FollowMe Desktop (FMD)
Remote Access Instructions

This document provides instructions for accessing FollowMe Desktop (FMD) remotely from different devices (e.g. Microsoft Windows Computers, Apple iOS smartphones and tablets, Android smartphones and tablets and MacOS Computers). If you have any questions about accessing FMD remotely, please contact the IS Support Center at 508-334-4880 or ext. 48800.

Please Note: UMass Memorial is not able to provide support for a personal (non-UMass Memorial owned) computer or device.

Section Quick Links

Microsoft Windows Computers

If you are using a UMass Memorial-owned computer, please skip to Step 8 - in the "Connecting to FollowMe Desktop using Horizon View" section.

If you are using a personal computer (a non-UMass Memorial owned computer), please follow the steps below.

1. Copy and paste the following URL into your internet browser: https://www.vmware.com/go/viewclients

2. Find the correct Operating System for your computer and then click the link "Go to Downloads" to the right

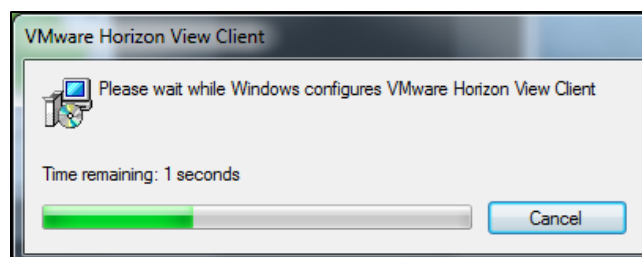3. Once you have verified the correct Operating System, click "Download".

4. The installer should begin downloading and once it has completed, you may receive the following warning validating that you do want to install the application. Please click "Run".
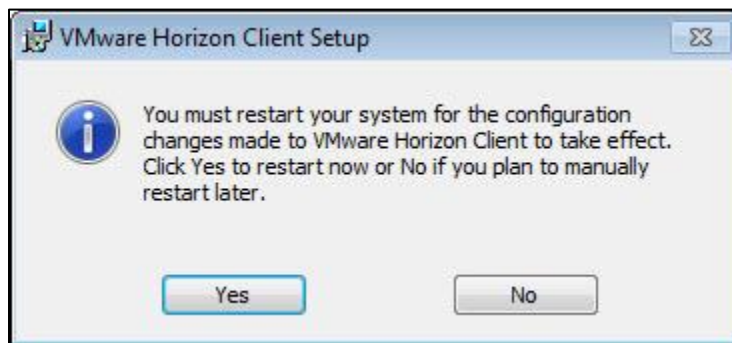

5. Choose "Typical" under "Choose the type of installation". Then, click "I Agree & Install".

6. As the install runs, you will see the following screen.

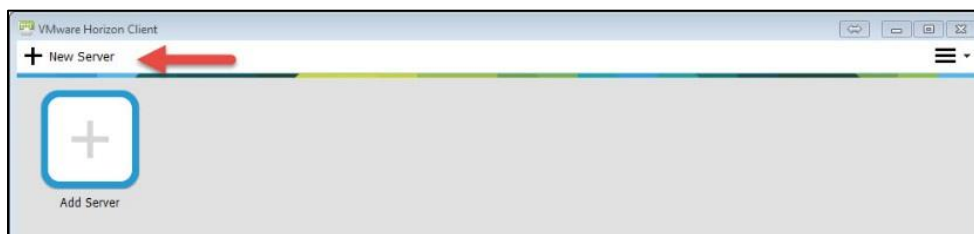FollowMe Desktop – Remote Access Instructions

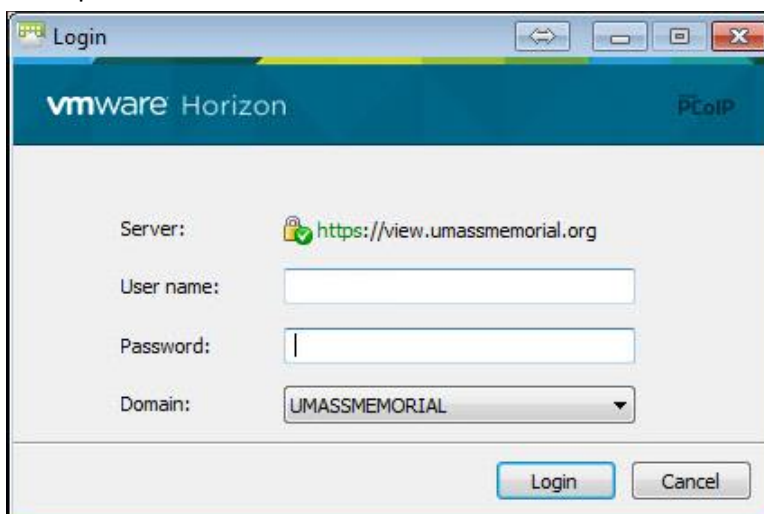7. Once the install has completed, click "Yes" to restart your computer.

