Virtual Desktop User Guide
Technology Infrastructure Operations

Edmonton

Open City and Technology | Integrated Technology Solutions

VDI for Alternative Work Strategy
User Guide

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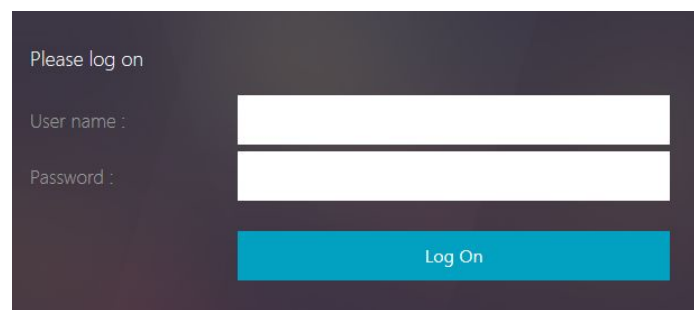VDI for Alternative Work Strategy - User Guide

Overview

Virtual Desktop Infrastructure, or VDI, refers to the process of running a user desktop inside a virtual machine that lives on a server in the datacenter. It delivers end-user mobility and the freedom to access virtual desktops anytime, from anywhere, on any device.

How to access your virtual workstation

VDI workstations are configured to allow logins for 3+3 IDs

1. Navigate to https://citrix.edmonton.ca

Note: You will either need to install Citrix Workspace or use an HTML5 browser to use your virtual workstation. More information can be found in the appendix section of this document.

2. Enter your User name (3+3) and password
3. Unblock the Citrix Plug-in if required. http://support.citrix.com/article/CTX141137
4. Click on the **Desktops** tab
5. Click on **COE VDI**

Additional options are available using the toolbar at the top of the window.

Notes:
- See Appendix F to configure dual monitor support
- See Appendix G to configure file access and connections
- Reboot process may take up to 10 minutes.

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Additional Information

Appendix A: Workspace for COE Desktops / Laptops

1. Log on with an administrator account.
2. Click the **Start** button, click **Run**.
3. In the Open box, type: **\\cepers01\install$**
4. Click **OK**.
5. Browse to \Citrix Workspace 1911\Version 19.11.0.50\Package
6. Right-click Install_CitrixWorkspace1911.bat and then click Run as Administrator.
7. Click **Yes**.
8. Follow the instructions on the screen to complete the installation.
9. Navigate to https://citrix.edmonton.ca

Appendix B: Workspace for iPad / iPhone / Android

1. Download the Citrix Workspace App from the AppStore / Play Store
2. Open the Citrix Workspace on your device.
3. Click **Get Started**
4. On the Welcome Screen enter the following:
5. **Store URL**: Enter **citrix.edmonton.ca**
6. Click **Continue**
7. In the Sign In screen, set the following:
    1. **User Name**: Enter your "userid"
    2. **Password**: Enter your password.
8. Click **Continue**
9. Select **COE Store**
10. Click **Continue**
11. Click **Save**

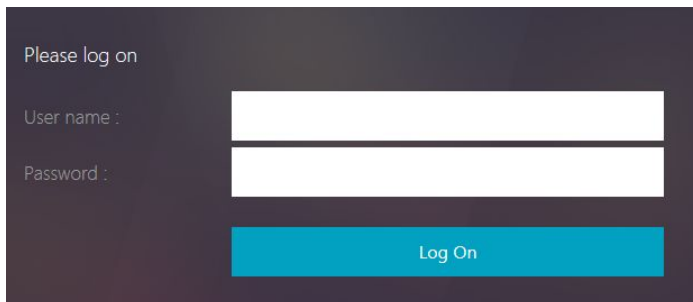## Appendix C: Citrix Workspace for Personal PC / Mac

1. Skip to step 5 if Citrix Receiver or Workspace is installed on your computer
2. Open your browser
3. Navigate to https://www.citrix.com/downloads/workspace-app/
4. Download and install Citrix Workspace
5. Navigate to https://citrix.edmonton.ca

