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:

- Using the **VMware Horizon Client** on your computer (**page 1**) or mobile device (**page 6**). You'll need to install the client from the VMWare Horizon website or from the app store for your device.

- Via the **web**, using the internet browser on your computer (**page 4**).

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 via the VMware Horizon Client on your computer

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

Download VMware Horizon Client

1. Open your preferred internet browser.

2. In the address bar, enter: https://www.vmware.com/go/viewclients

3. Browse the list of available clients for the one suitable for your device, e.g. Windows 32-bit.

4. Click **Go to Downloads** to the right of the client you have selected.

| VMware Horizon Client for 32-bit Windows | 2014-12-09 | Go to Downloads |

5. Click the blue **Download** button.

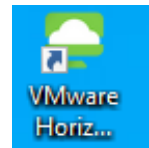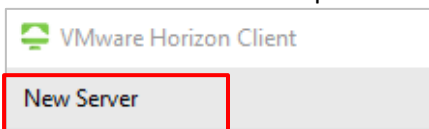| The VMware Horizon Client for 32-bit Windows
File size: 36 MB
File type: exe file | Download |

6. Follow the prompts from the download manager and run the client setup wizard.

   - Click **Next** to move through the steps.

   - Tick to accept the terms in the **Licence Agreement**.

   - You do not need to change the **Custom Setup**, specify a **Default Server** or default **Enhanced Single Sign On**. However, it is a good idea to create Desktop and Start Menu **shortcuts**.

   - Click **Install** when you are ready to begin the installation.

7. When the installation is complete, you will be prompted to restart your system.

8. VMware Horizon Client will then be available for you to use.
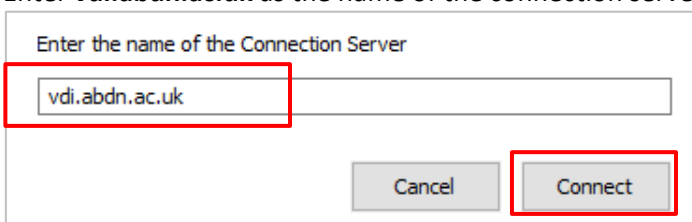
Log in to VMware Horizon Client

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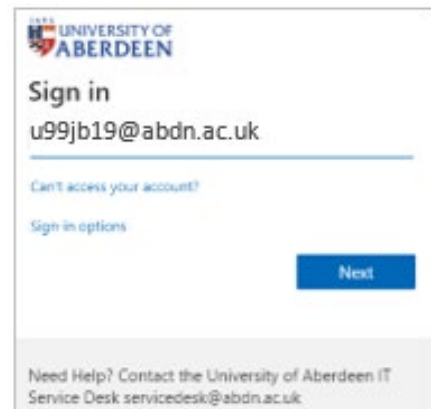
1. Open the **VMware Horizon Client** from your desktop or start menu.

2. Click **New Server** at the top left of the window.

   VMware Horizon Client

   New Server

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

   Enter the name of the Connection Server

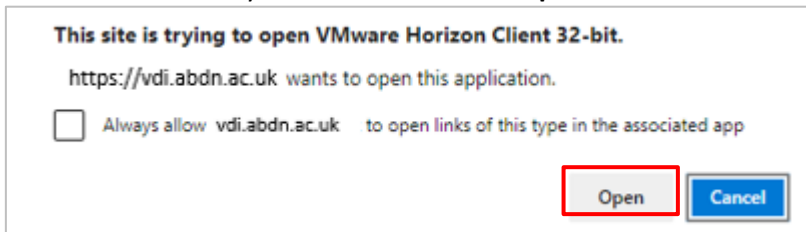   vdi.abdn.ac.uk

   Cancel   Connect

4. Your default browser will launch, and you will be prompted[1] to sign into your Office 365 account.

5. Enter your username in the format **username@abdn.ac.uk** e.g. u99jb19@abdn.ac.uk

6. Enter your **password** when prompted.

7. 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.
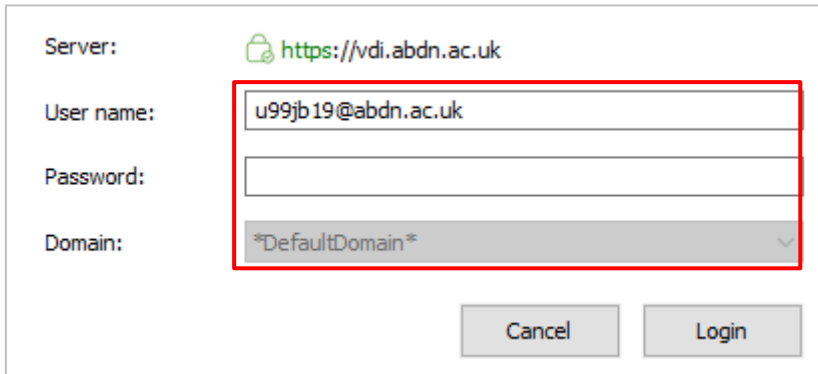
UNIVERSITY OF ABERDEEN

Sign in

u99jb19@abdn.ac.uk

Can't access your account?

