



Clinical IS Job Aid

Contact IUH Service Desk
helpdesk@iuhealth.org

Effective Date
Current Functionality

Topic: Access IUH Workspace Remotely

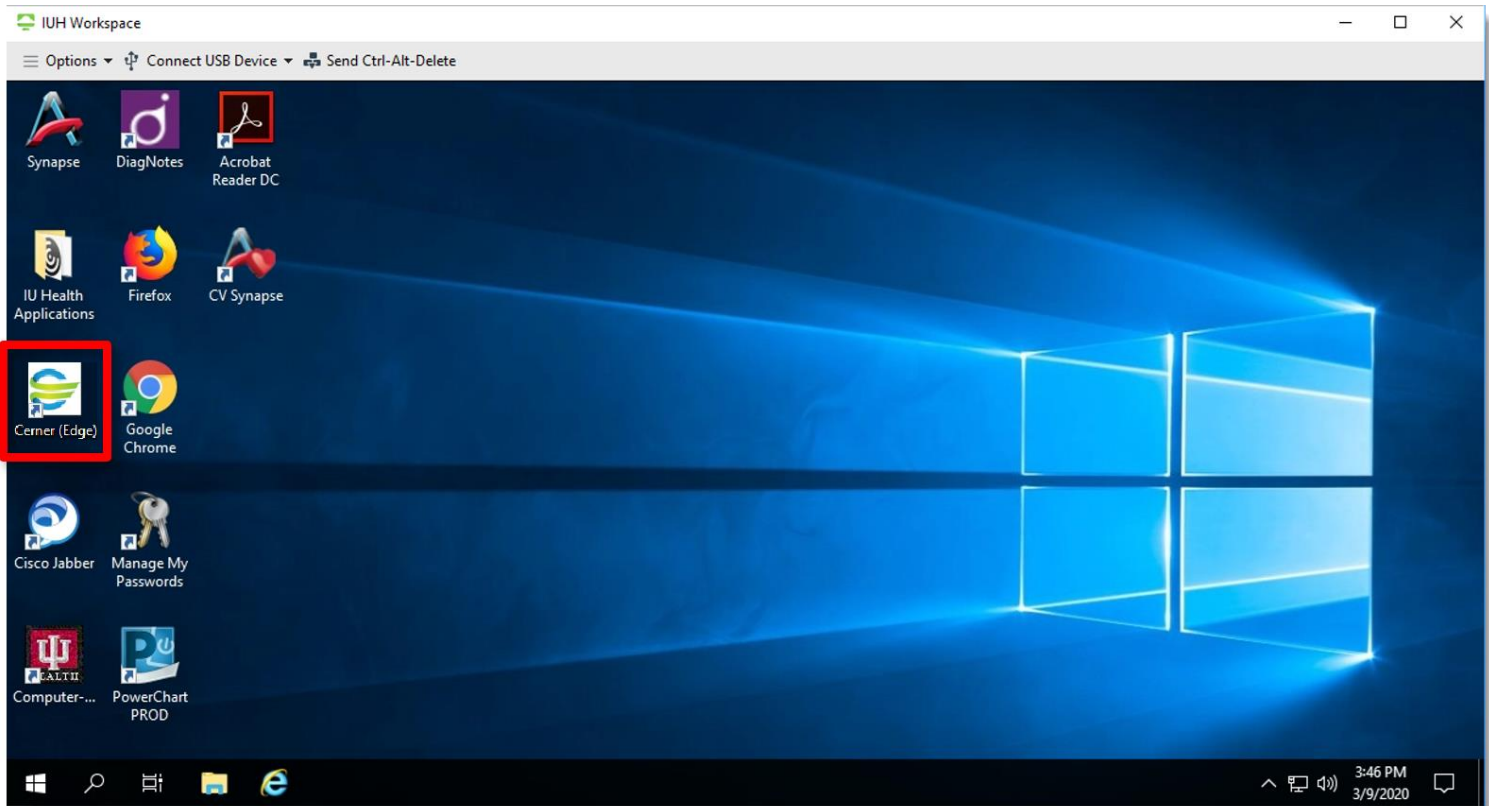
Facility: IU Health

Audience: Staff Working Remotely

What: IUH Workspace will replace the use of VPN (Cisco AnyConnect) for all non-IUH owned devices. This document discusses how to remotely access IUH Workspace.

Why: To facilitate workflow for remote users.

