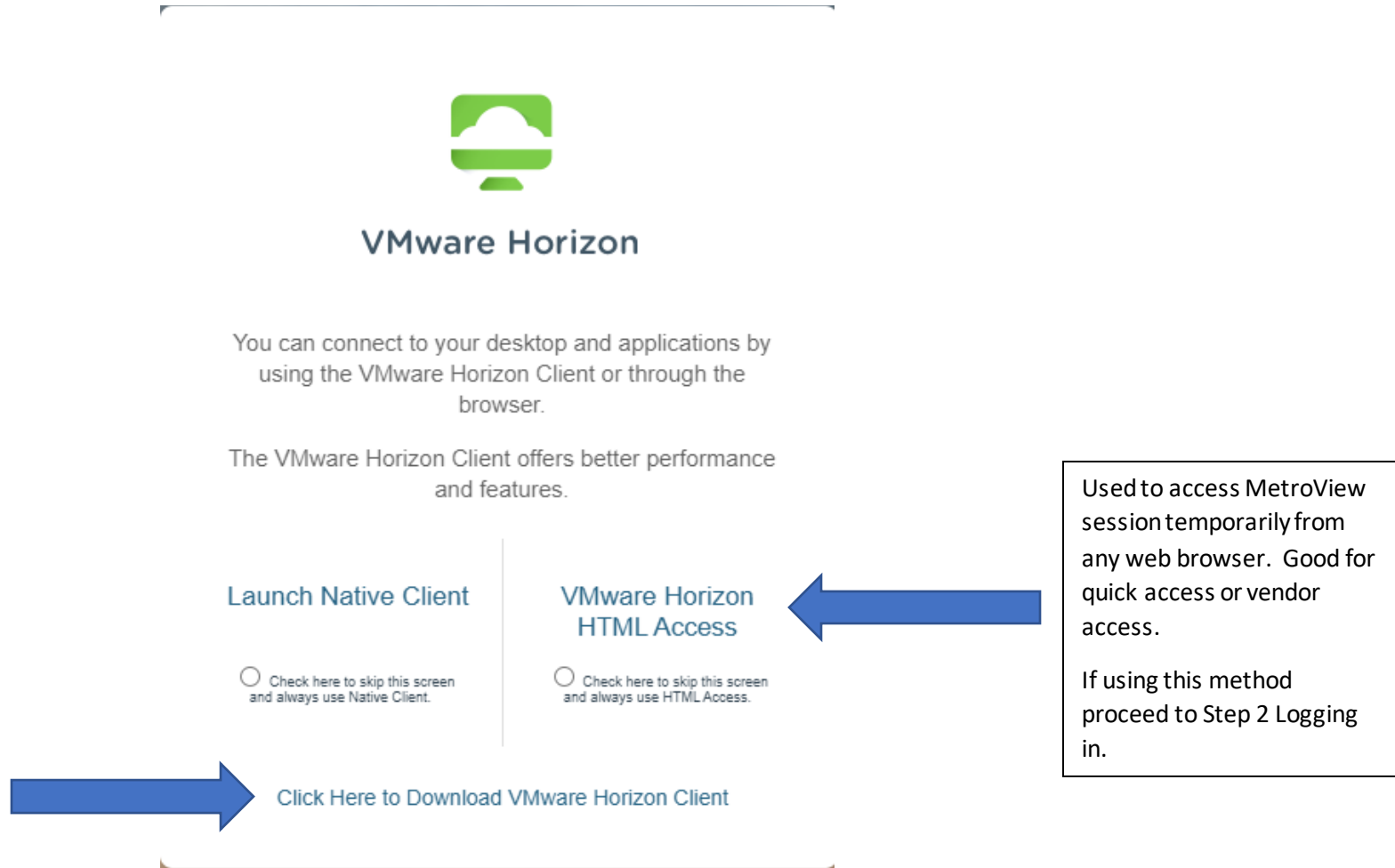**METRO HEALTH**
UNIVERSITY OF MICHIGAN HEALTH

Please follow the included steps to access Metro Health resources using the VMWare Horizon Client.

