

NYC Department of Housing Preservation & Development

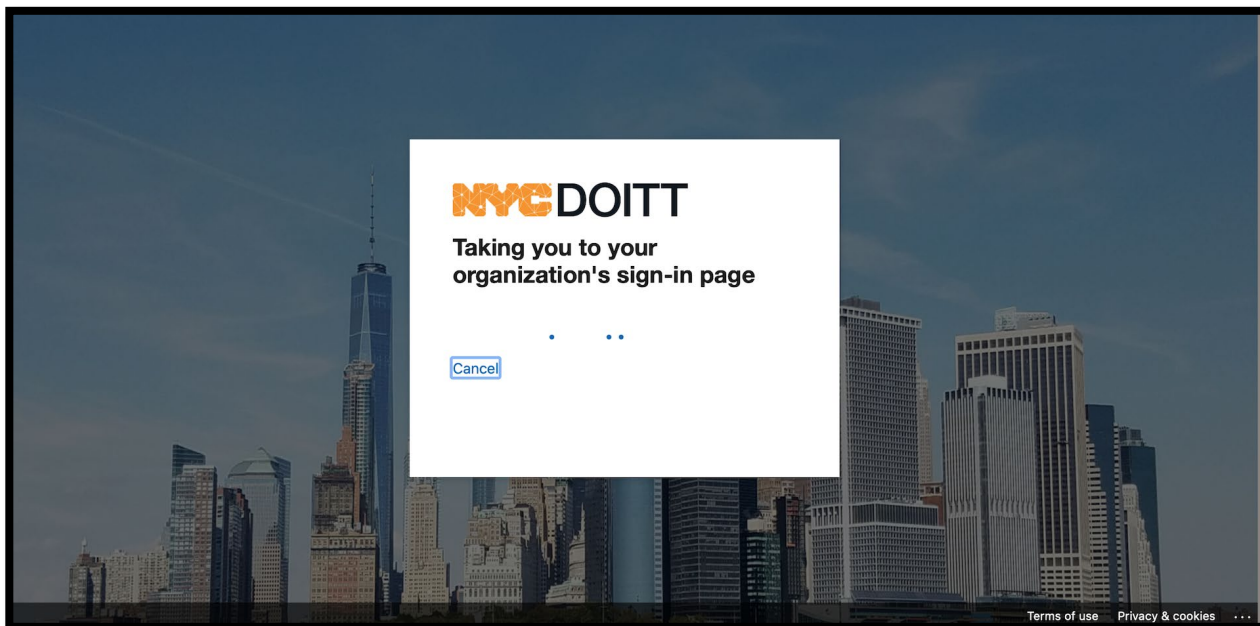
Remote Access Using Mac OS

Remote to Virtual Desktop/ User Desktop

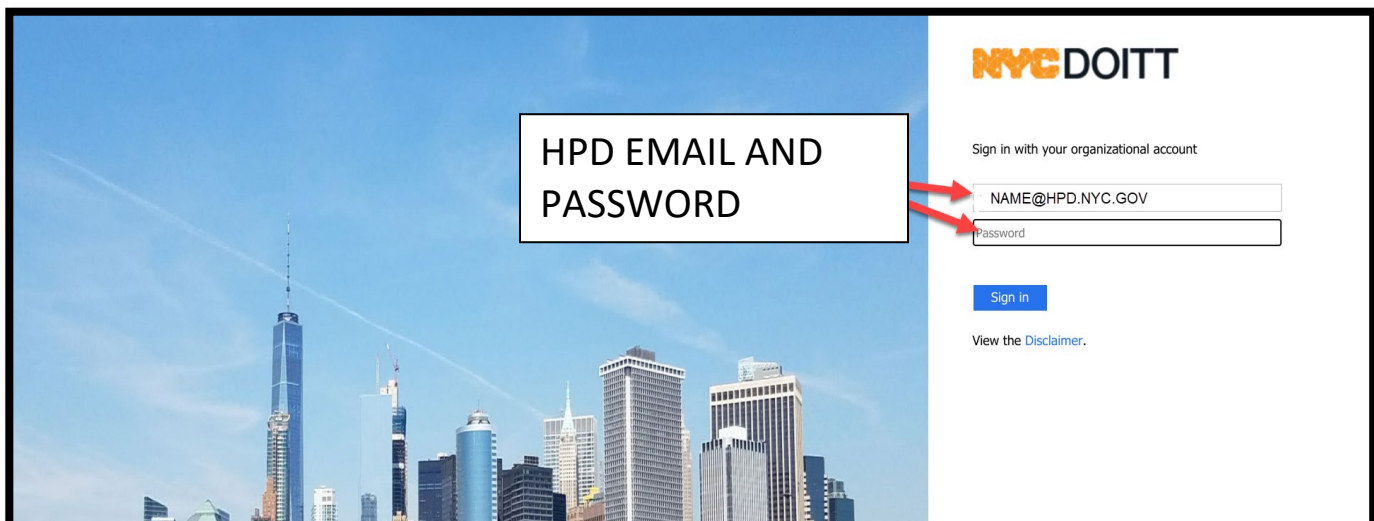


Install Java and use Remote Access with Apple Mac

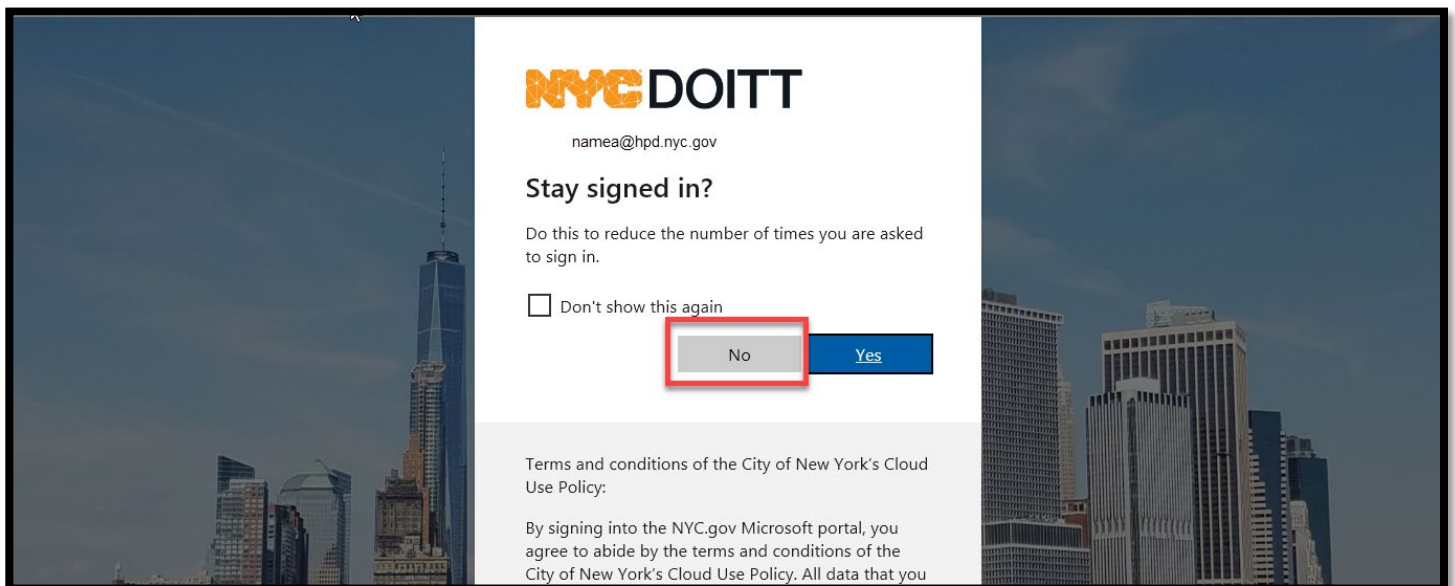
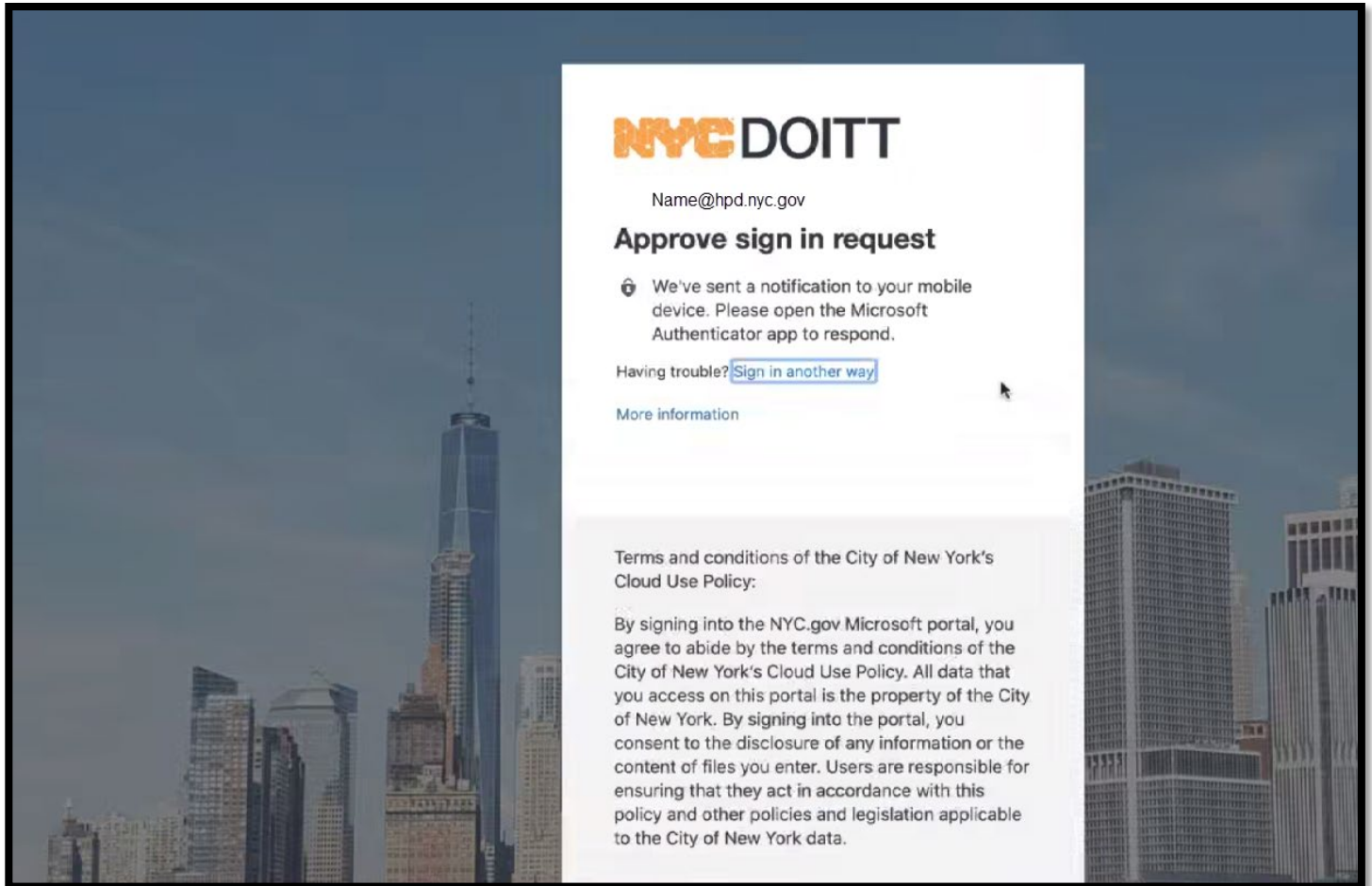
Using Safari, browse to hpdnyc.org, click RA MFA



