NYCHPD Azure Virtual Desktop (AVD) Thin Client Remote Access Instructions
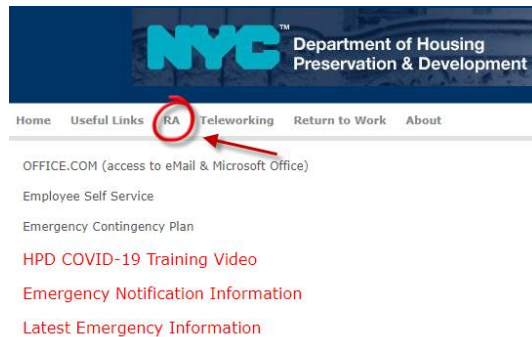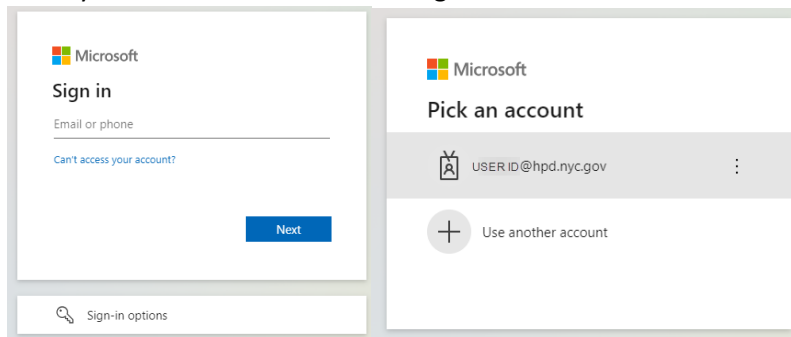
1) To access your HPD AVD Desktop remotely please visit www.hpdnyc.org from your web browser (Edge, Chrome, Safari etc.). on your Windows, Mac, or Chromebook computer.

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.

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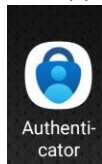
6) If you are unfamiliar with MFA you can visit www.hpdnyc.org and click on 'Teleworking' on the menu and choose one of the MFA documents, 'MFA (Multi Factor Authentication) Setup', 'MFA Instructions for Remote Access' or 'MFA Frequently Asked Questions'.
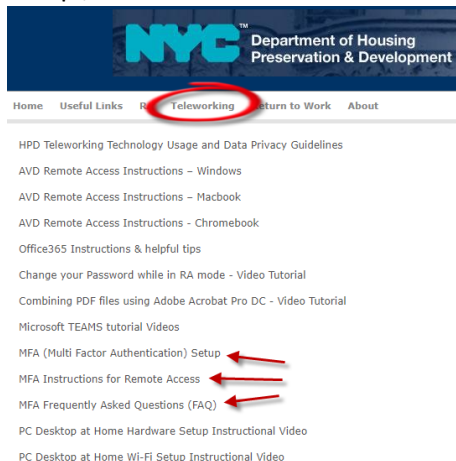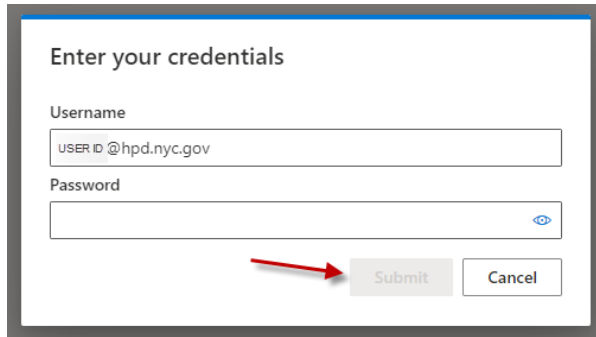