Sign in options

Next

Need Help? Contact the University of Aberdeen IT Service Desk servicedesk@abdn.ac.uk

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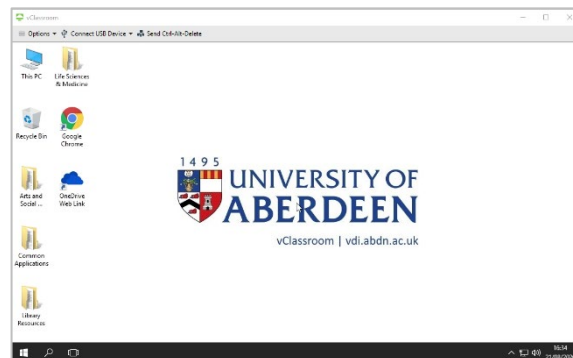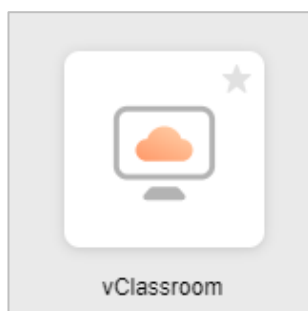[1] If your account sign in details are cached in your browser, you will be taken straight to step 8.

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

    This site is trying to open VMware Horizon Client 32-bit.

    https://vdi.abdn.ac.uk wants to open this application.

    ☐ Always allow vdi.abdn.ac.uk to open links of this type in the associated app

    Open   Cancel

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

    | Server: | 🔒 https://vdi.abdn.ac.uk |
    | User name: | u99jb19@abdn.ac.uk |
    | Password: | |
    | Domain: | *DefaultDomain* |

    Cancel   Login

10. 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 (http://myit.abdn.ac.uk) who will check what you are entitled to access.

11. 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. 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), or remotely via the VPN (staff and students – see our Remote VPN user guide for more). Staff may also be able to save to a shared network
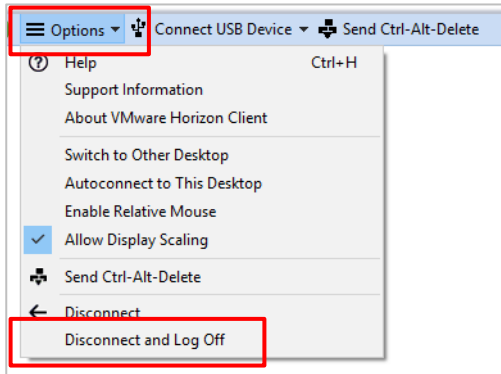
Note: Avoid losing work by saving regularly.

> Your **H:** drive is your secure, personal filespace on the University network. Find out more about your H drive in Toolkit.

Log out of VMware Horizon Client

1. Click **Options** at the top of the screen, then click **Disconnect and Log Off**.

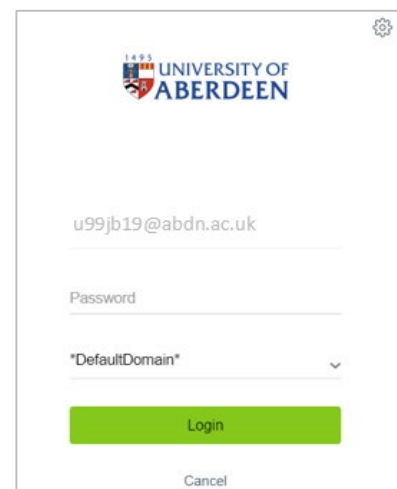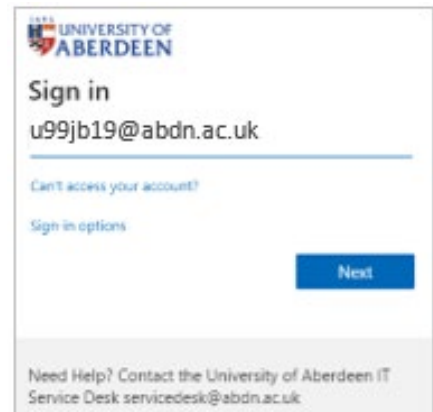2. Click **OK** when prompted, then close **VMware Horizon Client**.

