

Using the Remote Desktop Portal

The Remote Desktop Portal

The ICT Services team have implemented new software to provide staff greater access to College resources when away from the College. The new software will provide you the same experience as if you were sitting at your desk in College, including commonly used applications and, where appropriate, specialised software.

The new software is designed to work on a variety of platforms, and yes, you can even use it on your iPad!

What if I get stuck?

We're sure you're going to enjoy using our Remote Desktop Portal. However, from time to time you'll no doubt have questions or you'll come across a problem. The College's ICT team are available to answer your questions via the following methods:

- Telephone: 0151 353 4445
- Email: helpdesk@hughbaird.ac.uk

The ICT team are available at the following times:

- Monday - Thursday: 0830 to 1900
- Friday: 0830 to 1700

Please feel free to contact the helpdesk between these hours to discuss any problems or requirements.

System requirements

This guide has been prepared using Windows 7 and Internet Explorer. However the new software is supported on the following platforms:

- Windows 7 / 8 / 10
- Mac OS 10.8 upwards.
- IOS 7 upwards.

Before you start you need to ensure that your PC or Mac is connected to a working Internet connection and the you have permissions to install software on your PC or Mac.

Right then, ready to access the Remote Desktop Portal? Just follow the next steps!

Installation

Before you connect to the RDP you'll need to install the client software. Don't worry about this, it's very simple, just follow these steps.

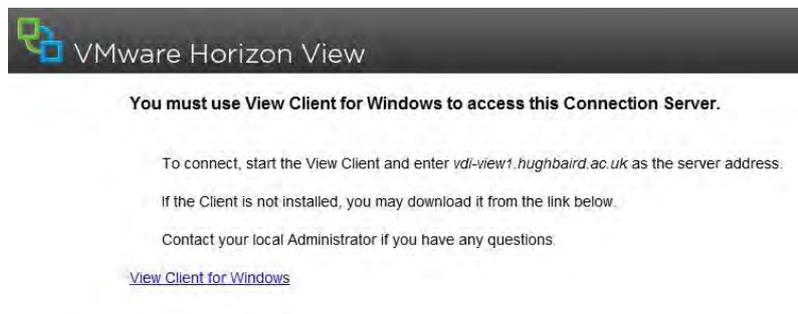
- Firstly, launch 'Internet Explorer'. This is usually found on the desktop and the icon looks like this:



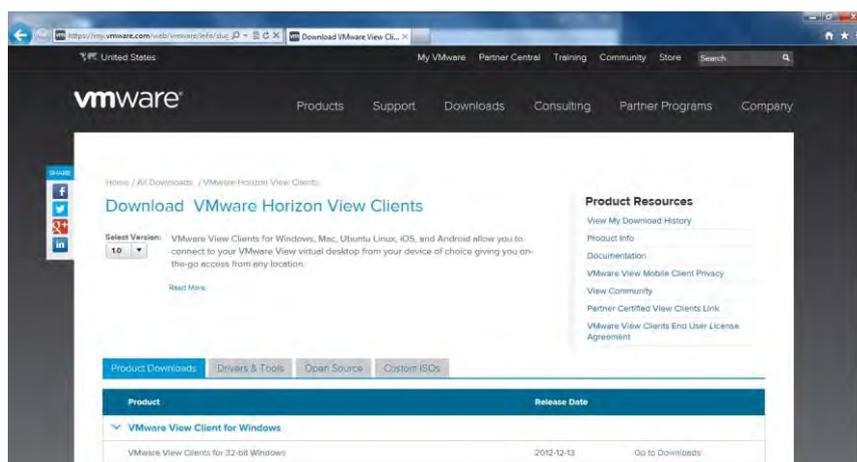
- In the address bar enter '<https://vdi.hughbaird.ac.uk/>' and press <RETURN>.



- You'll then be present with the 'VMware Horizon View' web page. Click 'View Client for Windows' link.
 - **Note:** The web page is clever and will determine what operating system you're using. For instance, if you're using a Mac this link will say 'Horizon Client for Mac OS'.



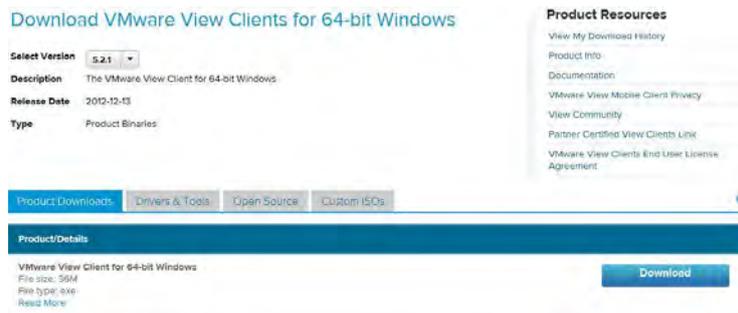
- Click to expand 'VMware Client for Windows' link on the 'Download VMware Horizon Clients' page.
 - **Note:** Remember, this link may say something slightly different if you're using a Mac or an iPad!



