



OMNISSA HORIZON INSTALL – MAC

(Formerly known as VMware)

EDIPHY ADVISORS HELP DESK | (205) 314-8900

EDIPHY ADVISORS

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1. Click the below link to access the EdiPhy Support Page:

<https://www.ediphy.com/support>

1a. If you are not able to access this link successfully, you may also open a web browser and go to Ediphy.com, hover over Support at the top right, and click Employee Support.

2. Click on the “**Omnissa Horizon Clients**” link under Downloads.

EdiPhy Advisors About Phy

Support Center

Contact EdiPhy Advisors Help Desk

Web: [Help Desk Ticketing System and Live Chat](#)
Phone: 205-314-8900
Internal Zoom Extension: 890

Password Self Service

[Change Password](#)

Downloads

[Omnissa Horizon Clients](#)
(formerly known as VMware Horizon Clients)

Downloads

[Omnissa Horizon Clients](#)

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3. Next to Omnissa Horizon Client for macOS, click “Go to Downloads”.

Home / Omnissa Horizon Clients

Download Omnissa Horizon Clients

Version: 2412

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

Please Note: The latest 2412 client may not work with existing Zoom, Cisco, Nuance and Imprivata

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- [Horizon Mobile Client Privacy](#)
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Product	Release Date	
▼ Omnissa Horizon Client for Windows		
Omnissa Horizon Client for Windows	2024-12-23	GO TO DOWNLOADS
▼ Omnissa Horizon Client for macOS		
Omnissa Horizon Client for macOS	2024-12-23	GO TO DOWNLOADS

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4. Click “Download Now”.

Home / Omnissa Horizon Client for macOS

Download Product

Version	2412
Documentation	Release Notes
Release Date	2024-12-23
Type	Product Binaries

Product Resources

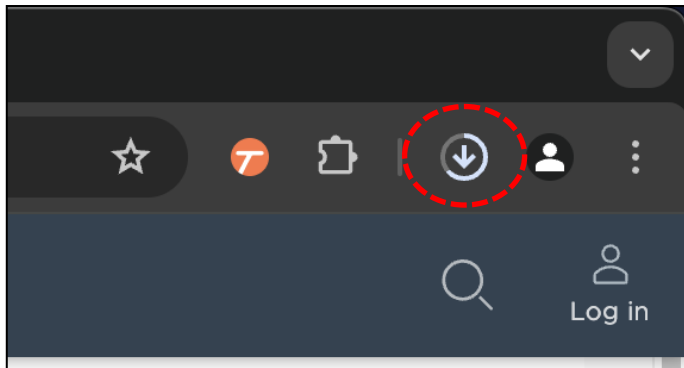
- [View My Download History](#)
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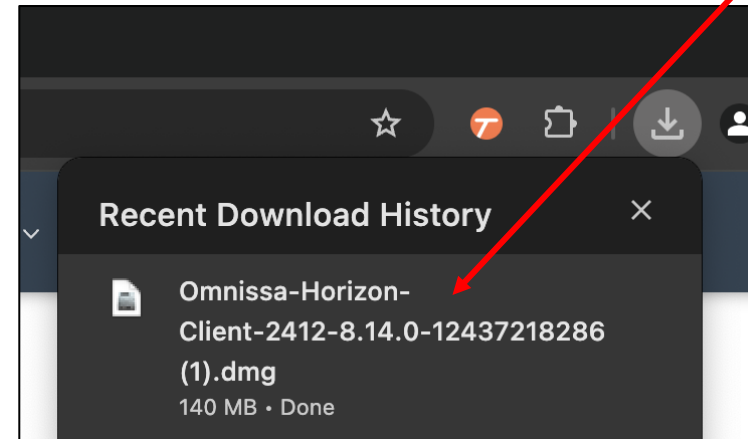
File	Information
Omnissa Horizon Client for macOS	DOWNLOAD NOW
File size: 139.87 MB File type: dmg	
Read More	

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5. After clicking “Download Now”, your download should start.

