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|--|---|------------------------------|---------------------------------|
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| Department/Unit: | | | |
| Submitted By: | Approved By: | | Effective: 03/25/2020 |
| Revision History: | Previous Title: | Version: | Date: |
| | | | |

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1. Purpose

The purpose of this document is to provide step-by-step guide into using CDCR's VDI Portal for CDCR staff.

2. Scope

Provide CDCR Accounts Domain Users the ability to access their internal Desktop through CDCR's VDI Portal on any **non-CDCR** device.

Note: CDCR assets will utilize VPN

3. System Requirements

You must have at least one computer with the below supported Operating Systems and one mobile device listed below.

| Computer | Supported Operating System |
|---|---|
| Windows | Microsoft Windows 10 Microsoft Windows 8.1 Microsoft Windows 7 |
| Mac OS | Mac OS High Sierra or Above (10.13) Mac OS Sierra (10.12) Mac OS X El Capitan (10.11) |
| Mobile Devices (for authentication only) | Supported Mobile Application |
| Apple iOS (iPhone) | VMWare Verify App |
| Android | VMWare Verify App |
| Recommended Internet Bandwidth: | 125 KB/s |

4. Procedures

4.1 Downloading and Installing the Horizon Client

Download and Install the Horizon Desktop Client on your computer by clicking on the attached link. You will not launch this application directly. After installing the application, proceed to section 4.4.

- a. The most up to date Horizon Desktop Client for each operating system is below:

https://my.vmware.com/en/web/vmware/info/slug/desktop_end_user_computing/vmware_horizon_clients/5_0

Download VMware Horizon Clients

Select Version: 5.0
VMware Horizon Clients for Windows, Mac, iOS, Linux, Chrome and Android allow you to connect to your VMware Horizon virtual desktop from your device of choice giving you on-the-go access from any location.
[Read More](#)

Product Resources

[View My Download History](#)
[Product Info](#)
[Documentation](#)
[Horizon Mobile Client Privacy](#)
[Horizon Community](#)

[Product Downloads](#) [Drivers & Tools](#) [Open Source](#) [Custom ISOs](#)

| Product | Release Date | |
|---|--------------|---------------------------------|
| ▼ VMware Horizon Client for Windows | | |
| VMware Horizon Client for Windows | 2020-03-24 | Go to Downloads |
| ▼ VMware Horizon Client for Windows 10 UWP | | |
| VMware Horizon Client for Windows 10 UWP from the Microsoft store | 2019-09-17 | Go to Downloads |
| ▼ VMware Horizon Client for Mac | | |
| VMware Horizon Client for macOS | 2020-03-24 | Go to Downloads |

Note: If you are running an older version of any operating system and have trouble installing the most recent Horizon Desktop Client, contact the support desk for assistance.

4.2 Windows Installation:

- a. Click on Go to Downloads

| Product | Release Date | |
|--|--------------|---------------------------------|
| ▼ VMware Horizon Client for Windows | | |
| VMware Horizon Client for Windows | 2020-03-24 | Go to Downloads |
| ▼ VMware Horizon Client for Windows 10 UWP | | |

- b. Click on Download. This will download the installation file to your default 'downloads' folder

Download VMware Horizon Client for Windows

Select Version: 5.4.1

Description: VMware Horizon Client for Windows for x86-based & 64-bit devices

Documentation: Release Notes

Release Date: 2020-03-24

Type: Product Binaries

Product Resources

- View My Download History
- Product Info
- Documentation
- Horizon Mobile Client Privacy
- Horizon Community

Product Downloads | Drivers & Tools | Open Source | Custom ISOs

Product/Details

VMware Horizon Client for Windows
File size: 219.91 MB
File type: exe
Read More

Download

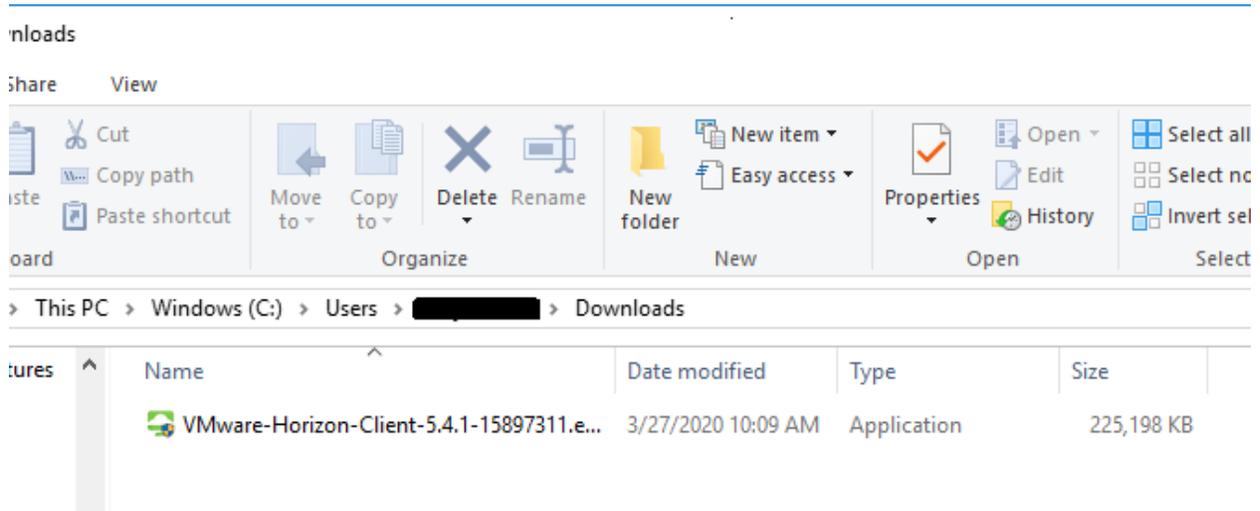
- c. In Chrome browser, the download will show up in lower left corner. Click the down arrow and select "show in folder". This will take you to your default download location

We use cookies for advertising. [View our privacy policy](#) [Consent to our use of cookies](#)

VMware-Horizon-....exe
40.8/220 MB, 2 mins left

- Open when done
- Always open files of this type
- Pause
- Show in folder**
- Cancel

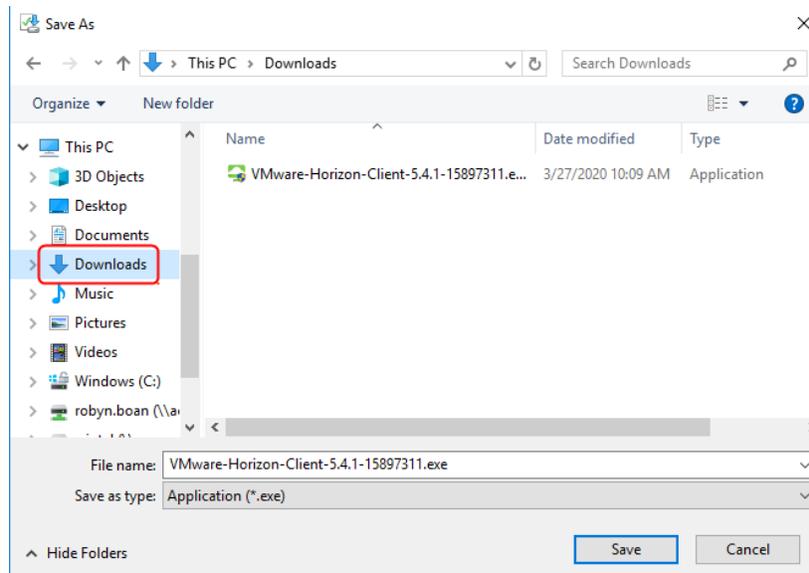
d. File Explorer will open to the folder with the downloaded file



