

Health Services
LOS ANGELES COUNTY

DHS VIRTUAL DESKTOP INFRASTRUCTURE (VDI)

External Remote User Guide

About VDI






Virtual Desktop Infrastructure (VDI) platform delivers virtualized desktops and applications through a single platform, giving end users access to all of their Windows and network resources in a unified workspace

ENTERPRISE HELP DESK
(323) 409-8000



Note: The responsiveness of your VDI connection will be influenced by many factors, including the quality of the network connection. Examples include wireless interference, Internet performance issues, network latency and congestion, among many other possibilities, which are beyond the control of DHS.

Download VMware Horizon Client for endpoint device desktops

 VMware Horizon Client Home Page	VMware Home Page
 Windows installation page	Windows Installation Page
 Apple MAC OS Installation Page	Apple Installation Page
 Android Mobile Device	Android Installation Page
 iOS Mobile Device	iOS Installation Page

Installation Guide

1. After downloading installation file, launch the installer for VMware Client Setup. On the VMware Horizon Client Setup dialog box, click **Agree & Install**

 VMware Horizon®

Version 4.10.0

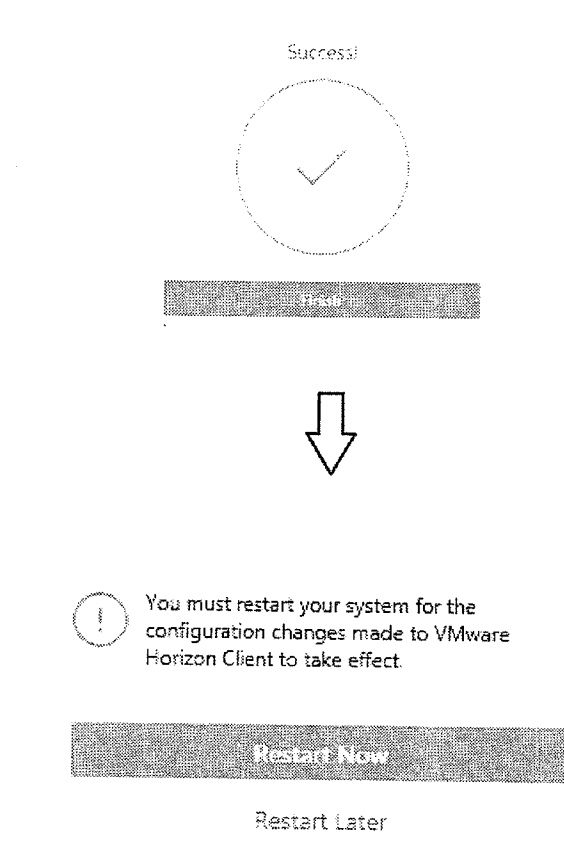
You must agree to the [Privacy Statement](#) and [Terms of Use](#) before you can install the product.

[Agree & Install](#)

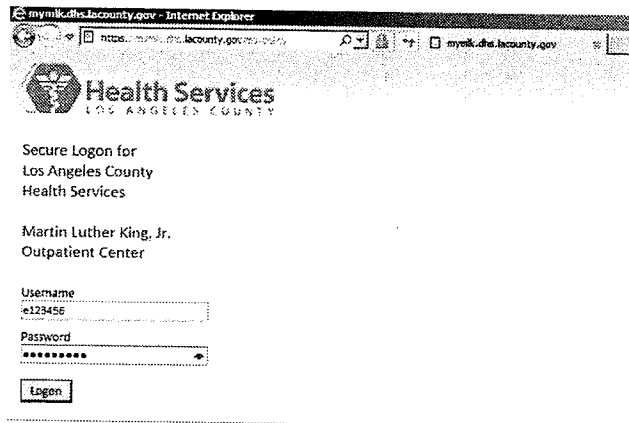
[Cancel](#)



2. Once the application completes installation click **Finish** and then **Restart Now**



3. After your computer reboots, open your browser and go to: [Myremotepc.dhs.lacounty.gov](https://myremotepc.dhs.lacounty.gov)





4. Enter your LA County Windows credentials and click **Logon**. Your Username is your eNumber or cNumber

5. If you are first time user, you will then be prompted for the security “**Enrollment**” process. Choose 3 Challenge questions and enter the appropriate answers.

