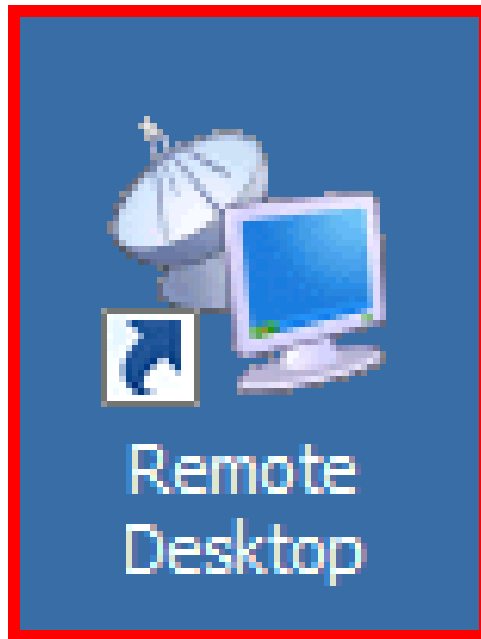


**NYC Department of Housing Preservation & Development**

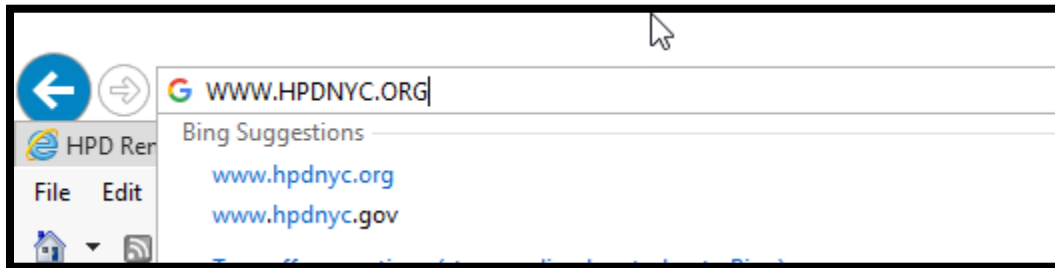
# Remote Access

Remote to Virtual DeskTop/ User DeskTop



# Internet connection is required to join HPD's Remote Access from home ....

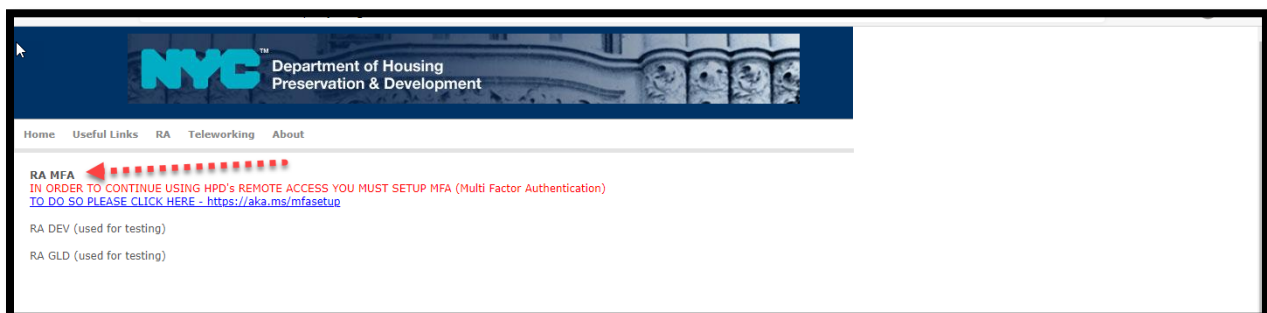
Type this URL – [WWW.HPDNYC.ORG](http://WWW.HPDNYC.ORG) into your browser.