Step 1 Installation –

1. Visit – https://view.metrogr.org.
2. Select - **Click Here to Download VMware Horizon Client.**

VMware Horizon

You can connect to your desktop and applications by using the VMware Horizon Client or through the browser.

The VMware Horizon Client offers better performance and features.

Launch Native Client   VMware Horizon HTML Access

○ Check here to skip this screen and always use Native Client.   ○ Check here to skip this screen and always use HTML Access.

Click Here to Download VMware Horizon Client

Used to access MetroView session temporarily from any web browser. Good for quick access or vendor access.

If using this method proceed to Step 2 Logging in.

3. Select your Operating System and click - **GO TO DOWNLOADS.**

4. Select - **Download Now.**
5. Run the VMWare-Horizon-Client.exe (the download may look different depending on version number and Operating System).

VMware-Horizon-Client-2106-8.3.0-18287501.exe

6. VMWare-Horizon will install. You may be prompted to reboot your computer during installation process.

Step 2 Logging In –

1. If you are accessing the VMWare Horizon Client from a personal PC, Laptop, or another device - Launch the VMWare View Horizon Client.

2. If this is your first time, select - + Add Server.
    a. Enter – view.metrogr.org
    b. This should auto connect to the view server – and passthrough to Microsoft Authentication – continue to step 4
3. If this is not your first time, select - **view.metrogr.org.**
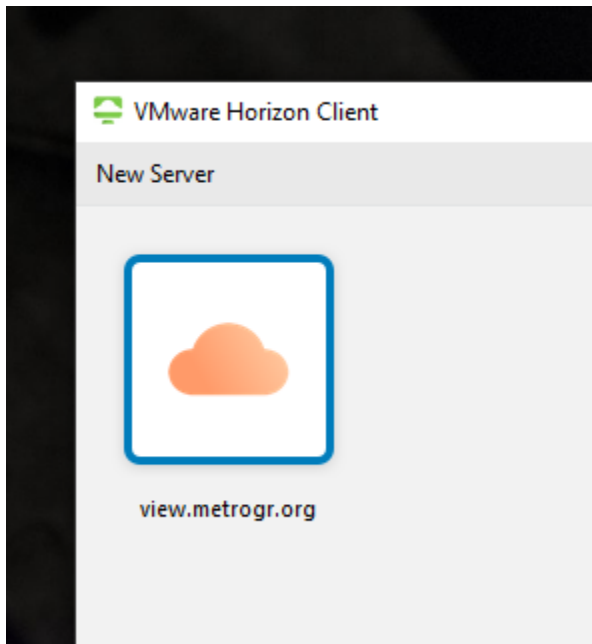
4. This will open a new browser window allowing us to authenticate against Microsoft Azure. <mark>You may be prompted to allow VMWare Horizon client to open a web browser – select yes and be sure to select the checkbox to allow by default.</mark>

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Sign in

username@metrogr.org

Can't access your account?

Back   Next

Please call the Metro Service Desk at 616-252-7378 with any issues.

5. Sign in using your Metro provided email address **first.last@metrogr.org** or **username@metrogr.org**.
   a. <mark>YOU MUST PROVIDE A DOMAIN WHEN AUTHENTICATING AGAINST MICROSOFT AZURE - EXAMPLE - @METROGR.ORG</mark>
   b. <mark>See below examples</mark>

M | METRO HEALTH
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Sign in

john.zzsmith@metrogr.org

Can't access your account?

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Sign in

smithjj@metrogr.org

Can't access your account?

Back   Next

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6.   Azure will then prompt for your network Password.

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← john.zzsmith@metrogr.org

Enter password

Password

Forgot my password

Sign in

Please call the Metro Service Desk at 616-252-7378 with any issues.