Connecting to FollowMe Desktop using Horizon View

8. Click on the Start or Windows button on the bottom left of your screen.

9. Click on "All Programs" then scroll to the VMWare folder. Click on the folder to open it Then, click on the "VMware Horizon Client".

10. If a server is not listed, you will need to add it. Click "New Server" and type the following:
    view.umassmemorial.org

    i. If a server is listed, check that it is "view.umassmemorial.org" and if it isn't then you will need to add it as noted above. The server name will be displayed on this screen.
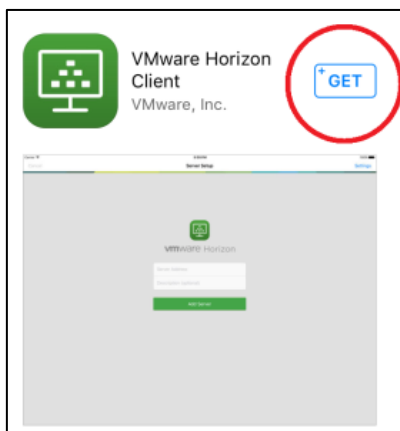

11. Enter your UMass Memorial network username and password.   Make sure UMASSMEMEMORIAL is entered in the "Domain" field. Click "Login". At this point you, you should automatically connect to FollowMe Desktop.
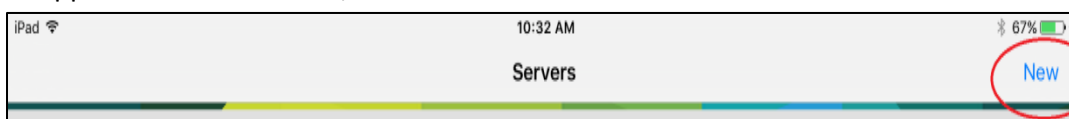

12. After logging in, you will be provided icons depending on what you have access to. Select "FollowMe Desktop" to connect to the Clinical desktop.

FollowMe Desktop – Remote Access Instructions
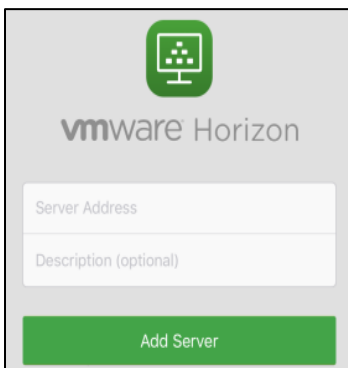
Apple iOS Smartphones and Tablets

1. On your iOS smartphone or tablet, open the AppStore and search for "VMware Horizon Client". Once you have located the application, install it.
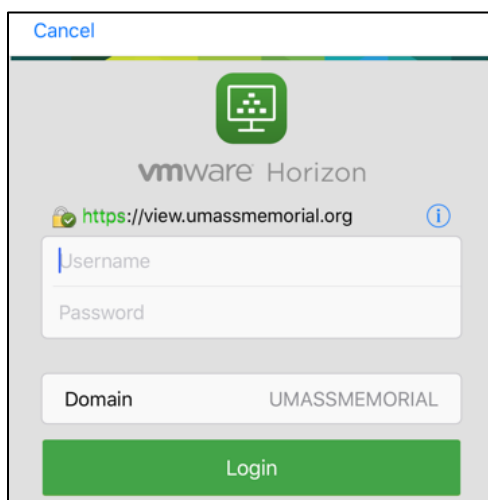

