

NYCHPD Azure Virtual Desktop (AVD) Full Client Remote Access Instructions

1) To access your HPD AVD Desktop remotely please visit www.hpdnyc.org from your web browser (Edge, Chrome, Safari etc.) on your Windows or Mac computer.

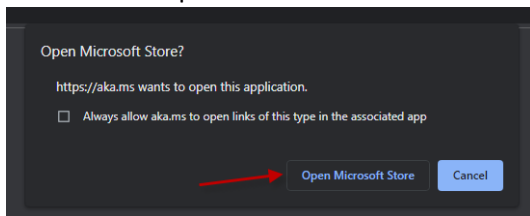
2) Click RA on the menu.



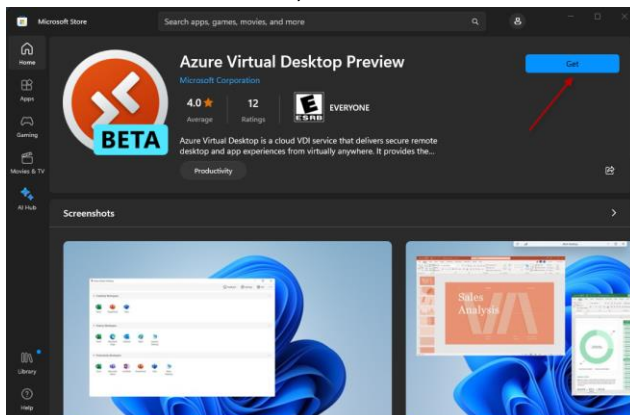
3) Click on AVD Client Installation (FULL)



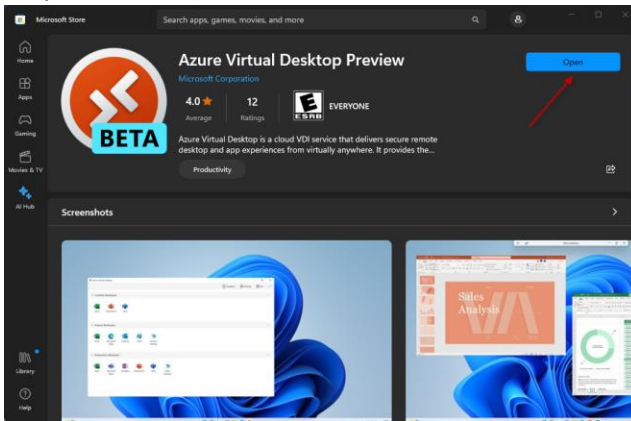
4) Click on the 'Open Microsoft Store' button.