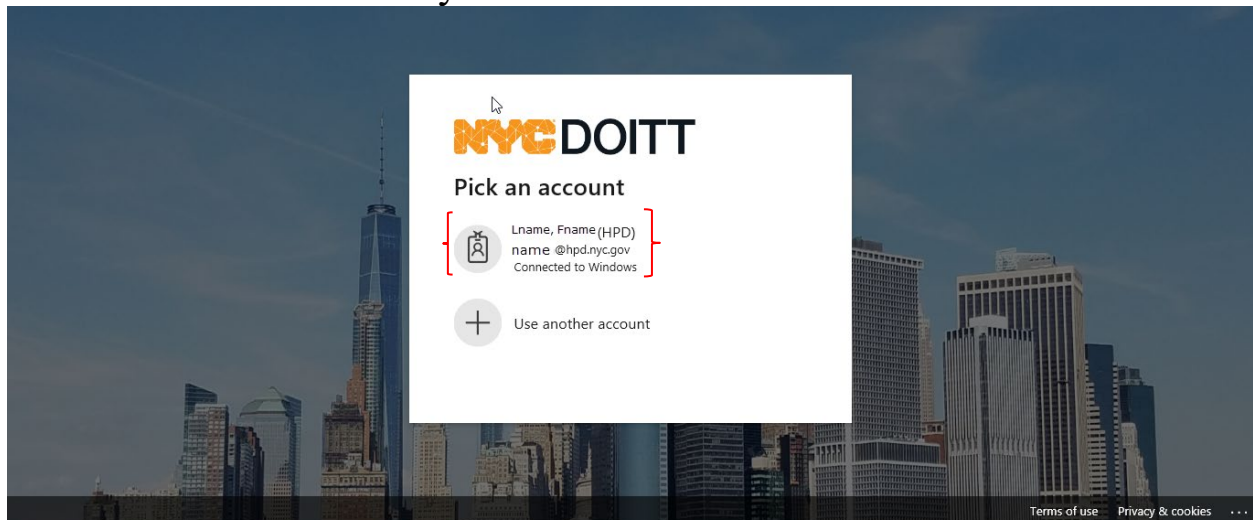
SELECT RA



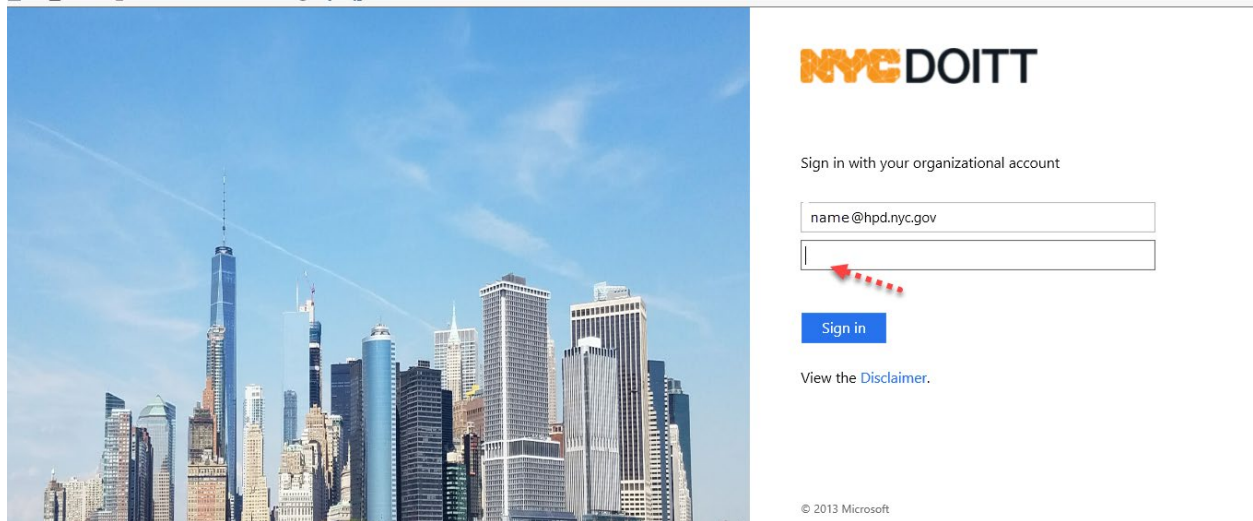
Click RA MFA link



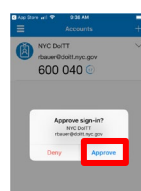
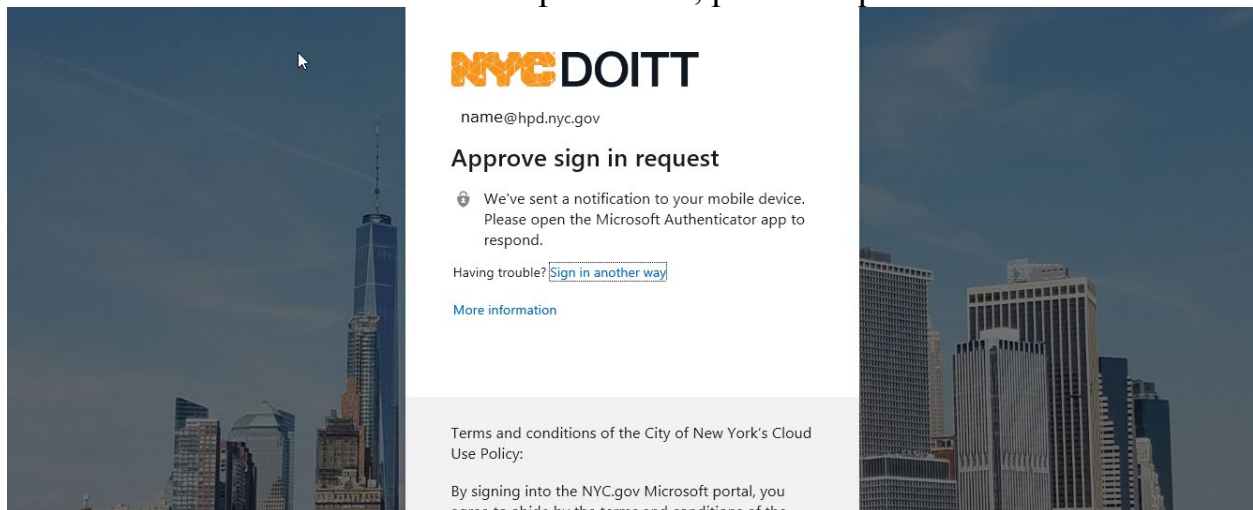
Choose the account with your name



Enter your HPD network password, Sign In

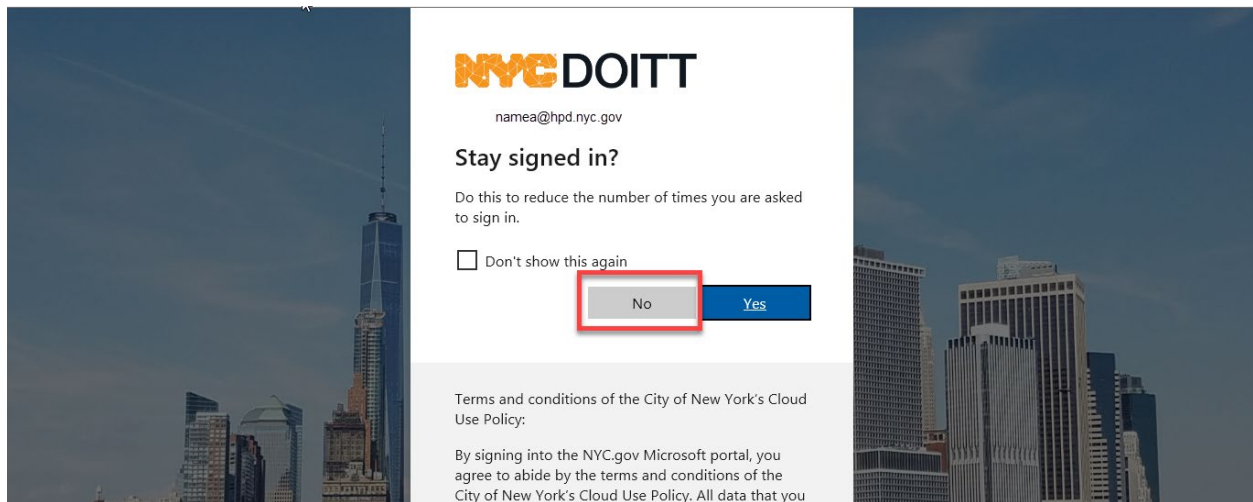


You will receive a notification or a phone call, please respond.

