



Infrastructure You Can Rely On!

Cloud Propeller, Inc. – Virtual Desktop (VDI) User’s Guide

Date: February 16th, 2024, **Version:** 1.0

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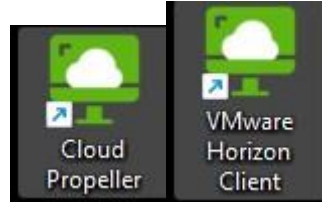
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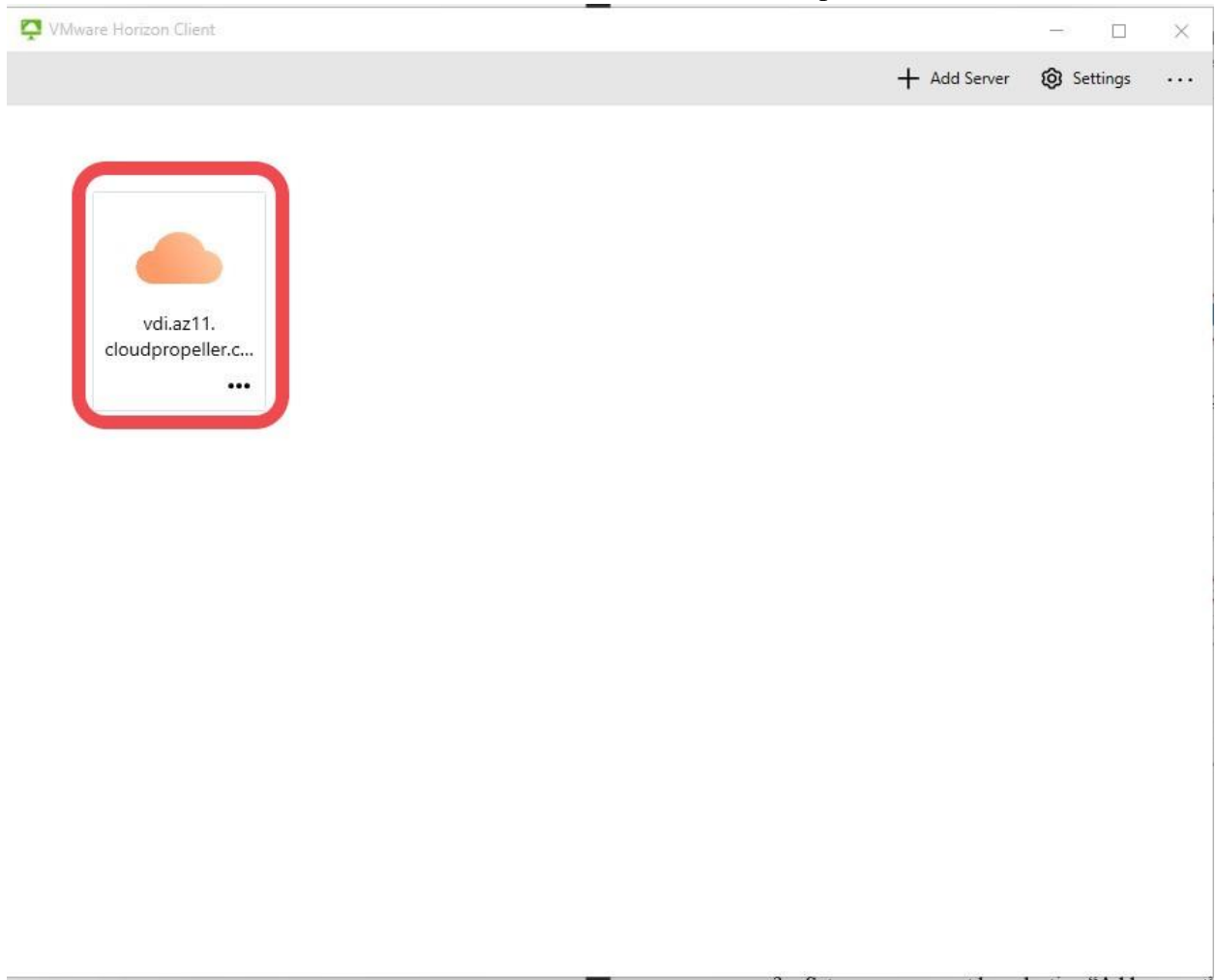
Logging Into Your Virtual Desktop (VDI) using the VMware Horizon Client (most common method)

1. On your desktop you should see an icon as shown in these pictures. Double click it to



open the VMware Horizon Client.

