

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

(This user guide uses macOS Catalina as illustration.)

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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.


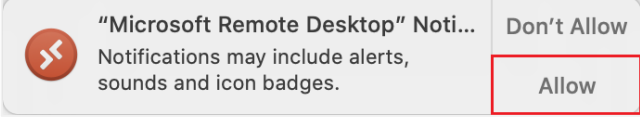
Prerequisites:

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:

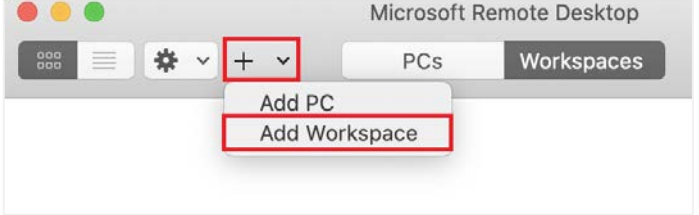
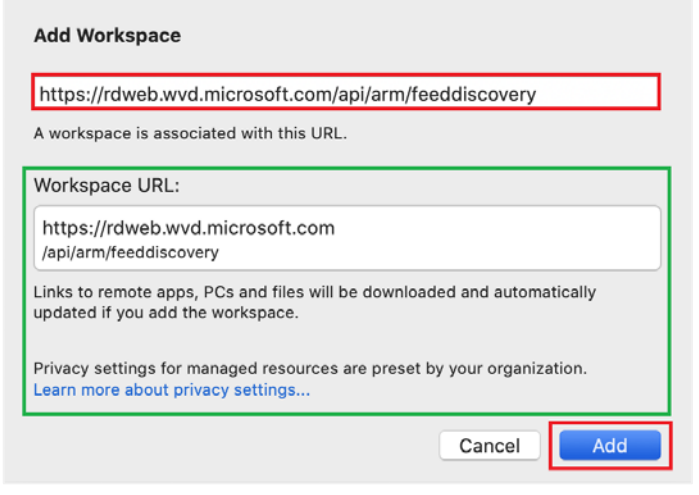
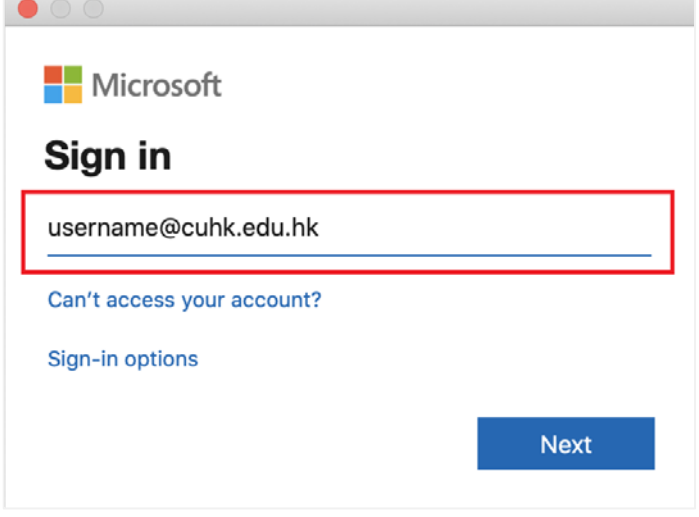
Browser	Supported OS	Notes
Microsoft Edge	Windows	
Internet Explorer	Windows	Version 11 or later
Apple Safari	macOS	
Mozilla Firefox	Windows, macOS, Linux	Version 55 or later
Google Chrome	Windows, macOS, Linux, Chrome OS	

