

# Windows Virtual Desktop (WVD) User Guide – WVD Client Access on Android

*(This user guide uses Pixel 2 with Android 11 as illustration.)*

## Table of Contents

A.	Get Started.....	1
B.	Install a WVD client (One-time installation) .....	2
C.	Subscribe to WVD service (One-time setup) .....	3
D.	Connect to WVD .....	6

For enquiries, please contact ITSC

- Hotline: 3943 8845 (during office hours)
- Online Service Desk: <http://servicedesk.itsc.cuhk.edu.hk> > Get help > General Enquiries

## A. Get Started

Windows Virtual Desktop (WVD) provides an alternate option for application administrator users to acquire a secure virtual desktop environment. WVD complies with all the workstation security standards that stipulated in Security Policy for Handling Personal Data. It can be accessed through a (1) web browser or (2) WVD client. This document describes the access through a WVD client.

### Prerequisites:


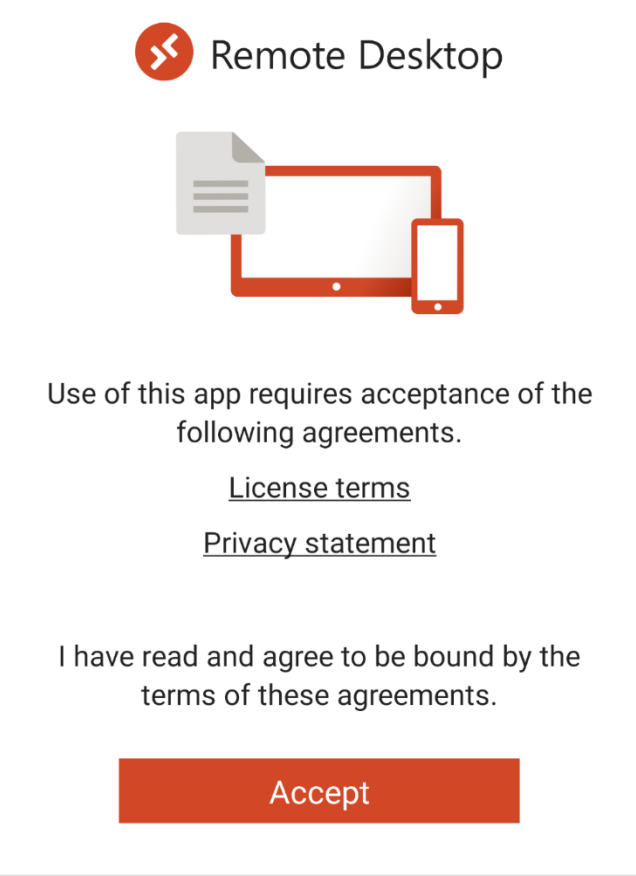
DUO Two Factor Authentication (**2FA**) is mandatory when using WVD. You must enable DUO 2FA on your account and install DUO Mobile App on your mobile in advance. Details:

<https://www.itsc.cuhk.edu.hk/all-it/information-security/two-factor-authentication-2fa>