2. Double click inside the client on the server listed as shown in the picture.





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3. At the prompt enter your username and password and click Login. The username will be provided and should be in the format of *username@companydomain*. There will not be a *.com* at the end.

A screenshot of a login form. At the top, there is a green padlock icon followed by the URL "https://vdi.az11.cloudpropeller.com". Below the URL are two input fields. The first field contains the text "cpropeller@" followed by a blacked-out area. The second field contains the placeholder text "Enter your password". At the bottom of the form are two buttons: a grey "Cancel" button on the left and a green "Login" button on the right.

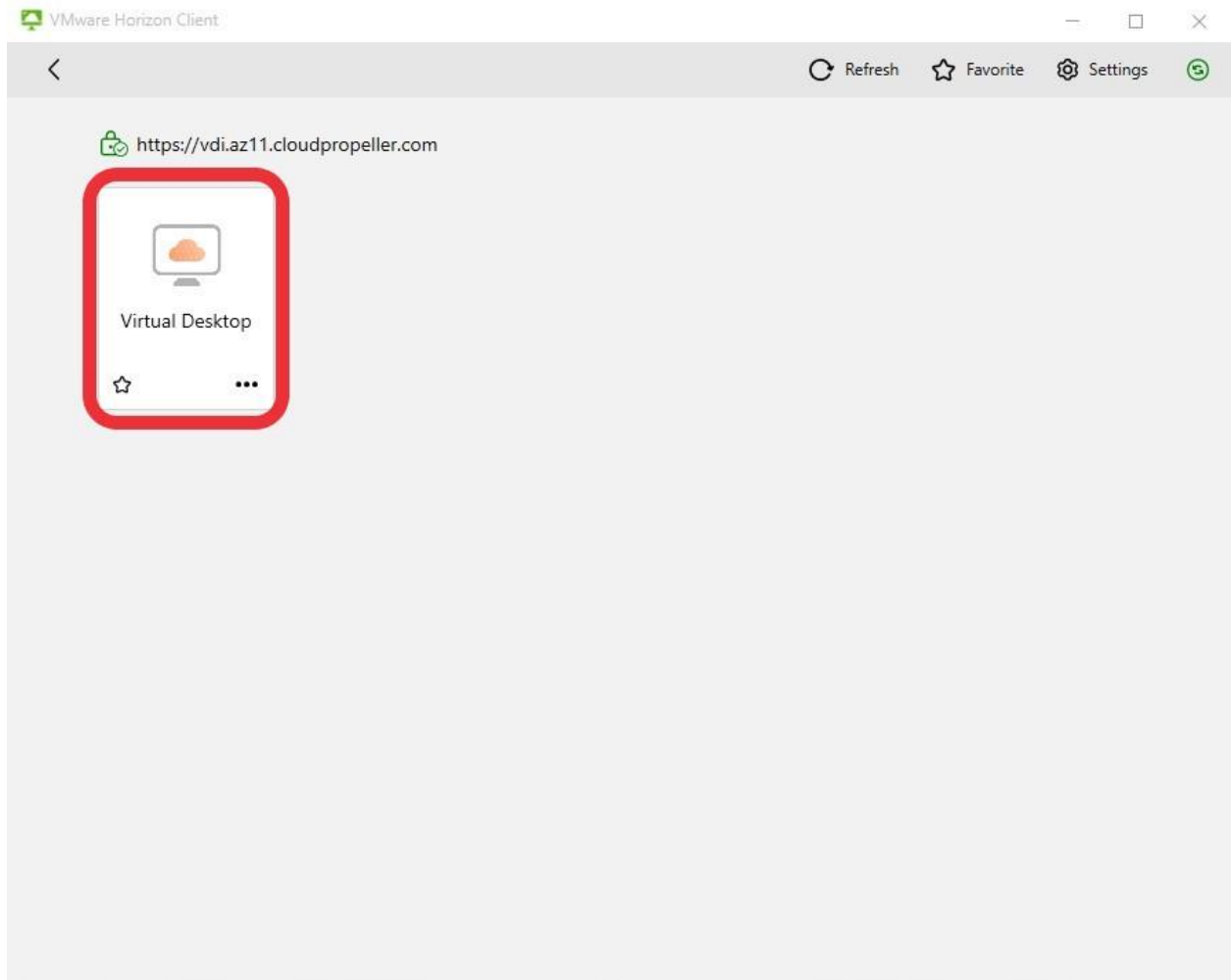
4. On the next screen you will see any virtual desktops that are available to you. In most cases you should only expect to see 1 available. You can double click on this virtual desktop to launch it.