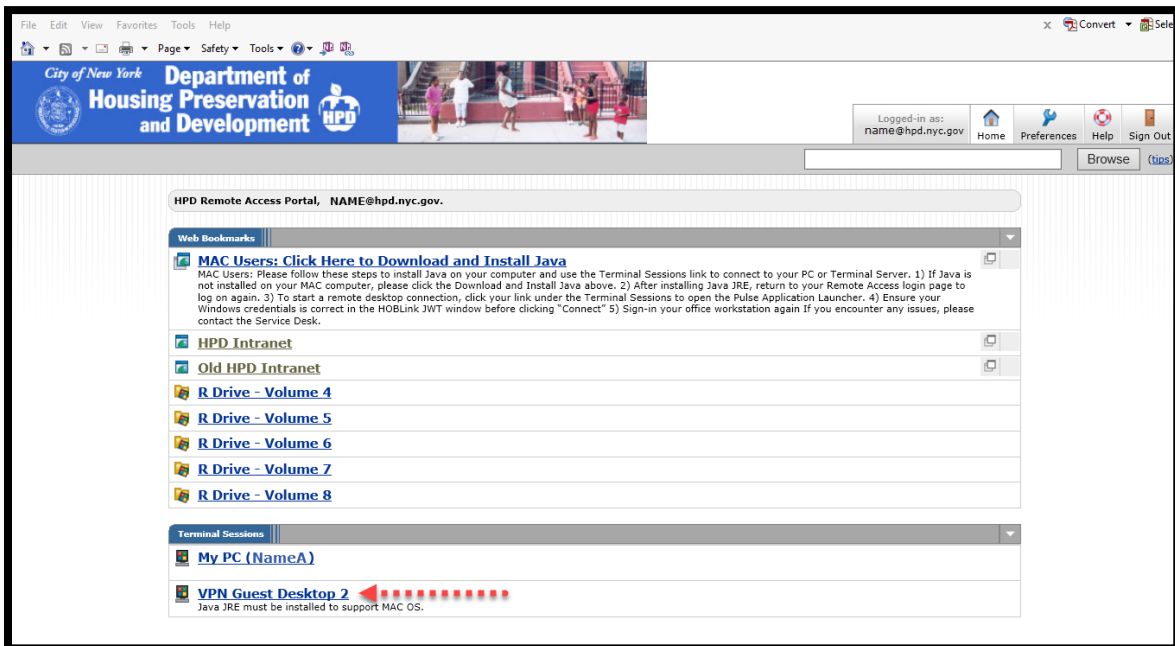


Press # or approve; you will have 5 attempts before being locked out of Remote Access.

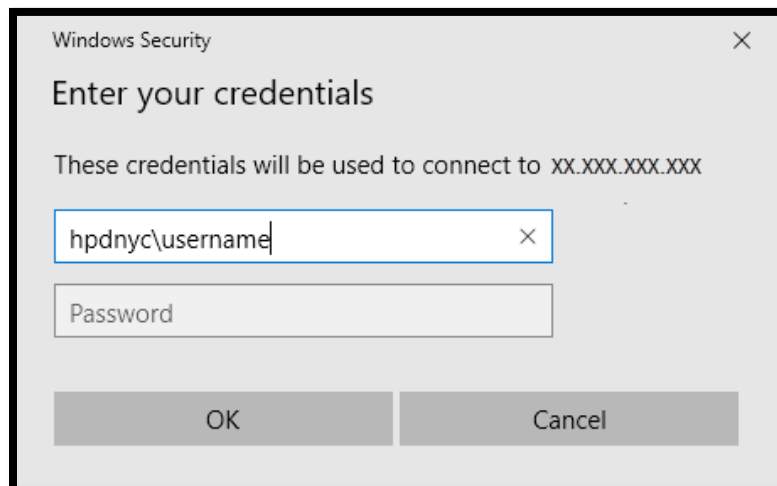
Select No



You are at the HPD Remote Access Portal page, at the bottom select VPN Guest Desktop 2

