



# User Guide

*Virtual Desktop (COVID-19 support)*

## Disclaimer

Periodically changes to business processes or updates to systems or applications result in the updating of training guides and support materials. It is the responsibility of the delegate to check that they have the most up-to-date guides. All guides contain a Change Control table at the front which details when the document was last updated. To check you have the current version please email

[it.training@sthk.nhs.uk](mailto:it.training@sthk.nhs.uk)

## Change Control

Document Type		Document Title		
User Guide Manual		Virtual Desktop access guide		
Version	Date	Owner	Change	Purpose
V0.2	20.01.21	Barry Squires	Replaced VPN instructions with MFA	Updated for MFA

## Document Approval

Version	Date	Approver Name	Approver Job Title

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## What is Virtual Desktop (VDi)?

Virtual Desktop Infrastructure (VDI) is a technology that allows access to a desktop screen that can be accessed from any other computer providing it is connected to the internet. For example, a home computer can be used to access a work desktop, applications and systems safely and securely.

This technology is exceptionally useful for staff to access systems and services while using a non-corporate device.

Virtual Desktop uses a technology called VMware Horizon



## How do I arrange access to a Virtual Desktop?

Virtual Desktops have been enabled for key clinical staff who need to be able to access key systems and services if they have no alternative corporate technology that will allow access to the systems. The following steps should be followed to request a Virtual Desktop

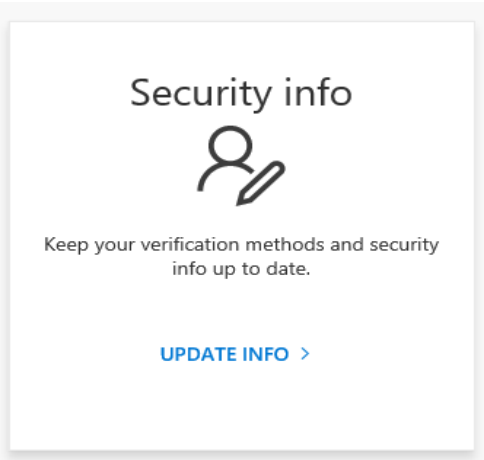
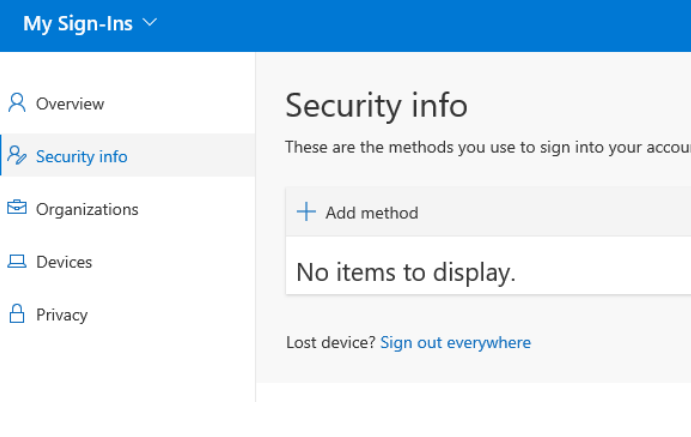
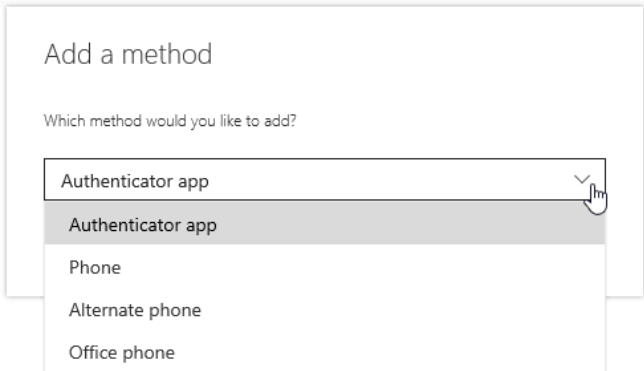
Step	Detail
<ul style="list-style-type: none"><li>Contact the service desk</li></ul>	<ul style="list-style-type: none"><li>Raise a request with the service desk using by contacting 0151 676 5678 from your home.</li></ul>
<ul style="list-style-type: none"><li>Provide rationale for a virtual desktop</li></ul>	<ul style="list-style-type: none"><li>Outline in the request the requirements and constraints you have with using corporate computers such as laptop or desktop</li></ul>