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5. **Please be patient.** If the desktop was not already logged in, it will take a minute before you can use it. Also, when you change to different computers and screen sizes it can take a few moments to resize itself properly.
6. When you are finished you can hover your mouse to the top center of the screen, you will see a menu drop down. From this menu select the X on the right.





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Logging Into Your Virtual Desktop (VDI) using a web browser (alternate method)

1. You can alternatively login to your VDI using a standard web browser (such as Google Chrome). This is especially handy if you need to occasionally login from home or another public computer. This way you do not need to install any additional software in advance.
 - a. **NOTE:** There is no way to print to your home printer using the web browser. To print at home, you must install the VMware Horizon Client.

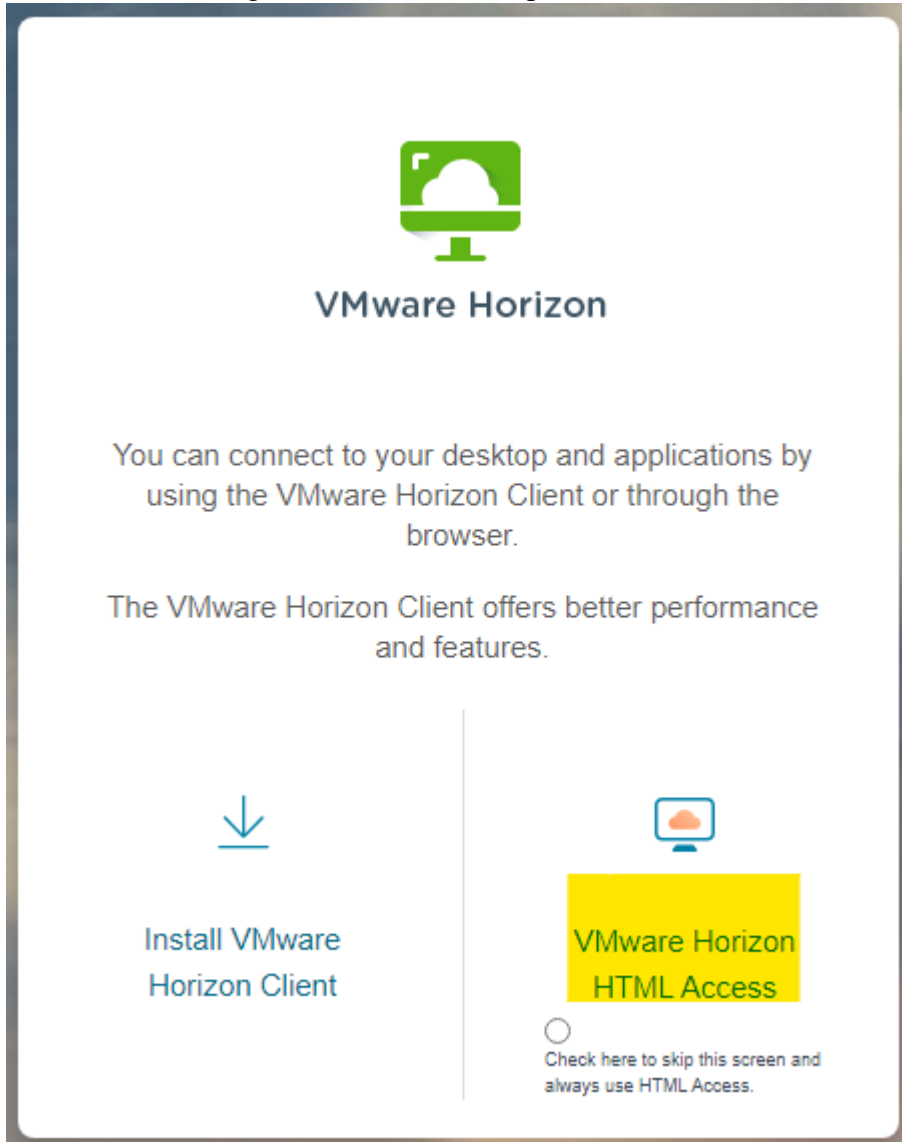


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2. Open your web browser and go the <https://vdi.az11.cloudpropeller.com>. You will see a page that looks like the image below. Click the option for “VMware Horizon HTML



Access”.