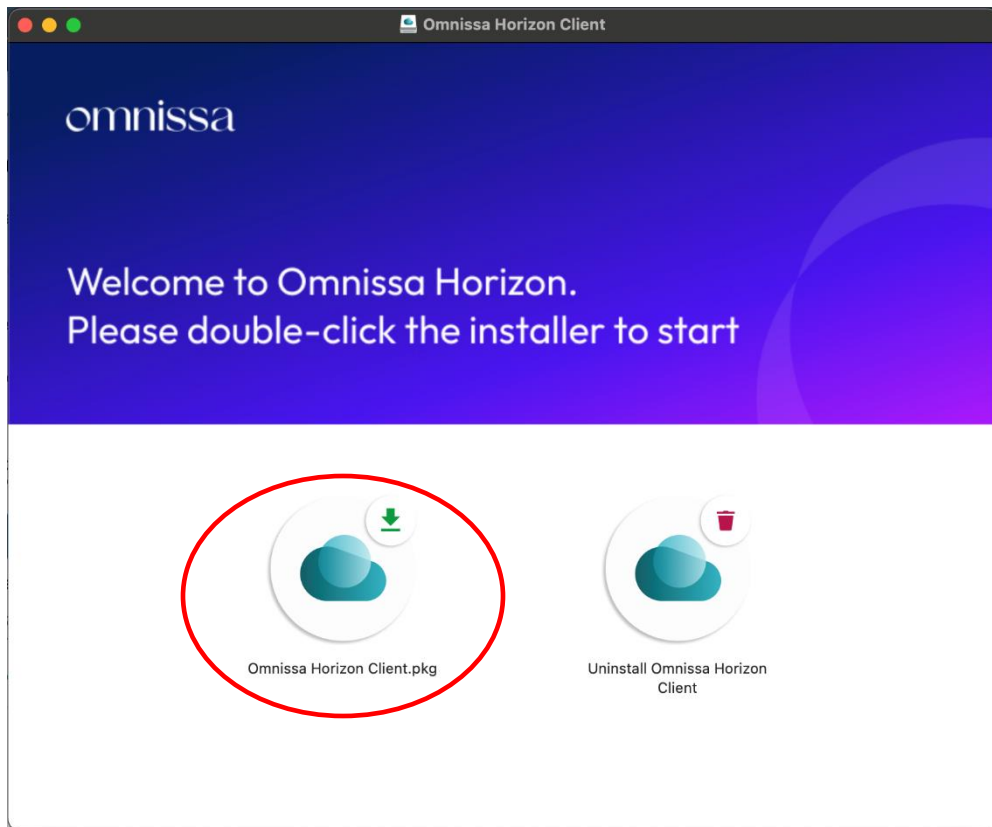


6. Once the download is complete, double click it.

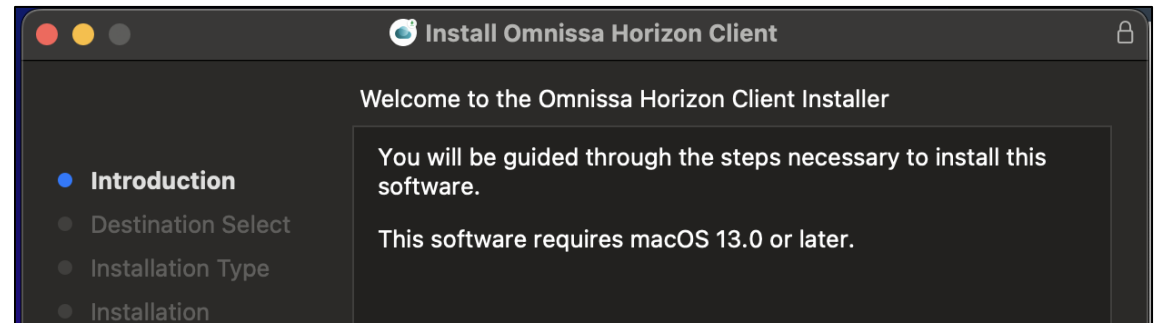


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7. After opening the download, an Installer window will pop up. Click “**Omnissa Horizon Client.pkg**” and follow the on-screen guide to install Omnissa Horizon.



7a. Review the Operating System (OS) requirements. **If your device does not meet these requirements, you must update your OS before continuing.**



7b. Instructions on how to identify, check, and update your OS can be found on the Apple Support page:

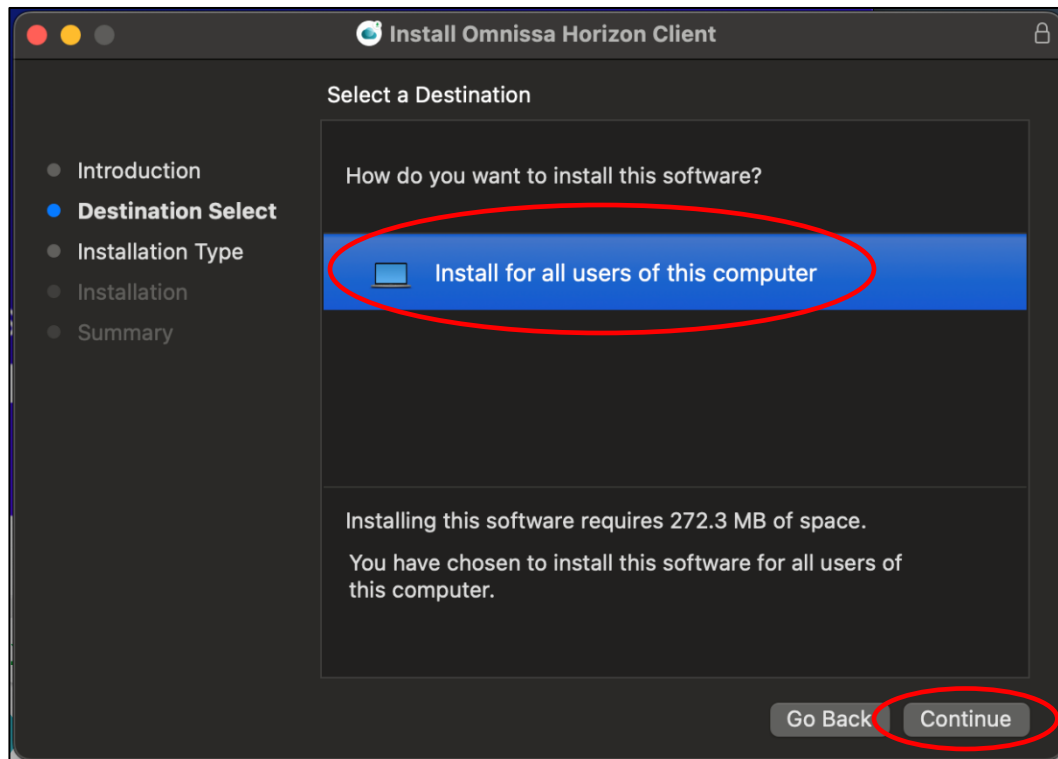
[Identify your OS – Mac](#)

