

Haaga-Helia's VDI-environment Users Guide

Brief summary:

1. Download and install **Citrix Workspace App** (see link below).
2. Open your web browser to **vdh.haaga-helia.fi** and log in using Haaga-Helia's email address and password. Type in your email using the username format (username@haaga-helia.fi or username@myy.haaga-helia.fi). Login uses multi-factor authentication, so keep your mobile phone at hand.
3. At the end of the session, either Disconnect or Sign Out
 - a. **students**: save your work and Sign out from session (sometimes Disconnect).
 - b. **staff**: save your work and choose either Disconnect or Lock (the session will remain active, you can e.g. change device), or choose to Sign out from session.

What Is VDI?

VDI is an abbreviation for **V**irtual **D**esktop **I**nfrastructure. In VDI your (virtual) workstation runs on the server and only the screen image is delivered to your terminal (workstation, tablet, smart phone etc) via Citrix Workspace App -software. Your data is safe in the server room independent from your terminal device. You can disconnect from your session anytime and continue later using another device from another location. VDI offers a modern and flexible working environment for students and staff of Haaga-Helia. Using VDI Haaga-Helia's resources and services are available on any computer or device.

VDI gives you access to Haaga-Helia's IT services (applications, network resources, intranet, Mynet etc) from anywhere. The license agreement of some software companies does not allow using their software outside campuses. VDI-session is not connected to Haaga-Helia's PC workstations or their applications and data. It's not a remote access to your personal workstation.

You should **not save any work on the desktop or C-drive** of your virtual workstation. All personal files should be saved to network drives (N- and M-drives) or cloud services like Office 365 OneDrive. Virtual workstations save user settings to a profile (located on the server).

1. VDI Sign in And Installation

Citrix Workspace App

Citrix Workspace App is an application, which connects your terminal device to VDI-server resources. Workspace App may work differently depending on your operating system, but the basic functionality is the same.

You can download and install the app from this address:

<https://www.citrix.com/downloads/workspace-app/>

Haaga-Helia's Helpdesk doesn't offer help with installations on personal computers. Be careful to choose the right version for your operating system.

When installation of Citrix Workspace is complete, you will see a confirmation (Installation complete). The app asks for your email address during the first start attempt. **We recommend that you use VDI with your web browser, so adding an account in this phase is not required.** You can just select "Finish" to end the installation.

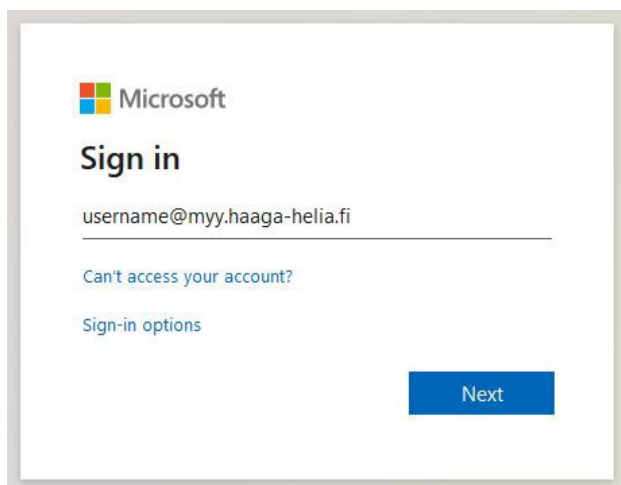
Workspace App is updated quite frequently, but it should be able to download new versions automatically offering you to install them. You can install the updates manually by right clicking Workspace App icon on the programs tab on the lower right corner of the screen and by choosing "Check for Updates".

