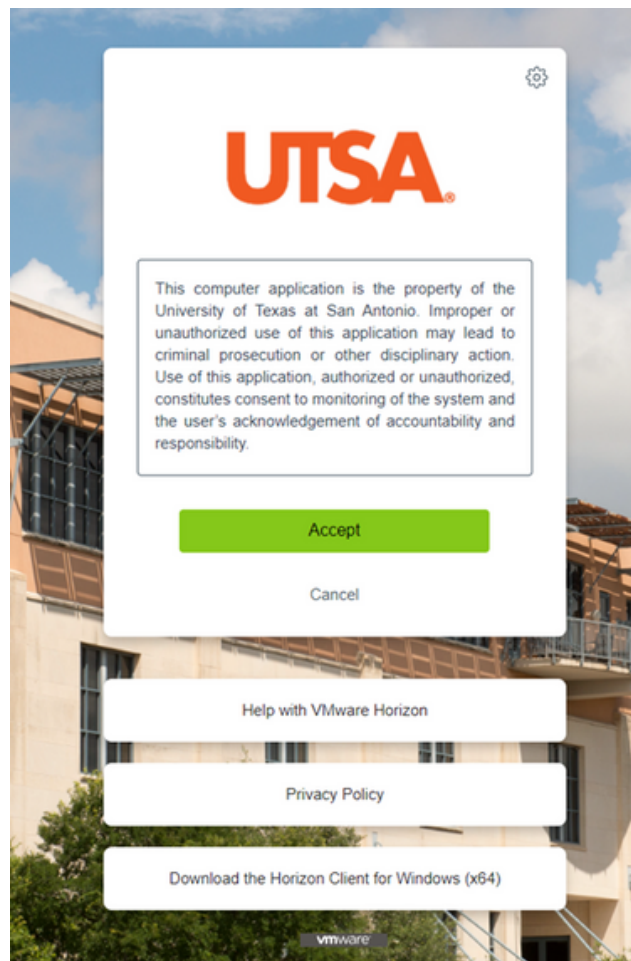


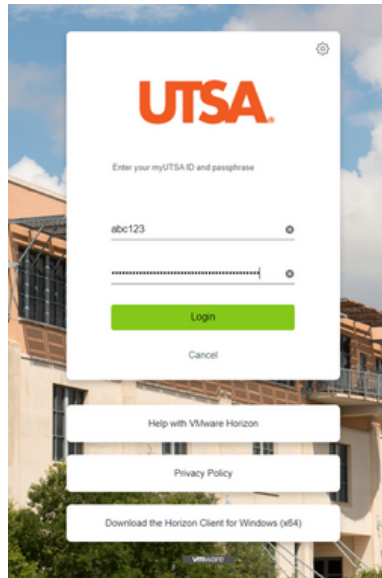
CONNECTING TO MYAPPSVDI

INSTRUCTIONS: HOW TO CONNECT TO MYAPPSVDI

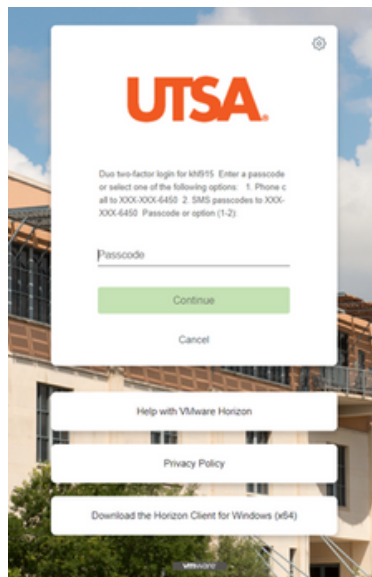
1. You can quickly access the VDI by using your web browser and going to: <https://myappsvdi.utsa.edu/>. The user will be prompted to acknowledge the legal notice.