Access VDI using the internet browser on your computer

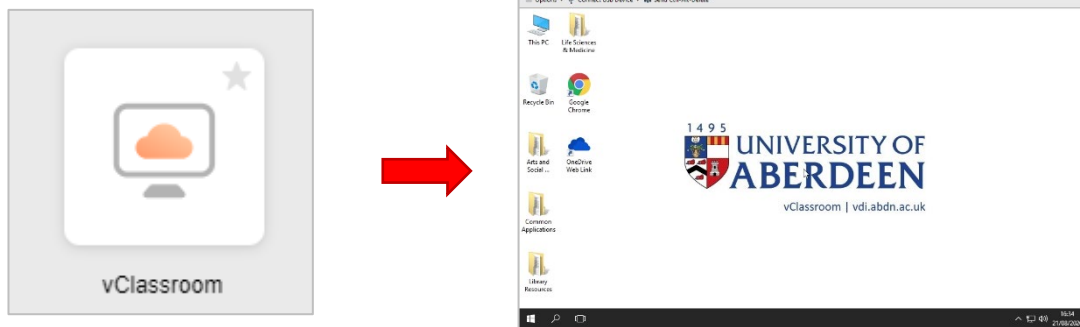If you are unable to download the VMware Horizon Client, you can also access VDI via your web browser[2].

> ⚠️ **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.

2. Enter vdi.abdn.ac.uk in the address bar (top of screen):

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

4. Enter your username in the format **username@abdn.ac.uk**
   e.g. u99jb19@abdn.ac.uk

5. Enter your password when prompted.

6. 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.

7. In the VMHorizon home page and login screen your username and domain will be pre-populated.
   Enter your **Password** then click **Login**.

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

8. 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 (https://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.
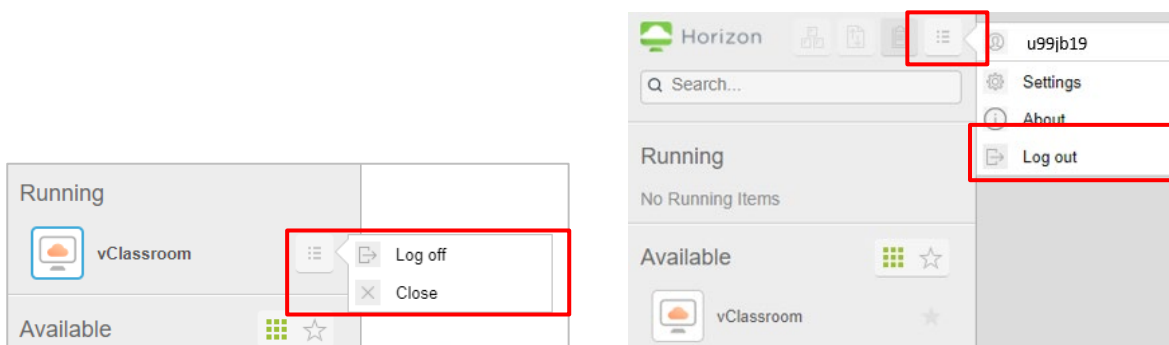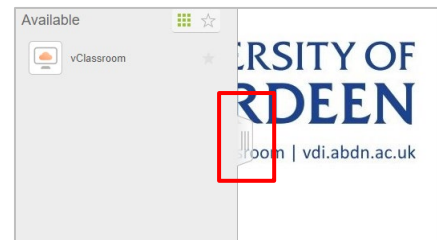
9. Click **Start > All Programs** or use **Desktop shortcuts** to launch software as usual.

Save work using VDI

Save your work to your **H:** drive as described on page 3. 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** sitting over the vClassroom to open controls.

   Click on **Menu** next to vClassroom and choose **Close** and **OK** to be returned to the list of available virtual desktops or choose Log off immediately.

2. Click on **Menu** at top right of navigation pane and choose **Log out.**

3. At the warning click **OK**.

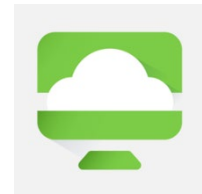4. Close the browser window or tab.