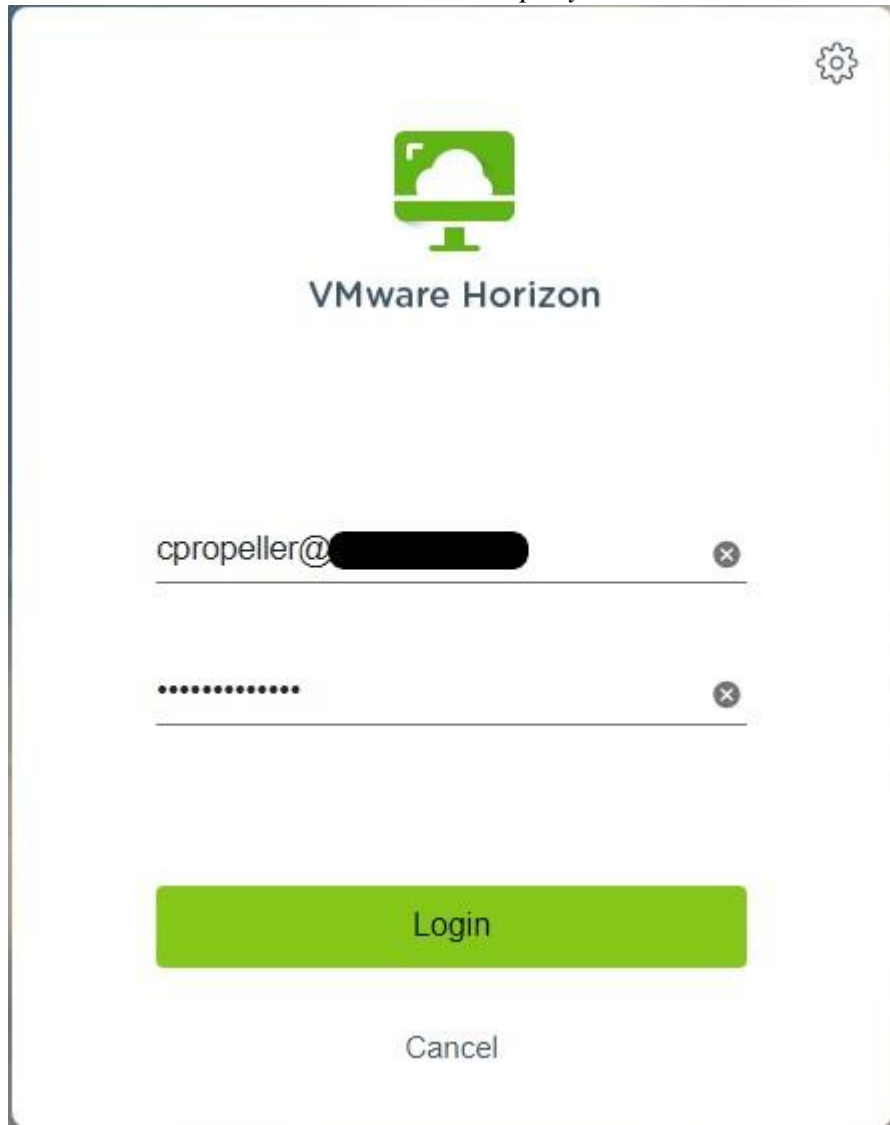


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3. At the prompt enter your username and password and click Login. The username will be provided and should be in the format of *username@companydomain*. There will not be a



.com at the end.

4. On the next screen you will see any virtual desktops that are available to you. In most cases you should only expect to see 1 available. You can single click on this virtual