Log in to VDI

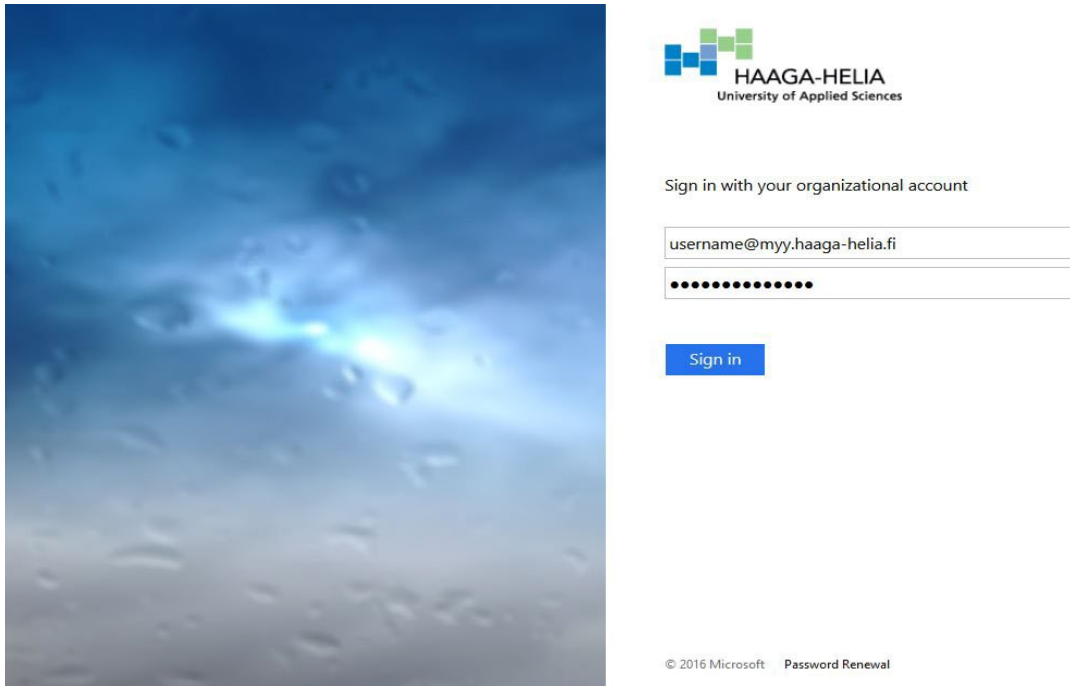
You can start your VDI-session by browsing to this web address:

<https://vdi.haaga-helia.fi>

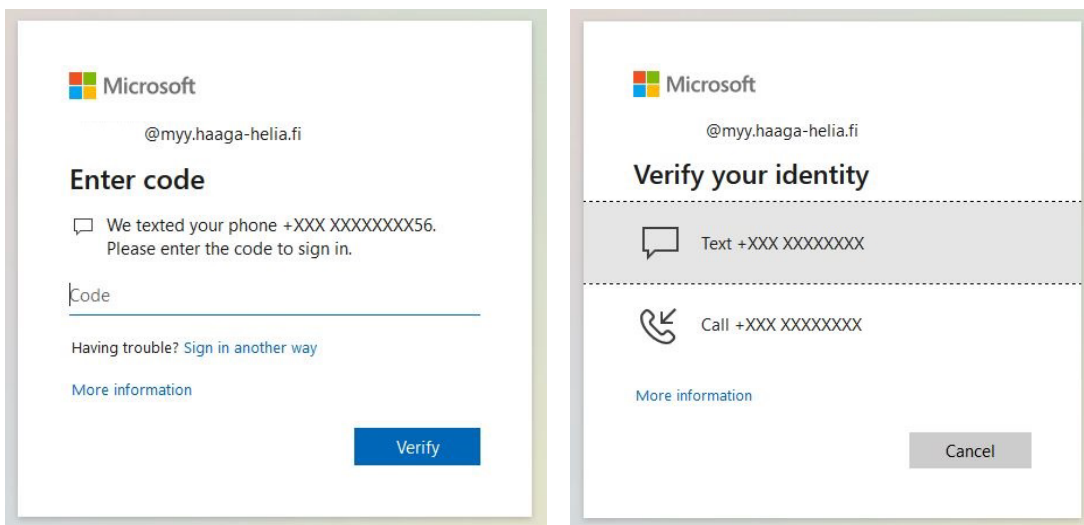
The login process may look different depending on the browser you're using, but the it's always handled by Citrix Workspace App that must be started and run. You can start your sign in by entering your email address in username format (same format as signing in to your webmail).