2. You will use your UTSA ID and passphrase to log in:

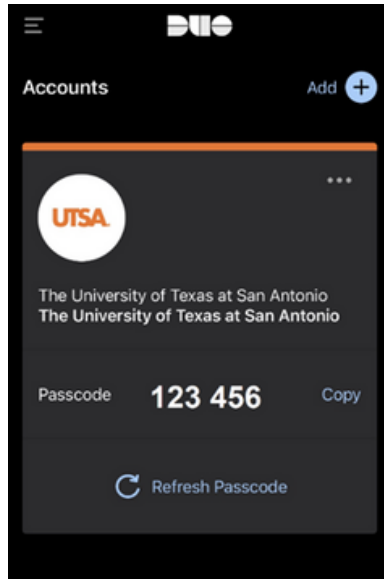


3. Users will be prompted with a Duo authentication screen which requires users to be enrolled in Duo authentication. VMware Horizon does not support verified push and push notifications to a user's mobile device and have been disabled. Users will have the option of receiving their code through a phone call, an SMS message, or through the Duo mobile app.

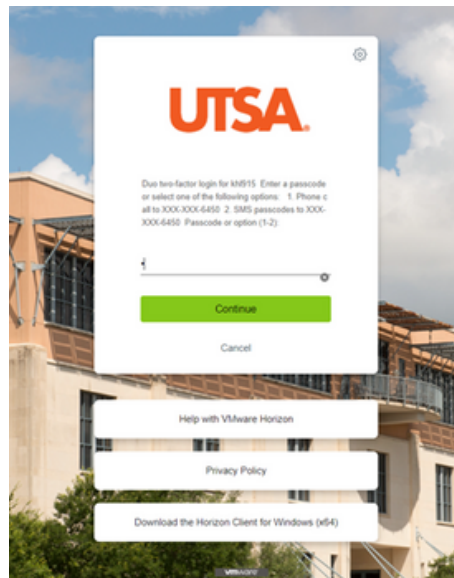




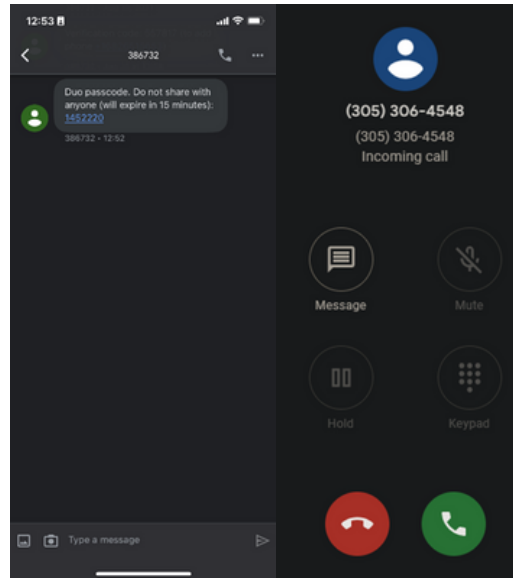
4. If you have Duo Mobile installed, open the app, and enter the code shown on your screen. Duo passcodes can only be used once so if you receive an error with your passcode, click “Refresh Passcode” to receive a new one.



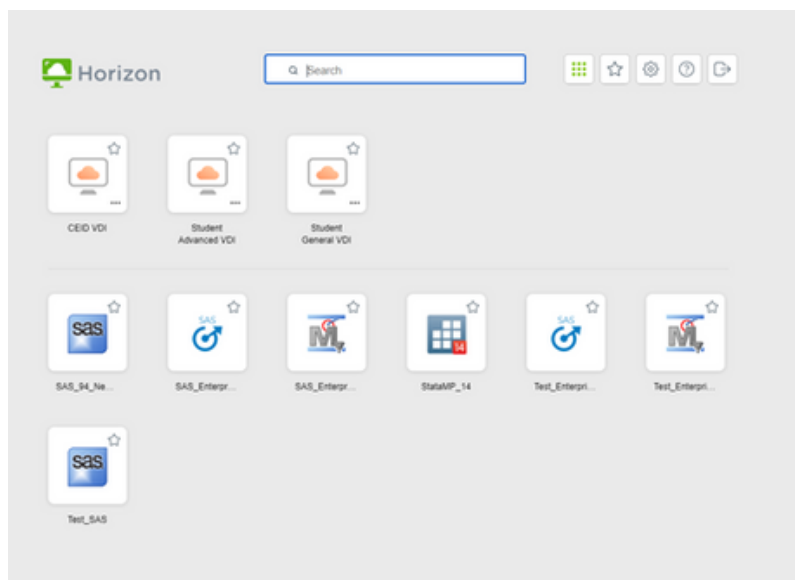
5. If you do not have Duo mobile installed, read your message prompt, and choose the number option (1-2) to select how you would like to receive your code.



