

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

*(This user guide uses iPad with iOS 14 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:



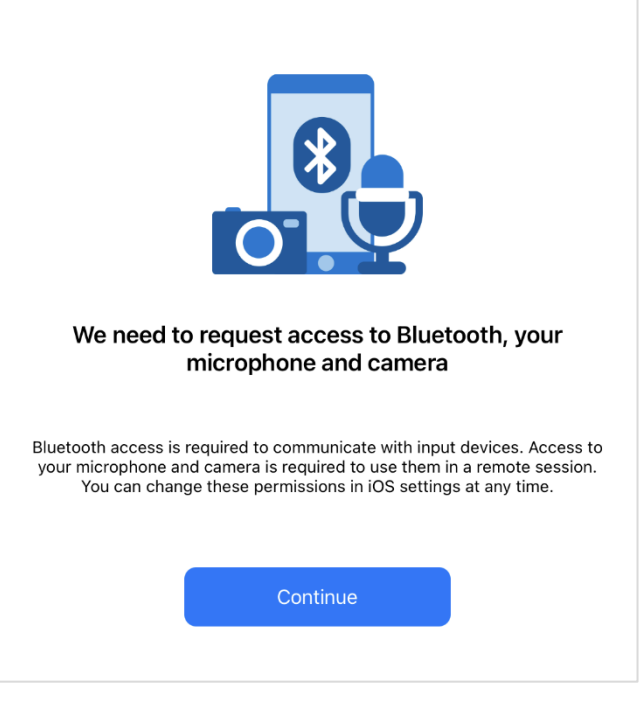
DUO Two Factor Authentication (**2FA**) is mandatory when using WVD. You must enable DUO 2FA on your account and install DUO Mobile App on your mobile in advance. Details:

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

### Supported Operating Systems and Browsers:

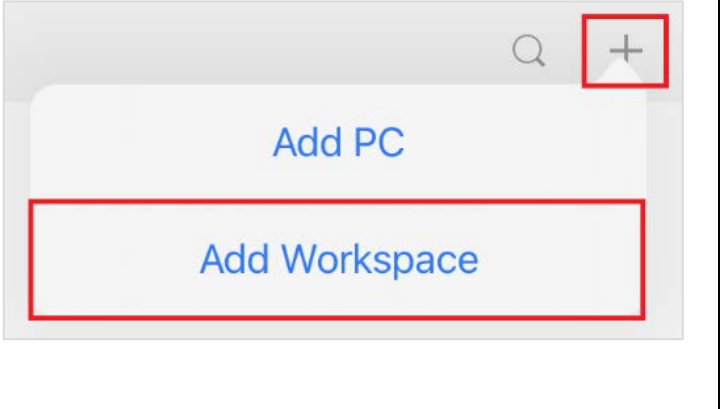
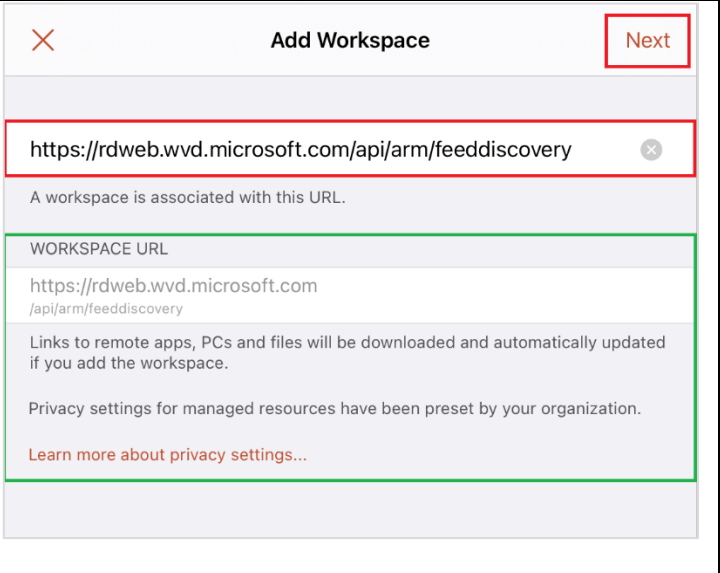
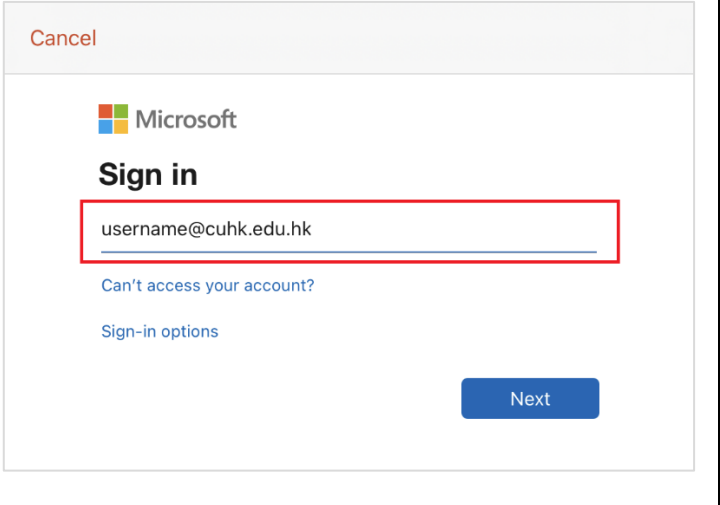
Browser	Supported OS	Notes
Microsoft Edge	Windows	
Internet Explorer	Windows	Version 11 or later
Apple Safari	macOS	
Mozilla Firefox	Windows, macOS, Linux	Version 55 or later
Google Chrome	Windows, macOS, Linux, Chrome OS	

