

## Energy Northwest Remote Access

### **Remote Access Setup**

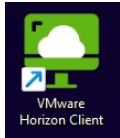
Information Services has implemented a new VMware Horizon/View remote access system that will provide an optimized Teams audio experience, improved performance, and standardize multi-factor authentication with Microsoft products. The new system is available now for users approved for Remote Access. The new Horizon system will be using a new address [remote.energy-northwest.com](https://remote.energy-northwest.com) and the old Horizon system will remain online at [view.energy-northwest.com](https://view.energy-northwest.com) until October 24, 2023.

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

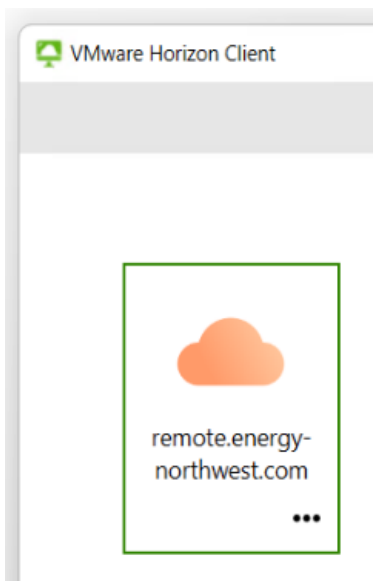
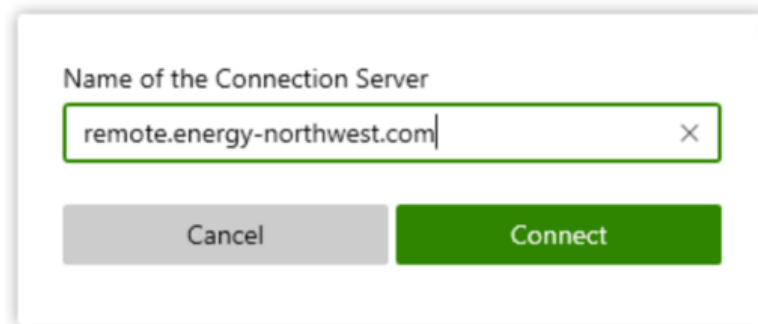
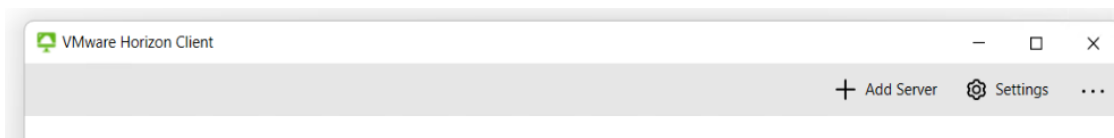
- Existing Remote Access users must update the Horizon client on personal devices to use the server address [remote.energy-northwest.com](https://remote.energy-northwest.com) instead of [view.energy-northwest.com](https://view.energy-northwest.com) by October 24, 2023. Please follow the [Update Horizon Server Address](#) section to add the new [remote.energy-northwest.com](https://remote.energy-northwest.com) server address in the Horizon client.
- Existing Remote Access users configure and use Microsoft multi-factor authentication (MFA) instead of RSA SecurID. Please follow the [Horizon Client Logon instructions](#) 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 <https://aka.ms/MFASetup>.
- All Remote Access users install or update the Horizon client on personal devices to ensure the latest features are available. Please follow the [Horizon Client Installation](#) section to install the latest Horizon client.
- New Employees or Contractors logging onto remote access for the first time, please follow the [New User First Logon and MFA Setup](#) steps.

## Update Horizon Server Address

1. **START** the VMware Horizon client



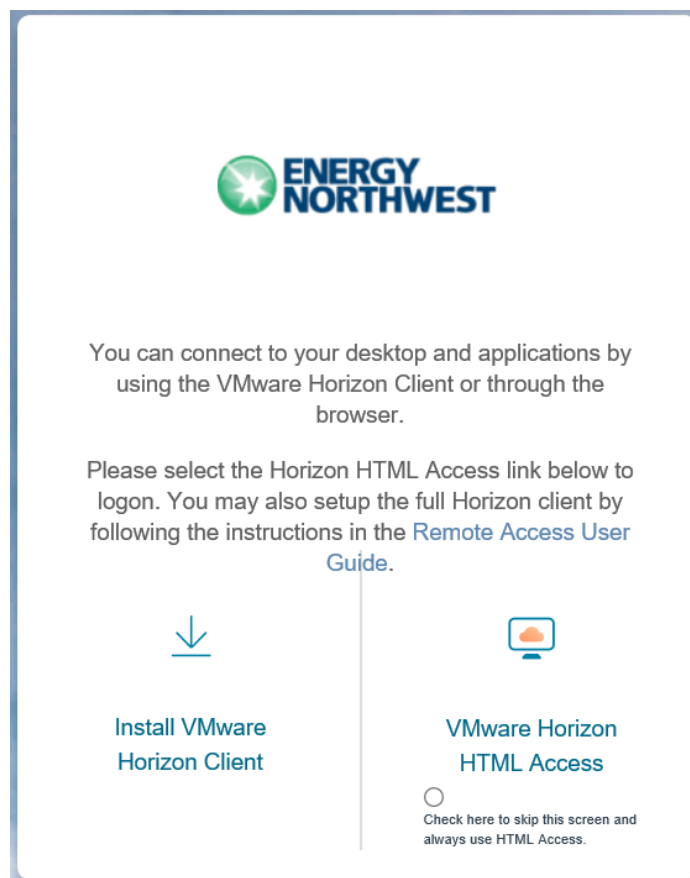
2. **SELECT** Add Server and enter remote.energy-northwest.com



3. **PROCEED** to the Horizon client logon instructions at [Horizon logon instructions](#)

## **Horizon Client Installation**

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



**NOTE:** The “VMware Horizon Client for Windows” is the recommended version for Windows operating systems, including Windows 10.

**NOTE:** The “VMware Horizon Client for Windows 10 UWP (Universal Windows Platform)” has limited functionality and is NOT recommended.

- SELECT** the “Go to Downloads” link for the appropriate operating system (e.g., select “Go to Downloads” for the “VMware Horizon Client for Windows”).

Home / VMware Horizon Clients

## Download VMware Horizon Clients

Select Version:

HORIZON 8

VMware Horizon Clients for Windows, Mac, iOS, Linux, Chrome and Android allow you to connect to your VMware Horizon virtual desktop from your device of choice giving you on-the-go access from any location.

Click here for a list of certified thin clients, zero clients, and other partner solutions for VMware Horizon.

Read More

Product Resources

- View My Download History
- Product Info
- Documentation
- Horizon Mobile Client Privacy
- Horizon Community

Product Downloads Drivers & Tools Open Source Custom ISOs OEM Addons

Product	Release Date	
VMware Horizon Client for Windows	2023-07-06	GO TO DOWNLOADS

- SELECT** Download Now.