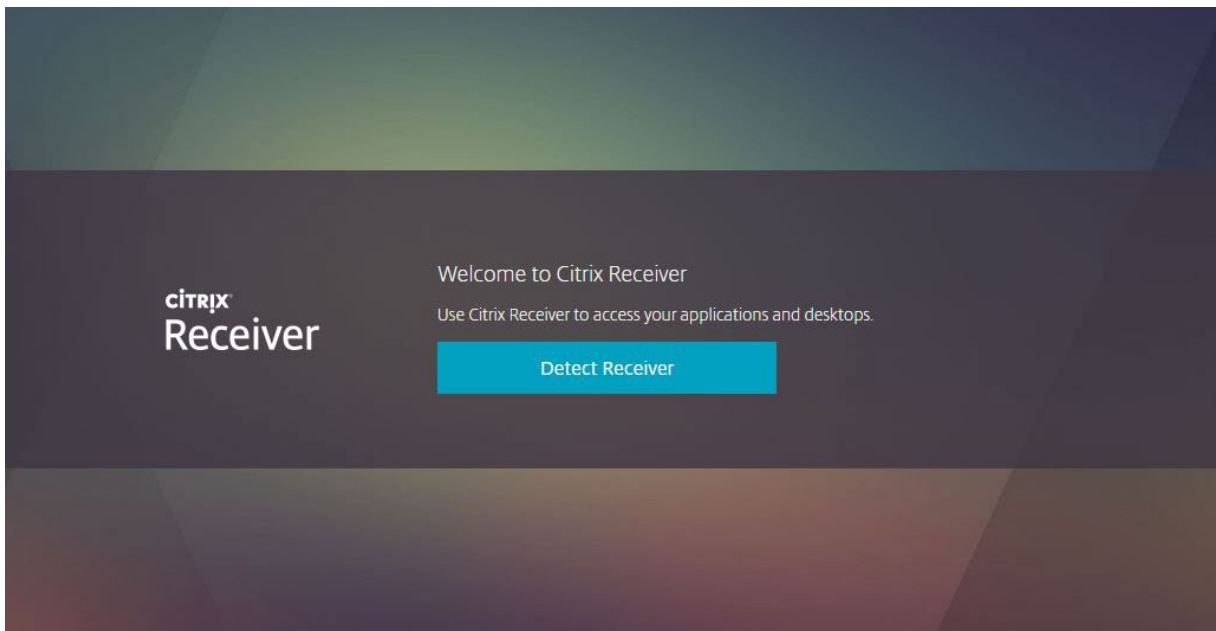
You will be forwarded to the Haaga-Helia's personalized sign in window, where the email can be given in same format as before. Type in your password.



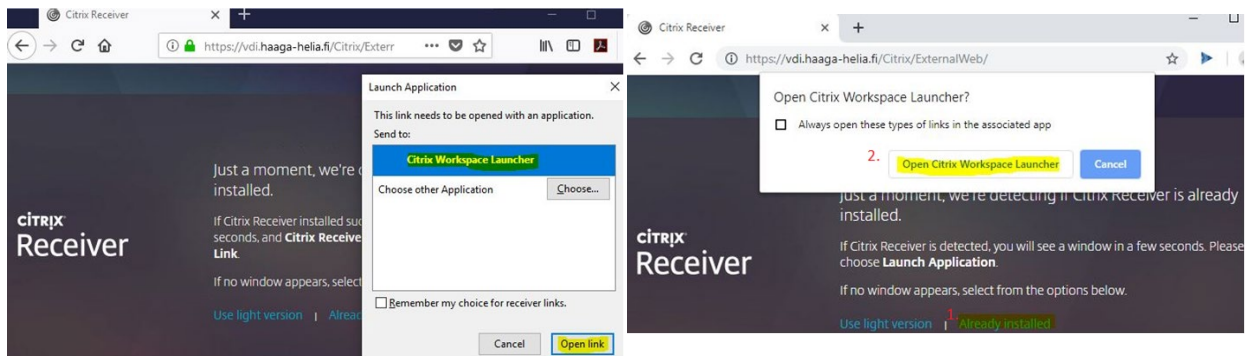
Next your identity will be confirmed by using multifactor authentication. A window opens and here you can enter the passcode, which is sent to your mobile phone. By choosing “Sign in another way” you can select alternative method for validating your identity, but this requires that you have setup your second phone number earlier. If you're using Microsoft Authenticator App, you can just approve your sign in on your mobile.



