Energy Northwest Remote Access

Remote Access Setup

Information Services provides remote access through Horizon which provides an optimized Teams audio experience, improved performance, and standardize multi-factor authentication with Microsoft products. The Horizon system is available for users approved for Remote Access at remote.energy-northwest.com.

Employees and Contractors who use remote access will be required to take the following actions:

- Existing Remote Access users configure and use Microsoft multi-factor authentication (MFA). Please follow the <u>Horizon Client Logon instructions</u> to setup and use MS Authenticator app. The MS Authenticator app is recommended for the best experience, and you may change the MFA preferences at <u>https://aka.ms/MFASetup</u>. New Employees or Contractors logging onto remote access for the first time, please follow the <u>New User First Logon and MFA Setup</u> steps.
- All Remote Access users install or update the Horizon client on personal devices to ensure the latest features are available. Please follow the <u>Horizon Client Installation</u> section to install the latest Horizon client.

Horizon Server Address

1. **START** the Horizon client



2. **SELECT** Add Server and enter remote.energy-northwest.com

VMware Horizon Client		- 🗆 ×
	+ Add Ser	ver 🔞 Settings \cdots
Name of the Connection Server		
remote.energy-northwest.com	<	
Cancel Connect		
	-	
remete energy		
northwest.com		

3. **PROCEED** to the Horizon client logon instructions at <u>Horizon logon instructions</u>

Horizon Client Installation

- 4. LAUNCH a Web Browser AND ENTER the path below: <u>https://remote.energy-northwest.com</u>
- 5. SELECT Install VMware Horizon Client



<u>NOTE</u>: The "VMware Horizon Client for Windows" is the recommended version for Windows operating systems, including Windows 10.
 <u>NOTE</u>: The "VMware Horizon Client for Windows 10 UWP (Universal Windows Platform)" has limited functionality and is NOT recommended.

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6. **SELECT** the "Omnissa Horizon Clients - View Download Components" link for the appropriate operating system (e.g., select "Go to Downloads" for the "Omnissa Horizon Client for Windows").

All Downloads			
Products A-Z By Category			
			ALL PRODUCTS
Desktop & End-User Computing			
Products			
Omnissa ThinApp			View Download Components Drivers & Tools
Omnissa Dynamic Environment Manag	er		View Download Components Drivers & Tools
Omnissa Horizon			View Download Components Drivers & Tools
Omnissa App Volumes			View Download Components Drivers & Tools
Omnissa Workspace ONE Tunnel			View Download Components Drivers & Tools
Omnissa Horizon Clients			View Download Components Drivers & Tools
Omnissa Access			View Download Components Drivers & Tools
Omnissa Secure Email Gateway			View Download Components Drivers & Tools
Download Omnissa version:	Horizon Clients Omnissa Horizon Clients for Windows, Mac, IOS, Lin desktop from your device of choice giving you on-1 Please Note: The latest 2412 client may not work w	ux, Chrome and Android allow you to connect to your Omnissa Horizon virtual he-go access from any location. ith existing Zoom, Cisco, Nuance and Imprivata integrations	Product Resources View My Download History Product Info Documentation Horizon Mobile Client Privacy Horizon Community
	Read More		
Product Downloads Drivers & Tools	; Open Source Custom ISOs OEM Addons	5	
Product		Release Date	
✓ Omnissa Horizon Client for Wi	indows		
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7. **SELECT** Download Now.

Product Downloads	Drivers & Tools	Open Source	Custom ISOs	OEM Addons
File			Informatio	pn .
Omnissa Horizon W	indows Client			
File size: 292.97 MB File type: exe				DOWNLOAD NOW
Read More				

8. <u>IF</u> prompted, <u>THEN</u> **SELECT** Open File or Run.



9. **SELECT** Customize Installation.

_	×
luct	
	luct

- 10. **SELECT** Enable Keylogger Blocking.
- 11. ENTER remote.energy-northwest.com in the Default Connection Server field.

12. SELECT Agree & Install

	Version 2412
Where to inst	all 🕕
C:\Program	Files\Omnissa\Omnissa Horizon Client
Default conne	ection server ()
remote.ene	rgy-northwest.com
Internet Proto	
IPv4	
O IPv6	
◯ Automa	tic Selection
Additional fea	tures
🔽 USB Red	irection 🕕
🔽 Log in as	; current user 🕛
🗸 Shov	v "Log in as current user" menu option 🕛
🗌 Set d	lefault to "Log in as current user" 🕛
🗹 Install Su	ipport for HTML5 Multimedia Redirection and Browser Redirection ()
🗹 Enable K	eylogger Blocking (!)