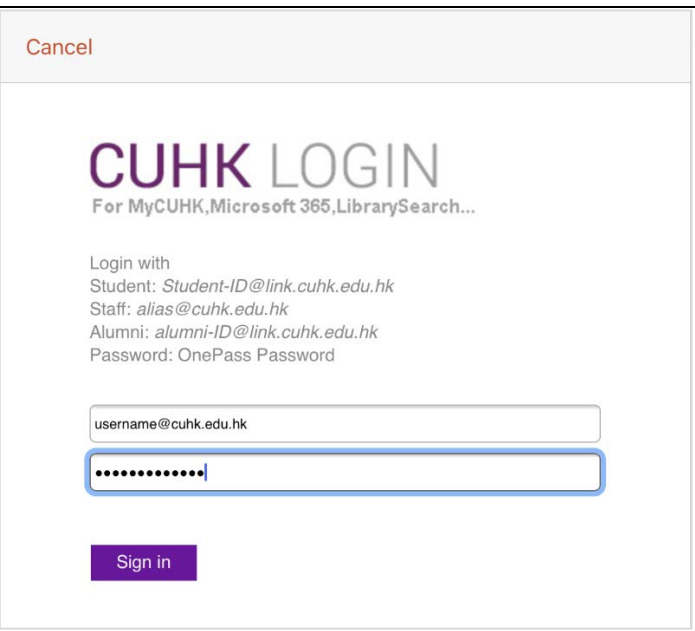
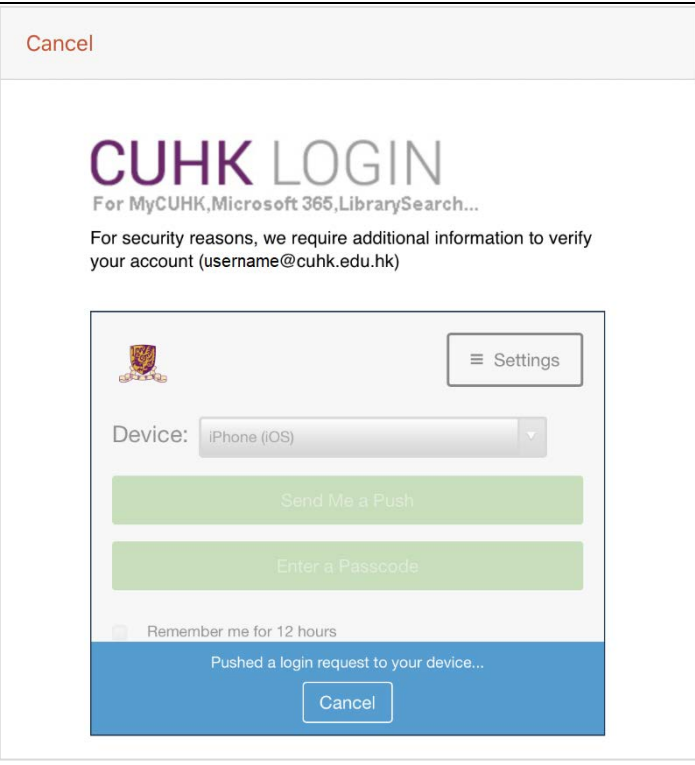
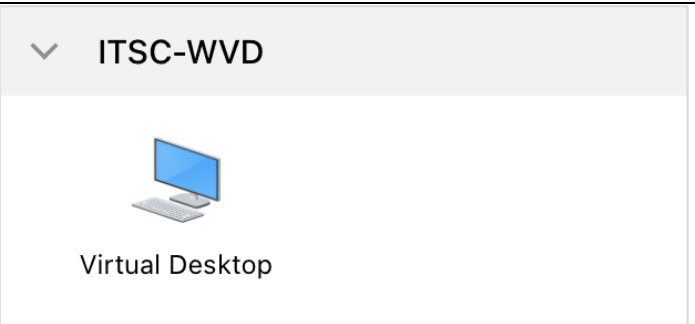
## B. Install WVD client (One-time installation)