After following the instruction in this document, you will be able to remotely access the virtual desktop, pictured below containing Cerner Apps, IUH Applications Folder, Word Processing, Email, Network Drives, etc. Cerner apps, like PowerChart, can be accessed in the **Cerner (Edge)** folder (displaying the Cerner icon).



Requirements to Launch IUH Workspace

Follow the installation instructions, using the links below, based on your device.

Note: VMWare Horizon Client must be installed on your non-IUH owned device.

- Download and Install VMware Horizon View client - [Download](#)
 - ♦ Laptop / PC – Windows OS | How to [Install](#)
 - ♦ Apple MacBook – MacOS | How to [Install](#)
 - ♦ Mobile devices – Apple iOS How to [Install](#), Android OS How to [Install](#)
- Cisco DUO two-factor authentication
 - ♦ What is DUO? [How to enroll](#)

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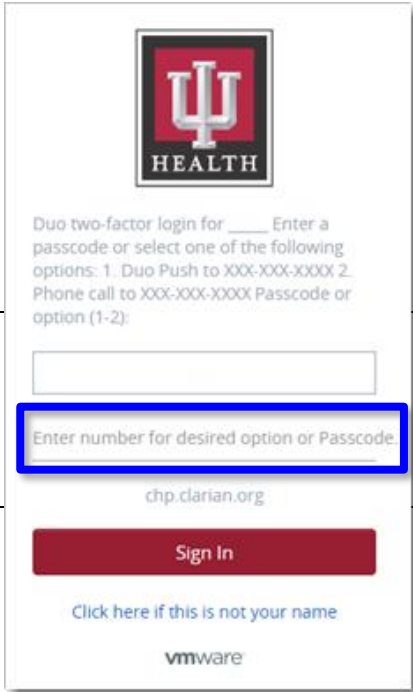
[Visit IU Health's IS Clinical Education Learning Site](#)

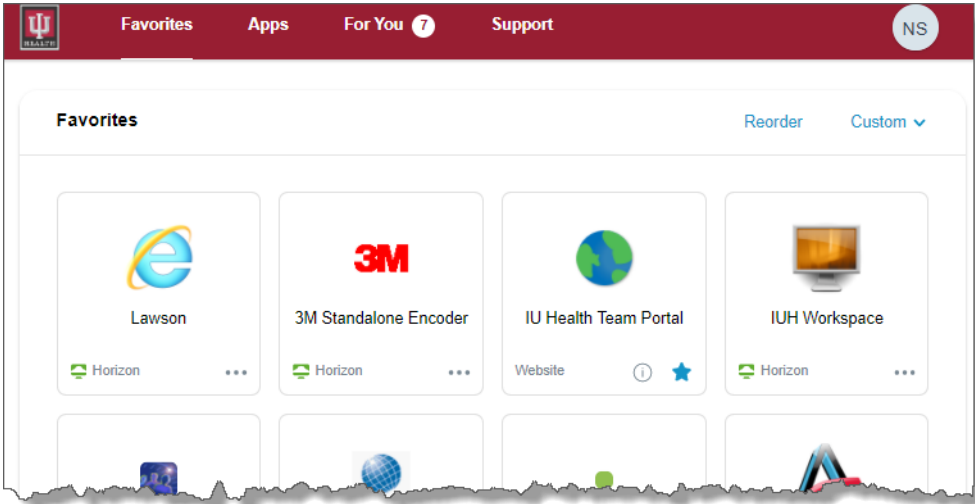


Access Works Web Remotely

The only difference between accessing internally and remotely is you will be prompted by Duo (the multi-factor authentication used by IU Health) at the time of log in.

Step	Action
1	Navigate to https://works.iuhealth.org in your internet browser. Note: It is recommended that you save this Web page as a Web browser favorite.
2	Enter your IU Health username and password .
3	Click the Sign in button. <i>Remote users are prompted for Duo authentication.</i>
4	Enter one of the following in the text box : a) "1" for a Duo Push, b) "2" for a Phone Call, or c) The 6-Digit Passcode from the DUO Mobile app.
5	Click the Sign In button. Note: If you selected options 1 or 2, respond to DUO Mobile on your mobile device to complete the login process. <i>The login process is complete and the Favorites page displays.</i>





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Launch IUH Workspace

Once you have logged into Works Web, follow the below procedures to launch IUH Workspace.