7) Once you have completed your login you will be brought to the Remote Desktop Web Client window shown below. Click on your 'HOST POOL HPD General' Icon.
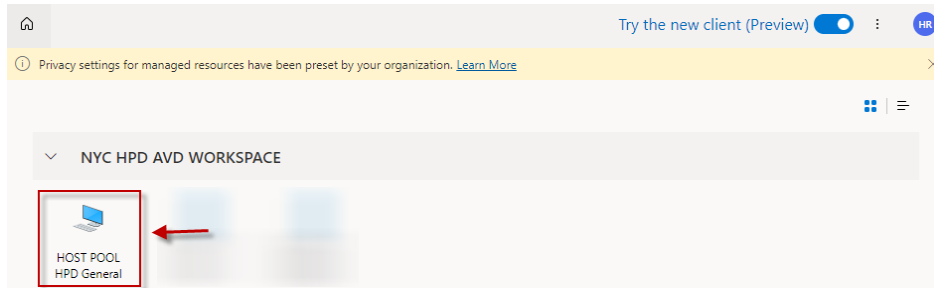
8) You will see the 'Access local resources' popup window shown below.
We recommend choosing 'Camera' in addition to the already checked boxes 'Printer' and 'Microphone' (This will prove to be handy if you plan on using Microsoft Teams or similar applications on your AVD Virtual Desktop. Click Allow when you have completed checking the boxes you wish.
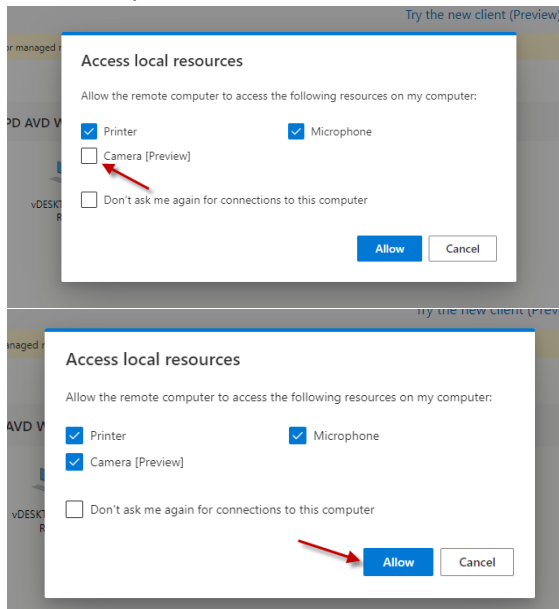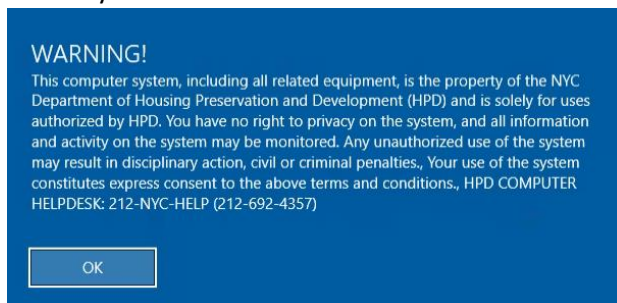
9) You will once again be prompted to enter your HPD Logon Credentials. Enter your credentials and click 'Submit'

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

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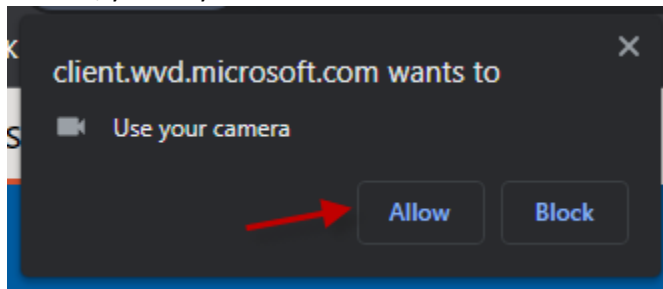
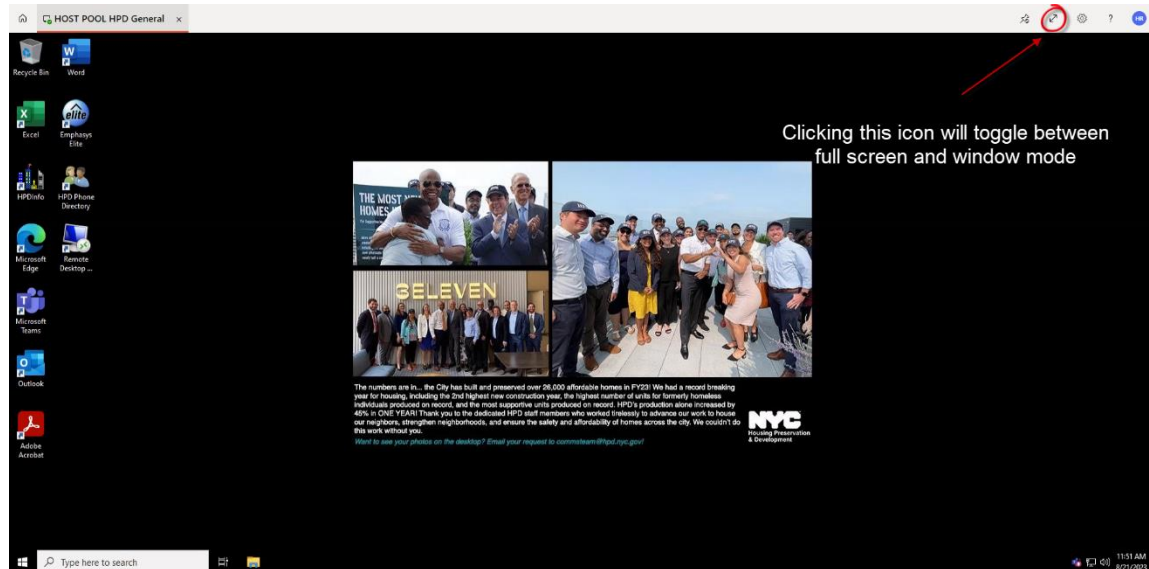12) You will now receive your HPD AVD Virtual Desktop. Shown below is the desktop highlighting the 'Full Screen" button. This will allow you a more immersive experience.

