

# NYC Department of Housing Preservation & Development

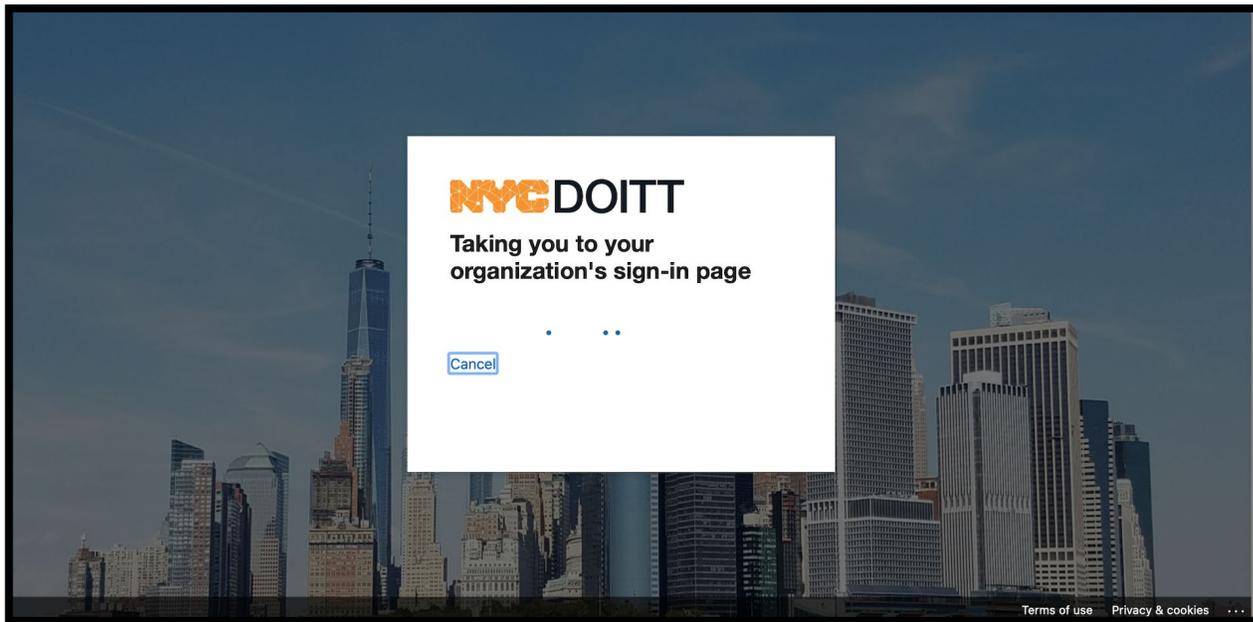
## Remote Access Using Mac OS

Remote to Virtual Desktop/ User Desktop

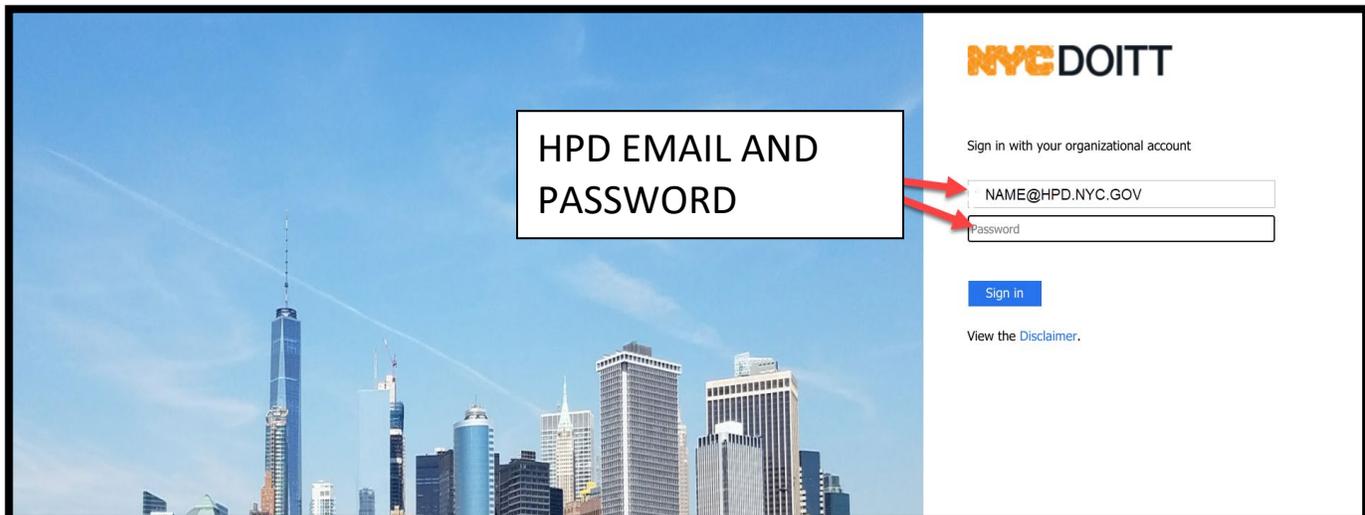


## Install Java and use Remote Access with Apple Mac

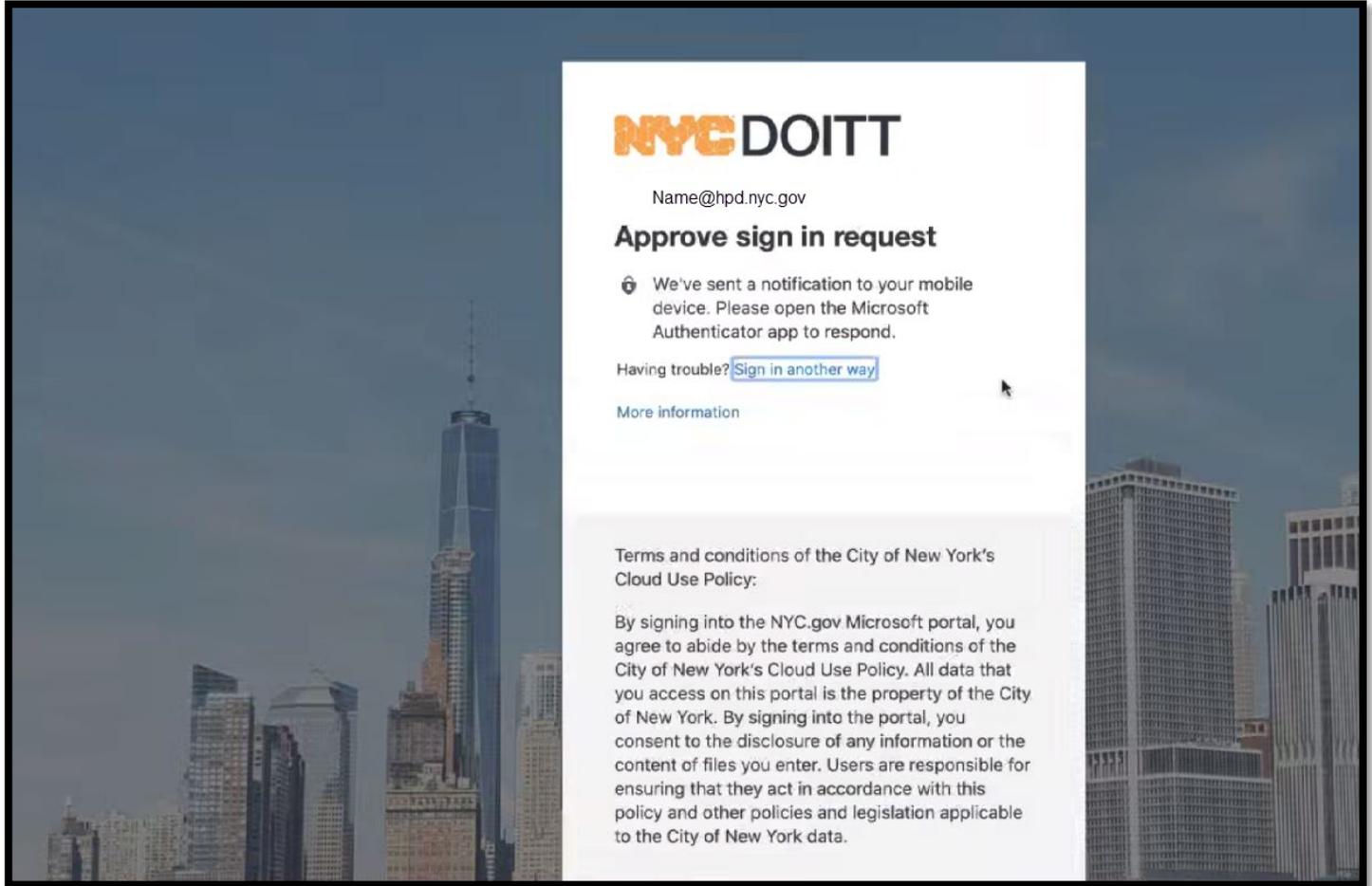
Using Safari, browse to hpdnyc.org, click RA MFA