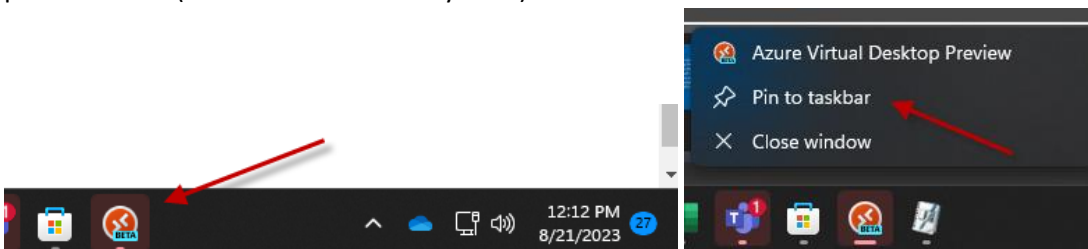
5) Click on the 'Get' button,



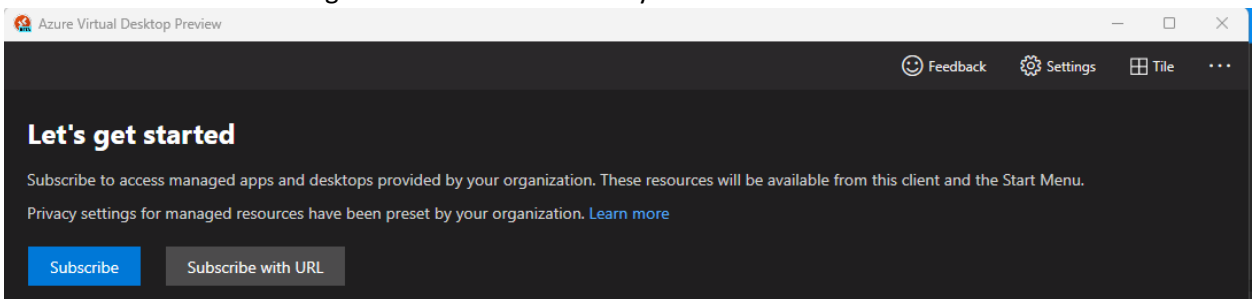
- 6) Click on the 'Open' button. This will install the 'Azure Virtual Desktop Application' (Note: This is a one time only installation).



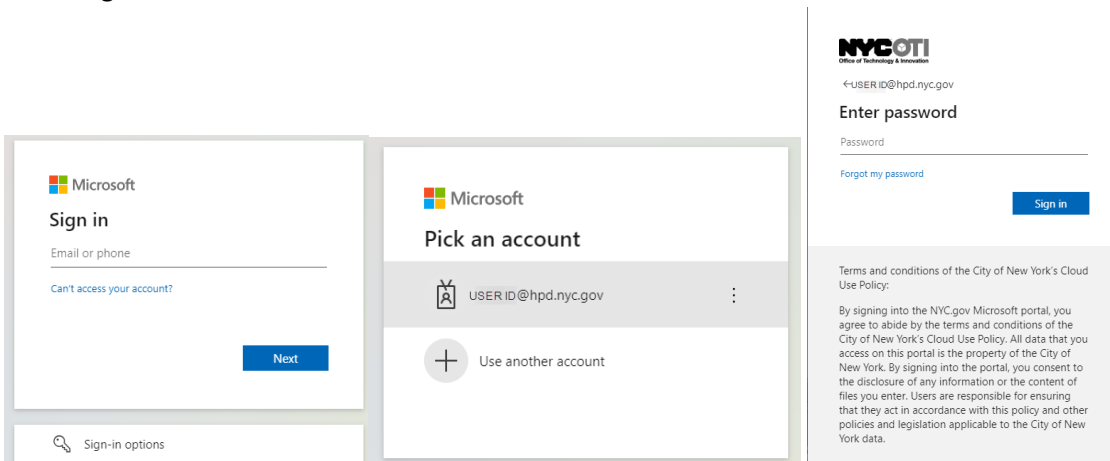
- 7) Once installation completes you will see a flashing icon on your taskbar. First right-click the icon and choose pin to taskbar (this will come in handy later). Next left-click on the icon.



- 8) You will now see the 'Let's get started' screen where you will click the 'Subscribe' button.



- 9) Depending on if you have previously signed in on the computer, you will either be prompted to 'Sign in' or 'Pick an account'. In either instance you will use your HPD Email and then enter your Password at the following screen.



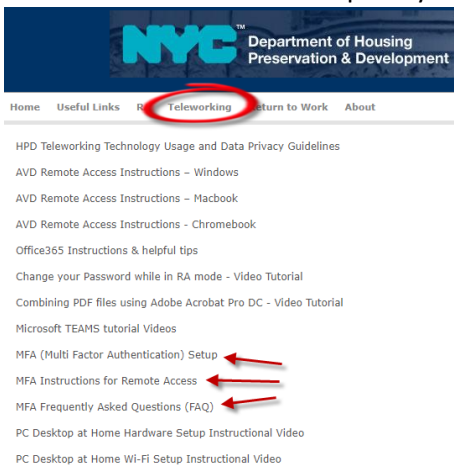
10) As a part of your login, you will be prompted to complete your login using your Multi Factor Authentication. If you are familiar with the MFA process please complete the MFA process and proceed to step 12.

