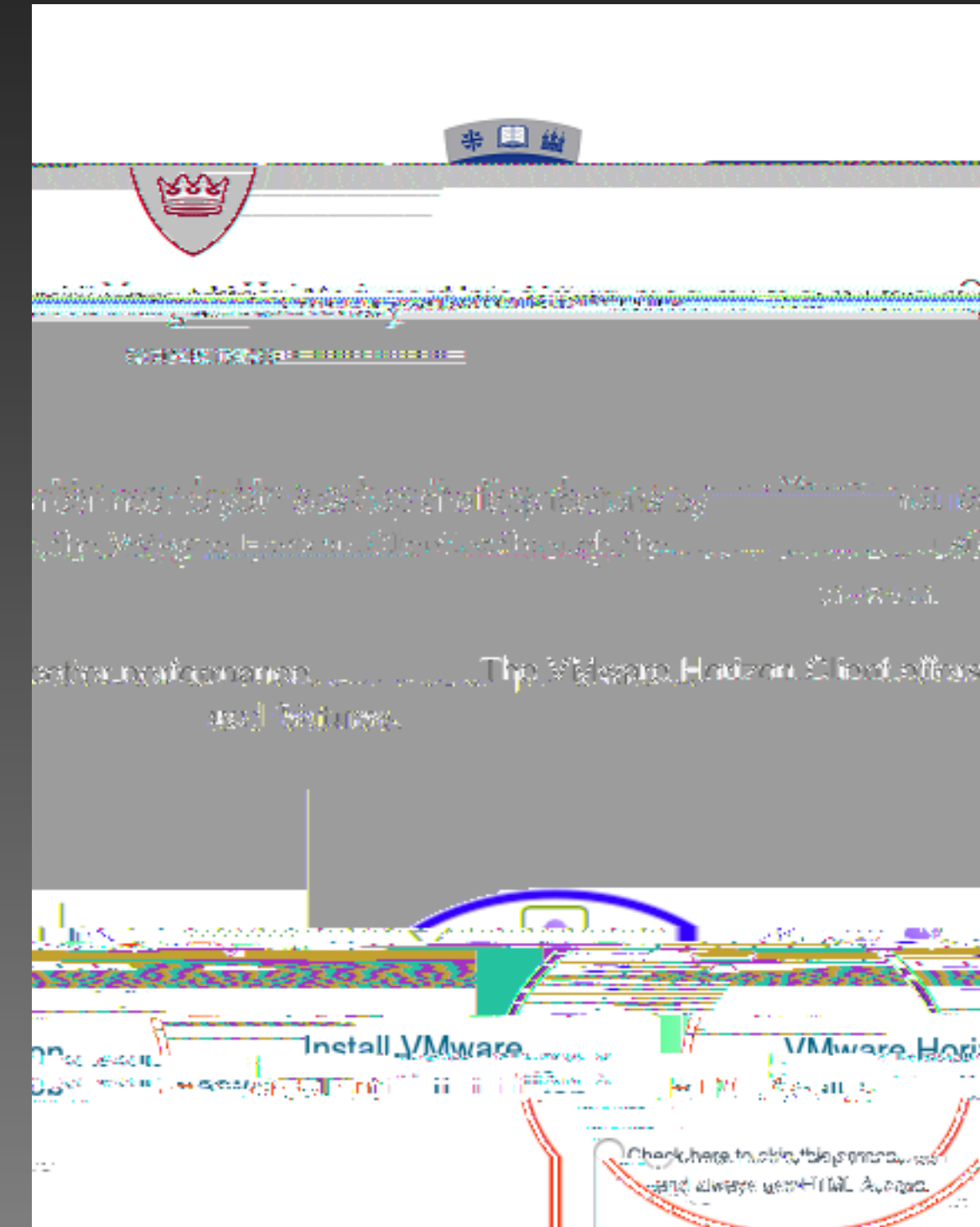


Method 1: Horizon HTML Access (2)



On the QMU Remote Access landing page, select the 'VMware Horizon HTML Access' option.

Please note: IT does not recommend that you check the option to 'skip this screen and always use HTML access'. Doing so will mean more difficulty if you wish to use the second method of access (VMware Horizon Client).





Method 1: Horizon HTML Access (3)



When prompted, enter your QMU credentials to logon to the remote access service.

Once you have successfully authenticated, you will be presented with your QMU Desktop service shortcut icon. Simply click on the icon to begin your session.