[Check for updates – Mac](#)

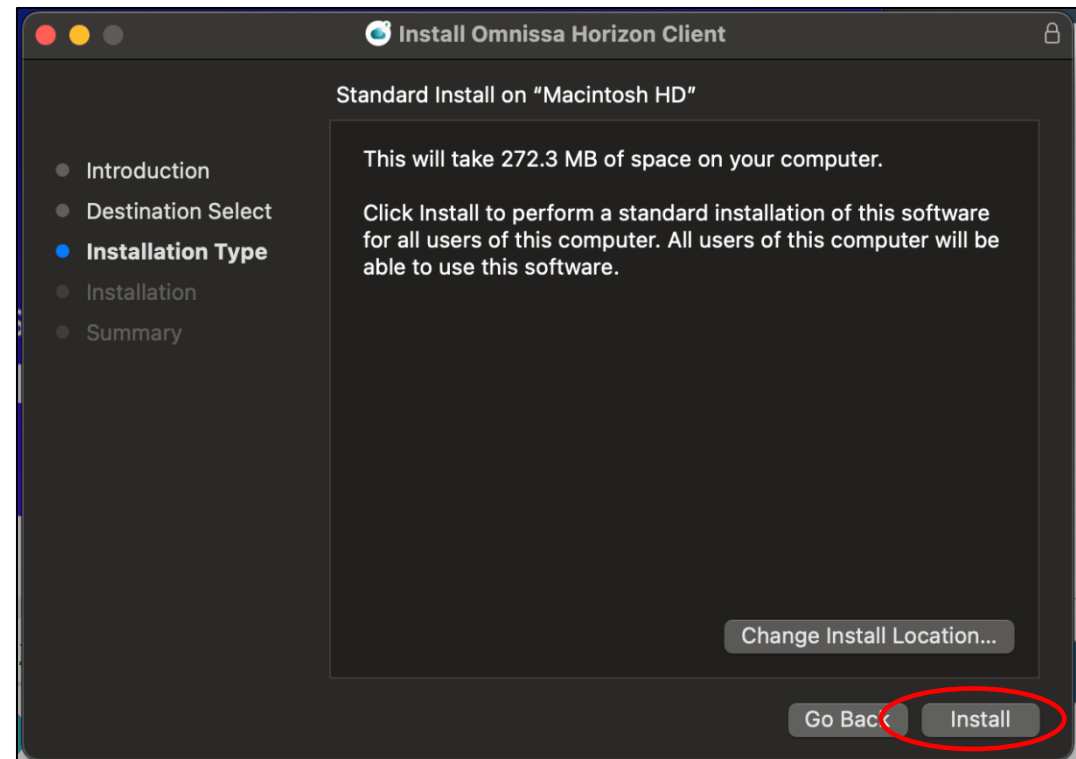
[Update OS – Mac](#)

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7c. Select the **install destination** and click **Continue**.

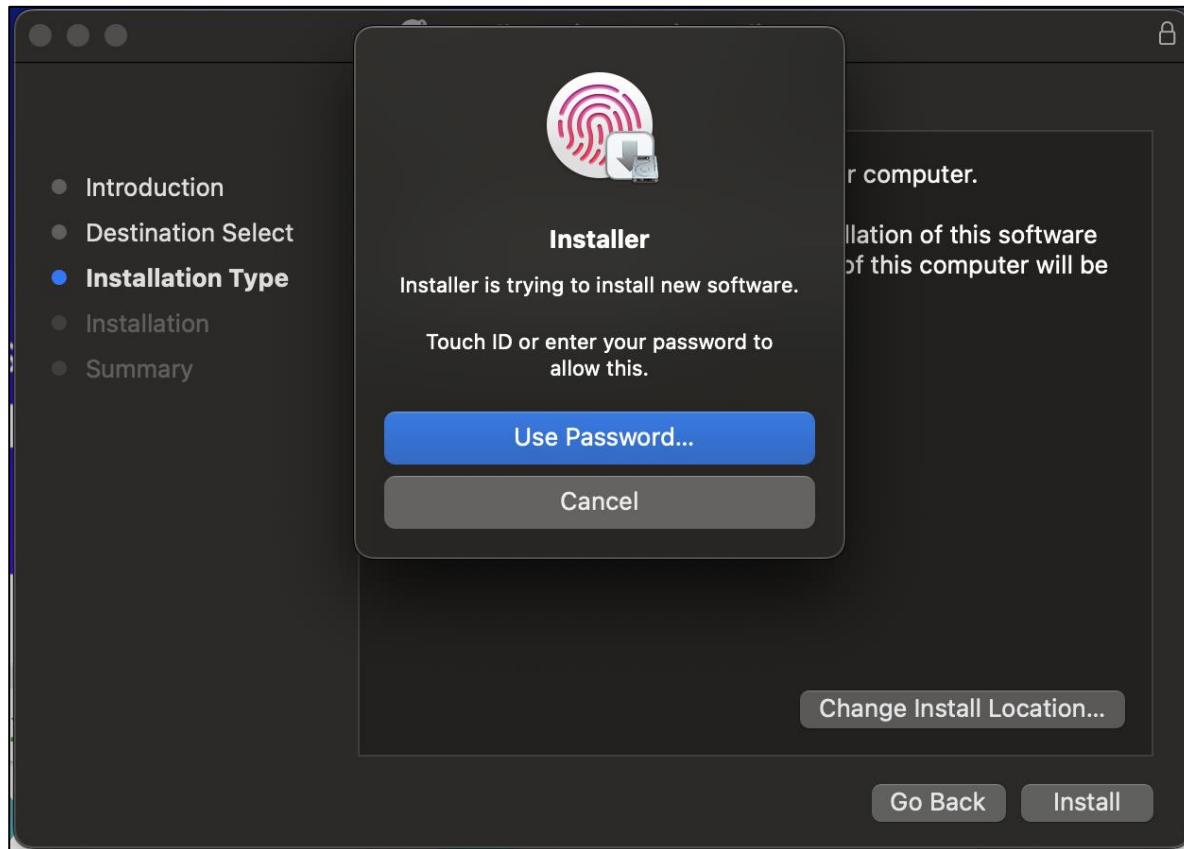


7d. Click **Install**.



