NYCHPD Azure Virtual Desktop (AVD) Full Client

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

2) Click RA on the menu.

3) Click on AVD Client Installation (FULL)
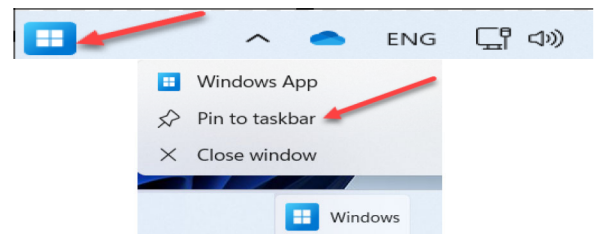

4) Click on the 'View' in Store button

5) Click on the 'Get' button

6) Click on the 'Open' button

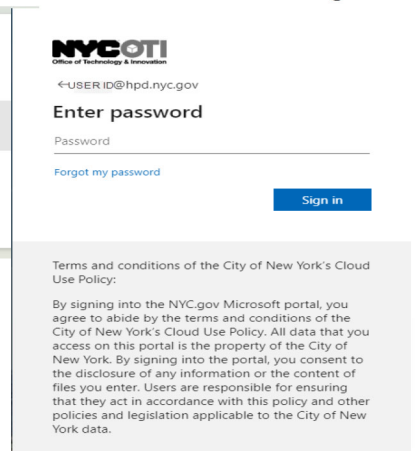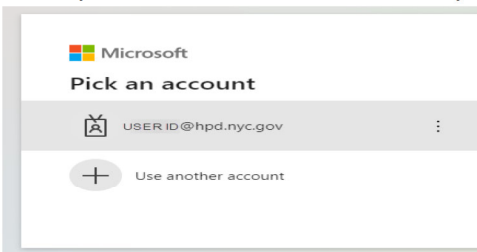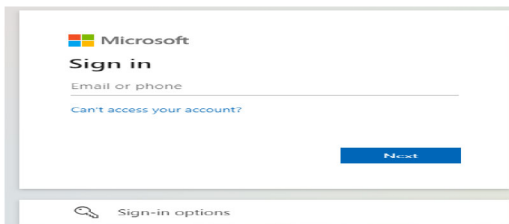7) Right click on the Windows App icon and Pin it to taskbar
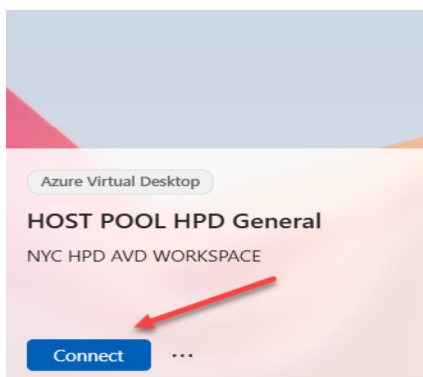

8) Click the 'Sign in' button.

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. DO NOT USE FACE ID or PIN.

10) Click 'Connect' on the HOST POOL HPD General to sign into AVD

Any computer related issues, please open a ticket with the Citywide Service Desk. Thank you!

Citywide Service Desk

212-NYC-HELP (212-692-4357) or 718-403-8888
Citywide Service Desk Portal: nyc.gov/csdportal