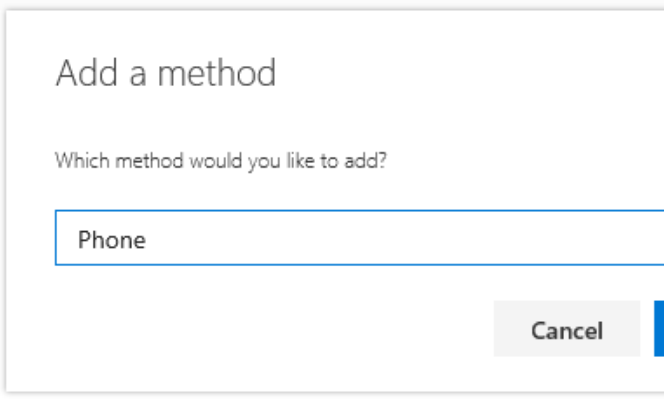
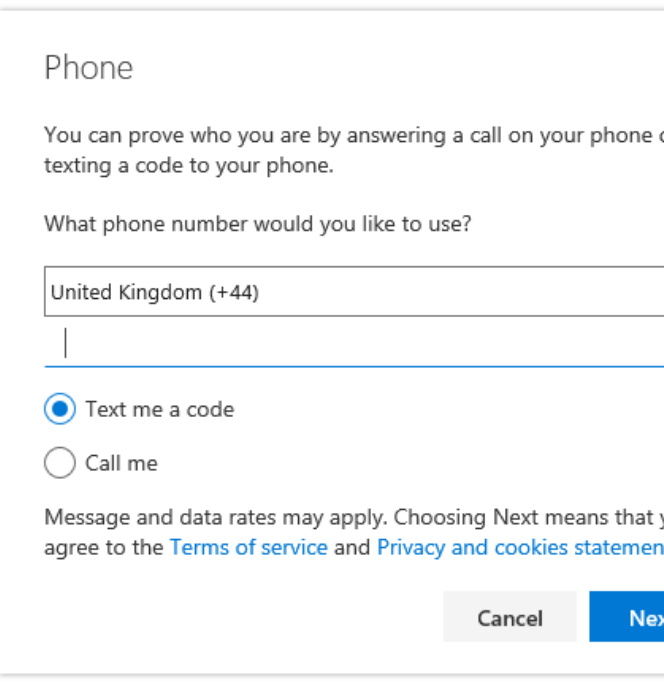
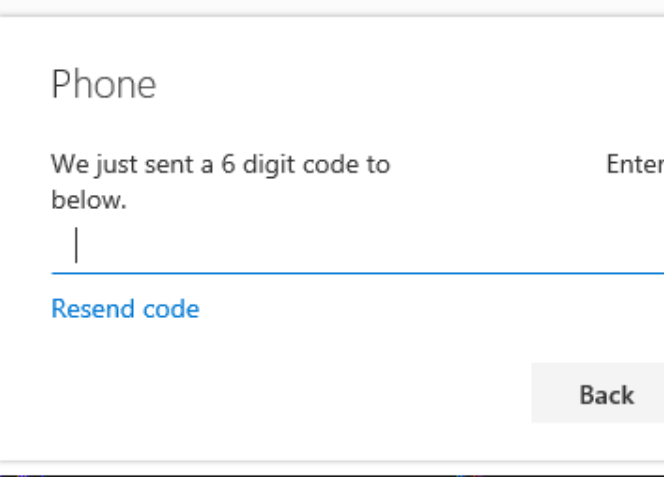
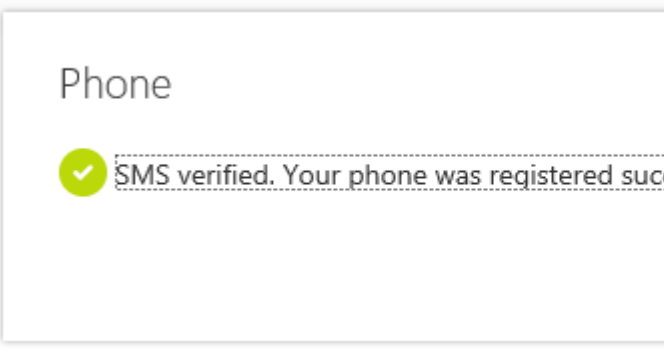
## What will happen then?

