

## Overview

Enterprise Virtual Desktop Infrastructure (VDI) is a positive move toward the future, and aligns with ITS's efforts to consolidate and centralize IT resources. Enterprise VDI streamlines support and reduces costs, while at the same time enables users to access virtual desktops anytime, from anywhere.

### What is Virtual Desktop Infrastructure (VDI)?

Virtual Desktop Infrastructure (VDI) is the practice of running a user's desktop inside a virtual machine that lives on a server in a data center. All profile settings, installed applications, and the operating system are stored and managed centrally.

### What is a Zero Client?

A Zero Client is a lightweight computer that is built for remoting into a server (used with VDI). It depends heavily on the server to fulfill its computational roles.

### What are the benefits of VDI?

VDI can yield significant benefits to New York State in terms of service, manageability, security and cost. Below are some of the key benefits of VDI:

- VDI eliminates the physical management issues for desktops, since all resources (CPU, memory, storage etc.) are managed centrally. VDI also reduces time spent managing networks because you only need to address software issues on one server as opposed to each individual machine.
- VDI can dramatically drive down cost for hardware and support, when compared to the costs of Desktop personal computers (PCs).
- Centralized desktop images, applications and files make data security more manageable, regardless of whether an employee is accessing the virtual desktop from within the state network (at their work desk) or while outside the state network (e.g. from a home Internet connection or a Wi-Fi hotspot).

### Need Help?

If you need additional help navigating this document, please contact the ITS Service Desk at 1-844-891-1786, your local Service Desk, email at [fixit@its.ny.gov](mailto:fixit@its.ny.gov), or chat online with an Enterprise Service Desk Representative at [chat.its.ny.gov](http://chat.its.ny.gov).

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**\*Used while on the state network – at work**

Section I guides users through the process of using a zero client, while at work, to log into the enterprise VDI environment

### [Section II – A & B: Logging into Enterprise VDI from Outside of the State Network](#)

**\*Used when off the state network – e.g. when logging in from a home Internet connection or a public Wi-Fi hotspot**

- **[Section II - A:](#)** Guides users through the process of installing the VMware Horizon Client View on a personal computer or laptop in order to access VDI from home or other remote location. **This process must be completed by first-time users, on each device used with VDI, in order to access the enterprise VDI environment.**

If you have already installed the VMware Horizon Client on your device, refer to the instructions in Section II – B.

- **[Section II - B:](#)** Guides users through the process of logging into enterprise VDI after the VMware Horizon Client View has been installed. If you have not installed the VMware Horizon Client refer to the directions in Section II- A, prior to attempting to log on.

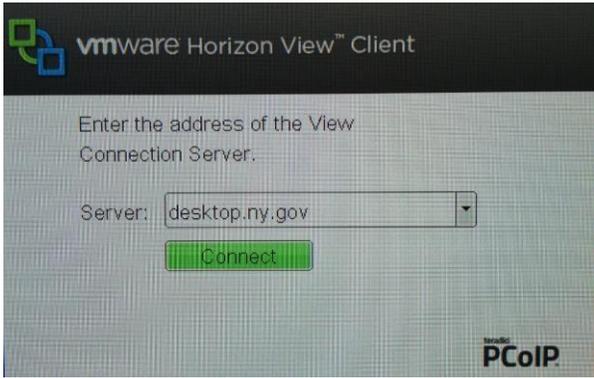
### [Section III: Accessing NYS Office 365 Email when Using Enterprise VDI](#)

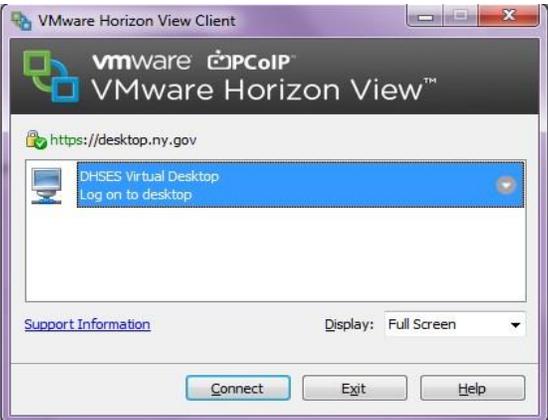
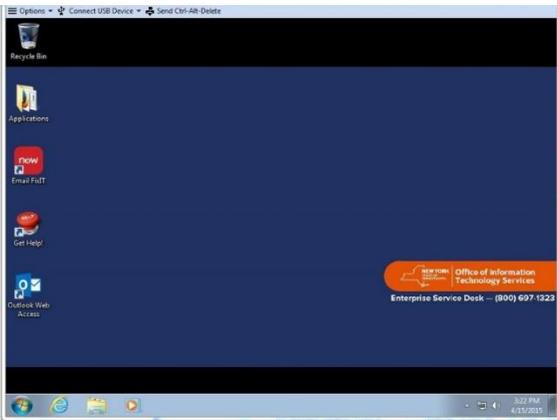
Section III guides users through the two ways to access NYS Office 365 Email when using VDI.