Below the enrollment questions, you will have two options:

- Select **Yes** if you want the system to remember the computer you are logging in from (use only for home/office/laptop)
- Select **No** if you are using a public computer, and/or do not plan on using the computer you are currently logging from in the future.

Choose **Yes** or **No**, as appropriate, then click **CONTINUE** to proceed.

Enrollment

If you sign in from a computer we do not recognize, we will verify your identity using the information that you provide in the following screen.

Please select and answer your security questions

Question: Please Select a Challenge Question

Answer

Question: Please Select a Challenge Question

Answer

Question: Please Select a Challenge Question

Answer

Would you like us to remember this computer?

Yes, I plan on using this computer to access my account in the future

No, this is a public computer, or one I do not plan on using in the future

CONTINUE

6. Once you complete Enrollment, you will be presented with the Confirmation page. Click **Accept** to continue.

Confirmation

Please confirm your selection below before your enrollment is complete.

Your secret question selection

Question 1: What is your maternal grandmother's first name?

Answer 1:

Question 2: What is your paternal grandmother's first name?

Answer 2:

Question 3: What was your favorite restaurant in college?

Answer 3:

Your device linking selection

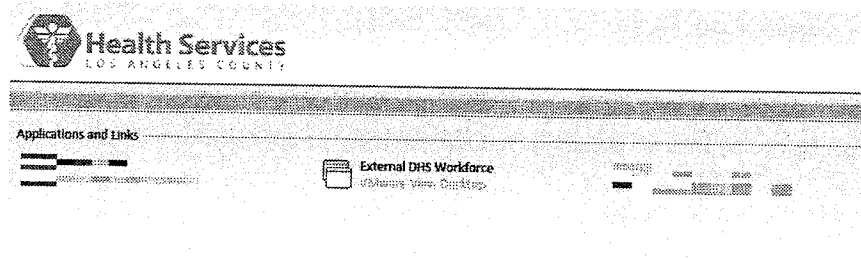
Device Link Type

NONE

Change Settings Accept



7. Application and Links page will launch and you will be presented with VMware View Desktop Links. Click on **External DHS Workforce Link**



8. Click to connect to your VDI desktop or virtual session.

FAQ (Frequently Asked Questions)

Q: Who can access VDI externally?

A: Similar to VPN, a proper request form will require approval from the DHS Security Compliance Team. Only DHS workforce users with an *eNumber* or *cNumber* can access VDI

Q: What web browsers support remote access?

A: Internet Explorer 8 or newer, Google Chrome, Mozilla Firefox, Opera and Safari.

Q: I have already enrolled, why am I prompted for a security question?

A: If you are logging in from a new endpoint or location, it may prompt for one of your security questions to validate your identity. You can choose to let it remember the computer from that location, if it is not a public/shared endpoint.

Disclaimer Notice

The VDI service is available externally to authorized users.

The DHS External VDI Portal supports a limited number of concurrent sessions.

Inactive sessions will be logged off after 2 hours. The screen will automatically lock if the session has been inactive (no keyboard or mouse movement) for 10 minutes.



Disclaimer Notice

➤ Network Drives

You will be able to view network drives that you have sufficient permissions to access, like your personal H: drive. If you are authorized to access to your department's shared drive (S: drive), you will be able to view that resource as well.

➤ Saving Your Data

VDI desktops utilize "folder redirection", which means anything you save to the following locations (your Desktop, Favorites, "My Documents") will actually save to the corresponding folders on the H: drive.

The C:\ drive and its sub-folders you see in your VDI session are virtual. You must not save anything to this drive. When you log off, the virtual session will be refreshed, and you will be presented with a new virtual session.

➤ Important

You **MUST** save all your work to your network drive(s).
Any data saved on the virtual C: drive **WILL BE LOST** when you log off.

➤ Support

If you are having problem logging in, contact the Enterprise Service Desk at **(323) 409-8000** or send an e-mail to servicedesk@dhs.lacounty.gov to open a ticket.