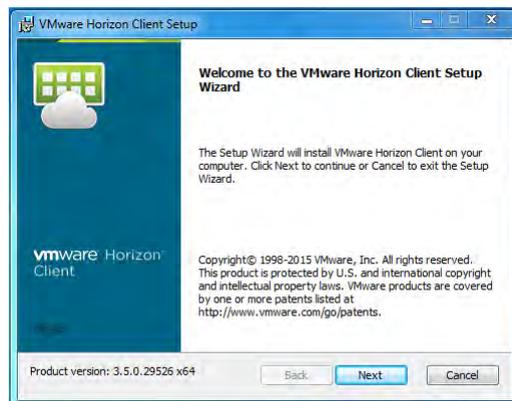
- Choose the version of the VMware Horizon Client appropriate to your operating system and click 'Go to Downloads'.
 - **Note:** Remember, if you're unsure just pick up the phone and call the ICT Helpdesk.

| VMware View Client for Windows | | |
|--|------------|---------------------------------|
| VMware View Clients for 32-bit Windows | 2012-12-13 | Go to Downloads |
| VMware View Clients for 64-bit Windows | 2012-12-13 | Go to Downloads |

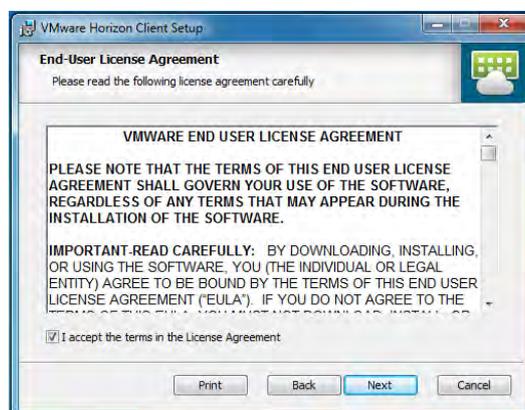
- Next click the *'Download VMware View Client for XX-bit Windows'* link and click *'Download'*. If prompted click *'Run'*
 - **Note:** Depending on the configuration of your PC you may receive a security warning.



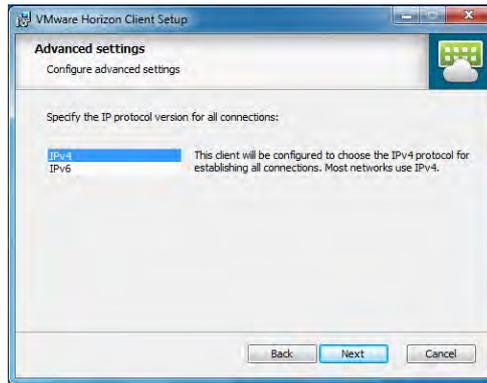
- The *'VMware Horizon Client'* will then download and the installation process will then begin.
- On the *'Welcome to the Installation Wizard for VMware Horizon Client'* screen click *'Next'*.



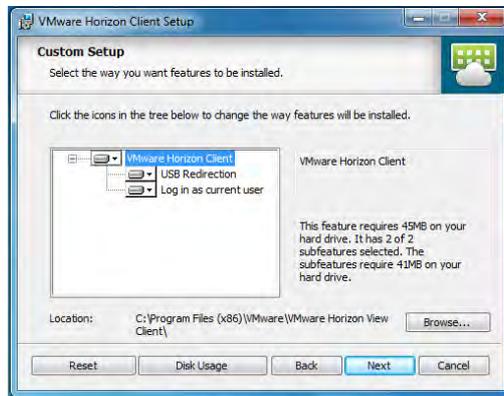
- Accept the VMware end user licence agreement by clicking *'I Accept the terms in the licence agreement'* and clicking *'Next'*.



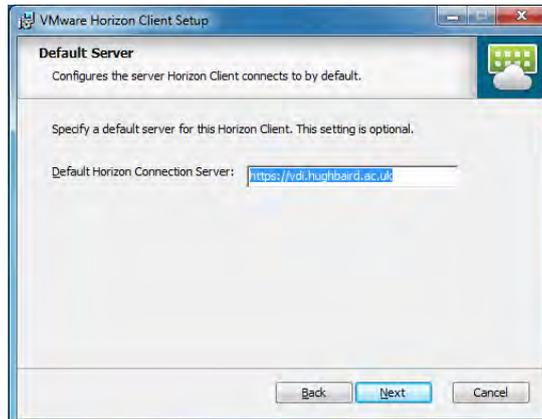
- In the 'Advanced Settings' page click 'Next'.