- Microsoft Office Web Access (OWA)
- Microsoft Outlook Client

## Section I: Logging into enterprise VDI using a Zero Client – at Work

Follow the steps outlined in this section to log into the enterprise VDI environment using your Zero Client while at work (on the state network).

<p><b>Step 1:</b> Turn on the zero client by pressing the power button.</p>	
<p><b>Step 2:</b> Enter the server address, <a href="http://desktop.ny.gov">desktop.ny.gov</a>, the first time you use the Zero Client. <b>Click Connect.</b></p>	

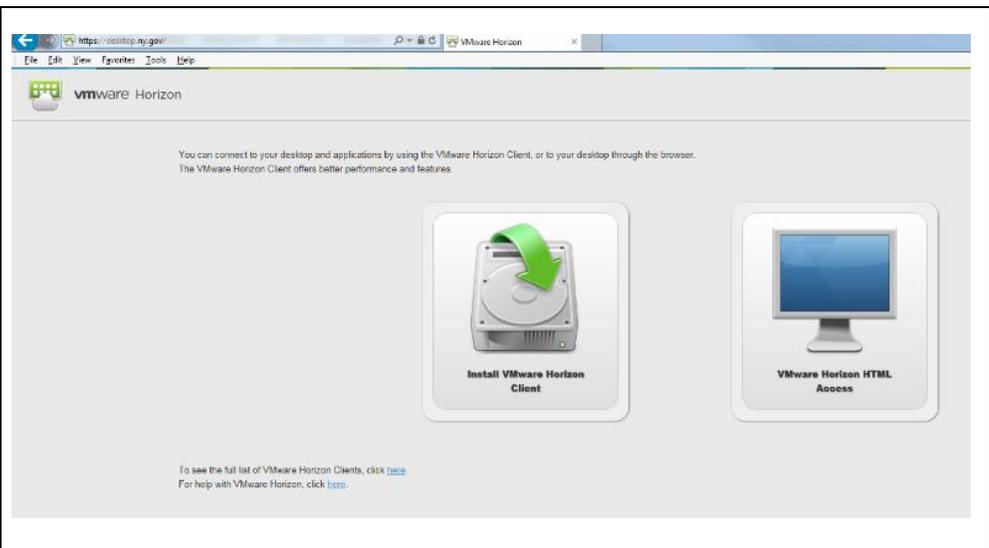
<p><b>Step 3: Enter your credentials.</b> This is your user principal name (first initial and last name - e.g. msmith) and the passcode you normally use.</p> <p><b>Select</b> your agency (e.g. DHSES) from the domain drop down box.</p>	 <p>The screenshot shows the VMware Horizon View Client window. The title bar reads 'VMware Horizon View Client'. The main content area displays the VMware logo and 'VMware Horizon View™'. Below this, the URL 'https://desktop.ny.gov' is shown. The text 'Enter your user name and password.' is followed by three input fields: 'User name:' with a placeholder '&lt;userid&gt;', 'Password:' with masked characters, and 'Domain:' with a dropdown menu set to 'DHSES'. At the bottom, there are 'Login', 'Cancel', and 'Help' buttons.</p>
<p><b>Step 4: Select the DHSES Virtual Desktop VDI instance and click connect.</b></p>	 <p>The screenshot shows the VMware Horizon View Client window. The title bar reads 'VMware Horizon View Client'. The main content area displays the VMware logo and 'VMware Horizon View™'. Below this, the URL 'https://desktop.ny.gov' is shown. A list of virtual desktops is displayed, with 'DHSES Virtual Desktop' selected and highlighted in blue. Below the list, there is a 'Support Information' link and a 'Display:' dropdown menu set to 'Full Screen'. At the bottom, there are 'Connect', 'Exit', and 'Help' buttons.</p>
<p><b>Step 5:</b> You now have access to your VDI.</p> <p>Note: If a black screen appears, hit the <b>ENTER</b> key 2 or 3 times to resolve.</p>	 <p>The screenshot shows a Windows desktop environment. The desktop background is dark blue. On the left side, there are icons for Recycle Bin, Applications, Power, Email Fulf, Get Help!, and Outlook Web Access. In the bottom right corner, there is a banner for 'Office of Information Technology Services' and 'Enterprise Service Desk - (800) 697-1223'. The taskbar at the bottom shows the Start button, several application icons, and the system tray with the time '3:22 PM' and date '4/19/2012'.</p>

