Temasek Polytechnic

Cloud VDI Services (WVD) User Training

Logicalis Singapore

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Agenda

- Objectives
- Logicalis WVD Support Team
- Introduction of Azure WVD
- WVD Access and Login Experience
- WVD session host Log Off Experience
- Local Drive Redirections
- Demo
- Frequently Asked Questions

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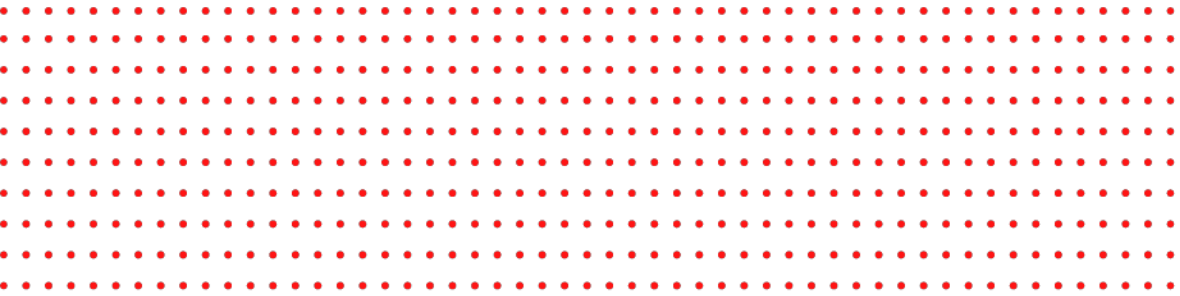
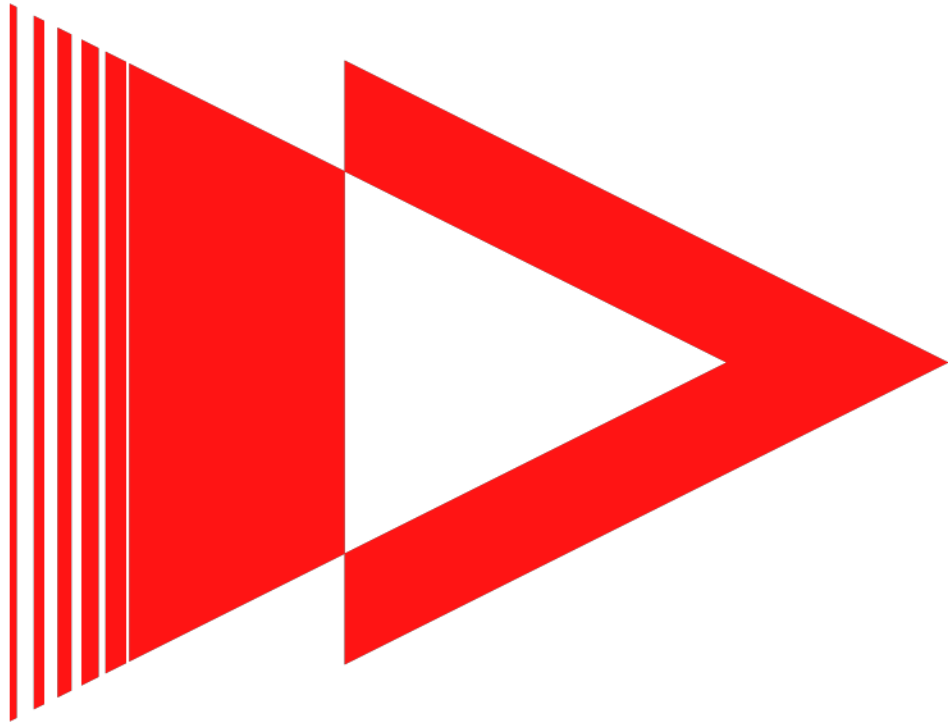
Objectives





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Objectives

To Introduce the new virtual desktop platform and explain the process to the user when login to Temasek Polytechnic new virtual desktop environment

Logicalis WVD Support Team

In the event you encounter any WVD related issue during the WVD session, please reach out to the WVD Support team at the below:

Name	Email	Contact Number
Calvin Wong (Primary Engineer)	wvd-support@ap.logicalis.com	86501688
Raymond Kang (Secondary Engineer)		85785675
Lim Allan (Service Delivery Manager)		96947416

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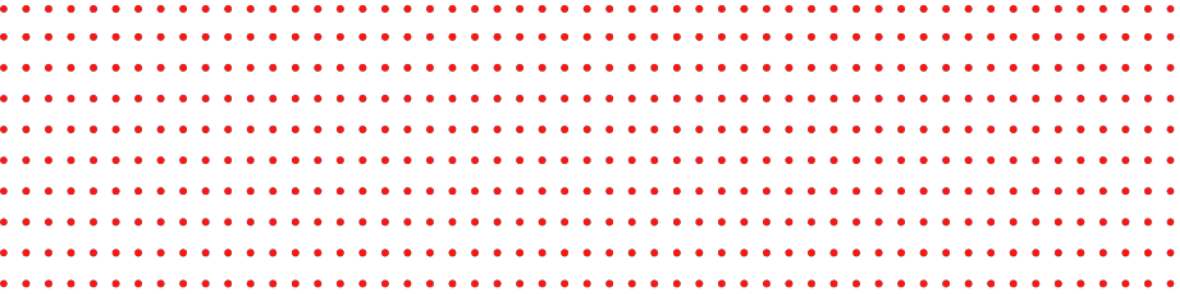
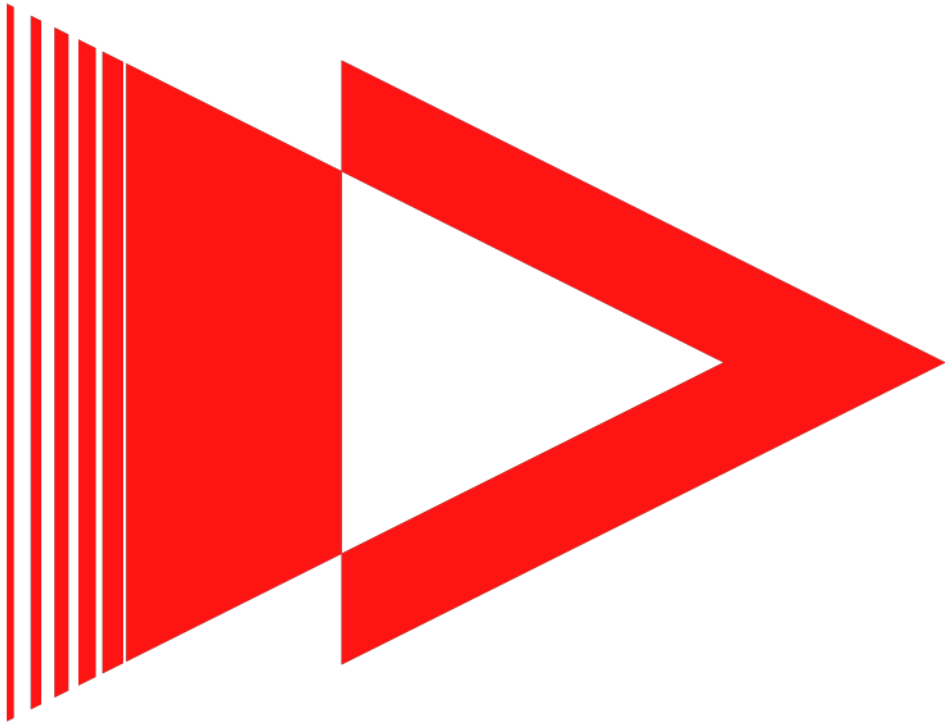
What is WVD?





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What is WVD?

Windows Virtual Desktop or “WVD” is a desktop and app virtualization service that resides in the cloud and is then accessed by users using a device of their choice. Think of it as Desktop-as-a-Service powered by Microsoft Azure

What Make WVD Different?