File Information

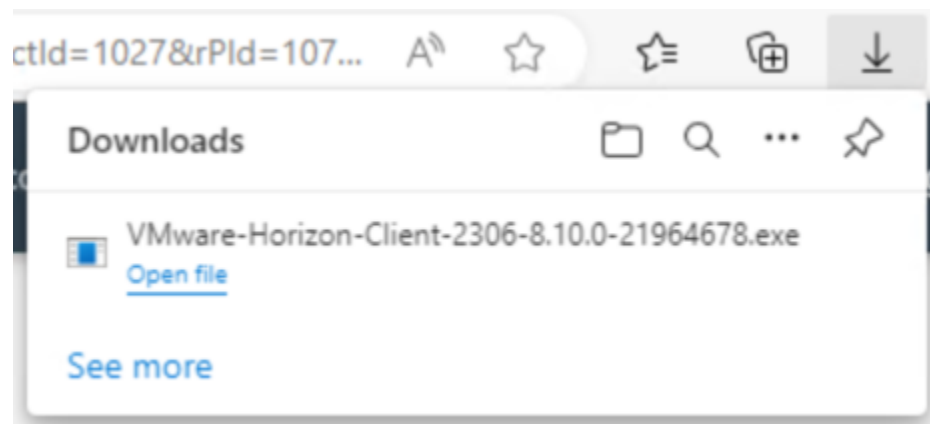
### VMware Horizon Client for Windows

File size: 426.66 MB  
File type: exe

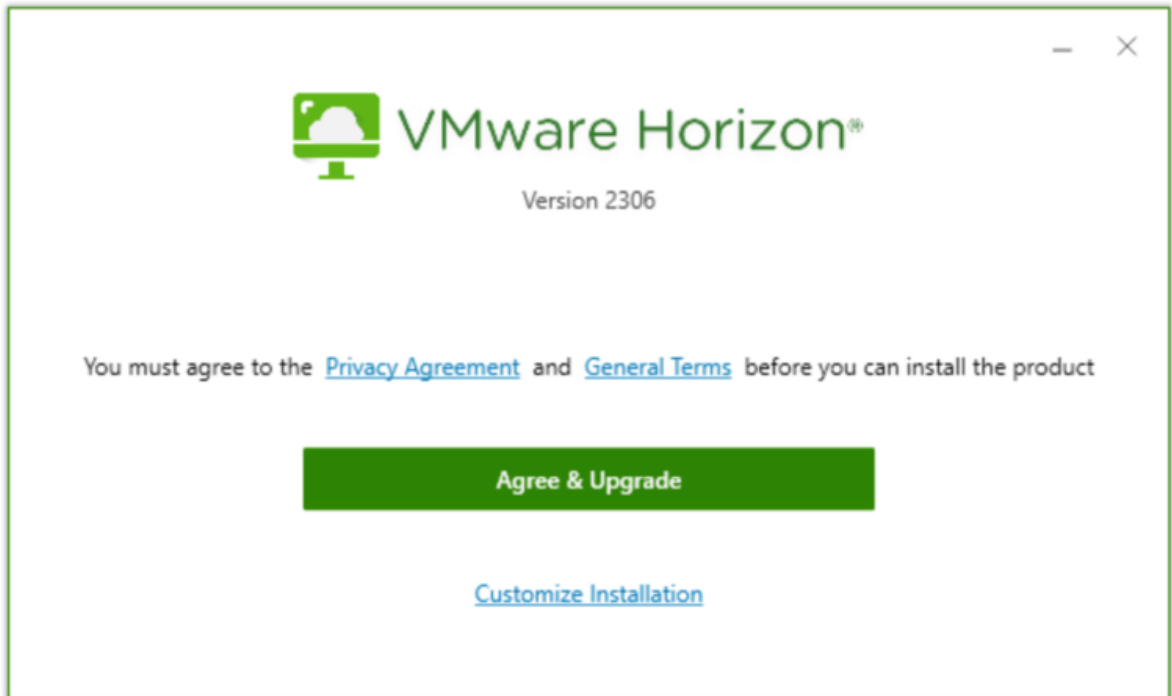
Read More

DOWNLOAD NOW

- IF** prompted, **THEN SELECT** Open File or Run.



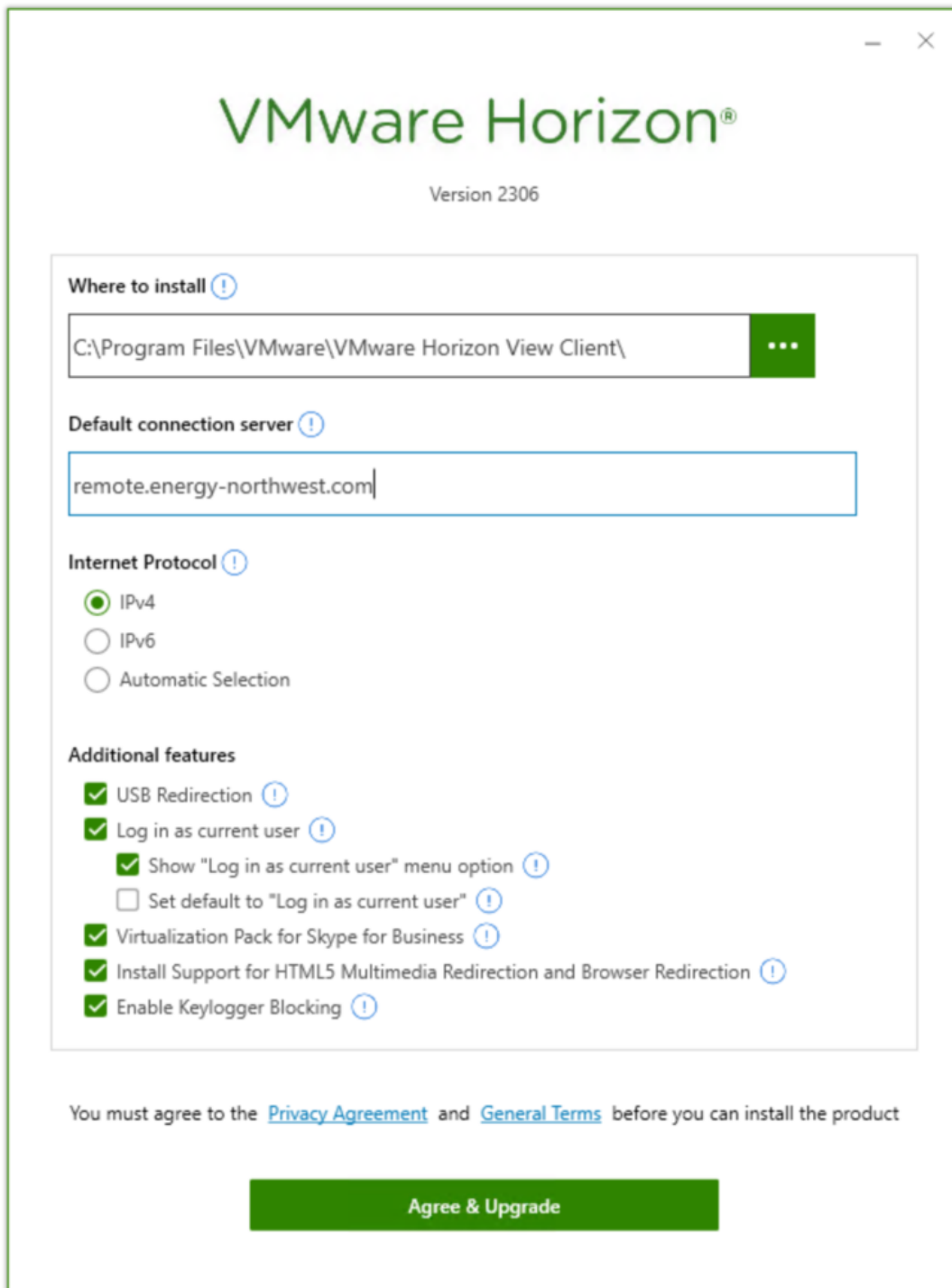
- SELECT** Customize Installation.



