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

(This user guide uses Windows 10 as illustration.)

Table of Contents

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.
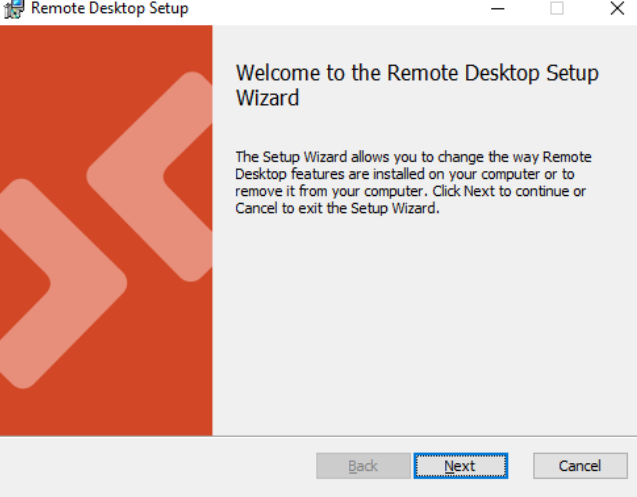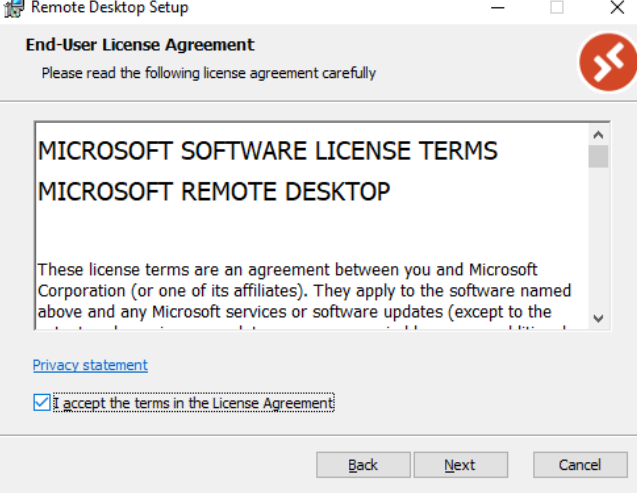
Prerequisites:

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:

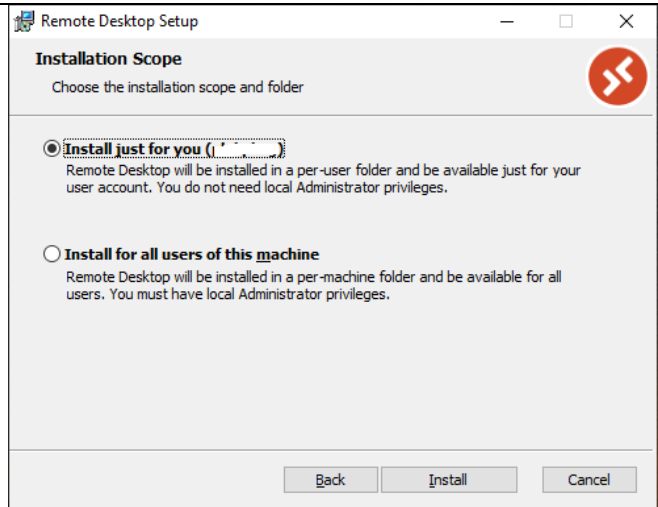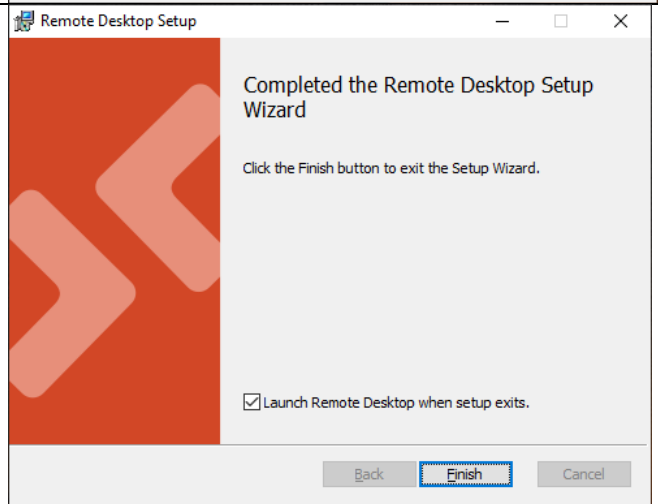| Browser	Supported OS	Notes
Microsoft Edge	Windows	
Internet Explorer	Windows	Version 11 or later
Apple Safari	macOS	
Mozilla Firefox	Windows, macOS, Linux	Version 55 or later
Google Chrome	Windows, macOS, Linux, Chrome OS	

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

The supported platform:

1. Download the WVD client: • https://go.microsoft.com/fwlink/?linkid=2068602	RemoteDesktop_1.2.1446.0_x64.msi
2. Execute Remote_Desktop_x.x.xxxx.x_x64.msi once download completed. Click **Next**	Remote Desktop Setup — ☐ ✕ Welcome to the Remote Desktop Setup Wizard The Setup Wizard allows you to change the way Remote Desktop features are installed on your computer or to remove it from your computer. Click Next to continue or Cancel to exit the Setup Wizard. Back Next Cancel
3. Read through the terms in the License Agreement. Check **I accept the terms in the License Agreement** if you agree to it and then click **Next**.	Remote Desktop Setup — ☐ ✕ **End-User License Agreement** Please read the following license agreement carefully MICROSOFT SOFTWARE LICENSE TERMS MICROSOFT REMOTE DESKTOP These license terms are an agreement between you and Microsoft Corporation (or one of its affiliates). They apply to the software named above and any Microsoft services or software updates (except to the Privacy statement ☑ I accept the terms in the License Agreement Back Next Cancel

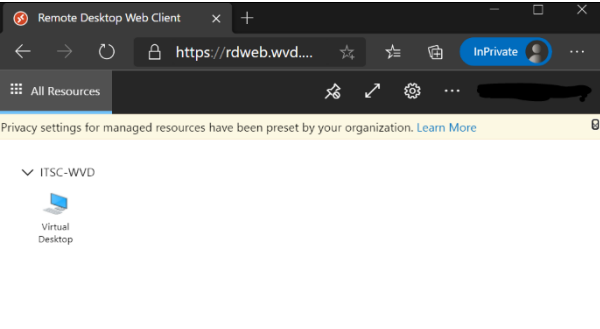|		
4.	Select **Install just for you (username)** and click **Install**.	Remote Desktop Setup **Installation Scope** Choose the installation scope and folder ● **Install just for you ( )** Remote Desktop will be installed in a per-user folder and be available just for your user account. You do not need local Administrator privileges. ○ **Install for all users of this machine** Remote Desktop will be installed in a per-machine folder and be available for all users. You must have local Administrator privileges. Back Install Cancel
5.	Click **Finish** to complete the installation.	Remote Desktop Setup Completed the Remote Desktop Setup Wizard Click the Finish button to exit the Setup Wizard. ☑ Launch Remote Desktop when setup exits. Back Finish Cancel
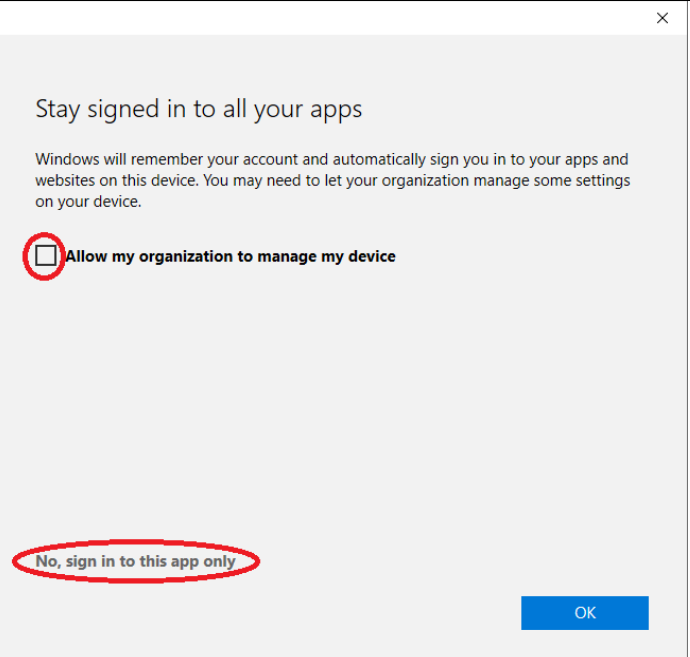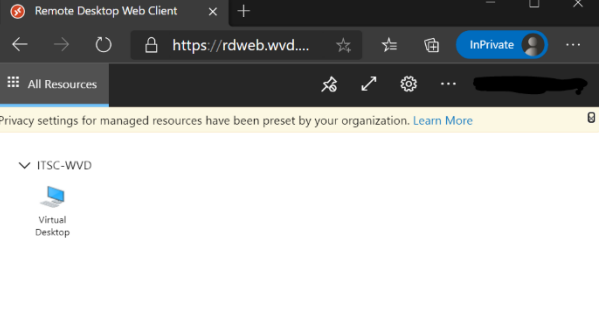
C. Subscribe the WVD service (At first time usage)

