Remote Access: VDI

What is VDI?

Use the University's **Virtual Desktop Infrastructure** (**VDI**) to access electronic resources (e.g. journals and library catalogues) and software including Microsoft Office and Adobe Reader when working off campus on your personal device. Depending on your course enrolments, you may also have access to software specific to your area of study.

Getting started

You can access the VDI in two ways:

— Via the **web**, using the internet browser on your computer (page 1).

— Using the **Omnissa Horizon Client** on your computer (page 3) or mobile device (page 6). You'll need to install the client from the Omnissa Horizon website or from the app store for your device.

You can then remotely connect to a virtual desktop to use available applications and network drives. All you need is an internet connection, and your University username and password.

> **Please note that the number of users who can log into VDI at any one time is limited**. If there are no virtual desktops available, you will see the message, *"This desktop currently has no desktop sources available. Please try connecting to this desktop again later, or contact your system administrator."*.

Access VDI using the internet browser on your computer

If you are unable to download the Omnissa Horizon Client, you can also access VDI via your web browser[1].

> **Important:** Once logged in, your session will **log out automatically** after 15 minutes of inactivity. Any work that you have not saved will be lost.

1. Open your internet browser and enter vdi.abdn.ac.uk in the address bar

2. You will be prompted to select the connection method

   - Select **Omnissa Horizon HTML Access**
     Note: if your browser does skips this page, clear the cache and try accessing the page again

3. You will be prompted to sign into your Office 365 account[2].

4. Enter your username (in the format **username@abdn.ac.uk** e.g. u9jb99@abdn.ac.uk) and your password when prompted.

— Respond to the Multi-factor Authentication (MFA) request (approve on the Authenticator app or enter a code sent to your mobile)


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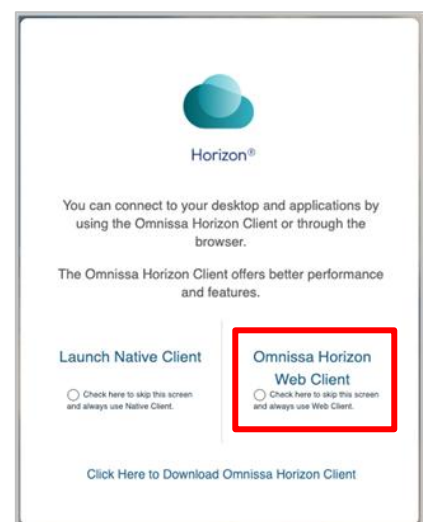
[1] Note: Supported browsers include Chrome, Safari, and Edge Chromium but *not* Legacy Edge.
[2] If your account sign in details are cached in your browser, you will be taken straight to step 7.

- In the Omnissa Horizon login screen your username and domain will be pre-populated.
  Enter your **Password** then click **Login**.

- When logged in, you will see the virtual desktop(s) available to you. You may see one or more, depending on the resources available to you.

  Note: If you do not see the desktop options you expect, please contact the Service Desk (myit.abdn.ac.uk) who will check what you are entitled to access.

  Click **vClassroom** (unless you need to access software specific to your area of study, in which case click the desktop relevant to the resources you require). After a few moments, you will be connected to the virtual desktop.
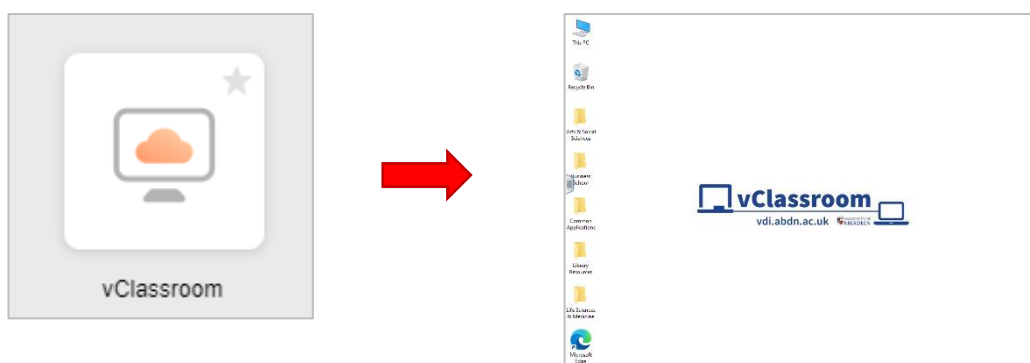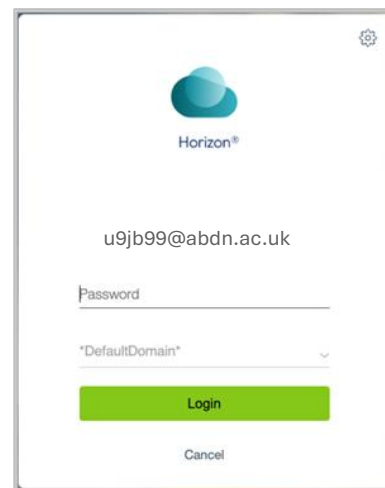
- Click **Start > All Programs** or use **Desktop shortcuts** to launch software as usual.