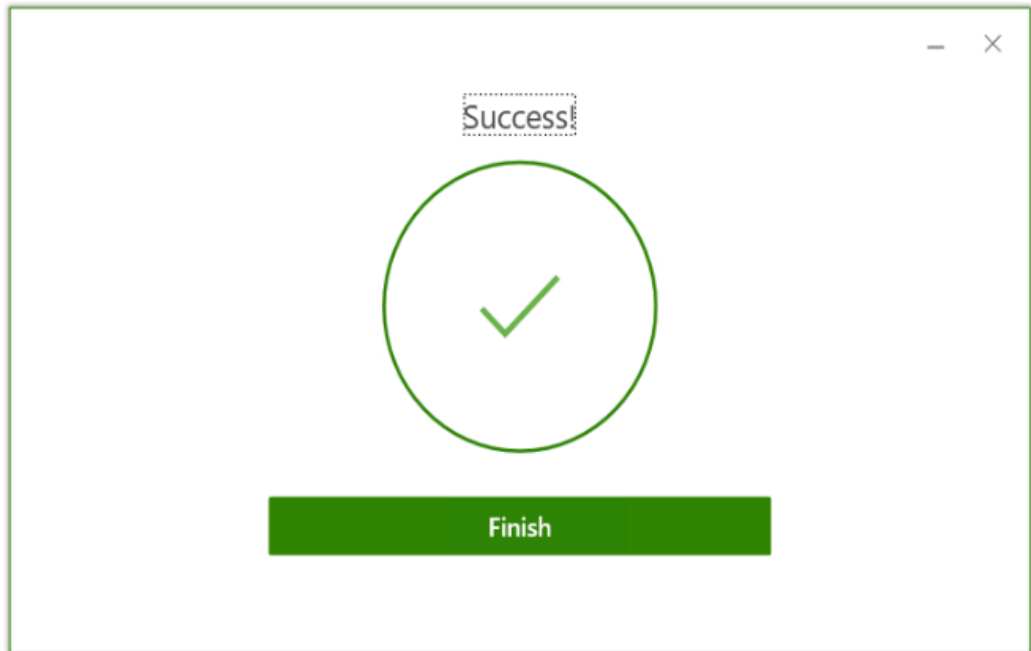
10. **SELECT** Enable Keylogger blocking.

11. **ENTER** remote.energy-northwest.com in the Default Connection Server field.

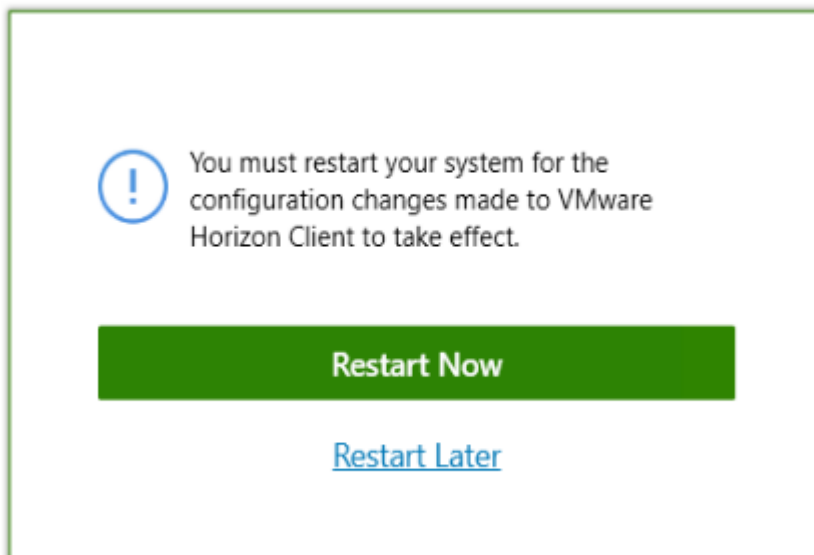
12. **SELECT** Agree & Install



13. **SELECT** Finish.

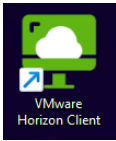


14. **SELECT** Restart Now.