Note:

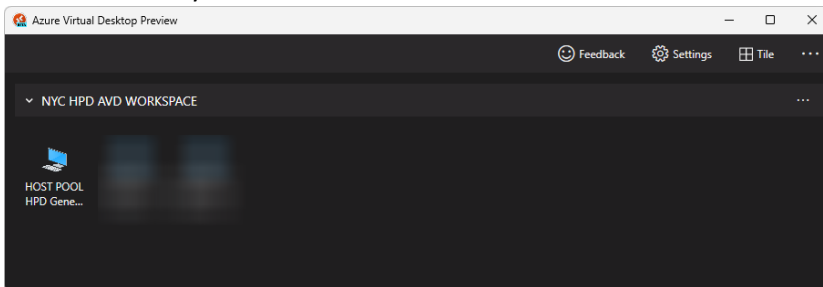
(We recommend using the Microsoft Authenticator App on your Smartphone available in the app store on your mobile device).



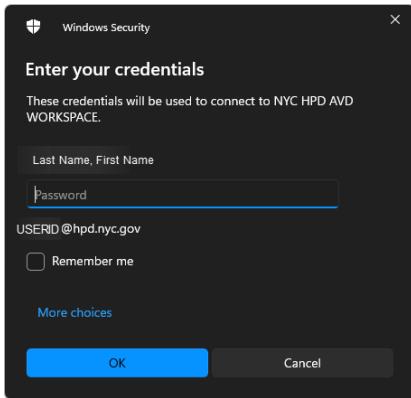
11) If you are unfamiliar with MFA you can visit www.hpdnyc.org and click on 'Teleworking' on the menu and choose one of the MFA documents, 'MFA (Multi Factor Authentication) Setup', 'MFA Instructions for Remote Access' or 'MFA Frequently Asked Questions'.



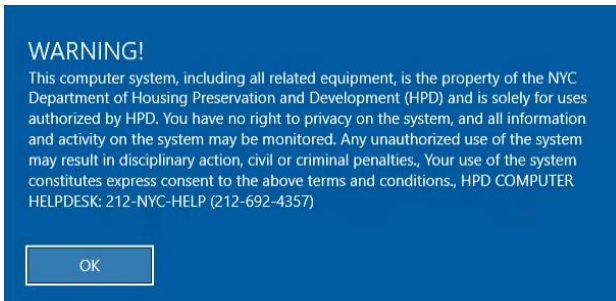
12) Once you have completed your login you will be brought to the Remote Desktop Client window shown below. Click on your 'HOST POOL HPD General' Icon.



13) You will once again be prompted to enter your HPD Logon Credentials. Enter your credentials and click 'OK'



14) The following screen will be the standard HPD Use acceptance screen you are familiar with. You may Click 'OK'



15) You are now able to access your HPD Virtual Desktop you have access to all of your files on your Network Drives i.e. R:\ S:\ etc, including OneDrive. You also have access to all of your standard applications i.e. Outlook, Teams, Word, Excel, HPDInfo, Intranet Homepage etc. - **Please note this is the Desktop you should use to access the Microsoft Teams Application so you will be able to communicate using your microphone, speakers and camera.**

- Only if you need access to special applications i.e. Elite, WMS, Adobe Acrobat Reader etc. locally installed on your HPD Physical PC you can proceed to step 14. If not please proceed to Step 17.