SIGN IN WITH YOUR HPD EMAIL AND PASSWORD

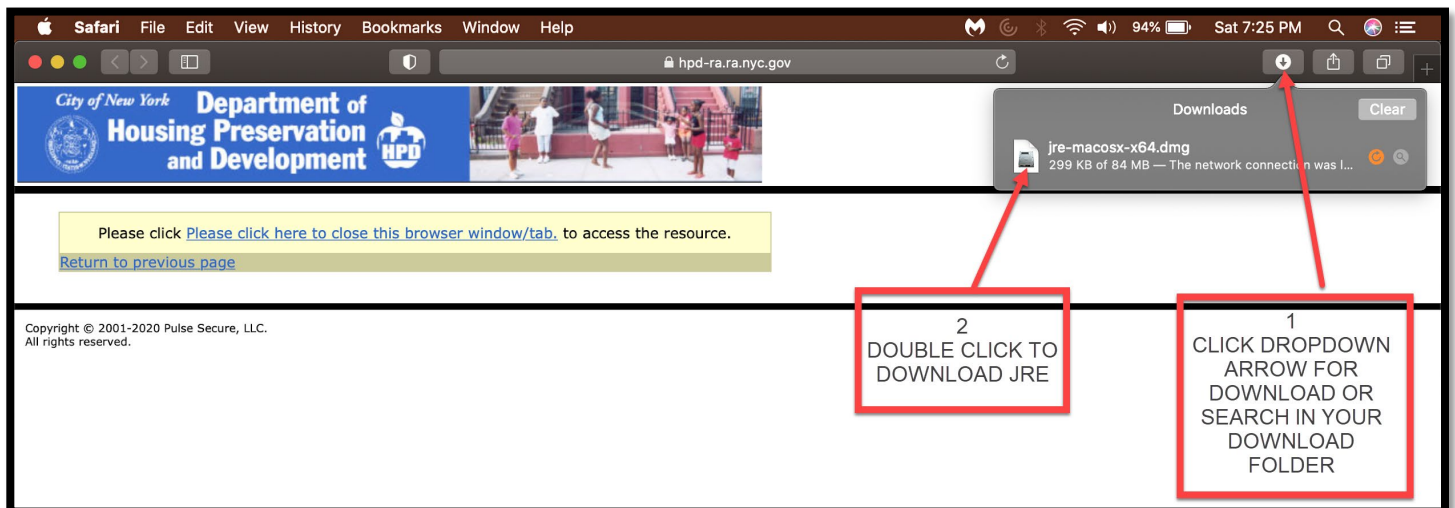
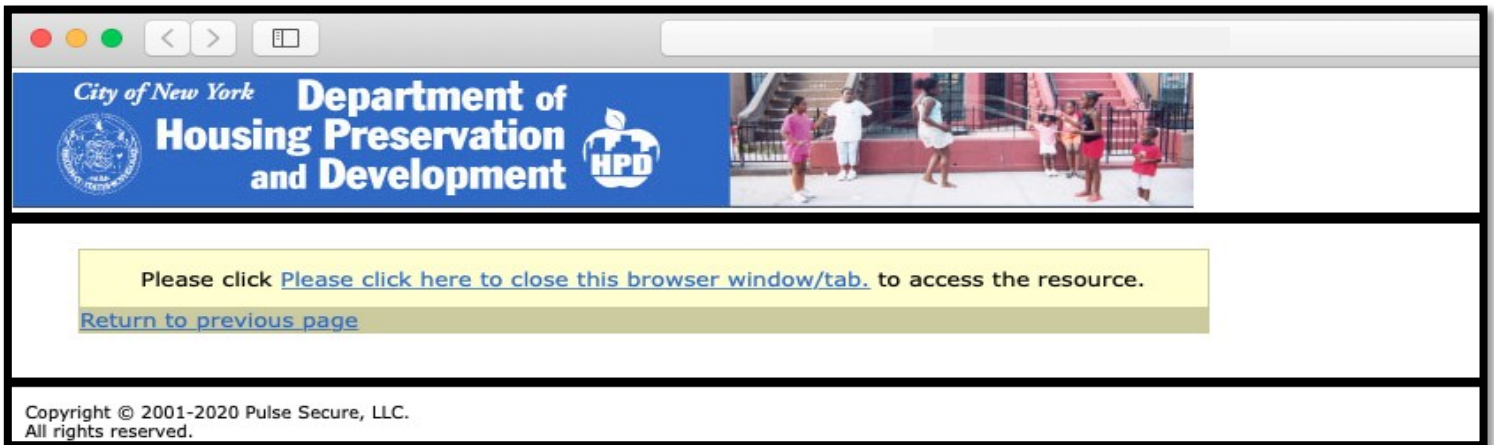
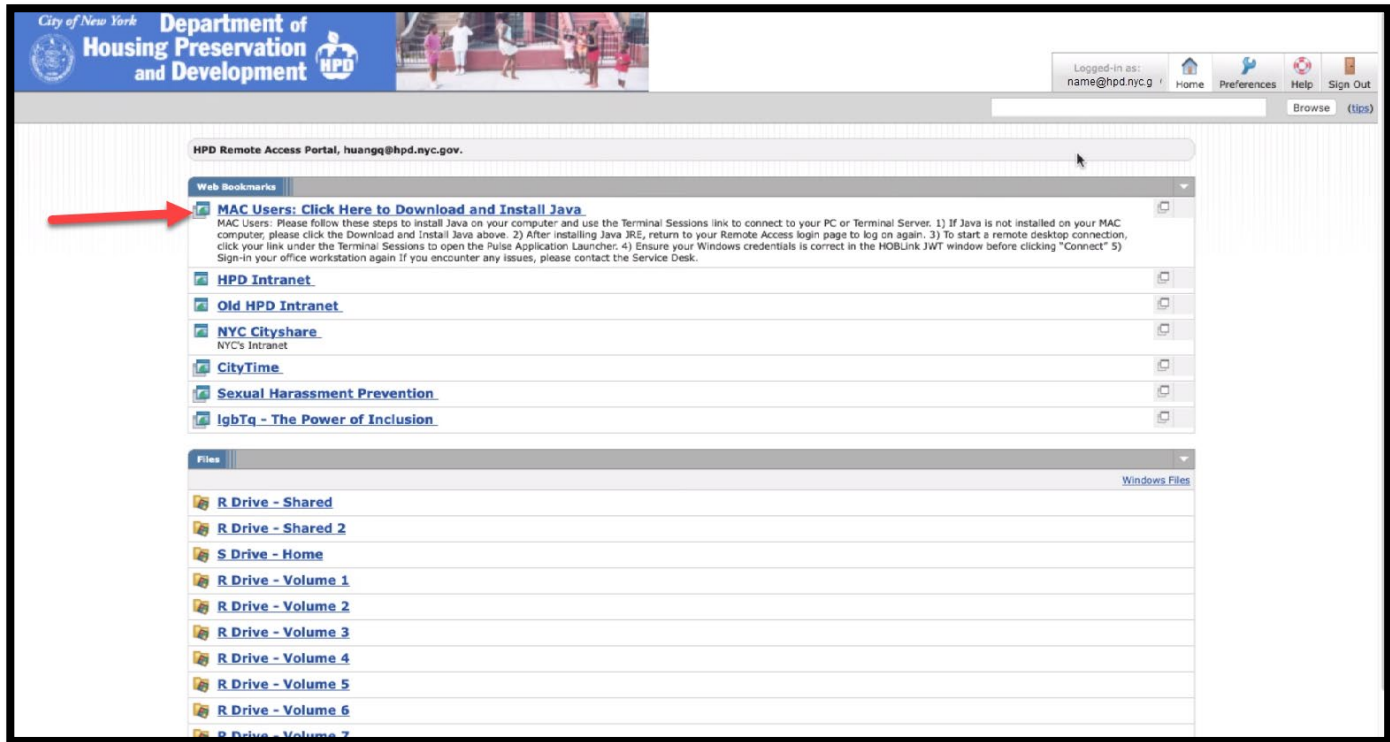


YOU WILL GET YOUR AUTHENTICATION PHONE CALL

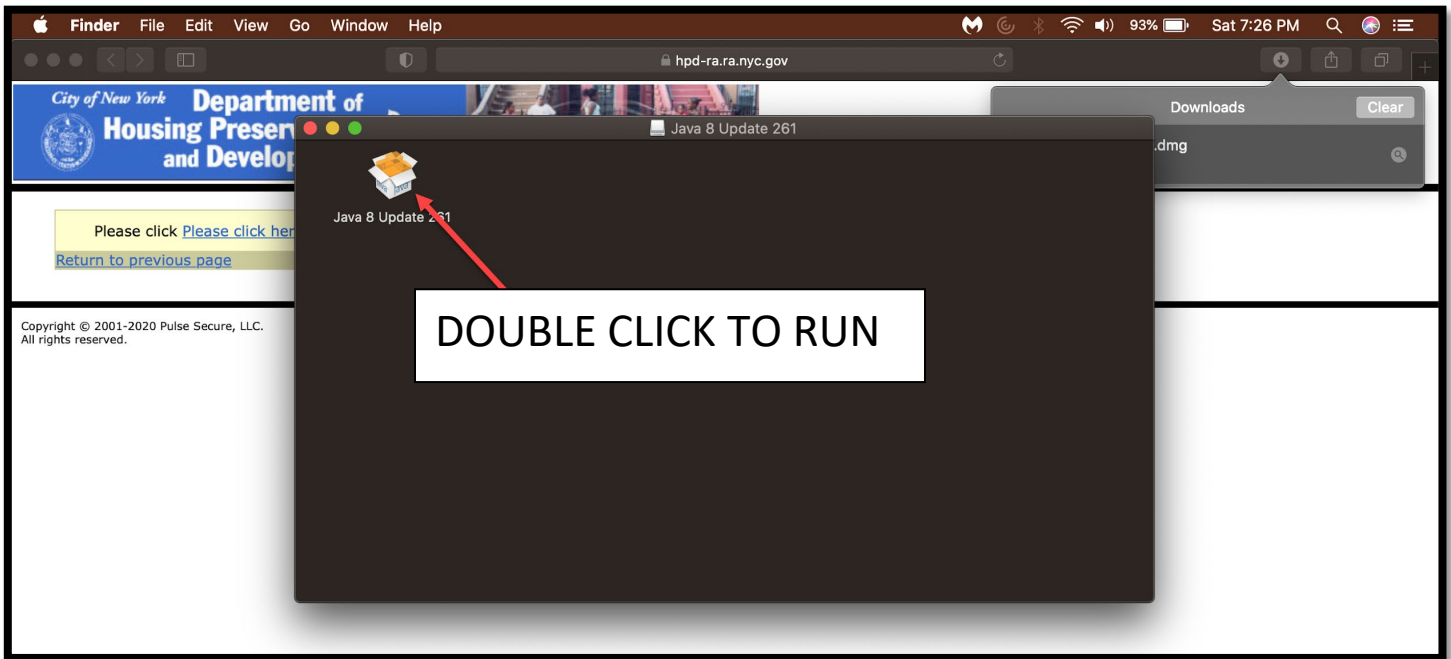


INSTALLING JAVA

FOLLOW THE NEXT STEPS TO DOWNLOAD JAVA FROM THIS PAGE



CLICK JAVA UPDATE



NOTE: If you receive this message, go to Finder > Control-click the app DMG/PKG file > choose Open from the menu, and in the dialog that appears, click Open. Enter your admin name and password when prompted



CONTINUE JAVA INSTALL

CLICK OPEN



SELECT INSTALL

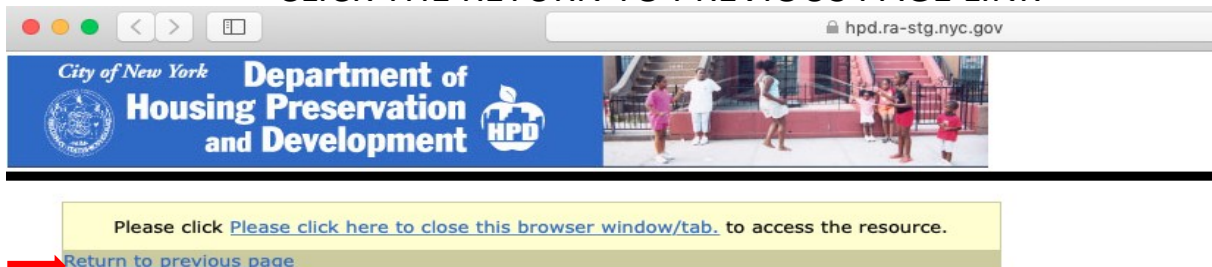


CLOSE AFTER INSTALL



JAVA INSTALL COMPLETED

CLICK THE RETURN TO PREVIOUS PAGE LINK



HPD Remote Access Portal, **Name@hpd.nyc.gov**

Web Bookmarks

- [MAC Users: Click Here to Download and Install Java](#)
MAC Users: Please follow these steps to install Java on your computer and use the Terminal Sessions link to connect to your PC or Terminal Server. 1) If Java is not installed on your MAC computer, please click the Download and Install Java above. 2) After installing Java JRE, return to your Remote Access login page to log on again. 3) To start a remote desktop connection, click your link under the Terminal Sessions to open the Pulse Application Launcher. 4) Ensure your Windows credentials is correct in the HOBLink JWT window before clicking "Connect" 5) Sign-in your office workstation again If you encounter any issues, please contact the Service Desk.
- [HPD Intranet](#)
- [Old HPD Intranet](#)
- [NYC Cityshare](#)
NYC's Intranet
- [CityTime](#)
- [Sexual Harassment Prevention](#)
- [lgbTq - The Power of Inclusion](#)

Files

[Windows Files](#)

- [R Drive - Shared](#)
- [R Drive - Shared 2](#)
- [S Drive - Home](#)
- [R Drive - Volume 1](#)
- [R Drive - Volume 2](#)
- [R Drive - Volume 3](#)
- [R Drive - Volume 4](#)
- [R Drive - Volume 5](#)
- [R Drive - Volume 6](#)
- [R Drive - Volume 7](#)
- [R Drive - Volume 8](#)

Terminal Sessions

- [My PC \(Name\)](#)
namehpd.nycnet Java JRE must be installed to support M
- [VPN Guest Desktop 2](#)
Java JRE must be installed to support MAC OS.