## Section II: Logging into Enterprise VDI from Outside of the State Network – e.g. from a home Internet connection or a public Wi-Fi hotspot

### Section II – A: Installing the VMware Horizon Client View

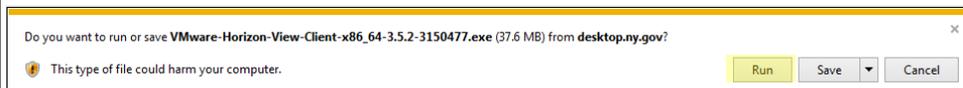
The first time you log into VDI from off the state network from a personal computer or laptop, you must install the VMware Horizon Client View. Follow Steps below to install the VMware Horizon Client View. **If you have already installed VMware Horizon Client jump to [Section II – B](#) for directions on accessing enterprise VDI.**

**Step 1: Open Microsoft Internet Explorer and go to <https://desktop.ny.gov/>.**



## Step 2: Select the option to Install the VMware Horizon Client Software.

You will be asked “Do you want to run or save”. Click **Run**.

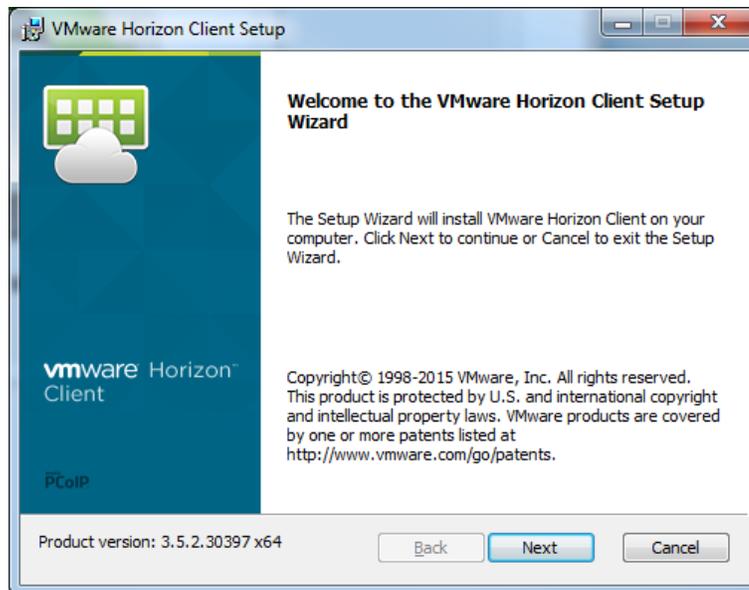


## Step 3: Follow all prompts for installing the Client through completion.

If you are **prompted** for information on your **type of Internet address** (e.g. select between IPV4 and IPV6), **select IPV4**.

If you are **prompted to enter a default server name**, enter [desktop.ny.gov](http://desktop.ny.gov).