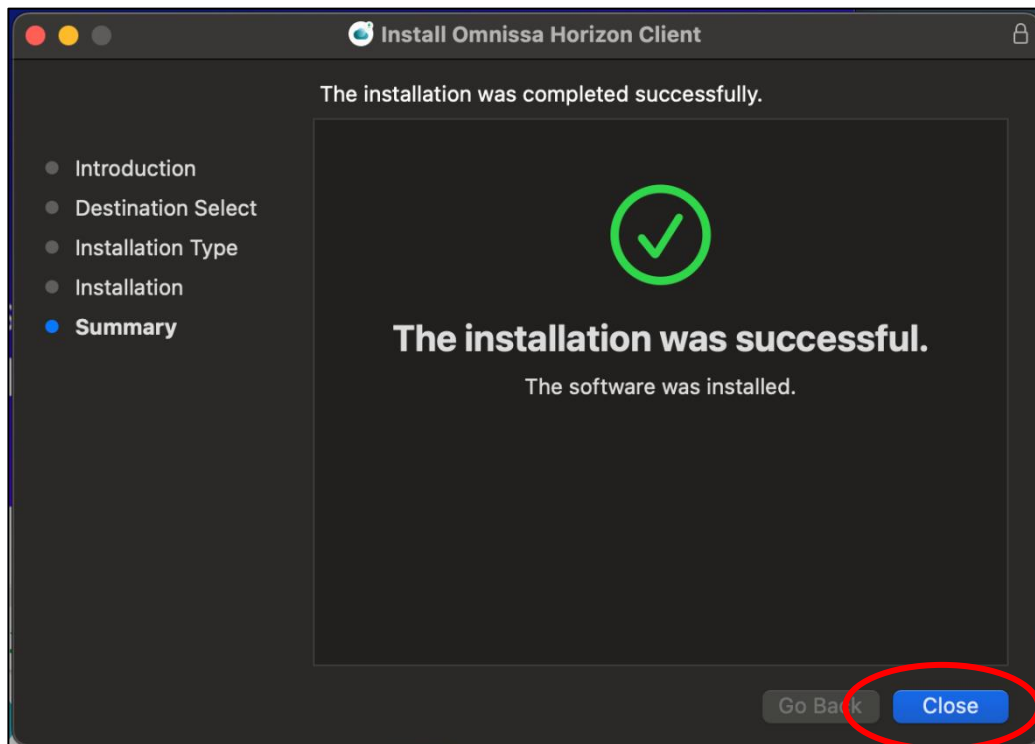
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7e. You may need to authorize the install.

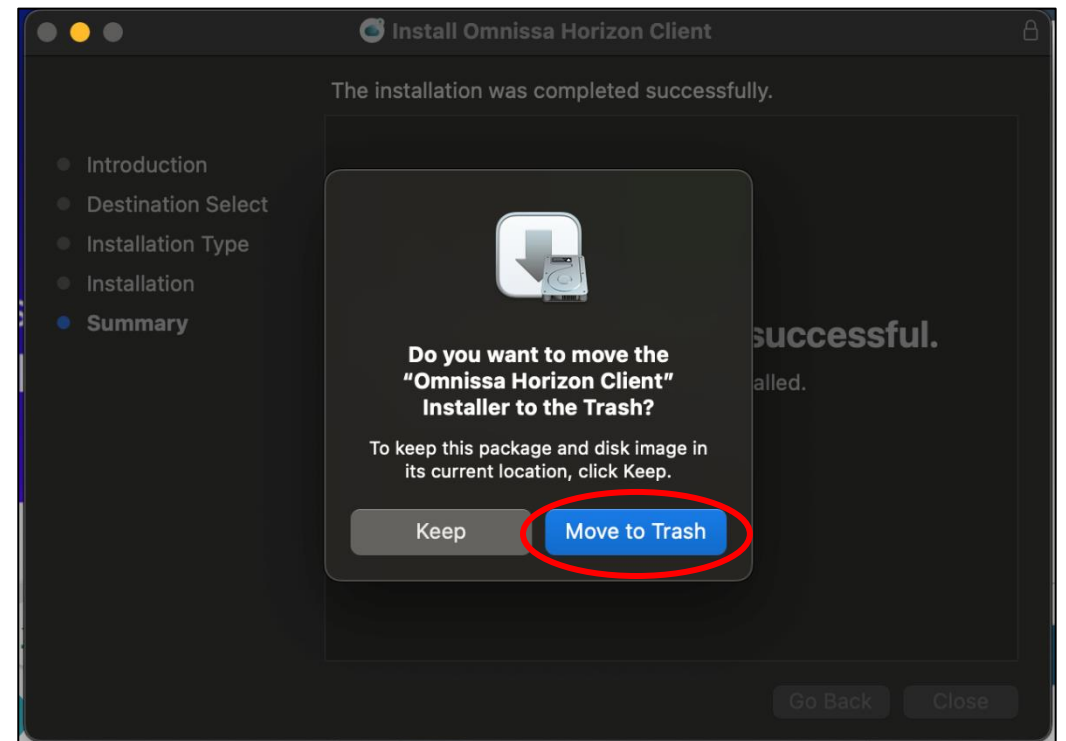


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8. You'll receive a success message when the install is complete. Click **Close**.



