VDI Desktop User Guide

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Introduction
The VDI environment is a fully web accessible Virtual Desktop Environment (VDI), and delivers a superior desktop experience to the end user.

The delivery of the service is by VMWare View Horizon. This document describes the methods to access the VDI environment.

Key Features and Benefits
- None Persistent desktops: None persistent desktop means; any changes made to the desktop will be lost when you logoff. If you need to save any files, those files should be saved to a network shared drive or your personal drive (U: drive). Otherwise when you logoff those files and settings will be discarded.
- Microsoft Office and Adobe cloud software has been installed.
- Streamlined delivery of VDI accessible via most tablets/phones/PC and Mac.

VDI Portal
The VDI environment is accessed via the CEIP portal (http://portal.ceip.org).

Users will be presented with two options, either the VMware Horizon Client or the VMware Horizon HTML Access (Sometimes referred to as BLAST)
VMware Horizon Client

Key Features
VMware Horizon Client for Windows makes it easy to access your Windows virtual desktop with the best possible user experience on the Local Area Network (LAN) or across a Wide Area Network (WAN).

Support for Windows 7, Windows 8 and Windows 10 machine also iPad, iPhone, Android Phone, and Android Tablet.

Unmatched performance - The adaptive capabilities of the PCoIP display protocol are optimized to deliver the best user experience, even over low-bandwidth and high-latency connections. Your desktop is fast and responsive regardless of where you are.

Simple connectivity - Horizon Client for Windows is tightly integrated with VMware Horizon 7.3 for simple setup and connectivity.

Secure from any location - At your desk or away from the office, your data is delivered securely to you wherever you are. SSL/TLS encryption is always used to protect user credentials, and enhanced certificate checking is performed on the client.

Runs on Windows, Mac OS X, iOS, Linux and Android.

Downloading and Installing Horizon Client

Download the Horizon client from

1- Personal Computer/Laptop/ MacBook/Linux:

- Click on the “Install VMware Horizon Client” or icon
- You will be redirected to a download page, click “Go to Download” and install the VMware Horizon Client/Agent
2- iPhone/iPad

- Click App Store icon in your device and look for VMware Horizon client
- Install it on your device
3- Android Phone/Tablet

- Go to Google Play Store and look for VMware Horizon client
- Install it on your device

Launch the VMWare Horizon View Client, Click on the “Add server” icon and enter the following details

1. Enter the name of the Connection Server: remote.ceip.org and then Click “Connect”

2. Enter your Carnegie’s Username without @ceip.org, your password and then press “Login”
3. Enter your Fortinet code (OTP code) by using Fortinet Application on your phone or Physical Fortinet devices and then click “Login”.

4. Your desktop will be prepared and you will be logged onto a Windows 10 desktop shortly.

5. If you need to share your local files with the VDI workstation or vice versa, click “Allow” at the first login attempt.
Display Scaling/ Share Folders

To adjust display size or add/remove share folder click on the “Options” on the bar.

Locking and Logging Off

To perform a log off or disconnect the VDI Session, click on the Start menu (Windows Icon in bottom) then choose “Sign out” or Click on Power icon and then shutdown.
VMware Horizon HTML Access

Key Features

VMware Horizon View HTML Access makes it easy to access your Windows virtual desktop from an HTML 5-based browser. No need to install any software.

Work the way you want to - Access View desktops from device platforms where no native client is available, or from any computer on which you do not want to install software.

Simple connectivity - Horizon View HTML Access is tightly integrated with VMware Horizon View for simple setup and connectivity. Open a browser, enter http://portal.ceip.org, click on VMware Horizon, use your Carnegie’s credentials and log in to see a list of available Virtual desktops.

Secure from any location - At your desk or away from the office, your data is always secure. Enhanced certificate checking is performed on the client.

Using HTML Access

Logon Process

2. Click on VMware Horizon.
3. Click on “VMware Horizon HTML Access”.

To see the full list of VMware Horizon Clients, click here.
For help with VMware Horizon, click here.
4. Enter your username and password and click on “Login”.

5. Enter your Fortinet code (OTP code) by using Fortinet Application on your phone or Physical Fortinet devices and then click “Login”.

6. Click on the Windows 10 Desktop icon/pool that you want to connect. Note that only Windows 10 Desktop/pools that you have access to will be shown.
Your desktop will be prepared and you will be logged onto a Windows 10 desktop.
Applications
The standard environment desktop provides the following applications:

- Microsoft Office
- Acrobat Adobe cloud

Standard Drive Mappings
Users will have the following drive mappings as standard

- U:\ Maps to users profile
- V: \ Maps to Shared Drive
- Local C diver

USB Devices Mappings
All USB external hard drive or thumb drive that is connected to your local computer will be shown on the Virtual Desktop (VDI) automatically.

User Profiles
You are allowed to make changes to any desktop you are logged into. However, when you logout those changes will be discarded and the desktop will revert back to its original configuration. To save your files please use your personal mapped drive (U: drive).

Helpdesk
For any issues you experience, please email the Help Desk helpdesk@ceip.org.