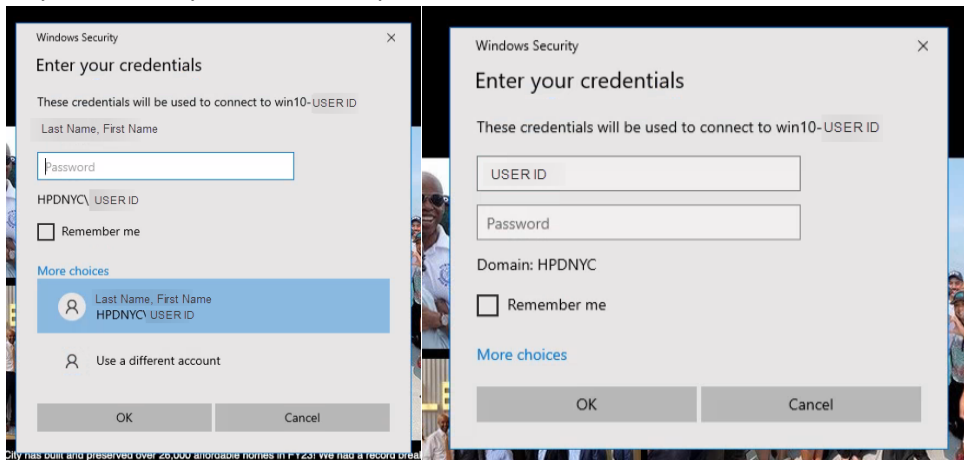
16) If you need to access a special application installed on your HPD Physical PC please click on the Remote Desktop Icon Highlighted in the image below.



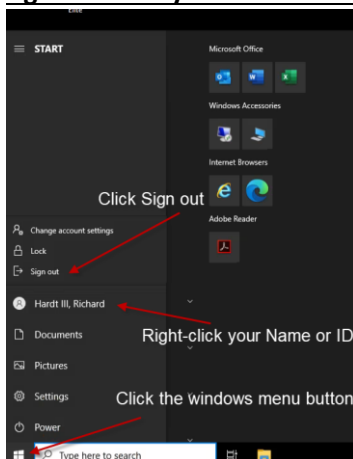
- 17) You will see the Remote Desktop Application open and you will enter your PC Name in the space provided. You may then click 'Connect'.



- 18) You will be prompted to enter your HPD Network Credentials. Depending on whether you have logged in previously or not, you will see one of the two screens below. USERID or HPDNYC\USERID and your standard HPD Network Password. Click OK to login and receive access to your HPD Physical PC desktop.



- 19) You will now see your standard HPD Physical Desktop.
- 20) **It is important to remember to properly log-off of all Desktops you access remotely when you are done with them.**
Please Ensure that when you are done using the desktop(s), you click the windows menu button, then right-click on your name or ID and then choose 'Sign-Out' for each desktop



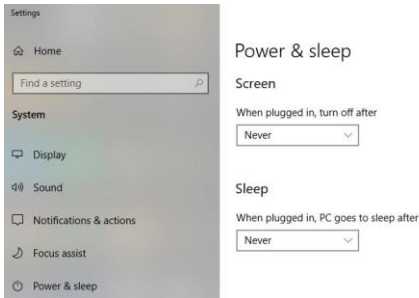
- 21) Your installation process is now complete.

22) To access your HPD AVD Desktop going forward you simply click on the Azure Virtual Desktop application icon from your taskbar or from your start menu and follow this document from Step 9.

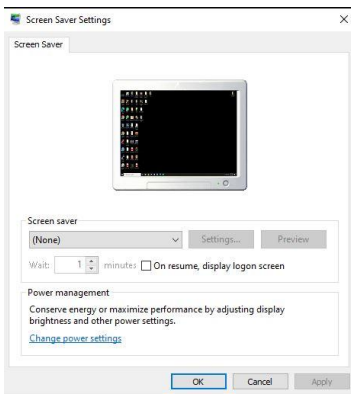


23) As a final note please ensure your home laptop or PC has the power settings, screensaver etc. disabled to prevent premature AVD timeouts.

Type Settings in the Windows Search Bar and choose Power & Sleep and ensure the settings below are enabled.



Type Settings in the Windows Search Bar and choose Change Screen Saver and ensure the settings below are enabled.



Type Control Panel in the Windows Search Bar Choose Control Panel and then Choose Power Options Inside the Control Panel \ Power Options settings ensure 'Turn off the display' and 'Put the computer to sleep' are both set to 'Never' and remember to click save changes.

