

# Virtual Desktop Remote Access

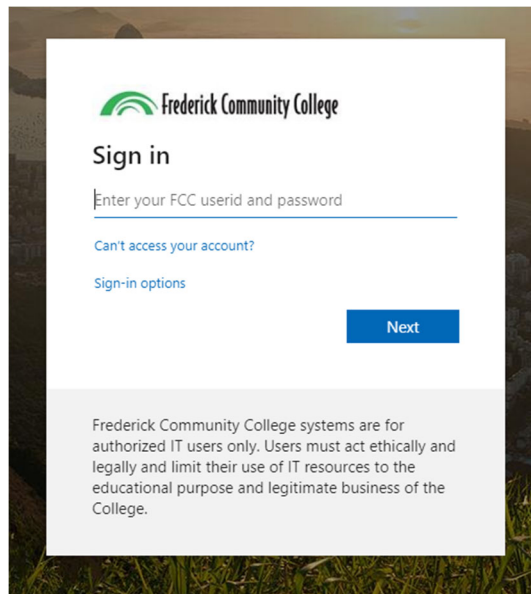
Virtual Desktop Remote Access allows end users to log on to an on-campus virtual computer from any web browser, giving the user access to resources only available on FCC's network, such as shared drives and internal servers.

Only those end users who have been approved for this type of access will be able to log on to the system. To request authorization, please raise a support request at <https://servicedesk.frederick.edu/>

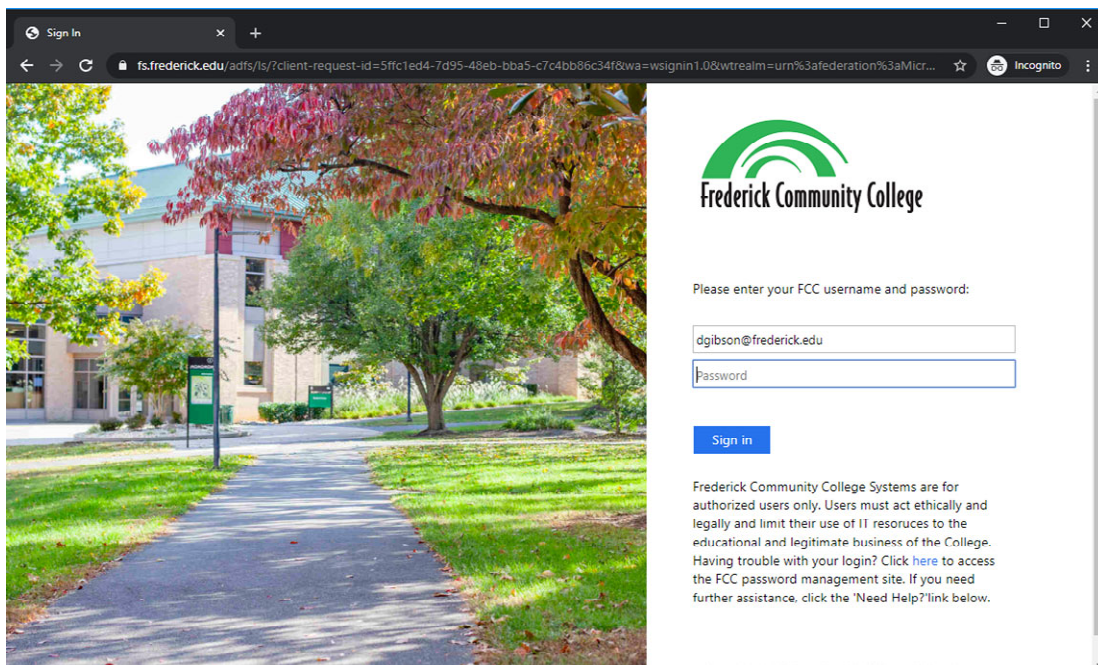
## **Logging on to the Horizon Client and the Virtual Desktop**

To log in:

1. From a browser on an external network (e.g. using your home computer or public wifi), go to <https://remote.frederick.edu>
2. First, you will need to log in to the FCC network. Enter your FCC email address:

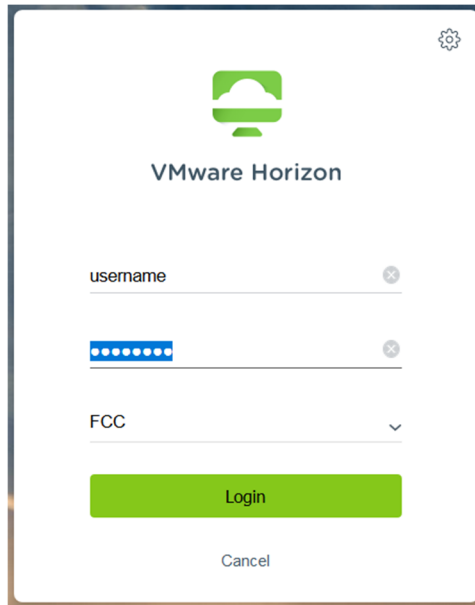


3. Enter your password:

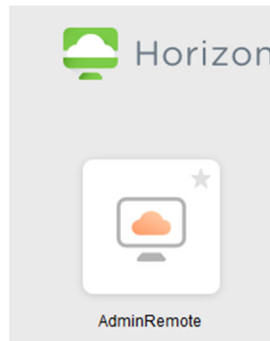


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- Now you can log in to the Horizon portal. Enter your FCC credentials and log in.