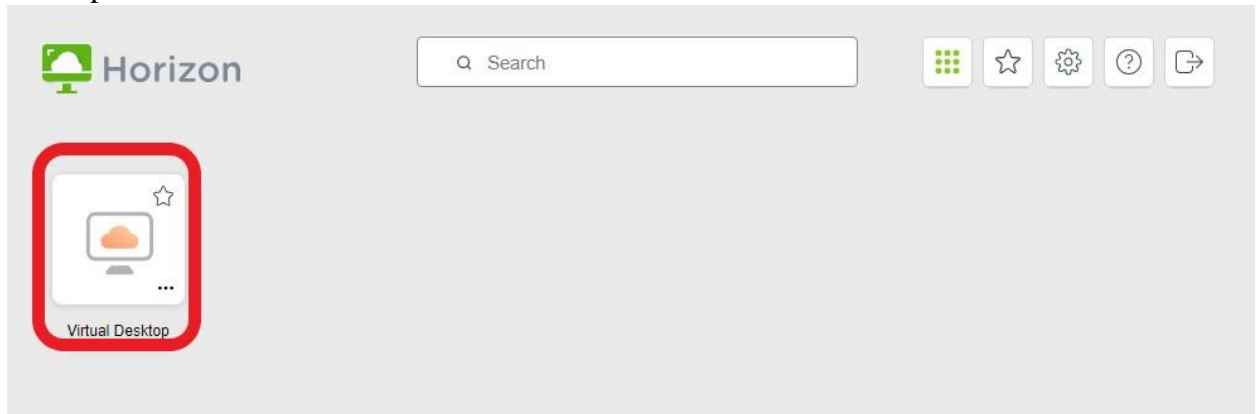


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desktop to launch it.



5. You may see multiple popups in the upper right of your browser window requesting permission for specific functions. You should choose Allow to allow these.



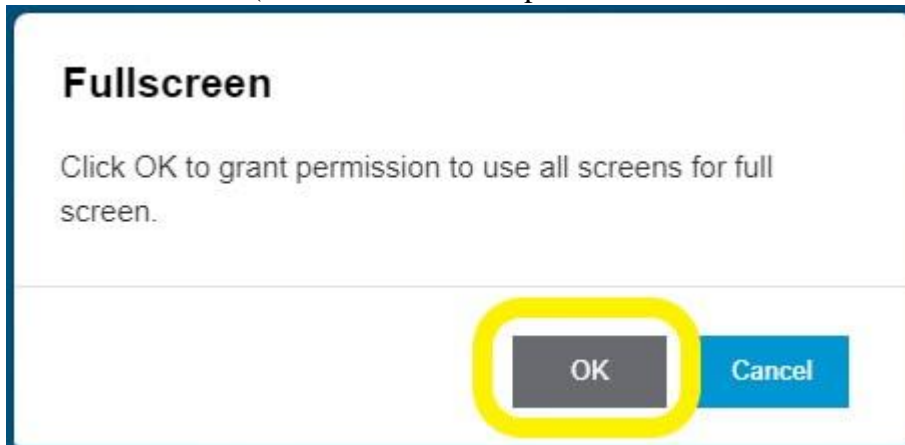


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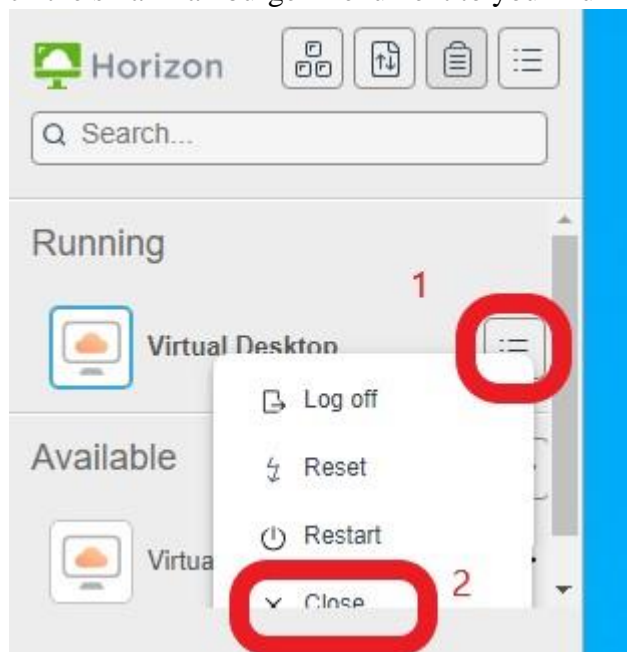
6. You will see a popup to allow permission for Full Screen. You may choose Ok if you would like to use Full Screen (otherwise the desktop will be limited to the browser



window).

7. When you are finished you can disconnect through the popout window on the left.

8. From the popout window you can click the small hamburger menu next to your Running



Virtual Desktop then select “Close”.

Alternatively, you can also close your web browser window.