Browsers have differences when opening a VDI connection for the first time. MS Edge, Firefox and Chrome will ask for permission to search and open Workspace App. You can choose “Detect Receiver”.



Next Edge, Firefox and Chrome open a window, where you can start Citrix Workspace Launcher by double clicking the name or choosing “Open”.

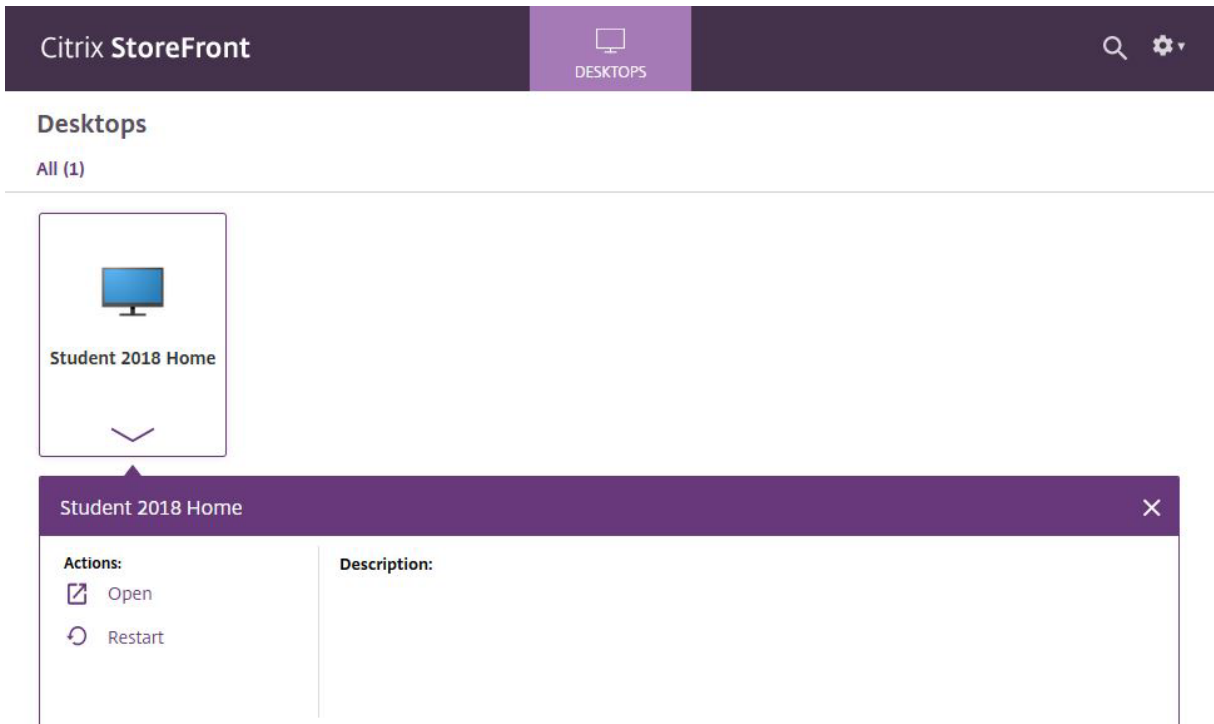


Firefox

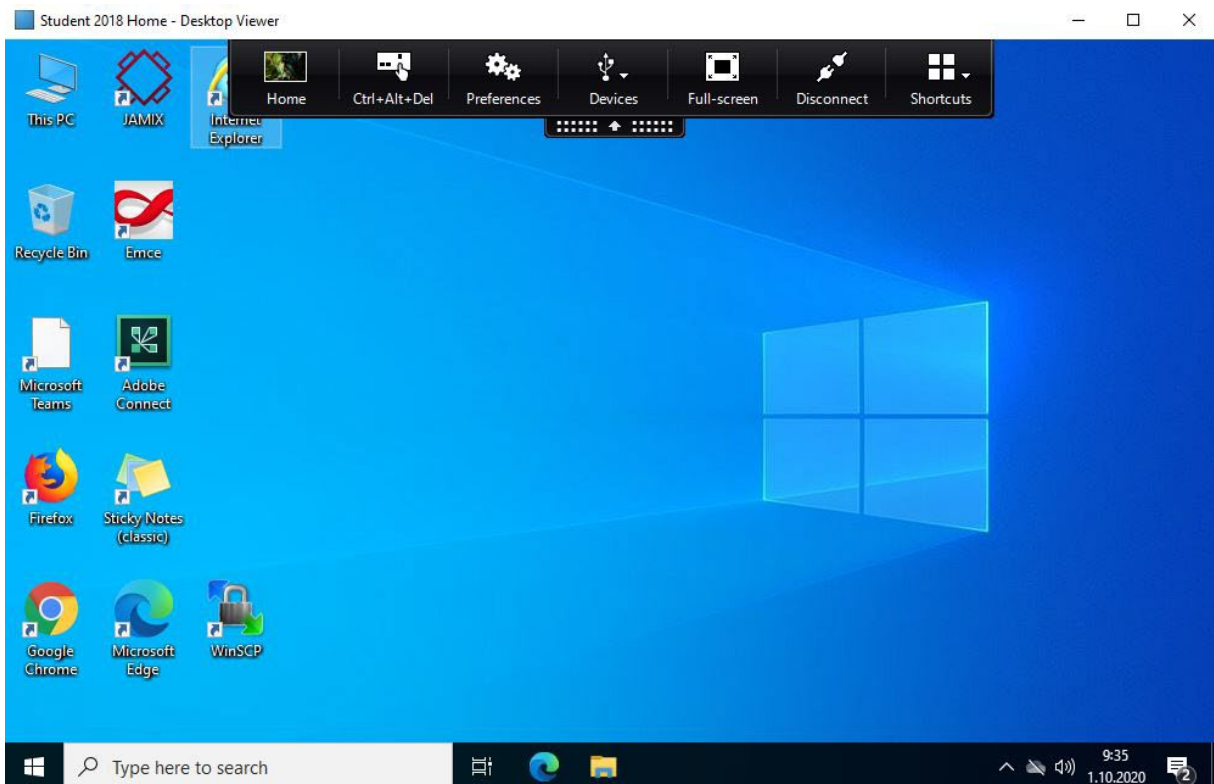
Chrome

You have now successfully signed in and a Desktops-window (see next page) opens. Here you can choose which workspace you want to use, if you have many to choose from. Usually there’s just one.

If the login fails you can try with another browser. Updating Workspace App can be also helpful when you have trouble connecting. In section three of this document there are instructions how to reset your settings, which can solve some connectivity problems.



You can start your desktop by clicking its icon with a mouse or by choosing “Open” from the drop-down menu. Your desktop will start and you are logged in to a VDI-environment. Here you can access your personal drives and shares, and most of the Haaga-Helia’s applications are at your disposal. You can control your desktop using the menu on the top of your screen.



2. Things to Consider in VDI

Session Disconnect vs. Sign Out

Don't end your session using Shut down. Usually it's not necessary to shut down the virtual workstation, because restart will take some time. The session should be ended either by Disconnect or Sign Out.