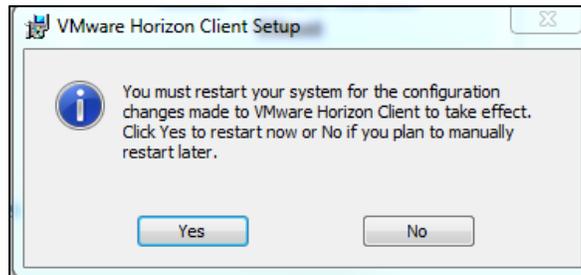
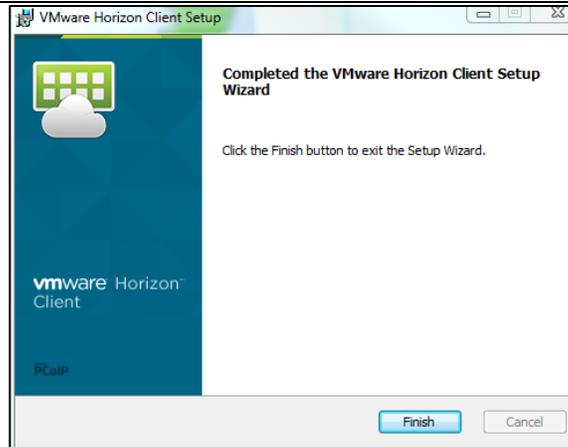
*Note: Do not enter any extra character or quotes when entering the server name.*



**Step 4:** Once successfully installed you will get a message indicating “your setup is complete”. **Click finish.**

**You must restart your system for the configuration changes made to VMware Horizon Client to take effect. Click yes to restart now or No to restart manually later.**

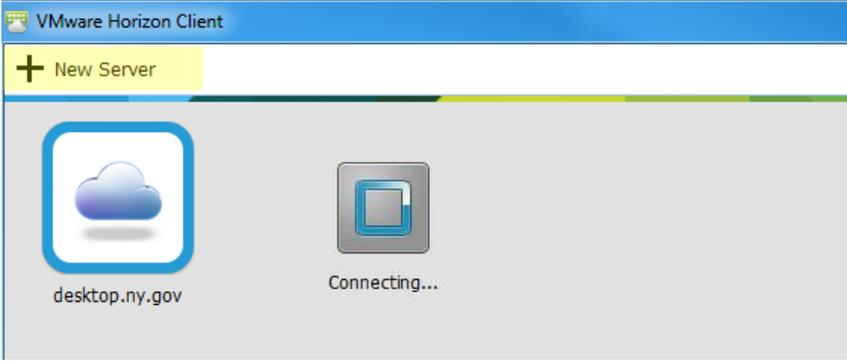
Once you have installed the Client, you are ready to connect to your virtual desktop. [Proceed to Section II-B](#) to start the **VMware Horizon Client View.**

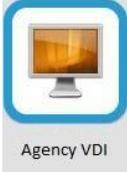
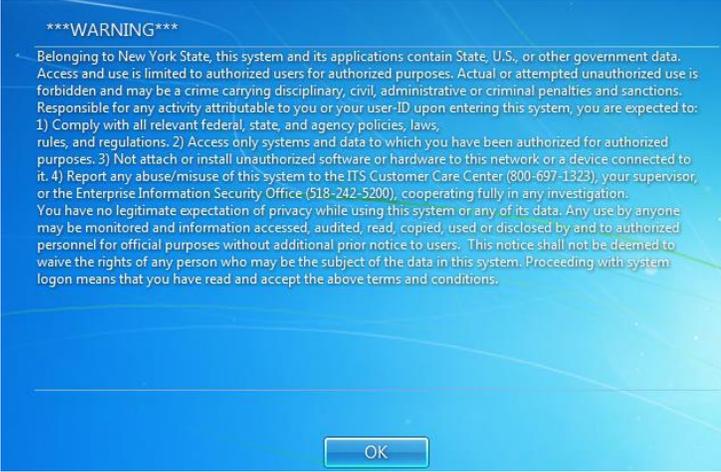


## Section II – B: Logging into Enterprise VDI using the Horizon Client View

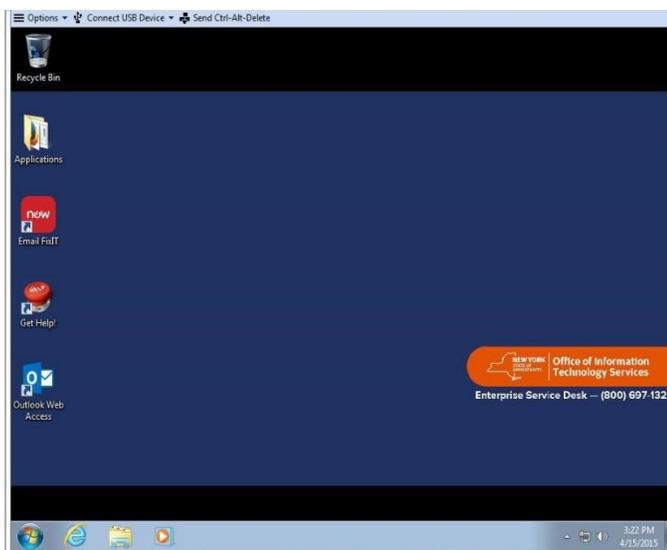
Follow the steps in Section II – B to log into enterprise VDI using the VMware Horizon Client View.