Appendix D: Citrix Workspace for Chromebook

1. Add Citrix Workspace to Chrome using the Chrome Web Store
2. Launch Citrix Workspace App

3. Specify Account URL: https://citrix.edmonton.ca
4. Click Connect

5. Enter your User name (3+3) and password
6. Click Log On

Appendix E: Receiver for Web (Clientless/HTML5)

Users running the following web browsers can access the workstations without installing receiver:

➔ Internet Explorer 11 or later
➔ Safari
➔ Chrome
➔ Firefox

1. Navigate to https://citrix.edmonton.ca using an HTML5 browser
2. Login to Citrix Website.

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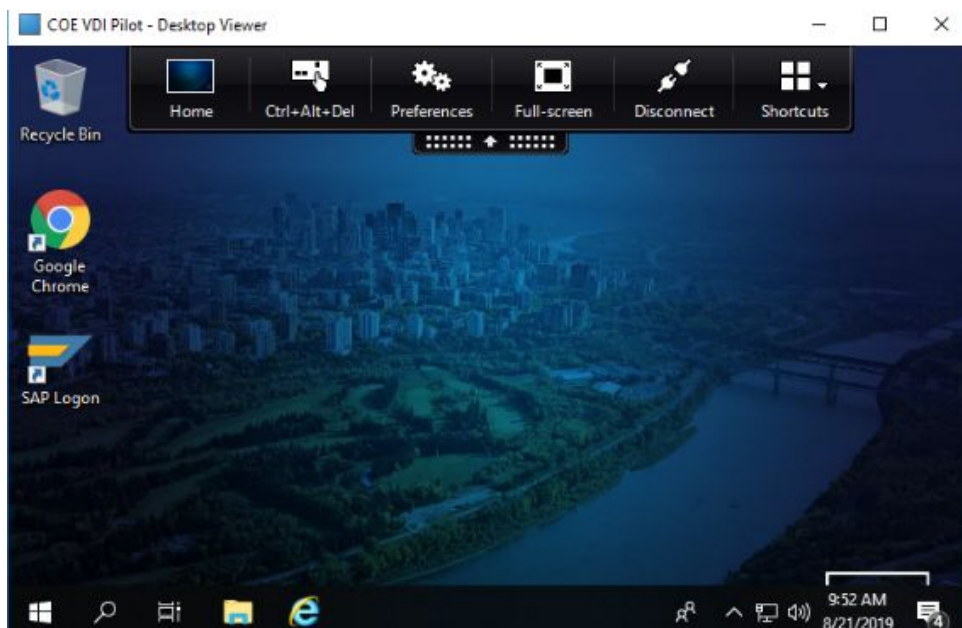
3. Click "Use light version"

Appendix F: Dual Monitor Support

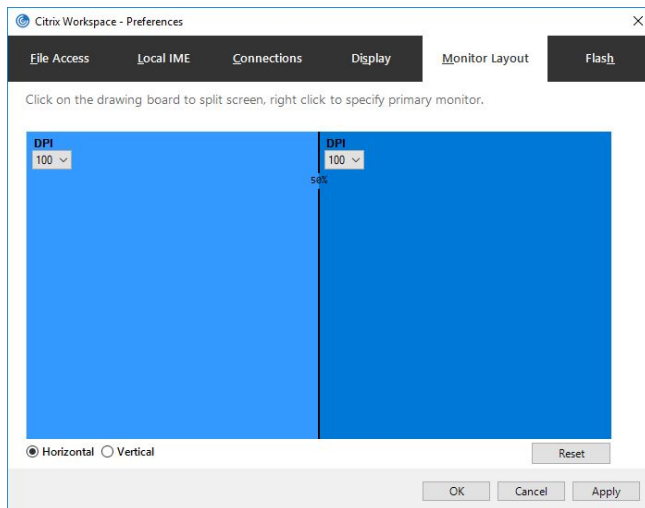Follow the steps below to configure dual monitor support.