7. Azure will then prompt for MFA.

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john.zzsmith@metrogr.org

Approve sign in request

🔒 Open your Microsoft Authenticator app and approve the request to sign in.

I can't use my Microsoft Authenticator app right now

More information

Please call the Metro Service Desk at 616-252-7378 with any issues.

    a. If the user has not already registered for MFA – they will be forced to enroll before being allowed to access the VMWare Horizon Application.

    b. Please see for more information – Metro Health Multi-Factor Authentication Instructions

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john.zzsmith@metrogr.org

More information required

Your organization needs more information to keep
your account secure
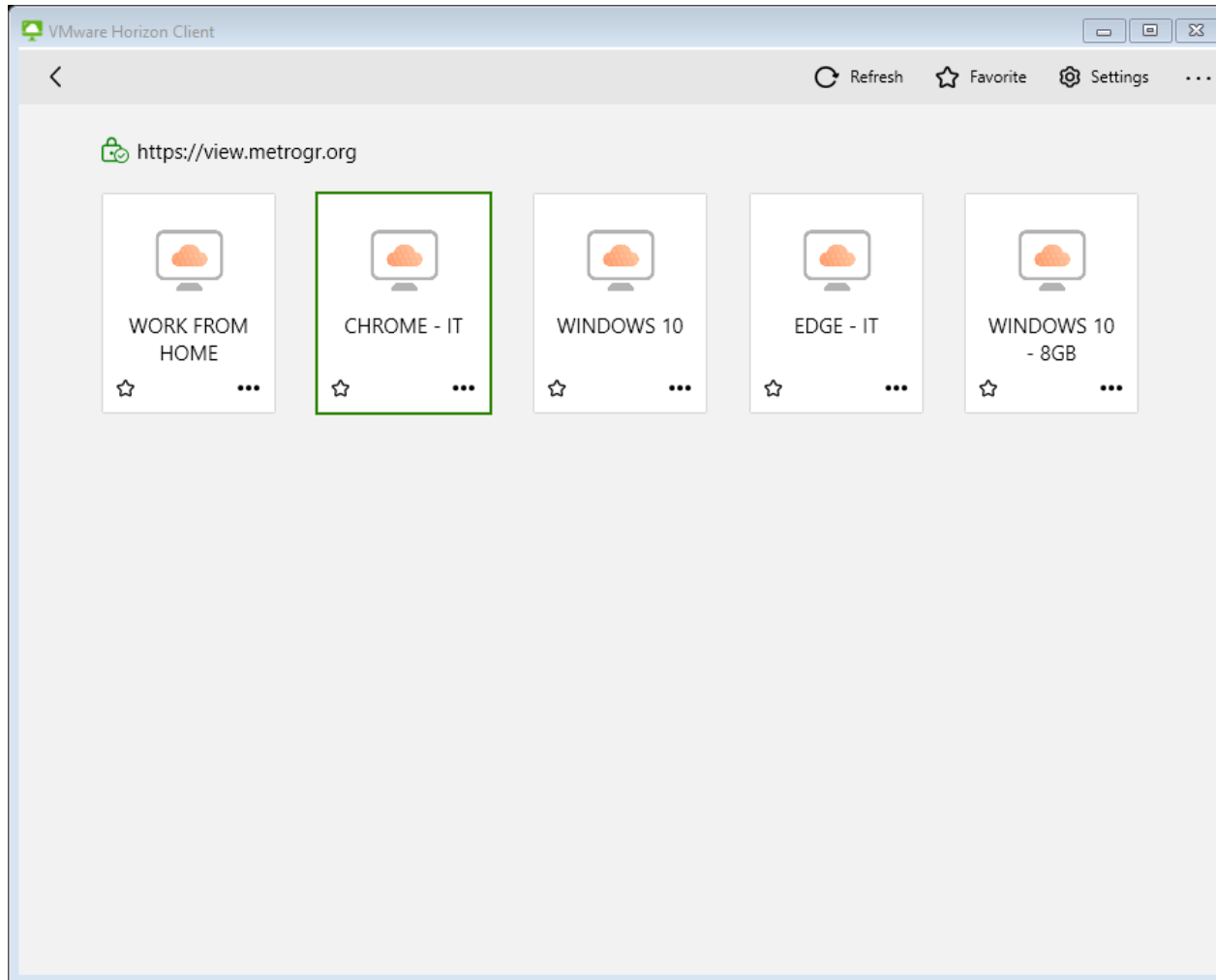
Use a different account