9. Since the install is complete, you do not need to keep the Installer on your device. Click **Move to Trash**.



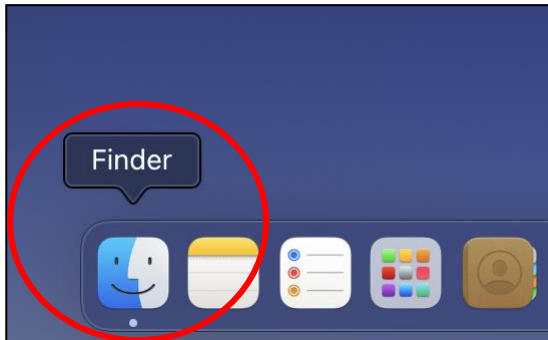
OMNISSA HORIZON INSTALL - WINDOWS

10. After you have installed the Omnissa Horizon application, you'll add the server to log in to EdiPhy's virtual environment.

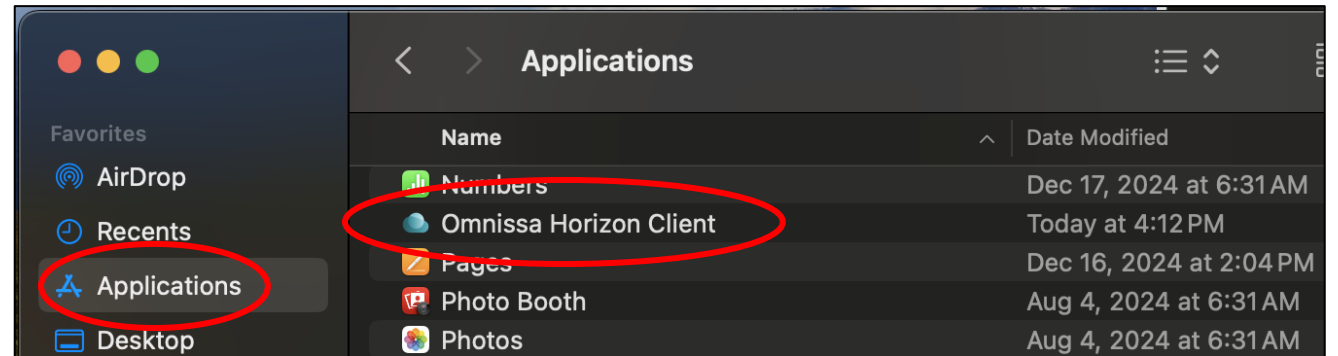
Please follow the remainder of this guide to log in.

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I I. Find and open the **Omnissa Horizon Client application**. Your Omnissa application can be found in Finder (located in your dock).

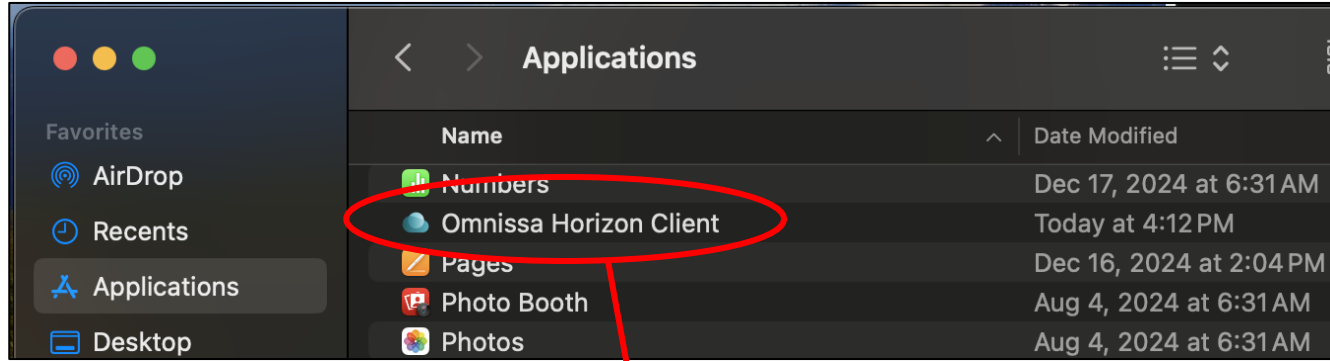


I I a. In Finder, double click **Applications**, then double click **Omnissa Horizon Client**.



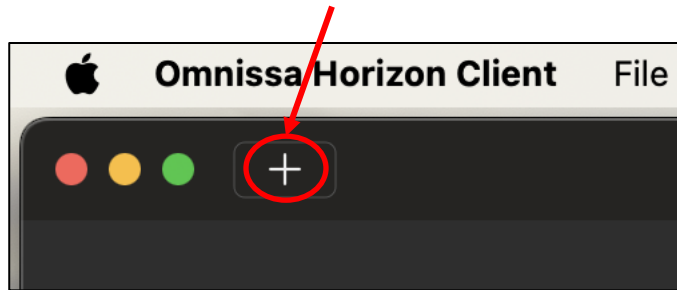
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11b. If you want to add Omnissa to your dock, click and drag Omnissa from Finder to your dock.