2. Once the application has installed, go to your applications and open "Horizon".

3. Once the application has launched, select the Servers tab and "New".

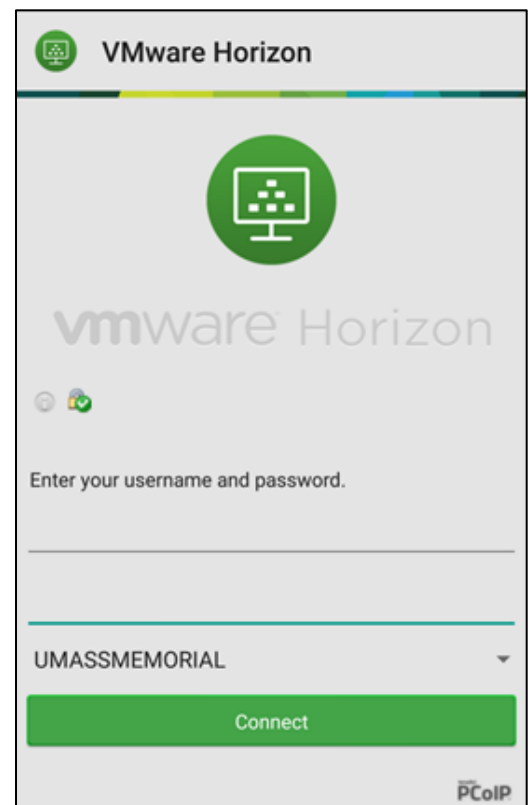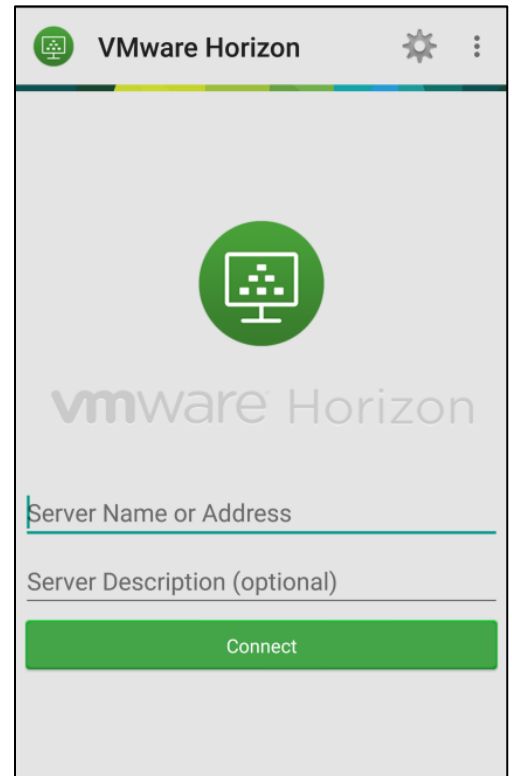4. Enter view.umassmemorial.org in the "Server Address" field. Then, click "Add Server".

5. Enter your UMass Memorial network username and password. Make sure UMASSMEMORIAL is entered in the "Domain" field. Click "Login".

6. After logging in, you will be provided icons depending on what you have access to. Select "FollowMe Desktop to connect to the Clinical desktop.
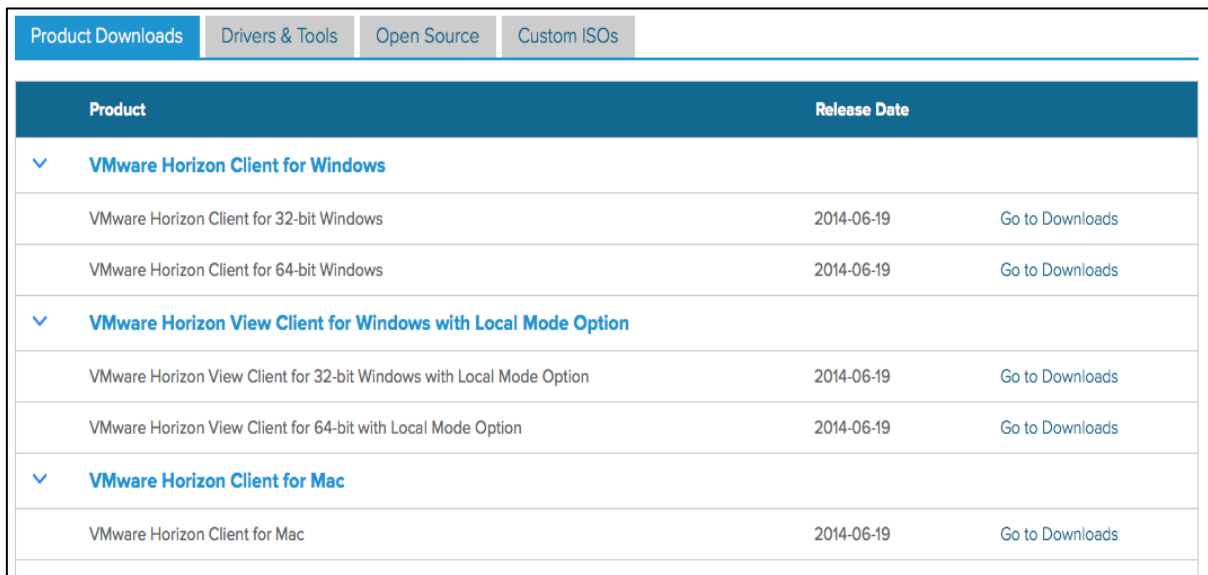
Android Smartphone and Tablets

1. On your Android smartphone or tablet, open the Play Store and search for "VMware Horizon Client". Once you have located the application, install it.