Learn more

Next

Please call the Metro Service Desk at 616-252-7378
with any issues.

8. Once you have successfully logged into Azure, the web browser will re-open VMWare Horizon view with your available view session pools. You may be prompted to allow your browser to open the VMWare Horizon client – select yes and be sure to select the checkbox to allow by default.

9. Select which desktop you'd like to login to and double click (you may only have 1 option)– please allow 1-3 minutes while your desktop loads.
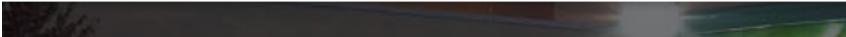
Common Errors –

1. **Sorry, but we're having trouble signing you in. – Does not exist in tenant.**

The user trying is trying to authenticate to the Metro View Application while being signed into another account – for example a school, work, or personal Office 365 account.

To fix this visit https://portal.office.com select your account in the top right of your browser and sign out.
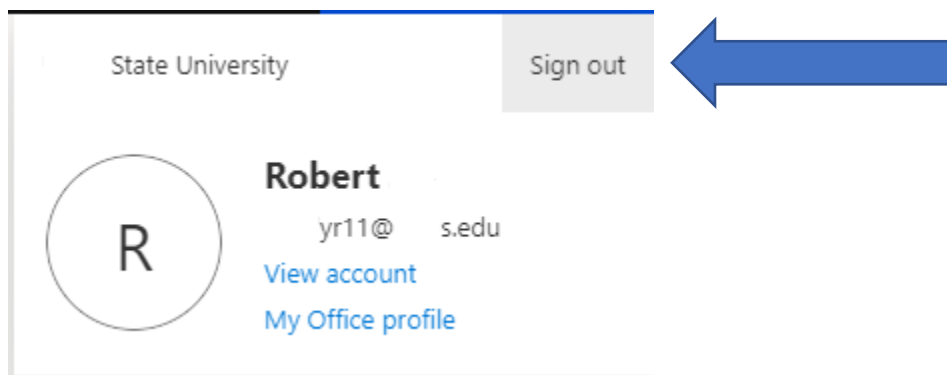
Once your successfully logged out, Please try again.

2. Sorry, but we're having trouble signing you in. – is not assigned to a role.

METRO HEALTH
UNIVERSITY OF MICHIGAN HEALTH

Sign in

Sorry, but we're having trouble signing you in.

AADSTS50105: The signed in user 'John.ZZSmith@metrogr.org' is not assigned to a role for the application 'bb1e264a-e850-45ca-bbd8-848da916507b'(view.metrogr.org).

Please call the Metro Service Desk at 616-252-7378 with any issues.

Troubleshooting details   ×

If you contact your administrator, send this info to them.

Copy info to clipboard

Request Id: 13fcb395-23b7-429f-8bf1-45e9a7afc900
Correlation Id: 676ca0a2-7090-41dd-999e-33fc64e6203a
Timestamp: 2021-08-01T18:40:35Z
Message: AADSTS50105: The signed in user 'John.ZZSmith@metrogr.org' is not assigned to a role for the application 'bb1e264a-e850-45ca-bbd8-848da916507b'(view.metrogr.org).

Flag sign-in errors for review: Enable flagging
If you plan on getting help for this problem, enable flagging and try to reproduce the error within 20 minutes. Flagged events make diagnostics available and are raised to admin attention.

The user is not allowed to login remotely. Please contact your manager/Director for assistance.