- Click on the desktop pool named **AdminRemote**



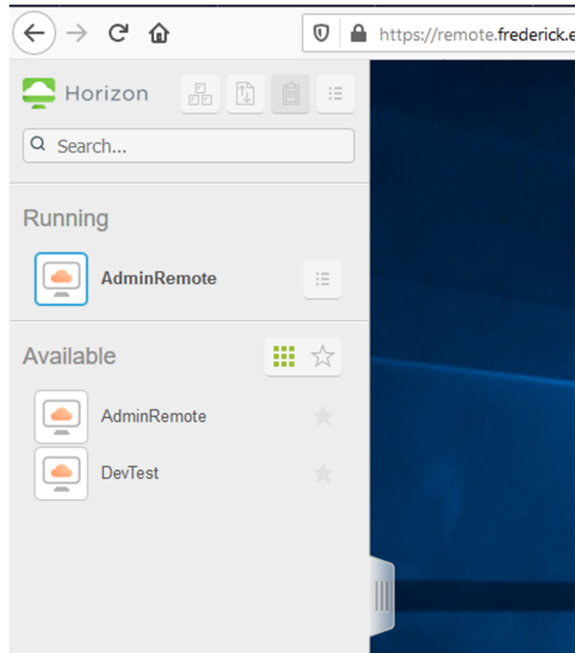
You should then be logged into a Windows 10 virtual desktop within your browser. Please allow 2-3 minutes for the desktop to build and log you in.

This virtual computer includes the standard college applications such as Outlook and other Office apps, Adobe Acrobat, Firefox, and Chrome. You should also be able to access your mapped drives such as I:\ and H:\ drives.

# Virtual Desktop Remote Access

## Accessing Tools and Settings

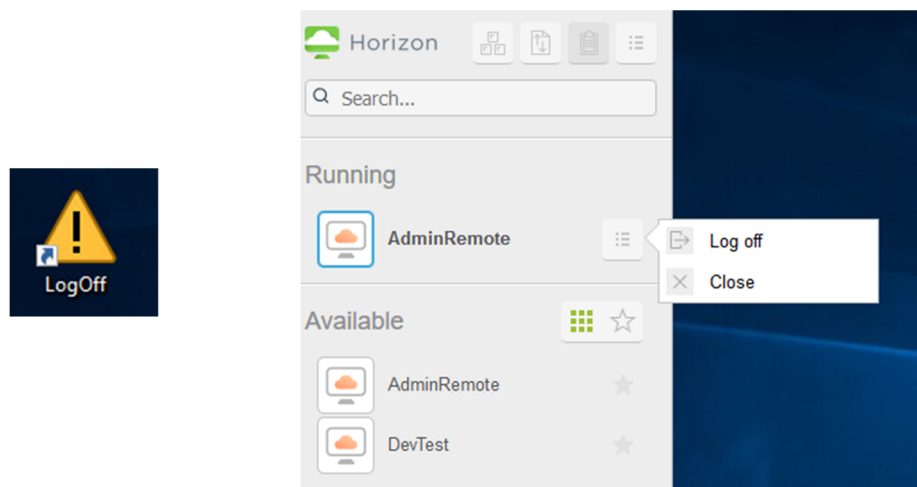
Clicking the gray tab on the left side of the screen will open the sidebar menu, where you can access settings and see other information about your session. The buttons across the top of the sidebar allow you to send a Ctrl-Alt-Delete command to the desktop, open the file transfer tool, or open the settings menu for full screen or multi-monitor support:



## Logging off of the Virtual Desktop

**Warning!** When you log off, the virtual computer will be immediately reverted back to its original state. Any changes you made to the desktop or **any files saved on the virtual computer will be permanently lost.** Make sure you always save your work to another location such as a shared drive or OneDrive.

When you are ready to log out, you can use the yellow **LogOff** icon on the virtual desktop, or the **Log off** button from the sidebar menu for your active session:

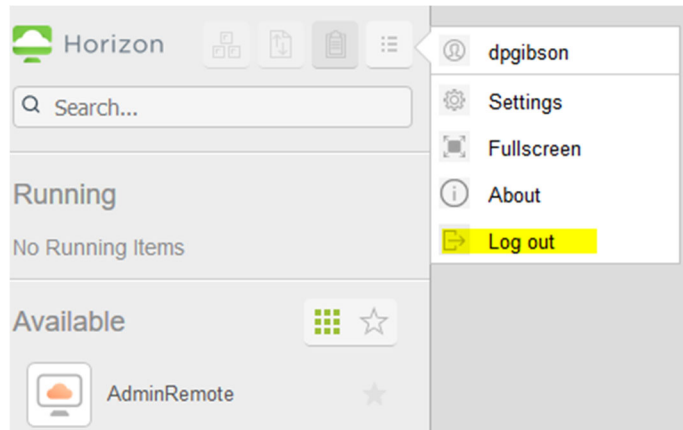


This will log you off of the virtual desktop while keeping you logged in to the Horizon client session.

# Virtual Desktop Remote Access

## Logging out of the Horizon Client

You can log out of the Horizon Client session by closing your browser tab, or by going to the settings button and clicking Log out:



**Note:** If you wish to keep your virtual desktop session active but need to step away from the computer for a few minutes, you can log out of the Horizon client or close your browser tab *without logging off* the virtual desktop.

When you are ready to resume work, log on to the Horizon client again and select the **AdminRemote** desktop pool, and you should be returned to your existing virtual desktop session if it has been under two hours since you logged out.

After two hours of inactivity, a virtual desktop session will automatically be logged off and any work not saved to another location (such as a shared drive or OneDrive) will be lost.

## Support

If you experience any issues with the system, please contact the IT Help Desk at **301-846-2509** from off campus, or extension 3333 on campus, or raise a support request at <https://servicedesk.frederick.edu/>