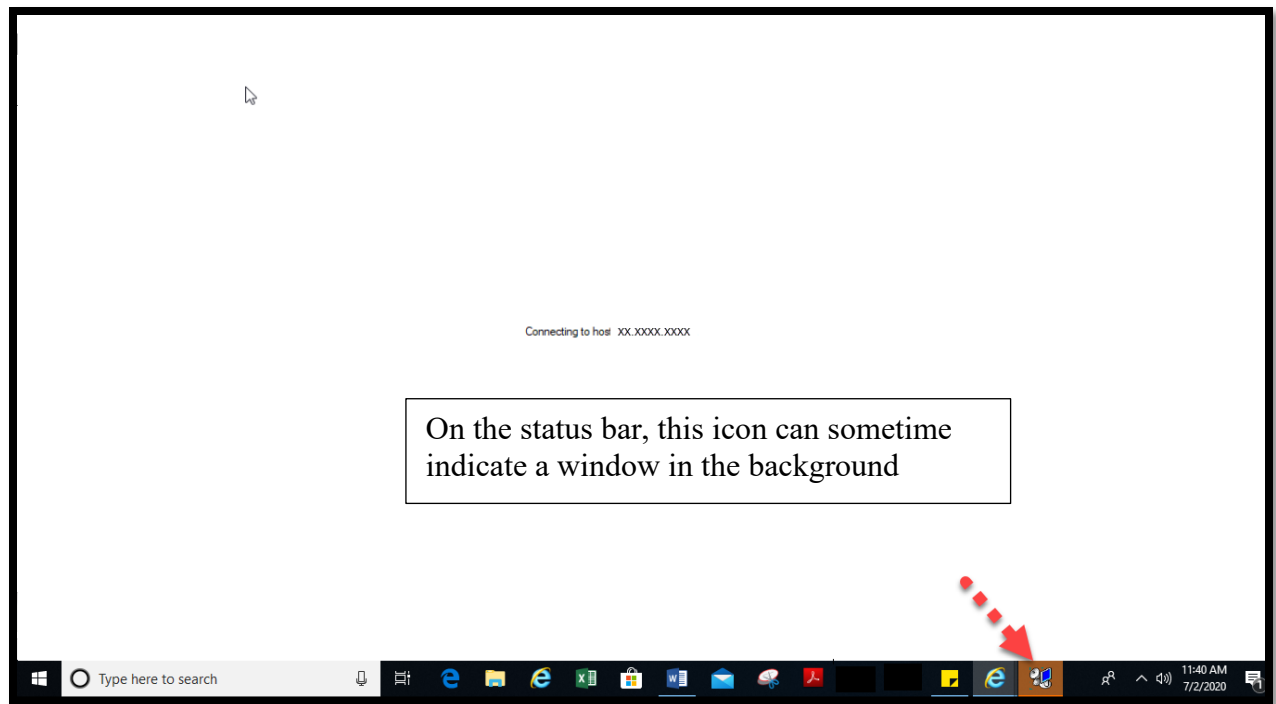


Enter your credential name and password

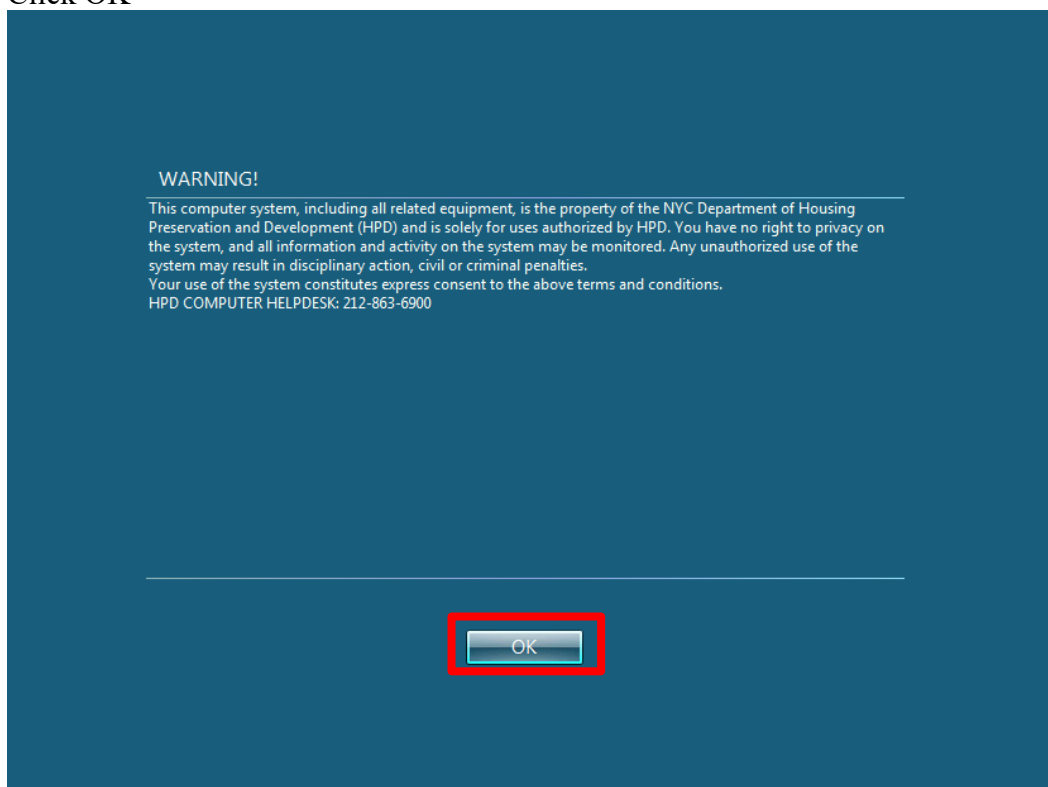


Your credential name is not case sensitive, but you must use the correct slash (\)