In the past, virtual desktop solutions have been complex and expensive. They were difficult to set up and manage. A large server infrastructure was necessary to

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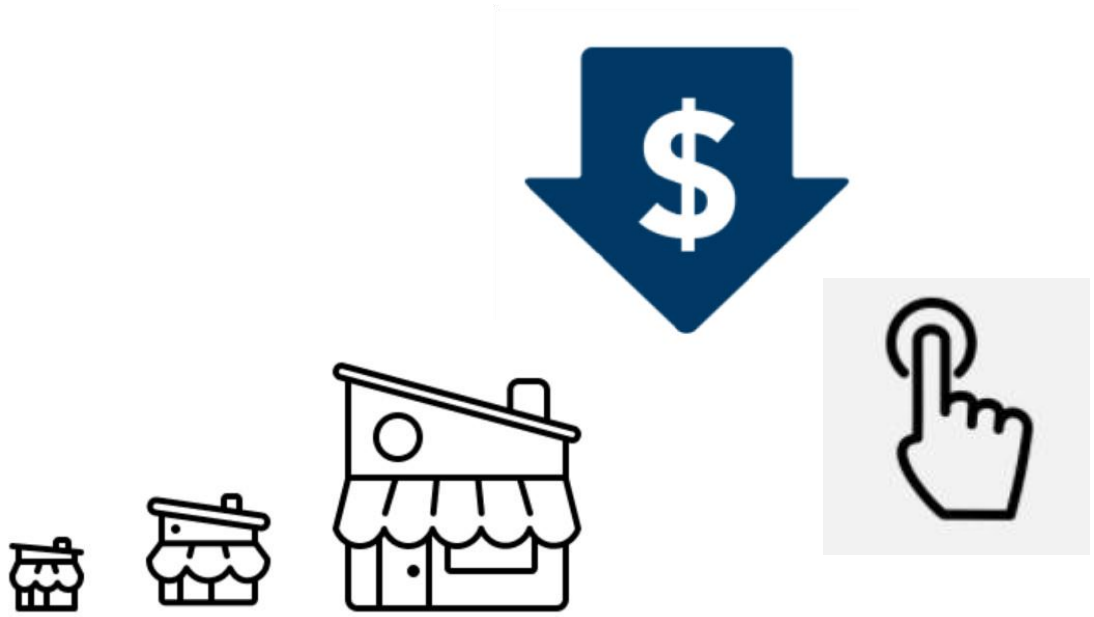
run virtual desktops. As a result, most small and medium businesses didn't have the resources to manage virtual desktops in-house. Azure WVD makes this accessible and affordable for all businesses. **Benefits**

- Simple to deploy and configure
- Cost effective
- Easy to scale
- Flexible



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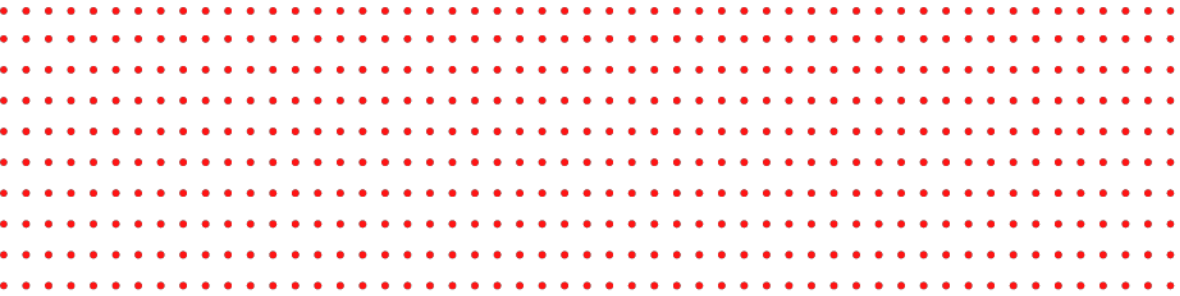
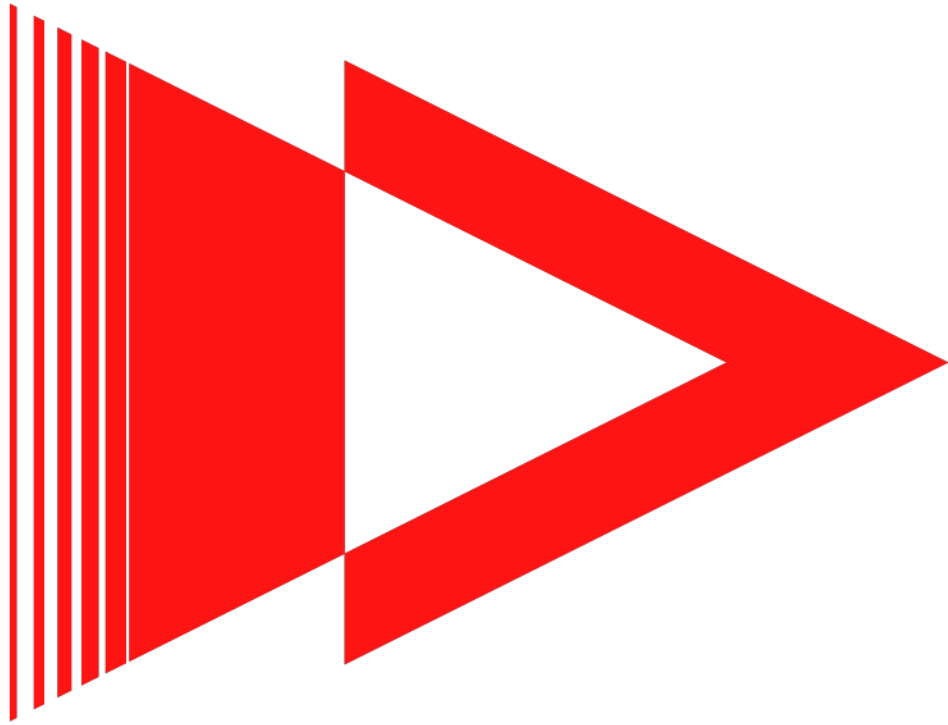
WVD Access and Login Experience





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WVD Access Method

- **Using a HTML-5 Supported Web Browser**

- **Remote Desktop Clients app on Windows Machine , MACOS, Android, IOS devices**

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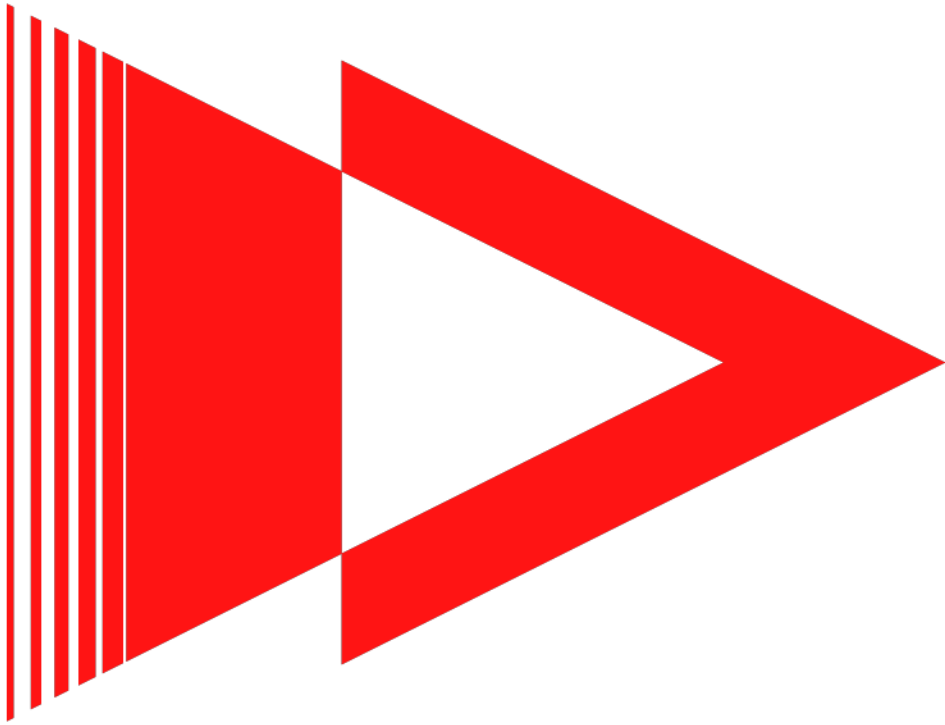
WVD Access via Web Browser



Supported Web Browser

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Browser	Supported OS	Notes
Microsoft Edge	Windows	
Apple Safari	macOS	
Mozilla Firefox	Windows, macOS, Linux	Version 55 or later
Google Chrome	Windows, macOS, Linux, Chrome OS	Google Chrome

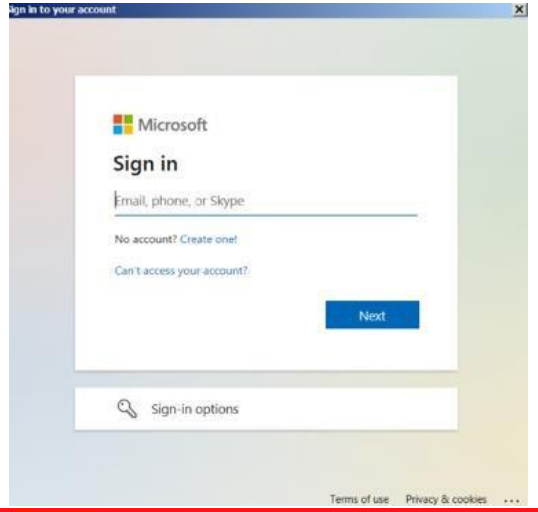
Web Browser Access

Step 1:

Open a web browser (IE/Firefox/ Google Chrome/ Edge / Safari) and enter https://rdweb.wvd.microsoft.com/arm/webclient in the address bar

Step 2:

Enter your “@tp.edu.sg” or “@student.tp.edu.sg” username and click on the ‘Next’ Button