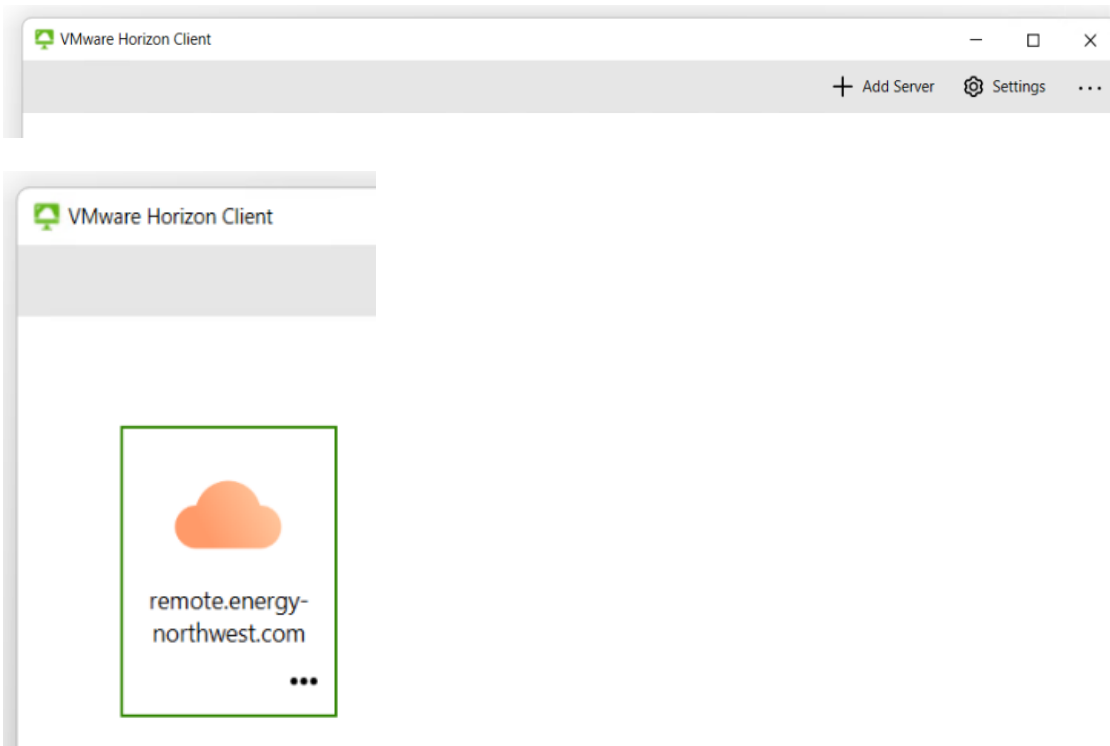


### **Horizon Client Logon Instructions**

15. **START** the VMware Horizon client

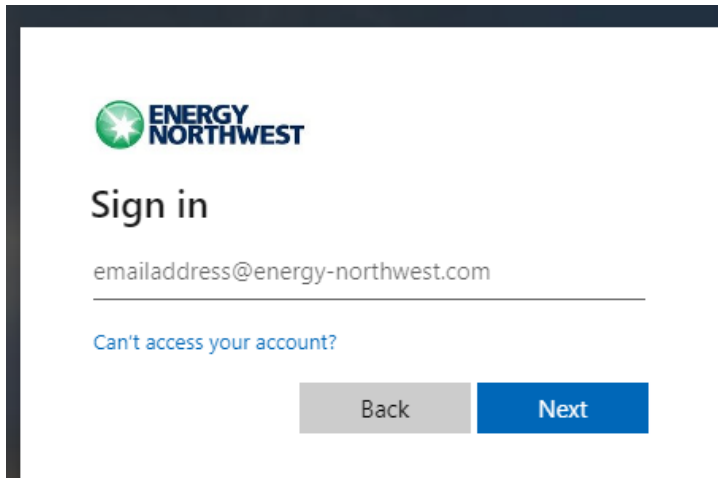


16. **SELECT** the remote.energy-northwest.com server entry. If you do not see the remote.energy-northwest.com entry, select Add Server and enter remote.energy-northwest.com

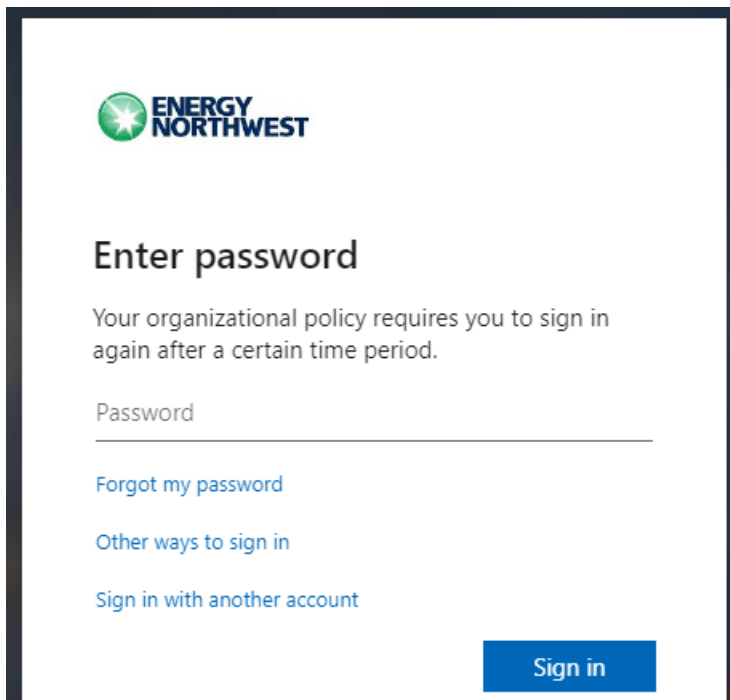


17. IF prompted,  
**THEN ENTER** your Energy Northwest email address.



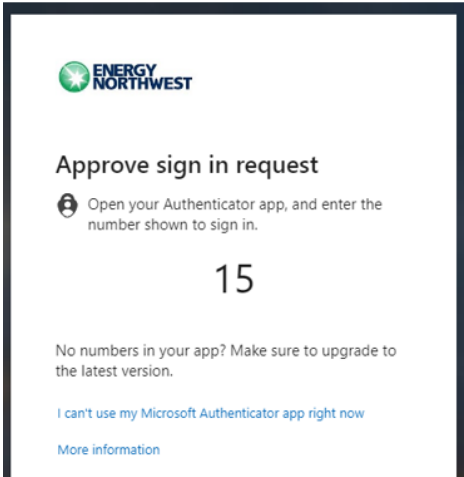


18. **ENTER** your Energy Northwest password and click Sign In

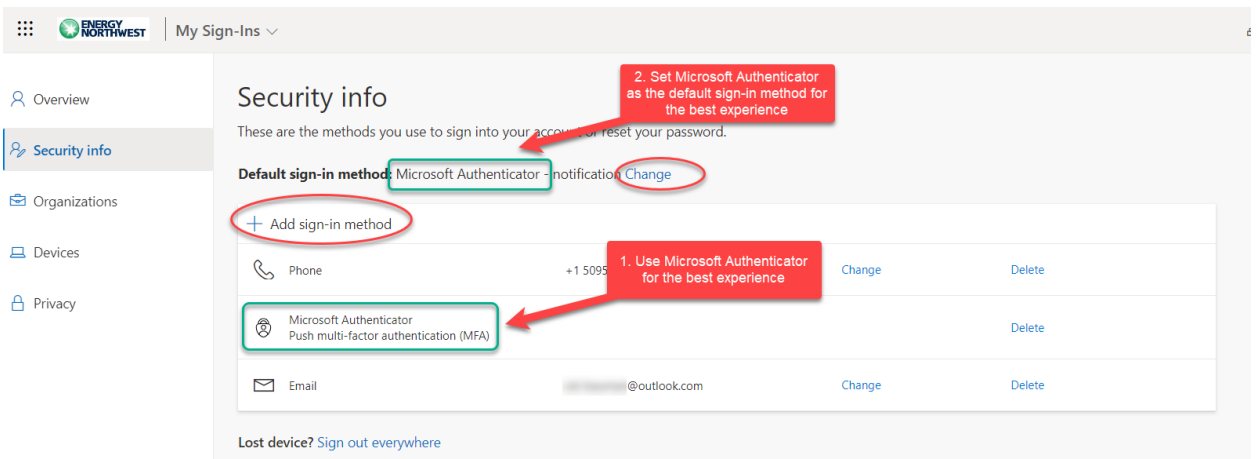


19. **ENTER** the MS Authenticator app verification number on the device and **SELECT** OK to approve the MS MFA authentication.

Note: If you do not receive the MS Authenticator prompt, please visit <https://aka.ms/MFASetup> 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 [New user first-time logon instructions](#).

