



**Health Services**  
LOS ANGELES COUNTY

# DHS VIRTUAL DESKTOP INFRASTRUCTURE (VDI)

External/Remote Users

## [About VDI](#)

Virtual Desktop Infrastructure (VDI) platform delivers virtualized desktops and applications through a single platform, giving end users access to all of their Windows and network resources in a unified workspace

Rev 3/29/2016

By Enterprise VDI Team

**Note:** The responsiveness of your VDI connection will be influenced by many factors, including the quality of the network connection. Examples include wireless interference, Internet performance issues, network latency and congestion, among many other possibilities, which are beyond the control of DHS.

## Connecting to VDI

Download **VMware Horizon Client version 3.5.2** for your endpoint

[https://my.vmware.com/web/vmware/info/slug/desktop\\_end\\_user\\_computing/vmware\\_horizon\\_clients/3\\_0](https://my.vmware.com/web/vmware/info/slug/desktop_end_user_computing/vmware_horizon_clients/3_0)

<a href="#">Windows 32bit</a>	<a href="#">Windows 64bit</a>	<a href="#">MAC OS</a>	<a href="#">Linux</a>
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Android Mobile Devices:

<https://play.google.com/store/apps/details?id=com.vmware.view.client.android>

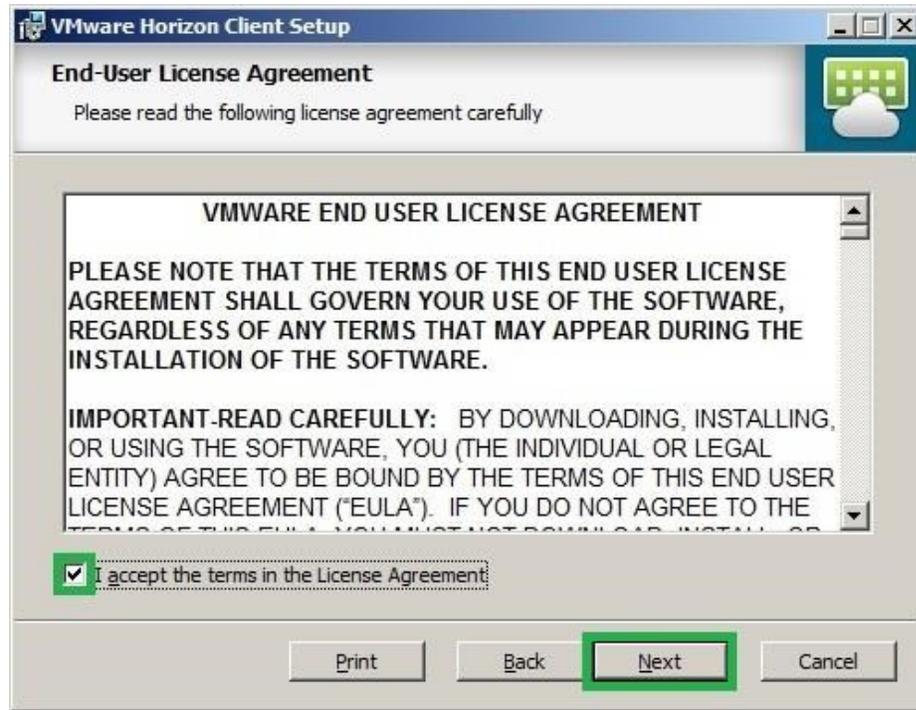
IOS Mobile Devices:

<https://itunes.apple.com/us/app/vmware-view-for-ipad/id417993697>

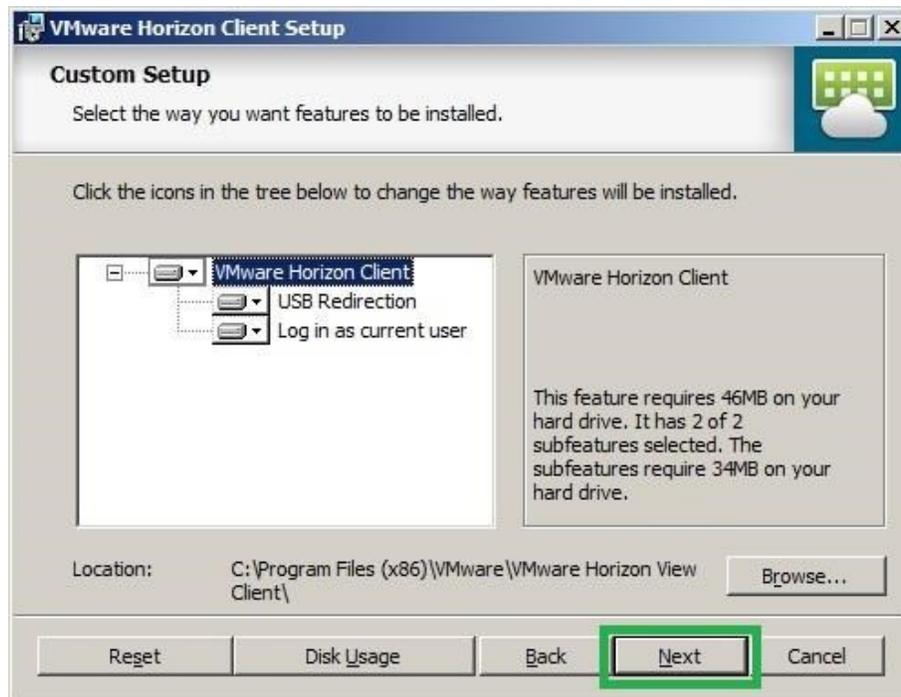
1. After downloading the installer file, launch the installer for the Client Setup. On the VMware Horizon Client Setup dialog box, click **Next**.



2. Read and check the box next to 'I accept the terms in the License Agreement', and click **Next**.

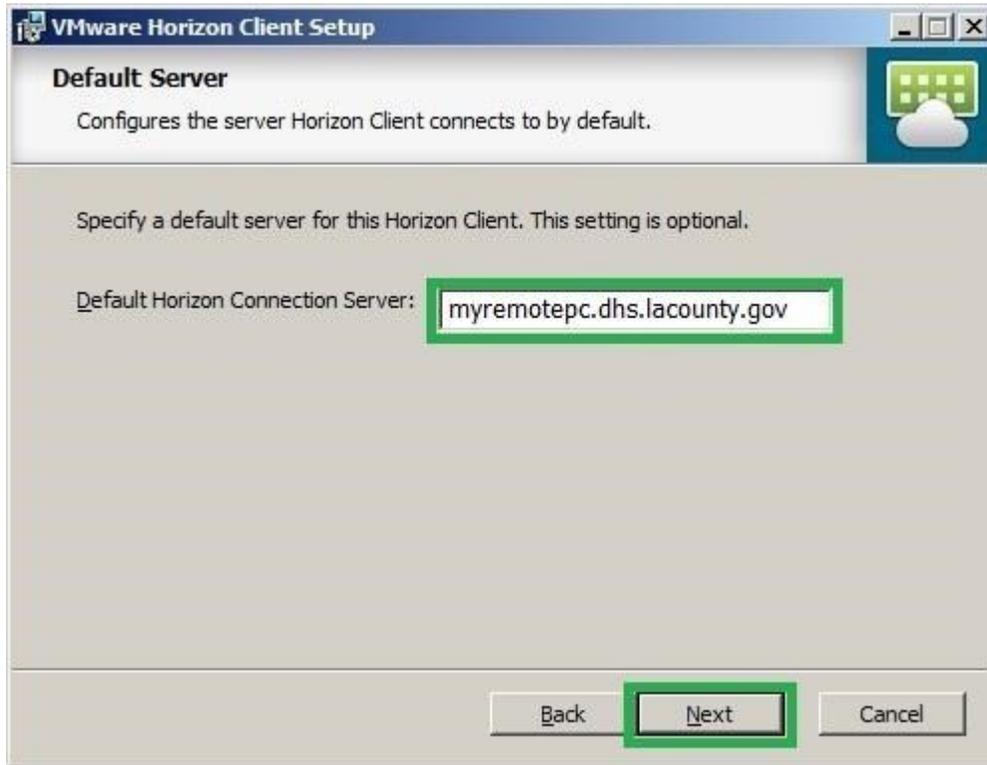


3. Leave the settings at their defaults on the Custom Setup dialog box, and click **Next**.



4. For the Default Horizon Connection Server dialog box, enter the appropriate connection server below and click **Next**. Check with your local site IT administrator for your connection server, if you are unsure.