Save work using VDI

Save your work to your **H:** drive as described on page 5. Make sure you use the menu options for the application you are working in, and not the web browser's menu, e.g. for Microsoft Word, click the blue **File** tab, then **Save** or **Save As**. Avoid losing work by saving regularly.

Log out of VDI using the internet browser on your computer

1. Click on the **Tab** at the left side of the vClassroom desktop to open the control panel.
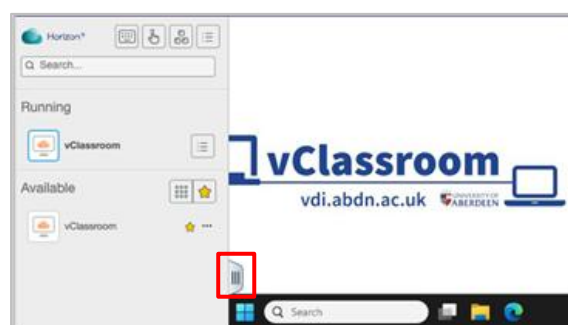
2. Click on **Open Menu (**three lines) at the top of the control panel and choose **Log out.**

3. At the confirmation screen, click **OK**.

4. Close the browser window or tab.
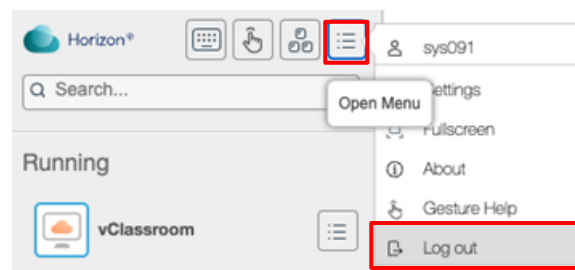
Access VDI via the Omnissa Horizon Client on your computer

We recommend installing the Omnissa Horizon Client on a computer that you use frequently.

Download Omnissa Horizon Client

1. Open your preferred internet browser.

- In the address bar, enter: https://customerconnect.omnissa.com/downloads/info/slug/desktop_end_user_computing/omnissa_horizon_clients/8

- Browse the list of available clients for the one suitable for your device, e.g. Windows.
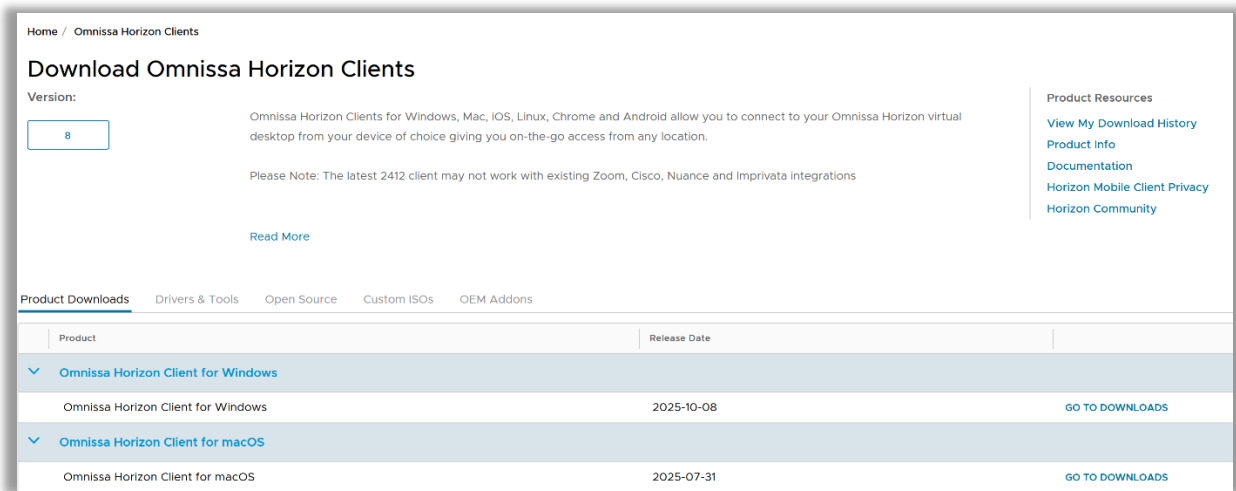
- Click **Go to Downloads** to the right of the client you have selected.