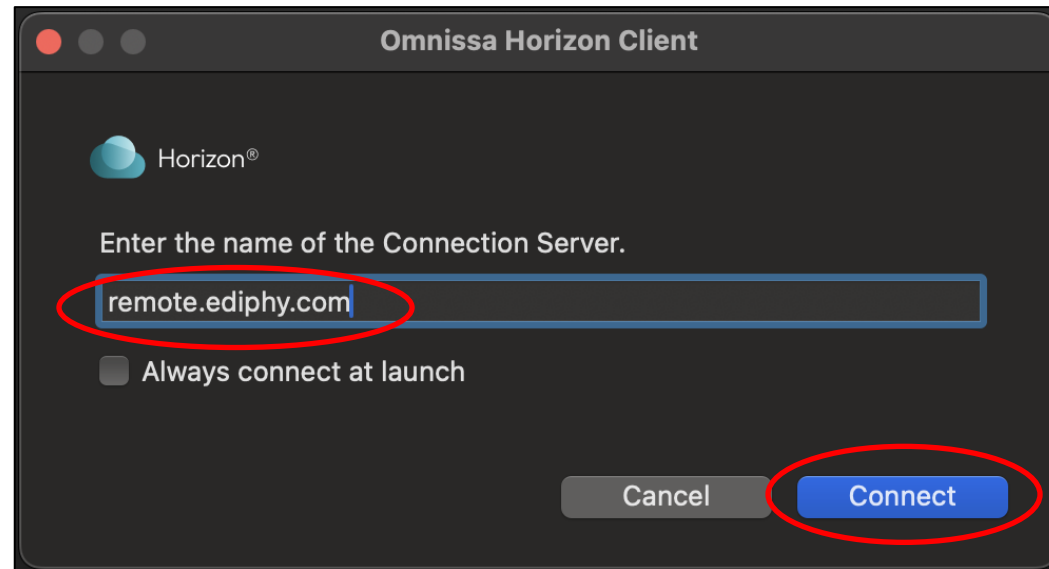
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12. After you open the application, click the **New Server button**.



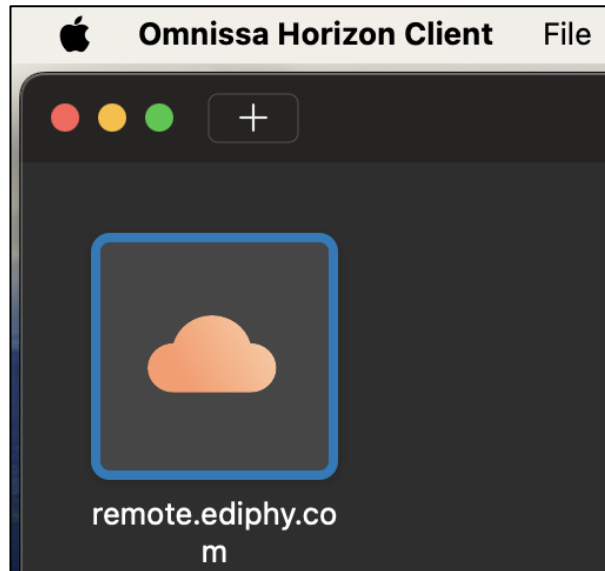
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13. In the Connection Server field, enter “remote.ediphy.com” and click **Connect**.

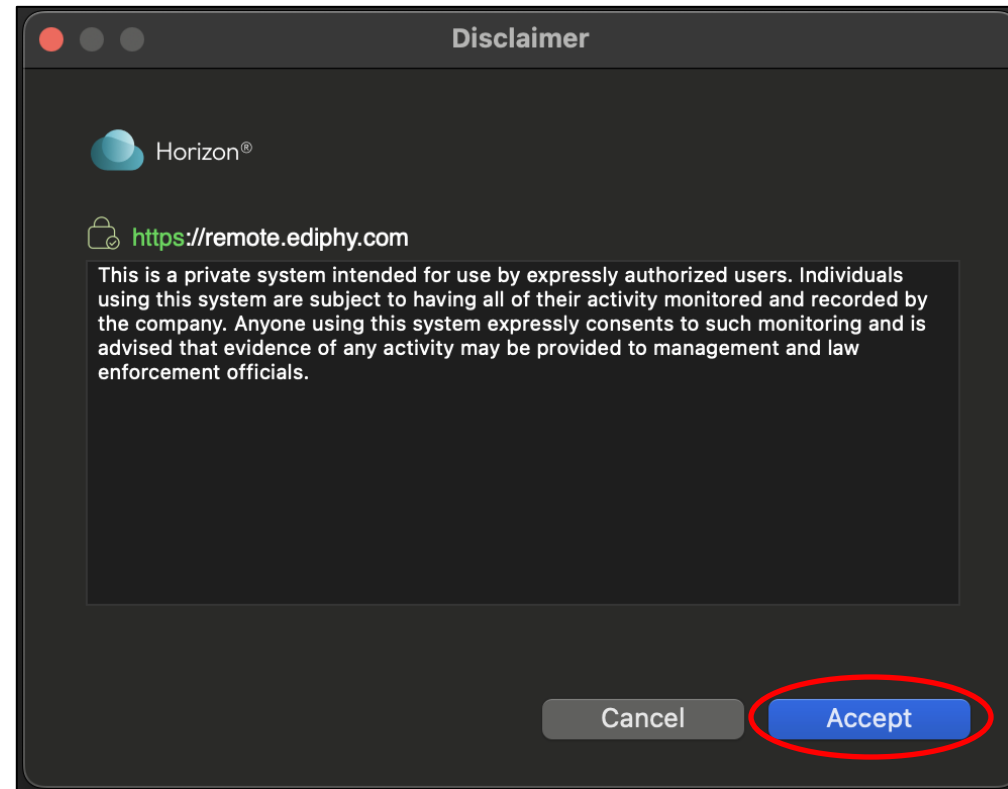


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14. Double click the newly added “remote.ediphy.com” server.