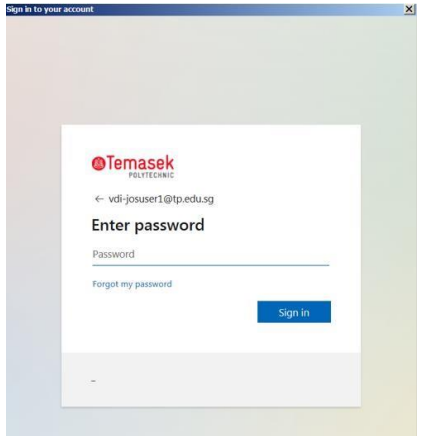


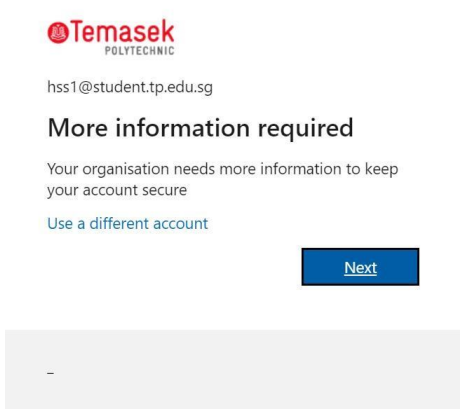
Web Browser Access

Step 3:

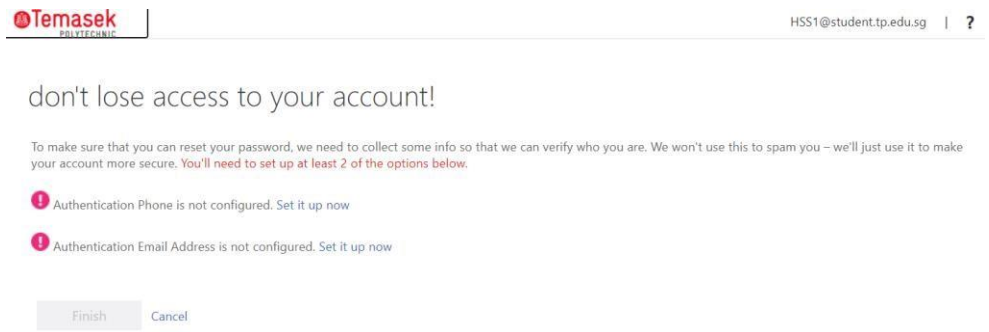
Enter the password and click ‘Sign in’ , Click ‘Next’ on More information required

Note: Account name in screen capture is for reference. It should be showing your own email ID.





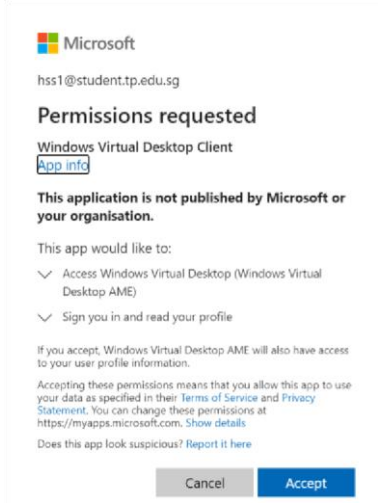
Step 4:
Click ‘Cancel’ to skip the authentication setup



Web Browser Access

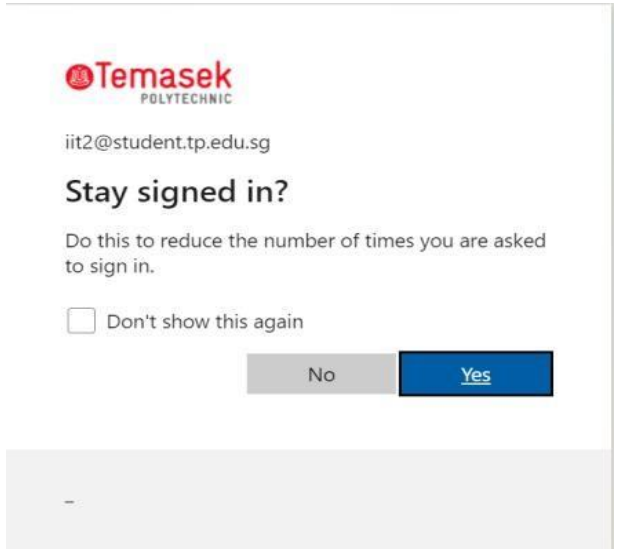
Step 5 :

Click ‘Accept’. Note: This will only happen during the initial logon. After that you will see the screen in step 6 for the logon



Step 6 :

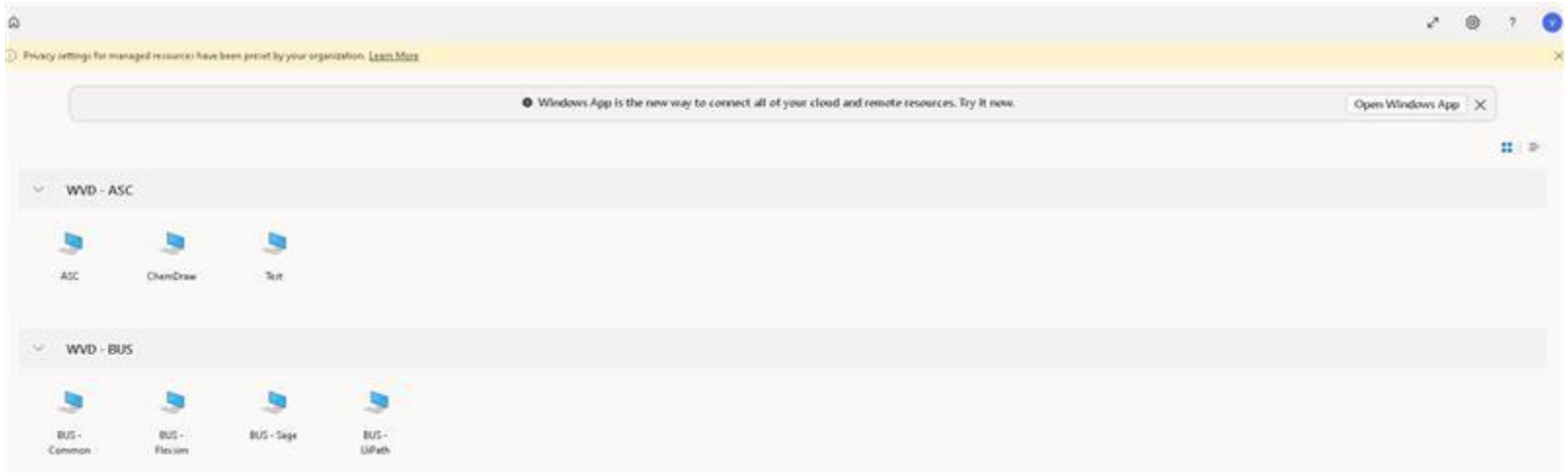
In the stay signed in screen, Click ‘No’



Web Browser Access

Step 7 :

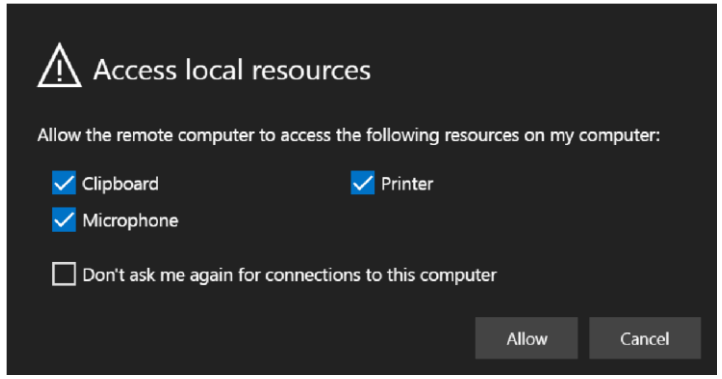
You will now be logged into the WVD portal. Expand the workspace (the workspace named by the school code) and click to launch session host. (The session host named by subject code from each of the schools).



Web Browser Access

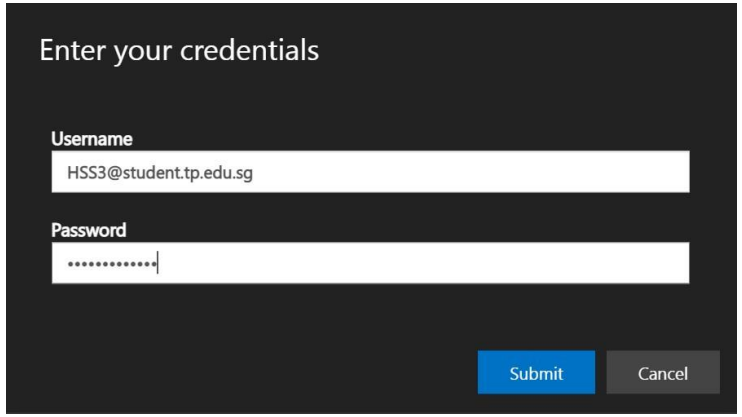
Step 8:

If you wish, tick the boxes below to allow connection to your local Printer , clipboard and Microphone (Please note this Printer is not the Printer in your practice, this will only give access to your local printer connected to your personnel laptop / PC and click ‘Allow’.



