

NHEverywhere (AVD) FAQ

What is happening?

The way you sign into NHEverywhere is changing.

When is this happening?

February 12th, 2025. The transition period will be a 3-week window.

What do I need to do?

Stop using Horizon and start using the [Windows App](#) on your personal devices. You may continue to launch the virtual desktop from the [My Apps portal](#) using the new icon.



What is the best way to access NHEverywhere?

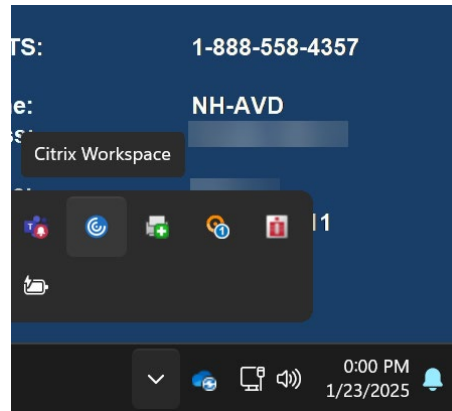
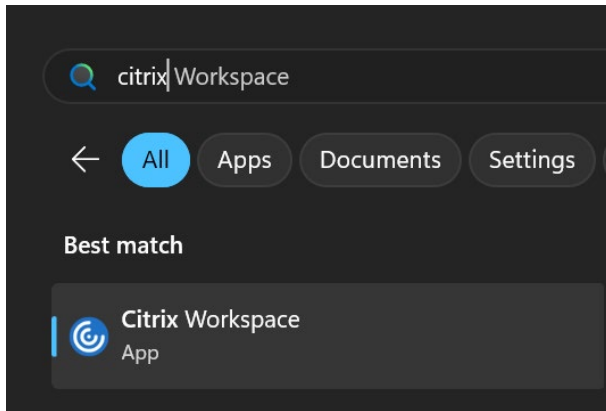
The best way to access NHEverywhere Azure Virtual Desktop (AVD) is by [downloading the Windows App](#) on your personal device(s). Be sure to select the tab for the platform you are using. See [Compare Windows App features across platforms and devices](#) for more information on differences.

What device(s) can I use to access NHEverywhere?

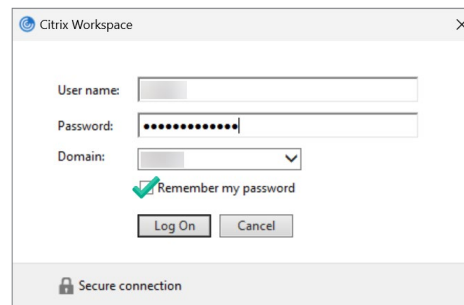
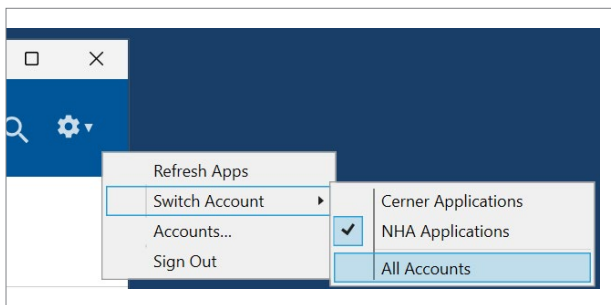
You can access NHEverywhere from any device that meets the [pre-requisites for the Windows App](#), or any device with a [supported web browser](#). For example, a Windows computer, iPhone or iPad.

What if I don't see my Citrix apps?

You may need to log into Citrix to get the icons on your desktop. Search for Citrix in the Start Menu, or open Citrix Workspace from the system tray.



Click on the settings gear in the top right > Switch Account > All Accounts. Enter your username and password to sign in, checking 'Remember my password'.



Once logged in, your Citrix icons will appear on the virtual desktop.

Where is Zoom?

Zoom is not installed on the virtual desktop.

Where are other licensed MS applications such as Visio?

Licensed MS applications are not installed on the virtual desktop at this time. Please launch the web version of these apps from the [My Apps](#) portal.

What happened to my favourites / bookmarks in the browser?

You can export your favourites from one browser, save them to your OneDrive and import them on the virtual desktop, if required. If you need assistance with this, contact the Service Desk.

What if I have issues or questions?

Contact the IMIT Service Desk at **1-888-558-4357** or navigate to the Service Request Portal (healthbc.service-now.com) to Report an Issue, Make a Request or utilize the Live Chat.