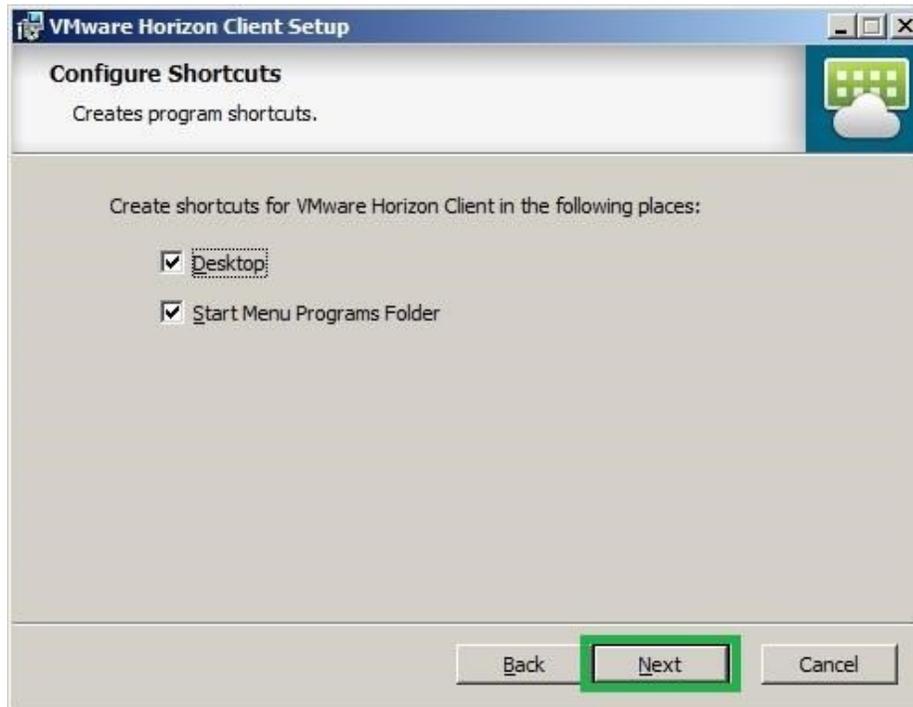
□ [Myremotepc.dhs.lacounty.gov](http://myremotepc.dhs.lacounty.gov)



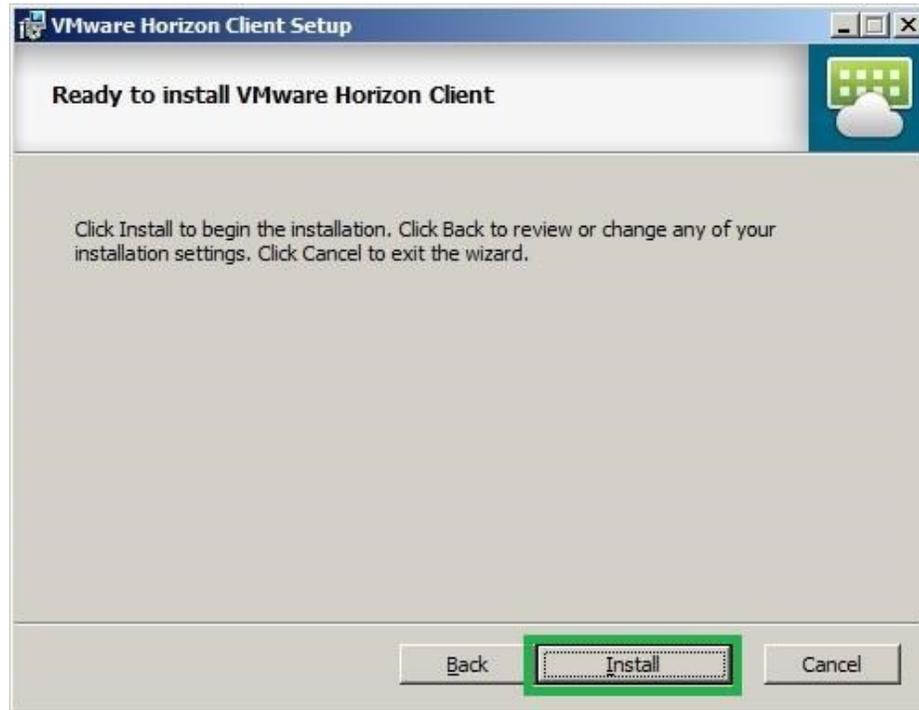
5. Leave the default settings on the Enhanced Single Sign On dialog box, and click **Next**.