Notes:

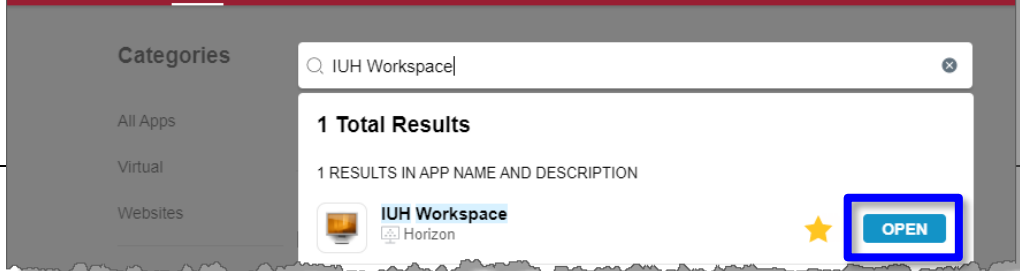
- **IUH Workspace** or one of its alternatives (Ex. IUH Workspace Netsmart) launches a non-persistent Virtual Desktop.
- This is the same virtual desktop accessed by IGEL thin clients (also known as "badge tap") onsite.
- Do NOT save files to the virtual desktop.
- Save files to a network drive, OneDrive, SharePoint, etc.

Access IUH Workspace using 1 of 2 options:

Option 1

Step	Action
1	Click the IUH Workspace on the Favorites page. <i>IUH Workspace launches in the VMware Horizon Client.</i> IUH Workspace   Lawson   ProVationMD   Synapse - All Users 
Note: In options 1 and 2, if IUH Workspace does not launch, please ensure that the VMware Horizon Client is installed on your device (see requirements on page 1).	

Option 2

Step	Action	
1	Click the Apps tab.	
2	Search for “IUH Workspace.”	
3	Optional: Click the Favorites button (★) star icon. <i>IUH Workspace will now display on the Favorites page.</i>	
4	Click the Open button. <i>IUH Workspace launches in the VMware Horizon Client.</i>	

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Frequently Asked Questions

Q: If I've never used an IUH desktop before, can I still launch IUH Workspace?

A: Yes, if you have an IUH account & access Works Web, you should also have IUH Workspace access (NOTE: In some special circumstances you may have an IUH Workspace alternative that is also prefixed by "IUH Workspace," for example: IUH Workspace Netsmart). If you are not an on-site badge tap user, your workspace will likely contain only the default applications (ex. Cerner Apps, IUH Applications Folder, Word Processing, Email, Web Browsers, etc.)

Q: I use Badge Tap at work, what can I expect from IUH Workspace?

A: You can roam your badged out desktop session home with you by launching IUH Workspace from Works Web (<https://works.iuhealth.org>). Your desktop session will appear the same way it did when you left work, assuming you access IUH Workspace within 18 hours. From home, disconnect from your IUH Workspace session by closing the IUH Workspace window or from the Horizon Client toolbar by going to Options > Disconnect. Your desktop will then follow you back to work the next day, again, bringing you back to where you left off from home.

Q: What types of devices can launch IUH Workspace?

A: Windows, MacOS, iOS, iPadOS, and Android devices can access IUH Workspace from Works Web (<https://works.iuhealth.org>) so long as VMware Horizon Client is installed. VMware Horizon Client is available via <https://vmware.com/go/viewclients> or mobile App Stores (Apple App Store, Google Play Store). You are also prompted for download upon first launch of IUH Workspace. Install guides can be found on the Team Portal by searching "Horizon"

Q: Can I access IUH Workspace from my personal device?

A: Yes, as long as that device has VMware Horizon Client installed (you will be prompted to install upon the first launch).

Q: On a mobile device, do I need to click the VMware Horizon Client app to launch IUH Workspace?

A: No, once VMware Horizon Client is installed, the prerequisites are met. Launch Horizon apps & desktops (IUH Workspace included) from Works Web at <https://works.iuhealth.org>, the same way you would from a Windows or Mac device.

Q: On a mobile device, if my device is enrolled in the IUH mobile device management solution (Workspace ONE), can I use the "Workspace" app instead of Works Web (<https://works.iuhealth.org>)?

A: Yes, though <https://works.iuhealth.com> is available regardless of whether or not your device is enrolled in Workspace ONE.

Q: Once connected to IUH Workspace, can I print to my local printer?

A: Yes, local printers are redirected into IUH Workspace using VMware Virtual Printing. This happens automatically and your local printers will appear within your IUH Workspace session.