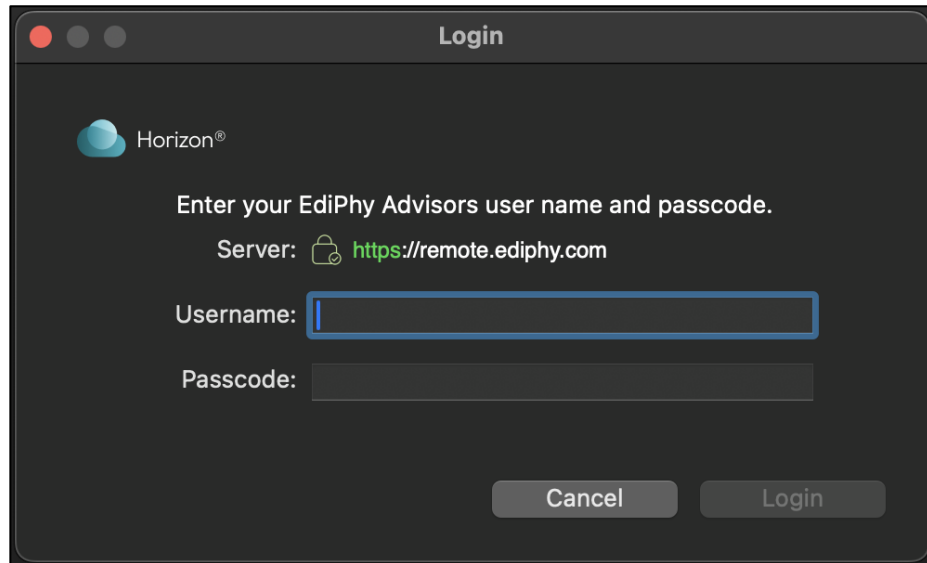


15. You will be prompted by the EdiPhy Security Agreement, click “[Accept](#)”.



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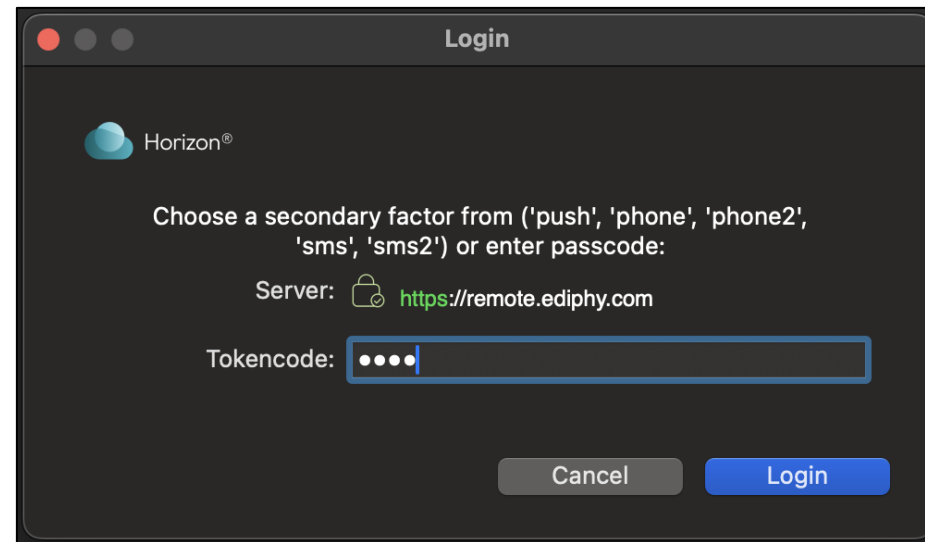
16. Enter your EdiPhy username and password in the appropriate field and click “Login” to proceed to the DUO 2-step authentication process.



The screenshot shows a macOS window titled "Login" with the Horizon logo. The text reads: "Enter your EdiPhy Advisors user name and passcode." Below this, the server URL is displayed as "Server: <https://remote.ediphy.com>". There are two input fields: "Username:" and "Passcode:". The "Username:" field is highlighted with a blue border. At the bottom, there are "Cancel" and "Login" buttons.

17. When the Duo Login box appears, enter “push”, “phone”, or “sms” in the “Next Code:” field, and click Login to use Duo by:

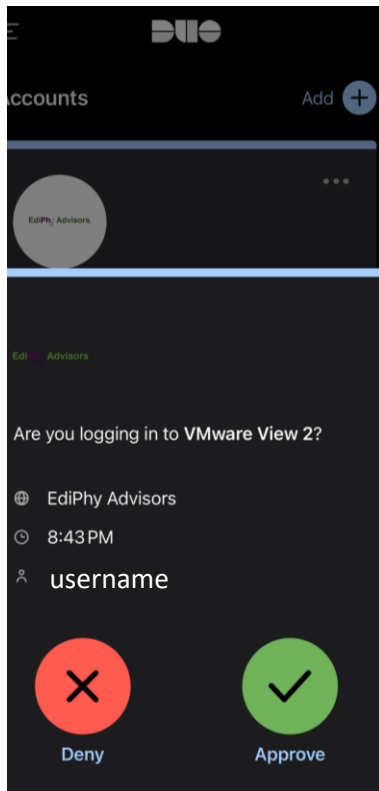
1. Pushing an authentication request to your smart phone.
2. Calling the phone number in your Duo profile.
3. Entering one of three 6-digit passcodes texted to your phone.