6. Leave the default settings on the Configure Shortcuts dialog box, and click **Next**.



7. Click **Next** to start the install.



8. Click **Finish** to complete the Horizon View Client Setup.



## External/Remote Users

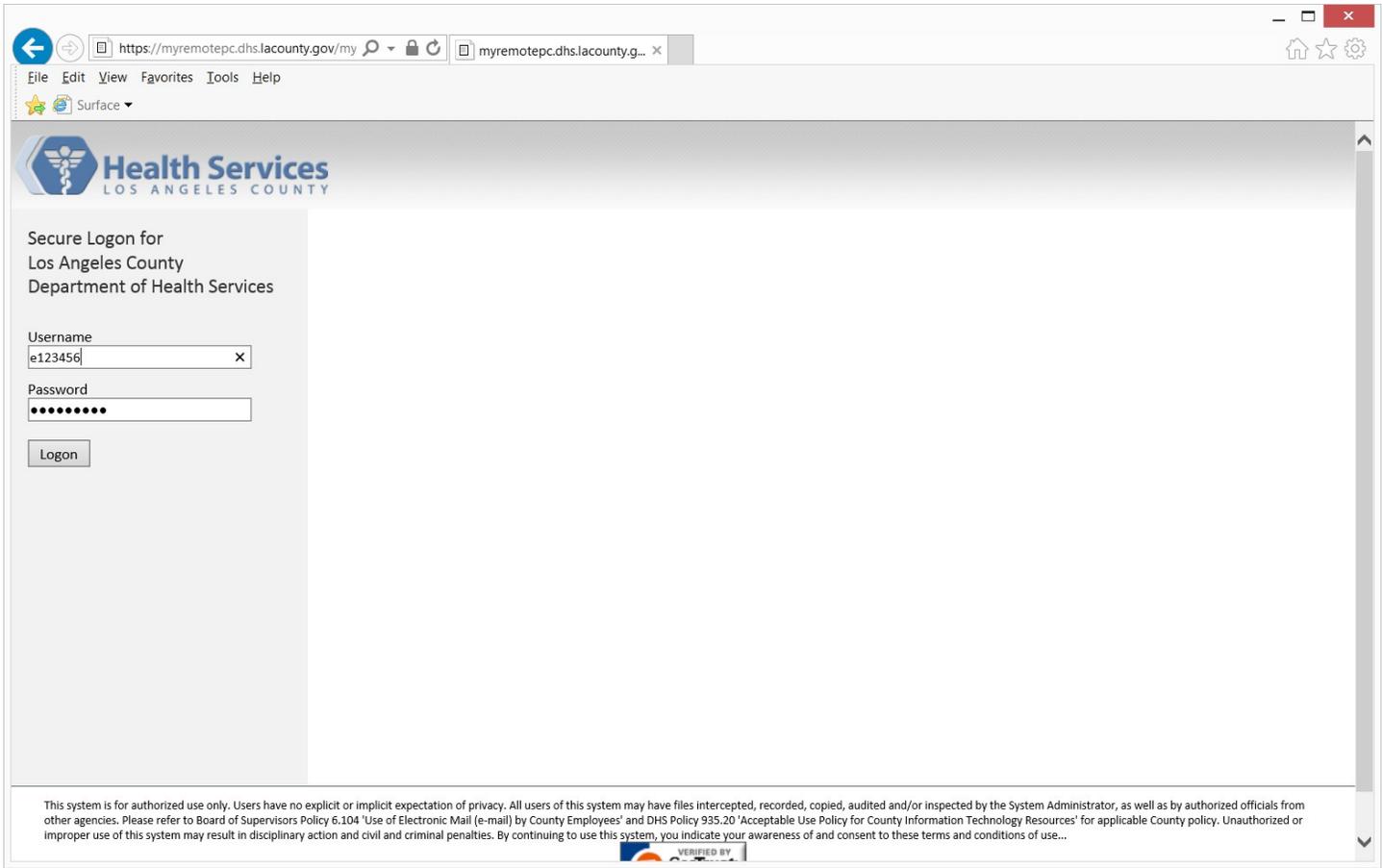
9. Once you finish with the installation, you will be prompted with the following dialog box to restart your computer. You must restart your pc before you can use the VMware View Client.