Step 9:

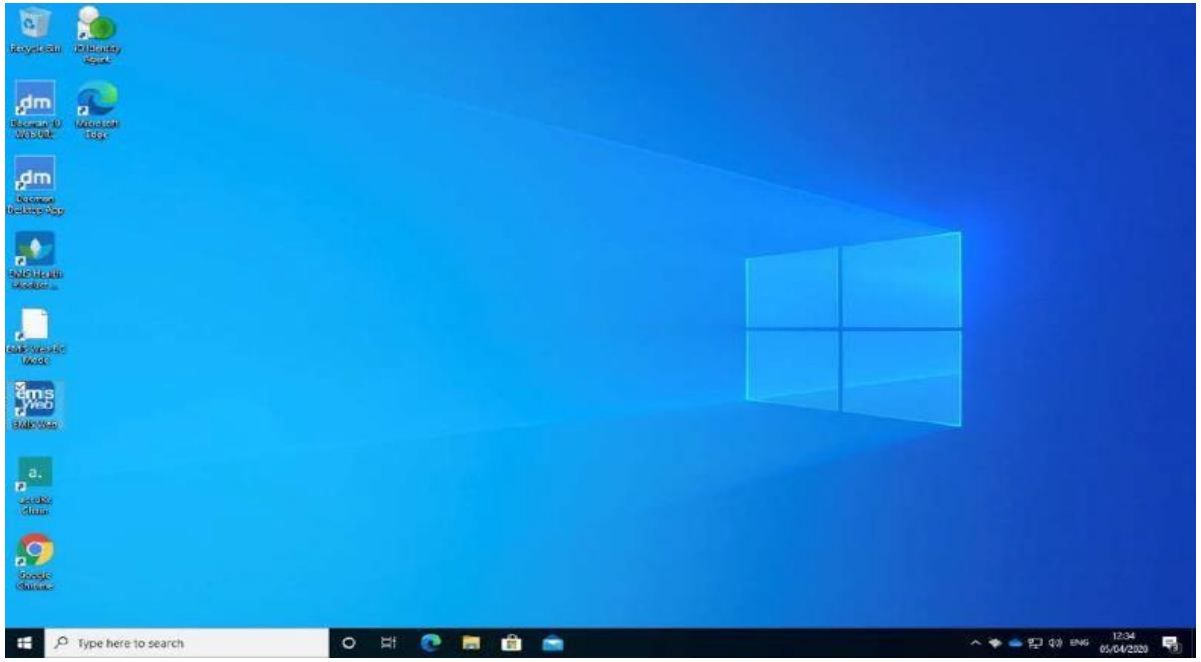
Please enter your “@tp.edu.sg” or “@student.tp.edu.sg” login username and password , Click ‘Submit’



Web Browser Access

Step 10:

You will now be logged into your Windows Virtual Desktop.



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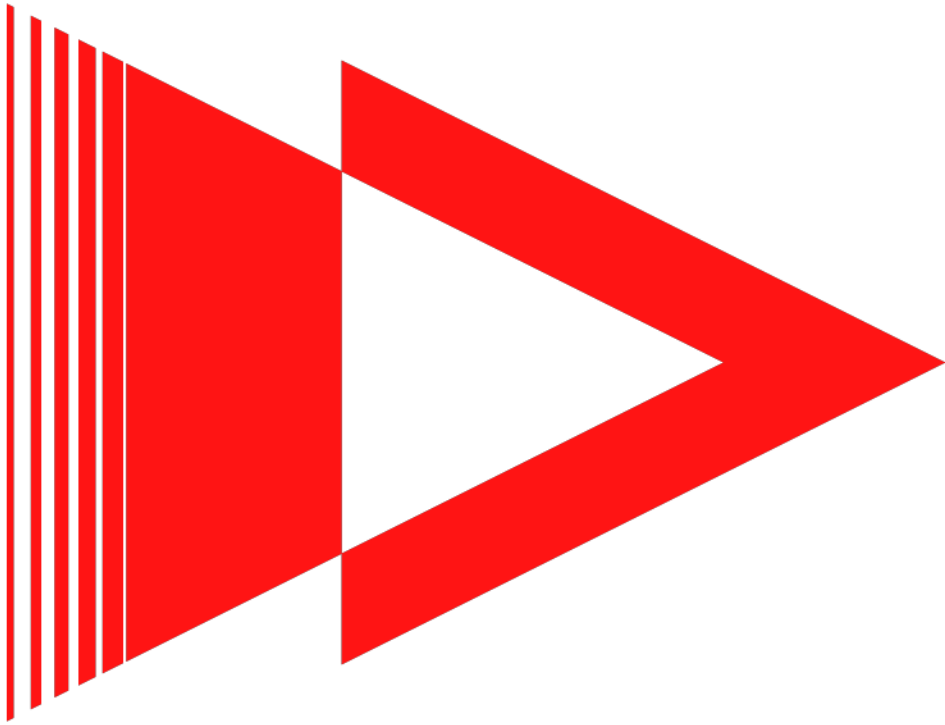
WVD Access via Windows App Client On Windows



Windows App Client Access on Windows Machine

Step 1:

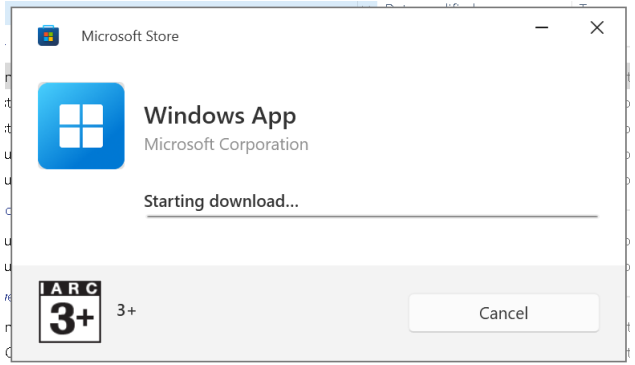
To download the RD client application, Open the browser and type in the URL [Windows App - Free download and install on Windows | Microsoft Store]

Step 2:

Navigate to the session ‘Download’. You will see the application starting to download after you select the download, and the installer name will be like “Windows App Installer.exe”

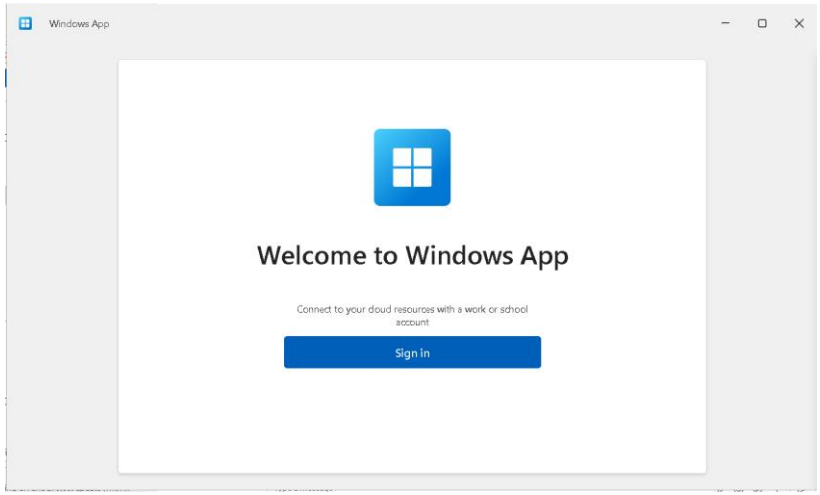
Step 3:

Double click the package and you will see it is starting to download followed by auto installing.



Step 4:

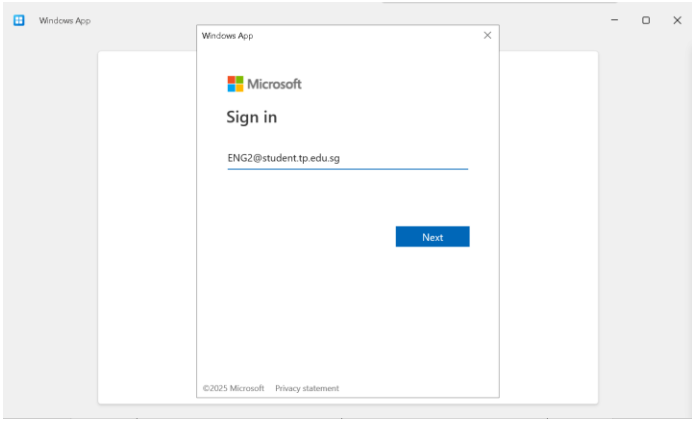
Once the software is installed you will need to “Sign in”.