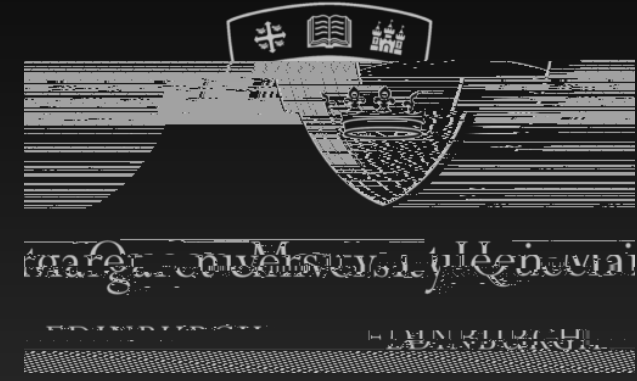
Please note: if you are prompted with a browser security message, you can override the warning by 'viewing options' then selecting the 'continue to website' or 'visit this website' option. If problems persist, try another browser or use the second method of access (VMware Horizon Client).

A screenshot of the QMU login page. The page features the Queen Mary University of London logo at the top left and a gear icon at the top right. Below the logo, there is a navigation bar with "Queen Mary University of London" and "Queen Mary" text. A large blue banner is present. Below the banner, there are input fields for "Username" and "Password". A dropdown menu is visible below the password field, showing "QMU" and a downward arrow. At the bottom, there are two buttons: a red "Login" button and a "Cancel" link.

Method 2: Horizon Client Access (1)

The second (and recommended) method of accessing the remote desktop service is using the VMware Horizon Client.

This method requires the installation of a small application onto the device being used. Please note: you will need local admin access to the device to complete the installation steps.



Method 2: Horizon Client Access (2)

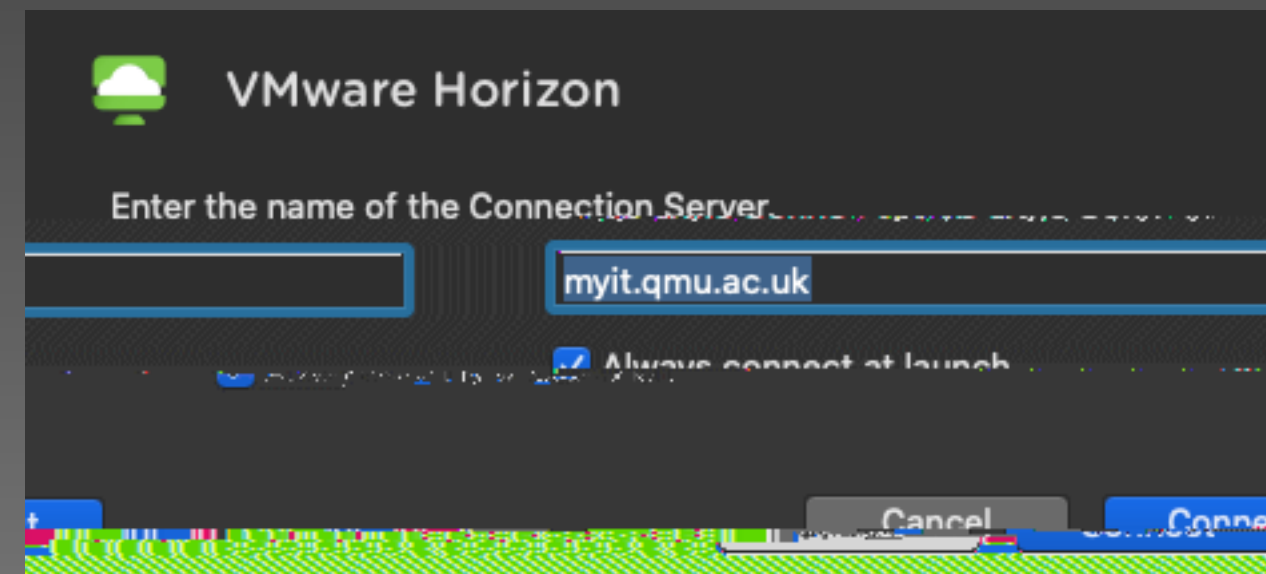


Method 2: Horizon Client Access (3)



Once the client has been installed, launch to continue the setup.

You should be presented with an option to add a 'New Server'. Select this option and enter the following into the Connection Server field:



You should keep the option for 'Always connect at launch' checked (if prompted).

Select 'Connect', then enter your QMU credentials.

Once you have successfully authenticated, you will be presented with your QMU Desktop service shortcut icon. Simply click on the icon to begin your session.



FAQs



- Why is the second method of access (Horizon Client) the recommended option?
 - As well as offering better performance and features, the Client option is much closer to the full desktop experience you would have if using a thin-client terminal on campus.
- Performance of the service seems slow and screen sometimes looks pixelated. What's wrong with my session?
 - The service runs on hardware located at the QMU campus. Remote access performance is subject to the available bandwidth on the internet connection you are using.
 - Contact Assist (assist@qmu.ac.uk) if you are continuously experiencing performance issues when working remotely.
- What should I do if I cannot access QMU Horizon Desktop or have issues installing the client?
 - Please contact Assist (assist@qmu.ac.uk) detailing your issue along with any error messages and/or screen-shot(s)