## DHS External VDI Portal

10. After your computer reboots and you login to Windows again, open your browser and connect to the following URL address: <https://Myremotepc.dhs.lacounty.gov>

You will be presented with a screen similar to the following:



The screenshot shows a web browser window displaying the login page for the DHS External VDI Portal. The browser's address bar shows the URL <https://myremotepc.dhs.lacounty.gov/my>. The page features the Health Services Los Angeles County logo at the top left. The main content area is titled "Secure Logon for Los Angeles County Department of Health Services". It contains a "Username" field with the value "e123456", a "Password" field with masked characters, and a "Logon" button. At the bottom of the page, there is a small "VERIFIED BY" logo and a disclaimer text.

11. Enter your LA County Windows credentials and click **Logon**. Your Username is your *eNumber* or *cNumber*.

12. If you are a first time user, you will then be prompted for the security 'Enrollment' process. Choose 3 Challenge questions and enter the appropriate answers.

Below the enrollment questions, you will have two options:

- Select Yes if you want the system to remember the computer you are logging in from (use only for home/office/laptop)
- Select No if you are using a public computer, and/or do not plan on using the computer you are currently logging from in the future.

Choose Yes or No, as appropriate, then click **CONTINUE** to proceed.

Enrollment

https://myremotepc.dhs.lacounty.gov/-APM-AA\_Adapter/enroll

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### Enrollment

If you sign in from a computer we do not recognize, we will verify your identity using the information that you provide in the following screens.