13. SELECT Finish.



14. SELECT Restart Now.



Horizon Client Logon Instructions

15. START the Horizon client



16. **SELECT** the remote.energy-northwest.com server entry. If you do not see the remote.energy-northwest.com entry, select Add Server and enter remote.energy-northwest.com



17. IF prompted,

THEN ENTER your Energy Northwest email address.

NORTHWEST	г	
Sign in		
emailaddress@ener	gy-northwest.co	m
Can't access your acco	unt?	

18. ENTER your Energy Northwest password and click Sign In

NORTHWEST	
Enter password	
Your organizational policy require again after a certain time period.	es you to sign in
Password	
Forgot my password	
Other ways to sign in	
Sign in with another account	
	Sign in

19. **ENTER** the MS Authenticator app verification number on the device and **SELECT** OK to approve the MS MFA authentication.

Note: If you do not receive the MS Authenticator prompt, please visit <u>https://aka.ms/MFASetup</u> to setup the default option as the MS Authenticator app as shown below. If you are a new user logging on for the first time, please follow the <u>New user first-time logon instructions</u>.



Recommended default MFA configuration accessible at <u>https://aka.ms/MFASetup</u>:

III ON SI	gn-Ins \vee			
 Overview Security info 	Security info These are the methods you use to sign into yo Default sign-in method: Microsoft Authentic	2. Set Microsoft Authenticator as the default sign-in method for the best experience unaccoment of reset your password. ator - notification Change		
Organizations	+ Add sign-in method			
💻 Devices	S Phone	+1 5095 1. Use Microsoft Authenticator for the best experience	Change	Delete
A Privacy	Microsoft Authenticator Push multi-factor authentication (MFA)			Delete
	🗹 Email	@outlook.com	Change	Delete
	Lost device? Sign out everywhere			

20. **APPROVE** the MFA request using the MS Authenticator app by entering the number presented on the web page into the MS Authenticator app. Select Yes, to approve the request after entering the matching number.

Note: MFA requests can also be sent through SMS Text or a Phone call but the MS Authenticator app is recommended.



•	Are you trying to sign in?
Energy	/ Northwest @energy-northwest.com
Enter	he number shown to sign in.
	Enter number here
	YES
	NO, IT'S NOT ME
	I CAN'T SEE THE NUMBER
	I CAN'T SEE THE NUMBER

21. SELECT Yes to continue

ENERGY NORTHWEST		
Stay signed i	n?	
Do this to reduce the to sign in.	number of time	es you are asked
Don't show this a	again	
	No	Yes

22. <u>IF</u> prompted, <u>THEN</u> **SELECT** "Open VMware Horizon Client" and select "Always allow" to not be prompted again.



23. **SELECT** the Standard Desktop to logon to the Energy Northwest Horizon environment.



24. **READ** <u>AND</u> **ACCEPT** the disclaimer to access a desktop.

Standard Desktop			
	Ctrl+Alt+Del	USB Devices	> [0] Fullscreen
WARNING			
Computing systems provided by Energy Northwest are for the use of authorized parcoand and for Energy Northwest Authorized parts of the computer system contains			
information that is considered confidential and/or proprietary to Energy Northwest,			
its employees, suppliers, contractors, vendors and other third parties. Use of any confidential or proprietary information is strictly limited to the conduct of Energy			
Northwest business. Personnel authorized access to this computer system shall not disclose confidential or proprietary information without authorization. MISUSE OF			
ENERGY NORTHWEST'S COMPUTER SYSTEM, A VIOLATION OF ENERGY NORTHWEST'S COMPUTER SYSTEM, A VIOLATION OF ENERGY			
PROPRIETARY INFORMATION IS SUBJECT TO REVOCATION OF ACCESS TO THE			
COMPUTER STSTEM AND DISCIPLINARY ACTION OF TO AND INCLUDING TERMINATION.			
 Authorized personnel using Energy Northwest's computer system are subject to			
having all of their activities on this computer system monitored and recorded by system personnel. Anyone using this system expressly consents to such monitoring			
and is advised that if such monitoring reveals possible evidence of criminal activity,			
system personnes may present the environment of the environment of the set			
By clicking "Ok", I acknowledge and agree to these conditions.			
OK			

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<u>Note:</u> You may adjust the Monitors used, display resolution, and display scaling before logging on if desired. You may also adjust the monitors used under the Full Screen drop down menu as shown below. Please contact the IS Solution Center (x8400) if you need assistance.