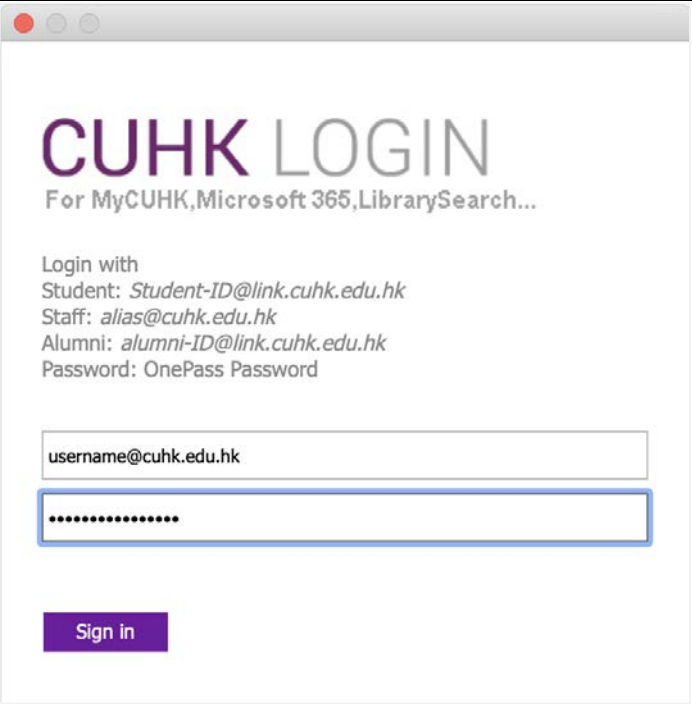
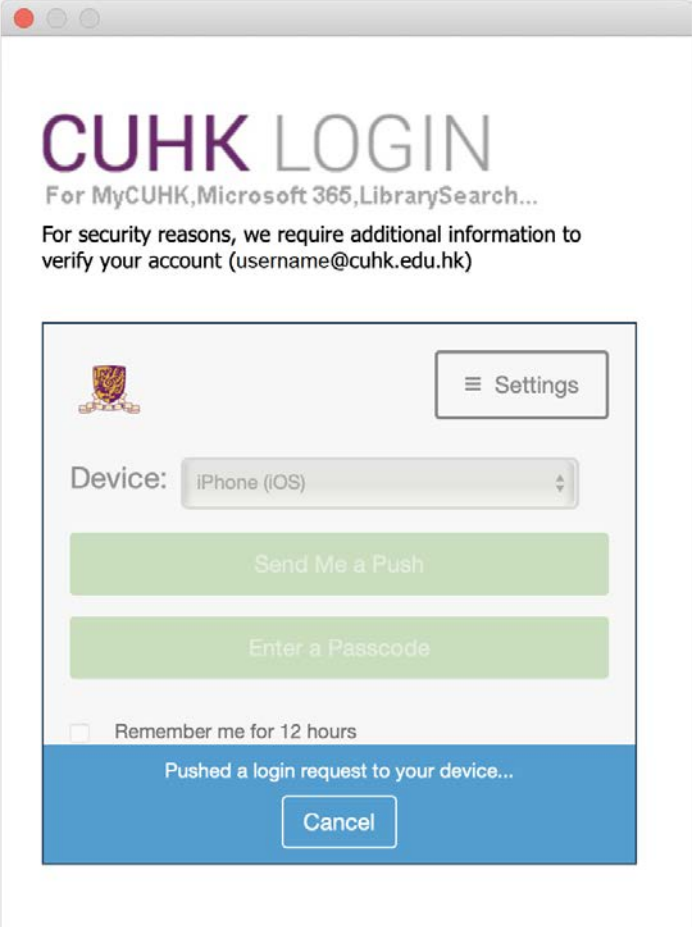
B. Install WVD client (One-time installation)

<p>1. Download and install Microsoft Remote Desktop app from App Store: https://apps.apple.com/app/microsoft-remote-desktop/id1295203466</p>	
<p>2. Launch the app and allow application notification when prompted.</p>	

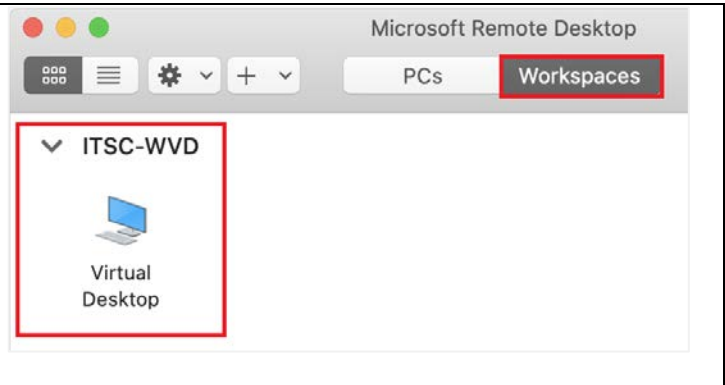
C. Subscribe to WVD service (One-time setup)