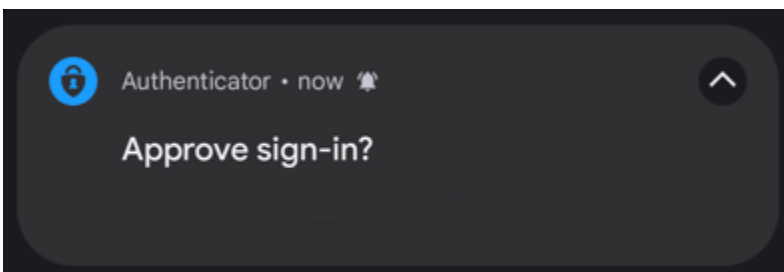



Recommended default MFA configuration accessible at <https://aka.ms/MFASetup>:



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  
remmer@energy-northwest.com

Enter the number shown to sign in.

Enter number here

YES

NO, IT'S NOT ME

I CAN'T SEE THE NUMBER

21. **SELECT** Yes to continue



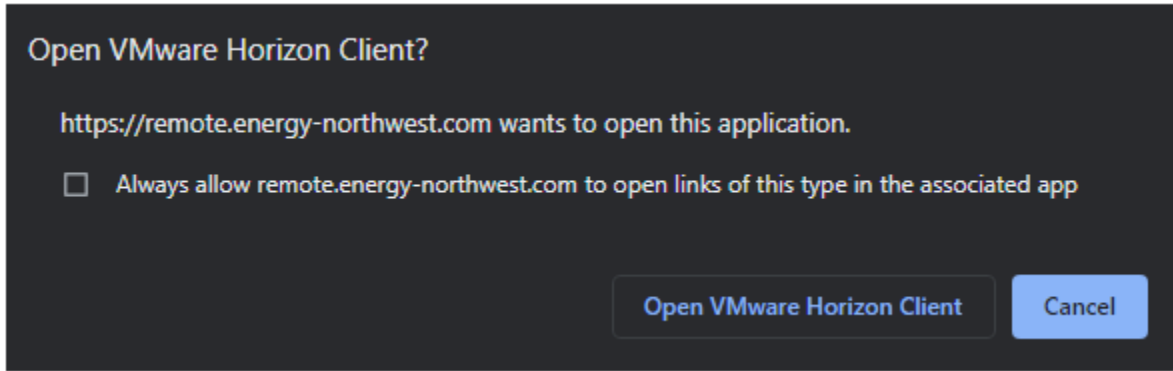
Stay signed in?

Do this to reduce the number of times you are asked to sign in.

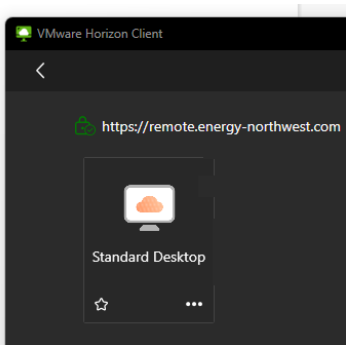
Don't show this again

No Yes

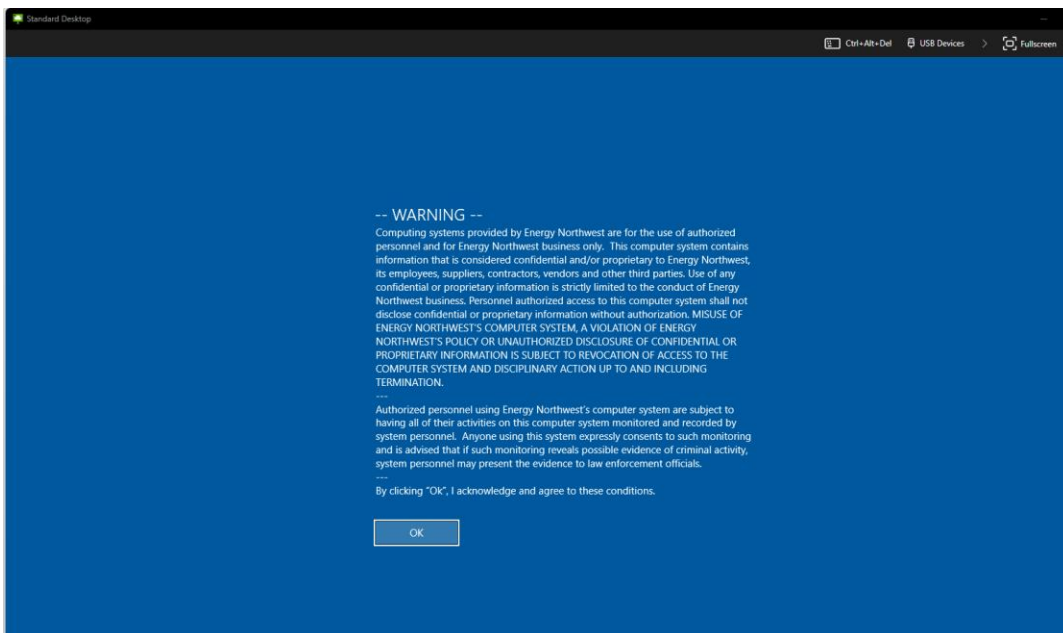
22. IF prompted,  
THEN SELECT "Open VMware Horizon Client" and select "Always allow" to not be prompted again.