## SIGN IN WITH YOUR HPD EMAIL AND PASSWORD

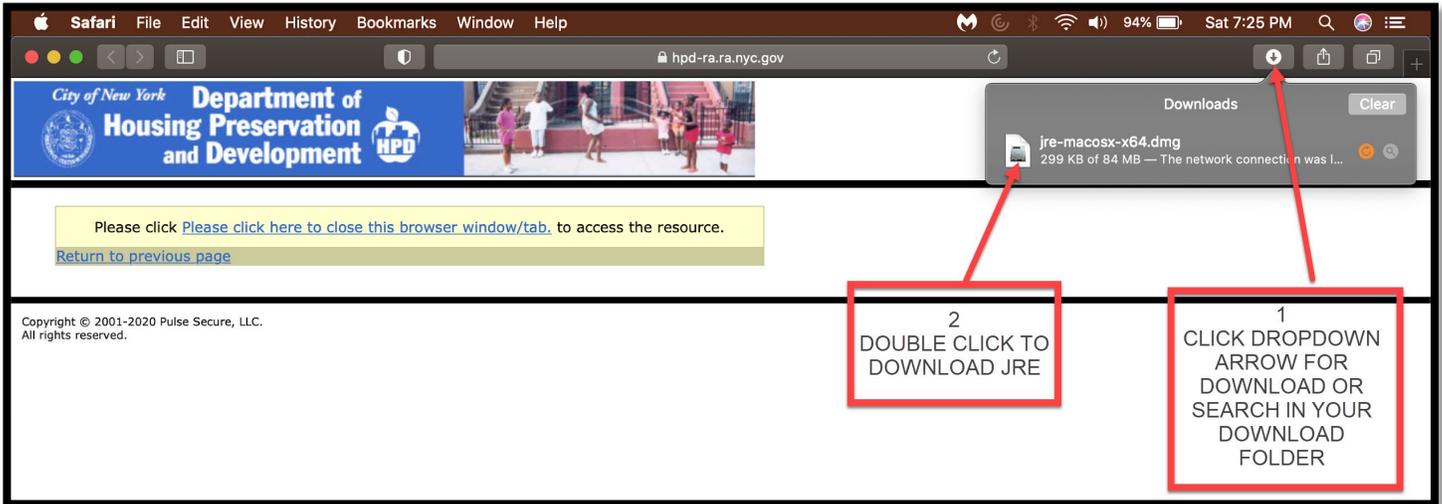
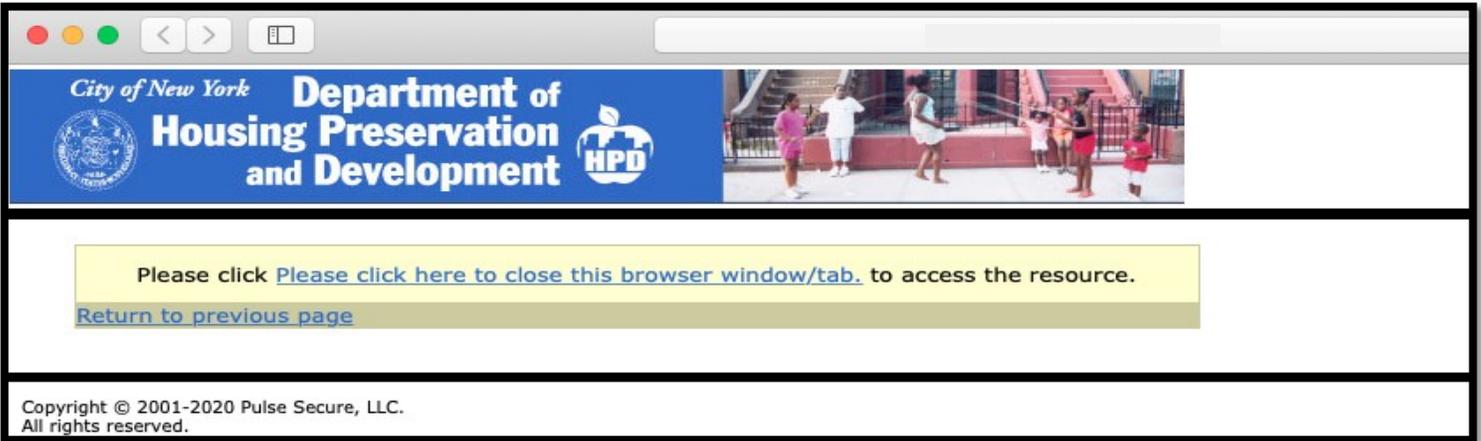
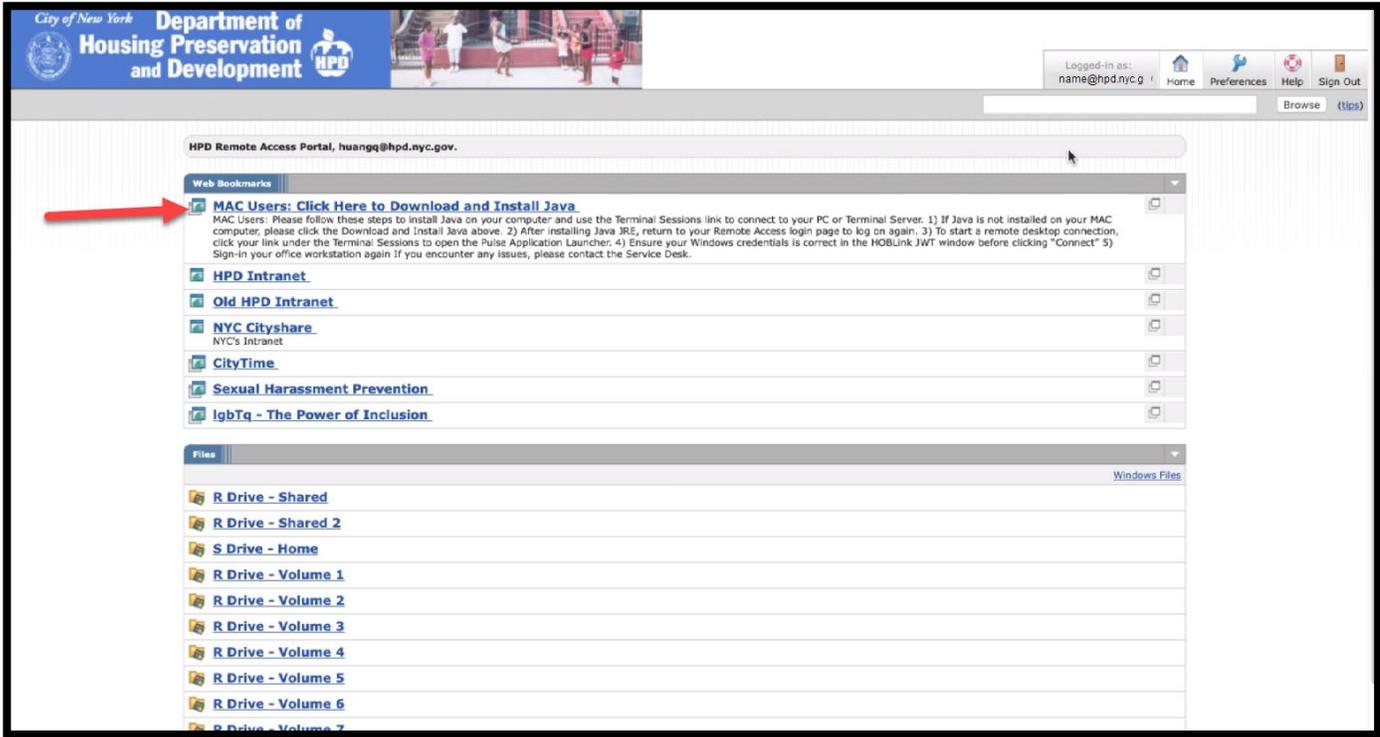


# YOU WILL GET YOUR AUTHENTICATION PHONE CALL

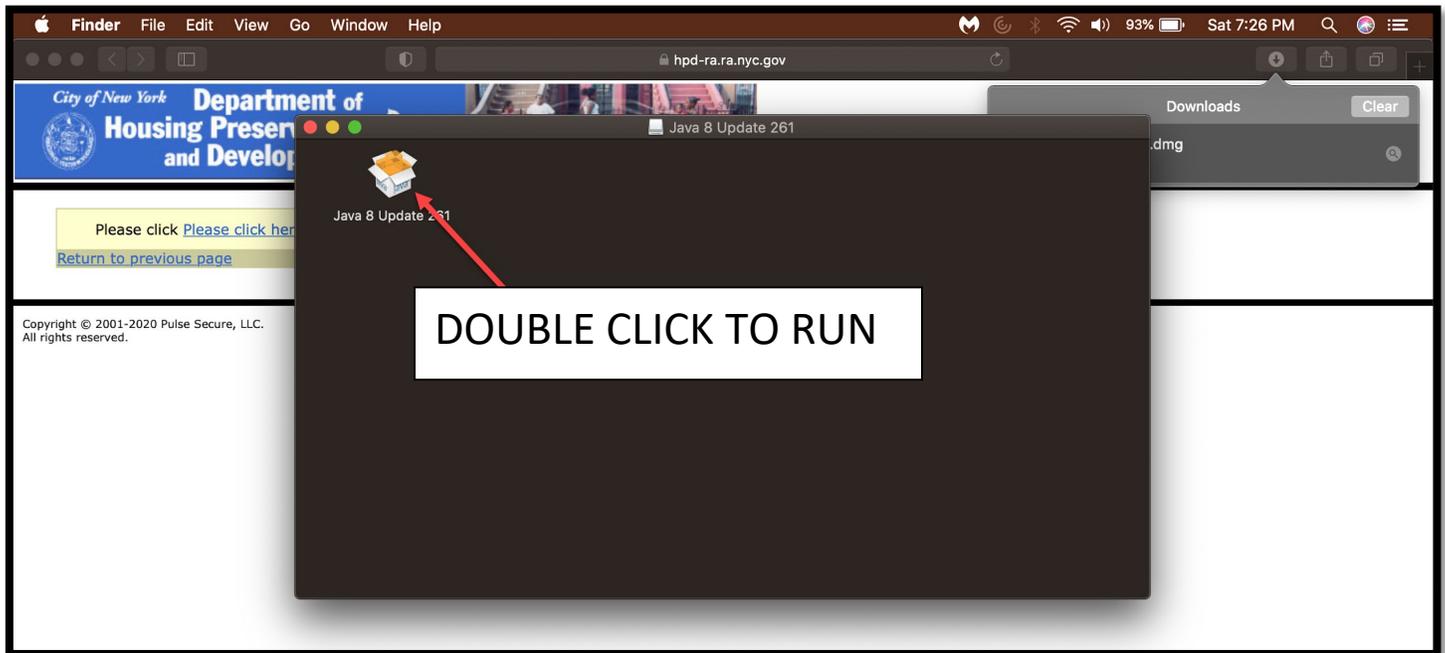


# INSTALLING JAVA

FOLLOW THE NEXT STEPS TO DOWNLOAD JAVA FROM THIS PAGE



## CLICK JAVA UPDATE



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**NOTE: If you receive this message, go to Finder > Control-click the app DMG/PKG file > choose Open from the menu, and in the dialog that appears, click Open. Enter your admin name and password when prompted**



# CONTINUE JAVA INSTALL

## CLICK OPEN



## SELECT INSTALL

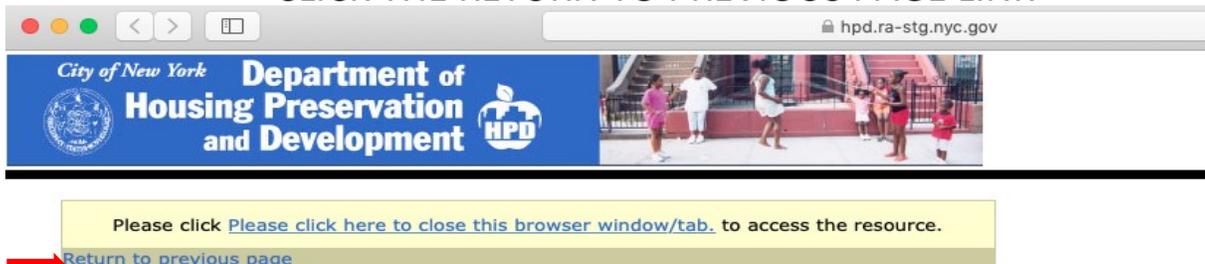


## CLOSE AFTER INSTALL



# JAVA INSTALL COMPLETED

## CLICK THE RETURN TO PREVIOUS PAGE LINK



HPD Remote Access Portal, Name@hpd.nyc.gov

**Web Bookmarks**

- [MAC Users: Click Here to Download and Install Java](#)  
MAC Users: Please follow these steps to install Java on your computer and use the Terminal Sessions link to connect to your PC or Terminal Server. 1) If Java is not installed on your MAC computer, please click the Download and Install Java above. 2) After installing Java JRE, return to your Remote Access login page to log on again. 3) To start a remote desktop connection, click your link under the Terminal Sessions to open the Pulse Application Launcher. 4) Ensure your Windows credentials is correct in the HOBLINK JWT window before clicking "Connect" 5) Sign-in your office workstation again If you encounter any issues, please contact the Service Desk.
- [HPD Intranet](#)
- [Old HPD Intranet](#)
- [NYC Cityshare](#)  
NYC's Intranet
- [CityTime](#)
- [Sexual Harassment Prevention](#)
- [lgbTq - The Power of Inclusion](#)