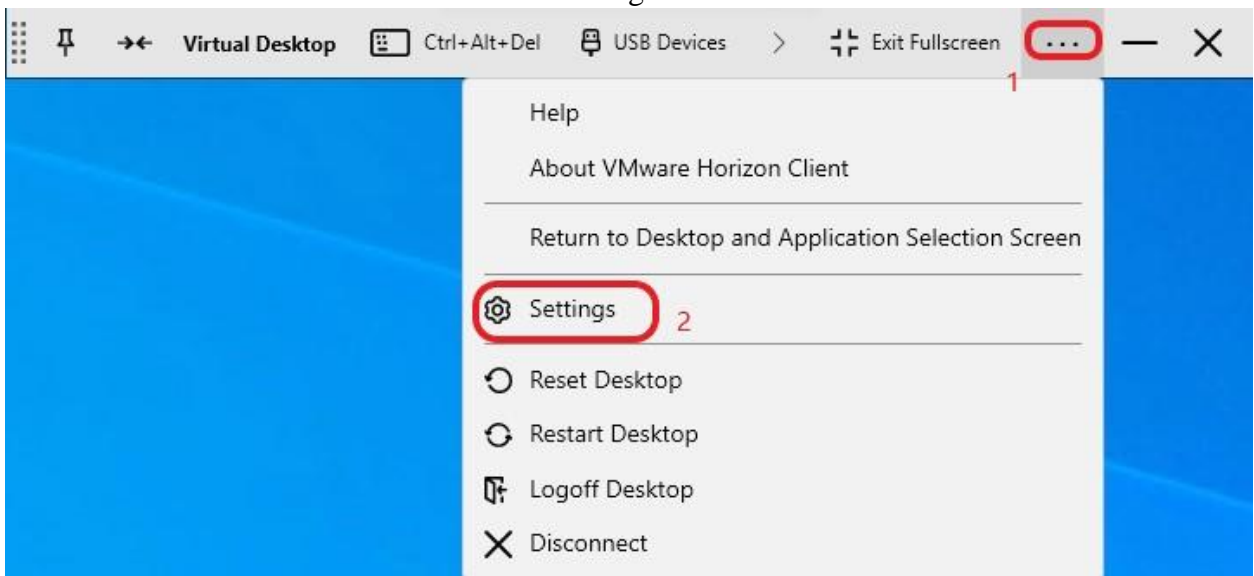
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Printing from Your Virtual Desktop (Away from Corporate Office)

1. Typically, you will find your corporate office printers already installed on your VDI. However, if you need to connect your computer’s printer to your VDI (such as when working at home) you may do the following.
2. While connected to your VDI hover to the top center of your screen to bring down the Horizon menu. Then select the 3 dots and Settings.