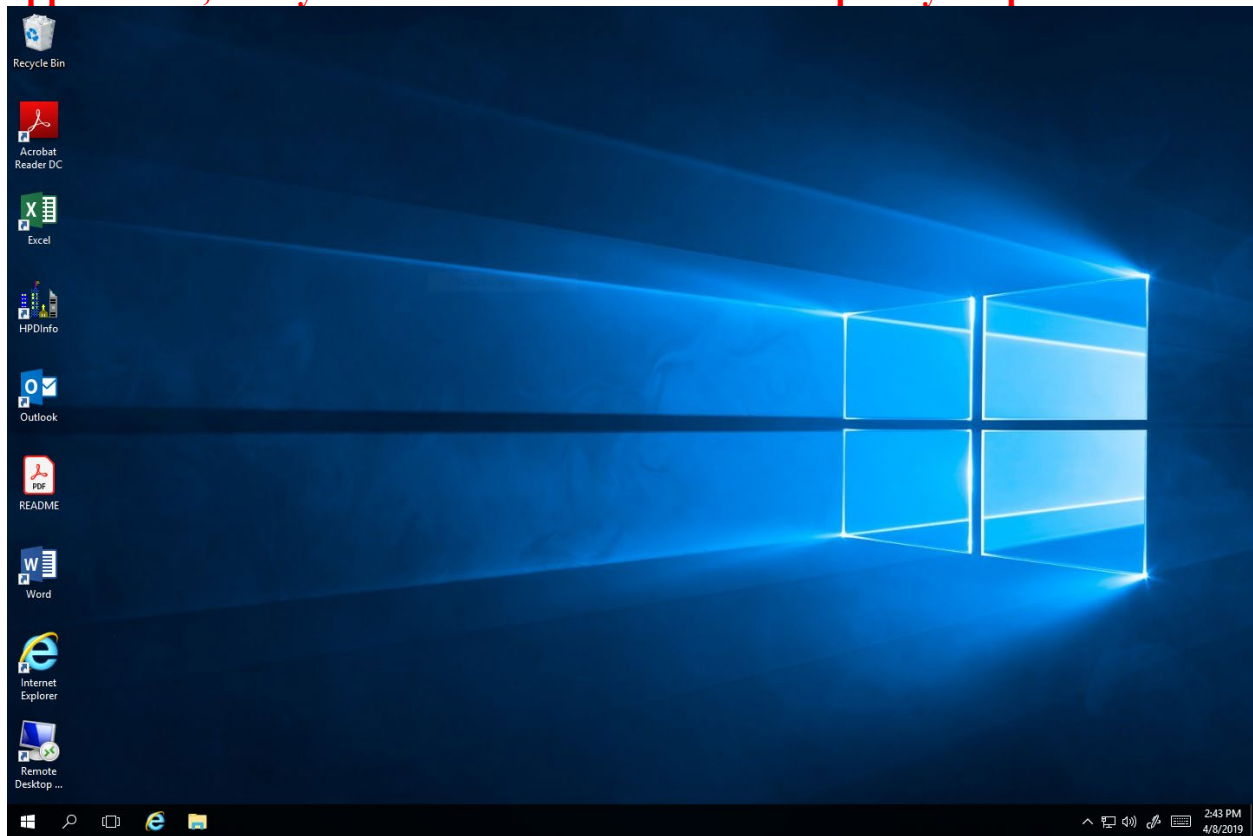
HPDNYC\USERNAME



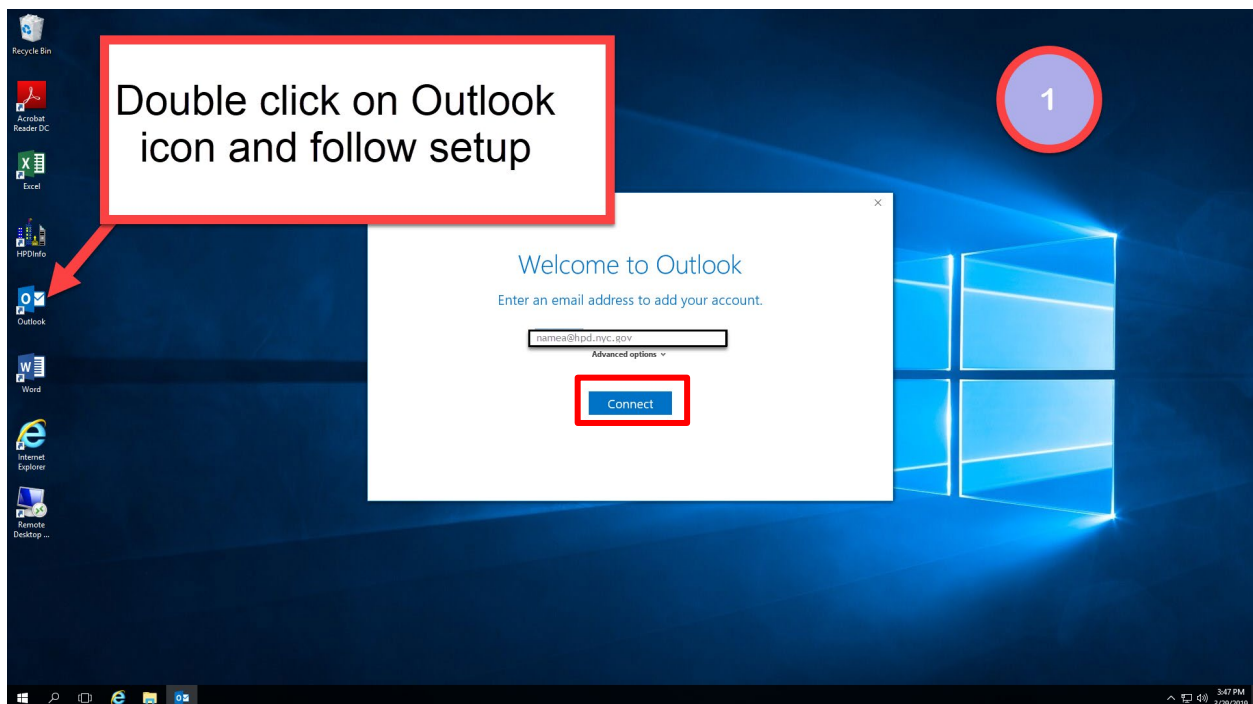
Click OK



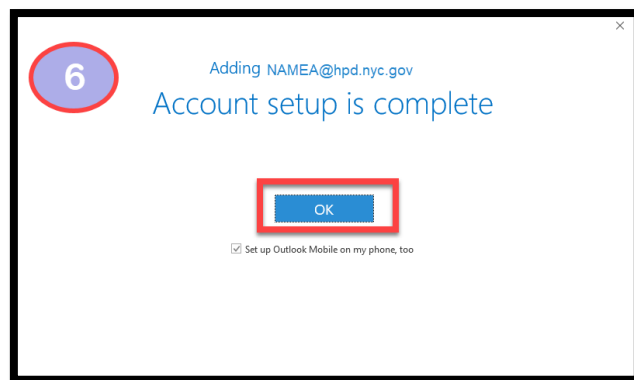
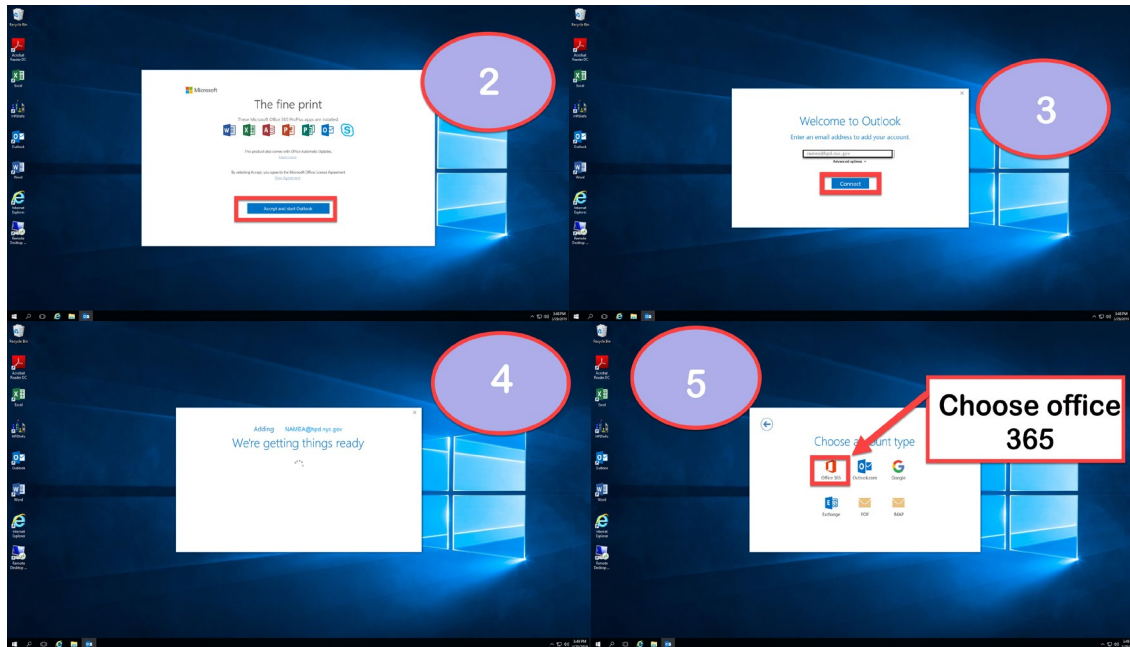
**You are at the Virtual desktop you can now access documents located on your S and R drive, HPD's Intranet Page, Windows 10 and all Office 2016 applications; first you will need to run Outlook Setup.for your profile**