**Files** [Windows Files](#)

- [R Drive - Shared](#)
- [R Drive - Shared 2](#)
- [S Drive - Home](#)
- [R Drive - Volume 1](#)
- [R Drive - Volume 2](#)
- [R Drive - Volume 3](#)
- [R Drive - Volume 4](#)
- [R Drive - Volume 5](#)
- [R Drive - Volume 6](#)
- [R Drive - Volume 7](#)
- [R Drive - Volume 8](#)

**Terminal Sessions**

- [My PC \(Name\)](#)  
namehpd.nycnet Java JRE must be installed to support M
- [VPN Guest Desktop 2](#) ← **SELECT VPN GUEST DESKTOP 2 LINK**  
Java JRE must be installed to support MAC OS.

City of New York Department of Housing Preservation and Development

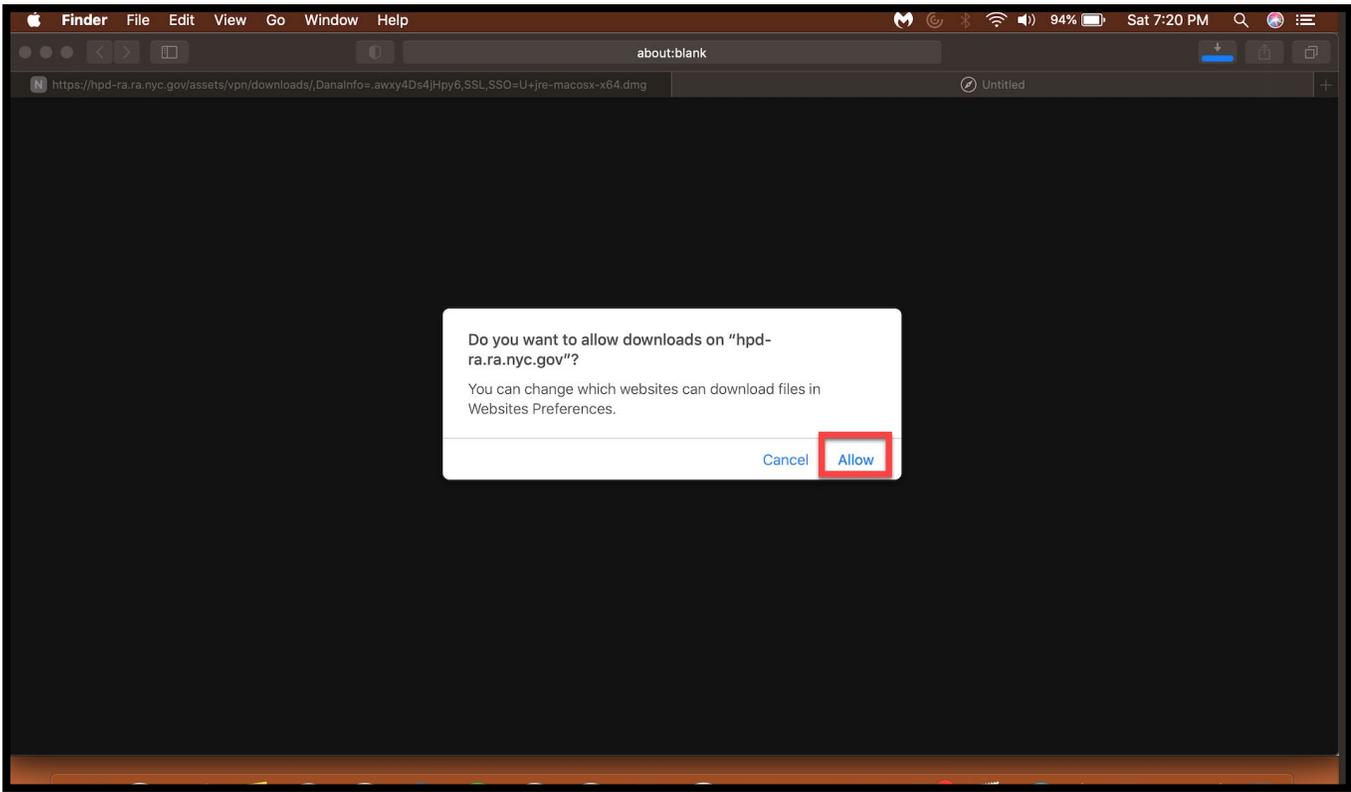
Searching for the application launcher...

52

If you know that the application launcher is not installed, skip the wait and download now

[Download](#)

If you do not want to proceed, please click [here](#) to go back.



The screenshot shows a Safari browser window with the address bar displaying 'hpd-ra.ra.nyc.gov'. The 'Downloads' folder is open, showing a file named 'PulseSecureAppLauncher.dmg' (7.5 MB). A red box highlights the dropdown arrow and the download folder, with the text 'CLICK THE DROPDOWN ARROW OR VISIT THE DOWNLOAD FOLDER'. Below this, green text reads 'After the application launcher has completed downloading, follow these installation steps.' The installation steps are shown in two windows: the first window shows the file 'PulseSecureAppLaun....dmg' with a green arrow pointing to it and the text 'Click'; the second window is the 'Install Pulse Secure Application Launcher' installer, with a green arrow pointing to the 'Continue' button and the text 'Click "Continue"'. A red box highlights the text 'DOUBLE CLICK TO INSTALL PULSE SECURE'.

Once you have completed the above steps, click [HERE](#) to continue with the HOB launch.  
We recommend selecting "remember" and "launch" during the installation process.

opening pulse indicator will show quickly

Opening "PulseSecureAppLauncher.dmg"...

Checking volumes...

Click

PulseSecureAppLaun....dmg

Install Pulse Secure Application Launcher

Welcome to the Pulse Secure Application Launcher for Mac installer. You will be guided through the steps necessary to install this software.

Click "Continue"

follow these installation steps.

Once you have completed the above steps, click [HERE](#) to continue with the HOB launch. We recommend selecting "remember" and "always" during the installation process.

