

Follow Me Desktop (FMD) – Setting up and Access

On an QH device and External Internet

Installing Follow Me Desktop (FMD) on QH device whilst on an External Internet connection.

Staff working at community services or working from home are able to log on to their Queensland Health desktops and applications using the Follow Me Desktop (FMD) service.

It can take up to 1 minute to open your FMD session if it is your first time logging in for the day, if you have previously logged off or if it has been greater than 4 hours since you last logged on.

i You must first Request Access for FMD and receive your confirmation email to say that your request for Follow Me Desktop has been approved before completing these steps

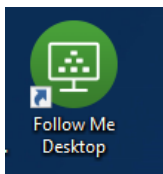
You will not be able to complete this process unless you have already activated your RSA Mobile Number and PIN.



Hi,
Thank you for logging service call QH-HOT1489/296 in relation to applying for Follow Me Desktop (FMD) access.
You have been granted access to Follow Me Desktop, which allows you to access the QH virtual operating system and have your desktop follow you when you switch between devices.
To set up and access Follow Me Desktop from external locations, follow the instructions found on the [Follow Me Desktop](#) QHEPS site. Instructions on how to register for Rapid Access (RAVIS) can also be found on the QHEPS site.
If you are using Rapid Access, remember to tap on and tap off before and after your session. More information about Rapid Access can be found on the [Rapid Access \(RAVIS\)](#) QHEPS site.
If you require support, contact the IT Support team through the [Online IT Support](#) web portal, or contact them via their dedicated hotline on 1800 198 175.
For more information, visit the [Follow Me Desktop](#) page on QHEPS.
Thank you,

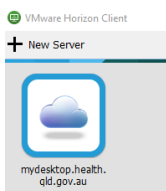
Accessing Follow Me Desktop

1. Double Click the *Follow Me Desktop* icon.

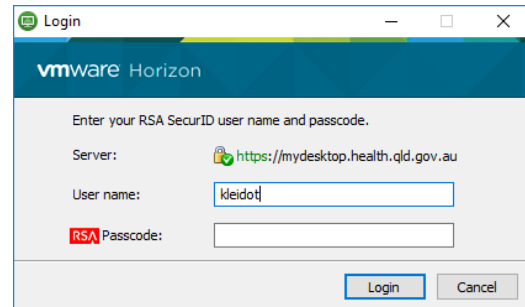


2. The *VMware Horizon Client* opens.

3. Click the *mydesktop.health.qld.gov.au* icon.

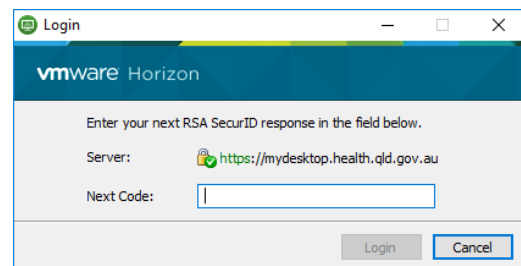


4. Enter your Novell *User name* and 4 or 6 digit RSA (PIN) *Passcode* when the login window opens and click *Login*.

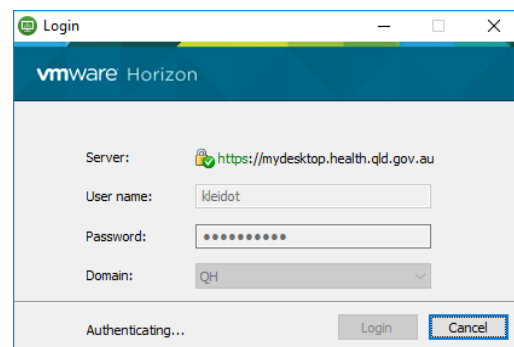


i You will not be able to continue if you have not set up your RSA PIN.

5. A message with an on-demand token will be sent to your registered device. Enter the on-demand token into the *Next Code* field in the Login window and click *Login*.



6. Enter your Novell *Password* and click *Login*. The Login window will authenticate your session and then load your desktop



7. Your FMD session will then load and can be identified by the green desktop background.

8. To log off your session go to the start menu and click log off.