**Important:** If you have not installed the VMware Horizon Client refer to the directions in [Section II – A](#), prior to attempting to log on.

<p><b>Step 1: Click the VMware Horizon Client icon on your desktop</b> to open the VMware Horizon Client.</p>	
<p><b>Step 2: Double-click the <a href="#">desktop.ny.gov</a> server icon.</b> You will see the 'Connecting...' graphic</p> <p>Note: <i>If you do not see the "desktop.ny.gov" icon, it may be necessary for you to add it. To add it, click on the + <b>New Server</b> button, and when prompted enter the server address of <a href="#">desktop.ny.gov</a>.</i></p>	

<p><b>Step 3: Enter your credentials.</b> This is your user principal name (first initial and last name - e.g. msmith) and the passcode you normally use. <b>Select your agency</b> from the Domain Drop Down menu.</p>	 <p>The screenshot shows the VMware Horizon View Client login window. The title bar reads 'VMware Horizon View Client'. The main window has a dark header with the VMware logo and 'PCoIP VMware Horizon View™'. Below the header, the URL 'https://desktop.ny.gov' is displayed. The instruction 'Enter your user name and password.' is followed by three input fields: 'User name:' containing 'jbaez', 'Password:' with masked characters, and 'Domain:' with a dropdown menu set to 'DHSES'. At the bottom, there are 'Login', 'Cancel', and 'Help' buttons.</p>
<p><b>Step 4: Double-click the Agency VDI icon.</b></p>	 <p>The icon shows a computer monitor with a blue border and a blue glow. Below the icon, the text 'Agency VDI' is displayed.</p>
<p><b>Step 5: Select the OK button</b> to accept the Security disclaimer.</p>	 <p>The dialog box has a blue background with a white border. At the top, it says '***WARNING***'. The main text reads: 'Belonging to New York State, this system and its applications contain State, U.S., or other government data. Access and use is limited to authorized users for authorized purposes. Actual or attempted unauthorized use is forbidden and may be a crime carrying disciplinary, civil, administrative or criminal penalties and sanctions. Responsible for any activity attributable to you or your user-ID upon entering this system, you are expected to: 1) Comply with all relevant federal, state, and agency policies, laws, rules, and regulations. 2) Access only systems and data to which you have been authorized for authorized purposes. 3) Not attach or install unauthorized software or hardware to this network or a device connected to it. 4) Report any abuse/misuse of this system to the ITS Customer Care Center (800-697-1323), your supervisor, or the Enterprise Information Security Office (518-242-5200), cooperating fully in any investigation. You have no legitimate expectation of privacy while using this system or any of its data. Any use by anyone may be monitored and information accessed, audited, read, copied, used or disclosed by and to authorized personnel for official purposes without additional prior notice to users. This notice shall not be deemed to waive the rights of any person who may be the subject of the data in this system. Proceeding with system logon means that you have read and accept the above terms and conditions.' At the bottom, there is an 'OK' button.</p>