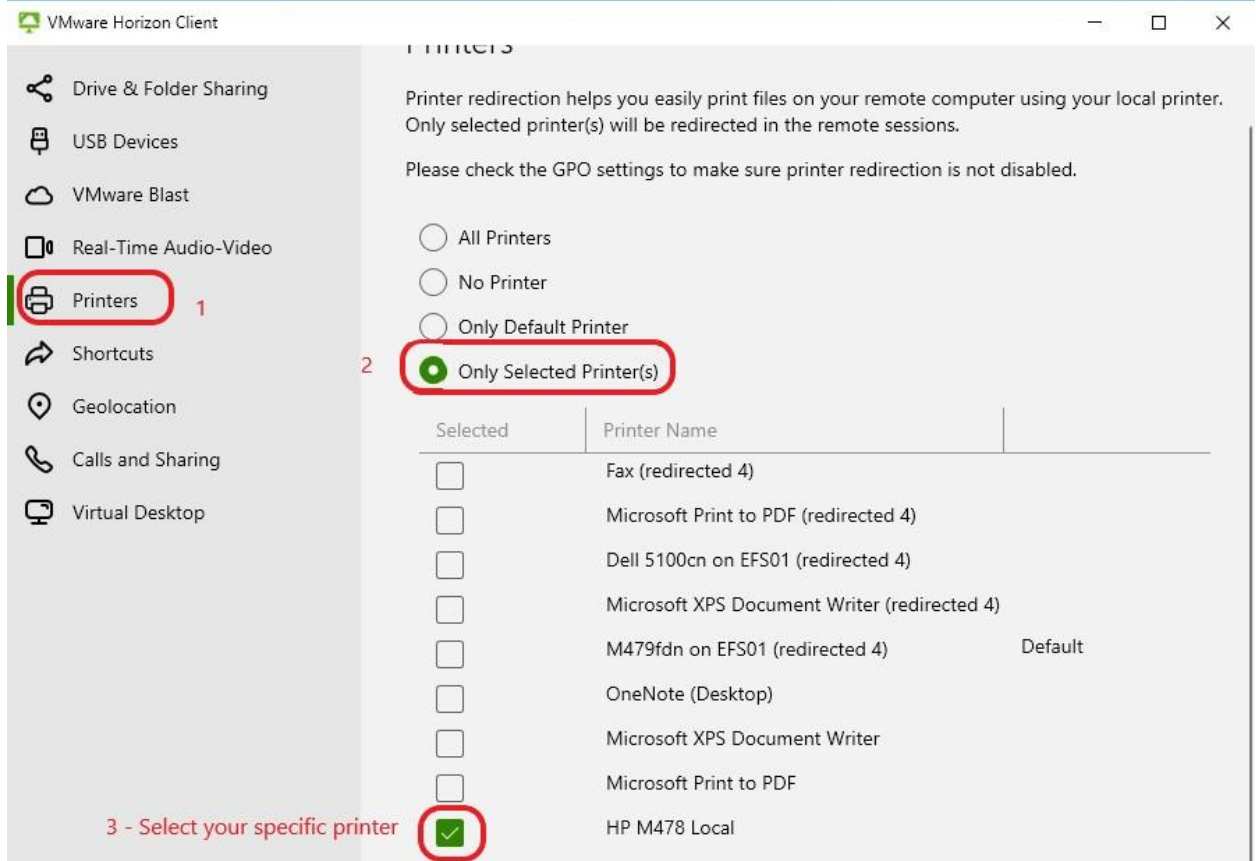


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- From the Settings menu select Printers on the left. Then select the option “Only Selected Printer(s)” and check your specific printer you would like to be available.





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4. In approximately 30 seconds you should be able to select this printer in the virtual desktop to print to. Take note that the name will be suffixed by “(v1)”.



Restarting Your Virtual Desktop (VDI)

1. Typically, you do not need to Restart your virtual desktop (VDI). Simply disconnecting at the end of the day or when you will be away from your station is sufficient. This way your VDI is ready to use, and your programs can already be running. However, there may be times when you need to restart to correct an issue.
2. **Shutdown Windows Method:** The most common way to restart is to shutdown the virtual desktop from the Windows Start menu. The virtual desktop differs from a standard desktop a bit, so it is always best to use Shutdown and the machine will be started again on the back end.
 - a. Click to the Start button in the lower left of your screen (Windows Logo).



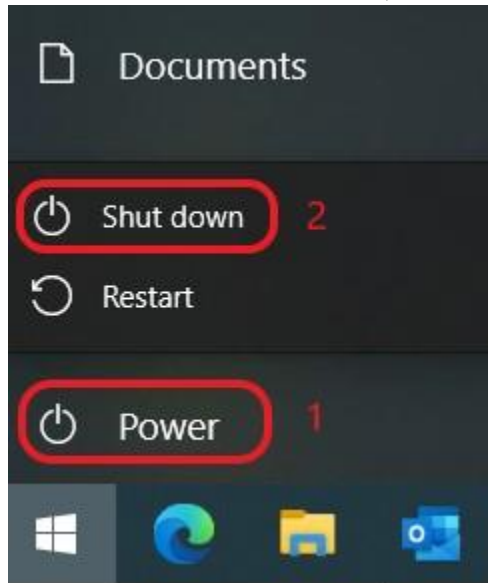


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- b. Then click on the Power icon, then Shutdown.



- c. Then wait 10 minutes before attempting to log back in. If you do not wait there is a risk your user profile will be deleted in the process.
3. **Horizon Client Method:** This option is particularly useful if you can't connect to your virtual desktop.



