

If you are prompted to login, use your existing Office 365 email address and password.

The first time you use the Outlook client on your virtual desktop, please wait for the O365 servers to download your email to the client. Reset any custom settings you may have previously made, including your signature, blocked senders, and other email options.

Deleting Files

To delete a file, move it to the Recycle Bin on your desktop or right-click on the file and select *Delete*.

Disconnecting and Logging Off Your Virtual Desktop

Logoff your virtual desktop just as you would any other Windows machine.

Click on the **Start** button in the task bar.



Click the *Log off* button to end your session.

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Getting Help

There are three ways to get help:

Double-click **Get Help!** to access Enterprise IT Service Management where you can request assistance.

Double-click **Email FixIT** to email the Help Desk at fixit@its.ny.gov.

Call your Service Desk using the phone number displayed on your desktop or listed below.

Service Desk Phone Numbers

Administrative & General Services Cluster

(518) 474-2433

Disabilities & Aging Cluster

(518) 381-2100 DDPC, OPDD, OFA

(800) 697-1323 JC

Environment & Energy Cluster

(518) 304-6180 APA; (518) 457-7368 DAM

(518) 402-8888 DEC; (518) 473-9452 DPS

(518) 486-1888 OPRHP

Finance, Regulation, & Gaming Cluster

(518) 457-4394 DTF; (518) 486-4357 DOB

(518) 388-3551 GC

General Government Cluster

(518) 473-6936 ABO, DMV, DOS, WCB

(800) 697-1323 JCOPE, SLA

Health Cluster

(518) 473-3472 DOH; (800) 697-1323 OASAS

(800) 435-7697 OMH; (518) 402-9727 OMIG

Human Services Cluster

(518) 402-4640 DOL

(800) 697-1323 DHR, HESC, OCFS, OTDA

Public Safety Cluster

(518) 457-5017 DCCS; (800) 342-3619 DSP

(800).262-3257 DCJS, DHSES

(800) 262-3257 OPDV, OVS, SCC

Transportation & Economic Dev. Cluster

(518) 485-8111; (888) 664-9343

Enterprise Service Desk

(800) 697-1323

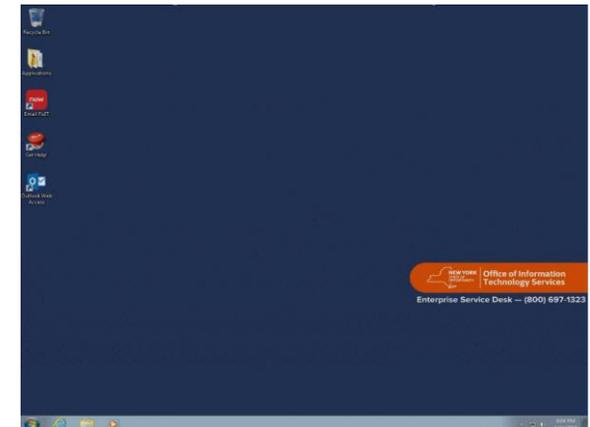


VDI

Your Virtual Desktop

Thin Client Version

Virtual Desktop Infrastructure (VDI) provides a consistent desktop for all users. Use this guide to help you login and get started. Refer to the contact information on the back for further guidance.

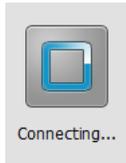


Your New VDI Desktop

Logging Into a VDI Device

At the standard login warning screen, select the **OK** button to accept the disclaimer.

You will see the “Connecting...” graphic.



When prompted for login, enter the following:

User name: Enter your full email address.

Password: Enter your NYS Active Directory password.

If prompted for a server address, enter “desktop.ny.gov.”

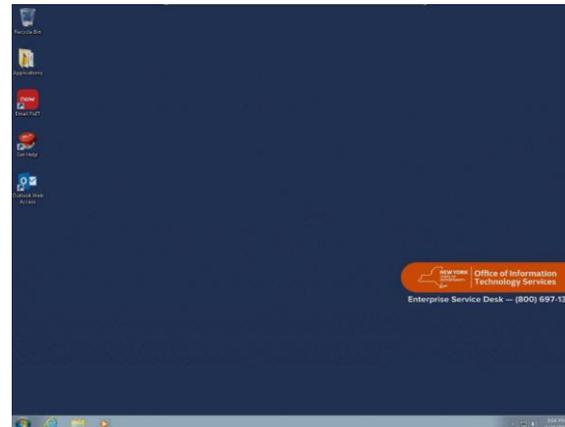


If you see the following icon for **ITS Desktop User Experience**, double-click it to start your VDI session.



At the standard login warning screen, select the OK button to accept the disclaimer.

You will now be presented with your new VDI desktop as seen below.



Starting MS Word and Other Office Programs

Click on the **Start** button in the task bar.



Click on *All Programs* and select the **Microsoft Office 2013** folder.

Click on *Word 2013* or the name of another program that you would like to use.

Using MS Outlook Web Access

Double-click the Outlook Web Access icon on the desktop.



If you are prompted to disable any add-ons, click on the “Ask me later” drop-down menu and select “Don’t disable.”

If you are prompted to login, use your existing Office 365 email address and password.

Using MS Outlook Client

Click on the **Start** button in the task bar.



Click on *All Programs* and select the **Microsoft Office 2013** folder.

Click on *Outlook 2013*.

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