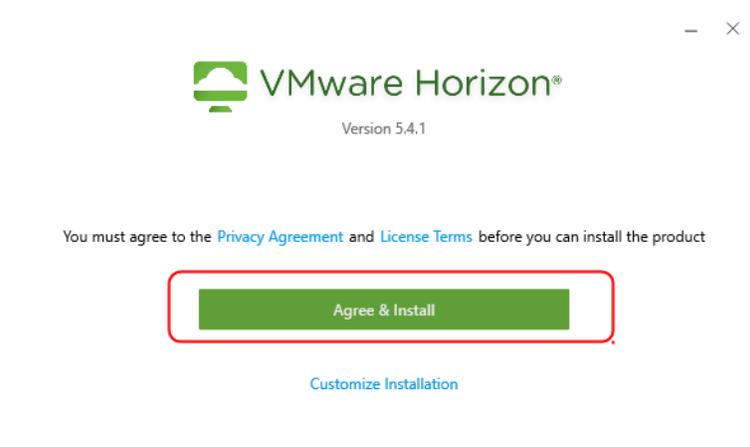
e. In Internet Explorer, prompt box will show up at bottom of screen. Choose Save As to pick the location for the download



f. A 'Save As' dialog box will pop up to allow you to save the file to any location on your computer



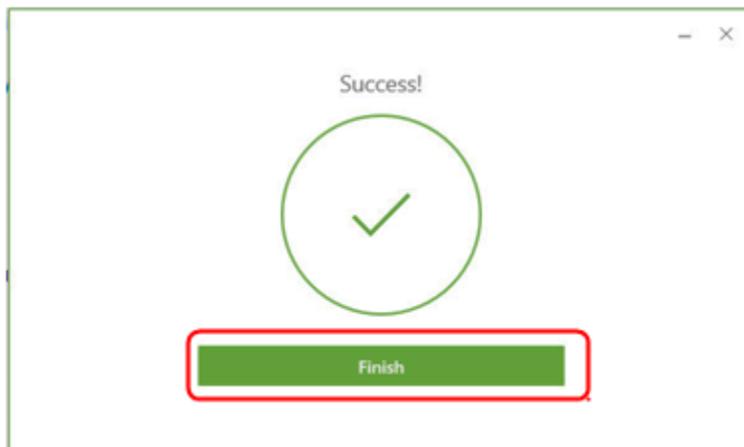
- g. Once downloaded, double-click file to start installation- select Agree & Install



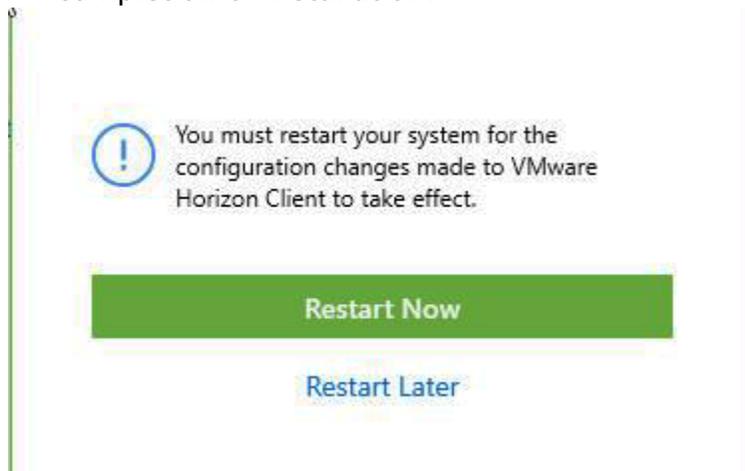
- h. You will see the installation in progress screen



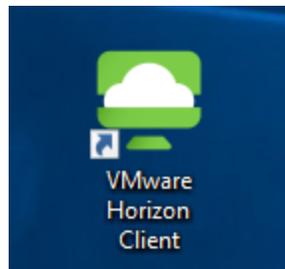
- i. Click on Finish when installation is complete



- j. **Reboot** your computer when prompted. This is **MANDATORY** for completion of installation.

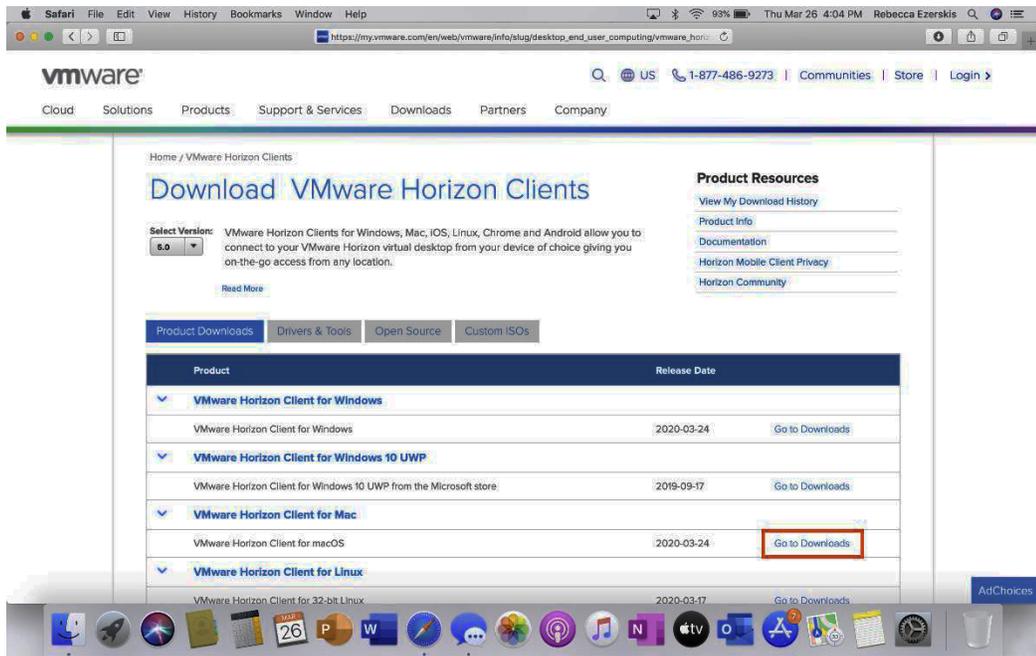


- k. The client will now be available on your desktop. Do not launch this application from your desktop. You may delete the icon from your desktop. Proceed to section 4.4 for further instructions on how to connect.



4.3 Mac OS Installation:

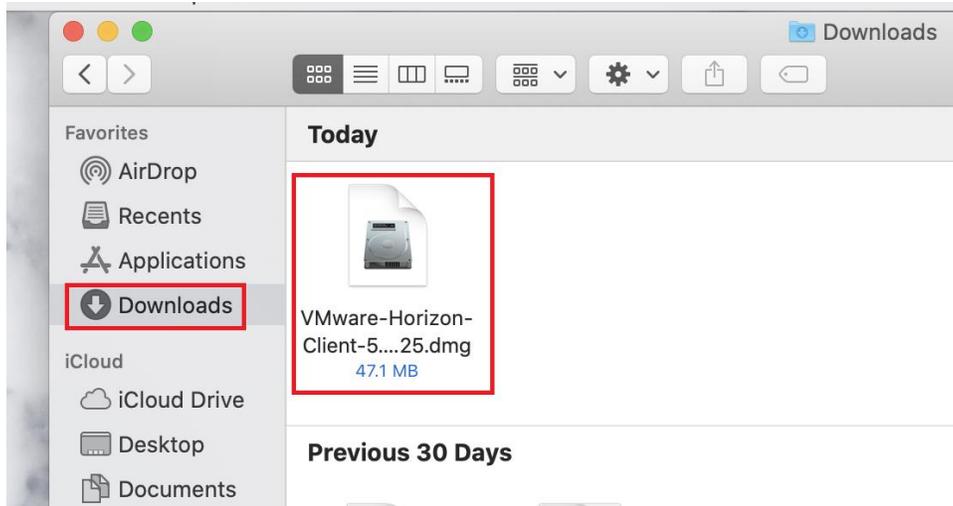
- a. Under VMware Horizon Client for Mac, click "Go to Downloads"