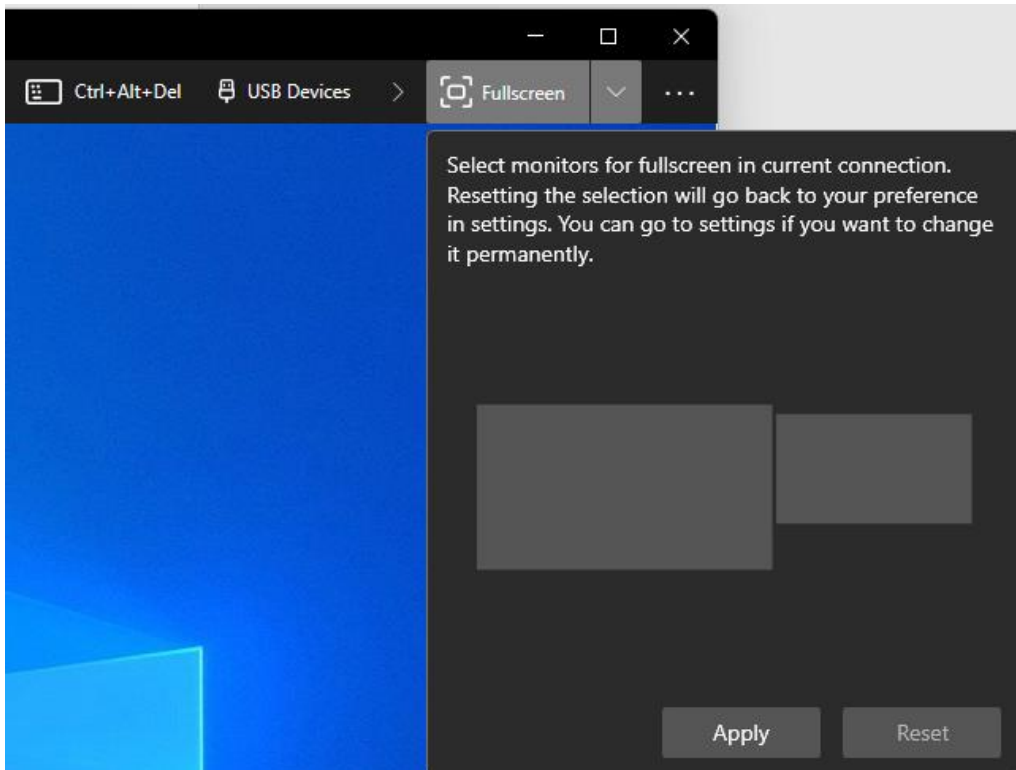
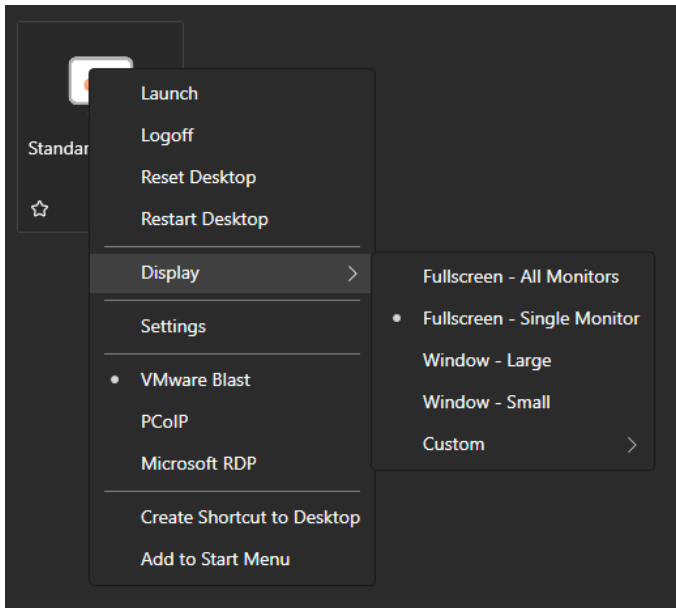
23. **SELECT** the Standard Desktop to logon to the Energy Northwest Horizon environment.



24. **READ AND ACCEPT** the disclaimer to access a desktop.



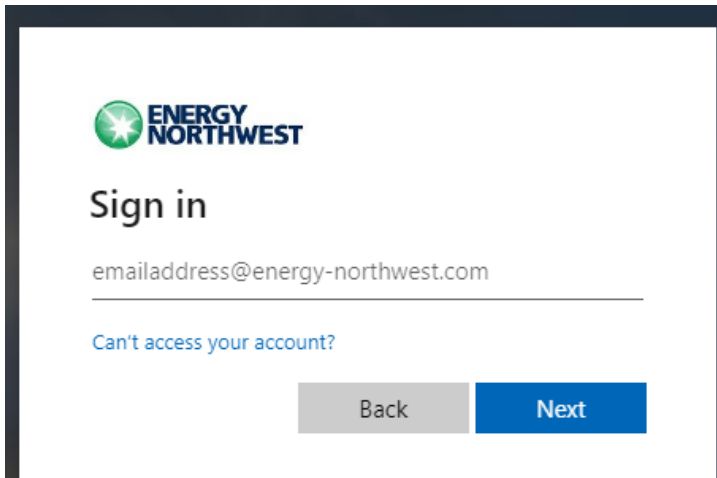
Note: You may adjust the Monitors used, display resolution, and display scaling before logging on if desired. You may also adjust the monitors used under the Full Screen drop down menu as shown below. Please contact the IS Solution Center (x8400) if you need assistance.



## **New User First Logon and MFA Setup**

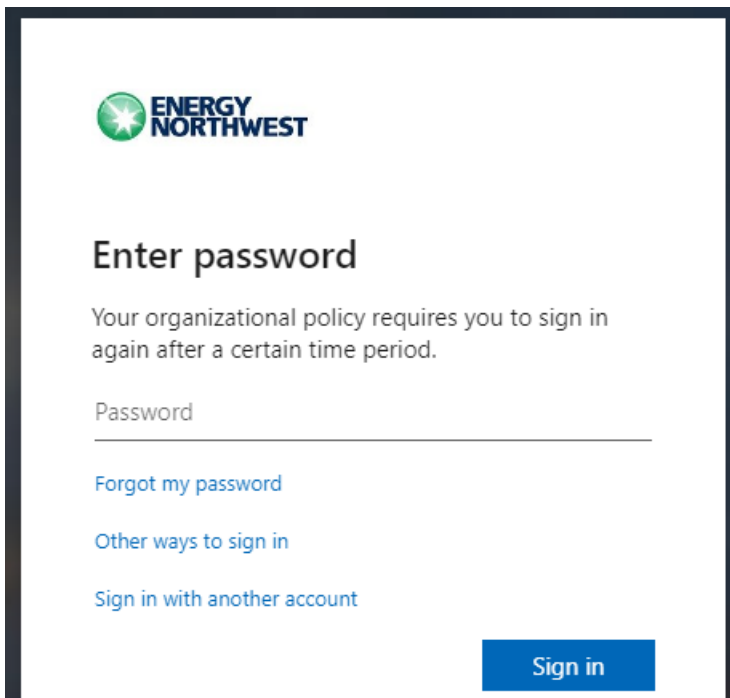
Please follow the steps below if you are a new user logging on for the first time and have not setup Microsoft MFA.

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



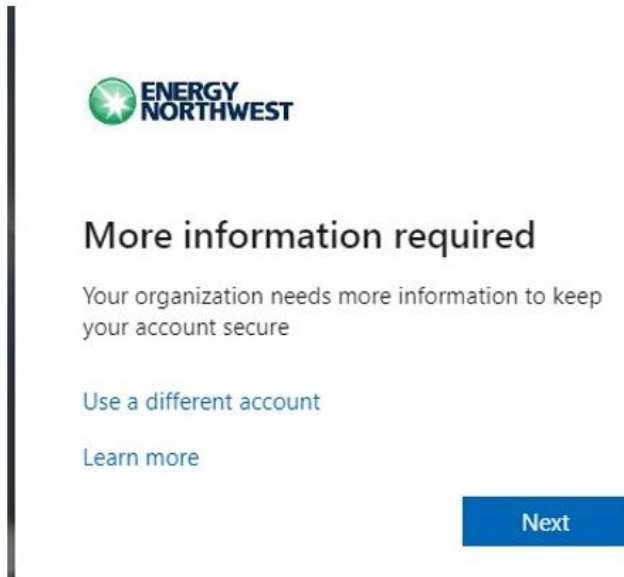
The screenshot shows the Energy Northwest sign-in page. At the top left is the Energy Northwest logo. Below it, the text "Sign in" is displayed. A text input field contains the placeholder "emailaddress@energy-northwest.com". Below the input field is a link that says "Can't access your account?". At the bottom of the page are two buttons: a grey "Back" button and a blue "Next" button.