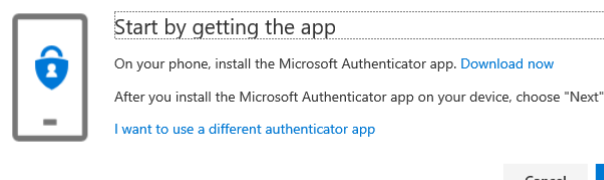
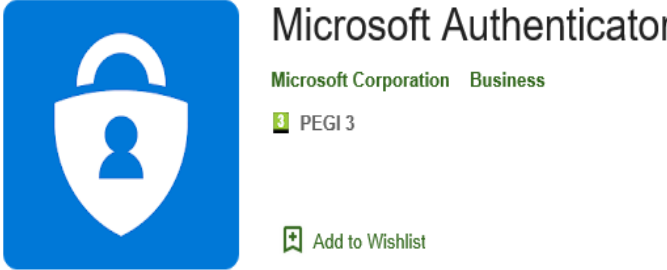
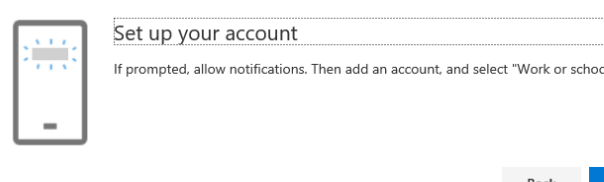
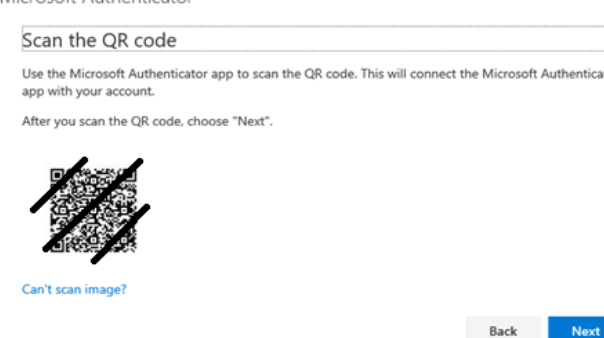
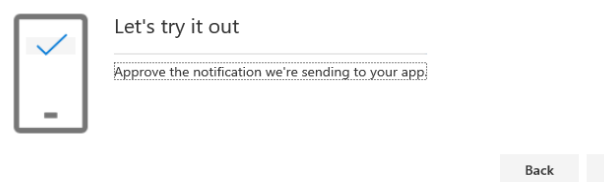
IT will grant you access to the virtual desktop system, once this is complete you will be able to follow the guide below

## Step 1 – Setup Multi Factor Authentication

The following table outlines the steps you need to take in order to setup your secure token

Step	Description
<ul style="list-style-type: none"> <li>Open any web browser and go to <a href="https://myaccount.microsoft.com">https://myaccount.microsoft.com</a></li> <li>You will be prompted to login, please enter your domain (PC login) credentials.</li> <li>Once you've logged in click <b>Update Info</b> under <b>Security info</b>.</li> </ul>	
<ul style="list-style-type: none"> <li>You will now see the Security info view for your account. Click on the <b>+ Add Method</b> button.</li> </ul>	
<ul style="list-style-type: none"> <li>You will now need to select which authentication method you wish to use. The easiest option here is to select Phone and enter a mobile phone number.</li> <li>You will be able to select any of the methods detailed below.</li> <li>Only one of these is required, goto the section below based on the method you select</li> </ul>	