### Supported Operating Systems and Browsers:

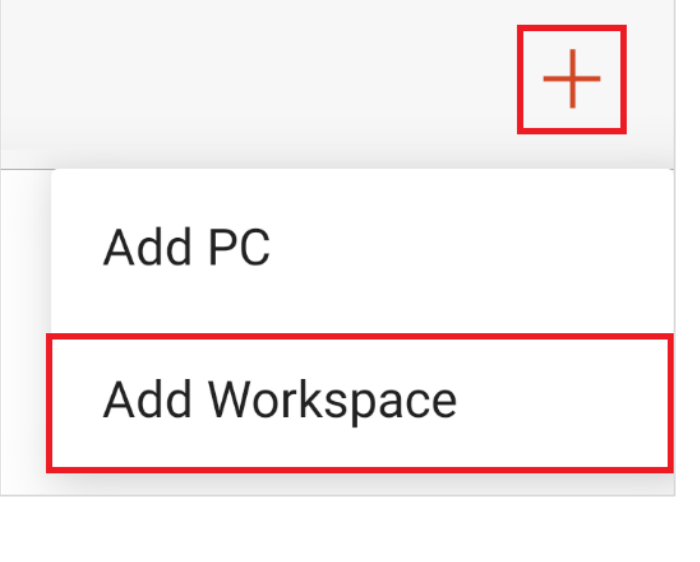
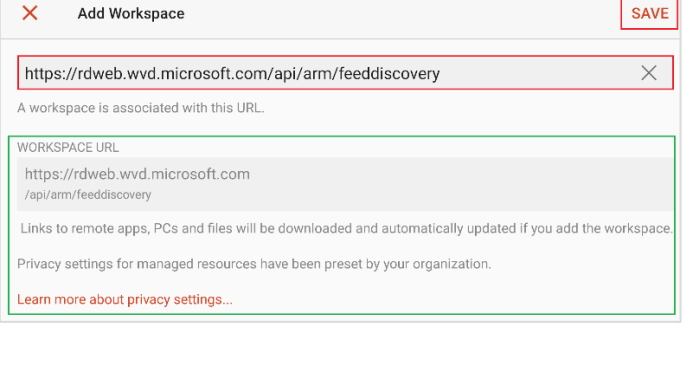
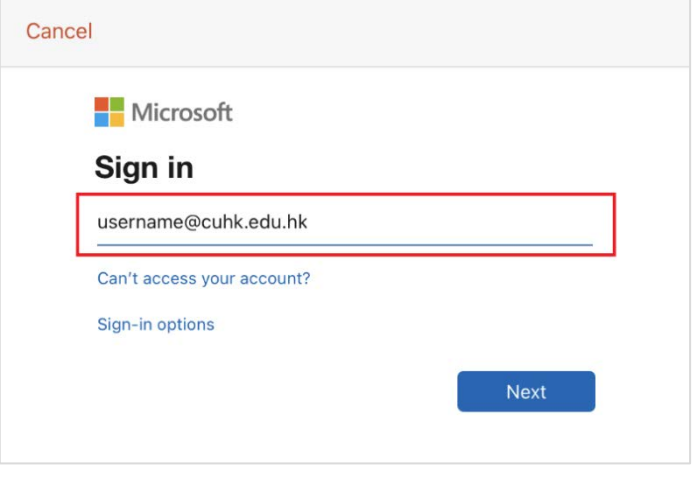
Browser	Supported OS	Notes
Microsoft Edge	Windows	
Internet Explorer	Windows	Version 11 or later
Apple Safari	macOS	
Mozilla Firefox	Windows, macOS, Linux	Version 55 or later
Google Chrome	Windows, macOS, Linux, Chrome OS	

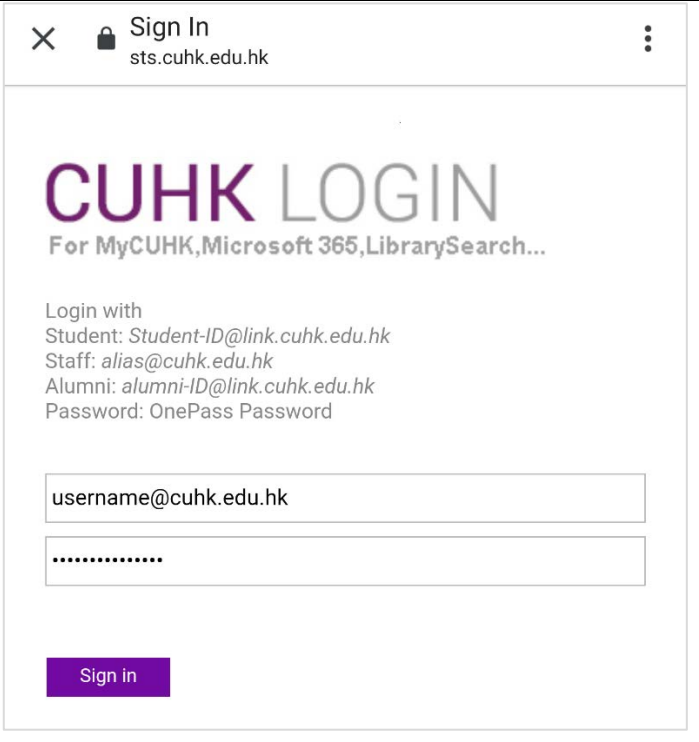
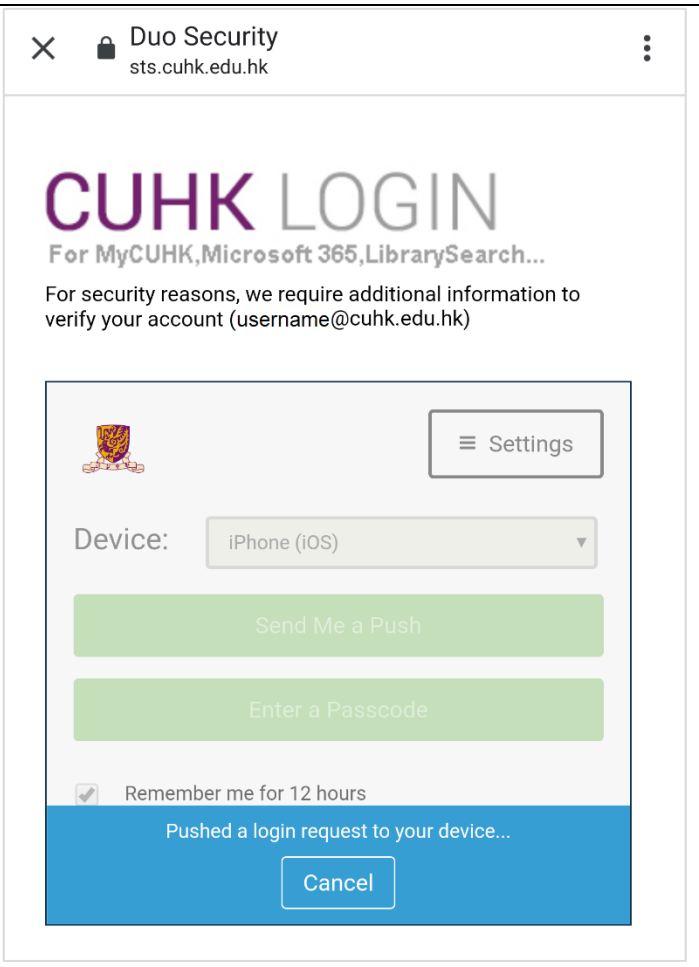
## B. Install WVD client (One-time installation)