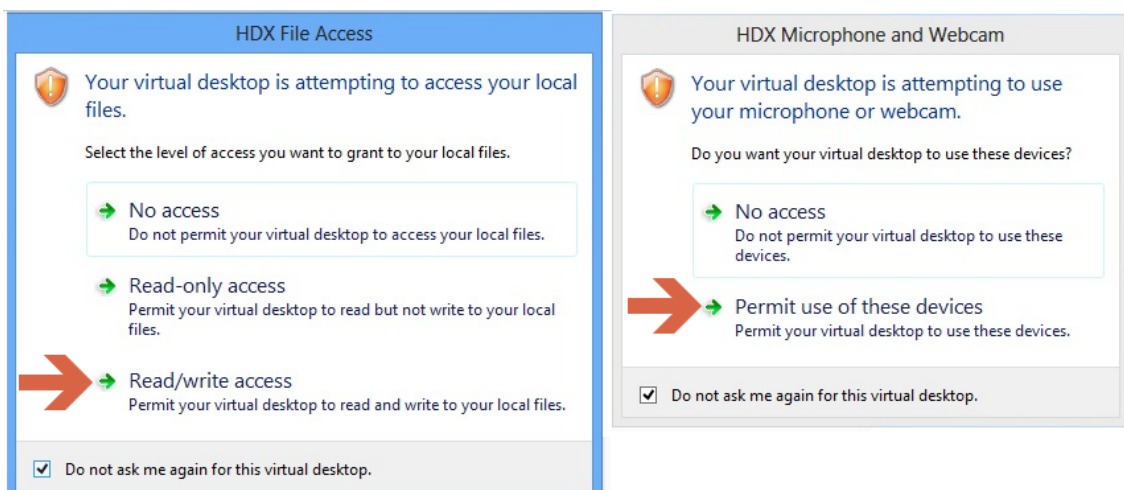
- **Disconnect:** The session will remain in its current state, and the terminal device disconnects from the session. You can continue your work from another place using another device. The session will stay disconnected for three days (staff) or two hours (students), and then it will be terminated (Sign Out). Of course, you should save your work before disconnect.
- **Sign Out** will end the session, so it's very similar to a log off from normal workstation

Our virtual workstations are persistent, so settings and own installations are permanent, also for students. Updates for virtual machines will not reset user settings or browser favorites. **However, we recommend that you save all your files and important data outside the virtual machine either to your personal drives (N- and M-drives) or to a cloud service (like OneDrive or Sharepoint).** Sometimes when the VDI fails, only way to restore its functionality is to delete your personal desktop and user profile. This means all locally saved data will be destroyed.

Resources

You can use the resources (printer, USB-memory stick, disk drive etc.) of your terminal device during your VDI-session. The virtual desktop might not recognize all your resources immediately. It might also ask for your permission to use these devices (see below). All peripheral devices are not supported in VDI-environment.

USB sound devices usually work in VDI, but they might not be visible in device management, or e.g. Skype for Business might show them in its audio device settings as Citrix HDX Audio. Skype for Business might not work properly, if it's open simultaneously on several devices.

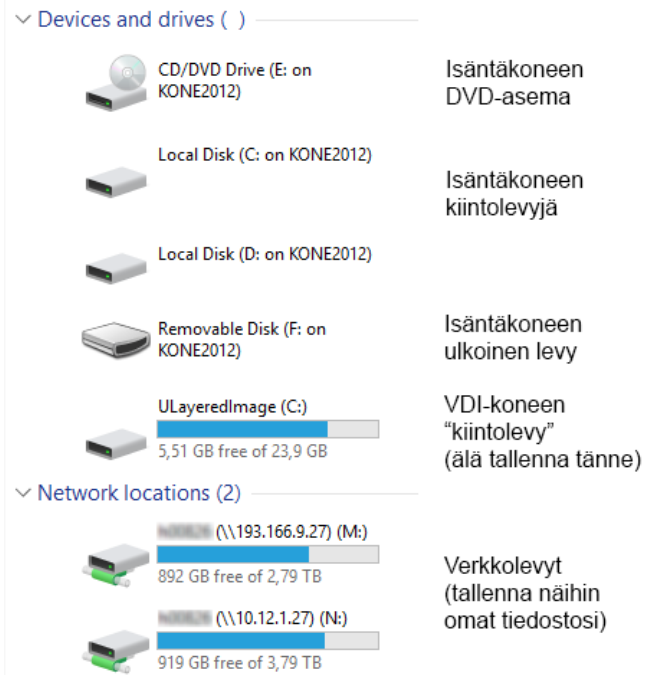


Storage

The disk drives of your terminal device are shown next to those of the virtual machine (see pic on the right). If you use the Light version (HTML5), you will see only part of the storage resources. Then you must copy files between VDI and the host machine using Upload and Download –buttons (see next chapter).