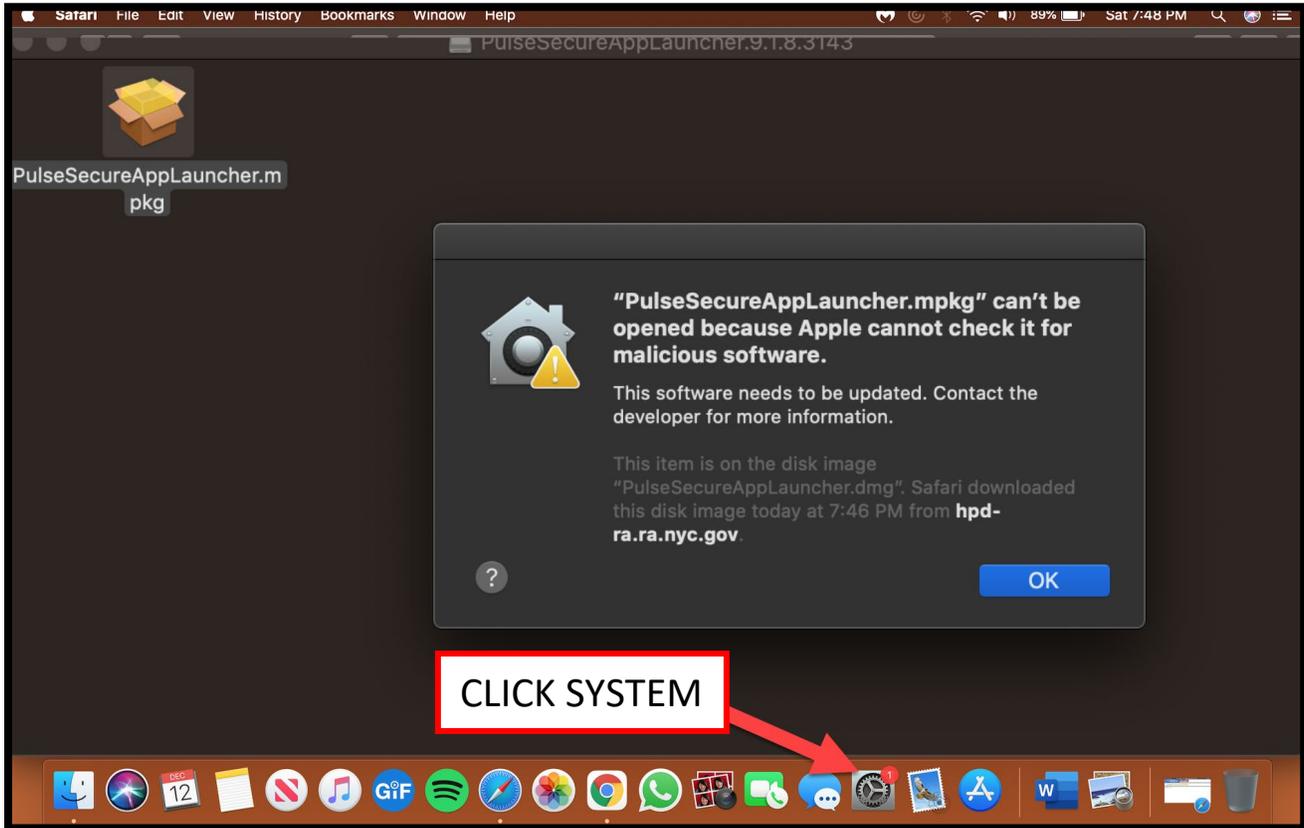
PulseSecureAppLauncher.9.1.8.3143

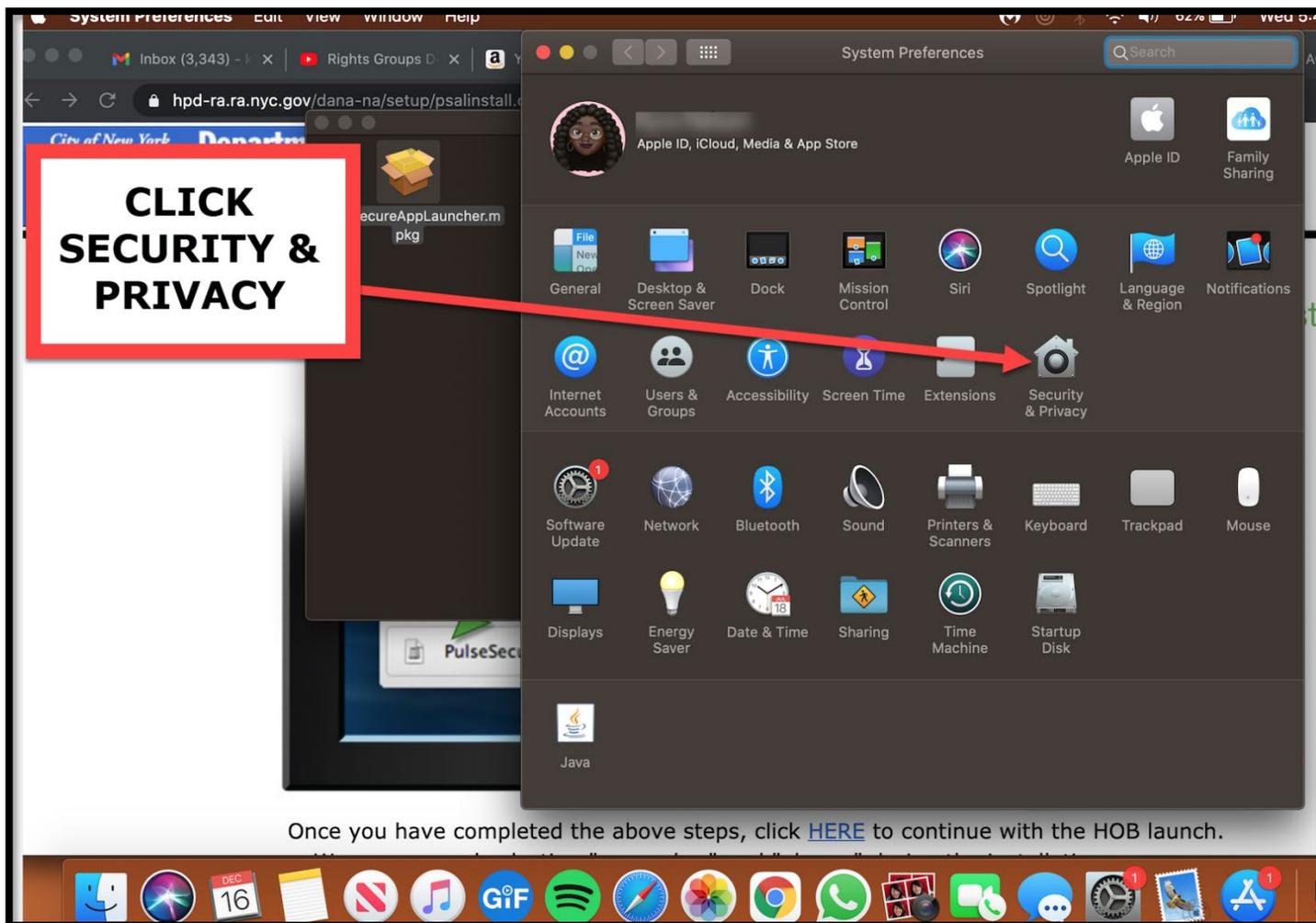
PulseSecureAppLauncher.mpkg

DOUBLE CLICK

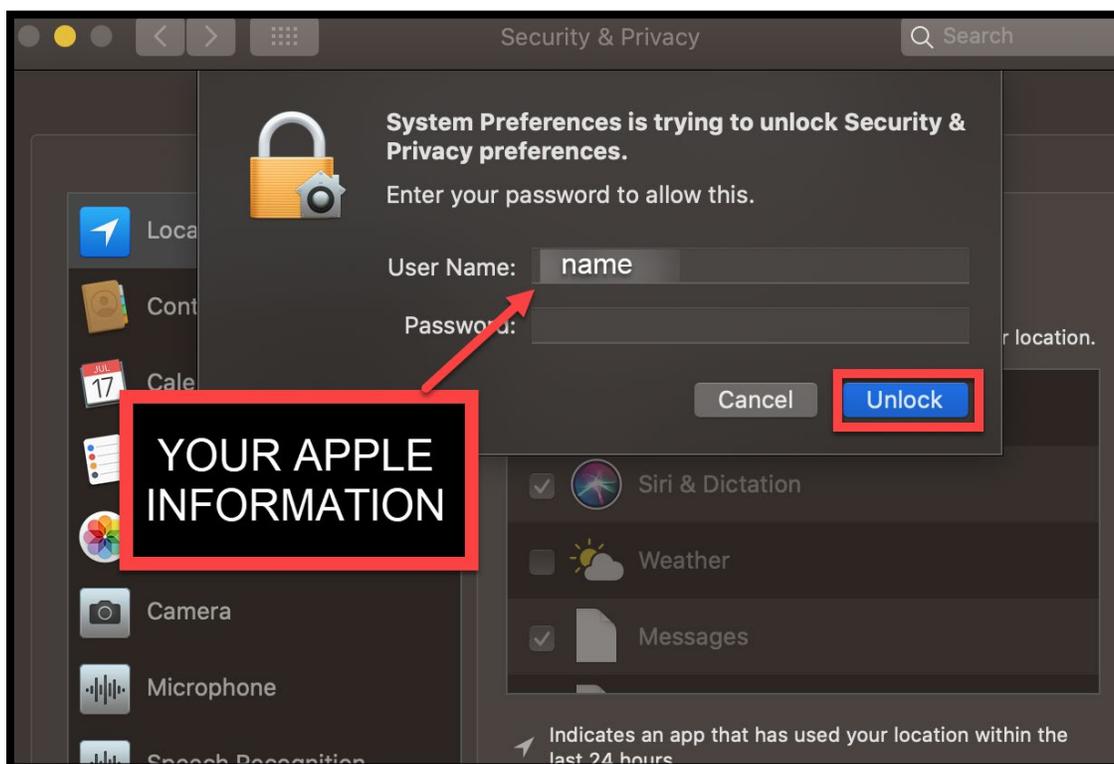
**NOTE: IF YOU GET THIS MESSAGE** Please check/change the security settings on your Mac to allow third party applications to install on your MAC: Click on the Apple icon in the upper left-hand corner. Go to system preferences > security & privacy > general- click the lock in the lower left corner and enter your Mac password to make changes – select unlock – in the “allow apps downloaded from” section, select the radio button to the left of “Anywhere” or Mac App Store and Identified developers– close the window and you can install unsigned applications that you trust.

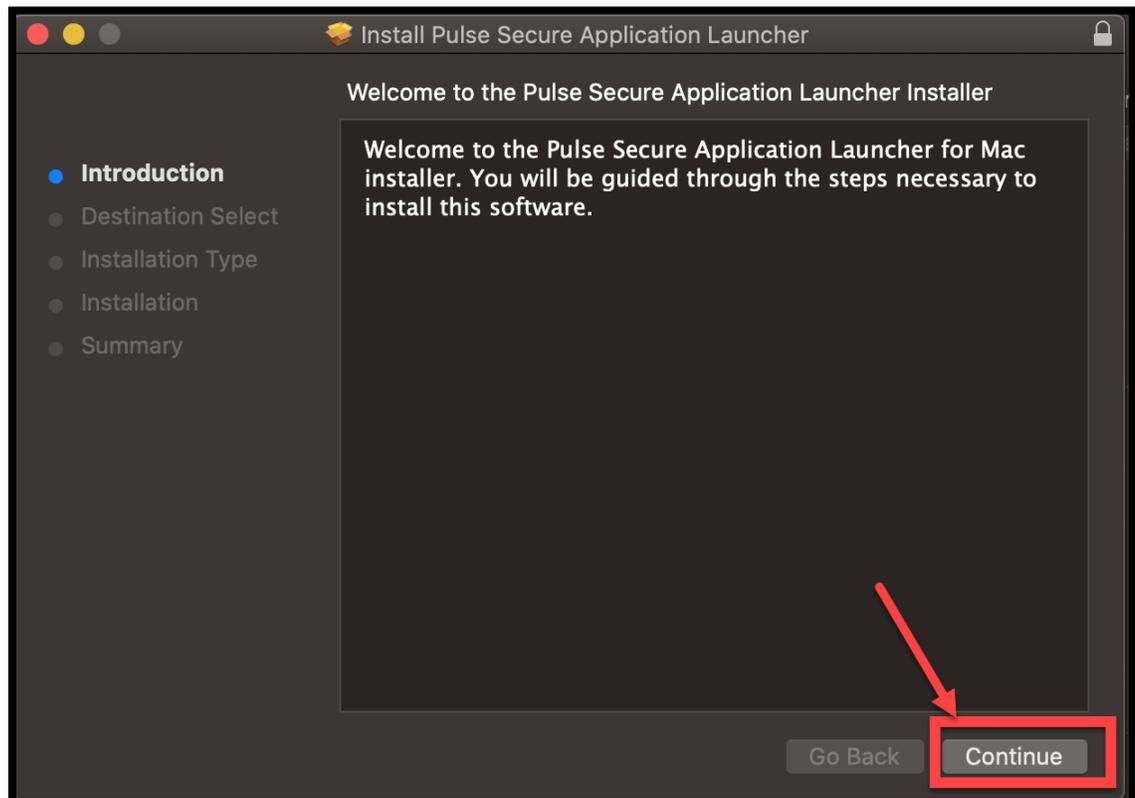
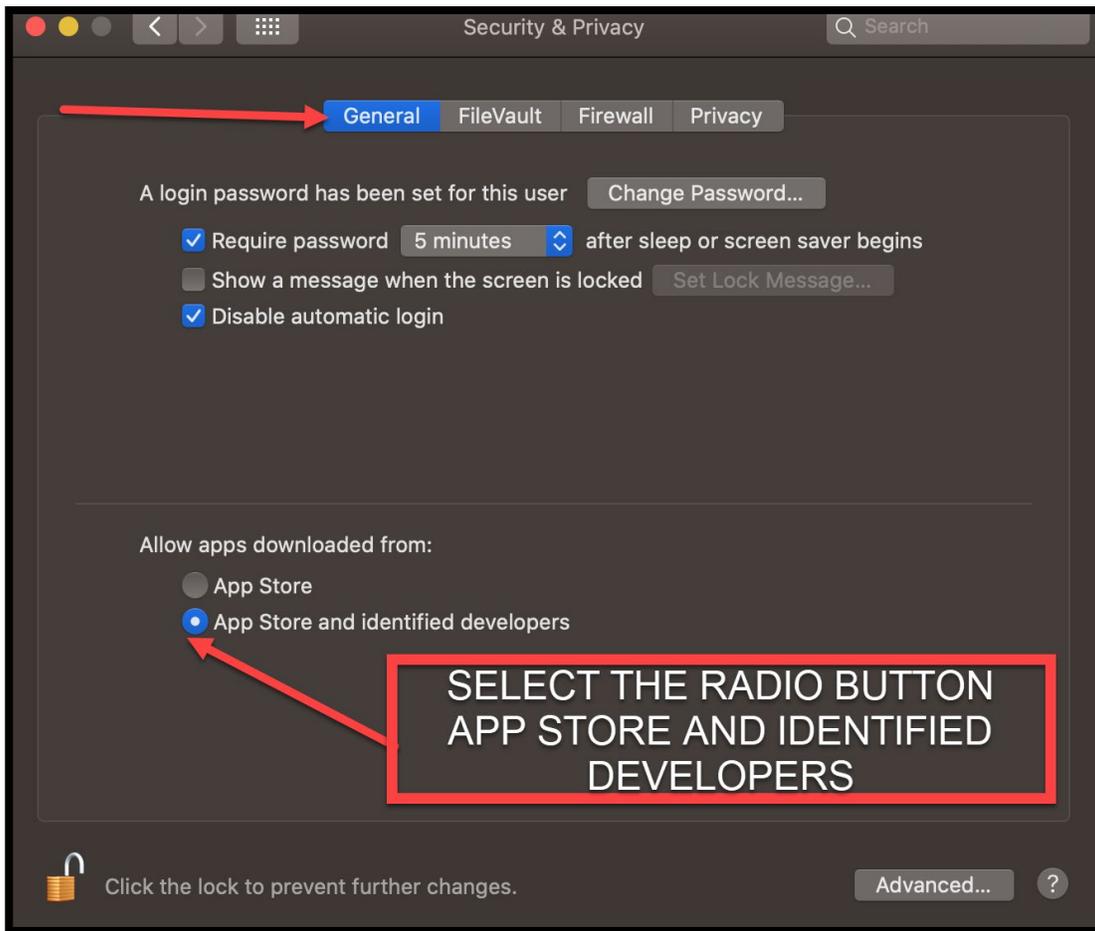
close it and continue with install