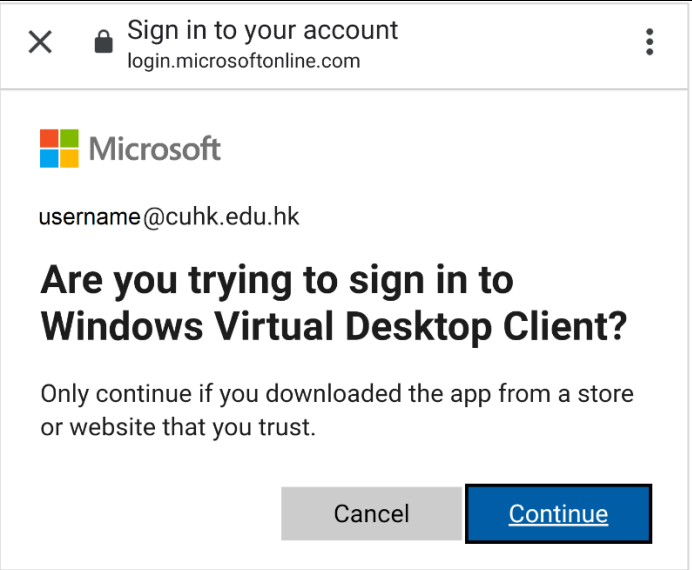
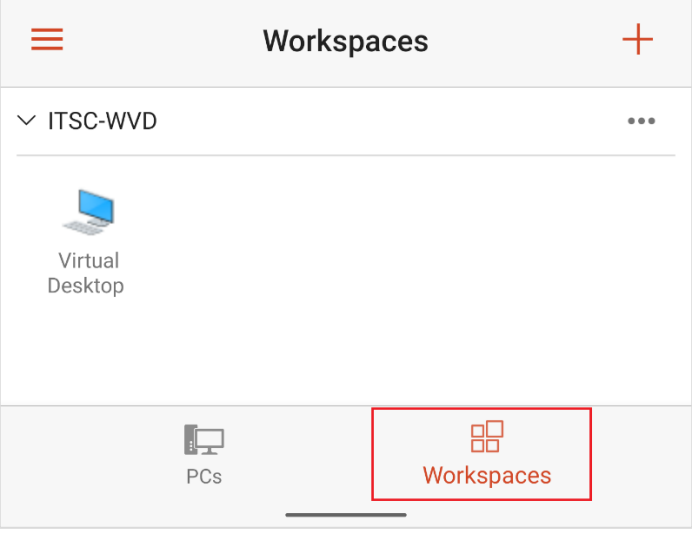
<p>1. Download and install <b>Microsoft Remote Desktop</b> app from Play Store: <a href="https://play.google.com/store/apps/details?id=com.microsoft.rdc.androidx">https://play.google.com/store/apps/details?id=com.microsoft.rdc.androidx</a></p> <p>Note: You may find another app 'Remote Desktop 8' appears in search result. DO NOT install it as it does not support WVD.</p>	 <p><b>Remote Desktop</b> Microsoft Corporation</p>
<p>2. Launch the app. Read and accept the license terms and privacy statement.</p>	 <p>Remote Desktop</p> <p>Use of this app requires acceptance of the following agreements.</p> <p><a href="#">License terms</a></p> <p><a href="#">Privacy statement</a></p> <p>I have read and agree to be bound by the terms of these agreements.</p> <p>Accept</p>