SELECT VPN GUEST DESKTOP 2 LINK

City of New York Department of Housing Preservation and Development

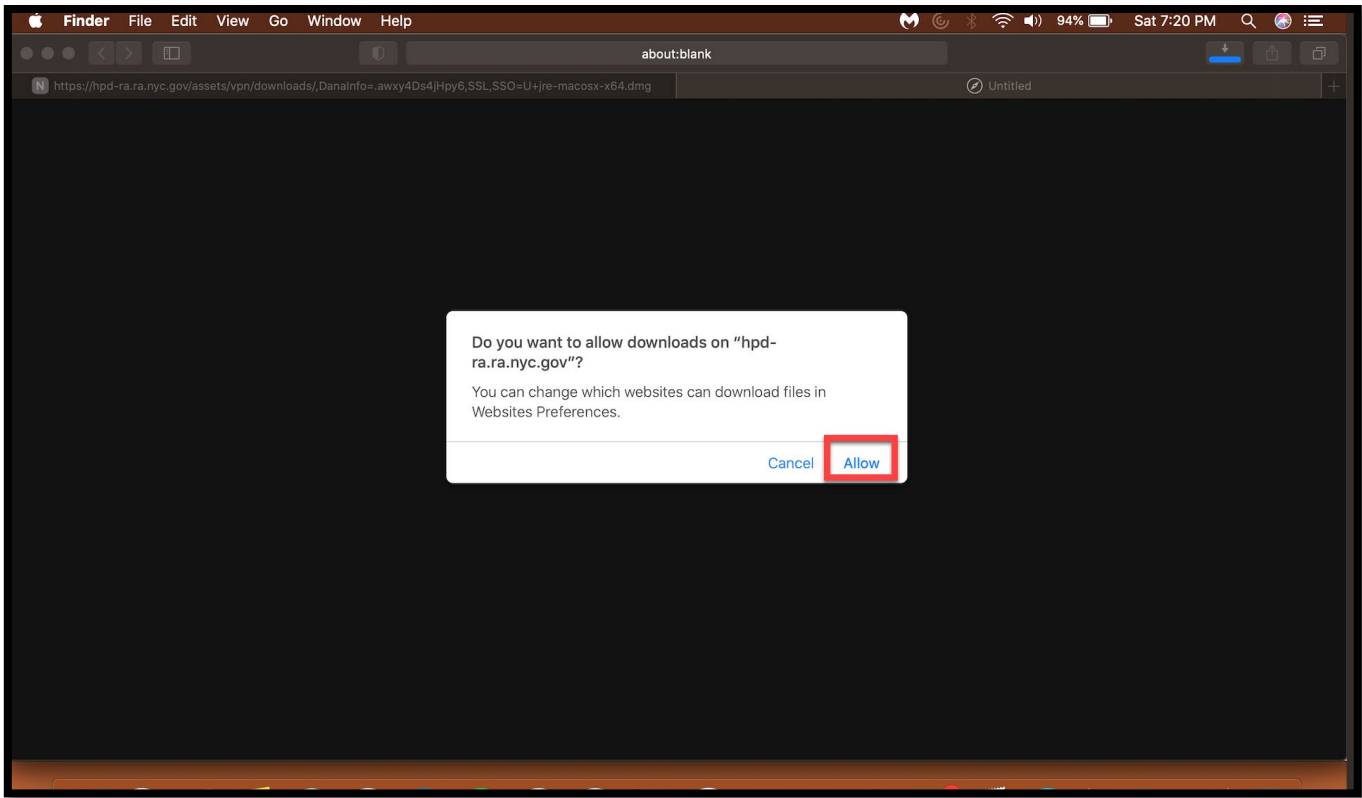
Searching for the application launcher...

52

If you know that the application launcher is not installed, skip the wait and download now

[Download](#)

If you do not want to proceed, please click [here](#) to go back.

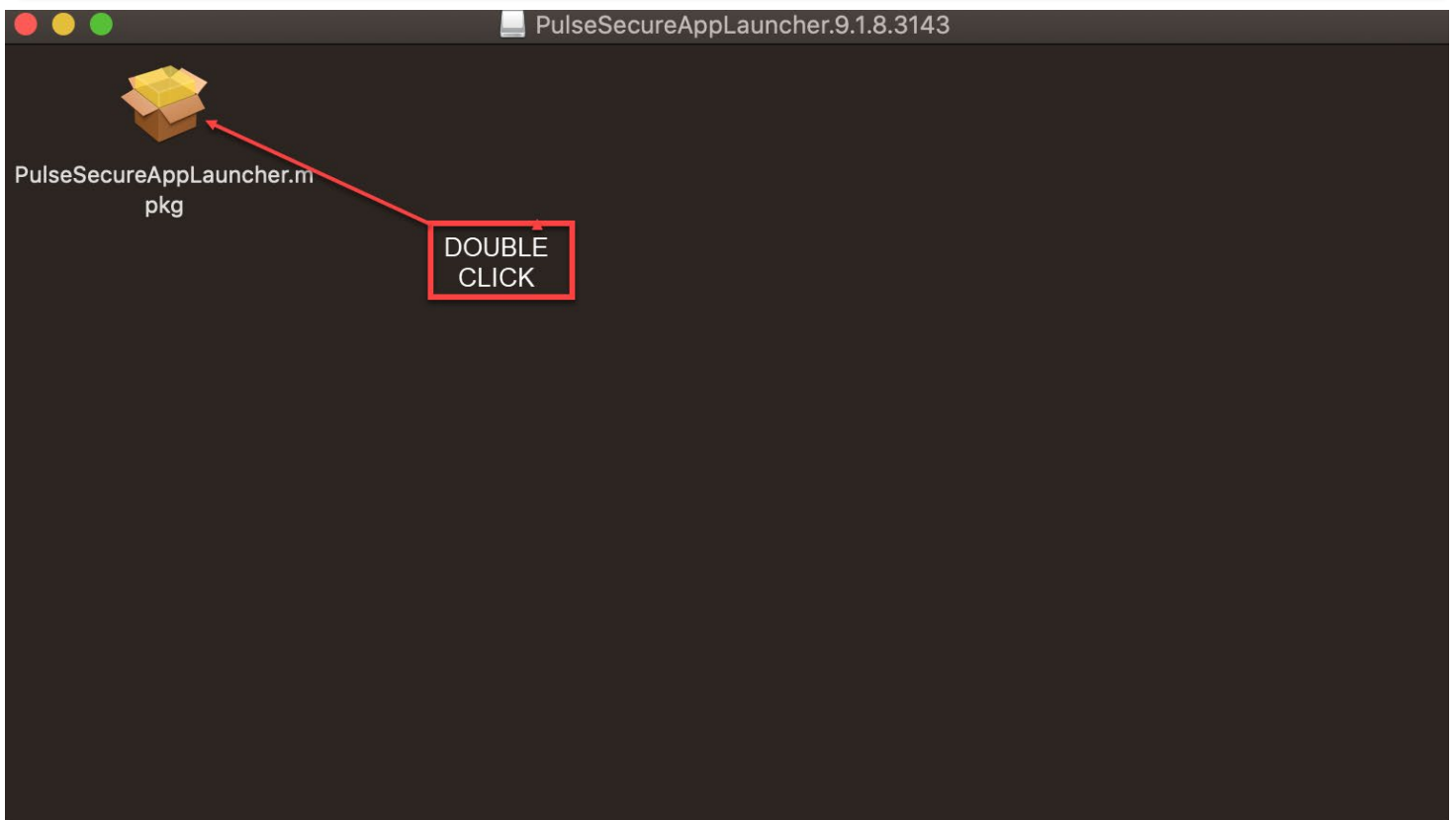
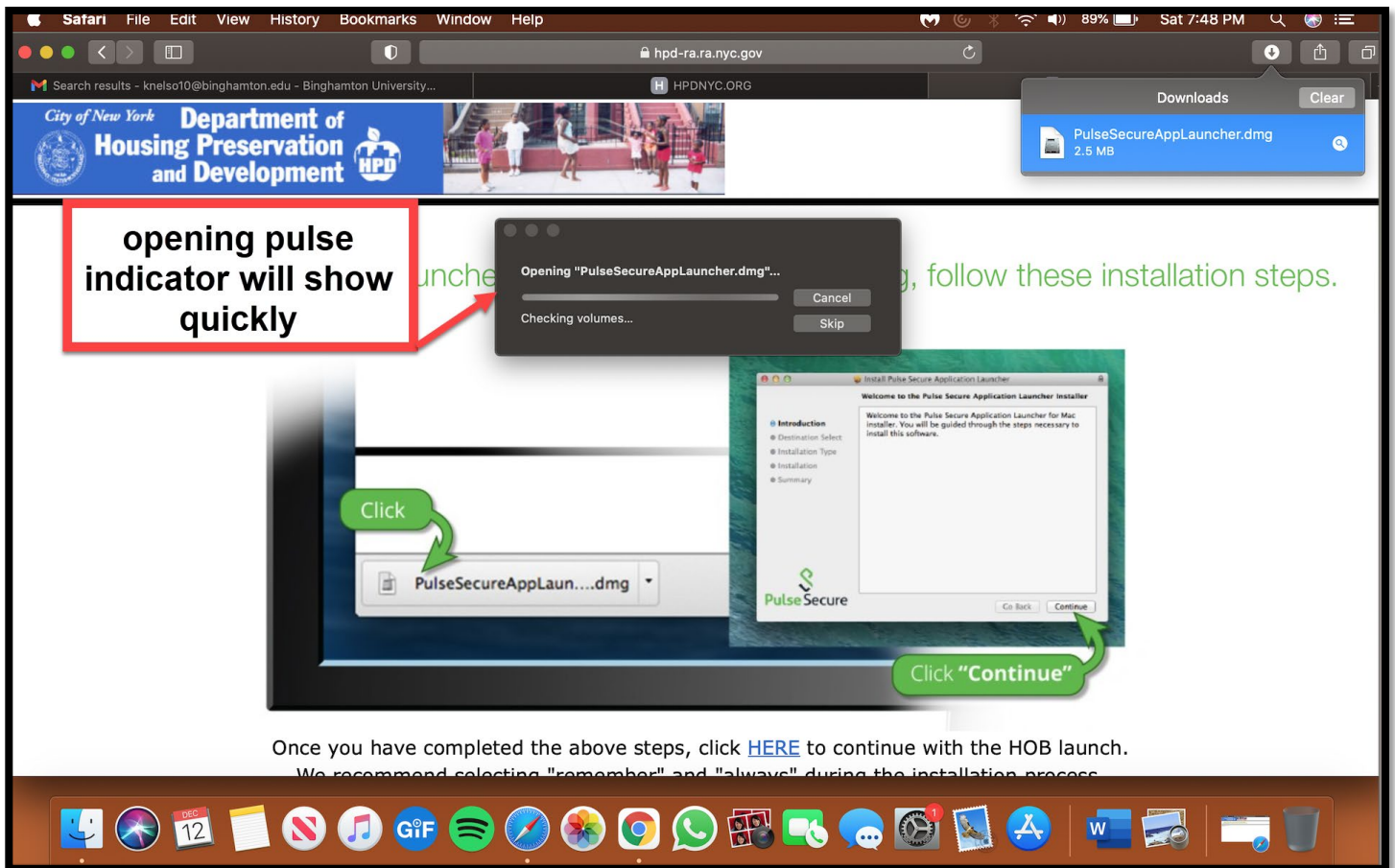


A screenshot of a Safari browser window showing the HPDNYC.ORG website. The browser's Downloads menu is open, showing a file named "PulseSecureAppLauncher.dmg" (5 MB). A red box with the text "CLICK THE DROPDOWN ARROW OR VISIT THE DOWNLOAD FOLDER" points to the download icon in the top right corner. Another red box with the text "DOUBLE CLICK TO INSTALL PULSE SECURE" points to the downloaded file in the Downloads menu. Below the browser window, there is a green text instruction: "After the application launcher has completed downloading, follow these installation steps." Below this text, there are two overlapping screenshots. The left screenshot shows a file named "PulseSecureAppLaun....dmg" in a Finder window, with a green arrow and the text "Click" pointing to it. The right screenshot shows the "Install Pulse Secure Application Launcher" window, with a green arrow and the text "Click 'Continue'" pointing to the "Continue" button.

After the application launcher has completed downloading, follow these installation steps.