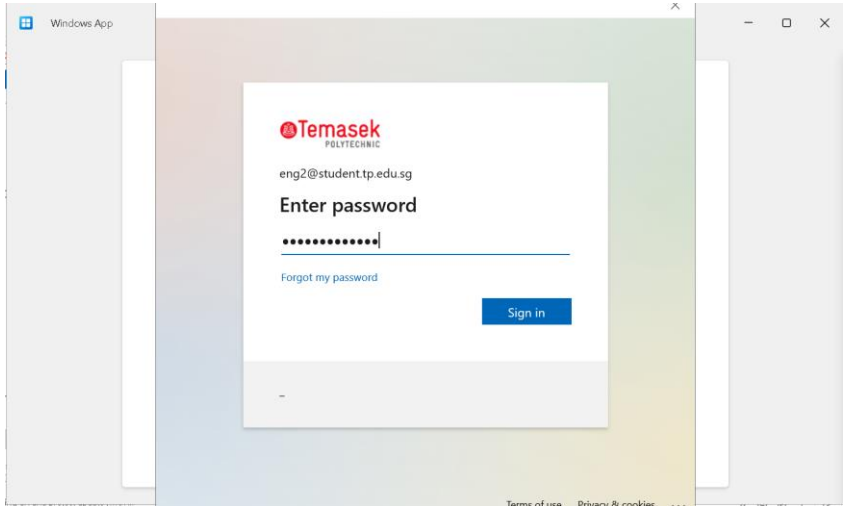
Windows App Client Access on Windows Machine

Step 5:

Once you press “Sign in”, you will need to use TP email account to login.



Step 6: Once you key in your TP email account press Next” follow by your password.



Windows App Client Access on Windows Machine

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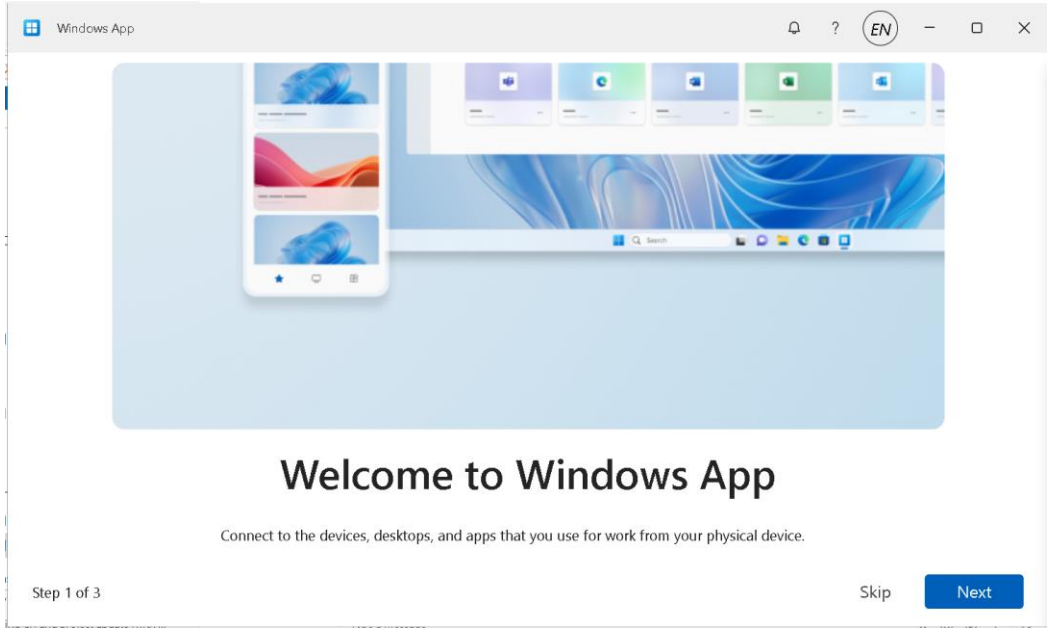
Step 7:

First time login you may want to go with the steps, or you can Skip.



Windows App Client Access on Windows Machine

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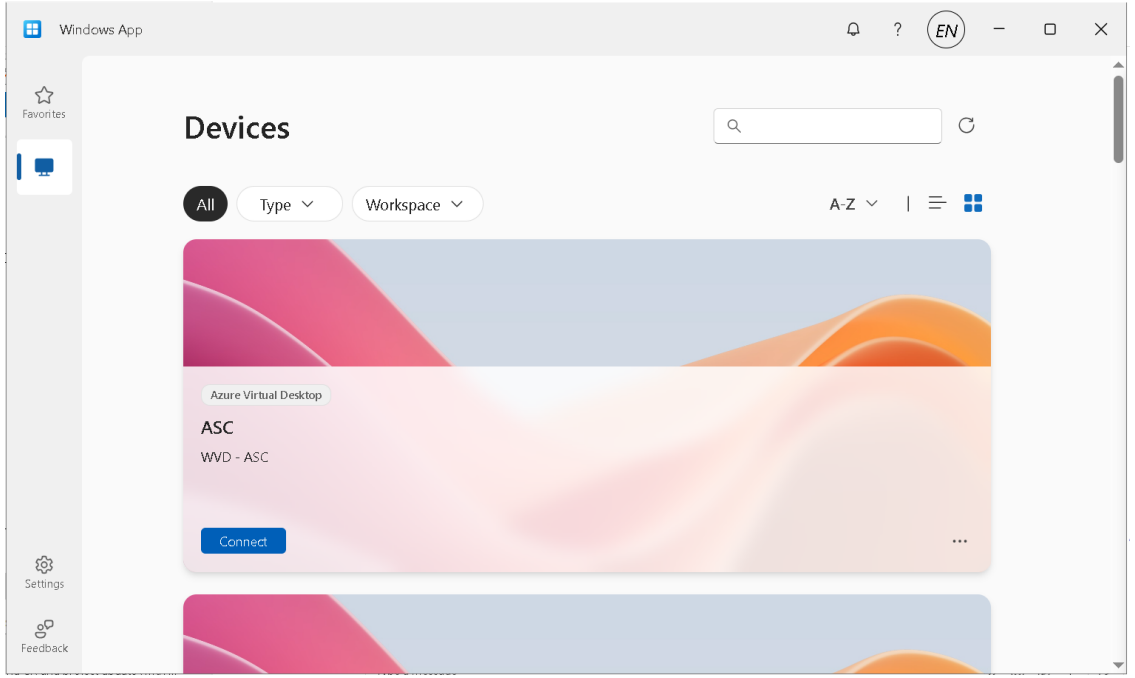
Step 8:

Once you done with the steps or skip, you should see all the icons for AVD.



Windows App Client Access on Windows Machine

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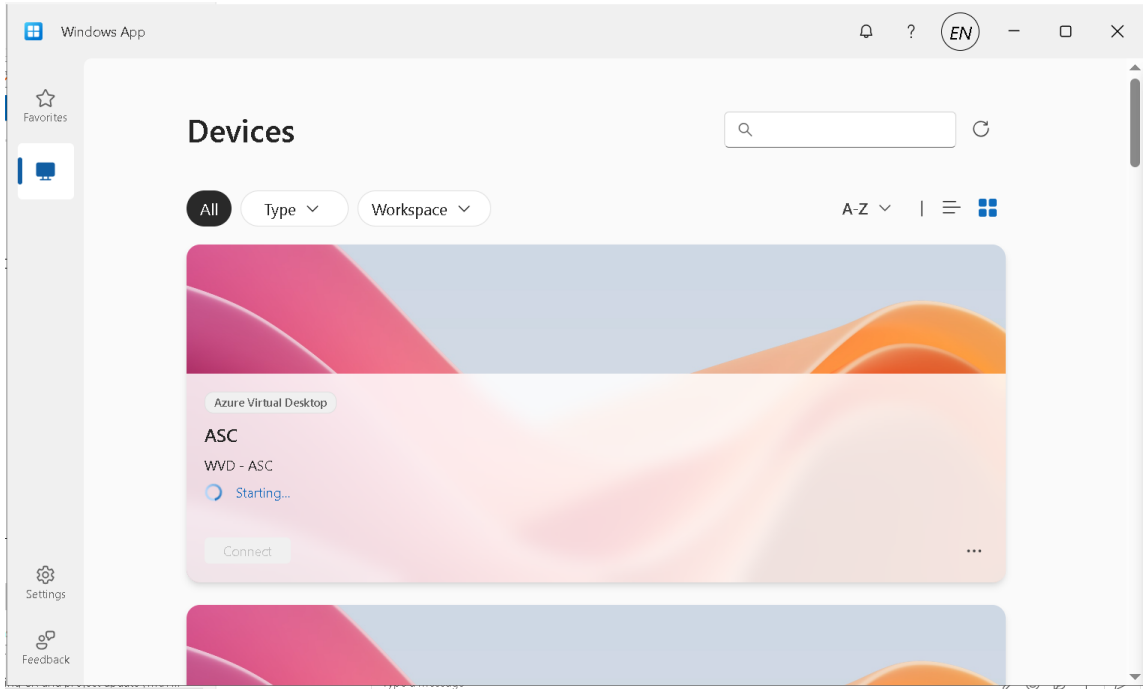
Step 9:

Press “Connect” to access the device icon below and it will start to connect.