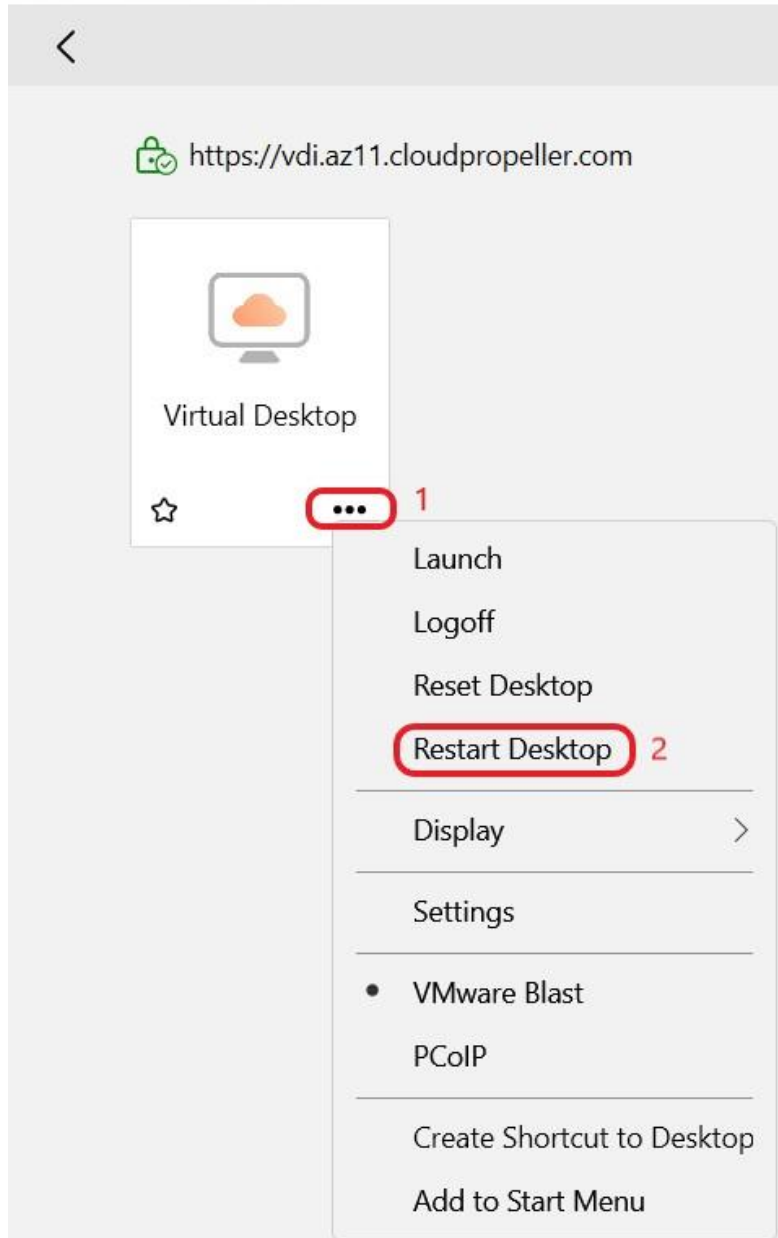
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- a. From the Horizon Client click the 3 dots, then Restart. This can be done from the VDI selection screen as shown or other places as well.

 VMware Horizon Client



- b. Then **wait 10 minutes** before attempting to log back in. If you do not wait there is a risk your user profile will be deleted in the process.



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Switching Full Screen Mode Off/On

1. You can choose to switch out of Full Screen mode on your virtual desktop. Sometimes this may be easier for multi-tasking on a separate computer or be helpful to correct visual issues.
2. Hover your mouse to the top center of the screen, you will see a menu drop down. From this menu select the Exit Fullscreen near the right.



3. Your virtual desktop windows will resize, however wait a few seconds for the resolution to correct so you can use it (wait for window to not have scroll bars).
4. You can reenter Full Screen from the same menu at the top right.





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Common Issues and Resolution.

Issue	Resolution
The VDI screen is small	Restart your VDI as outlined in this document. This is almost always resolved this way unless your device screen has an issue.
Partial Monitor Showing or Other Visual Errors	These are almost always corrected by switching off Full Screen , let the screen adjust, then switch back to Full Screen.
Loading Failed - The View agent reports that this desktop is currently off a previous session. Please try again later.	Generally, this is due to your VDI restarting (by yourself or maintenance by Cloud Propeller). Please wait 10 minutes and try again. If the issue persists past 10 minutes, please contact support@cloudpropeller.com .
You may be logged in more than once. please try logging in again, or contact administrator. Virtualization is disabled.	This means your profile was deleted or damaged. You should not continue to use your virtual desktop. We periodically take backups of your profile and can restore it. Please contact support@cloudpropeller.com immediately.