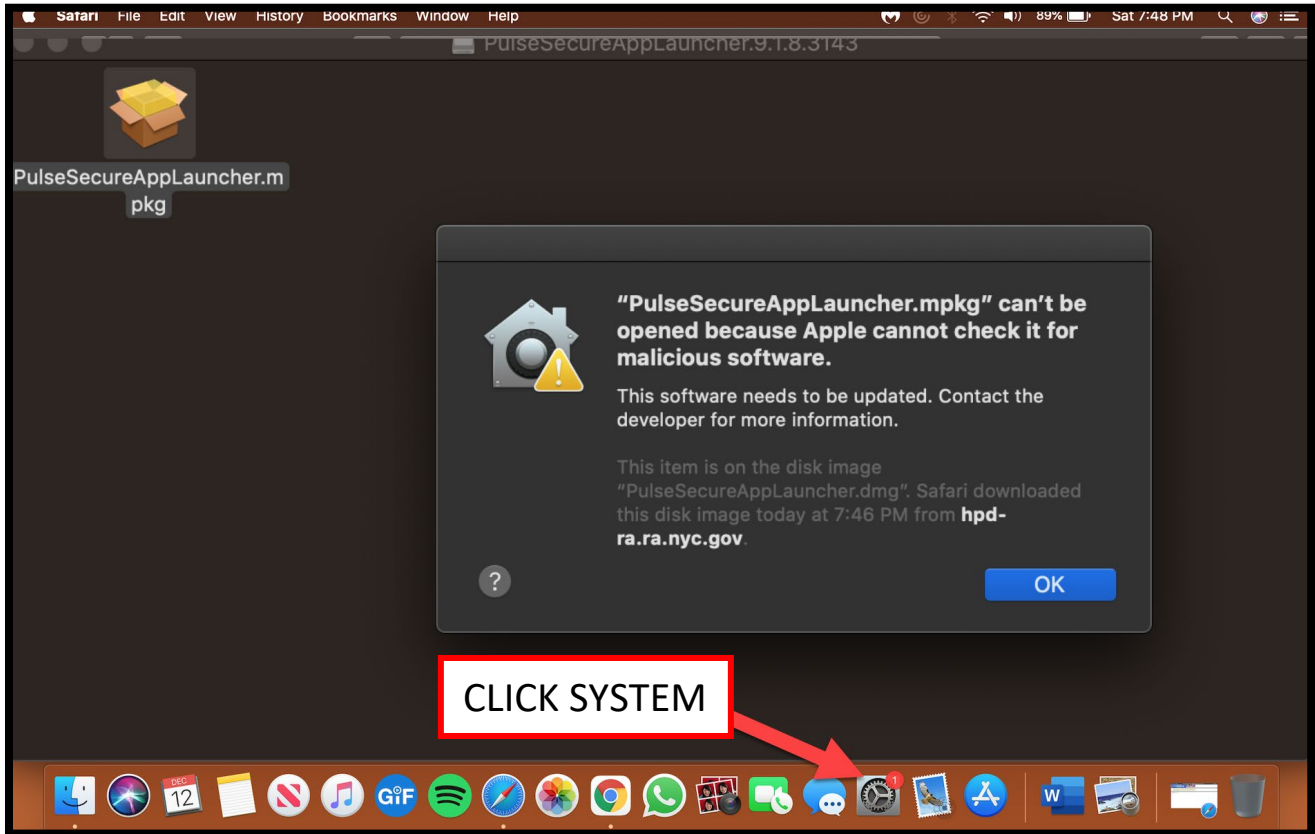
Once you have completed the above steps, click [HERE](#) to continue with the HOB launch.

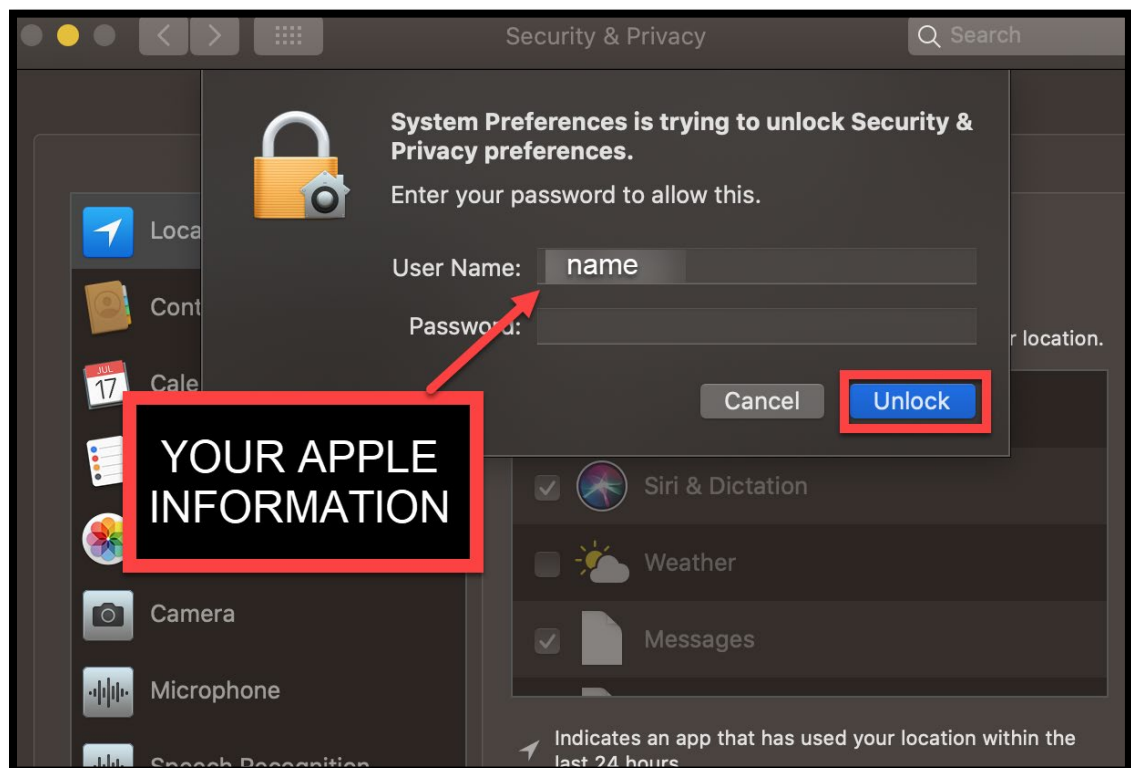
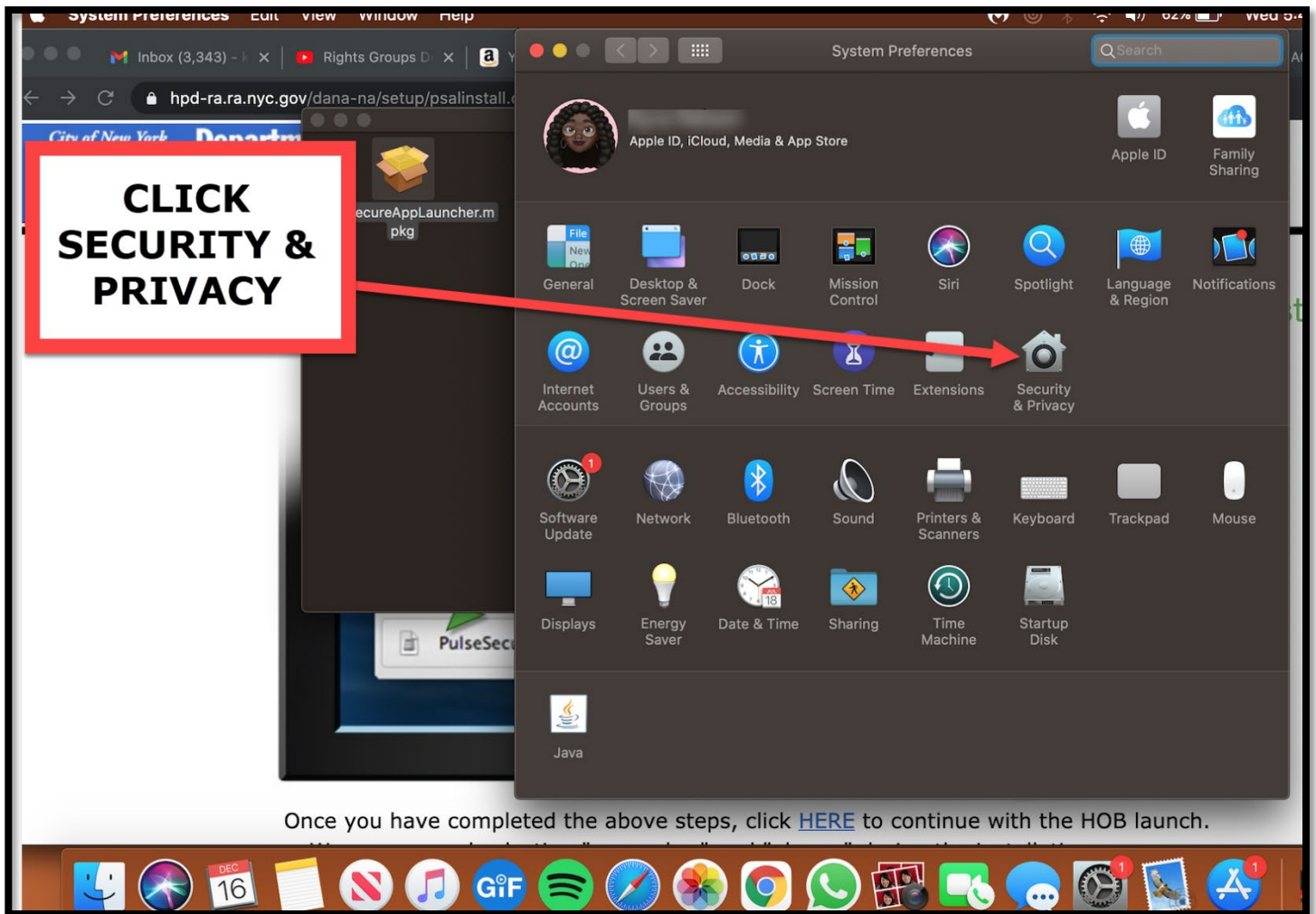
We recommend selecting "remember" and "launch" during the installation process.

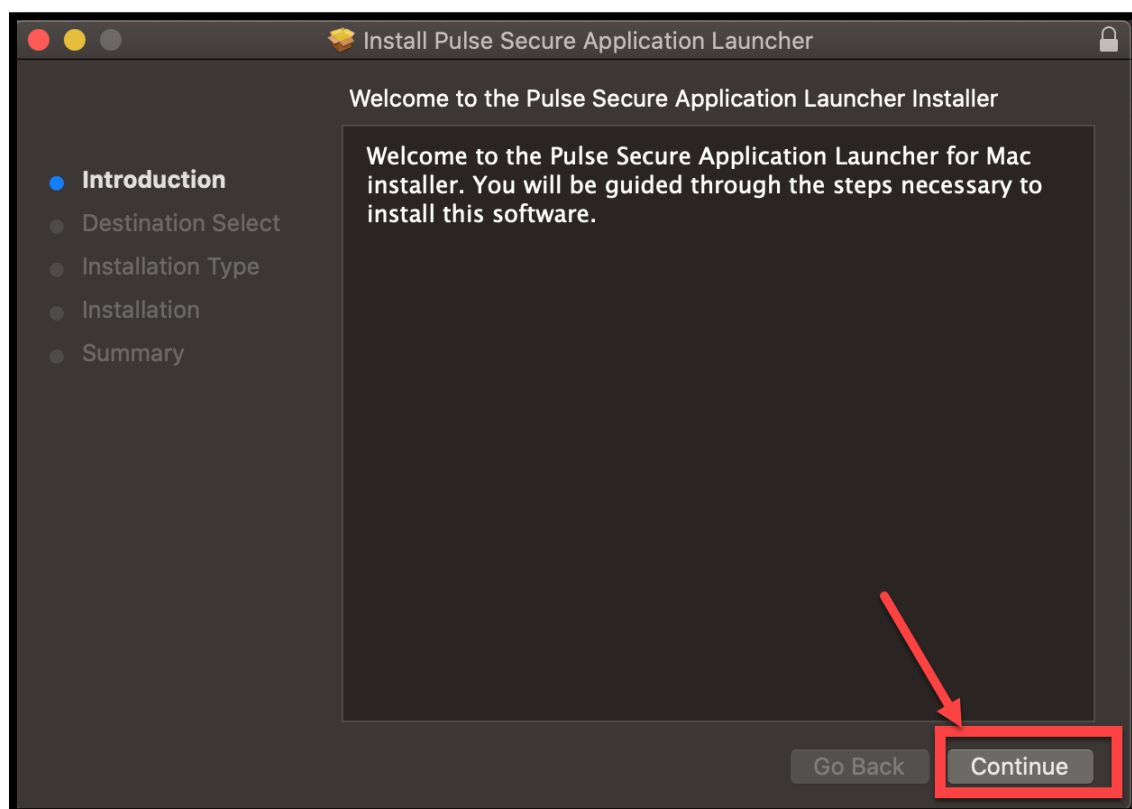
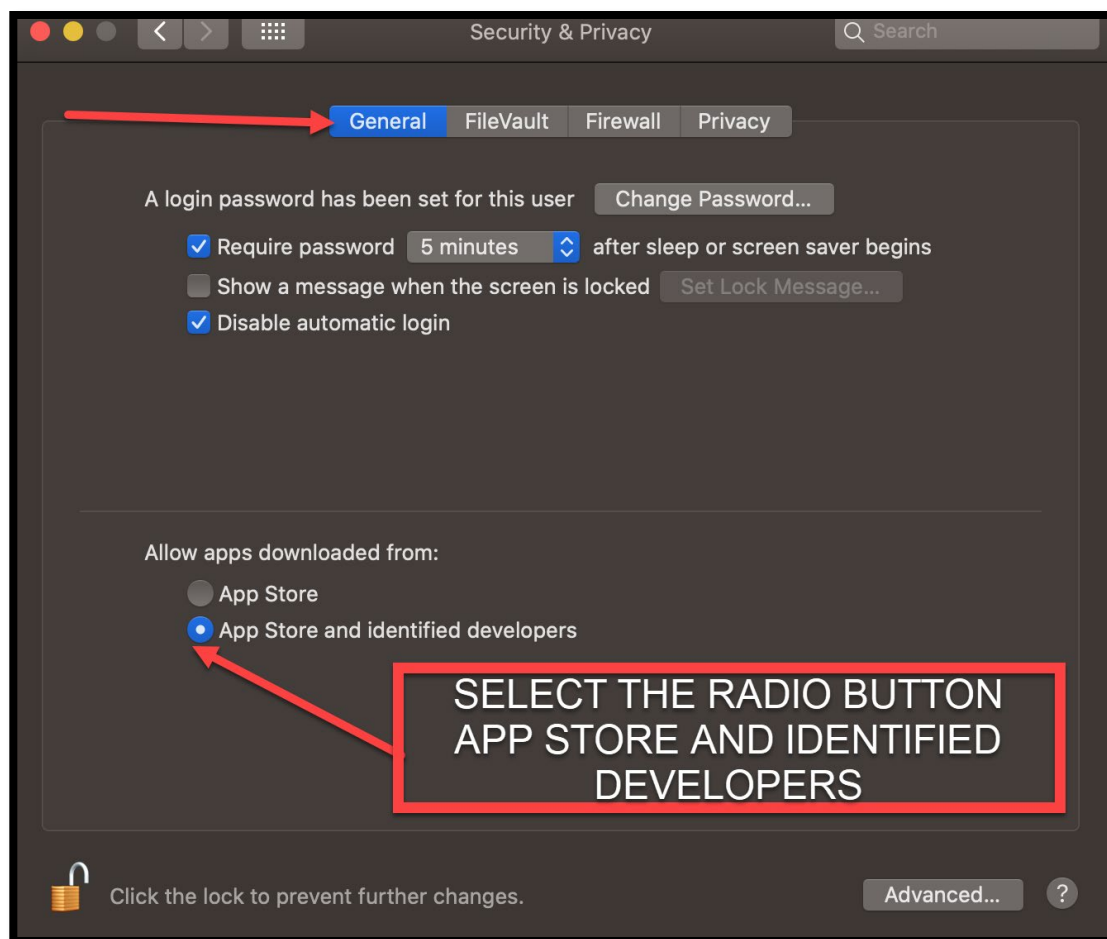


