NYC

**Department of
Housing Preservation
& Development**
nyc.gov/hpd

ADOLFO CARRIÓN JR.
Commissioner

Prashant Thakker
Chief Information Officer\Deputy Commissioner

HPD TECH

Division of HPD Tech
100 Gold Street
New York, N.Y. 10038

HPD Work from Home Frequently Asked Questions (F.A.Q.)

Where can I find HPD specific teleworking information?
Should I use the AVD Thin Client or AVD Full Client?
What if I do not have a Laptop\Computer, video camera, mouse, keyboard or Wi-fi at home to access HPDs environment remotely?
My AVD connection "times out" what can I do to prevent this?
Can I save HPD files locally on my Home PC\Laptop?
Can I use dual monitors at home to take advantage of my dual monitors at work?
If I have any issues with remote login who should I contact?
I am experiencing an echo \ audio issue while using teams, what should I do?

- **Q: Where can I find HPD specific teleworking information?**
  - **A:** Please visit **www.hpdnyc.org**
    - "**RA**" Menu item includes:
      - Access to link for AVD (Azure Virtual Desktop) for remote access (thin client link and full client installation)
      - Access to link for MFA (Multi-Factor Authentication) configuration
    - "**Teleworking**" Menu item includes documentation\instructions for various teleworking scenarios.

- **Q: Should I use the AVD Thin Client or AVD Full Client?**
  - **A.** It depends, in most cases the thin client is easier to access and is sufficient for accessing your AVD desktop and will work with just about any browser on just about any standard Computer Operating Systems. In the Event you utilize dual monitors at home the Full client will allow dual monitor use for the AVD desktop. Please feel free to try both and decide for yourself which is right for you.

- **Q: What if I do not have a Laptop\Computer, video camera, mouse, keyboard or Wi-fi at home to access HPDs environment remotely?**
  - **A.** DC37's work from home policy requirement is that staff have their own computer, peripherals, and Wi-Fi to participate in the Hybrid work pilot.

- **Q: My AVD connection "times out" what can I do to prevent this?**
  - **A.** While the timeout for an idle AVD session is set for **90 minutes**, AVD connections are sensitive to your at home Laptop or PC's power settings. Please ensure your home laptop or PC has the power settings, screensaver etc. disabled to prevent premature AVD timeouts. Inside the Control Panel \ Power Options settings ensure 'Turn off the display' and 'Put the computer to sleep' are both set to 'Never'

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- **Q: Can I save HPD files locally on my Home PC\Laptop?**
    - A. No, it is a violation of city policy to save any city related work on any desktop. HPD files should stay on the HPD environment this includes your **OneDrive folder, R: Drive and S: drive**. This is recommended due to Data privacy guidelines set by the City of New York.

- **Q: Can I use dual monitors at home to take advantage of my dual monitors at work?**
    - A. The AVD Full Client will support dual monitors fully when accessing your AVD Virtual desktop. However, it is important to note that when taking over your HPD PC (only to access specialized apps installed on your PC) via RDP (Remote Desktop) the RDP protocol only allows the HPD PC to be shown in that one Remote Session Window. Also, the AVD Thin Client will utilize a browser window so it will not open on both monitors on your home PC\Laptop. It will collapse all windows on your HPD PC to fit within the single window.

- **Q: If I have any issues with remote login who should I contact?**
    - A. If you have issues not covered in this F.A.Q or the documentation available at http://hpdnyc.org/teleworking.html please contact the Citywide Service Desk at 212-692-4357 and leave valid call back information.

- **Q: I am experiencing an echo \ audio issue while using teams, what should I do?**
    - A. It is highly recommended that you use a headset while using teams remotely, this will help eliminate most audio issues. Also please ensure you are using Teams via office.com on your home PC or the TEAMS instance installed on your AVD Desktop and not your HPD Desktop.