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.

The first (and quickest) method of accessing the remote desktop service is using your computer's browser. To use this method your browser needs to support HTML5.
Most modern browsers support HTML5. These include:

• Google Chrome
• Microsoft Edge
• Safari
• Firefox

To launch the HTML access service, open your browser and go to the QMU Remote Access landing page: https://myit.qmu.ac.uk

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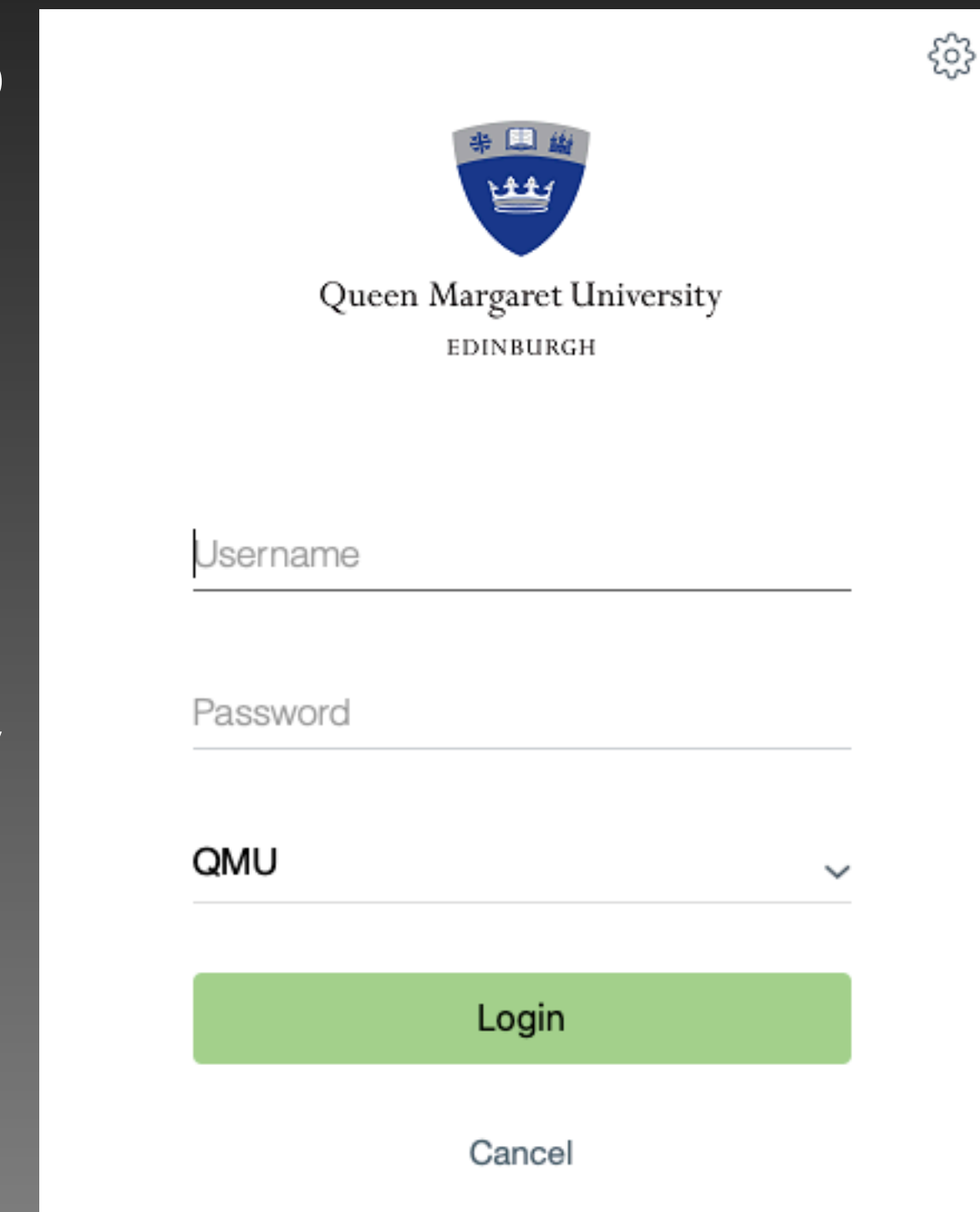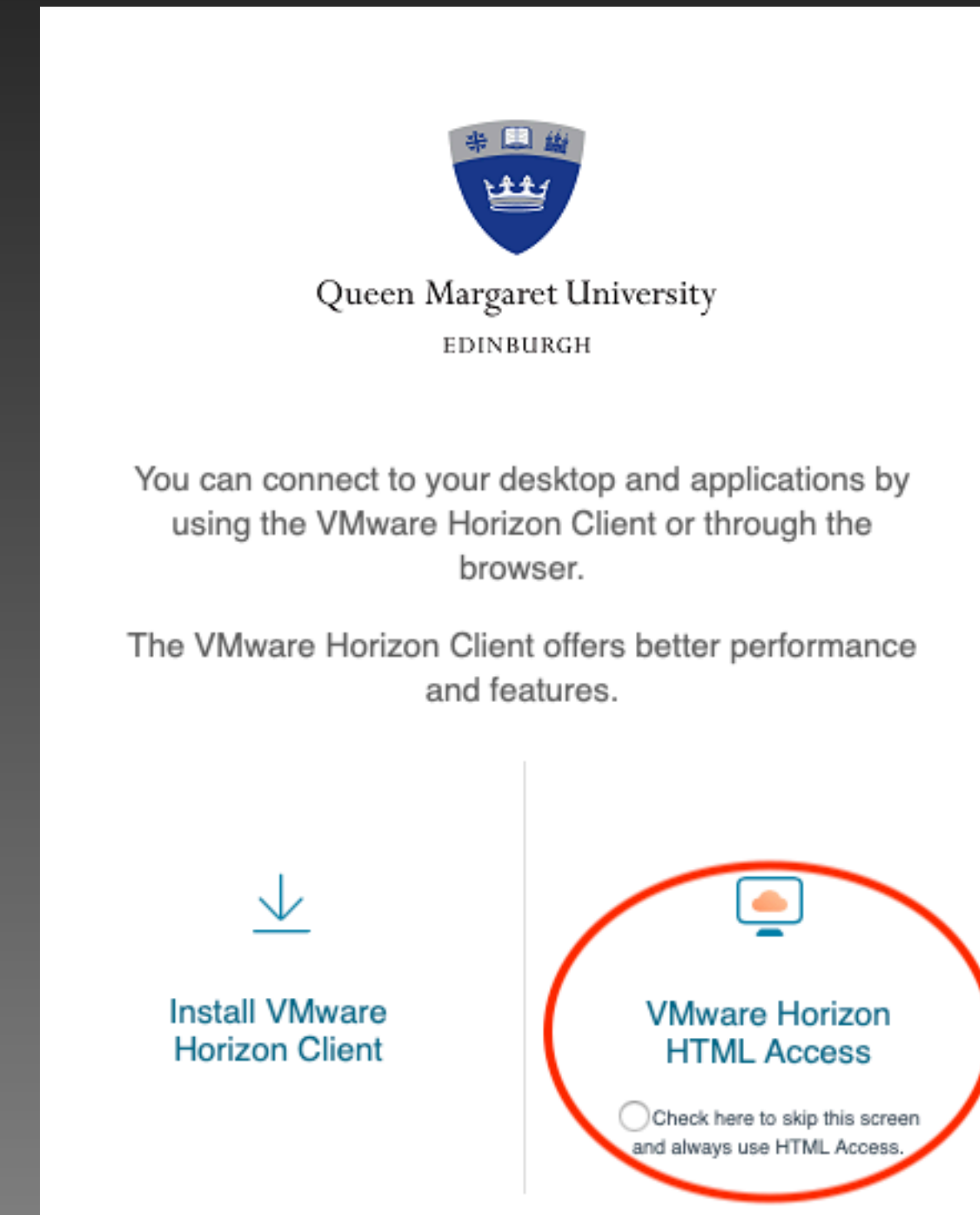
When prompted, enter your QMU credentials to logon to the remote access service.