Save your files on **network drives** (myy, hemy) or **use cloud resources** (Office 365 OneDrive for Business or SharePoint).

You can use the disk drives or USB-drives on your terminal device, but with caution (you might lose/break them, so remember backups).



Workspace App Toolbar

On the top edge of the virtual desktop is the toolbar. There are some handy tools, which are presented below (the most important are in boldface). The toolbar might look slightly different in different operating systems.

The Citrix Workspace toolbar looks like this:



If you use the Light version of Workspace App, it has a different kind of Toolbar. Normally you see only a small tab, which opens when you click it. Information of the buttons will appear next to mouse pointer.



- **Home:** open the desktop of your terminal device ("host") (for e.g. checking battery status or network settings)
- **Ctrl+Alt+Del:** screen lock, session log off, password change and Task manager of the virtual machine. **NOTE:** You will need this if you are **changing your Haaga-Helia's password** using VDI-session.
- **Preferences:** some settings better not to touch...
- **Devices:** device management (some also in Preferences), usually no need to touch
- **Full Screen/Window:** changes the virtual desktop between full screen and window (also via keys <Shift><F2>)
- **Disconnect:** terminal device disconnects from the VDI-session, which remains running in the server. You can continue from the same situation with the same or another device.
- **Shortcuts:** some commands can be started

3. Problem Solving

This guide can't cover all operating systems or terminal devices. Helpdesk doesn't help users that have trouble with their personal computers during installation of Workspace App.

If you can't get VDI to work, even though you have read this guide and tried to solve problems, you can contact Haaga-Helia Helpdesk (helpdesk@haaga-helia.fi, tel. 080097750).

Setting up Multifactor Authentication

Signing in to school services outside campus often requires two-factor authentication using a smart phone or similar device. This technology is used with the webmail, Office 365 apps and VDI-desktops.

Staff and students have been advised to set their two-factor authentication information correctly. This means adding your phone number to your personal account. To modify your sign in details you can visit the following address:

<https://aka.ms/mfasetup>

In the same address you can setup your Microsoft Authenticator App. Before you can do this, you must download the app from the app store of your mobile device. If you have trouble with the two-factor authentication, please contact helpdesk (contact information above).

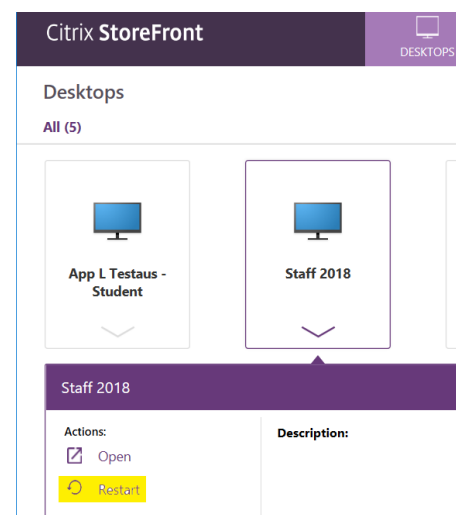
VDI Doesn't Work

First make sure your web connection is working ("is Google working?"). If you are online, but VDI does not work, reboot your computer. You can also try using another browser or cleaning your cache.

The next step is to **restart** your VDI-session after logging in (see picture).

If this does not help, then try to update or reset the settings of Workspace App (picture on the next page):

- Update: click the Workspace icon with right mouse button and select "Check for Updates".
- Reset: Click Workspace icon with the right mouse button, select Advanced Preferences > Reset Workspace App.



The network speed for VDI use should be at least 2M/256k, but it will work moderately even with a WiFi-connection via smartphone. Wireless networks (WiFi, 3G, 4G) might sometimes break VDI-connections. This is not a VDI-problem, but a feature in wireless networks.

You can check your network speed with e.g.

<http://www.speedtest.net>

If you encounter a problem that can't be solved by ordinary troubleshooting, it may be useful to remove and install Citrix Workspace App again. Even if helpdesk can't solve problems on users' personal computers during installation, they have a wide set of tools to solve VDI related issues.