- Click the blue **Download Now** button.

- Follow the prompts from the download manager and run the client setup wizard.
  - Save the download file to your computer and open the file when download is complete.
  - Accept the terms in the **Licence Agreement**.
  - Follow the on-screen installation prompts.
  - Click **Install** when you are ready to begin the installation.
- When the installation is complete, you will be prompted to restart your system.
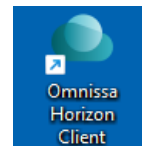- Omnissa Horizon Client will then be available for you to use.
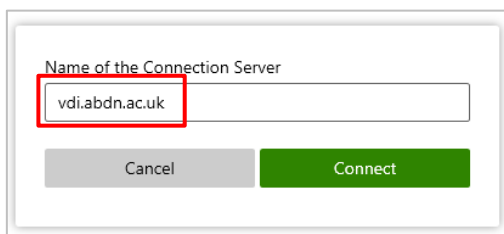
Log in to Omnissa Horizon Client

> ⚠️ **Important:** Once logged in, your session will **log out automatically** after 15 minutes of inactivity. Any work that you have not saved will be lost.

1. Open the **Omnissa Horizon Client** from your desktop or start menu.

– Click **Add Server** at the top right of the window.

– Enter **vdi.abdn.ac.uk** as the name of the connection server and click **Connect**.

– Your default browser will launch, and you will be prompted[3] to sign into your Office 365 account.

– Enter your username in the format **username@abdn.ac.uk** e.g. u9jb99@abdn.ac.uk

– Enter your **password** when prompted.

– If your Office 365 account has been enabled for Multi-factor Authentication (MFA) you will be prompted to authenticate e.g. approve on the Authenticator app or enter a code sent to your mobile.

– When prompted to allow the Omnissa Horizon Client to open: **Tick** the box to Always allow and then click **Open**.

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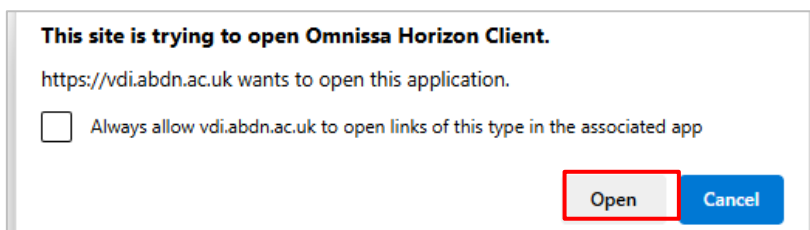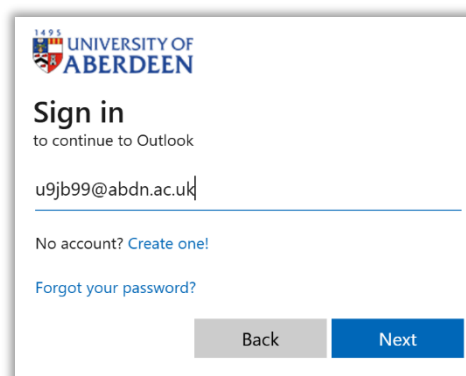
[3] If your account sign in details are cached in your browser, you will be taken straight to step 8.

– In the server login screen your username and domain will be pre-populated. Enter your **Password** then click **Login**.

– When logged in, you will see the virtual desktop(s) available to you.

If you don't see the resources you expect, please contact the Service Desk (myit.abdn.ac.uk) who will check what you are entitled to access.