## ONE TIME SET-UP OF OUTLOOK

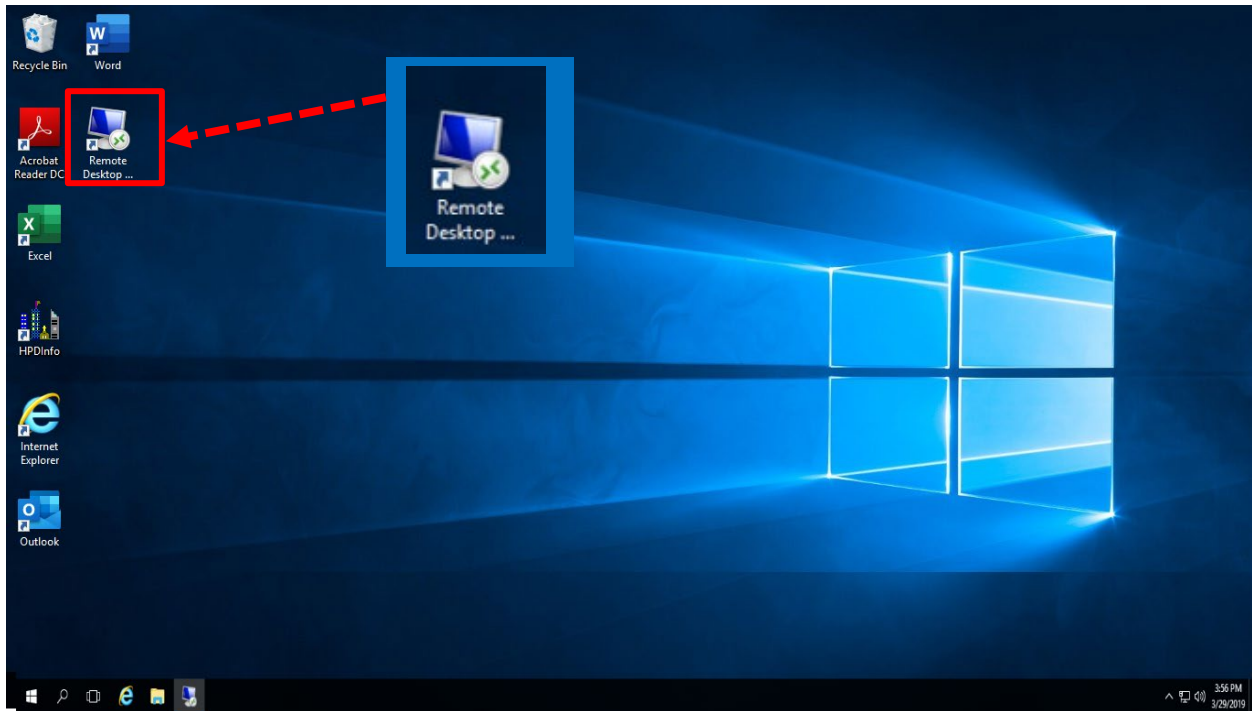




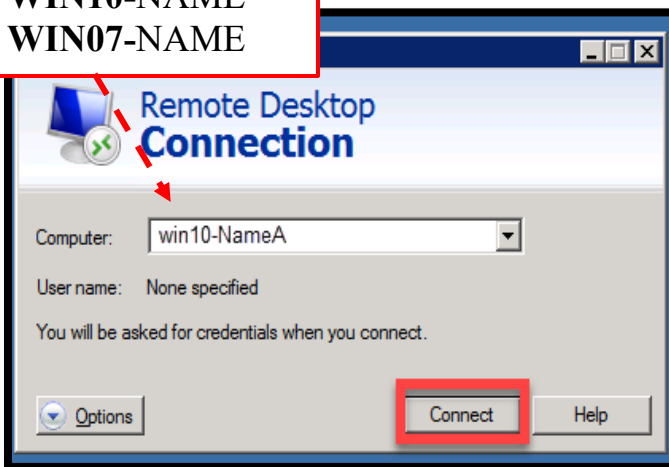


# REMOTE TO PERSONAL DESKTOP FROM VIRTUAL DESKTOP

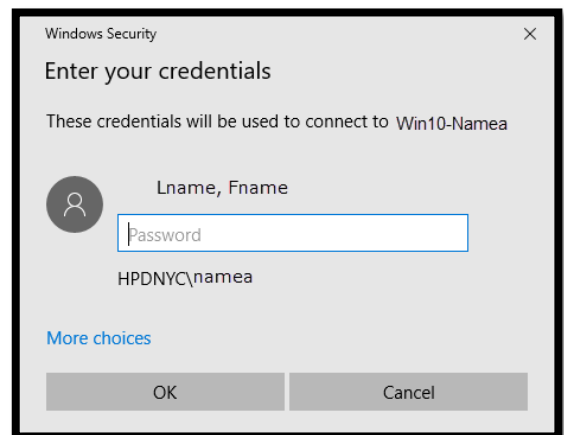
CLICK THE REMOTE DESTOP ICON



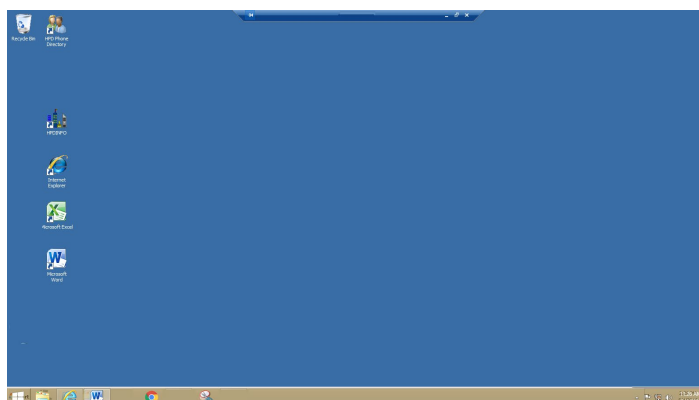
PC NAME EX:  
**WIN10-NAME**  
**WIN07-NAME**