<p>1. Download and install <b>Microsoft Remote Desktop</b> app from App Store: <a href="https://apps.apple.com/app/remote-desktop-mobile/id714464092">https://apps.apple.com/app/remote-desktop-mobile/id714464092</a></p>	 <p><b>Microsoft Remote Desktop</b> Work from anywhere</p> 
<p>2. Launch the app. For best user experience, grant access to Bluetooth, microphone and camera when prompted.</p>	 <p>The screenshot shows a permissions dialog box with the following text:</p> <p><b>We need to request access to Bluetooth, your microphone and camera</b></p> <p>Bluetooth access is required to communicate with input devices. Access to your microphone and camera is required to use them in a remote session. You can change these permissions in iOS settings at any time.</p> <p><b>Continue</b></p>

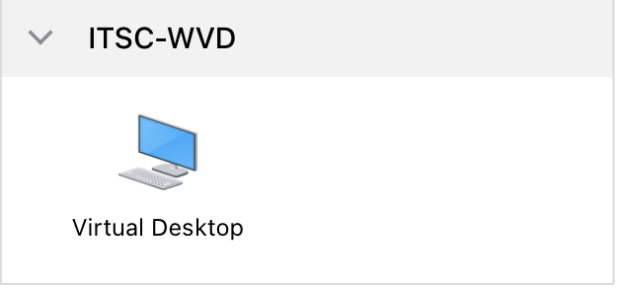
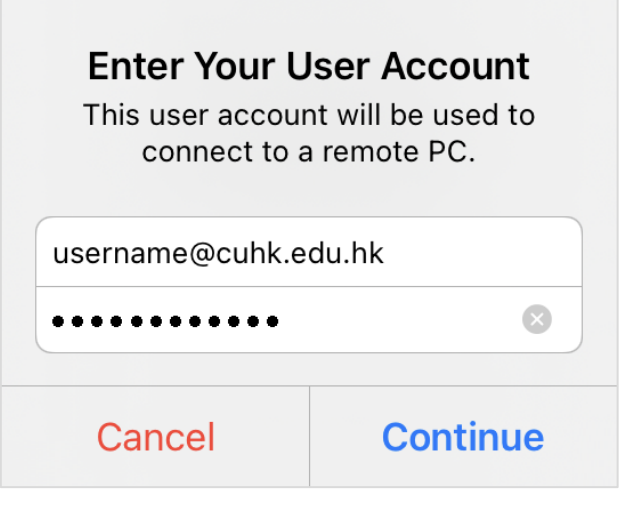
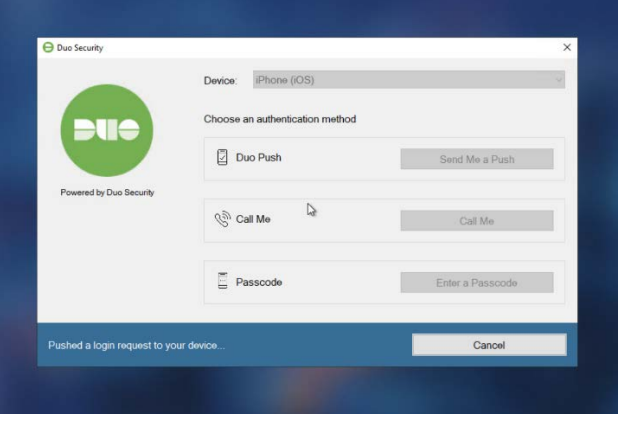
### C. Subscribe to WVD service (One-time setup)

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>Next</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. Wait for a few moments for workspace setup completes. Afterwards 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>The screenshot shows a menu titled "ITSC-WVD" with a downward arrow. Below the title is an icon of a computer monitor and keyboard, with the text "Virtual Desktop" underneath.</p>