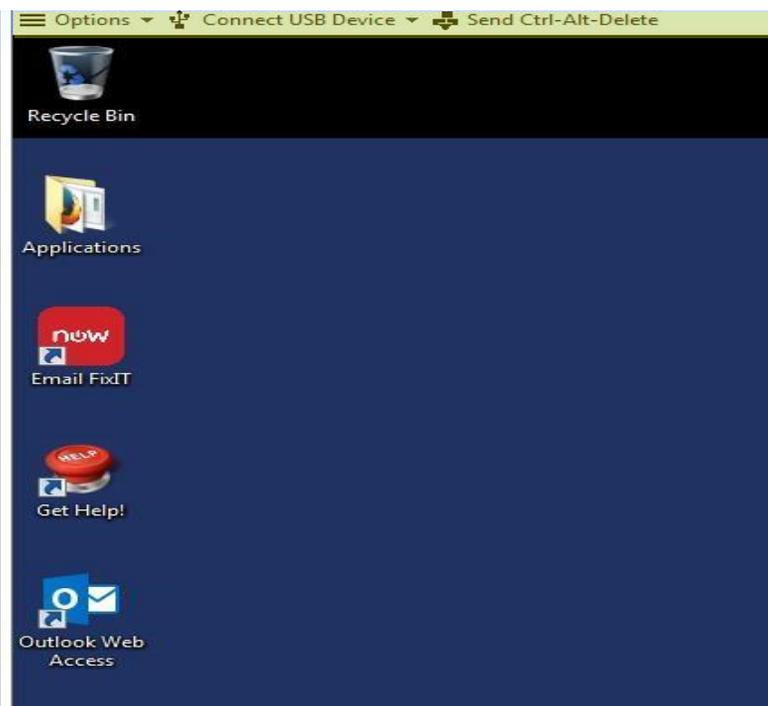
**Step 5:** You will now see the Windows PC logon screen.



**Step 6:** Use the menu bar across the top of the screen to access your setup options, and to use a USB device.

If your screen freezes and you are prompted to use the Ctrl-Alt-Delete to disable the lock, click the **+ Send Ctrl-Alt-Delete in the top menu bar** instead of using the keyboard.

*Note: Several icons will be available on your desktop (e.g. Recycling Bin, Applications, Email, FixIT, Get Help, and Outlook Web Access).*



## Section III: Accessing NYS Office 365 Email

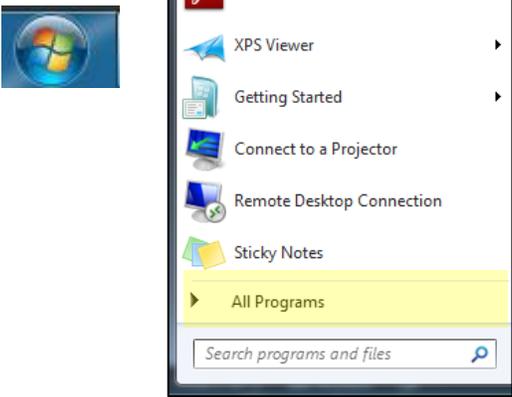
There are two ways to access your NYS Office 365 Email when using VDI.

- Microsoft Office Web Access (OWA)
- Microsoft Outlook Client

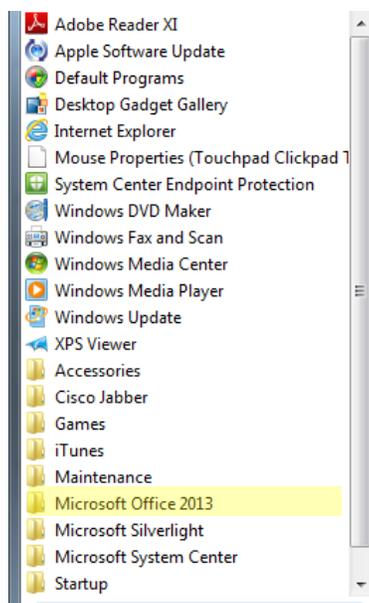
Follow the steps below to use the Microsoft Outlook Web Access on your Virtual Desktop.

<p><b>Step 1:</b> To connect, <b>Double-click the Outlook Web Access (OWA) icon and Log on</b> using your <b>Office 365 email credentials</b>. This is your work email address and your email password.</p>	
<p><b>Step 2:</b> If you are prompted to disable any add-ons, click the <b>Ask me later</b> drop-down menu and <b>select Do not Disable</b>.</p>	

Follow the steps below to use the Microsoft Outlook Client on your Virtual Desktop.