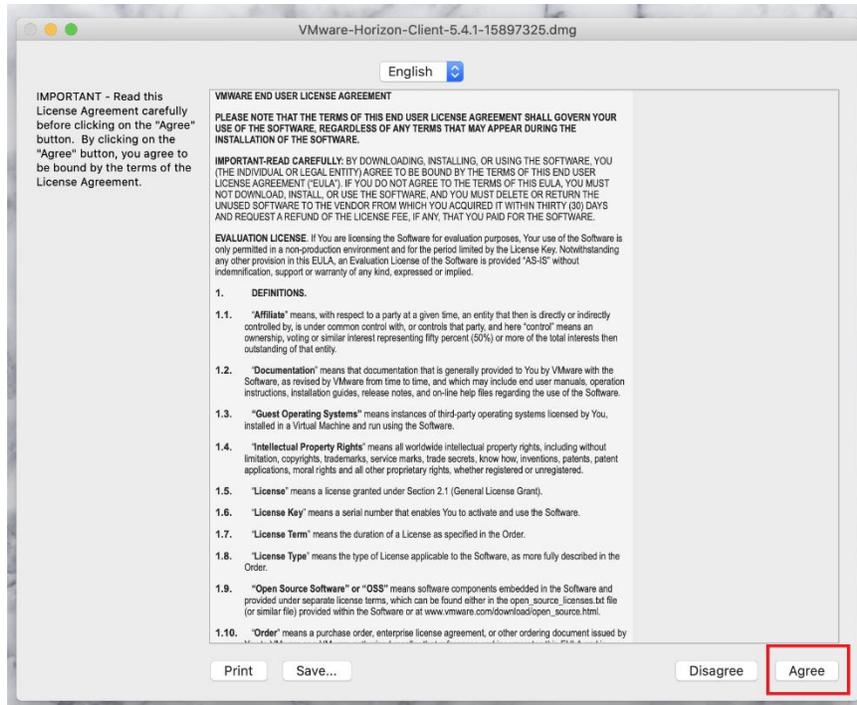
b. Click "Download"



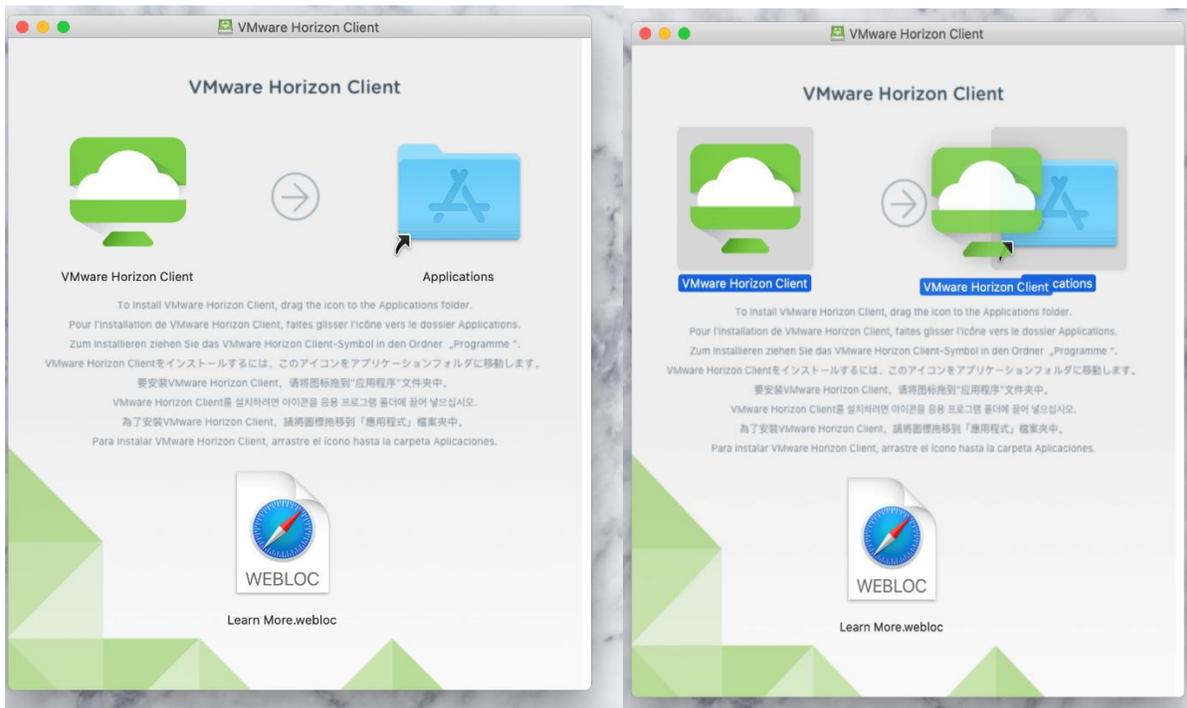
c. After the download is complete, Open Finder and go to your Downloads. Then launch the Horizon Client installer.



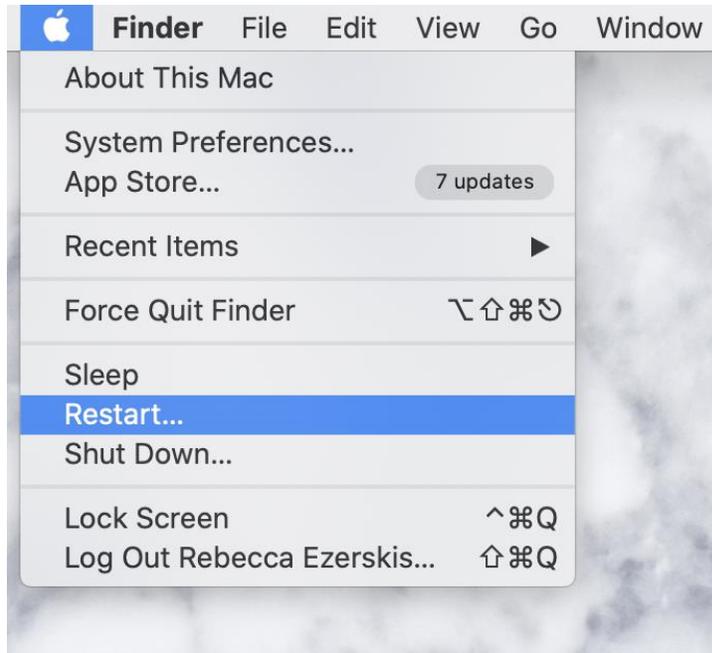
d. Click Agree



e. Drag VMware Horizon Client into your Applications folder



f. **Reboot** the computer when prompted. This is **MANDATORY** for completion of installation. After rebooting, proceed to section 4.4. Do not launch the application directly.

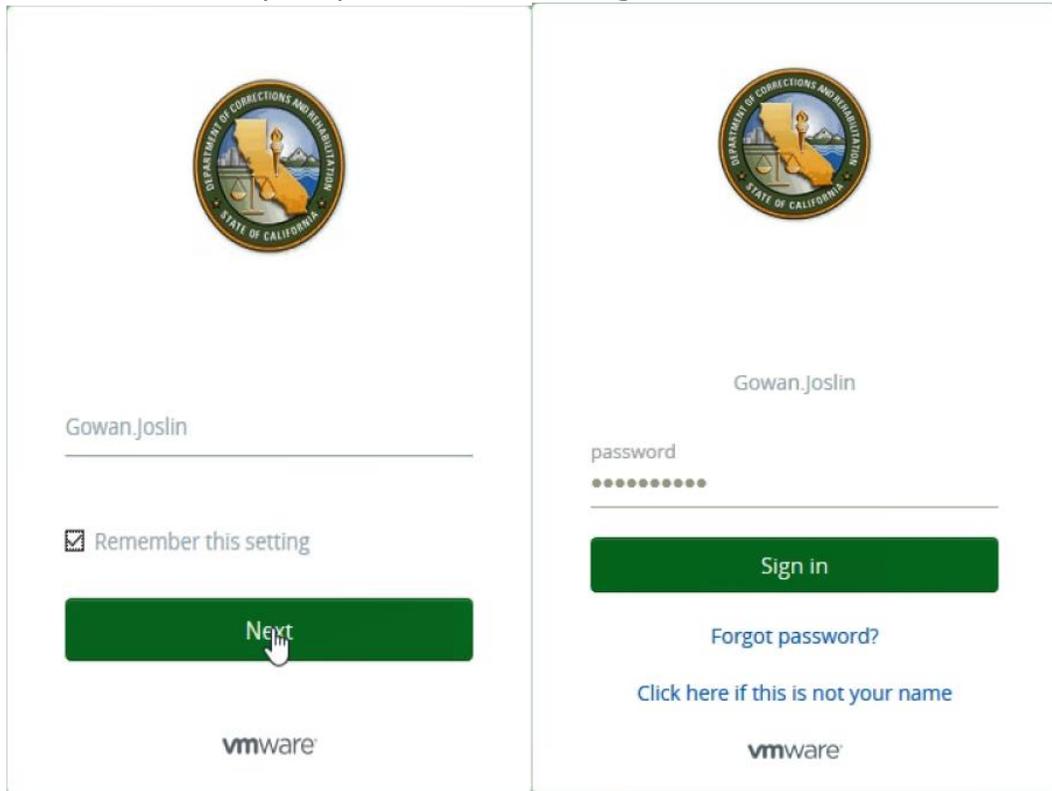


4.4 Completing registration to the portal

- a. Log back into your computer (E.G. Your Laptop, Desktop, Etc) and open a browser window (Chrome, Safari, or IE) and copy and paste the URL below:

<https://california-department-of-corrections-and-rehabilitation.vmwareidentity.com/>

- b. Input your CDCR Windows Desktop credentials and click "Next". Then enter your password, Click "Sign In".



The screenshot shows two side-by-side panels of a login interface. The left panel features the CDCR logo at the top, a text input field containing 'Gowan.Joslin', a checked checkbox labeled 'Remember this setting', a green 'Next' button with a mouse cursor, and the VMware logo at the bottom. The right panel features the same CDCR logo, a text input field containing 'Gowan.Joslin', a password input field with masked characters, a green 'Sign in' button, a blue link for 'Forgot password?', a blue link for 'Click here if this is not your name', and the VMware logo at the bottom.

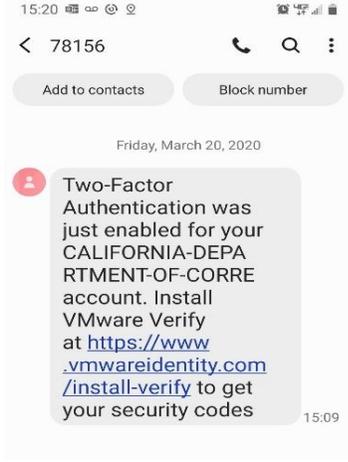
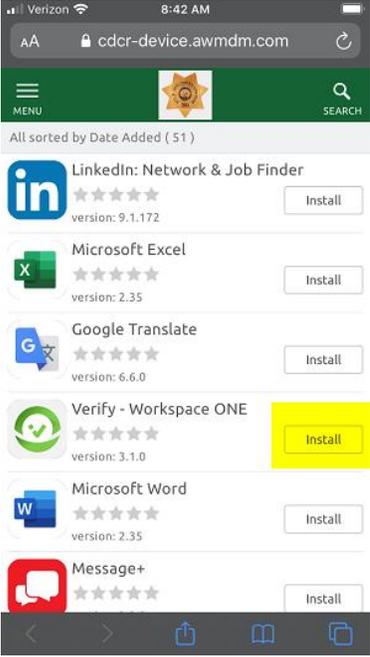
- c. Select United States for your Country Code and input your CDCR issued cell phone number or your personal phone number and click "Sign In".



The screenshot shows a single panel of the login interface. At the top is the CDCR logo. Below it is a blue checkmark icon followed by the text: 'VMware Verify is required for additional authentication. Enter a phone number to get started.' Below this is a dropdown menu showing 'United States of America (+1)'. Underneath is a text input field containing '916-123-4567'. Below the input field is the text: 'You will get an SMS confirmation at the number entered.' At the bottom is a green 'Sign In' button.

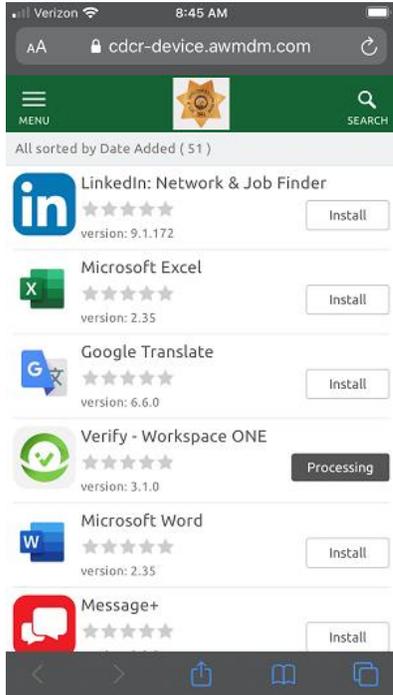
4.5 Setting up the VMWare Verify App Process

Note: This process is only required once, for the very first time a user logs in, or if they change their two factor device.

| CDCR Issued Cell Phone | Personal Cell Phone |
|--|--|
| <p>1. Launch CDCR Apps</p>  | <p>1. Link to download the VMWare Verify App was texted to your cell phone (or type the below link into your phone's browser)</p> <p>https://www.vmwareidentity.com/install-verify</p>  |
| <p>2. Click install on the VMWare Verify app</p>  | <p>2. Click install on the VMWare Verify app</p>  |

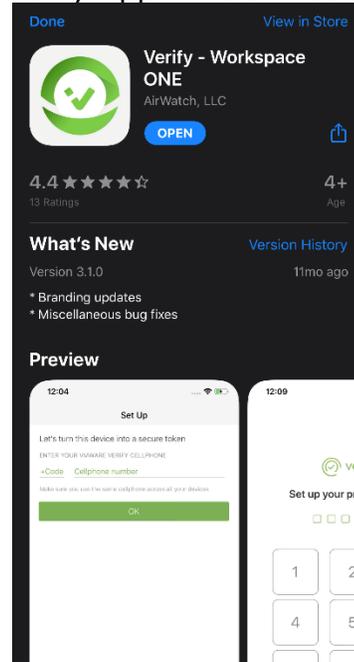
CDCR Issued Cell Phone

3. Wait 1-2 minutes. The Verify app will show processing, but it may already be installed.



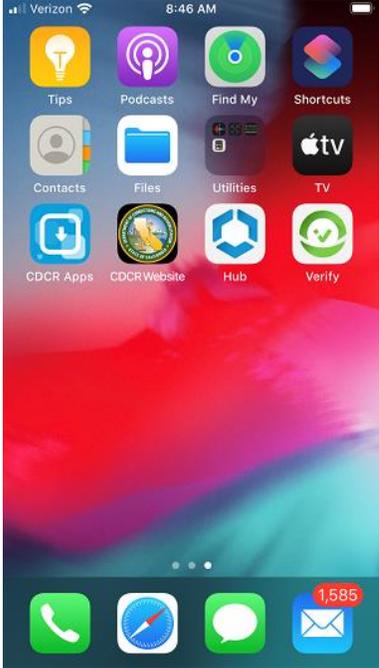
Personal Cell Phone

3. The Verify App will download.



CDCR Issued Cell Phone

4. Return to the home screen and launch the Verify app.

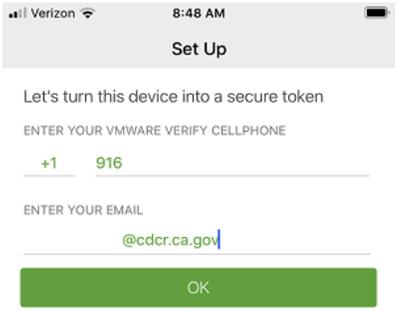


Personal Cell Phone

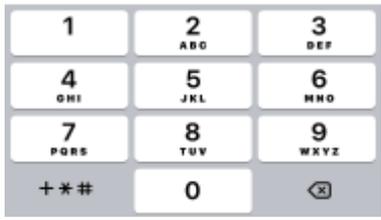
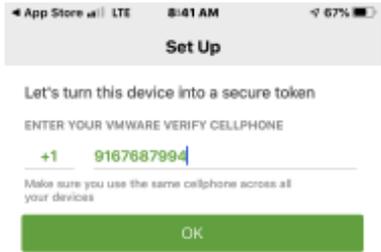
4. Launch the VMWare Verify App.