Windows 10

Note: Citrix Workspace 1907 or later is required for dual monitor support.
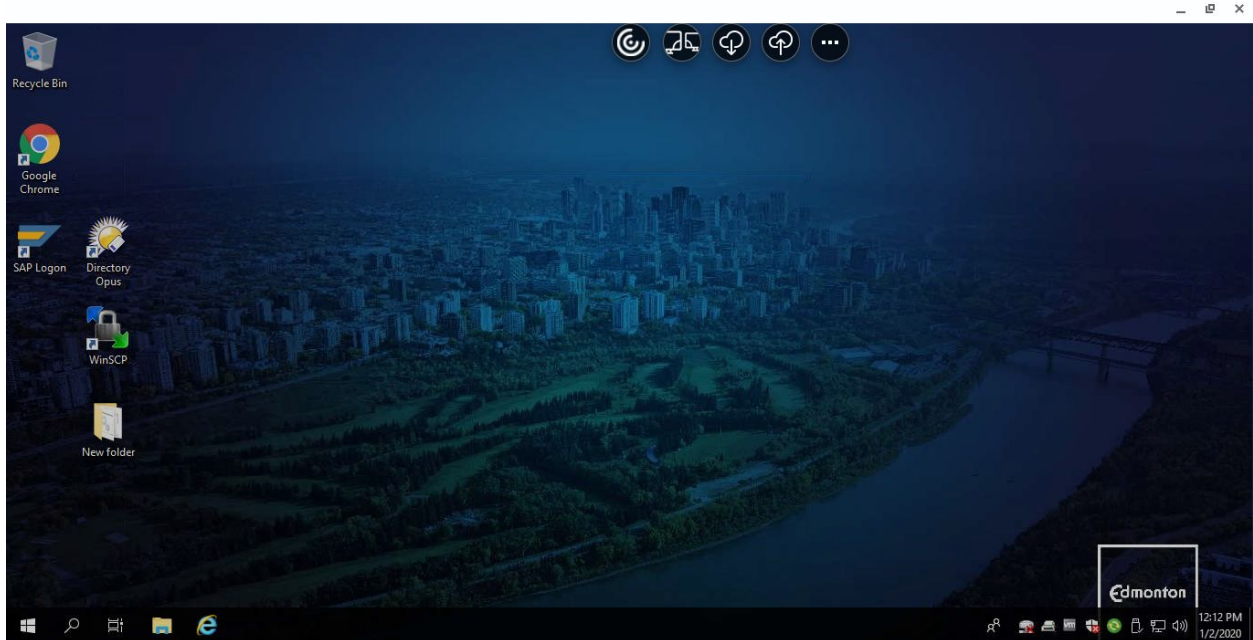
1. Click on the black drop down menu

2. Click **Preferences**
3. Click on the Monitor Layout tab

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4. Define monitor layout as desired
5. Click **OK**
6. Maximize VDI across both screens to confirm settings.

Chromebook

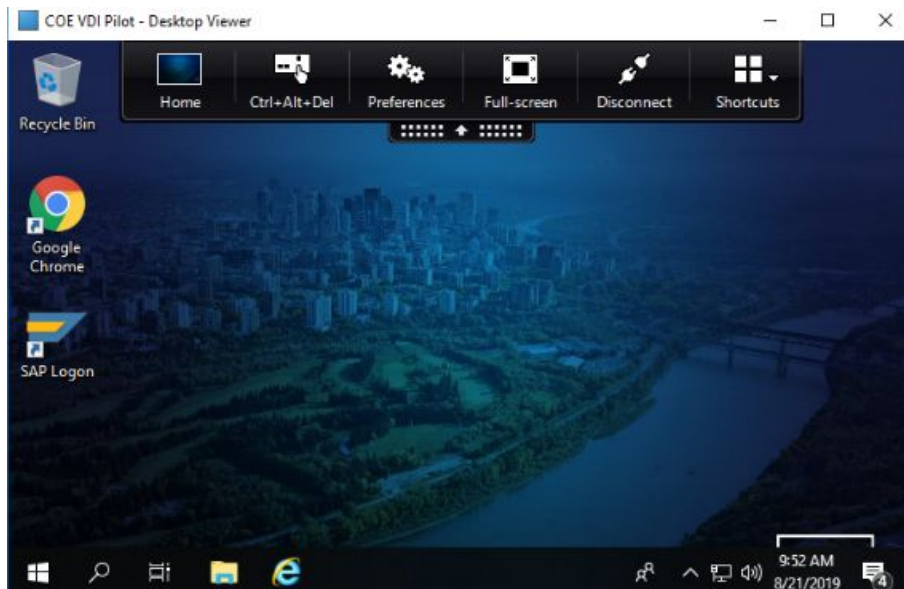1. Install Citrixworkspace App
2. Click on the black drop down menu