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. **- 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.

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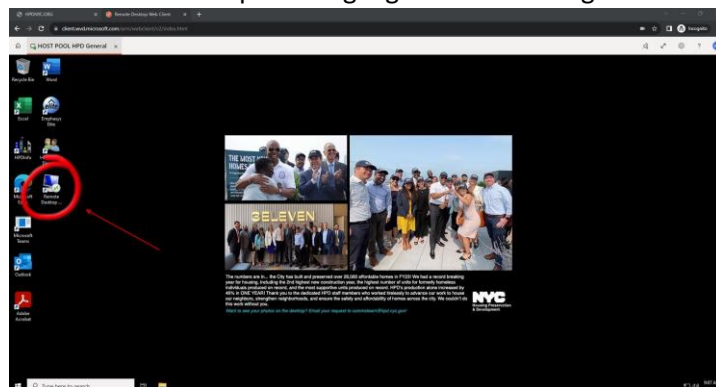
15) You will see the Remote Desktop Application open and you will enter your PC Name in the space provided. You may then click 'Connect'.

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.
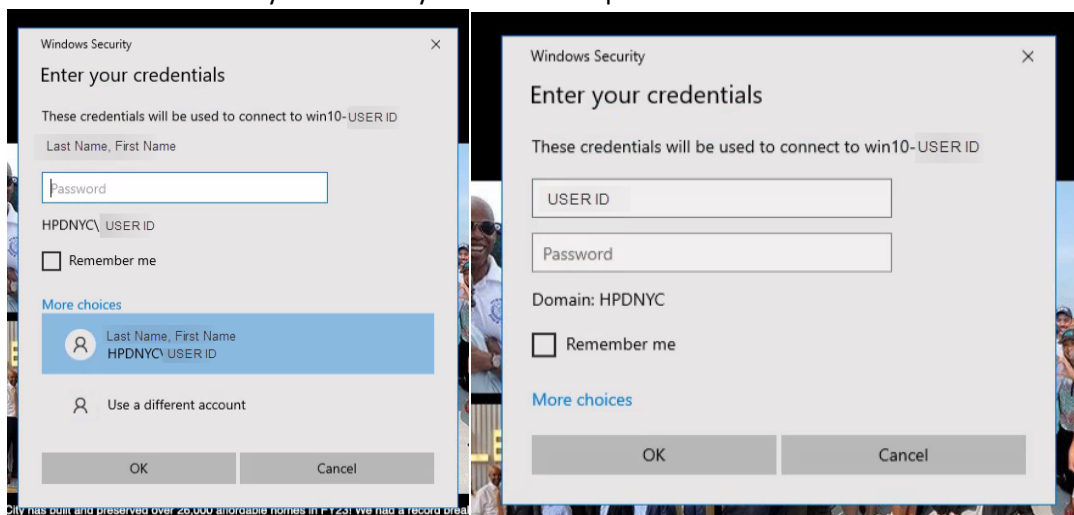
17) You will now see your standard HPD Physical Desktop.

18) **It is important to remember to properly log-off of all Desktops you access remotely. 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**