5. Configure the Verify app with your mobile phone number used earlier and CDCR e-mail (if requested). Click OK.

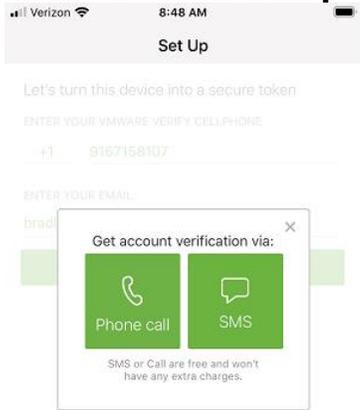


5. Configure the Verify app with your mobile phone number used earlier and CDCR e-mail (if requested). Click OK.



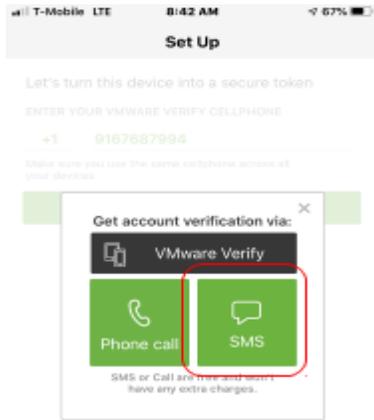
CDCR Issued Cell Phone

6. Choose "SMS" to setup initially.

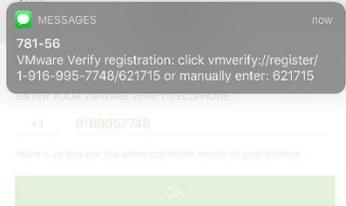


Personal Cell Phone

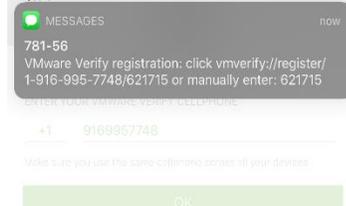
6. Choose "SMS" to setup initially.



7. You will receive a registration code, type that code into the Verify App.



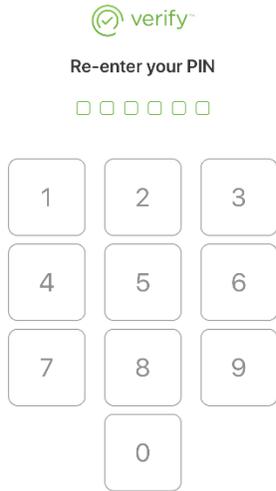
7. You will receive a registration code, type that code into the Verify App.



CDCR Issued Cell Phone

8. You will be prompted to enter a PIN to access the VMware Verify App. Enter your 6 digit Pin twice to confirm.

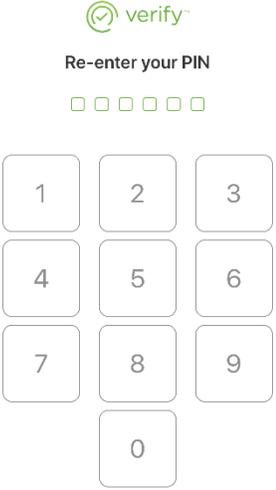
Note: **REMEMBER this PIN**



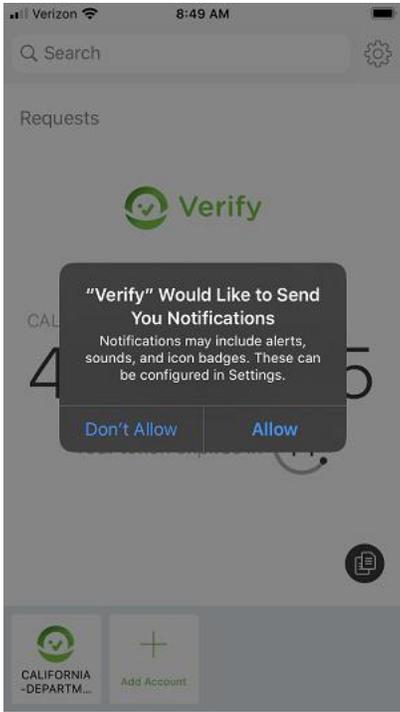
Personal Cell Phone

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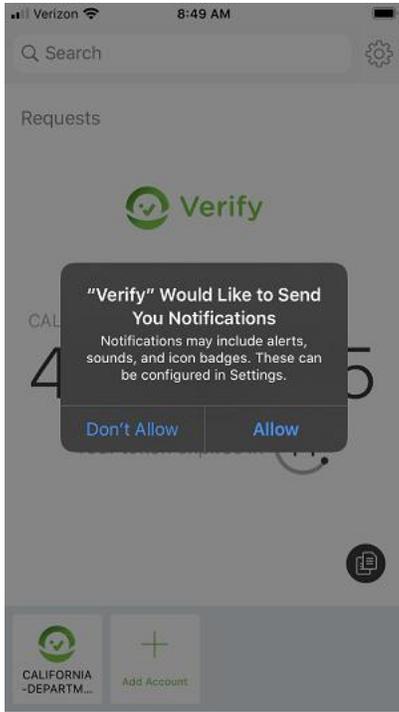
Note: **REMEMBER this PIN**



9. Allow the Verify app to send notifications

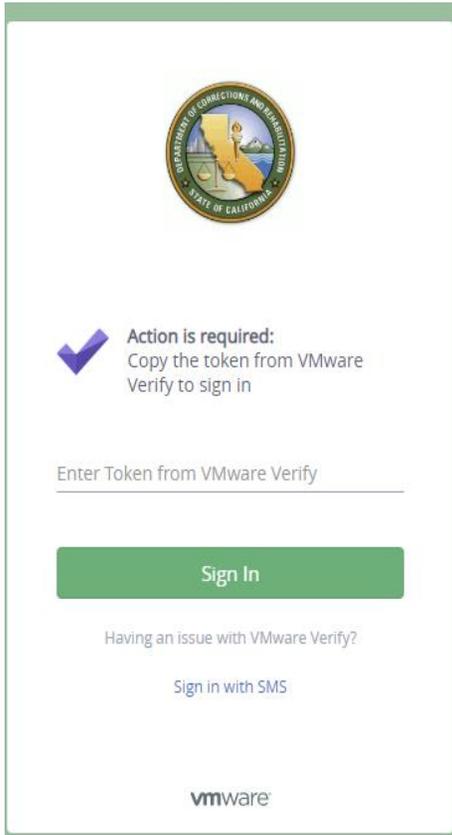


9. Allow the Verify app to send notifications



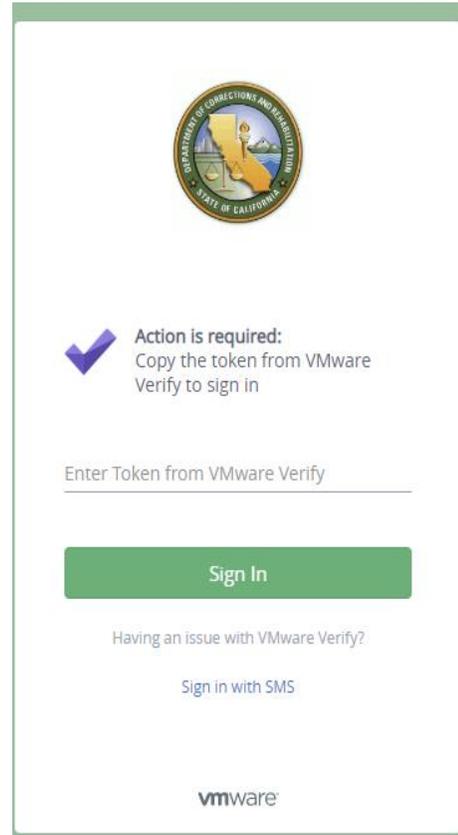
CDCR Issued Cell Phone

10. Leave your phone open with the Verify App, Use the token to complete the Verify registration on your computer's browser window. **Note:** You will only be prompted for token the first time.