Enter your password

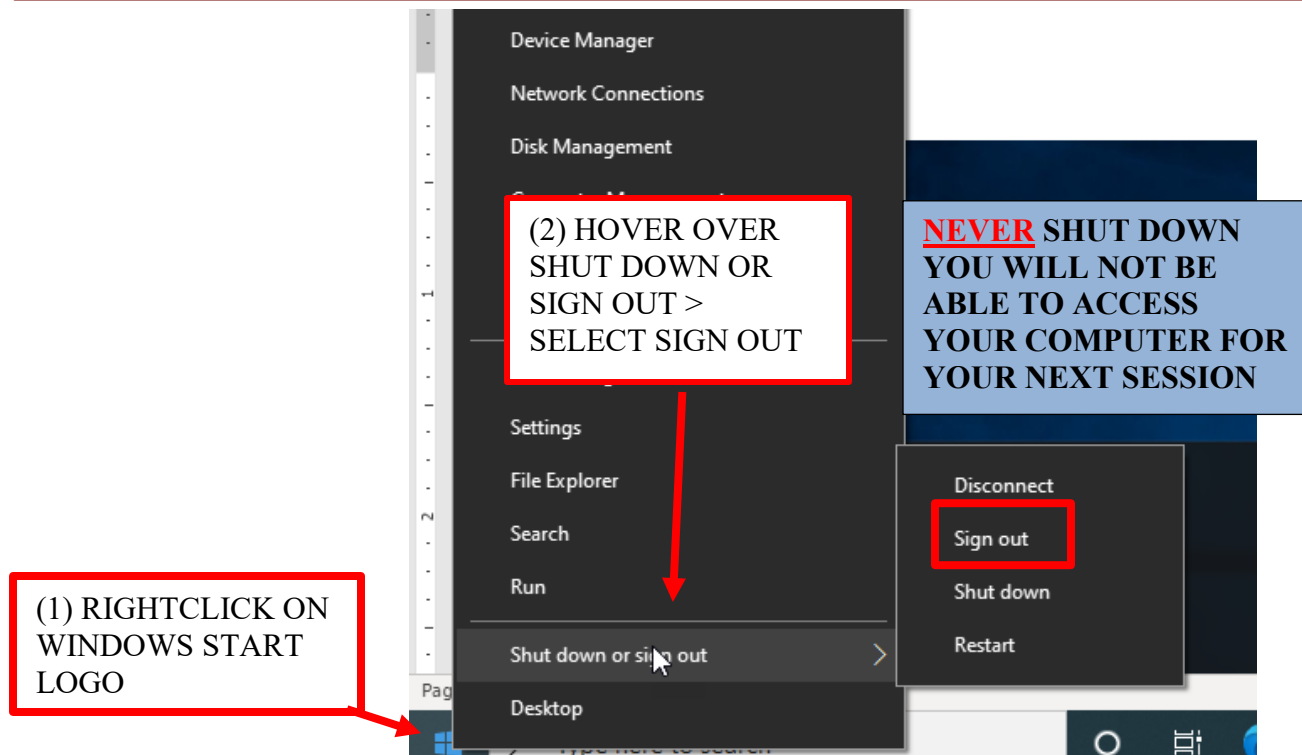


You will be at your personal desktop

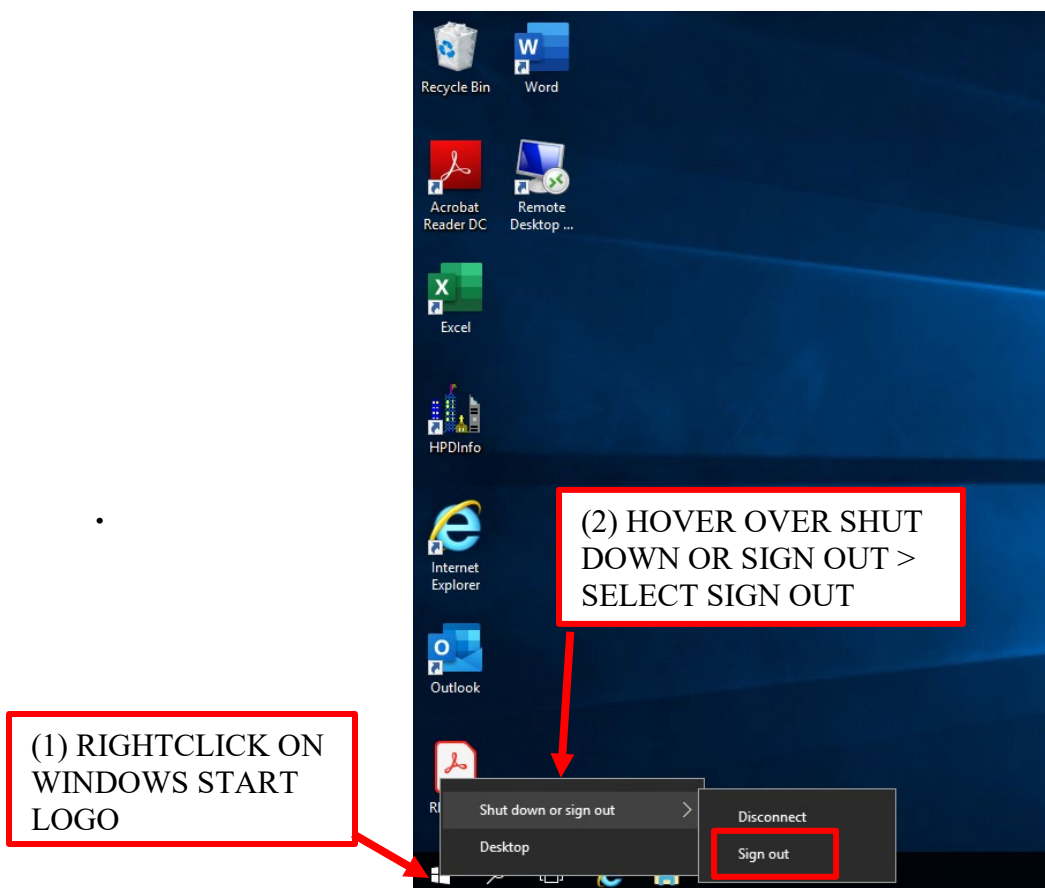




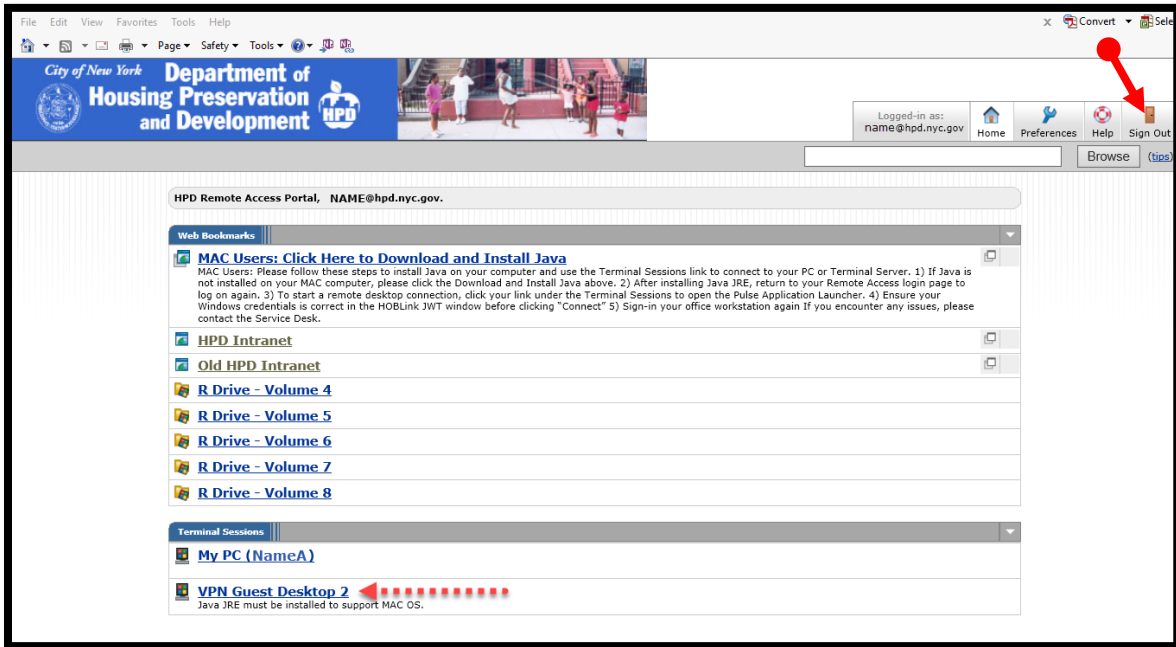
# Sign Out



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



**On the HPD Remote Access home screen be sure to Sign Out in the upper Right corner**



**Your session has ended, close your browser.**