– Unless you are accessing software specific to your area of study, click **vClassroom**. After a few moments, you will be connected to the virtual desktop.
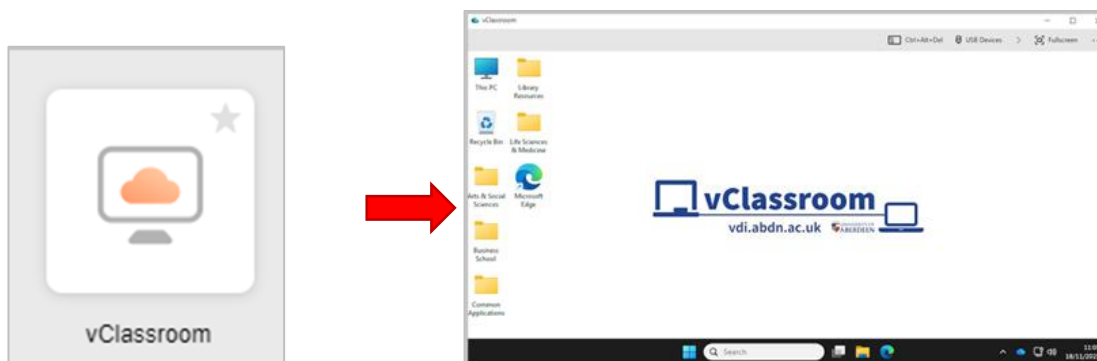
Save work using VDI

Save your work to your **H:** drive or OneDrive. This means you will have access to it when you return to your desktop computer in the office (staff), or from a classroom PC (students). Staff may also be able to save to a shared network drive.
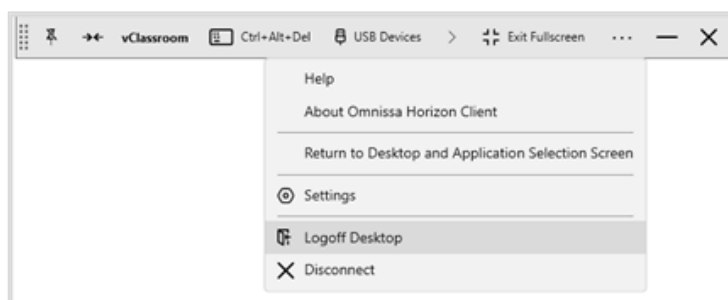
Note: Avoid losing work by saving regularly.

Your **H:** drive is your secure, personal filespace on the University network. Find out more about your H drive in **Toolkit**: abdn.ac.uk/toolkit/systems/h-drive/

Log out of Omnissa Horizon Client

1. Click the menu (3 dots at the top of the screen) then click **Log Off Desktop**.

2. Click **OK** when prompted, then close **Omnissa Horizon Client**.

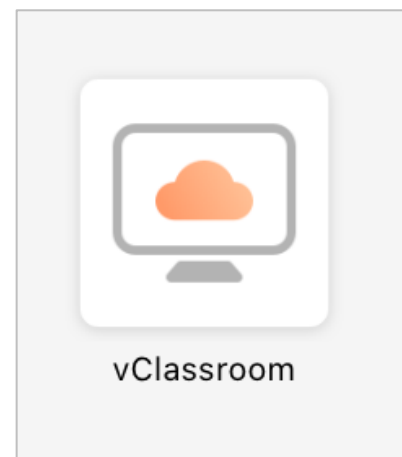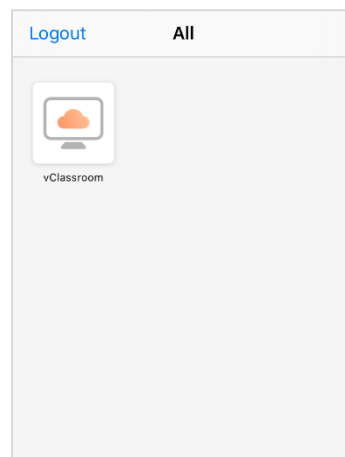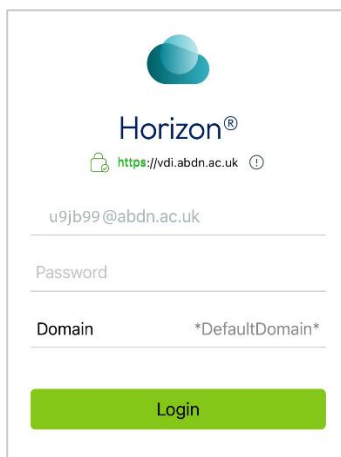# Access VDI via the Omnissa Horizon Client (mobile device)

Use the **Omnissa Horizon Client** app to access VDI when you are on the move.