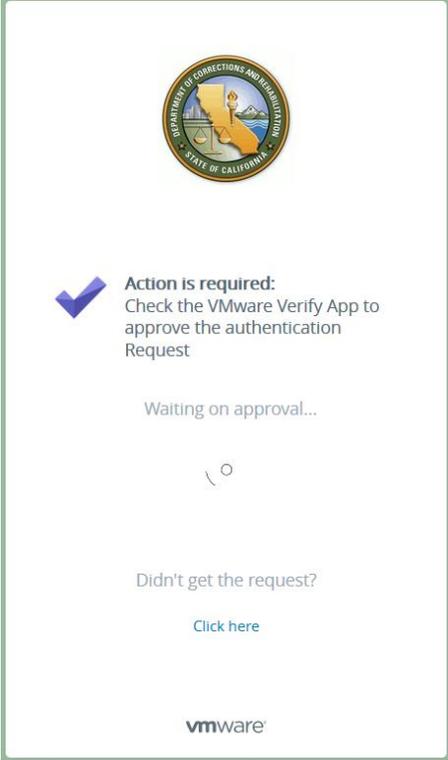
Personal Cell Phone

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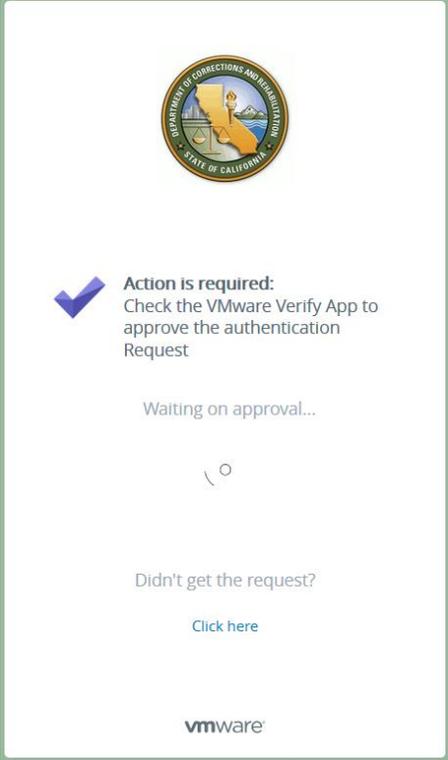
CDCR Issued Cell Phone

11. After initial VMware Verify setup, any new login to the CDCR VDI Portal will send you a push notification for authenticating into the environment.



Personal Cell Phone

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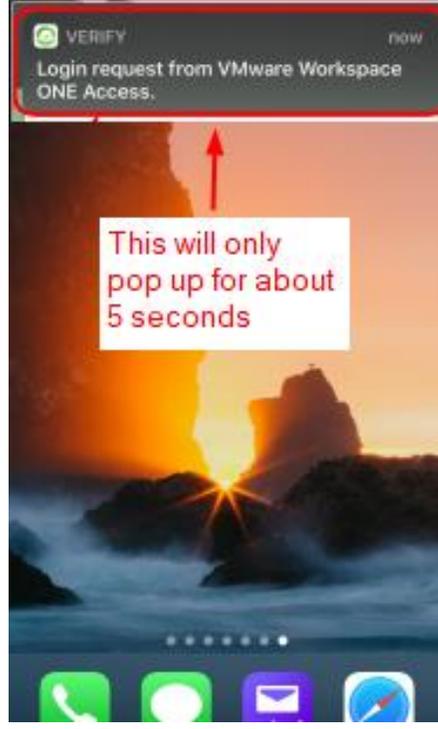


CDCR Issued Cell Phone

Personal Cell Phone

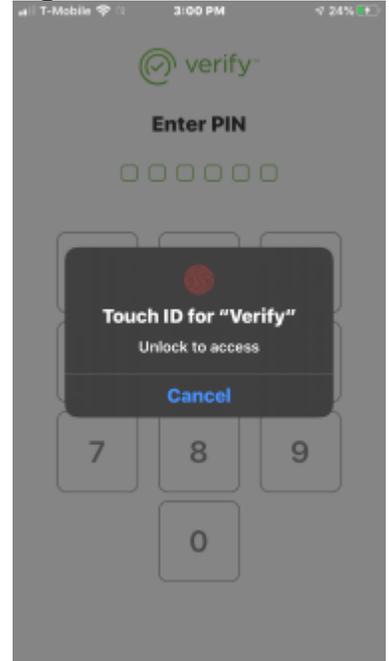
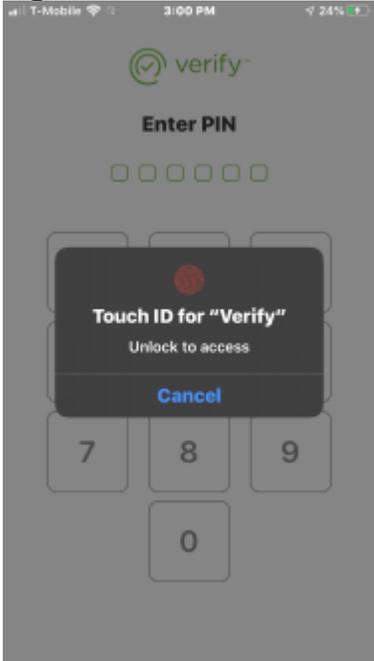
12. Your phone will display the Push notification to approve.

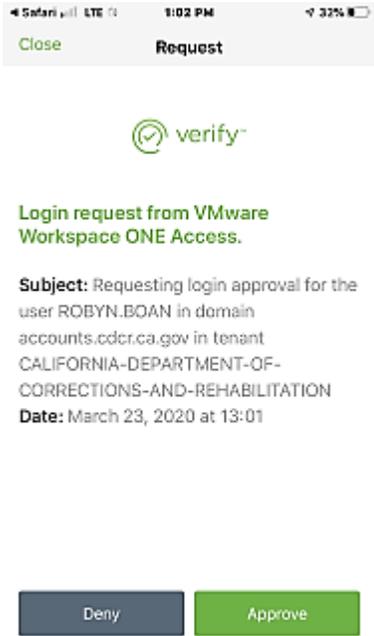
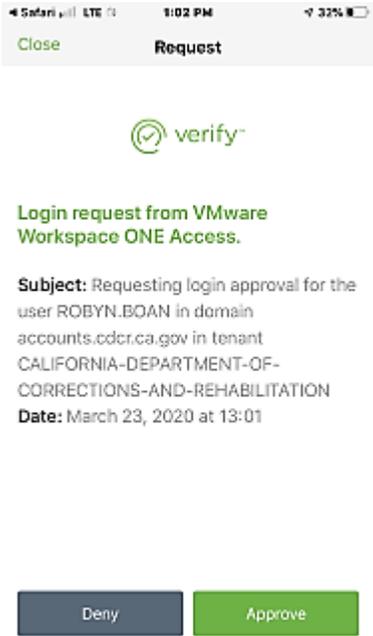
12. Your phone will display the Push notification to approve.



13. You may use any kind of Face ID or Touch ID in lieu of entering your 6 digit code.

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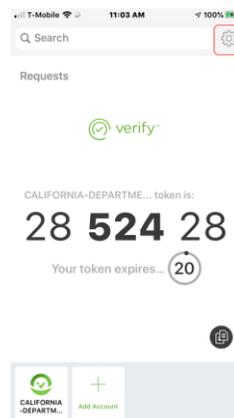


| CDCR Issued Cell Phone | Personal Cell Phone |
|--|---|
| <p>14. Once authenticated you should be prompted to approve a login attempt.</p>  | <p>14. Once authenticated you should be prompted to approve a login attempt.</p>  |

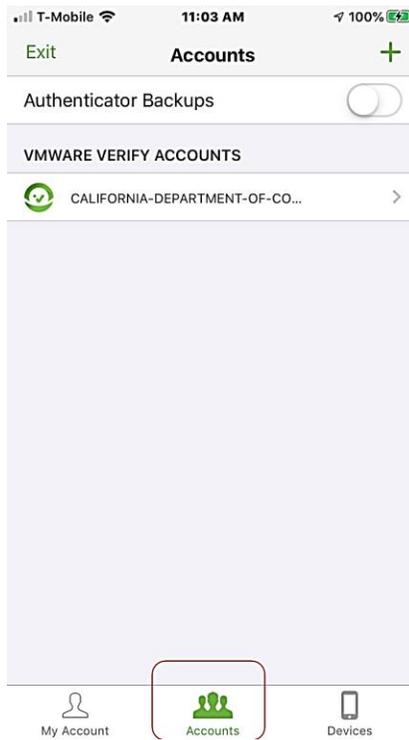
Note: On subsequent use of Portal Sign-in, it is recommended to have the VERIFY APP open on your phone, **before** the Portal Login process.