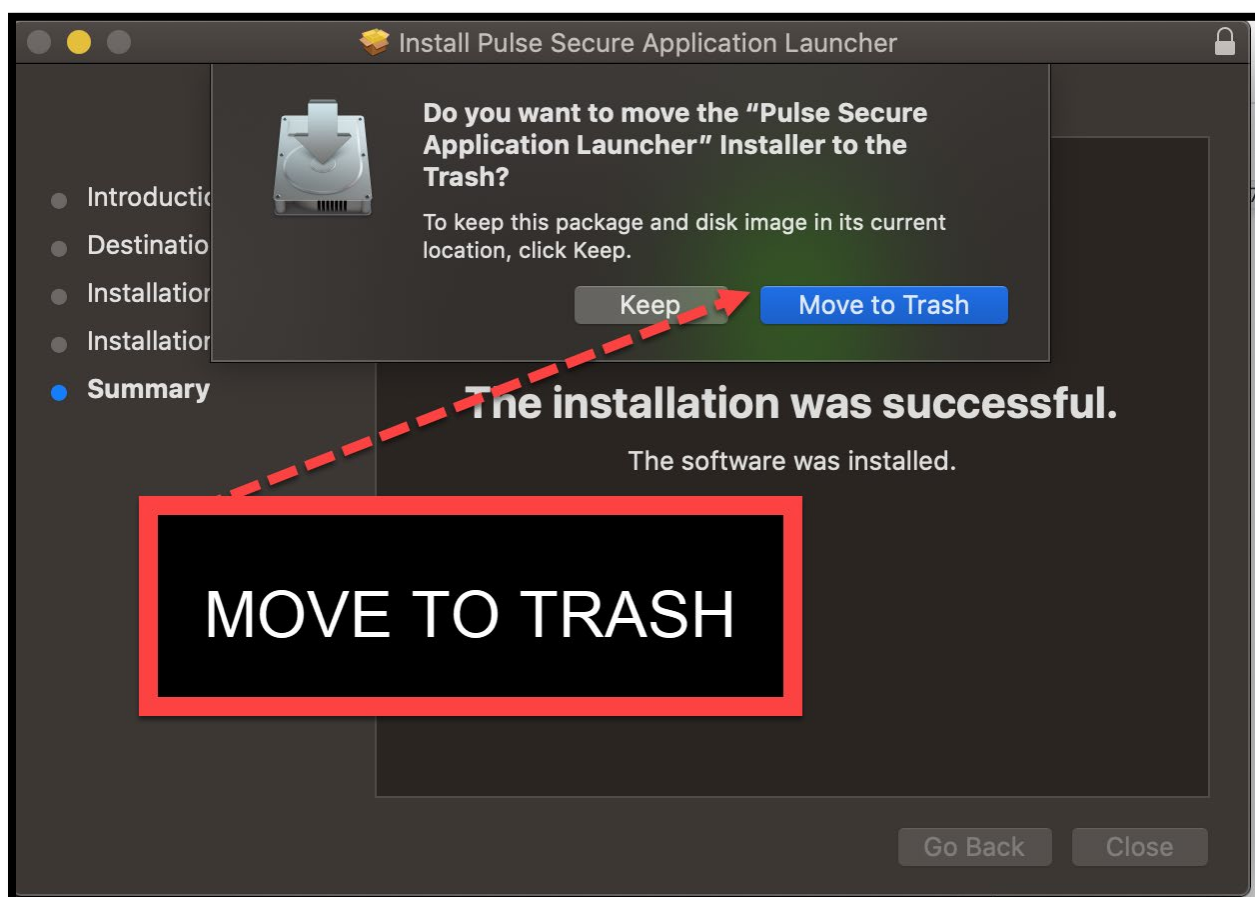
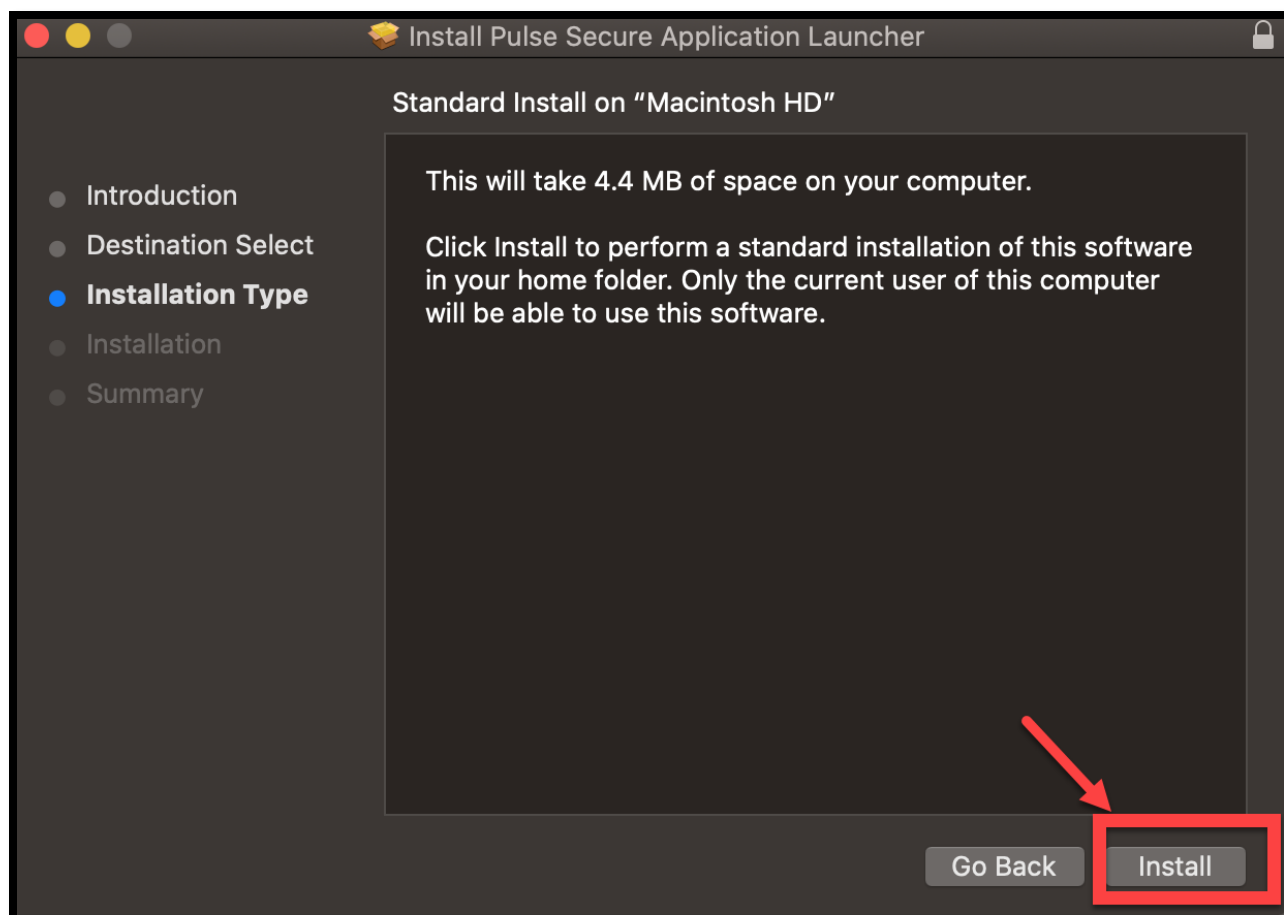
NOTE: IF YOU GET THIS MESSAGE Please check/change the security settings on your Mac to allow third party applications to install on your MAC: Click on the Apple icon in the upper left-hand corner. Go to system preferences > security & privacy > general- click the lock in the lower left corner and enter your Mac password to make changes – select unlock – in the “allow apps downloaded from” section, select the radio button to the left of “Anywhere” or Mac App Store and Identified developers– close the window and you can install unsigned applications that you trust.