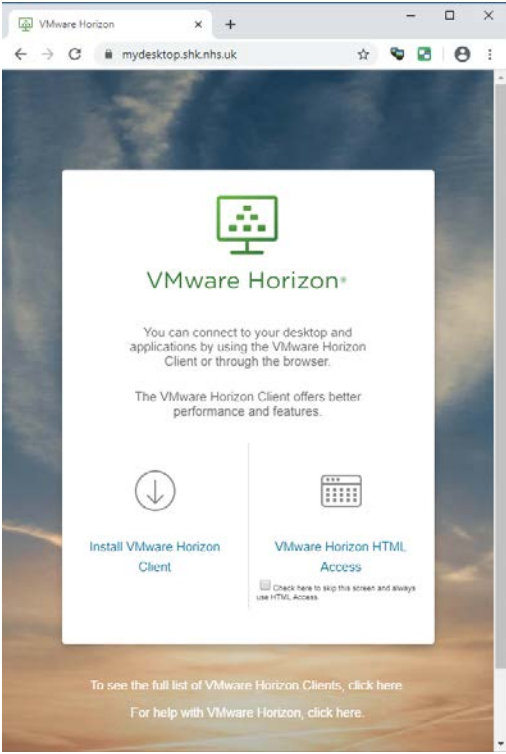
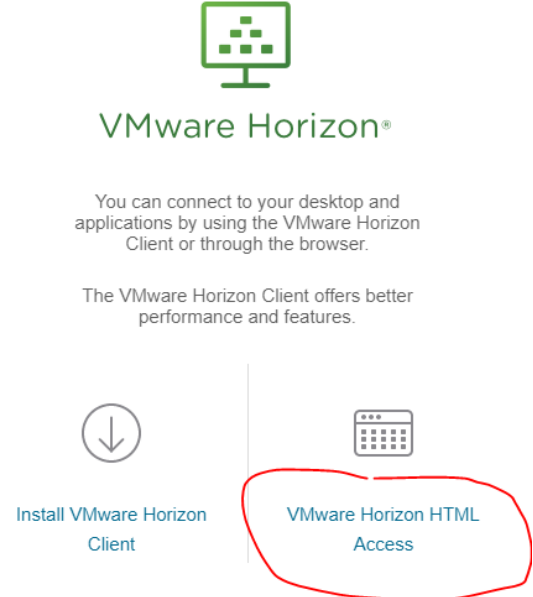
<p><b><u>Text message setup</u></b></p> <ul style="list-style-type: none"> <li>Select <b>Phone</b> then click <b>Add</b></li> </ul>	 <p>The screenshot shows a screen titled "Add a method". Below the title is the question "Which method would you like to add?". A text input field contains the word "Phone". At the bottom right, there is a grey "Cancel" button and a partially visible blue "Next" button.</p>
<ul style="list-style-type: none"> <li>Select United Kingdom (+44) then enter a mobile phone number.</li> <li>Select either <b>Text me a code</b> or <b>Call me</b>. This is for the initial setup.</li> </ul>	 <p>The screenshot shows a screen titled "Phone". The text reads: "You can prove who you are by answering a call on your phone or texting a code to your phone." Below this is the question "What phone number would you like to use?". A dropdown menu shows "United Kingdom (+44)". Below the dropdown is a text input field with a vertical cursor. There are two radio buttons: "Text me a code" (which is selected) and "Call me". At the bottom, there is a note: "Message and data rates may apply. Choosing Next means that you agree to the <a href="#">Terms of service</a> and <a href="#">Privacy and cookies statement</a>". At the bottom right, there are "Cancel" and "Next" buttons.</p>
<ul style="list-style-type: none"> <li>Enter the 6 digit code you just received</li> </ul>	 <p>The screenshot shows a screen titled "Phone". The text reads: "We just sent a 6 digit code to [redacted] Enter the code below." Below this is a text input field with a vertical cursor. Below the input field is a blue link that says "Resend code". At the bottom right, there is a grey "Back" button.</p>
<ul style="list-style-type: none"> <li>You will see the confirmation below showing text message setup it complete.</li> <li>You are now setup with MFA, you may now close your browser.</li> </ul>	 <p>The screenshot shows a screen titled "Phone". At the top, there is a green checkmark icon. Below it, the text reads: "SMS verified. Your phone was registered successfully." The rest of the screen is mostly blank.</p>