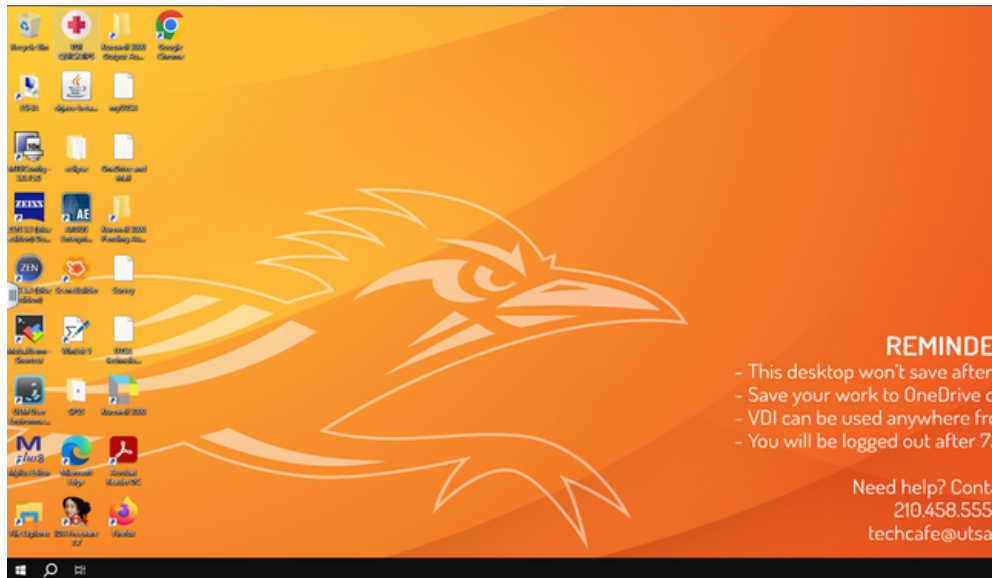
6. You will receive an SMS message or phone call. Users may have different experiences based on the device.



7. You will be presented with the VDI's currently entitled to your account. Select Student_General to access the Student VDI.