	Launch				
Standar	Logoff				
Standar	Reset Desktop				
☆	Restart Desktop				
	Display		Fullscreen - All Monitors		
	Settings	•	Fullscreen - Single Monitor		
	 VMware Blast 		Window - Large		
	PCoIP		Window - Small		
	Microsoft RDP		Custom >	J	
	Create Shortcut to Deskt	 ор			
	Add to Start Menu				
臣 Ctrl+	-Alt+Del 🛱 USB Device	s >	E Fullscreen		rrent connection.
			Resetting the selectic in settings. You can g it permanently.	on will go bac jo to settings	k to your preference if you want to chang
				Apply	Reset

New User First Logon and MFA Setup

Please follow the steps below if you are a new user logging on for the first time and have not setup Microsoft MFA.

- 1. BROWSE to the Microsoft MFA site at <u>https://aka.ms/MFASetup</u>
- 2. **ENTER** your Energy Northwest email address.



3. **ENTER** your Energy Northwest password and click Sign In. Please contact the IS Solution Center (x8400) if you need assistance.

Enter password	
Your organizational policy requires you again after a certain time period.	to sign in
Password	
Forgot my password	
Other ways to sign in	
Sign in with another account	

4. <u>IF</u> prompted, <u>THEN</u> **SELECT** Next on the More information required prompt.

	Nergy Iorthwest		
Mor	e informa	ation re	quired
Your o your a	rganization nee count secure	ds more inf	ormation to keep
Use a	lifferent accour	nt	
Learn	nore		
			Next

5. **SELECT** Next on the Keep your account secure prompt to setup the MS MFA.

Note: You may use other MS MFA authentication methods such as SMS text or Phone call verification but MS Authenticator app is recommended.

	Your organization requires you to set up th	ne following methods of proving who you are.
	Method	1 of 2: App
		2
	Арр	Phone
	Start by getting the app	
0	Start by getting the app On your phone, install the Microsoft After you install the Microsoft Authe	Authenticator app. Download now enticator app on your device, choose "Next".

6. **SELECT** Next to begin setting up the MS Authenticator app.

	ur organization requires you to set up t	the following methods of proving who you are.
	Metho	d 1 of 2: App
		2
	Арр	Phone
; <u>, , , ,</u> ;	If prompted, allow notifications. Th	ien add an account, and select "Work or school".

- 7. **INSTALL** the MS Authenticator app from the Apple or Google app store.
- 8. SCAN the QR Code to configure the authenticator app



9. **ENTER** the authentication code from the MS Authenticator app to verify it's working as expected.

	Metho	od 1 of 2: App
	0	2
	Арр	Phone
\checkmark	Let's try it out	
-	Let's try it out	nding to your app by entering the number shown belo

10. **SELECT** Next after approving the notification.

four organization requires you to set up the re	ollowing methods of proving who you are.
Method 1 of	f 2: App
	2
Арр	Phone

11. **ENTER** a second method of verified such as a Phone Number and select "Text me a code" or "Call me".

Phone
Phone
phone or texting a code to your phone.
5091231234
F

12. **ENTER** the code provided.

Your organization requires you to set	t up the following i	methods of prov	ving who you a	are.
Met	thod 2 of 2: Phone	t		
Арр		PI	none	
Phone				
We just sent a 6 digit code to +1 . F	Enter the code belo	ow.		
Resend code	10			
			Back	Next

13. SELECT Next.

Meth	nod 2 of 2: Phone
Арр	Phone
hono	
none	
SMS verified. Your phone was registered suc	cessfully

14. SELECT Done.

Your organization requires you to set up the following methods of proving who you are.		
Method 2	2 of 2: Done	
Арр	Phone	
ouccess!		
reat job! You have successfully set up your security i	nfo. Choose "Done" to continue signing in.	
afaulé sian in maéla di		
erault sign-in method:		
Phone +1		

15. **ENTER** the temporary Energy Northwest password provided and new password twice.

Upd	ate your password
You ne the firs passwo	ed to update your password because this is t time you are signing in, or because your ord has expired.
Curren	t password
Neuro	assword
New p	

16. SELECT Yes.

ENERGY NORTHWEST		
Stay signed i	n?	
Do this to reduce the to sign in.	e number of tim	es you are asked
Don't show this	again	
		24900

17. FOLLOW the Horizon client installation and Horizon client logon instructions