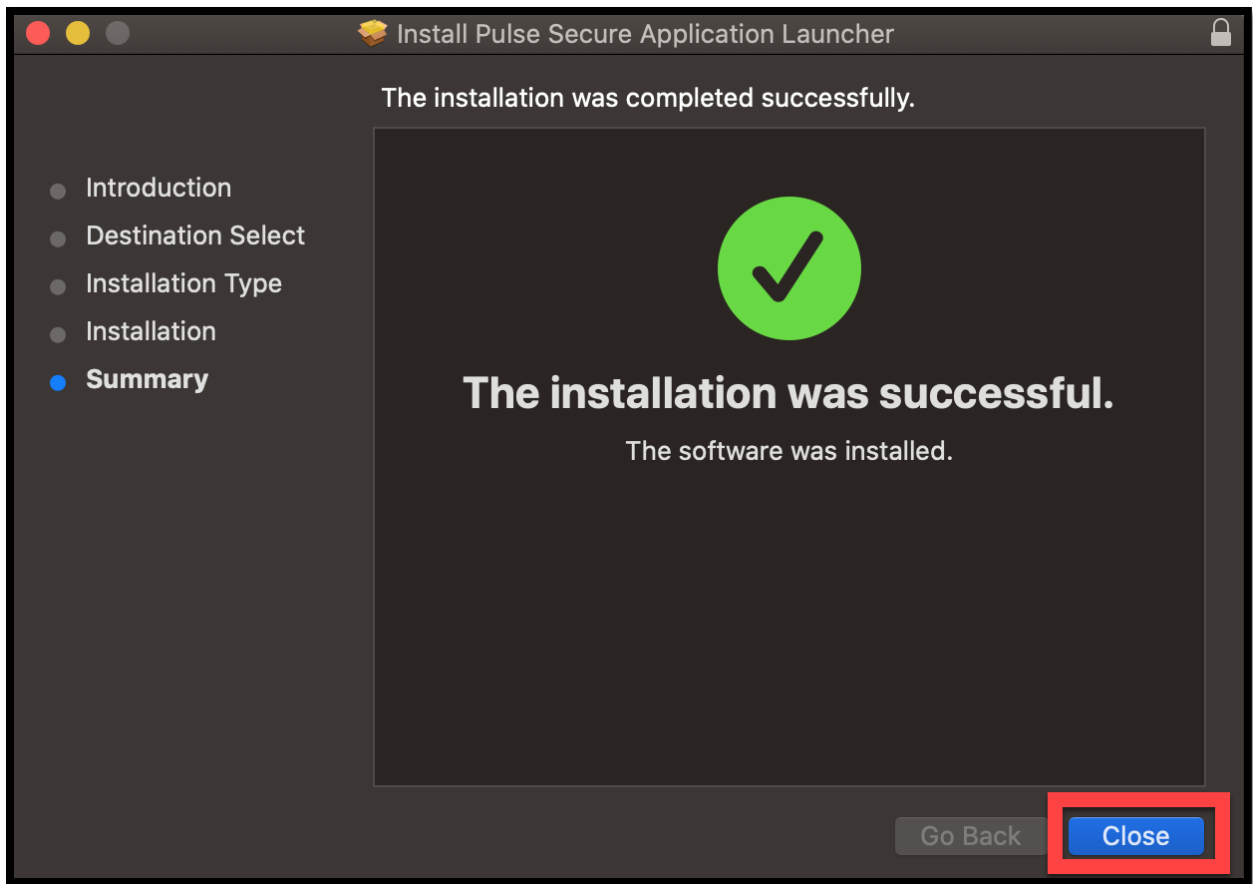
close it and continue with install









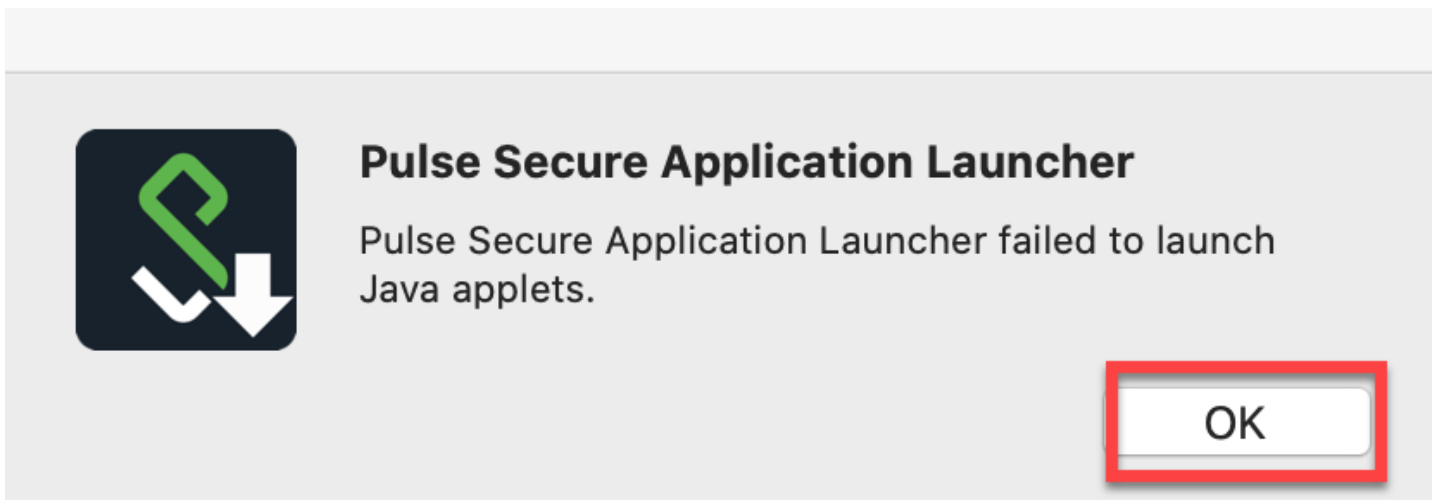
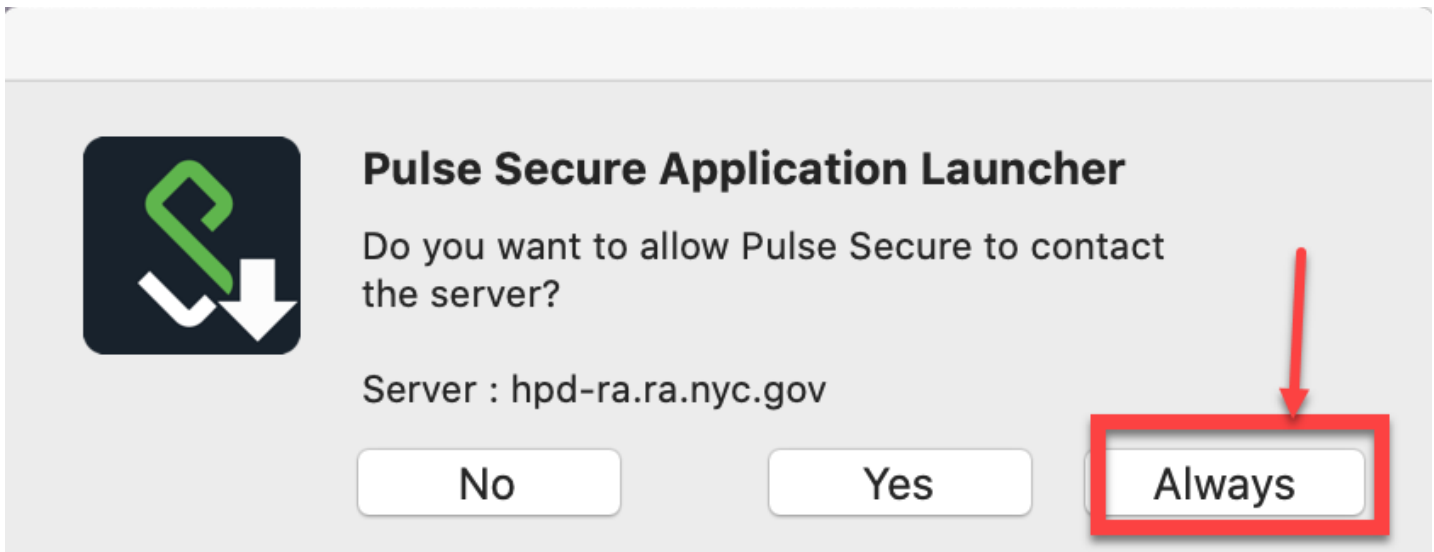
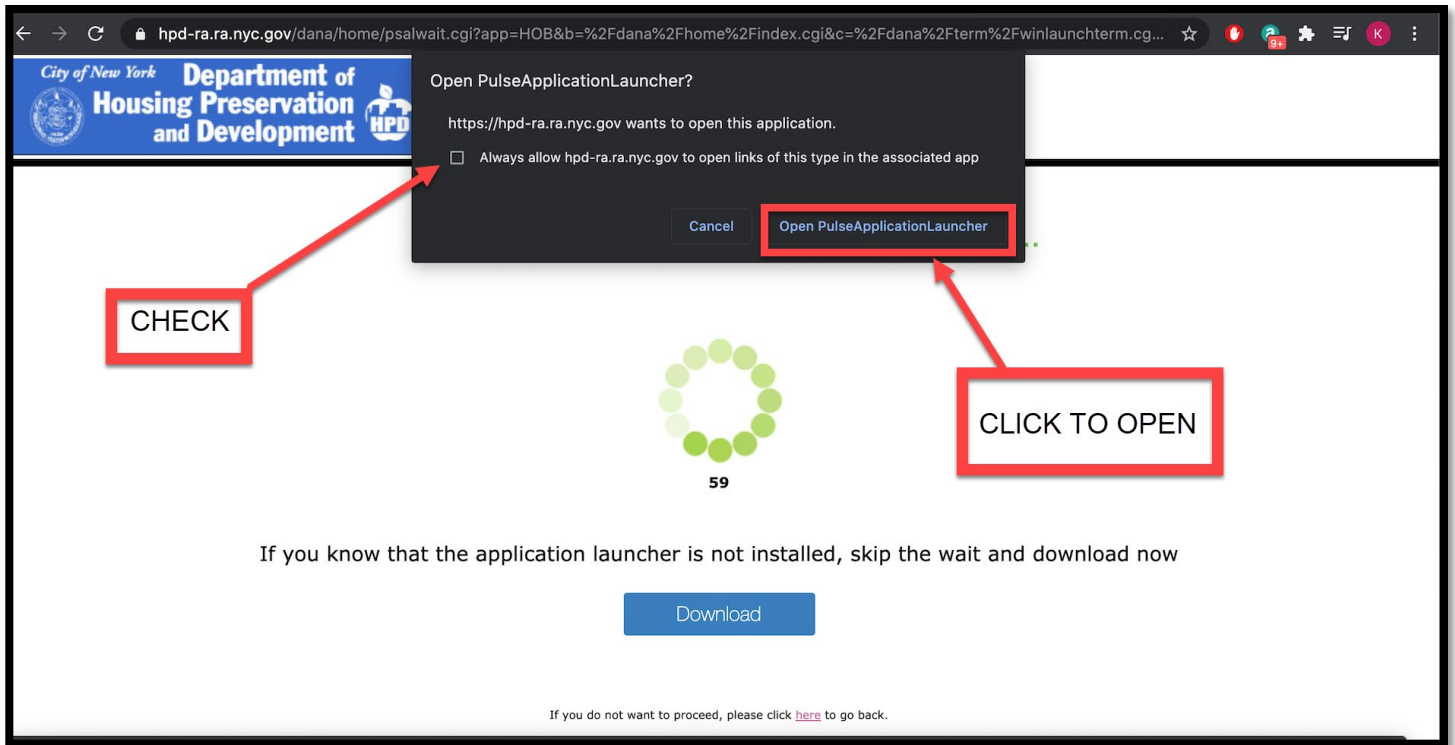



REBOOT YOUR LAPTOP/COMPUTER

AFTER REBOOT, NAVIGATE TO BOOKMARK PAGE FOLLOWING INSTRUCTIONS ON PGS 1-2
AT THE BOOKMARK PAGE, CLICK **VPN DESKTOP 2** LINK

The screenshot displays the HPD Remote Access Portal interface. At the top, the header reads "HPD Remote Access Portal, Name@hpd.nyc.gov". Below this is a "Web Bookmarks" section with a list of links: "MAC Users: Click Here to Download and Install Java", "HPD Intranet", "Old HPD Intranet", "NYC Cityshare", "CityTime", "Sexual Harassment Prevention", and "lgbTq - The Power of Inclusion". Each link has a small icon and a copy button. Below the bookmarks is a "Files" section with a list of drives: "R Drive - Shared", "R Drive - Shared 2", "S Drive - Home", and eight "R Drive - Volume" entries (Volume 1 through Volume 8). Each drive has a small icon and a copy button. Below the files is a "Terminal Sessions" section with two entries: "My PC (Name)" and "VPN Guest Desktop 2". The "VPN Guest Desktop 2" entry is highlighted with a red arrow. Both entries have a small icon and a copy button. The "VPN Guest Desktop 2" entry also has a note: "Java JRE must be installed to support MAC OS."

NOTE: BE PATIENT THE NEXT SCREEN MIGHT TAKE A LITTLE WHILE, if next page bring you back to this page try again




 The remote computer is untrusted!

The verification of the certificate failed by reason of:
Root certificate is unknown!
The target address (XX.XXX.XXX.XXX) does not match the certificate's common name

Do you want to accept this certificate to continue?

Certificate Details

 Issuer:
CN=XXXXXXXXX.XXXXXXXXXXXXXXX

Subject:
CN=XXXXXXXXX.XXXXXXXXXXXXXXX

Validity:
From 12/2/20 9:47 AM to 12/2/21 10:07 AM

Serial Number:
XXXXXXXXX.XXXXXXXXXXXXXXX.XX



Fingerprint:
XXXXXXXXX.XXXXXXXXXXXXXXX

☒ Accept this certificate permanently


CLICK ACCEPT

PUT CHECK MARK

HOBLink JWT - Startup Settings

 **HOBLink JWT** 

Windows account credentials

 Please enter credentials to connect to "XX.XXX.XXX.XXX"