Windows App Client Access on Windows Machine

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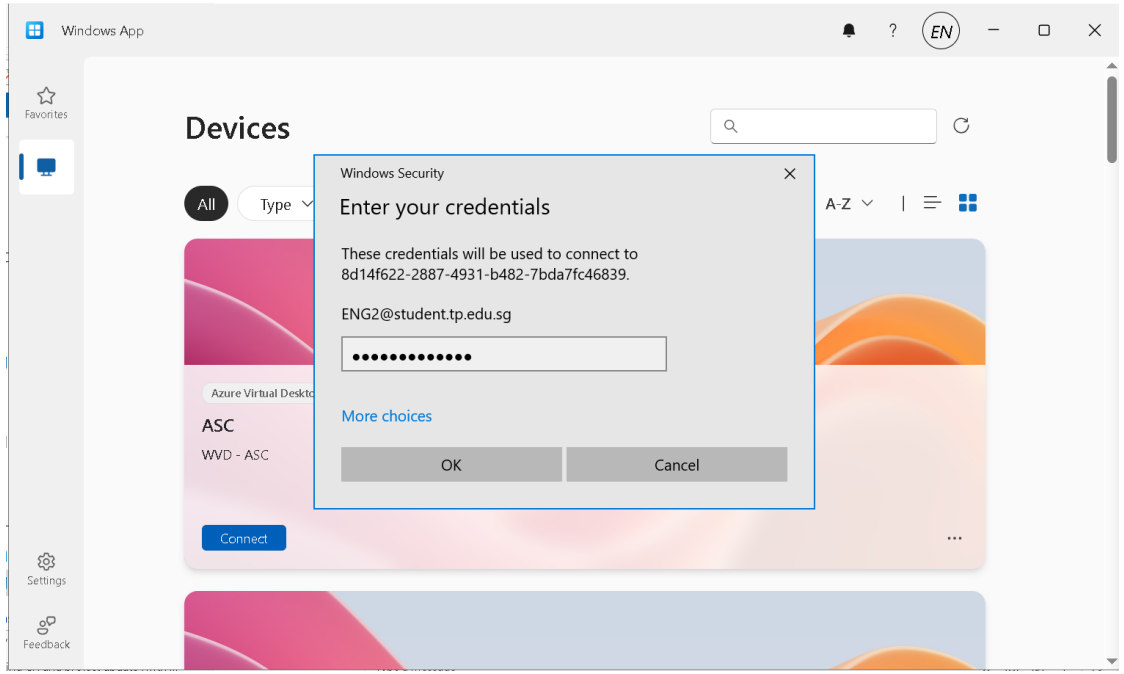
Step 10:

Once is connected, it will prompt you for password.



Windows App Client Access on Windows Machine

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Step 11:

You will now be logged into your Windows Virtual Desktop.

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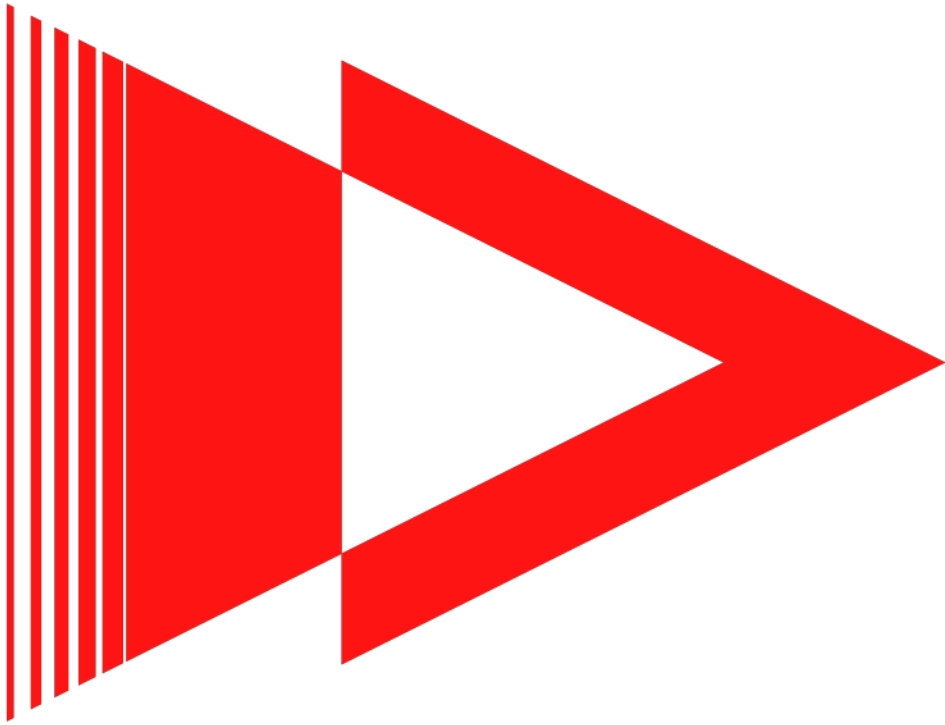
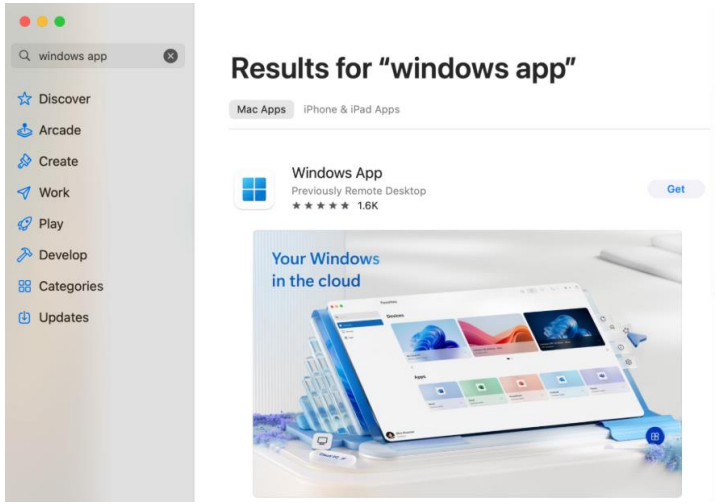
WVD Access via Windows App Client on MAC



Windows App Client Access on MAC

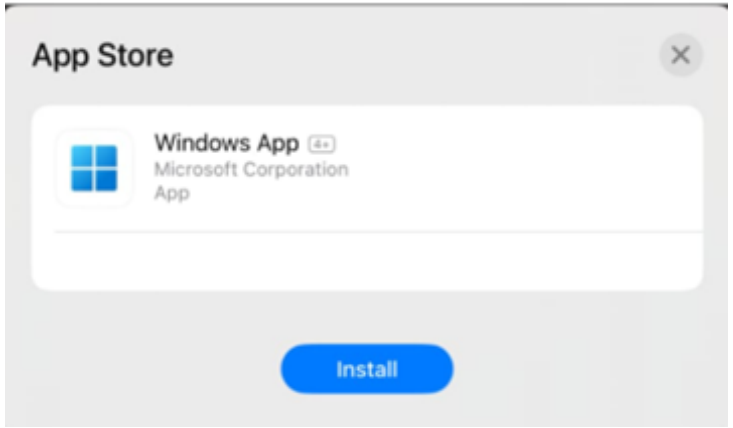
Step 1:

Please download the Windows App from the below link or from the App Store search for Microsoft Windows App on the Mac App Store



Step 2:

Once downloaded, press install



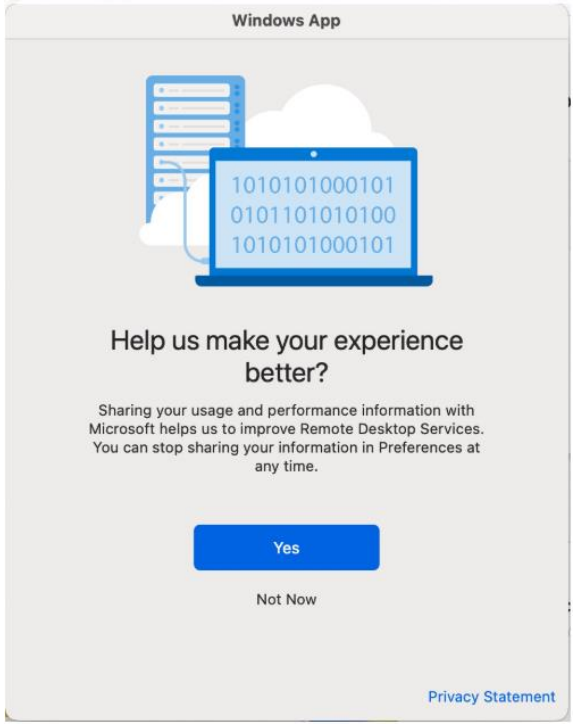
Windows App Client Access on MAC

Step 3:

Press “Open”

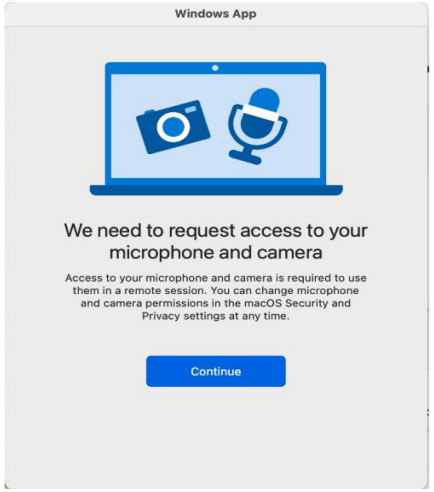
Step 4:

If the below screen appears, Press “Not Now”



Step 5:

If the below screen appears, Press “Continue”

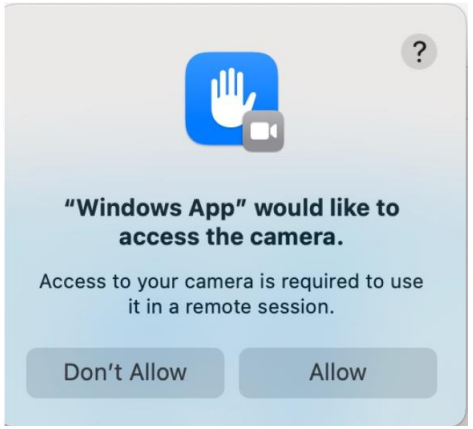


Step 6:

If the below screen appears, Press “Allow” for the Windows App to access your microphone.