8. After about a minute you will be presented with the Windows 10 virtual machine:



9. For more options, select the side tab bar:

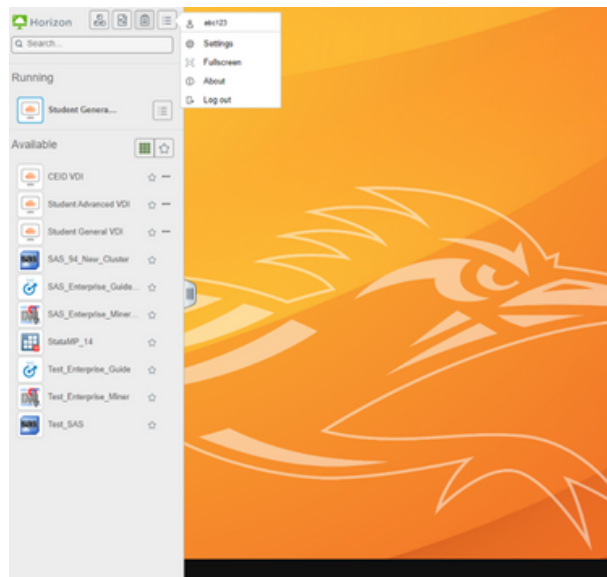


10. You will be presented with this:



11. In the Options you may select: CTRL-ALT-Delete, File Transfer, and Menu.

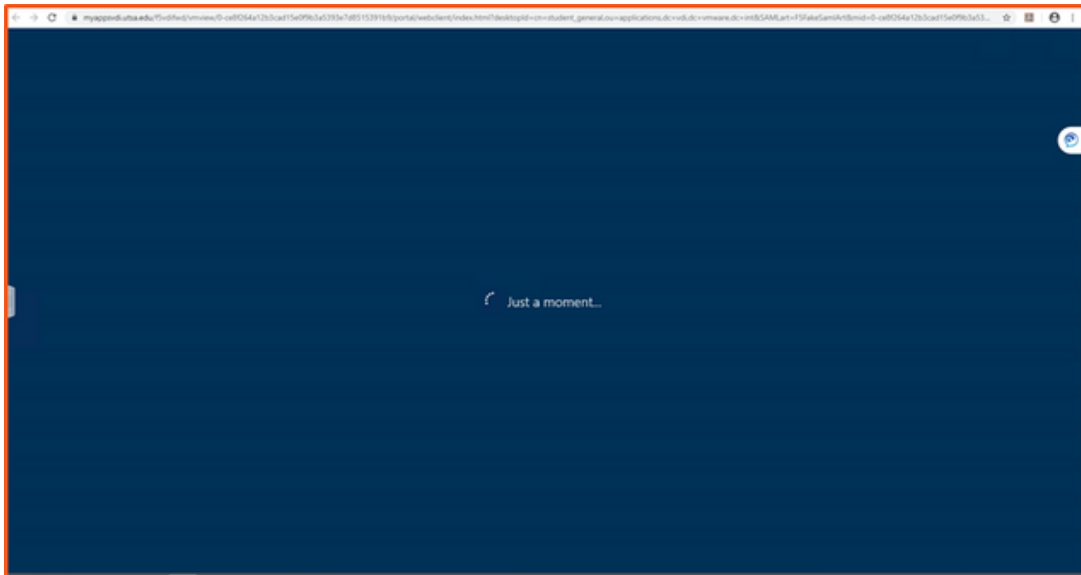
Note: Copy and Paste feature is currently disabled.



TROUBLESHOOTING

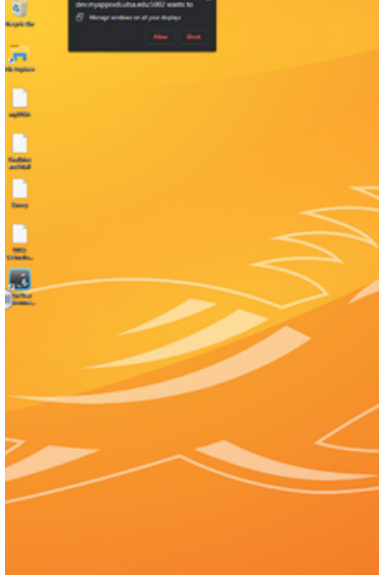
WHITE SCREEN:

If you see a white screen after selecting your VDI, during the “Just a moment” start-up page, it is normal. The system is trying to find you an available PC to utilize. Just give it about a minute to load.



NO DESKTOP APPLICATIONS:

Please be patient and the applications may take some time to load.



OTHER POSSIBLE ERRORS:

Duo authentication error: Confirm if the user has a Duo account created.

Wrong username and password: Confirm user is not locked out of their account and is currently part of the Active Students Security group.

Browser compatibility: Verify customer is in the most up-to-date version of their browser.

Unable to view Student_General VDI: Verify customer is part of the Active Students security group.

Unable to access web page: Is the customer connected to a VPN? Is the customer connected to the internet? What is the customer's internet speed? Who is the customer's ISP? Can they access it through another device, another browser, or another network? Things to gather are possibly the Browser version, OS version, ISP, and speed test.

Application issues: The customer is missing a feature in the applications.

KB ARTICLES TO REFERENCE:

KB0011952: VMware Horizon Alert: This Application is Currently Not Available