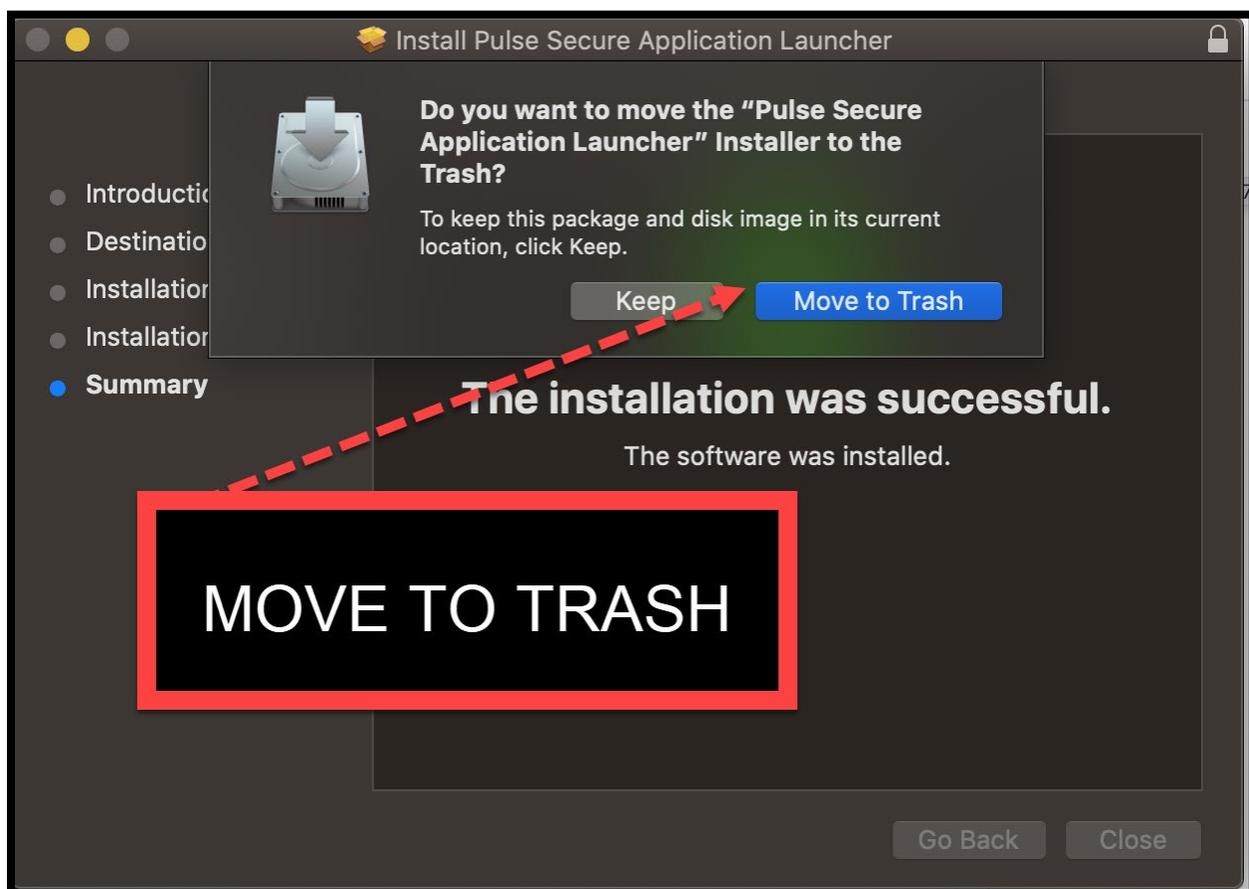
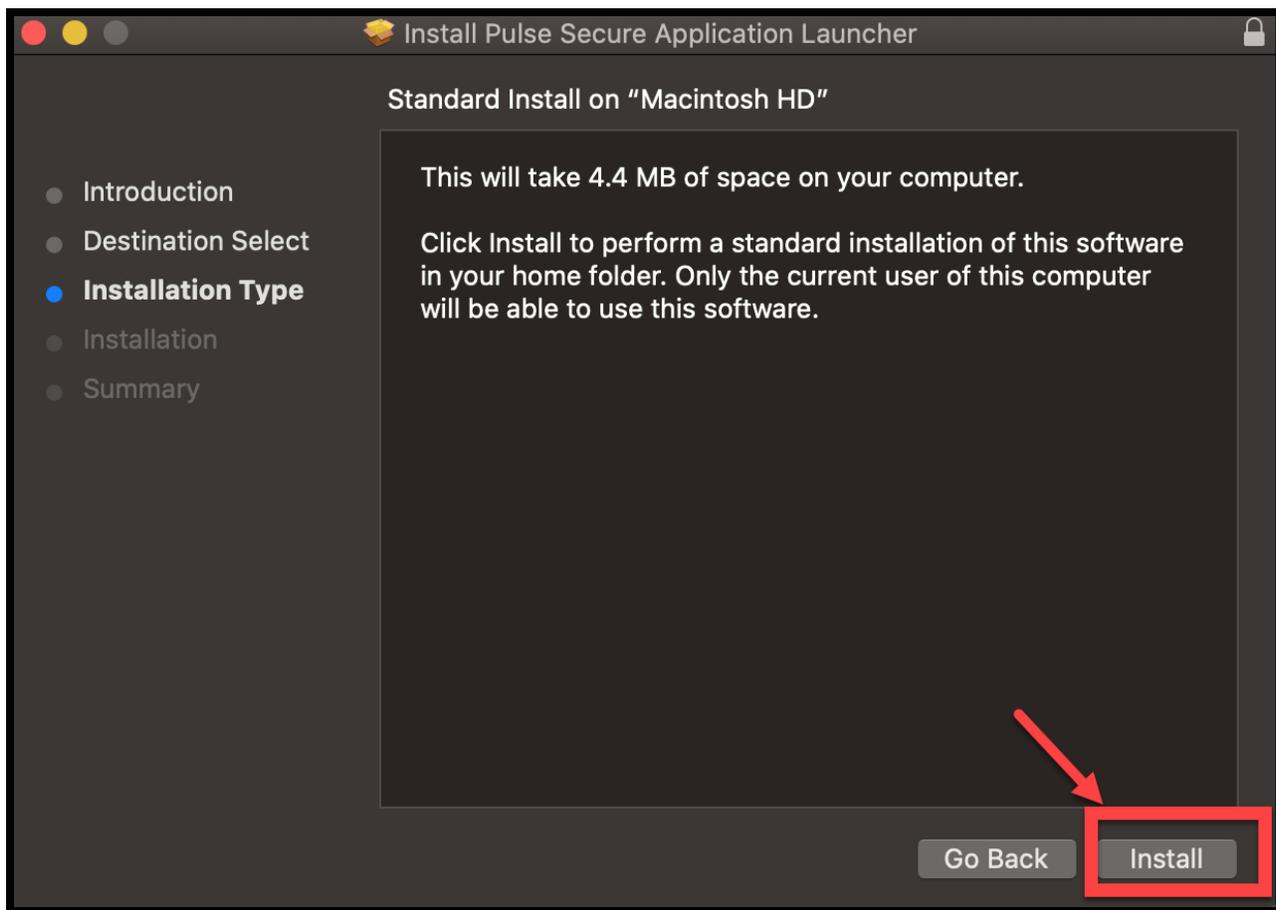