Install and set up the app

1. Open the **app store** relevant to your device.

– Search for **Omnissa Horizon Client** and download the free app.

– Once the **Horizon** app has finished installing, tap to open it.

 Note: Screenshots may vary between devices and operating systems.

– You will see the **Server Setup** screen.
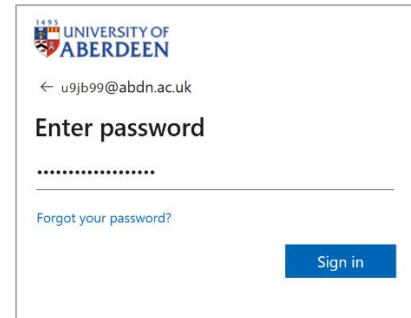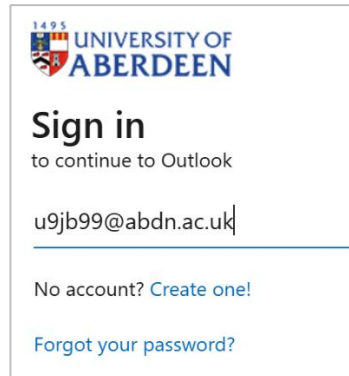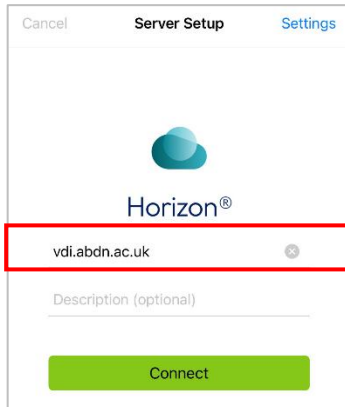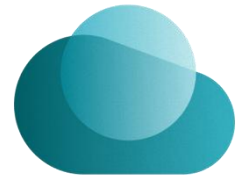
– Enter the **Server Address**: *vdi.abdn.ac.uk* and click Connect. A description is not required.	– In the Microsoft Sign in screen[4] enter your University **username@abdn.ac.uk** (e.g. u9jb99@abdn.ac.uk)	– Enter your University **Password** and **Sign in.** Respond to MFA prompt.
– Enter your **Password** again. (Your username and domain are pre-populated.) Click **Login**	– When logged in, you will see one or more virtual desktop(s), depending on the resources available to you.	– Click **vClassroom** (unless you need to access software specific to your area of study, in which case click on the relevant desktop).

Note: If you do not see the desktop options you expect, please contact the Service Desk (myit.abdn.ac.uk) who will check if you are entitled to access.

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[4] If your account sign in details are cached in your browser, you will be taken straight to step 8.

Use the app

> ⚠️ **Important:** Once logged in, your session will **log out automatically** after 15 minutes of inactivity. Any work that you have not saved will be lost.

The app may take a few moments to connect to the virtual desktop.

— Tap **Start > All Programs** or use **Desktop shortcuts** to launch software as usual.

— Tap the circular **Menu** icon

— To see additional tools.

Key to tools

| Settings | Touchpad | Keyboard | Navigation | Disconnect | Gesture help |

Note: You can access these icons by tapping the menu symbol (iOS) (Android)

Save work using VDI

Save your work to your **H:** drive in the same way as using a classroom PC. Remember, you will log out automatically after 15 minutes of inactivity. Avoid losing work by saving regularly.

Log out of the app

1. Tap the circular **Menu** icon (iOS) .
2. Tap the **Disconnect** icon.
3. You will be prompted to say Yes you want to disconnect and returned to the list of available virtual desktops.
4. Tap the Disconnect button at the top of the screen then confirm when prompted.

Further information and help

Toolkit resource on IT Account Security

Web page: Multi-factor authentication (MFA) in University of Aberdeen.

Use MyIT to report issues to the IT Service Desk: myit.abdn.ac.uk