2. Once the application has installed, go to your applications and open "VMware Horizon Client".

3. Once the application has launched for the first time, it will prompt to add a server name.

4. Enter **view.umassmemorial.org** in the "Server Name or Address" field. Then, click "Connect". No description is necessary.
   (refer to top screen capture on the right)

5. Enter your UMass Memorial username on the first line and your password on the second line. Then, click "Connect".
   (refer to bottom screen capture on the right)

6. After logging in, you will be provided icons depending on what you have access to, select FollowMe Desktop to connect to the Clinical desktop.

FollowMe Desktop – Remote Access Instructions

Mac OS Computers

1. Copy and paste the following URL into your internet browser: https://www.vmware.com/go/viewclients

2. You will see a list of available downloads. Click "Go to Downloads" to the right of "VMWare Horizon Client for Mac".
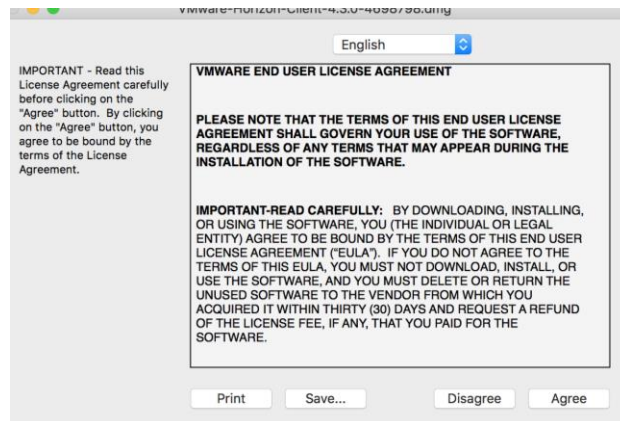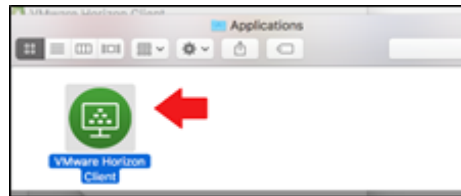

3. Click "Download"

4. When the download is complete, you will see the .DMG application launcher in your download folder. Double click that icon to open the installer.

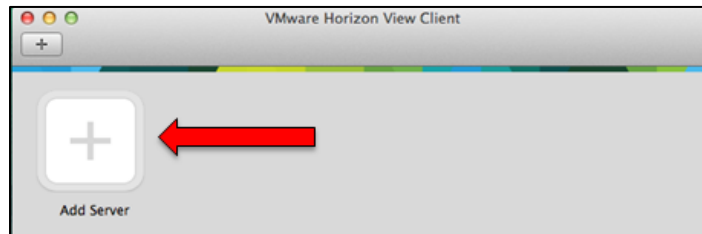5. Read the license agreement and click Agree to continue.

6. Click on the VMware Horizon Client icon and drag it onto the Applications icon.
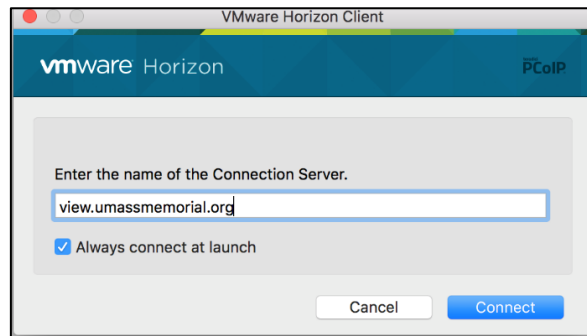
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7. From the Finder Applications menu, double-click the "VMware Horizon Client" icon. You might be prompted to confirm that you wanted to open this app, please click "Open" if so (depends on version of MacOS).

8. Click "Add Server".

9. Enter **view.umassmemorial.org** in the field under enter the name of the Connection Server.   Then, click "Connect".

10. Enter your UMass Memorial network username and password. Make sure UMASSMEMORIAL is entered in the "Domain" field. Click "Login".

11. After logging in, you will be provided icons depending on what you have access to, select FollowMe Desktop to connect to the Clinical desktop.