### C. Subscribe to WVD service (One-time setup)

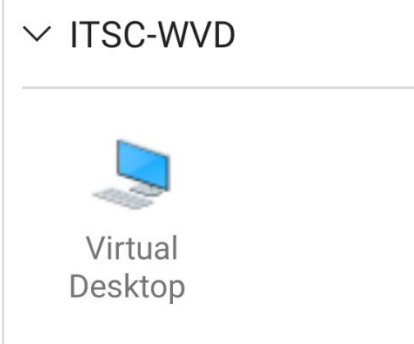
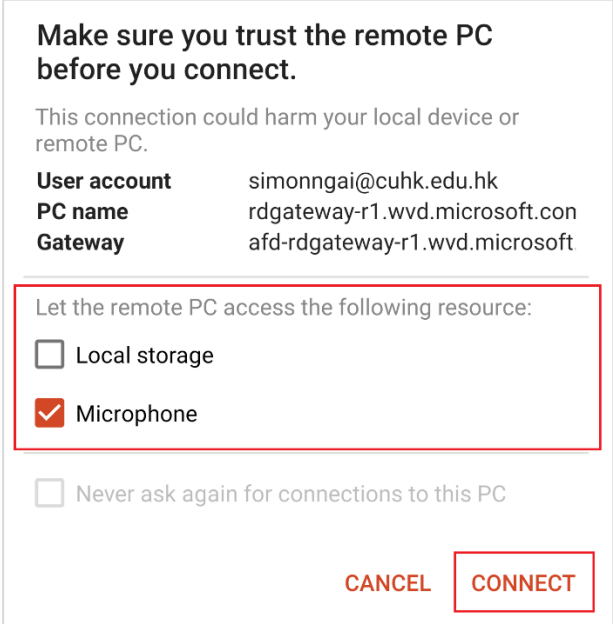
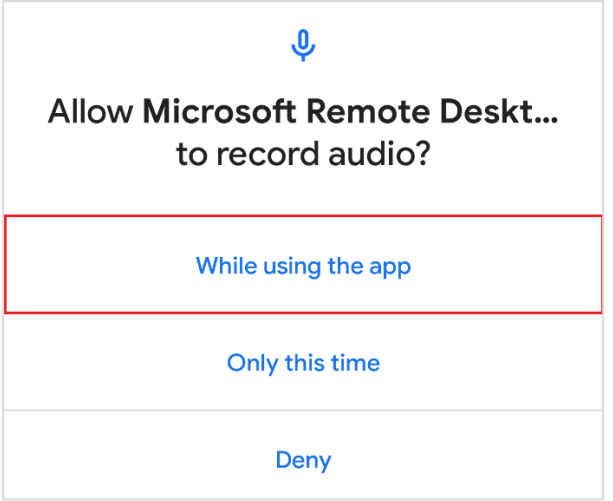
You need to subscribe the WVD service on each new device.

<p>1. Tap + button from the top right-hand corner of the screen, then tap <b>Add Workspace</b>.</p>	
<p>2. At 'Add Workspace' popover, enter the following Workspace URL</p> <p><code>https://rdweb.wvd.microsoft.com/api/arm/feeddiscovery</code></p> <p>Wait for a few moments to allow the search completes (as marked in green). Then tap <b>Save</b> to continue.</p>	
<p>3. At <b>Sign in</b>, enter</p> <ul style="list-style-type: none"> <li>• <b>CUHK email address</b> (i.e. <a href="mailto:alias@cuhk.edu.hk">alias@cuhk.edu.hk</a>)</li> </ul> <p>Tap <b>Next</b>.</p>	

<p>4. You'll be directed to CUHK Login page. Enter</p> <ul style="list-style-type: none"> <li>• <b>CUHK email address</b> (i.e. <a href="mailto:alias@cuhk.edu.hk">alias@cuhk.edu.hk</a>)</li> <li>• Password: <b>CUHK OnePass</b></li> </ul> <p>Tap <b>Sign in</b> to continue.</p>	
<p>5. You'll be prompted for DUO 2FA authentication. Check and accept the 2FA prompt on your device.</p>	

<p>6. Tap <b>Continue</b> to confirm you are trying to sign in to Windows Virtual Desktop.</p>	
<p>7. Go to your workspaces by tapping <b>Workspaces</b> on the lower right-hand corner of the screen. You should find <b>Virtual Desktop</b> displayed and it also means that the subscription has been successfully made.</p>	