Access VDI via the VMware Horizon Client (mobile device)

Use the **VMware Horizon Client** app to access VDI when you are on the move.
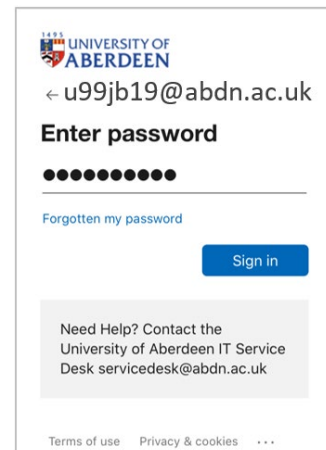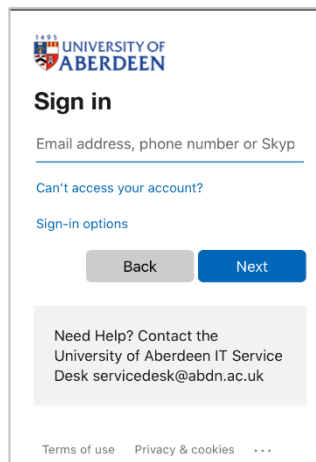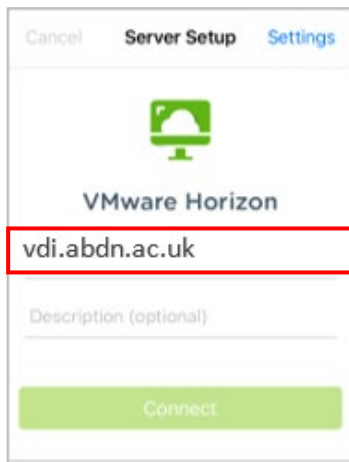
Install and set up the app

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

2. Search for **VMware Horizon Client** and download the free app.

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

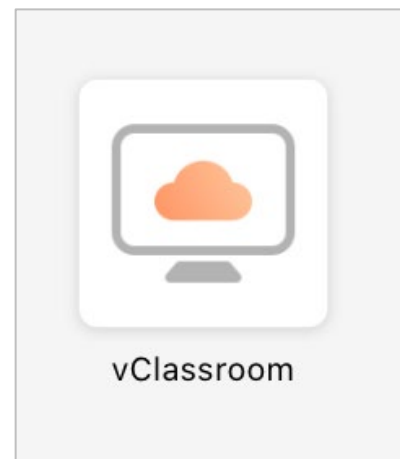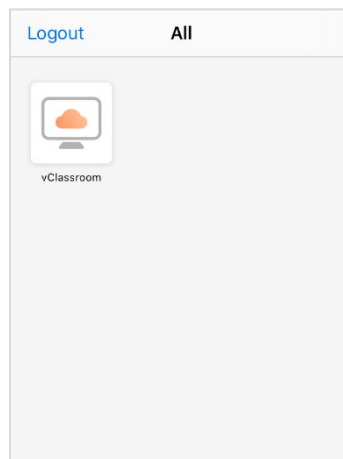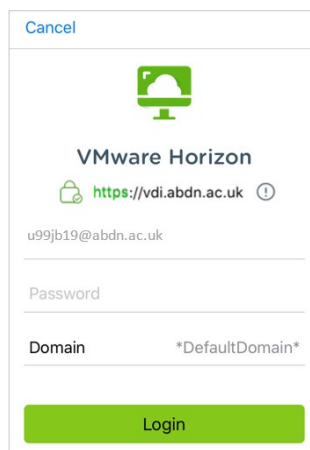   **Note:** Screenshots may vary between devices and operating systems.

4. You will see the **Server Setup** screen.

5. Enter the **Server Address**: *vdi.abdn.ac.uk* and click Connect.

   A description is not required.

6. In the Microsoft Sign in screen enter your University **username@abdn.ac.uk** (e.g. u99jb19@abdn.ac.uk)

   Click **Next**

7. Enter your University **Password** and **Sign in.**

   If your Office 365 account has been enabled for MFA, you will be prompted to authenticate.

8. Enter your **Password** again. (Your username and domain are pre-populated.) Click **Login**

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

10. 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 (https://myit.abdn.ac.uk) who will check if you are entitled to access.

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.

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

12. Tap the circular **Menu** icon

13. To see additional tools.

Key to tools (iOS)

Settings	Touchpad	Keyboard	Navigation	Disconnect	Gesture help

Guide to gestures (iOS)

Note: It may be necessary to pause between gestures, if you find the touch screen is slow to react.

- **Left-click**: Tap the screen with one finger.
- **Right-click**: Tap the screen with two fingers (the right-click occurs where the first finger taps).
- **Drag**: Hold with one finger, then drag after the ripple effect.

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.
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. Click **Logout** (top left of screen), then confirm when prompted.

Further information and help

Use MyIT to log calls with the IT Service Desk: https://myit.abdn.ac.uk

Information on Multi-factor authentication (MFA) in University of Aberdeen (for staff and students whose Office 365 account has been enabled).