<p style="text-align: center;"><b><u>Authenticator Setup</u></b></p> <ul style="list-style-type: none"> <li>Download the Microsoft Authenticator app on your mobile phone and open it. The links for the App are detailed below, once installed click next on website</li> </ul>	<p>Microsoft Authenticator</p>  <p>Start by getting the app</p> <p>On your phone, install the Microsoft Authenticator app. <a href="#">Download now</a></p> <p>After you install the Microsoft Authenticator app on your device, choose "Next".</p> <p><a href="#">I want to use a different authenticator app</a></p> <p style="text-align: right;">Cancel <b>Next</b></p>
<ul style="list-style-type: none"> <li>Android: <a href="https://play.google.com/store/apps/details?id=com.azure.authenticator">https://play.google.com/store/apps/details?id=com.azure.authenticator</a></li> <li>I phone: <a href="https://apps.apple.com/gb/app/microsoft-authenticator/id983156458">https://apps.apple.com/gb/app/microsoft-authenticator/id983156458</a></li> </ul>	 <p>Microsoft Authenticator</p> <p>Microsoft Corporation Business</p> <p>PEGI 3</p> <p>Add to Wishlist</p>
<ul style="list-style-type: none"> <li>Open the app on your phone &amp; if asked allow notification</li> <li>Click next on the browser</li> </ul>	<p>Microsoft Authenticator</p>  <p>Set up your account</p> <p>If prompted, allow notifications. Then add an account, and select "Work or school".</p> <p style="text-align: right;">Back <b>Next</b></p>
<ul style="list-style-type: none"> <li>On your phone open the authenticator app and select add account, set type as work or school &amp; select scan QR code</li> <li>Scan the QR code that is shown in your browser using your mobile phone camera</li> </ul>	<p>Microsoft Authenticator</p>  <p>Scan the QR code</p> <p>Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.</p> <p>After you scan the QR code, choose "Next".</p> <p>Can't scan image?</p> <p style="text-align: right;">Back <b>Next</b></p>
<ul style="list-style-type: none"> <li>Approve the Notification on your mobile phone</li> </ul>	<p>Microsoft Authenticator</p>  <p>Let's try it out</p> <p>Approve the notification we're sending to your app.</p> <p style="text-align: right;">Back Next</p>

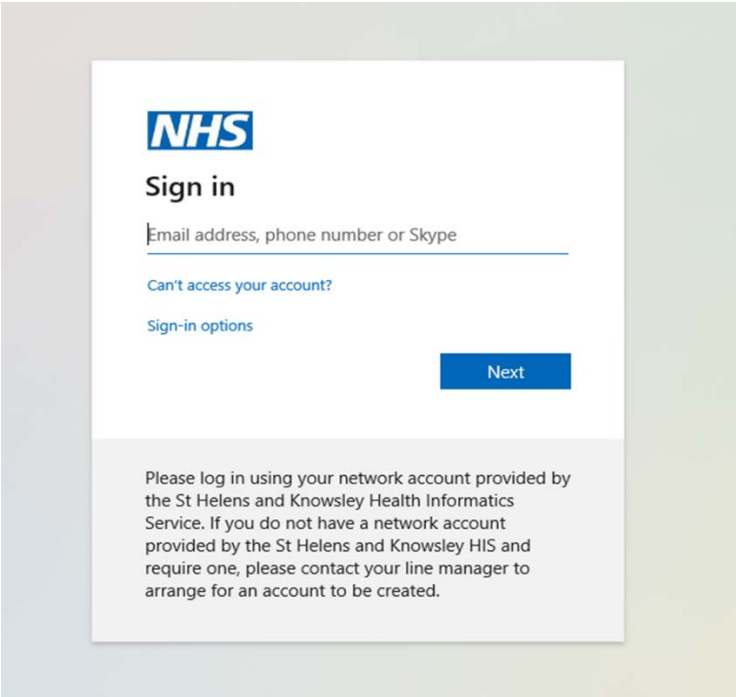
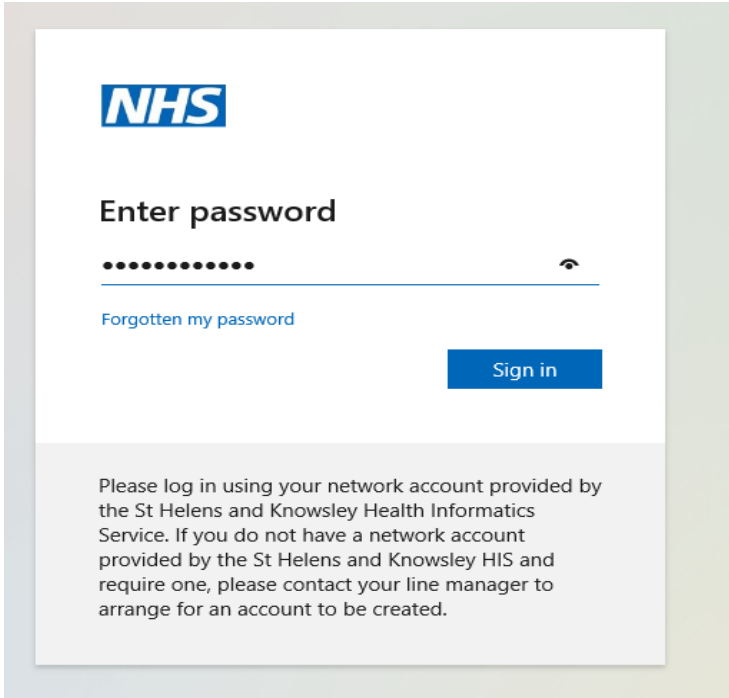
## Step 2 – Access the Virtual Desktop Platform