## D. Connect to WVD

<p>1. Tap <b>Virtual Desktop</b>.</p>	 <p>ITSC-WVD</p> <p>Virtual Desktop</p>
<p>2. At the next popover, uncheck 'Local storage' and tap <b>Connect</b>.</p>	 <p><b>Make sure you trust the remote PC before you connect.</b></p> <p>This connection could harm your local device or remote PC.</p> <p><b>User account</b> simonngai@cuhk.edu.hk  <b>PC name</b> rdgateway-r1.wvd.microsoft.com  <b>Gateway</b> afd-rdgateway-r1.wvd.microsoft</p> <p>Let the remote PC access the following resource:</p> <p><input type="checkbox"/> Local storage  <input checked="" type="checkbox"/> Microphone</p> <p><input type="checkbox"/> Never ask again for connections to this PC</p> <p>CANCEL CONNECT</p>
<p>3. (For first-time access only) For best user experience, allow the app to record audio <b>While using the app</b>.</p>	 <p>Allow Microsoft Remote Deskt... to record audio?</p> <p>While using the app</p> <p>Only this time</p> <p>Deny</p>

4. Enter your credentials with

- **CUHK email address**  
(i.e. [alias@cuhk.edu.hk](mailto:alias@cuhk.edu.hk))
- Password: **CUHK OnePass**

Tap **Continue** to proceed.

### Enter Your User Account

This user account will be used to connect to rdgateway-r1.wvd.microsoft.com (remote PC).

USERNAME

username@cuhk.edu.hk

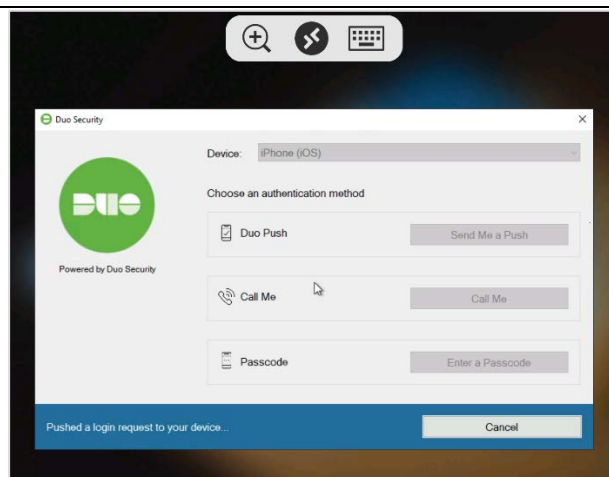
PASSWORD

.....

Store username and password

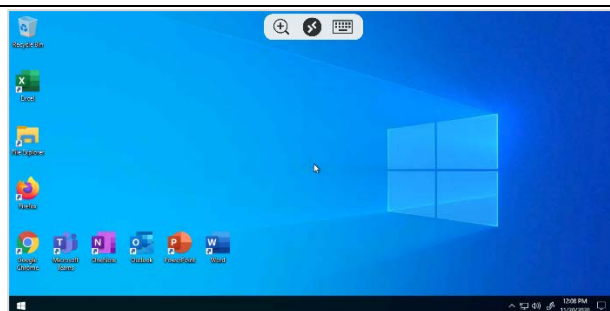
**CANCEL** **CONTINUE**

5. For additional security, please respond to DUO 2FA when prompted.



6. A virtual desktop will then be displayed with applications including

- Office Applications: Word, PowerPoint, Outlook, Excel
- Browsers: Microsoft Edge, Firefox, Chrome

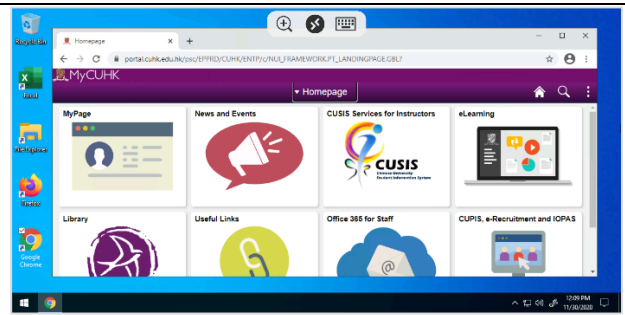


7. You can now open any browsers to access the following applications

- a. CUSIS
- b. CUPIS
- c. PG Admission System (GS Platform (Division))
- d. UG Admission System

Note: To reduce the risk of data leakage, copy-and-paste/drag-and-drop files to/from WVD are disabled. Instead, users may use OneDrive and SharePoint to upload or download files.

Refer to [online documentation](#) from Microsoft about how to navigate the remote desktop session.



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