The screenshot shows the same "Login" window, but now it prompts for a secondary factor. The text reads: "Choose a secondary factor from ('push', 'phone', 'phone2', 'sms', 'sms2') or enter passcode:". The server URL is the same. Below this is a "Tokencode:" field with four dots indicating a 6-digit code. The "Tokencode:" field is highlighted with a blue border. At the bottom, there are "Cancel" and "Login" buttons.

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17a. Duo Push method requires the DUO smart phone app. When selecting “push”, an authentication request is sent to the Duo app on your smart phone similar the one shown here.

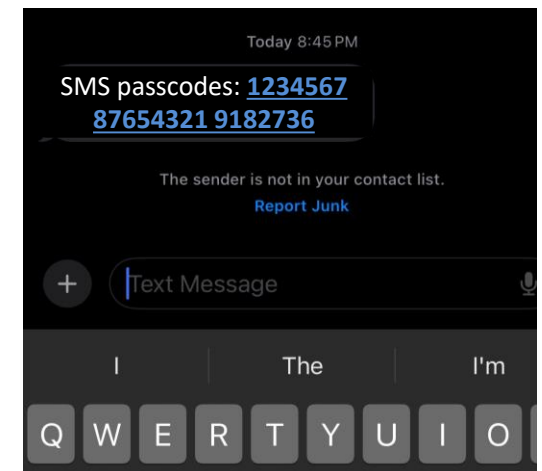


17b. When selecting “phone” and clicking Login, Duo will call the phone that you have set up in your Duo account to receive verification calls. This could be an office phone, mobile phone, or home phone. Answer the call and press any key on your phone keypad to authenticate.



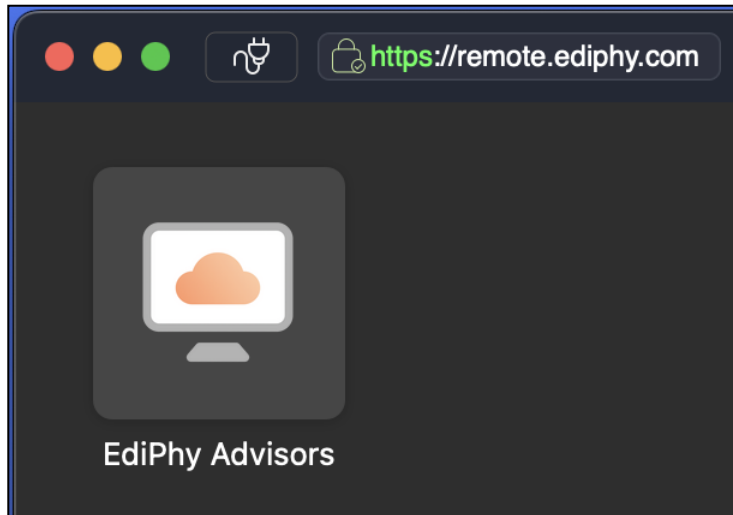
Updated: 2/6/2025

17c. When selecting “sms” and clicking Login, Duo will send a text message to the smart phone that you have set up in your Duo account. You will receive three sets of codes like the ones below, choose one of the 6-digit set of numbers and enter them in the “Next Code:” field.

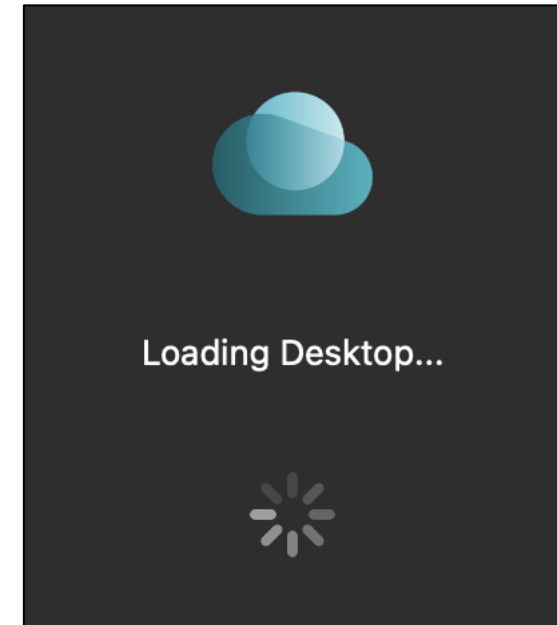


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18. Double click the **EdiPhy Advisors server box** to launch your EdiPhy desktop.



19. Your EdiPhy desktop should load successfully after a few minutes.



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If you're still experiencing issues after trying the provided solution, please contact our Help Desk for further assistance:

Call: (205) 314-8900

Email: ediphy@buchanan-mail.onbmc.com

Ticketing System and Live Chat: https://buchanan-dwp.onbmc.com/dwp/app/?user_domain=ediphy

If prompted, use [username]@ediphy.com and your EdiPhy password to log in.

Other guides can be found on our EdiPhy Employee Support page: <https://www.ediphy.com/support>