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



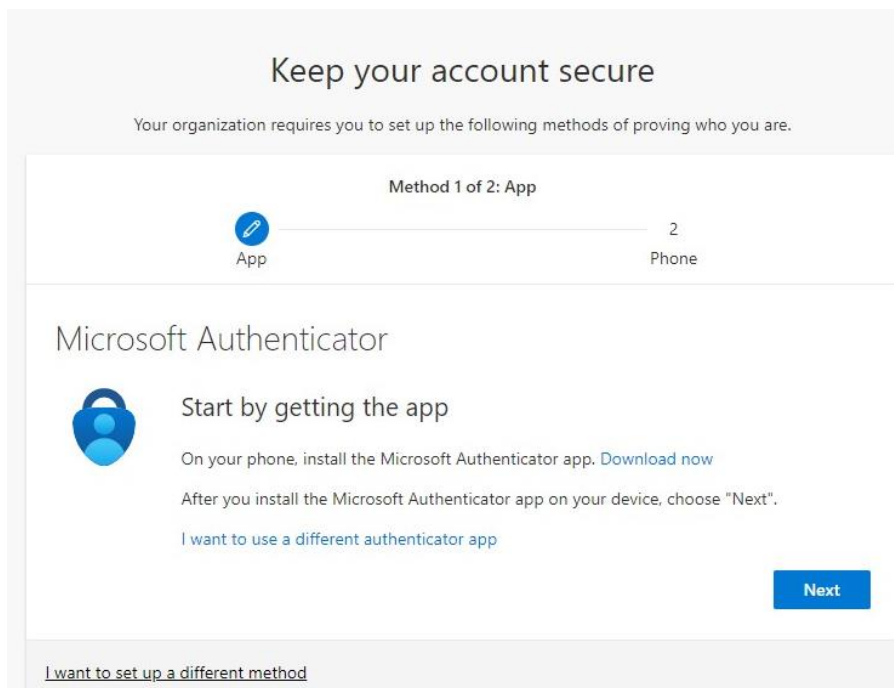
The screenshot shows the Energy Northwest "Enter password" page. At the top left is the Energy Northwest logo. Below it, the text "Enter password" is displayed. A message states: "Your organizational policy requires you to sign in again after a certain time period." Below this is a text input field labeled "Password". Underneath the input field are three links: "Forgot my password", "Other ways to sign in", and "Sign in with another account". At the bottom right of the page is a blue "Sign in" button.

4. IF prompted,  
THEN SELECT Next on the More information required prompt.



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

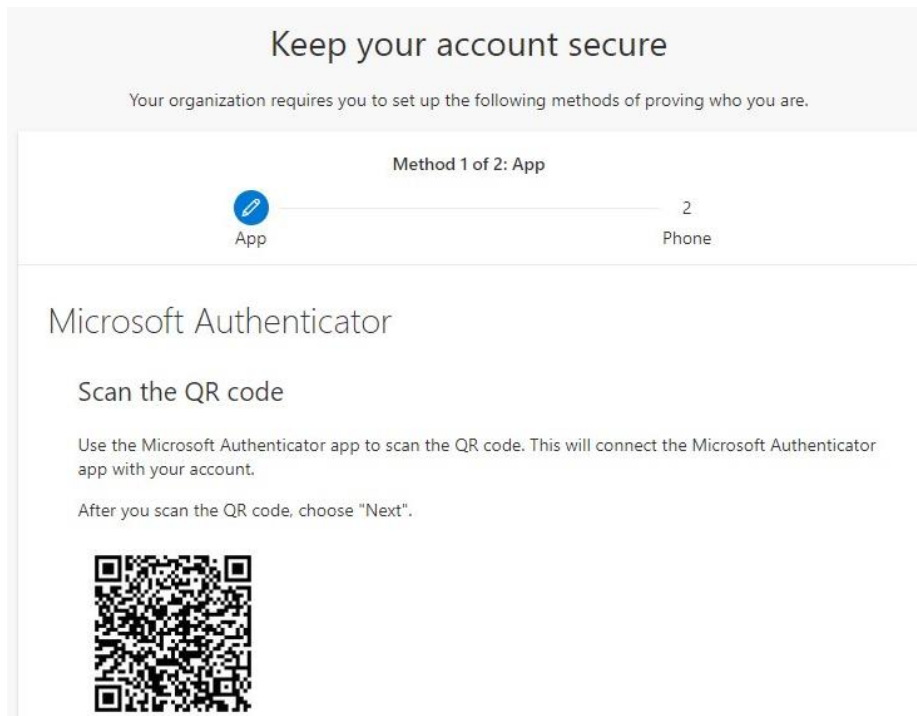
Note: You may use other MS MFA authentication methods such as SMS text or Phone call verification but MS Authenticator app is recommended.



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

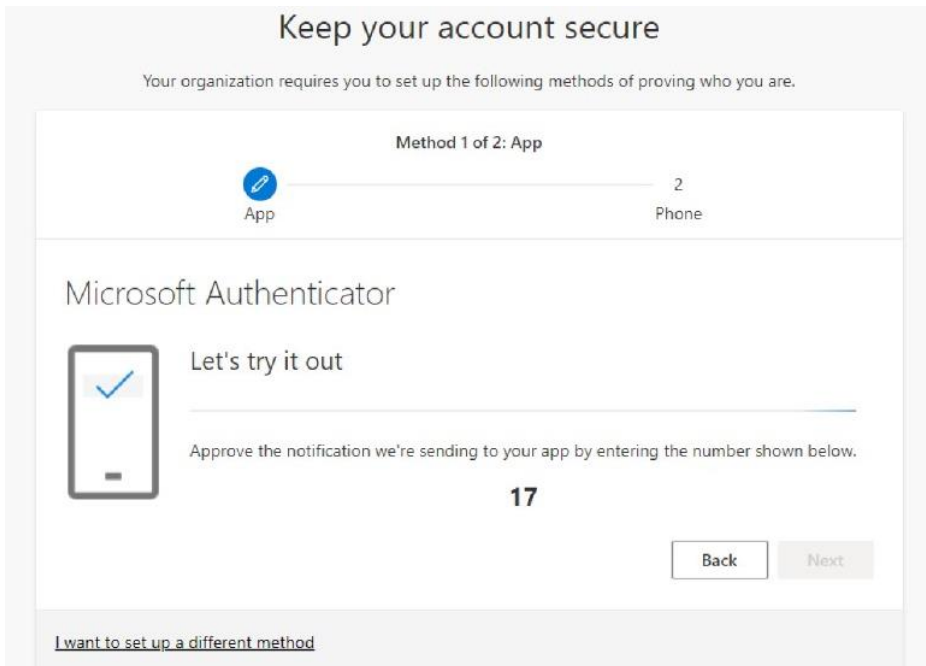


7. **INSTALL** the MS Authenticator app from the Apple or Google app store.
8. **SCAN** the QR Code to configure the authenticator app