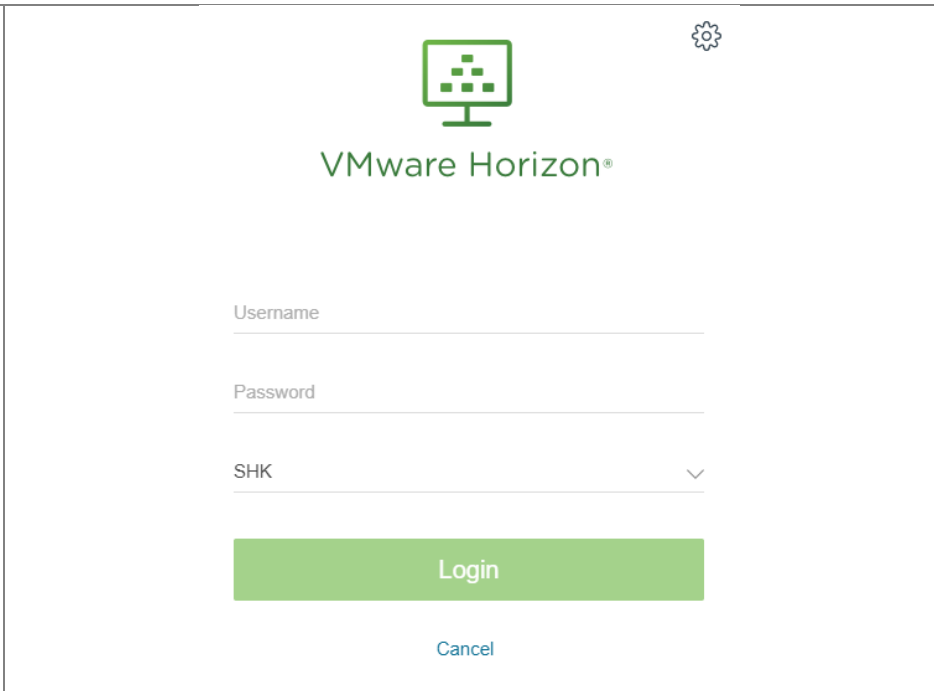
The table below outlines the steps to accessing your virtual desktop