Please select and answer your security questions \* = Required Fields

Question Please Select a Challenge Question...  
Answer

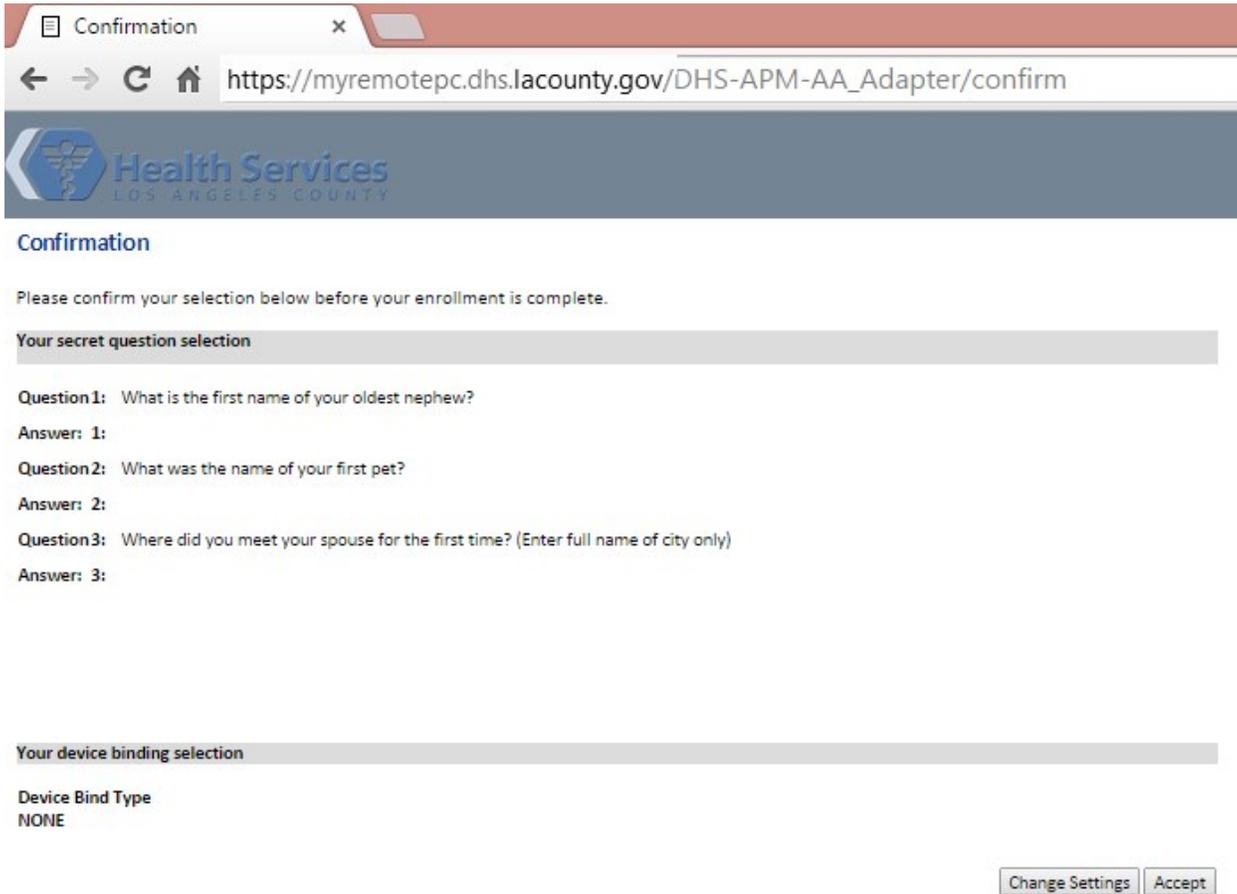
Question Please Select a Challenge Question...  
Answer

Question Please Select a Challenge Question...  
Answer

Would You Like Us to Remember this Computer?  
 Yes, I plan on using this computer to access my account in the future  
 No, This is a public computer, or one I do not plan on using in the future.