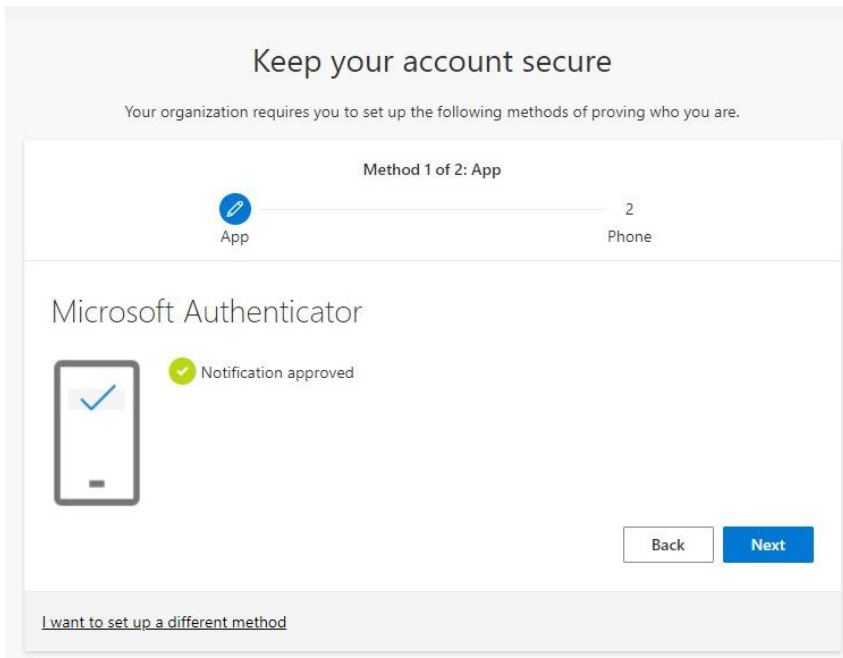


9. **ENTER** the authentication code from the MS Authenticator app to verify it's working as expected.





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



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

**Keep your account secure**

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

---

### Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

Text me a code  
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

**Next**

12. **ENTER** the code provided.

**Keep your account secure**

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

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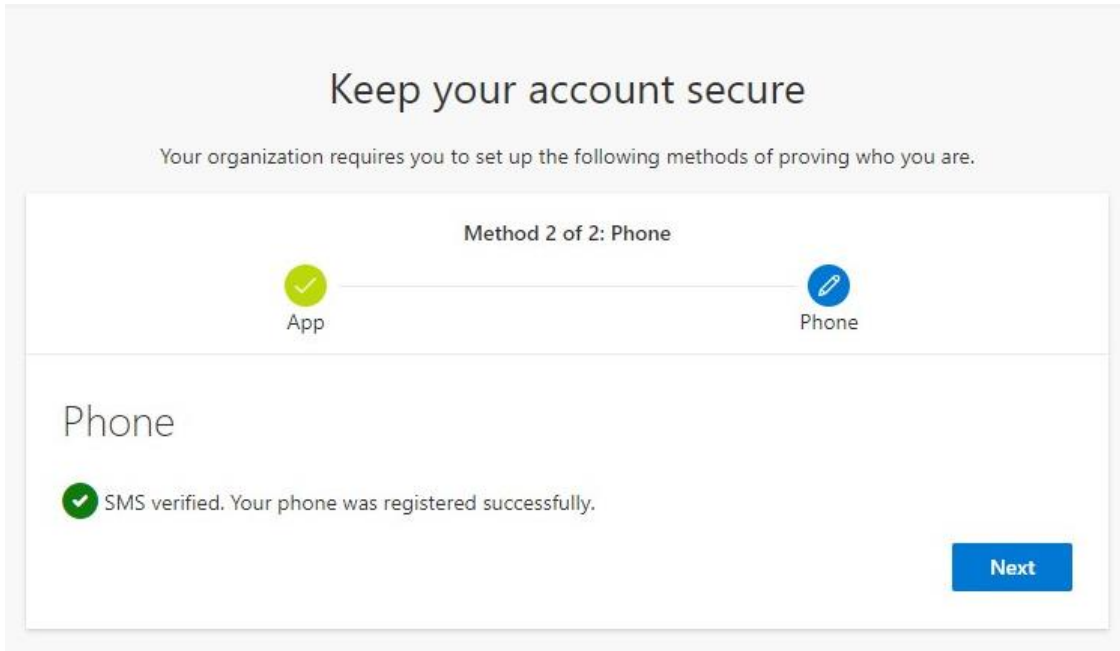
### Phone

We just sent a 6 digit code to +1 . Enter the code below.

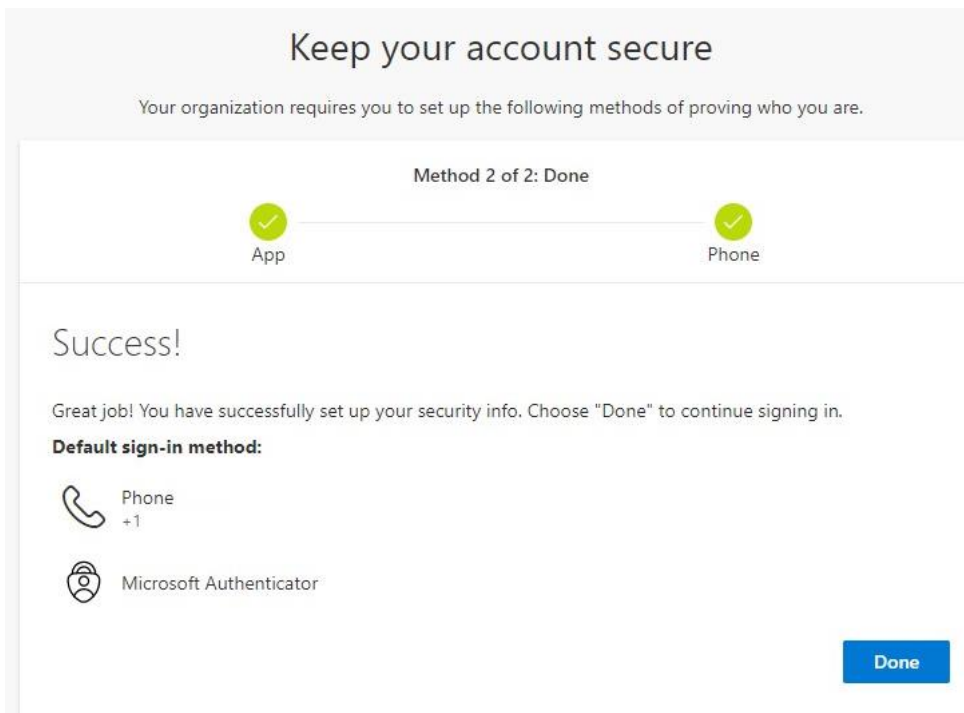
[Resend code](#)

[I want to set up a different method](#)

13. **SELECT** Next.



14. **SELECT** Done.



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



## Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

16. **SELECT** Yes.



## Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

Yes

17. **FOLLOW** the [Horizon client installation](#) and [Horizon client logon instructions](#)