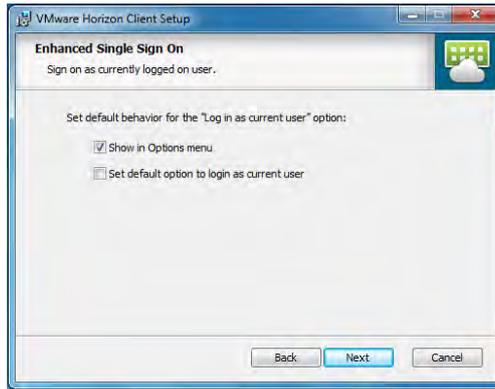
- On the 'Custom Setup' page click 'Next'.



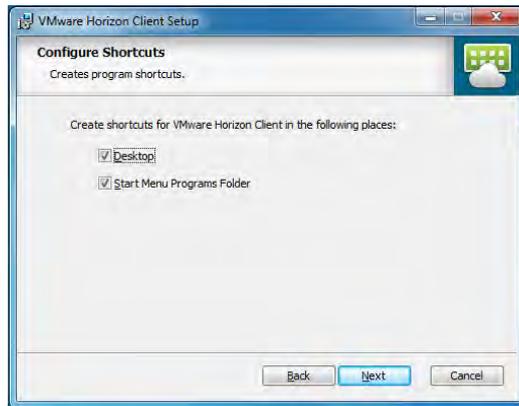
- When prompted enter '<https://vdi.hughbaird.ac.uk/>' in the 'Default Server' text box and click 'Next'.



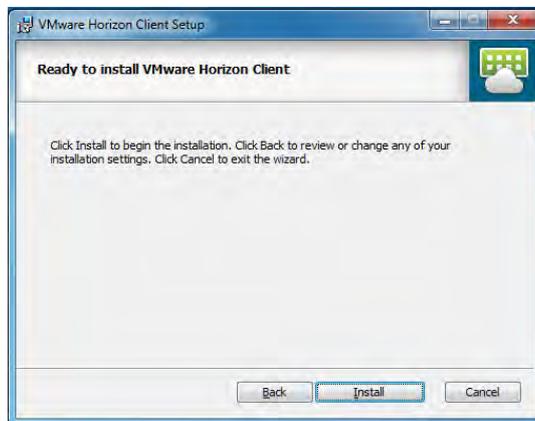
- If prompted uncheck the 'Set default option to login as current user' on the 'Enhanced Single Sign On' window and click 'Next'.



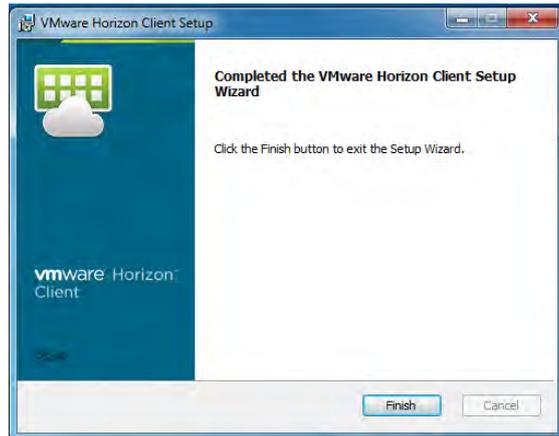
- On the 'Configure Shortcuts' window click 'Next'.



- Next, click 'Install' on the 'Ready to Install the Program' window. The software will now install.



- Once the installation has completed, click 'Finish'.



- If prompted to restart your PC, click 'Yes'.



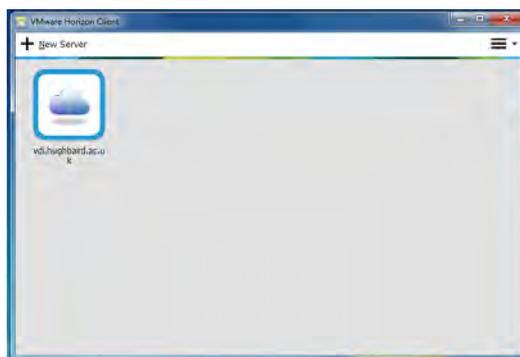
Accessing the Remote Desktop Portal

Connecting to the Remote Desktop Portal is easy, just follow the steps shown below.

- Locate the VMWare Horizon Client icon on your desktop. To open it just double click it.



- Once the application has loaded enter double click the ['vdi.hughbaird.ac.uk/'](https://vdi.hughbaird.ac.uk/) icon in the 'VMWare Horizon Client' window.



- A connection will then be made to the College's servers and you will be asked to enter your College username and password. Enter these and click 'Login'.



- Once logged on you'll be asked to select which pool of computers you would like to use. Double click the relevant pool to connect.



- You'll then be presented with a College desktop. From here you can access all of the resources you can access from a standard College desktop, including internal files and folders. You can even access the files on your own computer!



Additional information

We're always looking for ways to improve the Remote Desktop Portal, including the installation of software or tools you would find useful to have access to whilst away from the College. To make a suggestion or to discuss your requirements please contact the ICT Helpdesk using the contact details shown above.

ICT Services

September 2015.