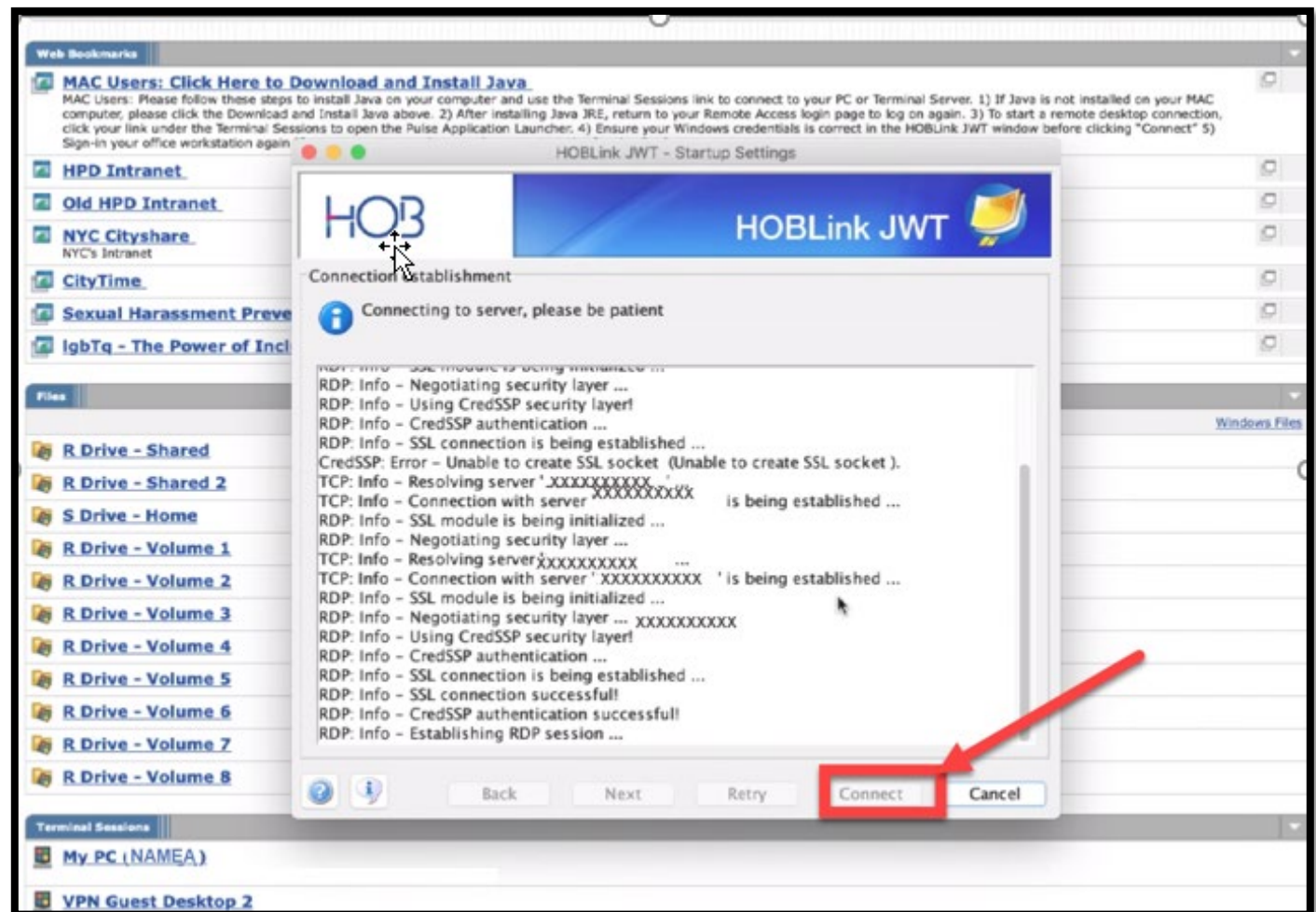
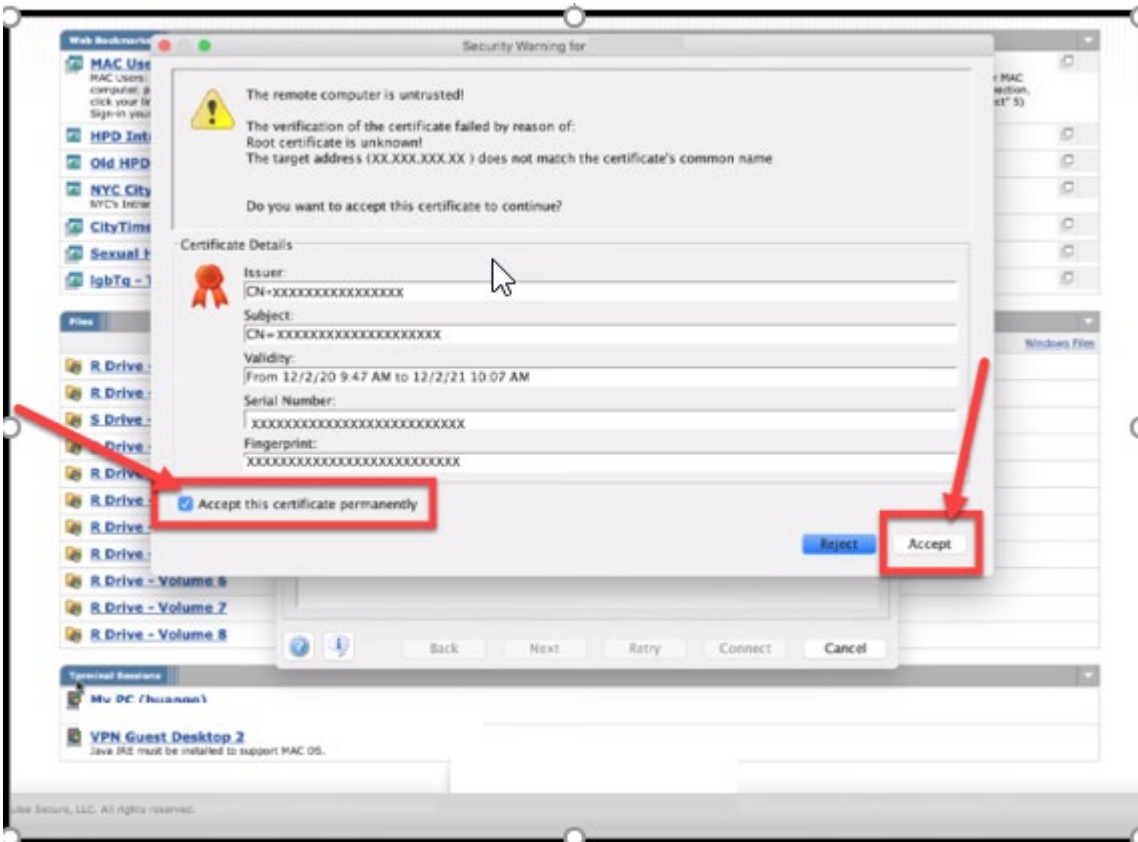
User name:

Password:

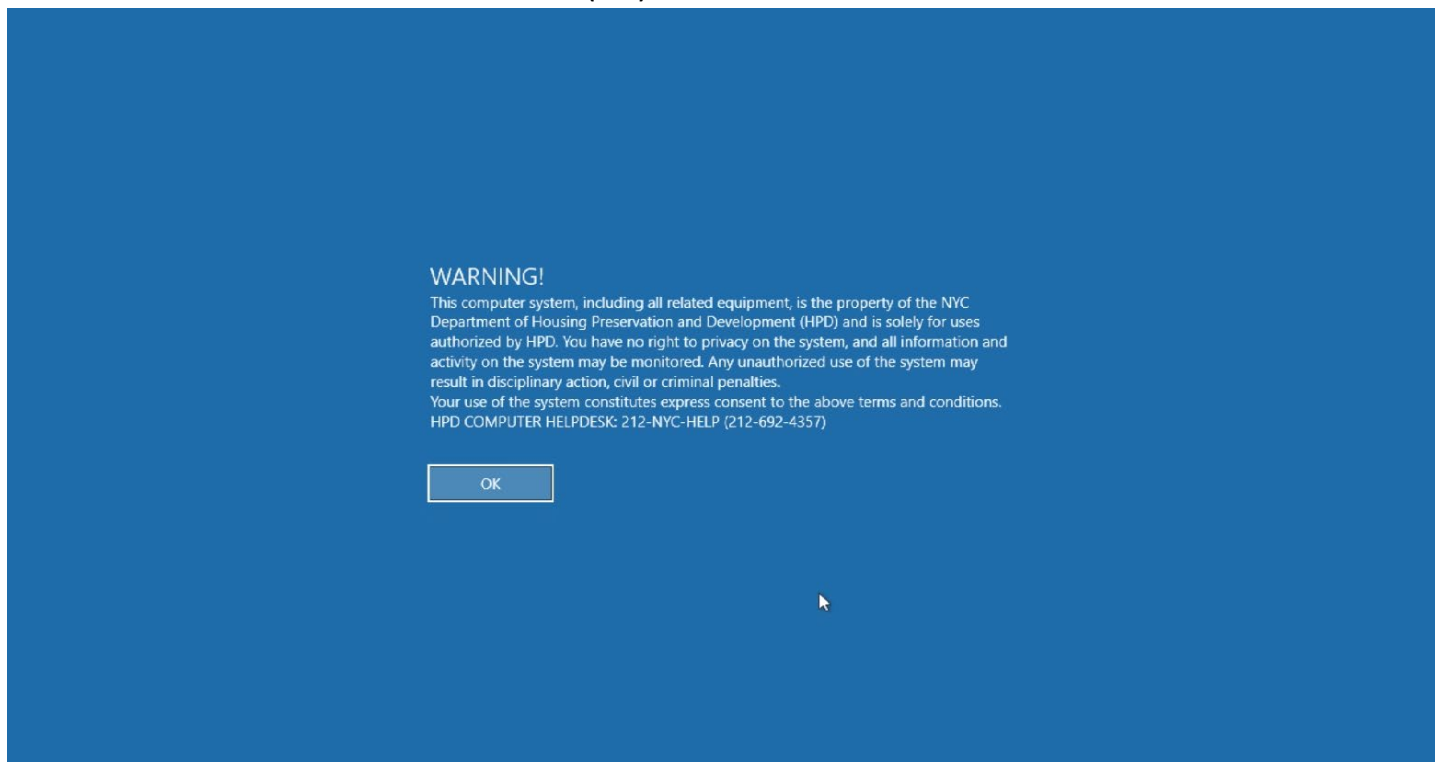
Domain: HPDNYC

TYPE YOUR HPD's USERNAME & PASSWORD

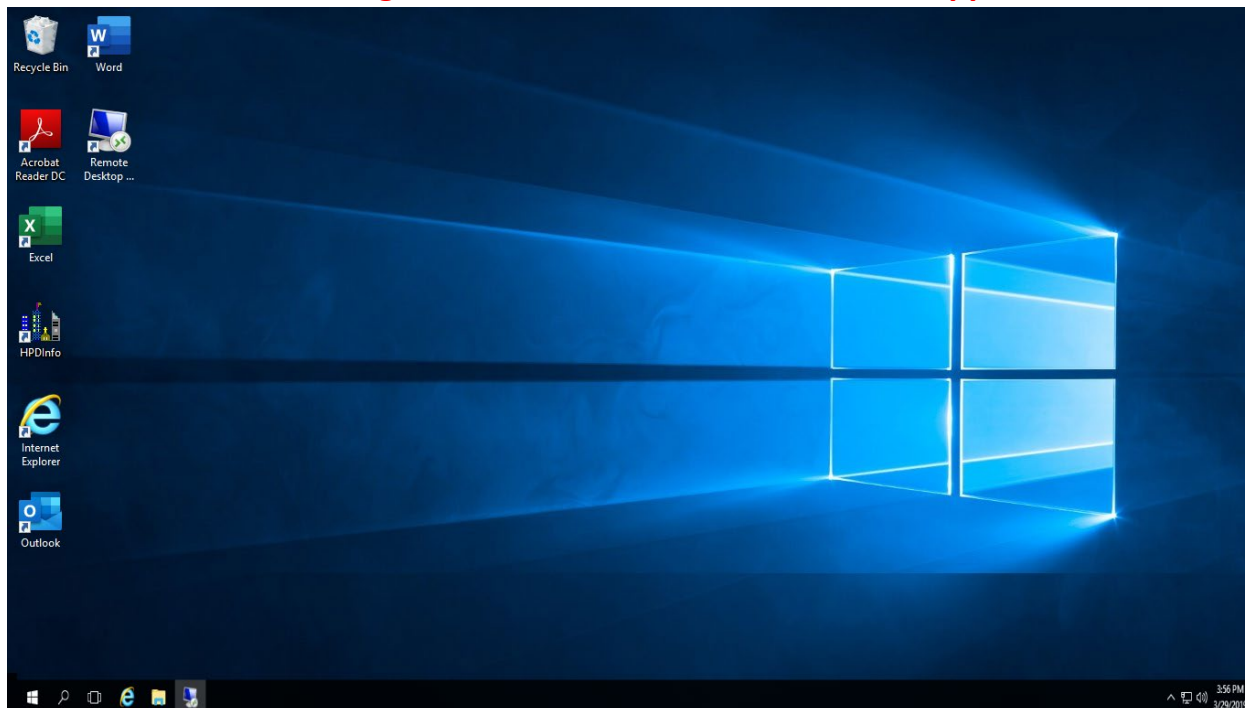
SELECT CONNECT



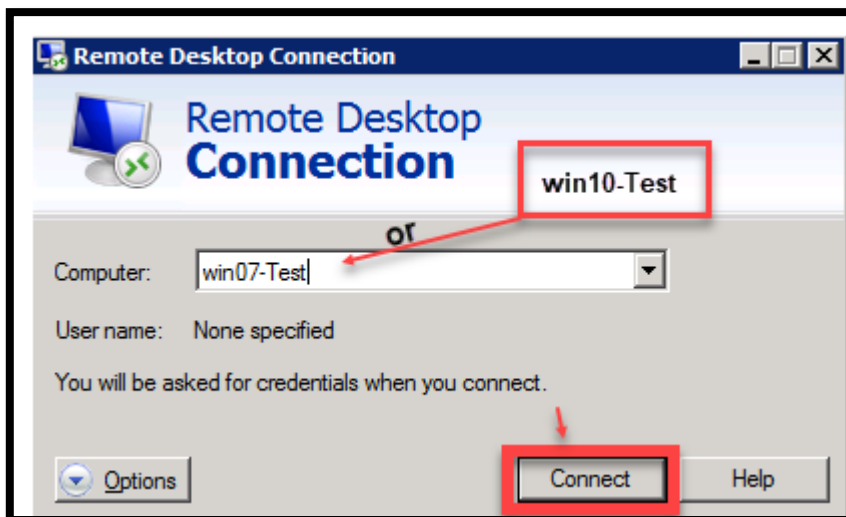
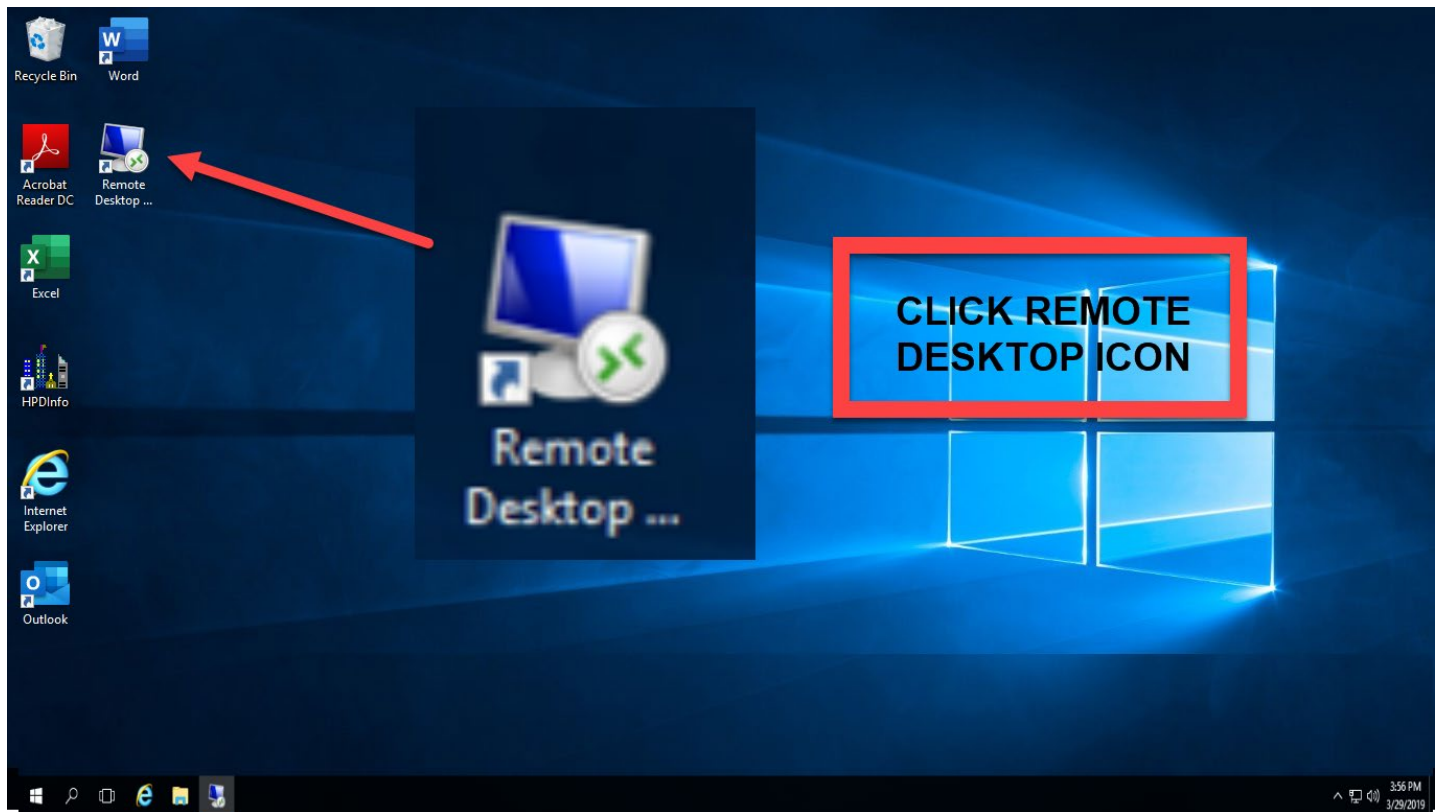
YOU WILL BE AT THE WARNING PAGE (Ok)

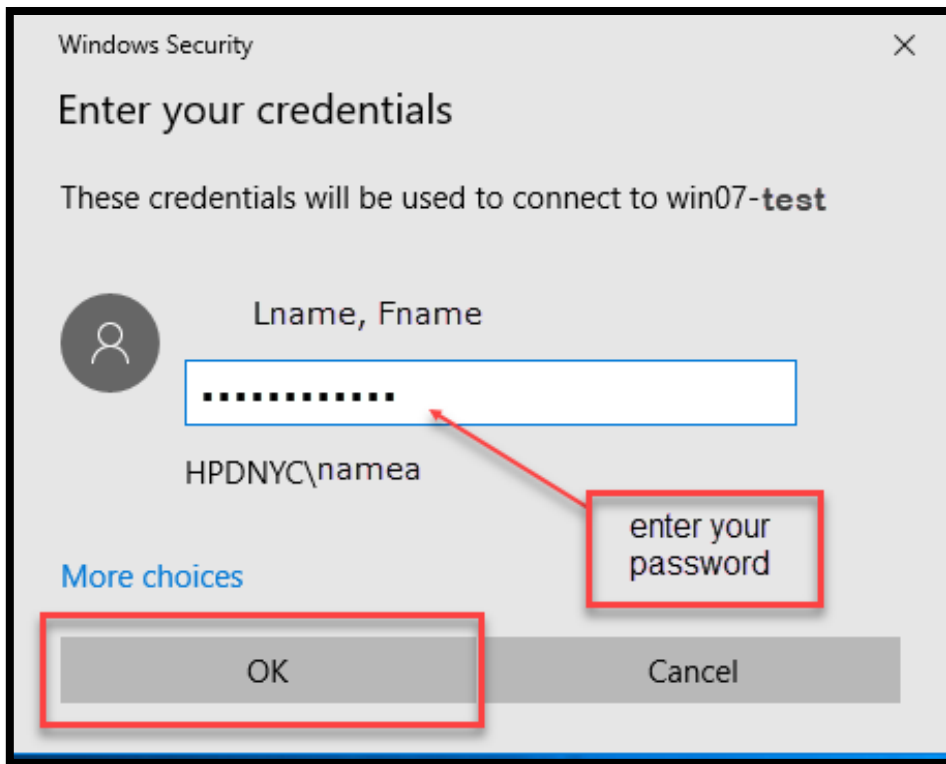


You are at the Virtual desktop you can access documents located on your S and R drive, HPD's Intranet Page, Windows 10 and all Office 2016 applications

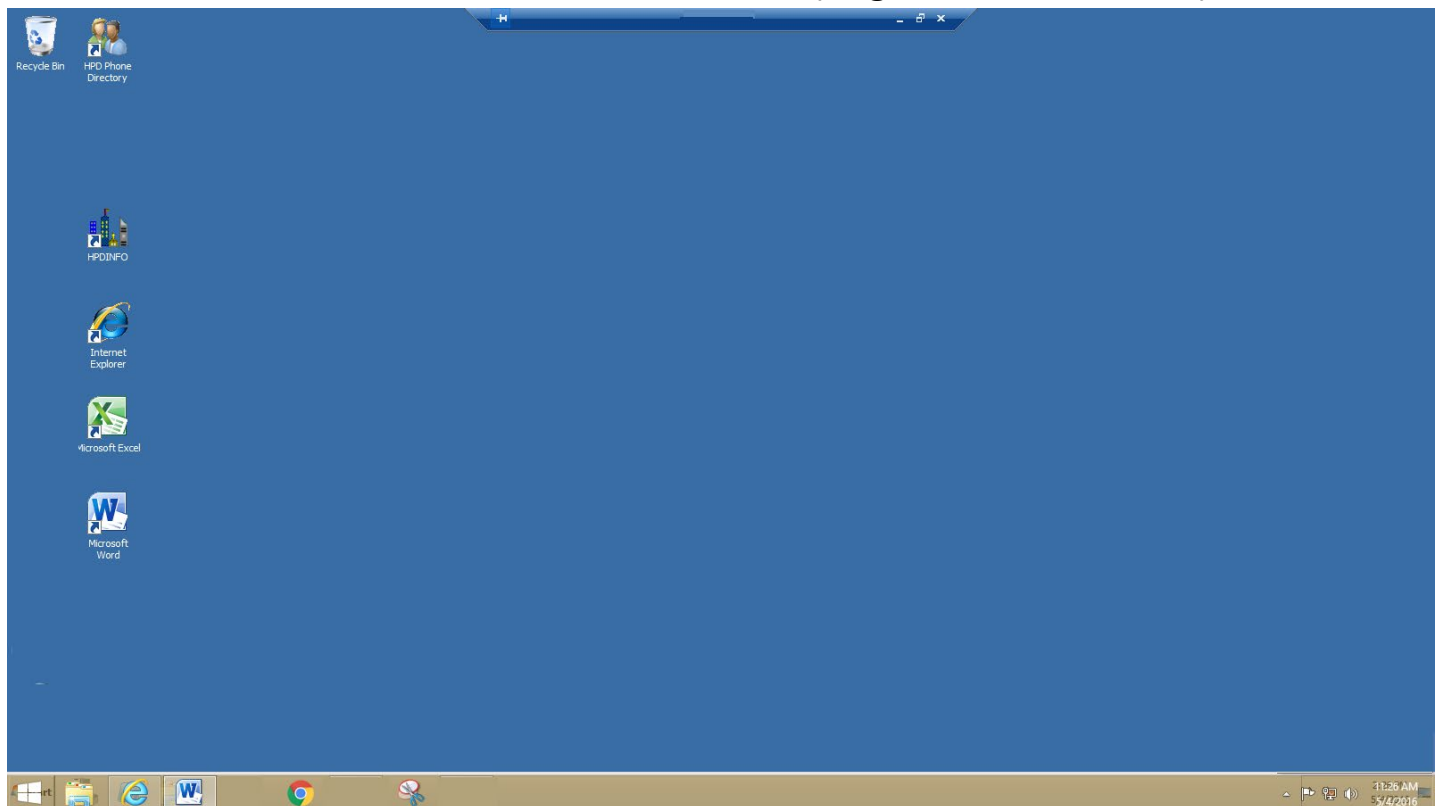


REMOTE TO PERSONAL DESKTOP FROM VIRTUAL DESKTOP

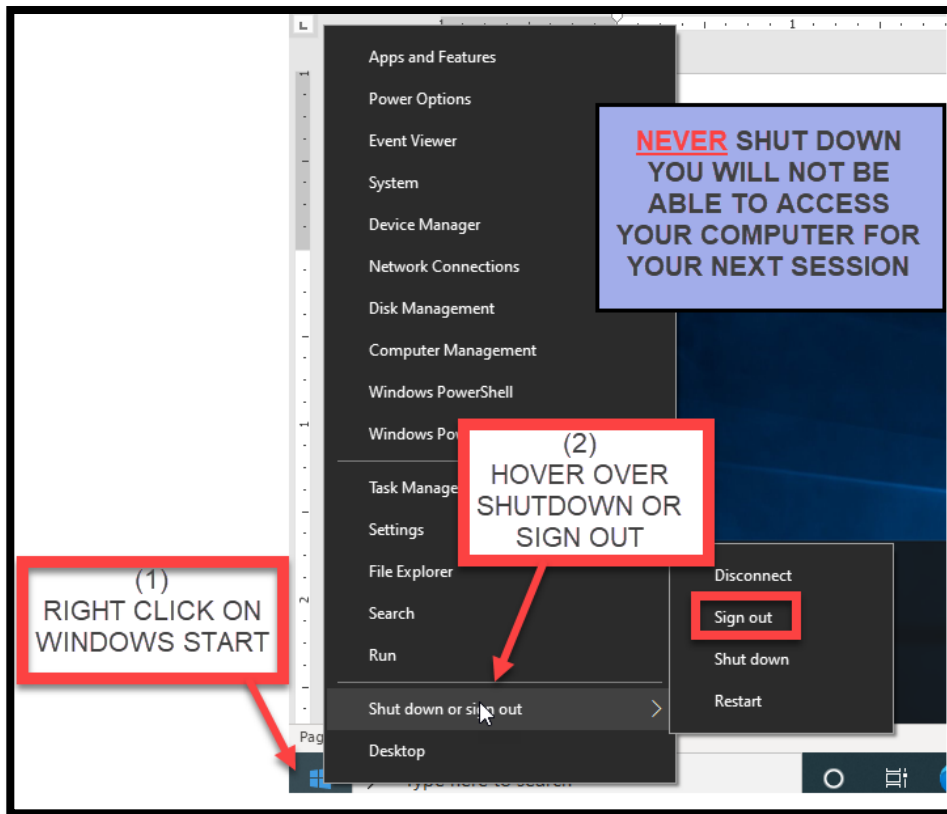




YOU ARE AT YOUR HPD's PERSONAL DESKTOP (begin work as normal)



Sign Out Of RA



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