3. Click Multimonitor

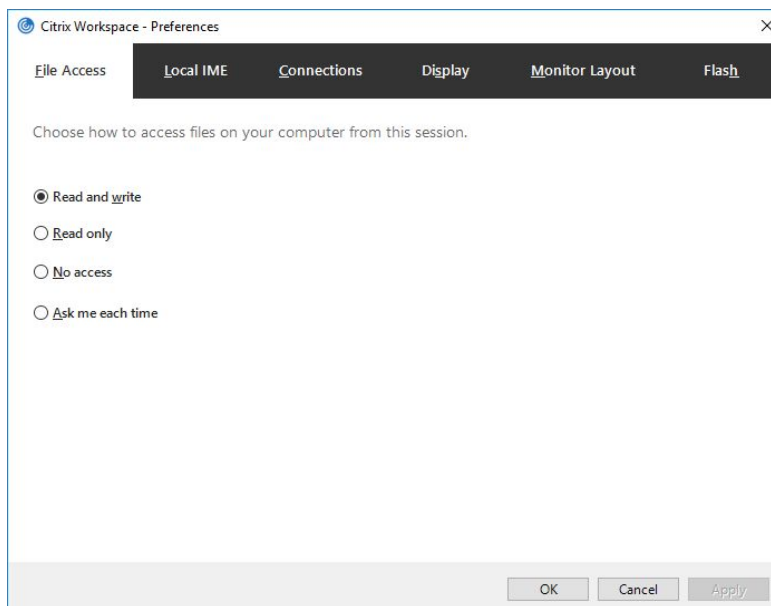VDI for Alternative Work Strategy - User Guide

Appendix G: Configure File Access and connections

Follow the steps below to allow the VDI to interact with your local machine.
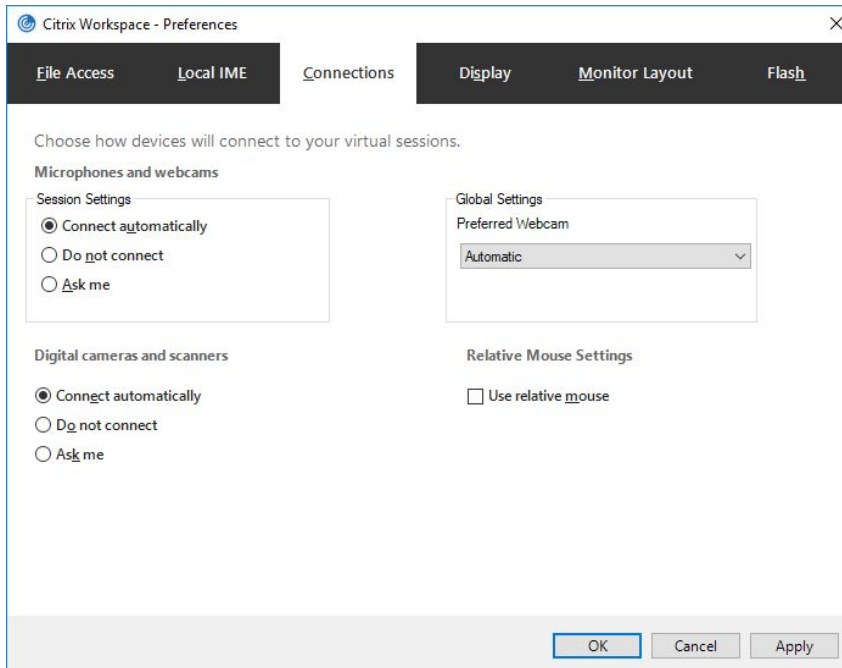
1. Click on the black drop down menu

2. Click **Preferences**

Note: VDI Workstations are not able to access local or mapped drives from the client machine.