<p>2. Enter your credentials with</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>Continue</b> to proceed.</p>	 <p>The screenshot shows a screen titled "Enter Your User Account" with the subtitle "This user account will be used to connect to a remote PC." There is a text input field containing "username@cuhk.edu.hk" and a password field with masked characters and a clear button. At the bottom are "Cancel" and "Continue" buttons.</p>
<p>3. For additional security, please respond to DUO 2FA when prompted.</p>	 <p>The screenshot shows the Duo Security authentication interface. It includes the Duo logo, "Powered by Duo Security", and a "Device" dropdown menu set to "iPhone (iOS)". Under "Choose an authentication method", there are three options: "Duo Push" (with a "Send Me a Push" button), "Call Me" (with a "Call Me" button), and "Passcode" (with an "Enter a Passcode" button). A blue banner at the bottom says "Pushed a login request to your device..." with a "Cancel" button.</p>

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

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

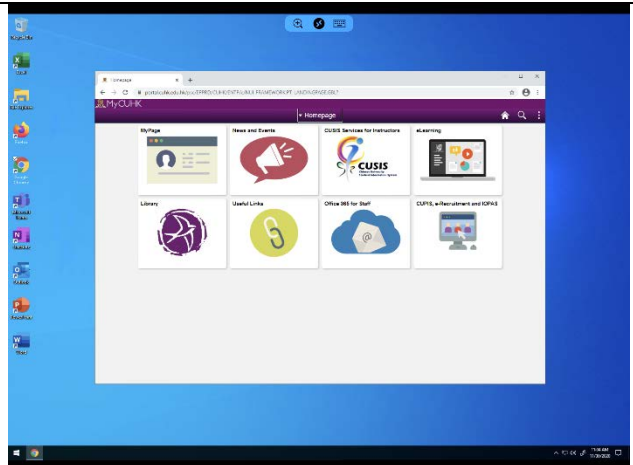


5. You can now open any browsers to access the following applications

- 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.

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



Prepared by: Information Technology Services Centre

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