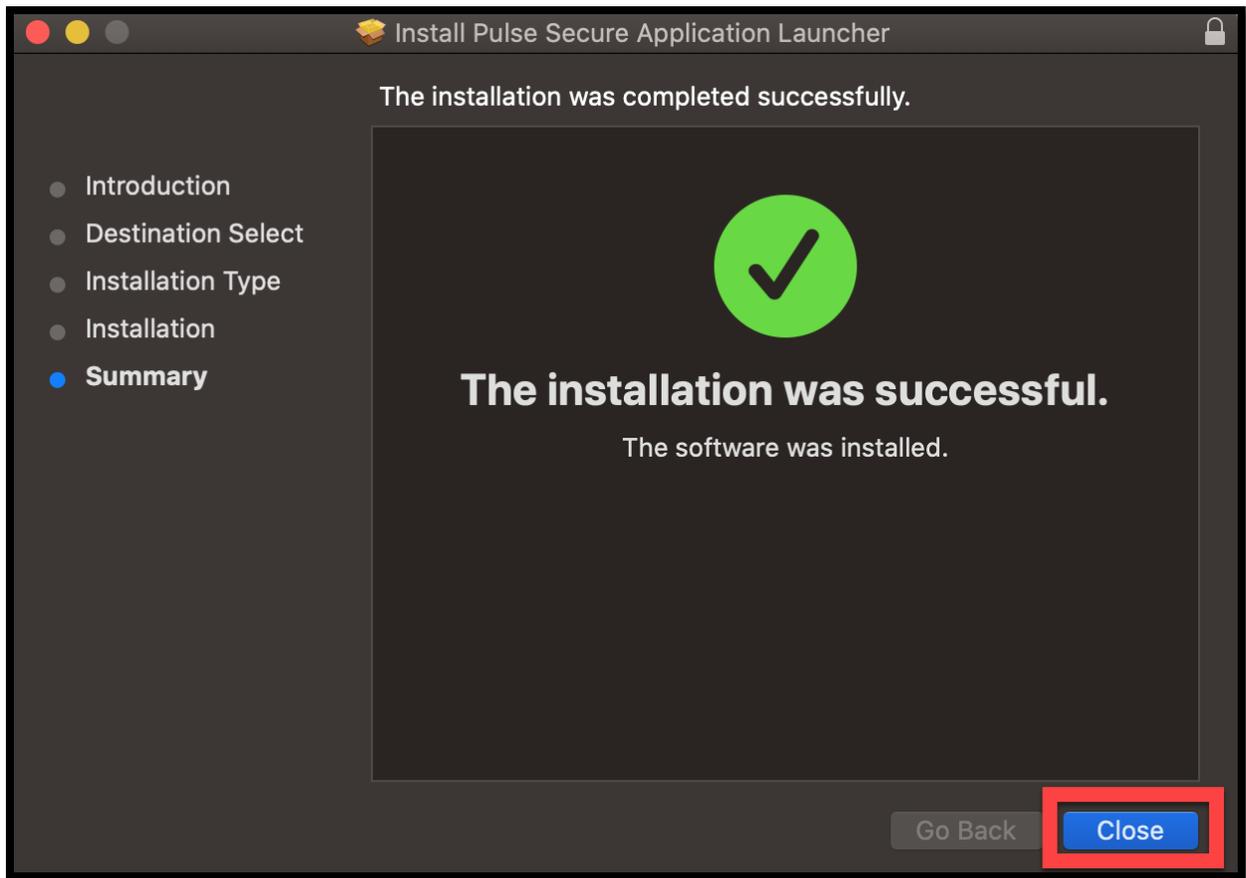


Once you have completed the above steps, click [HERE](#) to continue with the HOB launch.









**REBOOT YOUR LAPTOP/COMPUTER**

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AFTER REBOOT, NAVIGATE TO BOOKMARK PAGE FOLLOWING INSTRUCTIONS ON PGS 1-2  
AT THE BOOKMARK PAGE, CLICK **VPN DESKTOP 2** LINK

HPD Remote Access Portal, Name@hpd.nyc.gov

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**Terminal Sessions**

- [My PC \(Name\)](#)  
name.hpd.nycnet Java JRE must be installed to support MAC OS.
- [VPN Guest Desktop 2](#) ←  
Java JRE must be installed to support MAC OS.

NOTE: BE PATIENT THE NEXT SCREEN MIGHT TAKE A LITTLE WHILE, if next page bring you back to this page try again

City of New York Department of Housing Preservation and Development

Open PulseApplicationLauncher?  
https://hpd-ra.ra.nyc.gov wants to open this application.  
 Always allow hpd-ra.ra.nyc.gov to open links of this type in the associated app

Cancel Open PulseApplicationLauncher

CHECK

CLICK TO OPEN

59

If you know that the application launcher is not installed, skip the wait and download now

Download

If you do not want to proceed, please click [here](#) to go back.

 **Pulse Secure Application Launcher**

Do you want to allow Pulse Secure to contact the server?

Server : hpd-ra.ra.nyc.gov

No Yes Always

 **Pulse Secure Application Launcher**

Pulse Secure Application Launcher failed to launch Java applets.

OK

 The remote computer is untrusted!

The verification of the certificate failed by reason of:  
Root certificate is unknown!  
The target address (XX.XXX.XXX.XXX) does not match the certificate's common name

Do you want to accept this certificate to continue?

**Certificate Details**

 Issuer:  
CN=XXXXXXXXXXXXXXXXXXXX

Subject:  
CN=XXXXXXXXXXXXXXXXXXXX

Validity:  
From 12/2/20 9:47 AM to 12/2/21 10:07 AM

Serial Number:  
XXXXXXXXXX.XXXXXXXXXXXXXXXXXX

Fingerprint:  
XXXXXXXXXX.XXXXXXXXXXXXXXXXXXXXXXXXXX

Accept this certificate permanently

**CLICK ACCEPT**

**PUT CHECK MARK**

Reject Accept

HOBLink JWT - Startup Settings

**Windows account credentials**

 Please enter credentials to connect to "XX.XXX.XXX.XXX"

User name:

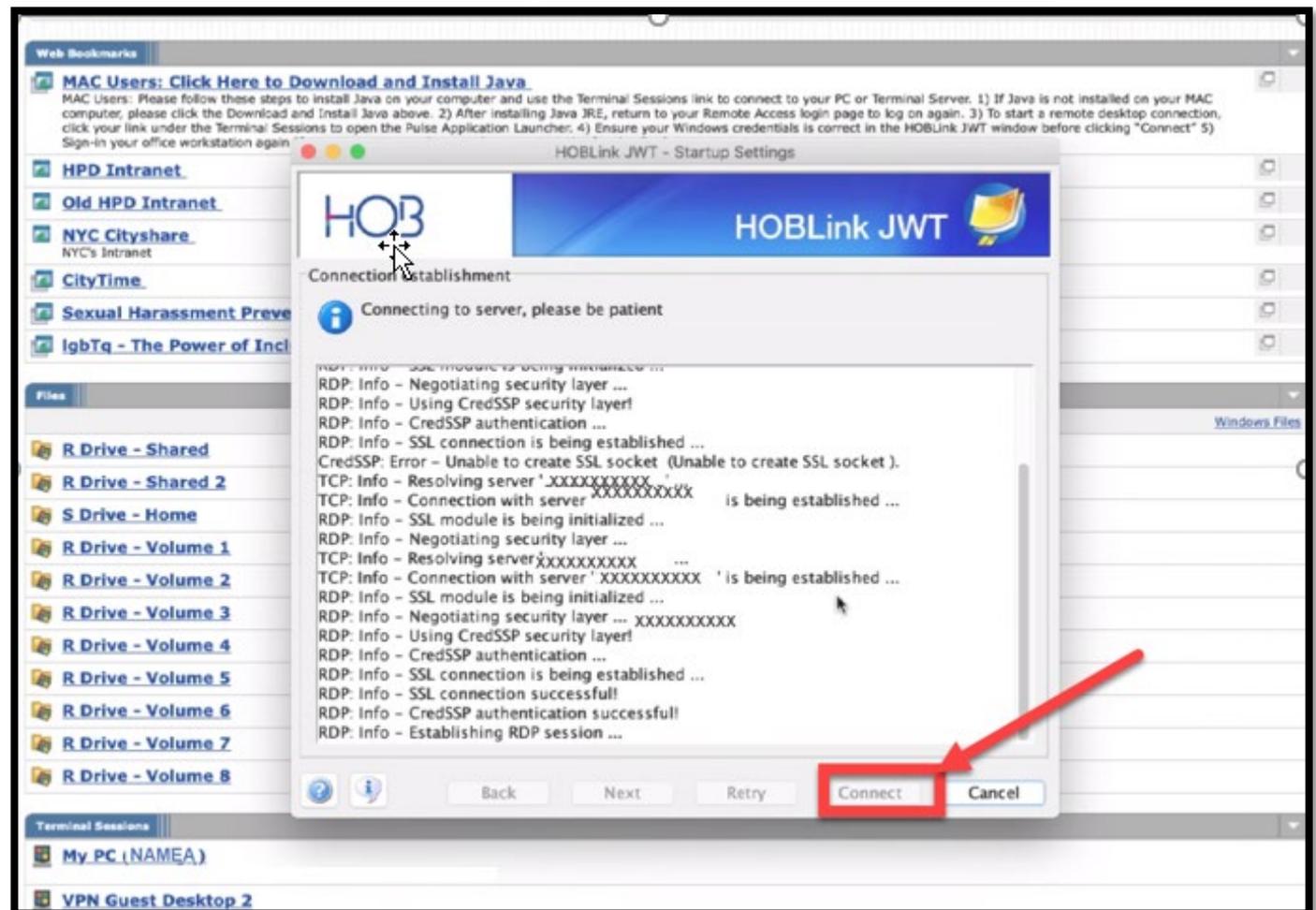
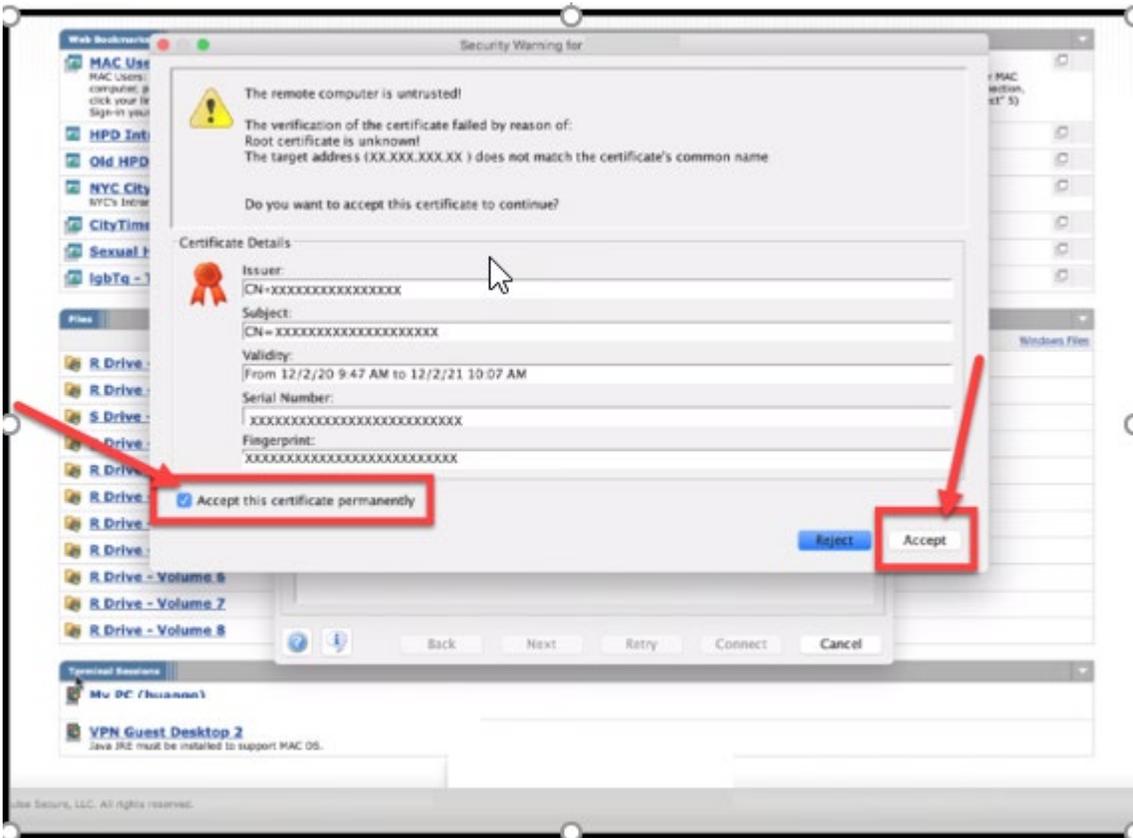
Password:

Domain: HPDNYC

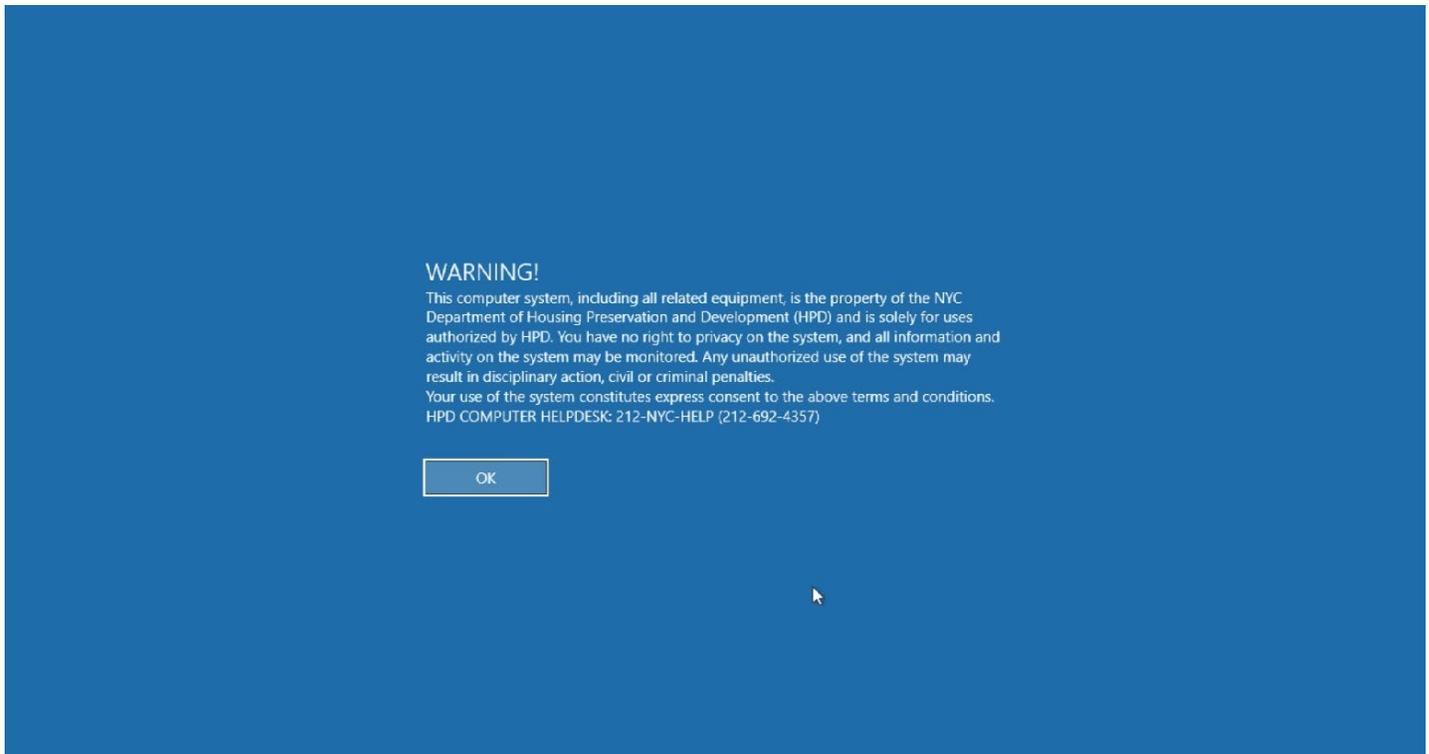
**TYPE YOUR HPD's USERNAME & PASSWORD**

**SELECT CONNECT**

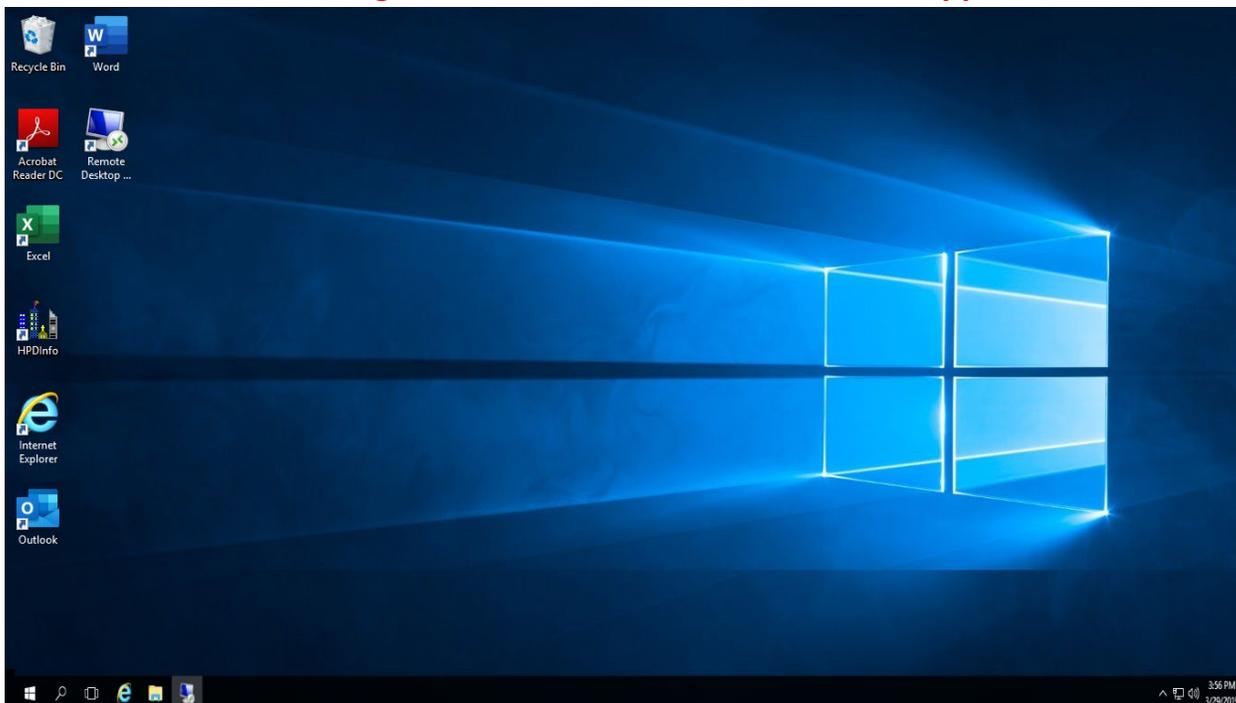
Back Next Retry **Connect** Cancel



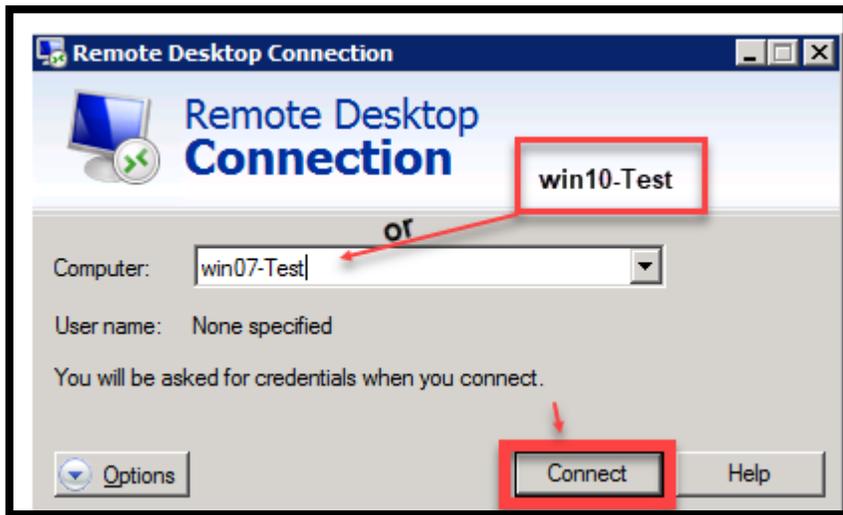
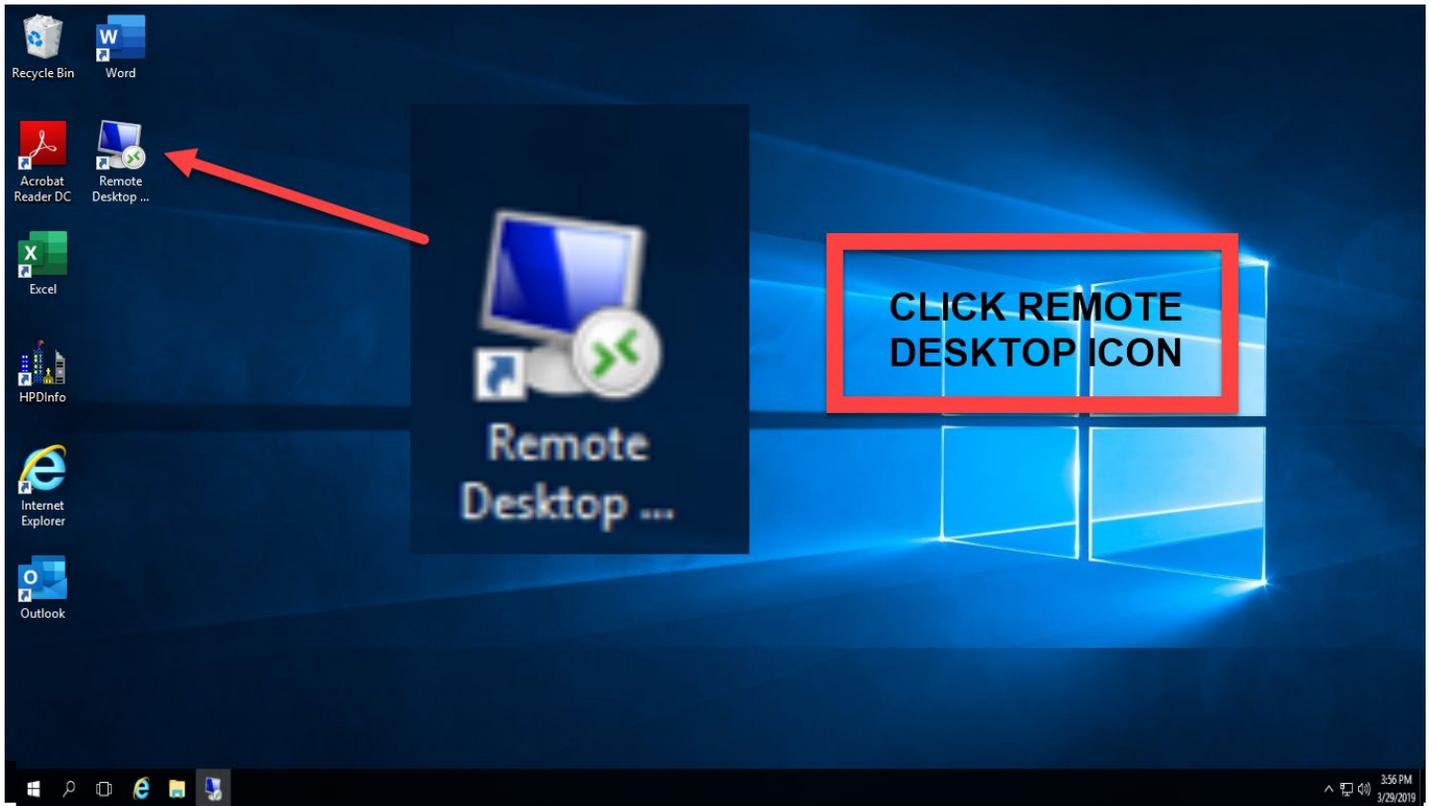
## YOU WILL BE AT THE WARNING PAGE (Ok)