If you do not see the APPROVE message from Verify App, you can manually access the approval message:

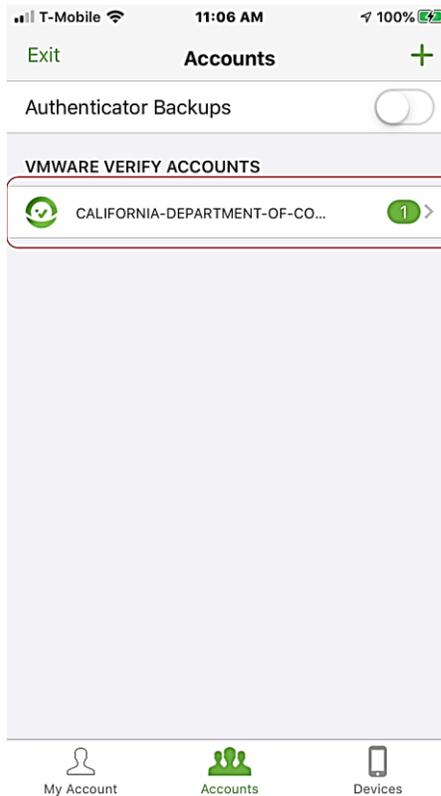
- a. Click on the Wheel icon, in top right of Verify App



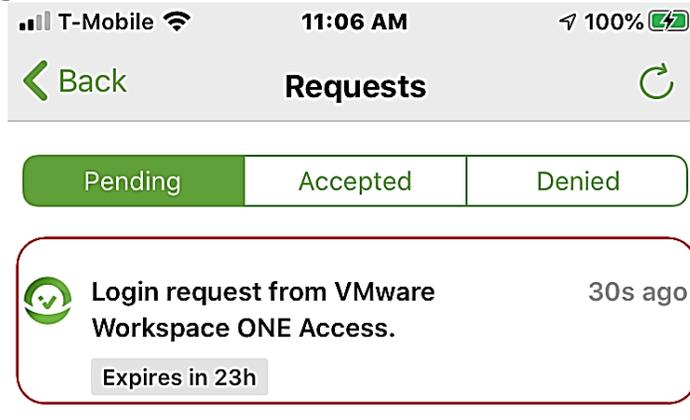
b. Accounts (bottom, middle tab)



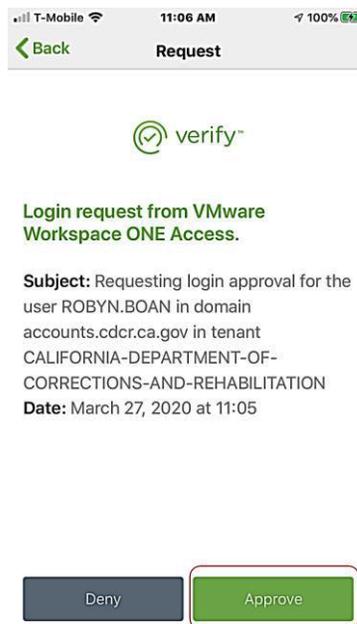
c. VMware Verify Accounts – California-Department.....



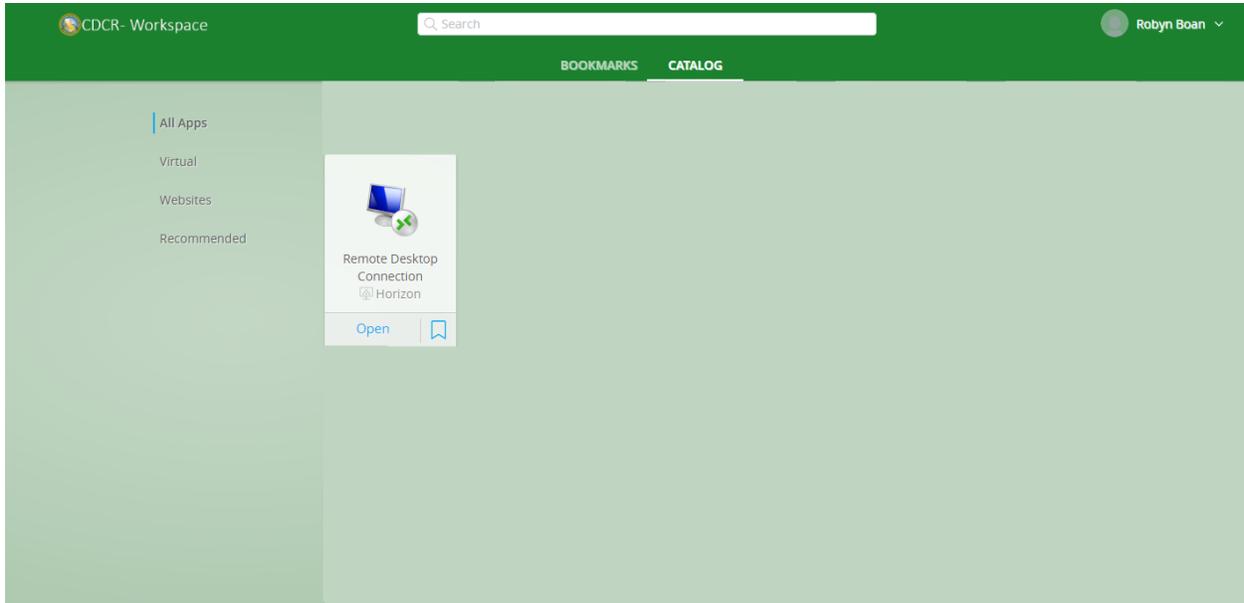
- d. Select Login Request from VMWare Workspace ONE Access under Pending



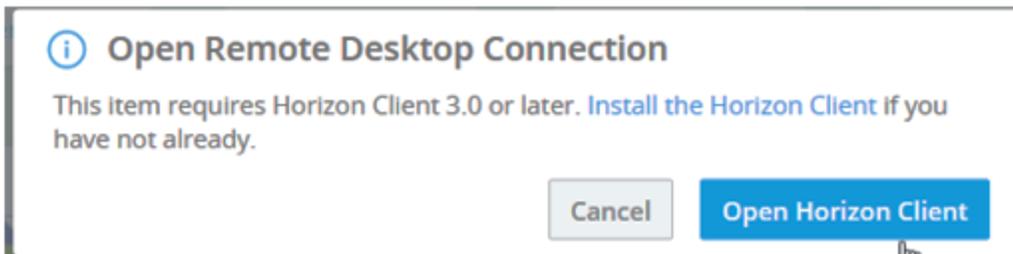
- e. Select Approve



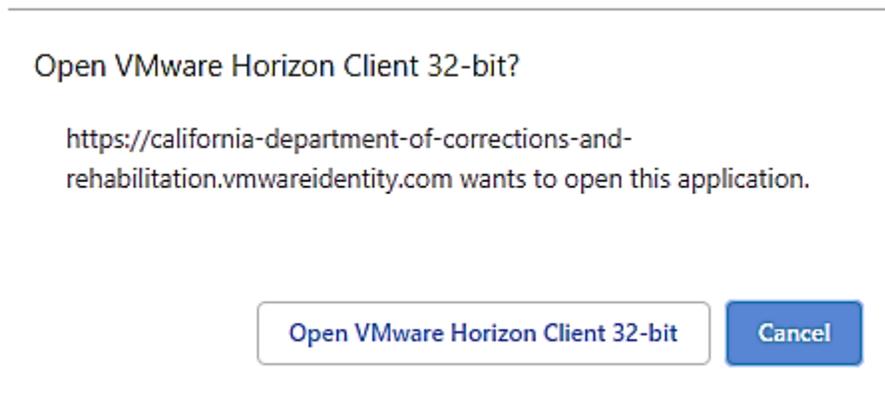
- f. The portal should automatically load after approving the two factor request, and you will now have a portal with the Remote Desktop application available. Click on "Open" you will be prompted to open with the Horizon Client.



