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

- 1) To access your HPD AVD Desktop remotely please visit <u>www.hpdnyc.org</u> from your web browser (Edge, Chrome, Safari etc.). on your Windows, Mac, or Chromebook computer.
- 2) Click RA on the menu.



3) Click on AVD (Azure Virtual Desktop) THIN



4) 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.

Microsoft Sign in Email or phone	Microsoft Pick an account	
Can't access your account?	USERID@hpd.nyc.gov	
Next	Use another account	
🖓 Sign-in options		

←useriD@hpd.nyc.gov Enter password		
assword		
orgot my password		
	Sign in	
erms and conditions of the C lse Policy: y signing into the NVC.gov N gree to abide by the terms a lify of New York's Cloud Use ccess on this portal is the pre lew York. By signing into the e disclosure of any informat les you enter. Users are respi	Aicrosoft portal, you nd conditions of the Policy. All data that you operty of the City of portal, you consent to ion or the content of	

5) 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 7.

Note:

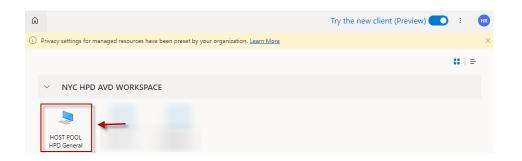
(We recommend using the Microsoft Authenticator App on your Smartphone available in the app store on your mobile device).



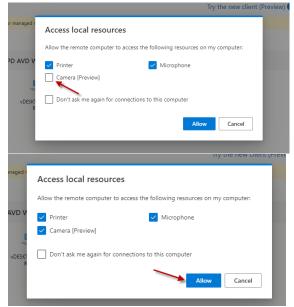
6) If you are unfamiliar with MFA you can visit <u>www.hpdnyc.org</u> and click on 'Teleworking' on the menu and choose one of the MFA documents, 'MFA (Multi Factor Authentication) Setup', 'MFA Instructions for Remote Access' or 'MFA Frequently Asked Questions'.



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



8) You will see the 'Access local resources' popup window shown below. We recommend choosing 'Camera' in addition to the already checked boxes 'Printer' and 'Microphone' (This will prove to be handy if you plan on using Microsoft Teams or similar applications on your AVD Virtual Desktop. Click Allow when you have completed checking the boxes you wish.



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

Enter your credentials		
Username		
USER ID @hpd.nyc.gov		
Password		
		٩
Si	ubmit	Cancel

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

	5! system, including all related equipment, is the property of the NYC Housing Preservation and Development (HPD) and is solely for uses
authorized by H	HOUSING Preservation and Development (HPD) and is solely of uses JPD. You have no right to privacy on the system, and all information the system may be monitored. Any unauthorized use of the system
may result in di	sciplinary action, civil or criminal penalties., Your use of the system ress consent to the above terms and conditions HPD COMPUTER
HELPDESK: 212	-NYC-HELP (212-692-4357)

11) You may also notice a pop up window shown below asking for permission to 'use your camera'. This is your web browser asking permission for the AVD application to use your camera, you may click 'Allow'.

ĸ	clie	nt.wvd.microsoft.con	n wants to	;	×
s		Use your camera			
			Allow	Block	

12) You will now receive your HPD AVD Virtual Desktop. Shown below is the desktop highlighting the 'Full Screen" button. This will allow you a more immersive experience.



13) 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. <u>-</u> <u>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.</u>

- 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.

14) 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.



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



16) You will be prompted to enter your HPD Network Credentials

Depending on whther 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.

Windows Security	×	Windows Security		×
Enter your credentials		Enter your credentials		
These credentials will be used to connect to win10-USER ID		Enter your creatinnais		
Last Name, First Name		These credentials will be used to	connect to win10-USER ID	
		USERID		
		Password		
More choices		Domain: HPDNYC		-
A Last Name, First Name HPDNYC USER ID		Remember me		
Q Use a different account		More choices		
		ОК	Cancel	
OK Cancel				
W has pull and preserved over zp. buy allorgable nomes in F1231 we had a	B			

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

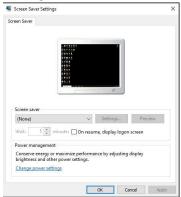
≡ START	Microsoft Office
	a a a
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	5
	Internet Browsers
Click Sig	n out 🧉 💽
Pm Change account settings	Adobe Reader
A Lock	
E Sign out	
8 Hardt III, Richard	
Documents Rig	ht-click your Name or ID
S Pictures	
© Settings Click t	he windows menu button
C Power	
H Type here to search	#

19) 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.

Power & sleep
Screen
When plugged in, turn off after
Never 🖂
Sleep
When plugged in, PC goes to sleep after
Never ~

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.

👼 > Control Panel > All Control Panel Items > Power Options > Edit Plan Settings		
Change settings for the p Choose the sleep and display sett	lan: Balanced tings that you want your computer to use.	
Turn off the display:	Never ~	
Out the computer to sleep:	Never ~	
Change advanced power settings	5	
Restore default settings for this p	lan	
	Save changes Cancel	