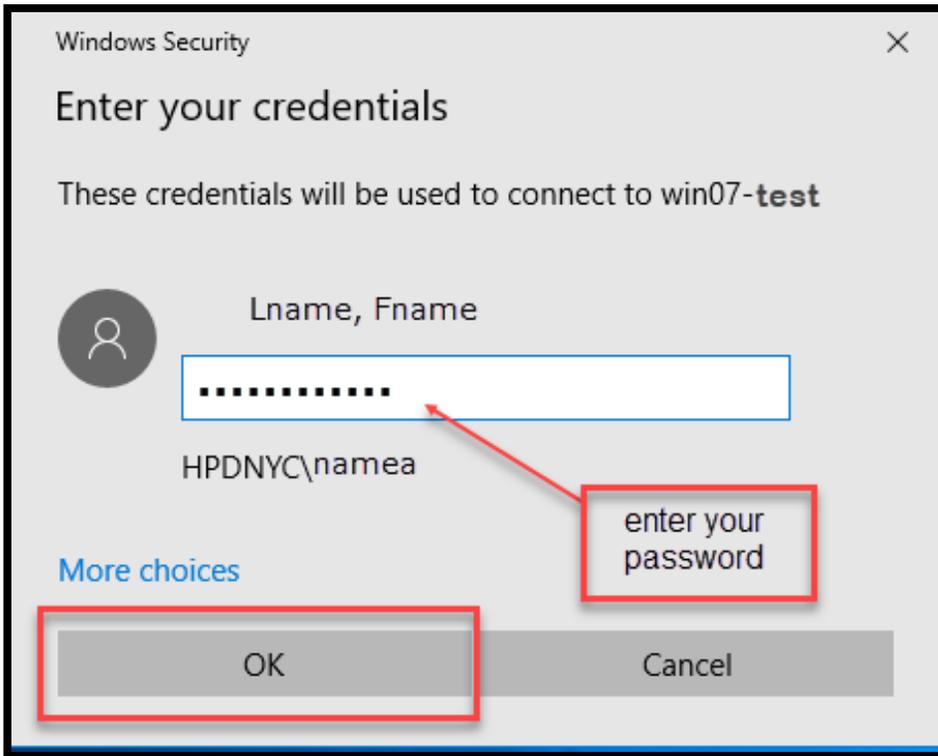


## You are at the Virtual desktop you can access documents located on your S and R drive, HPD's Intranet Page, Windows 10 and all Office 2016 applications

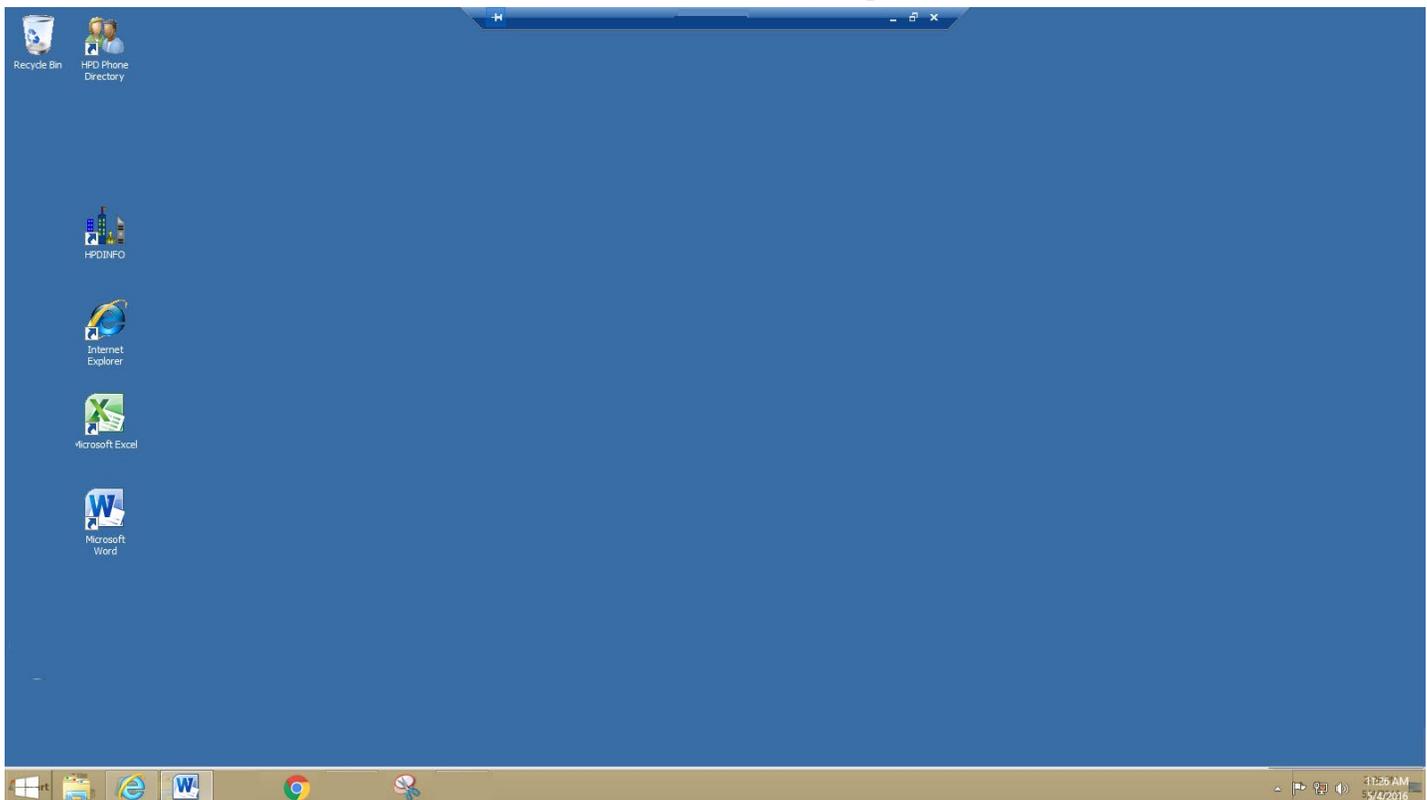


# REMOTE TO PERSONAL DESKTOP FROM VIRTUAL DESKTOP

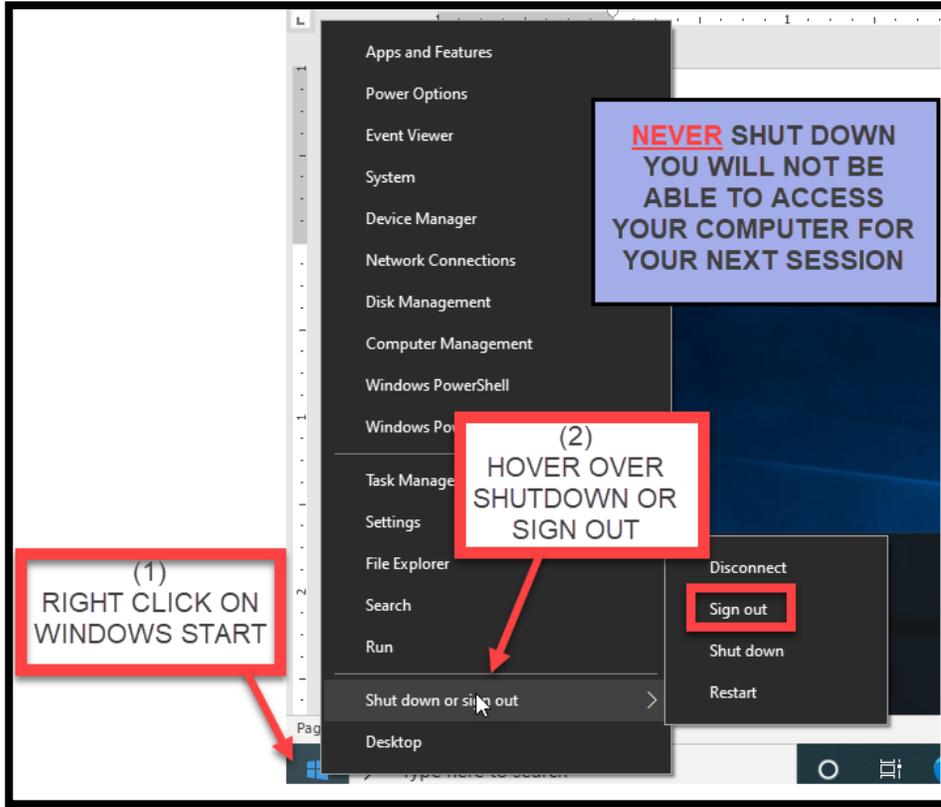




YOU ARE AT YOUR HPD's PERSONAL DESKTOP (begin work as normal)



# Sign Out Of RA



THIS WILL TAKE YOU TO THE VIRTUAL DESKTOP, SIGN OUT FROM VIRTUAL DESKTOP