Step	Description
<ul style="list-style-type: none"><li>Go to the VDi website</li></ul>	<ul style="list-style-type: none"><li>Using a computer that is connected to the internet use an Internet Browser (Internet Explorer, Chrome, Firefox, Safari) to navigate to <a href="https://mydesktop.shk.nhs.uk">https://mydesktop.shk.nhs.uk</a></li></ul> 
<ul style="list-style-type: none"><li>Click on the link</li></ul>	<ul style="list-style-type: none"><li>Click on the <b>VMWare Horizon HTML Access</b> link</li></ul> 



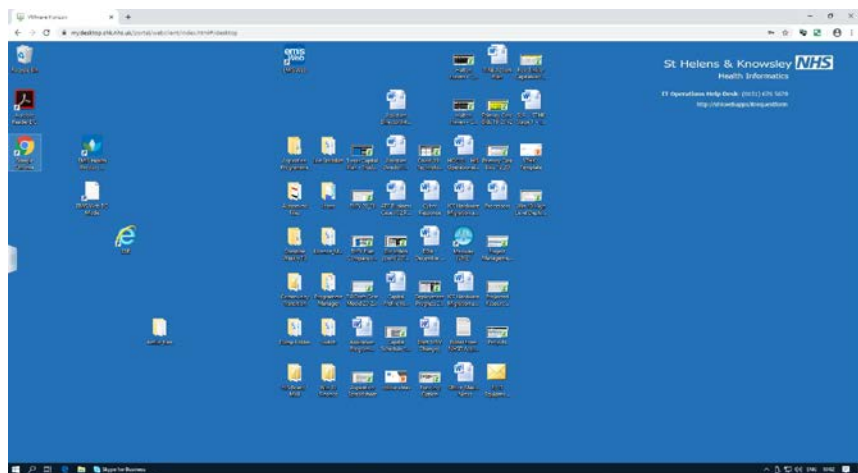
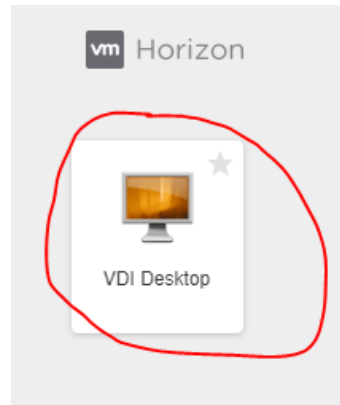
<ul style="list-style-type: none"> <li>• Enter your work email address</li> </ul>	 <p>The screenshot shows the NHS 'Sign in' page. At the top is the NHS logo. Below it is the heading 'Sign in' followed by a text input field with the placeholder 'Email address, phone number or Skype'. There are links for 'Can't access your account?' and 'Sign-in options'. A blue 'Next' button is positioned to the right. At the bottom, a grey box contains the text: 'Please log in using your network account provided by the St Helens and Knowsley Health Informatics Service. If you do not have a network account provided by the St Helens and Knowsley HIS and require one, please contact your line manager to arrange for an account to be created.'</p>
<ul style="list-style-type: none"> <li>• Enter your password (this is the password you would use to login to PCs when at work)</li> </ul>	 <p>The screenshot shows the NHS 'Enter password' page. At the top is the NHS logo. Below it is the heading 'Enter password' followed by a password input field with a toggle icon. There is a link for 'Forgotten my password' and a blue 'Sign in' button. At the bottom, a grey box contains the text: 'Please log in using your network account provided by the St Helens and Knowsley Health Informatics Service. If you do not have a network account provided by the St Helens and Knowsley HIS and require one, please contact your line manager to arrange for an account to be created.'</p>
<ul style="list-style-type: none"> <li>• Multi Factor Authentication</li> </ul>	<p>This step depends on the Multi Factor Method you selected:</p> <ul style="list-style-type: none"> <li>• Text message – You will receive a text message with a 6 digit code enter this into the onscreen prompt</li> <li>• Authenticator app – A notification of a login attempt will appear on your mobile phone select approve on this</li> </ul>

- Enter your PC login details



- Access the VDI Desktop

- Click on the VDI Desktop icon and your virtual desktop will load up automatically



NOTE

- You will need to follow these steps each time you log onto your virtual desktop
- You must keep all your usernames and passwords safe, do not share or distribute these usernames and passwords