Continue

13. Once you complete Enrollment, you will be presented with the Confirmation page. Click **Accept** to continue.

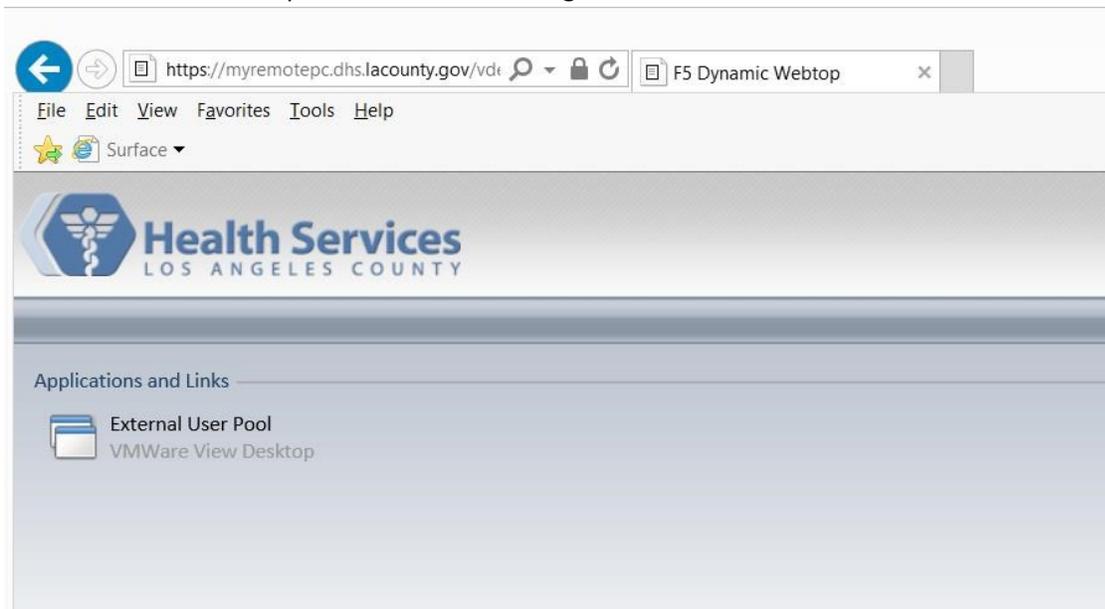


The screenshot shows a web browser window with a single tab titled "Confirmation". The address bar contains the URL: [https://myremotepc.dhs.lacounty.gov/DHS-APM-AA\\_Adapter/confirm](https://myremotepc.dhs.lacounty.gov/DHS-APM-AA_Adapter/confirm). The page header features the Health Services Los Angeles County logo. The main content area is titled "Confirmation" and includes the instruction: "Please confirm your selection below before your enrollment is complete." Below this is a section for "Your secret question selection" with three questions and their corresponding answer fields:

- Question 1: What is the first name of your oldest nephew?  
Answer: 1:
- Question 2: What was the name of your first pet?  
Answer: 2:
- Question 3: Where did you meet your spouse for the first time? (Enter full name of city only)  
Answer: 3:

At the bottom of the page, there is a section for "Your device binding selection" with a "Device Bind Type" dropdown menu currently set to "NONE". Two buttons, "Change Settings" and "Accept", are located at the bottom right of the page.

14. Your VDI External-Users pool will look something like this:



The screenshot shows a VDI desktop environment. The browser window at the top has a single tab titled "F5 Dynamic Webtop" and the URL: <https://myremotepc.dhs.lacounty.gov/vde>. The desktop background features the Health Services Los Angeles County logo. Below the logo, there is a section titled "Applications and Links" which contains a folder icon labeled "External User Pool" with a sub-label "VMWare View Desktop" below it.

15. Click to connect to your VDI desktop or virtual session.



## VDI External Access

The VDI service is available externally to authorized users. However, there are a couple of things to keep in mind that might limit your use.

The DHS External VDI Portal supports a limited number of concurrent sessions. Inactive sessions will be logged off after 2 hours. The screen will automatically lock if the session has been inactive (no keyboard or mouse movement) for 10 minutes.

Q: Who can access VDI externally?

A: Only DHS workforce members with an active eNumber or cNumber can access VDI, after receiving approval from the DHS Security Compliance team, similar to the VPN approval process. Requests for access should be directed to the DHS Enterprise Help Desk.

Q: What if I already have VPN access?

A: You will need to request for VDI external access through the DHS Enterprise Helpdesk.

Q: What web browsers support remote access?

A: Internet Explorer 8 or newer, Google Chrome, Mozilla Firefox, Opera and Safari.

Q: I have already enrolled, why am I prompted for a security question?

A: If you are logging in from a new endpoint or location, it may prompt for one of your security questions to validate your identity. You can choose to let it remember the computer from that location, if it is not a public/shared endpoint.

## Network Drives

You will be able to view network drives that you have sufficient permissions to access, like your personal H: drive. If you are authorized to access to your department's shared drive (S: drive), you will be able to view that resource as well.

## Saving Your Data

VDI desktops utilize "folder redirection", which means anything you save to the following locations (your Desktop, Favorites, "My Documents") will actually save to the corresponding folders on the H: drive.

The C:\ drive and its sub-folders you see in your VDI session are virtual. You must not save anything to this drive. When you log off, the virtual session will be refreshed, and you will be presented with a new virtual session.

***Important !!! You MUST save all your work to your network drive(s).***

***Any data saved on the virtual C: drive WILL BE LOST when you log off.***

## Support

If you are having problem logging in, contact the Enterprise Service Desk at (323) 409-8000 or send an e-mail to [servicedesk@dhs.lacounty.gov](mailto:servicedesk@dhs.lacounty.gov) to open a ticket.



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Thank you!