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


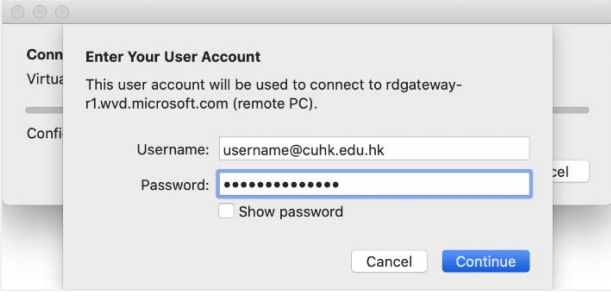
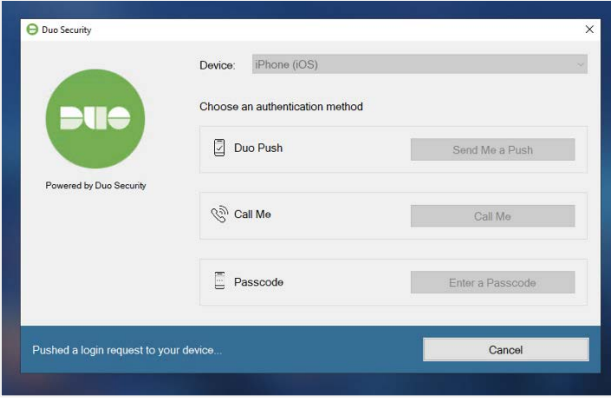
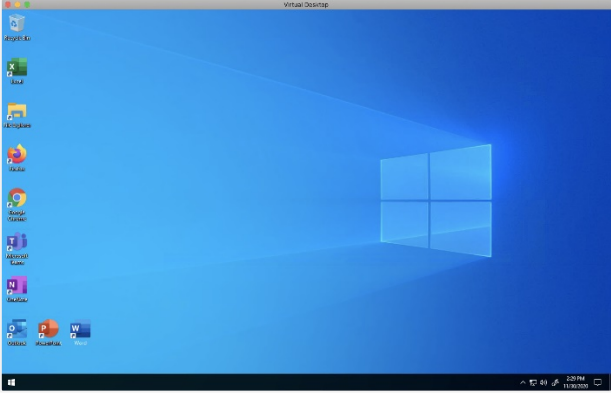
<p>1. Click + button from the top left-hand side of the screen, then click Add Workspace.</p>	
<p>2. At 'Add Workspace' dialog, enter the following Workspace URL</p> <p><code>https://rdweb.wvd.microsoft.com/api/arm/feeddiscovery</code></p> <p>Wait for a few moments to allow the search completes (as marked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

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

6. Wait for a few moments for workspace setup completes. Afterwards you should find **Virtual Desktop** displayed in **Workspaces** view and it also means that the subscription has been successfully made.



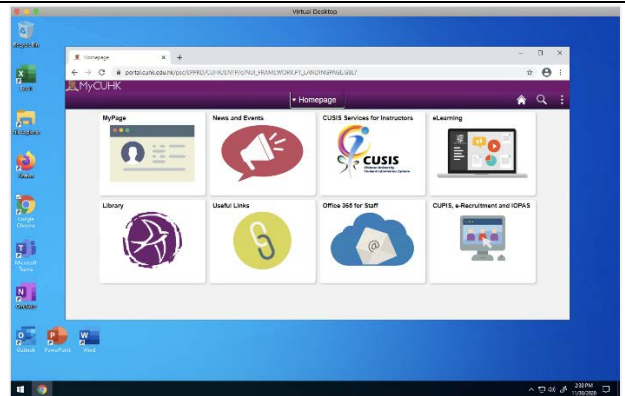
D. Connect to WVD

<p>1. Double-click Virtual Desktop.</p>	 <p>ITSC-WVD Virtual Desktop</p>
<p>2. Enter your credentials with</p> <ul style="list-style-type: none"> • CUHK email address (i.e. alias@cuhk.edu.hk) • Password: CUHK OnePass <p>Click Continue to proceed.</p>	 <p>Enter Your User Account This user account will be used to connect to rdgateway-r1.wvd.microsoft.com (remote PC). Username: <input type="text" value="username@cuhk.edu.hk"/> Password: <input type="password" value="....."/> <input type="checkbox"/> Show password Cancel Continue</p>
<p>3. For additional security, please respond to DUO 2FA when prompted.</p>	 <p>Duo Security Device: iPhone (iOS) Choose an authentication method <input checked="" type="checkbox"/> Duo Push Send Me a Push <input type="checkbox"/> Call Me Call Me <input type="checkbox"/> Passcode Enter a Passcode Pushed a login request to your device... Cancel</p>
<p>4. A virtual desktop will then be displayed with applications including</p> <ol style="list-style-type: none"> Office Applications: Word, PowerPoint, Outlook, Excel Browsers: Microsoft Edge, Firefox, Chrome 	 <p>Virtual Desktop Windows desktop with icons for Edge, Word, PowerPoint, Outlook, Excel, OneDrive, and Taskbar.</p>

5. 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.



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