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).

Queen Margaret University
EDINBURGH

Username

Password

QMU

Login

Cancel

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.

The client can be installed on:

• Windows (PC/ laptop)
• macOS (iMac/ MacBook)
• Linux (PC/ laptop)
• iOS (iPhone/ iPad)
• Android (phone/ tablet)
• Chrome (Chromebook)

To being the installation process, open your browser and go to the QMU Remote Access landing page: https://myit.qmu.ac.uk

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

You will be presented with the VMware Horizon Client download page. Choose the version of client you require then select the 'Go to Downloads' option.

Next, select the 'Download' option for your chosen version. Once downloaded, install the application as you normally would on your device.
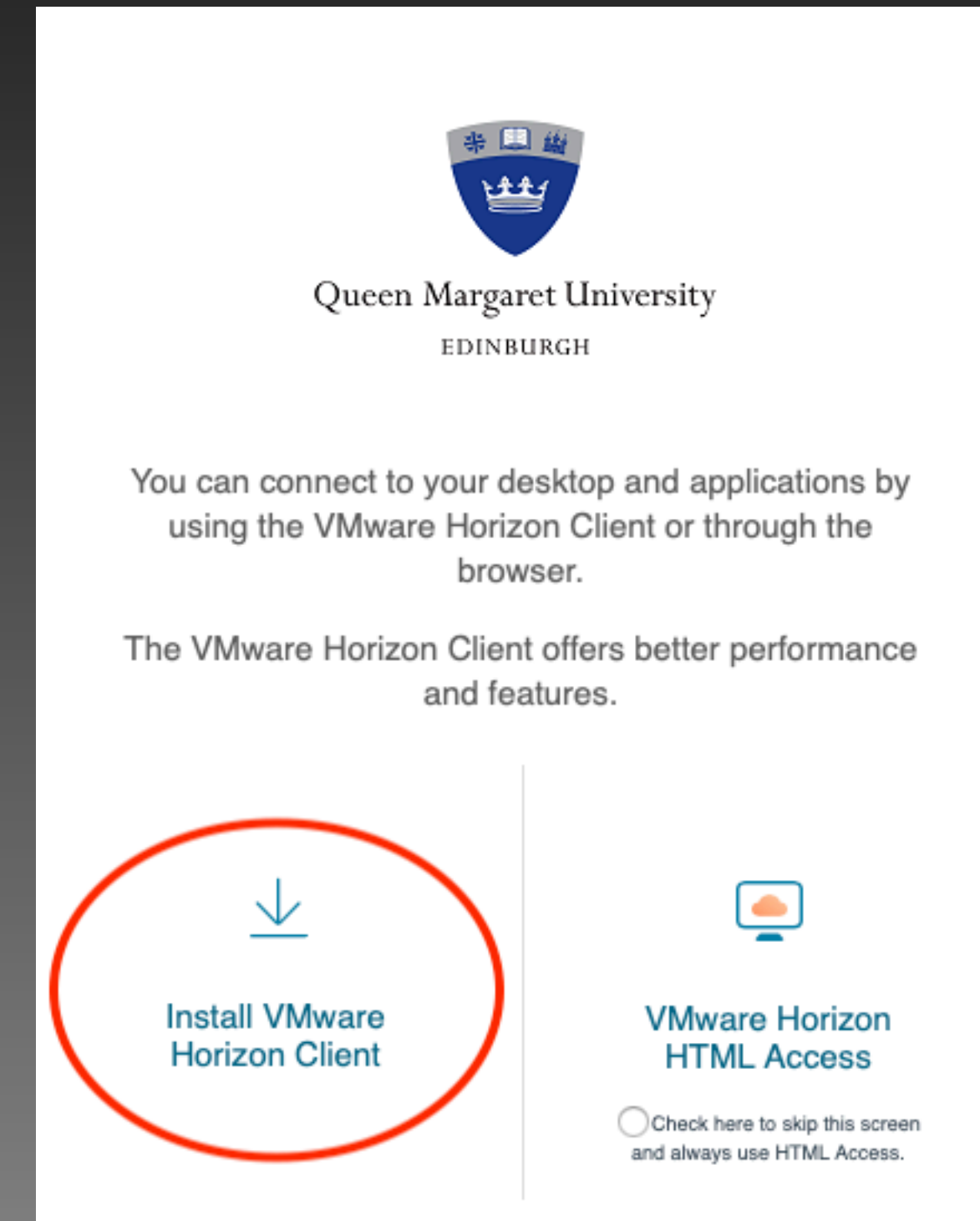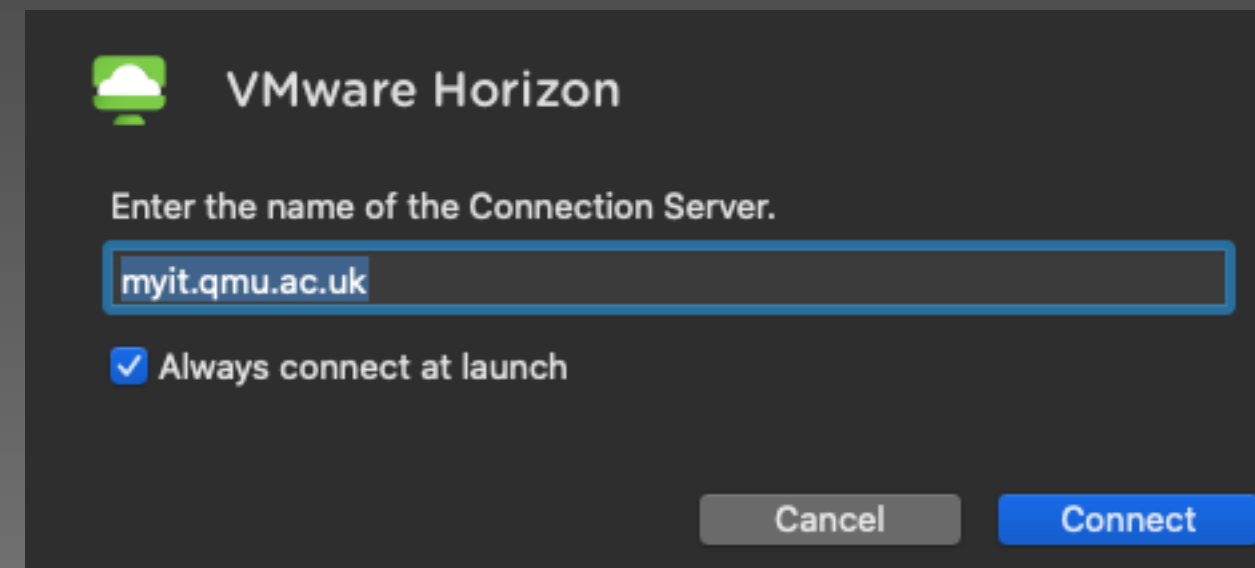
Once the client has been installed, launch to continue the setup.

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.

- 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)