<p><b>Step 1:</b> Click the <b>Start menu</b> (circular logo in bottom left corner of your PC/laptop screen). <b>Select All Programs</b>.</p>	
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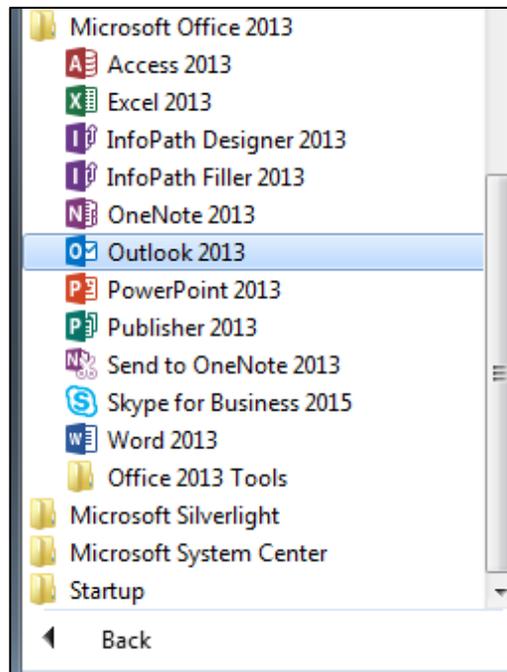
**Step 2: Select the Microsoft Office 2013 folder.**



**Step 3: Select Outlook 2013.** If prompted to login, use your Office 365 email credentials. This is your work email address and your email password.

You are now connected to your NYS Office 365 Email.

**Note:** The first time that you use the Outlook client on your virtual desktop, it may take a while for your email to load. The client is downloading your email from the Office 365 servers. You will also need to reset any custom settings that you may have previously made to your desktop (e.g. signature, blocked senders, and other email options).



## Tips for Using Enterprise VDI

### Adding application shortcuts to your desktop

1. Open the folder on your desktop called “Applications”. This folder should contain all the applications available to you.
2. Drag the icons of the applications you use to the desktop

### Stop Skype for Business from launching every time you login

1. Open Lync
2. Click the gear icon in the top right hand side of the window
3. Select Tools
4. Select Options
5. Highlight the Personal option
6. Uncheck “Automatically start Lync when I log into windows”.

### Change Your Screen Resolution

1. Power on the Zero client
2. Select “Options”
3. Select “User settings”
4. Select “Display topology”
5. Under resolution select the resolution that best serves you
6. Click OK
7. Connect to [desktop.ny.gov](http://desktop.ny.gov) and login to your CDI instance

## Need Help?

Contact the ITS Service Desk at:

**1-844-891-1786**

Reach us through online chat at:

Send us an email at: [chat.its.ny.gov](mailto:chat.its.ny.gov)  
[Fixit@its.ny.gov](mailto:Fixit@its.ny.gov)

Ask Watson Chat at: <https://nysitsm2.service-now.com/sp>

If your Agency is listed below, please continue to contact your Local Help Desk:

<b>Administrative and General Services</b> <ul style="list-style-type: none"><li>• Division of the Budget</li></ul>	(518) 486-4357
<b>Enforcement and Regulation</b> <ul style="list-style-type: none"><li>• State Board of Elections</li><li>• State Inspector General</li></ul>	(518) 473-4803 (518) 474-1010
<b>Housing</b> <ul style="list-style-type: none"><li>• NYS Homes and Community Renewal</li></ul>	(518) 486-5042
<b>Grants and Licensing</b> <ul style="list-style-type: none"><li>• Higher Education Services Corp</li></ul>	518-473-0550
<b>Environment</b> <ul style="list-style-type: none"><li>• Adirondack Park Agency</li></ul>	(518) 891-4050
<b>Health</b> <ul style="list-style-type: none"><li>• Department of Health</li><li>• Office of Medicaid Inspector General</li></ul>	(518) 381-2100 (800) 697-1323 / (518) 408-6487
<b>Behavioral Health</b> <ul style="list-style-type: none"><li>• Office of Alcoholism &amp; Substance Abuse Services</li><li>• Office of Mental Health</li></ul>	(518) 381-2100 (518) 474-5554
<b>Public Safety</b> <ul style="list-style-type: none"><li>• Division of Criminal Justice Services</li><li>• Department of Homeland Security and Emergency Services</li><li>• Department of Corrections and Community Supervision</li><li>• Division of State Police</li><li>• Office for the Prevention of Domestic Violence</li><li>• Office of Victim Services</li></ul>	(800) 262-3257

**ATTN: Local Districts of Social Services county employees:** Please follow existing protocol and contact your local Human Services Enterprise Network (HSEN) LAN Administrators for assistance, before reaching out to the ITS Help Desk.