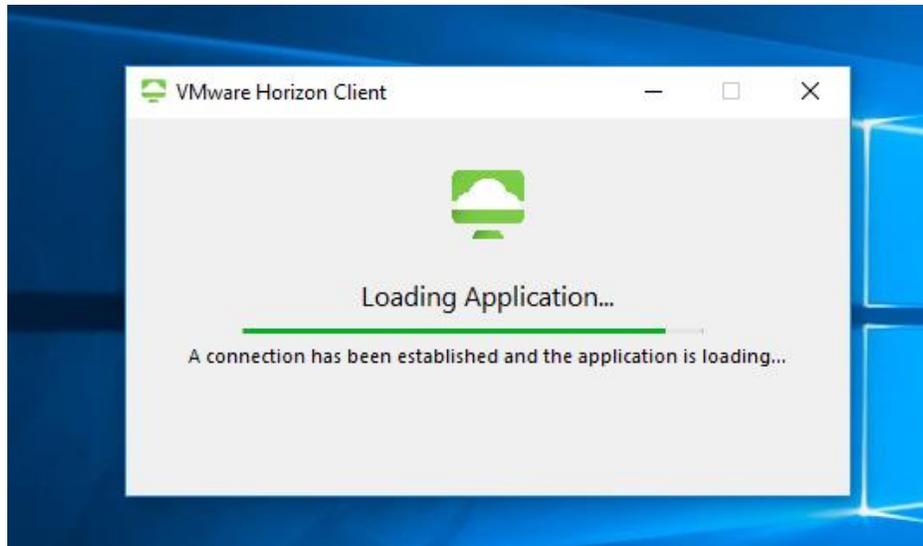
Note: This first screen only shows up the first time launching Remote Desktop Connection) Click "Open Horizon Client".



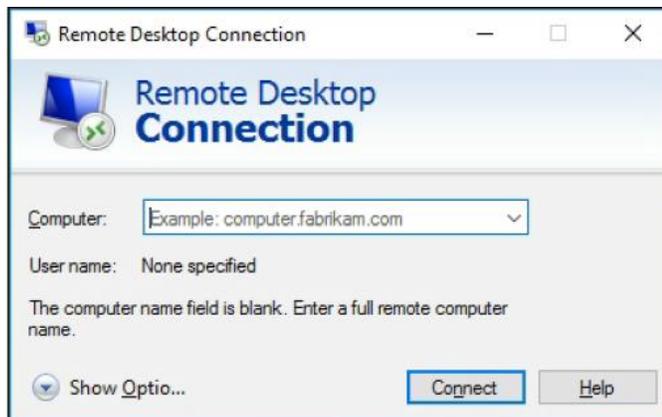
- g. Depending on which browser you choose, you may be prompted to open the client. Click on "Open VMware Horizon Client XX-bit"



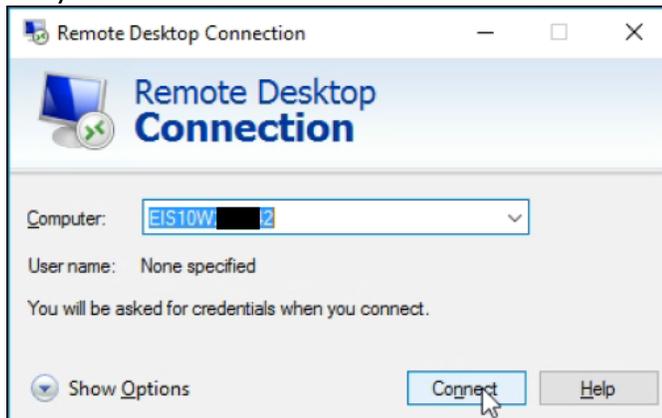
- h. A loading application window will appear. This may take up to 20 seconds to load.



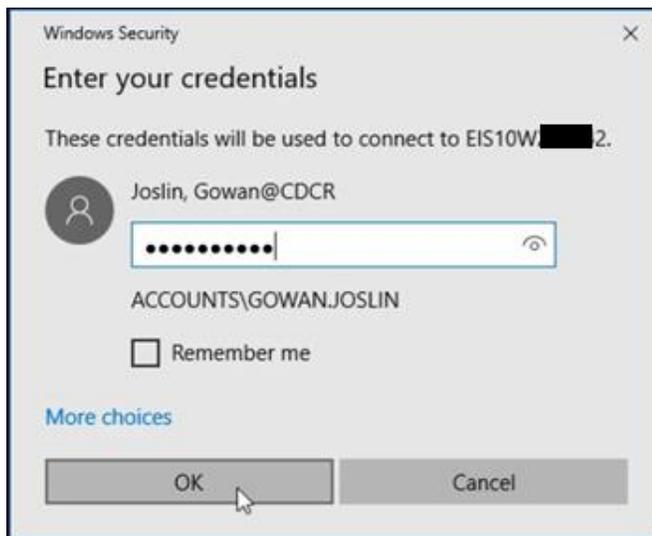
- i. The Remote Desktop Connection app will launch.



- j. Enter the computer name listed in the email that you received granting your remote VDI access. Click "Connect".



- k. Enter your work credentials.

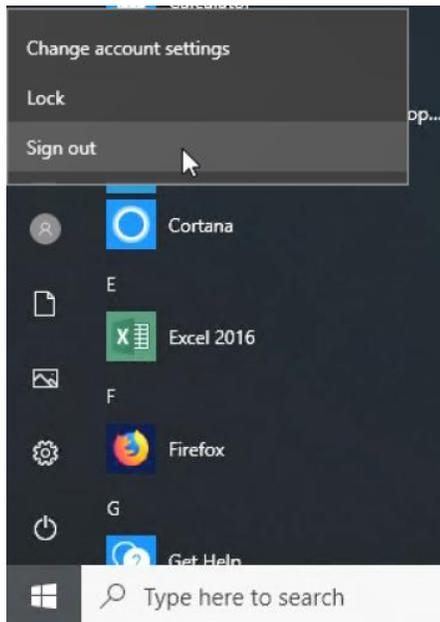


- l. You will see the screen loading your profile and then you will be presented with your desktop computer from work.
- m. If your login is not successful please contact the service desk to ensure:
- n. You have the correct Computer Name.
 - o. The Computer is on.
 - p. You have access to the computer through the Remote Desktop Users group.

4.6 Logging out of VDI

IMPORTANT: When you are done with your session for the day, please Sign Out of your remote desktop instead of just closing the Remote Desktop Window.

- a. Click on the START button in the lower left corner.
- b. Click on the person icon and choose "Sign out".



5. Definitions/Acronyms

| Acronyms | |
|------------|--------------------------------|
| VDI | Virtual Desktop Infrastructure |

6. Frequently Asked Questions (FAQs)

Q: How do I change my password if it is already expired?

A: Please use the link below to change your password. If you don't know your current password, please contact the Service Desk for assistance.

<https://adfs.cdcr.ca.gov/adfs/portal/updatepassword>

Q: How do I change my password?

A: While you are connected to the Remote Desktop Connection, press CTRL+ALT+END and click "Change a password".

Q: What do I do if I change/lose my CDCR or Personal phone with the VMWare Verify app on it?

A: You will need to contact the Service Desk and inform your manager to have your old phone profile removed.

Q: What if I am unable to install the Horizon Desktop Client on my home computer?

A: Contact the Service Desk to walk you through the process.

Q: Why is my video quality poor?

A: All users are limited to 125KB/s of bandwidth. If you are attempting to watch a video that is externally accessible, please try watching it from your home computer. If you are attempting to access LMS, please use your home computer's browser (not VDI) and refer to the attached PDF instructions.

Q: Can I connect my home printer to my VDI session?

A: Currently printing from home printers is not allowed.

Q: How can I use multiple monitors with Remote Desktop Connection app?

A: Before remoting into your work computer click on the Display tab, select "Use all my monitors for the remote sessions."