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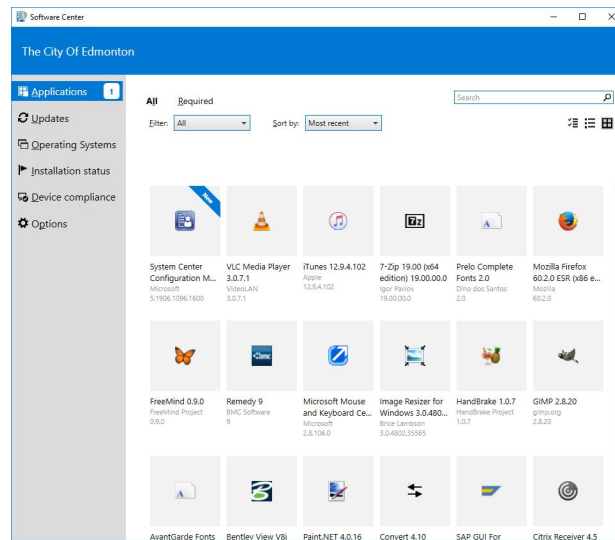
3. Click on the Connections tab

4. Click on **Connect automatically** for Microphones and webcams and Digital cameras and scanners.
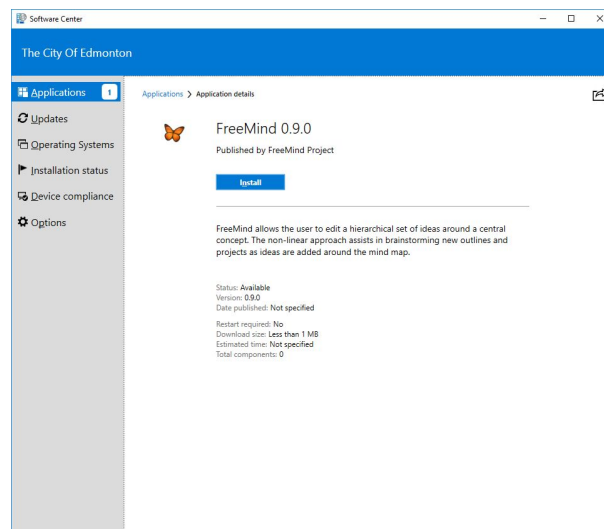5. Click **OK**

Appendix H: Software Installation

Software is installed on the VDI workstation using normal COE processes. This process would be similar to when you have your PC refreshed. There are three options available:

1. Submit a request to Inside Information.
    - Email: Inside.Information@edmonton.ca or call (780) 944 4311
2. Install via Software Center
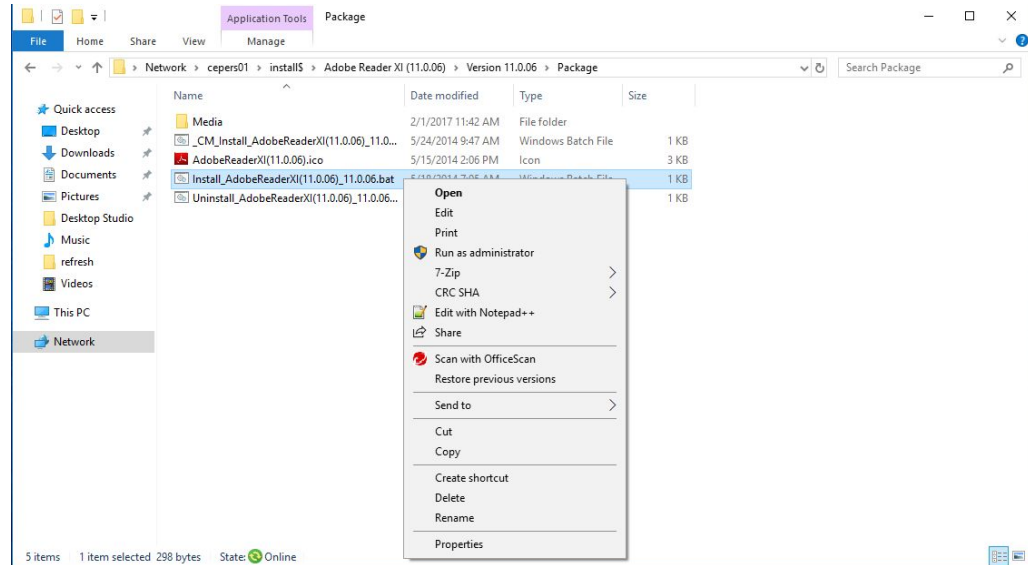   - Launch Software Center from the Start Menu
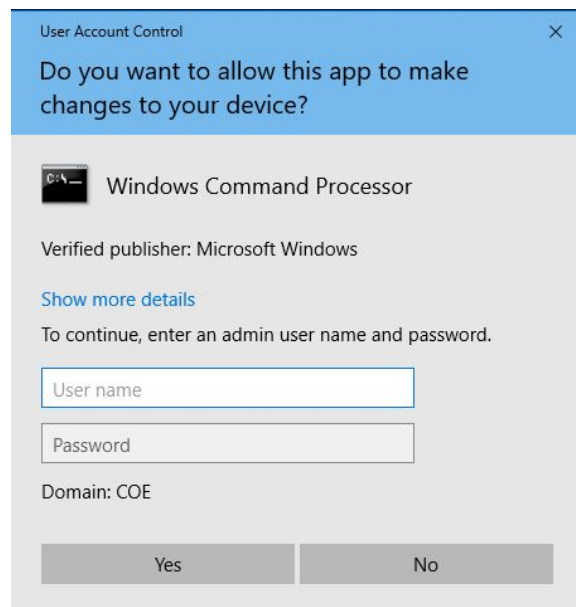

  - Select the desired application

  - Click **Install**

3. Manual installation (requires elevated privileges, ie 1+7 account)

○ Browse to installation media. e.g. \\cepers01\install$\Adobe Reader XI (11.0.06)\Version 11.0.06\Package

○ Right-click the install batch file, and then click **Run as Administrator**.

○ Enter admin credentials (1&7) and click **Yes**
○ Follow the instructions on the screen to complete the installation.
○ Reboot if required

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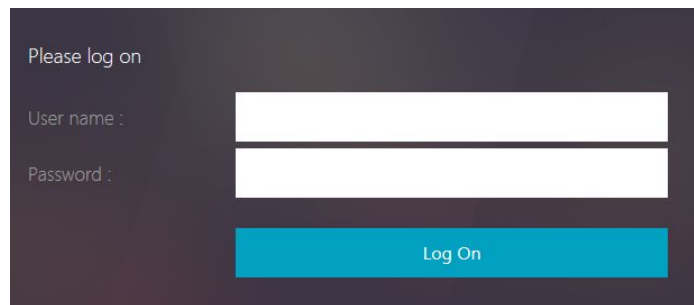
Appendix I: Power Management

VDI machines are powered managed by Citrix with the following configuration:
- Shutdown when disconnected for 5 days
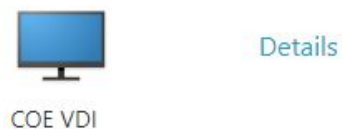- Shutdown when logged off for 5 days

Machines will be automatically powered up when a user initiates a connection. Power up may take 10 minutes or longer depending on Windows Updates.

Rebooting a workstation:
1. Navigate to https://citrix.edmonton.ca

2. Enter your User name (3+3) and password
3. Unblock the Citrix Plug-in if required. http://support.citrix.com/article/CTX141137
4. Click on the **Desktops** tab

5. Click on **Details**

6. Click **Restart**
   Reboot process may take 10 minutes or longer depending on Windows Updates.

Change History

Version	Date	Author	Description
1.0	August 21, 2019	Shawn Bacchus	Initial Draft
1.1	August 27, 2019	Cathy Partridge	Content revisions
2.0	December 13, 2019	Cathy Partridge	Updates for production roll-out
2.1	December 30, 2019	Cathy Partridge	Minor updates for clarity

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