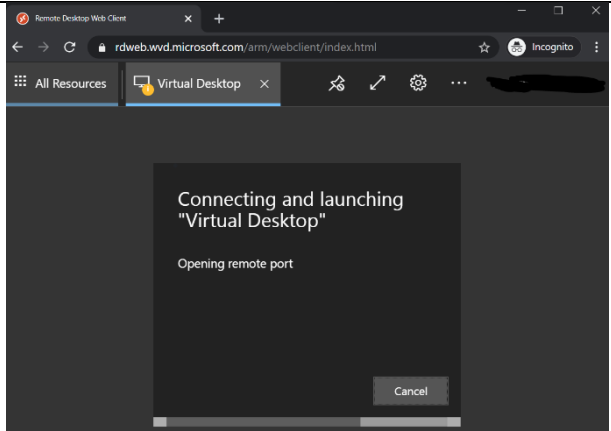You need to subscribe the WVD service on each new device.
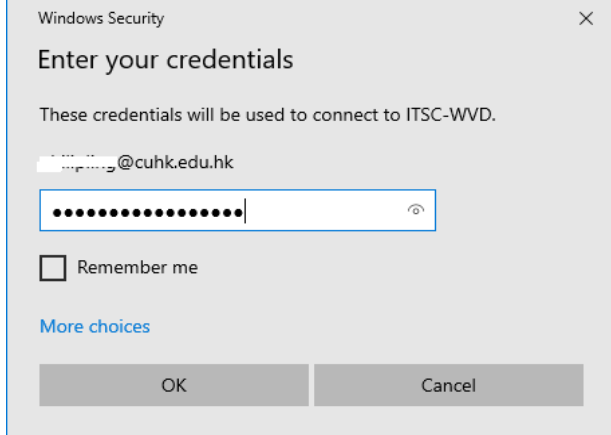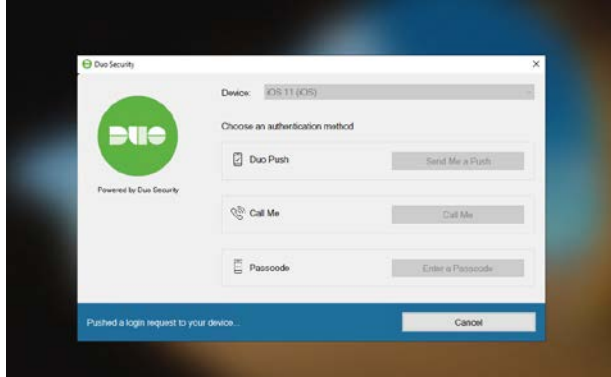
1. Launch the WVD client that described in Section B. Click **Subscribe**	
2. At **Sign in**, enter • *CUHK email address* (i.e. alias@cuhk.edu.hk) Click **Next**	
3. You'll be directed to CUHK Login page. Enter • *CUHK email address* (i.e. alias@cuhk.edu.hk) Password: *CUHK OnePass*	

4. You'll be prompted for DUO 2FA authentication. Check and accept the 2FA prompt on your device.	
5. If you see the warning "Edge is out of date", click **Skip** to continue	

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6. **Uncheck** Allow my organization to manage my device, and **click "No, sign in to this app only"** to continue.	
7. You will then find **Virtual Desktop** displayed and it also means that the subscription has been successfully made.	

D. Connect to WVD

1. Click **Virtual Desktop** to launch the virtual desktop.	

2. Enter your credentials with
 	
    User name: **CUHK email address**
     (i.e. alias@cuhk.edu.hk)
    Password: **CUHK OnePass**	

3. After password authentication, you will be prompted to provide your DUO 2FA from your device.	

4. A virtual desktop will then be displayed with applications including
    a. Office Applications: Word, Powerpoint, Outlook, Excel
    b. Browsers: Microsoft Edge, Firefox, Chrome	

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.	
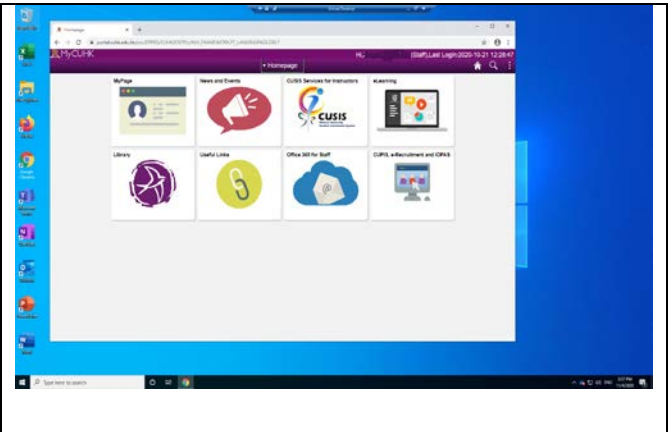
Prepared by: Information Technology Services Centre

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