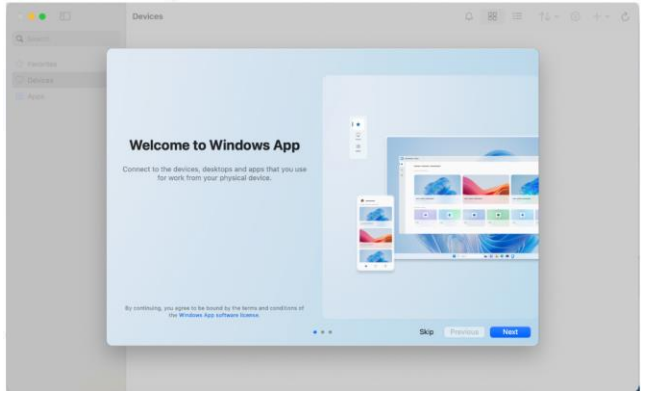
Step 7:

If the below screen appears, Press “Allow” for the windows App to access your camera.



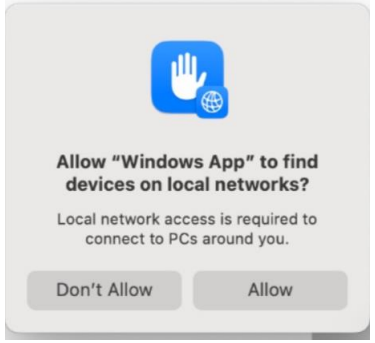
Step 8:

You can press “Next” if you want to know more about the Windows App. If not, you can press “Skip”.



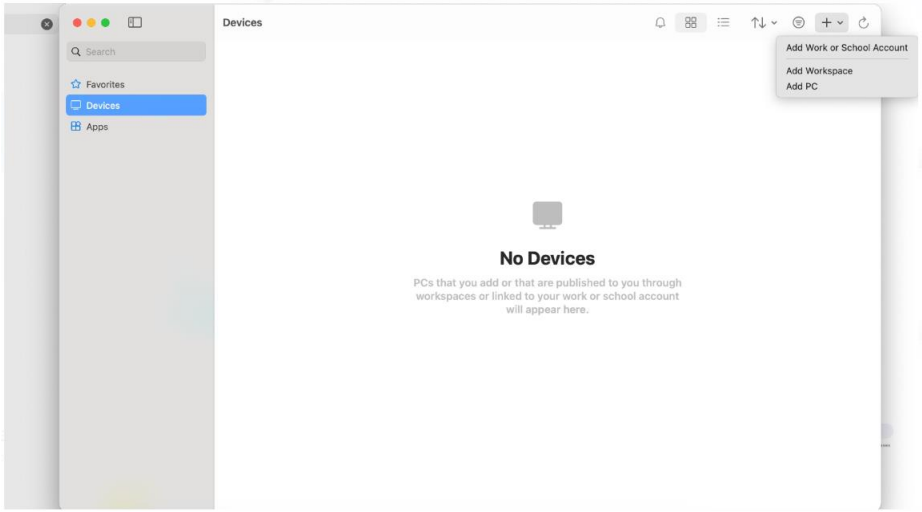
Step 9:

If the below screen appears, Press “Allow” for Windows App to find the devices.



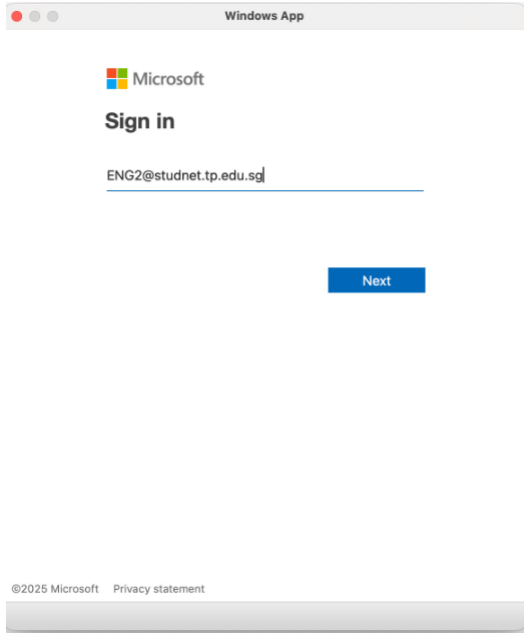
Step 10:

Press the + at the top right hand corner of the screen and select **Work or School Account.**



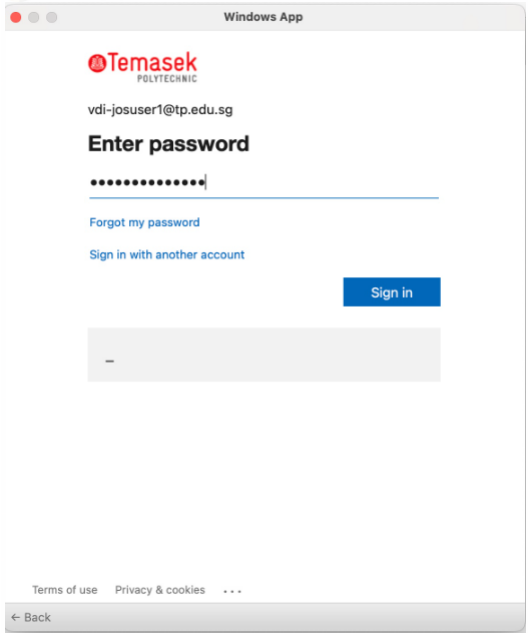
Step 11:

Key in your TP account to login to Windows App for AVD and press “Next”.



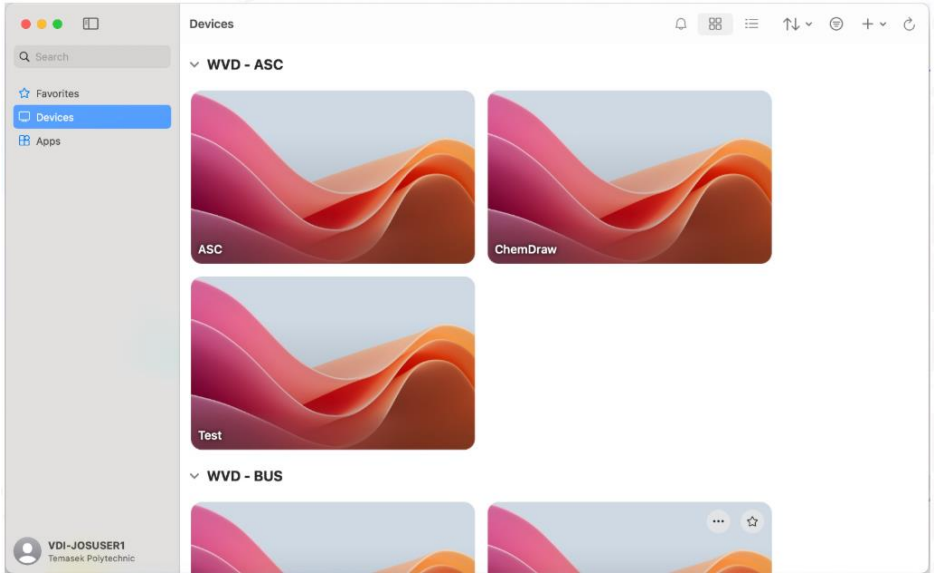
Step 12:

Key in your password and press “Sign in”



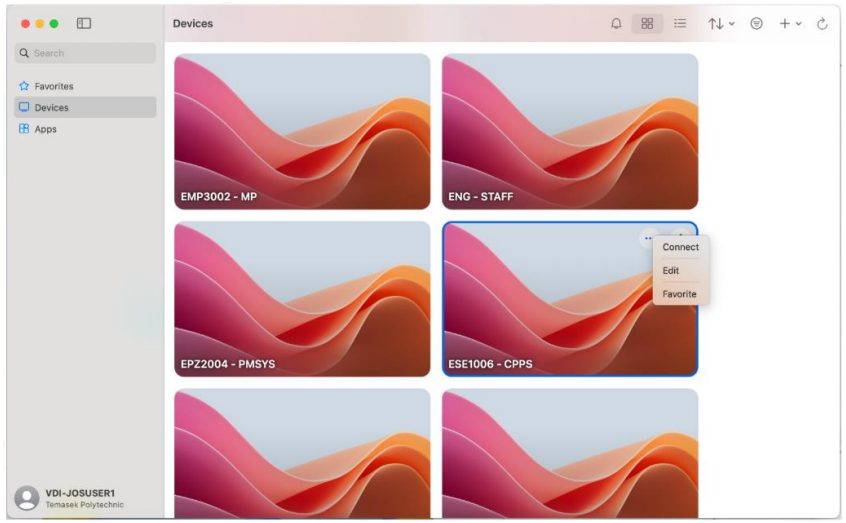
Step 13:

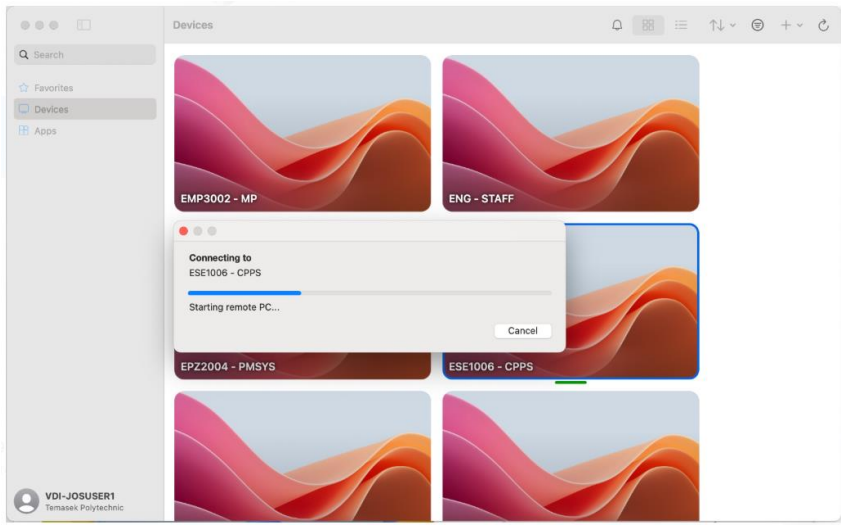
The below screenshot shows how it looks like after a successful login. Please take note that you will only be able to see the allocated devices that you have access to.



Step 14:

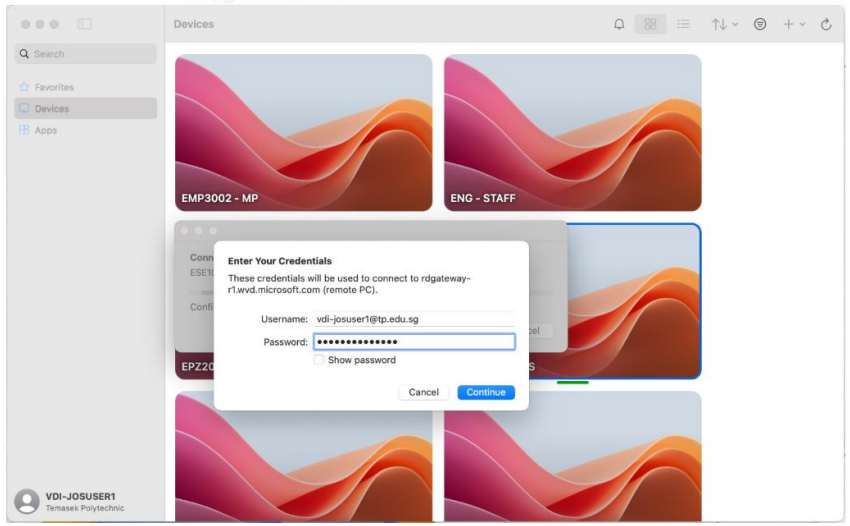
Select on the AVD device that you wish to connect to, and press Connect. The connecting process will begin.





Step 15:

Key in your TP account credentials to login.

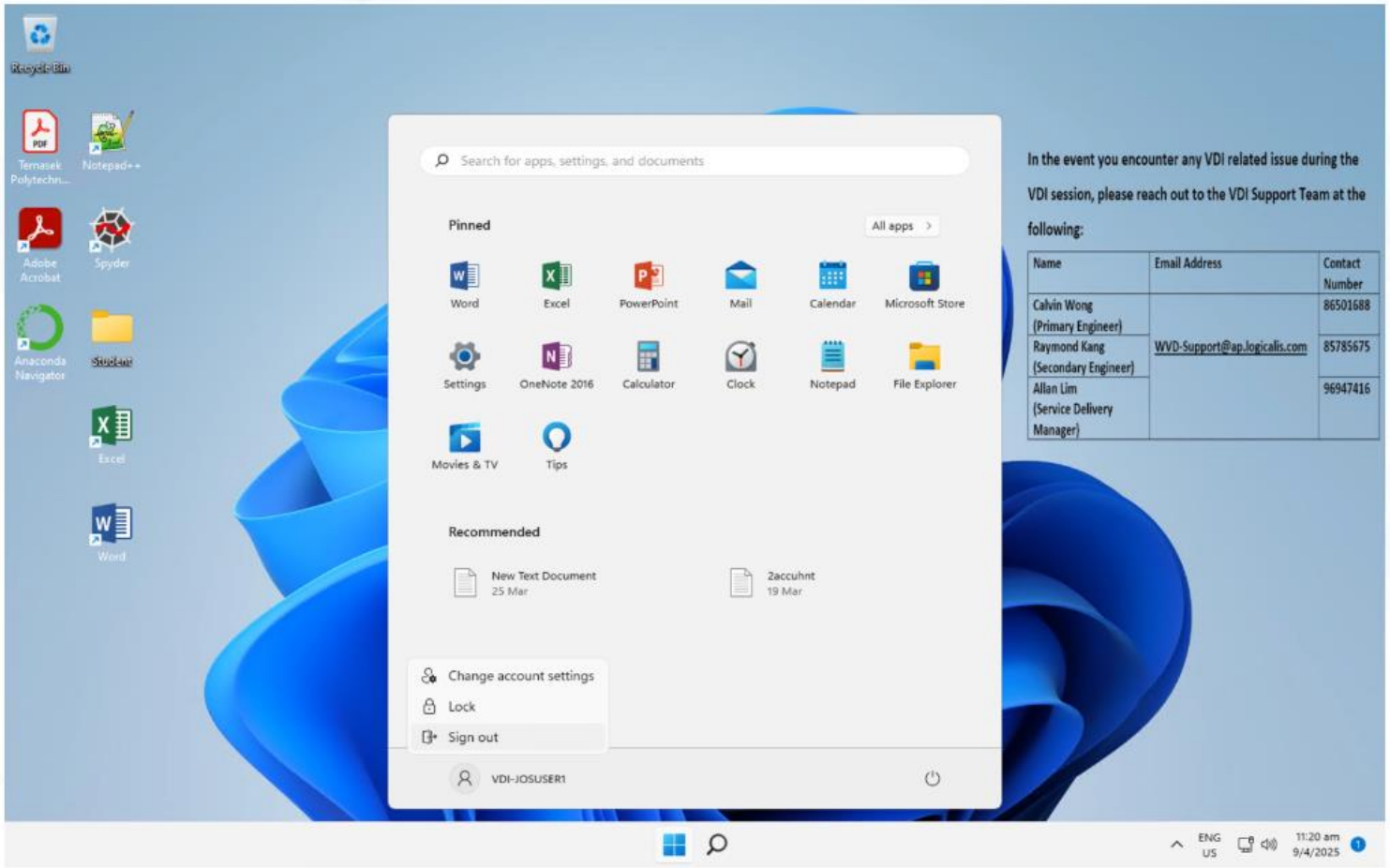


Step 16:

Upon successful authentication, the AVD device will start to login and the user will be able to login to the desired AVD device.

Step 17:

To Sign out after use the AVD, press the windows icon below select your account and press “Sign out”



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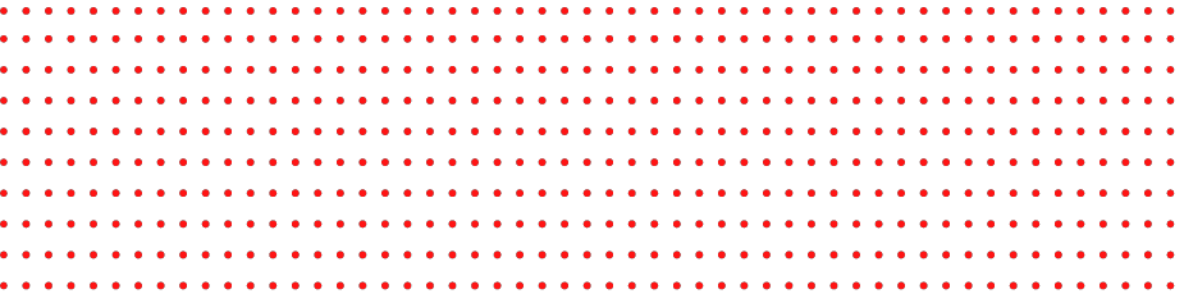
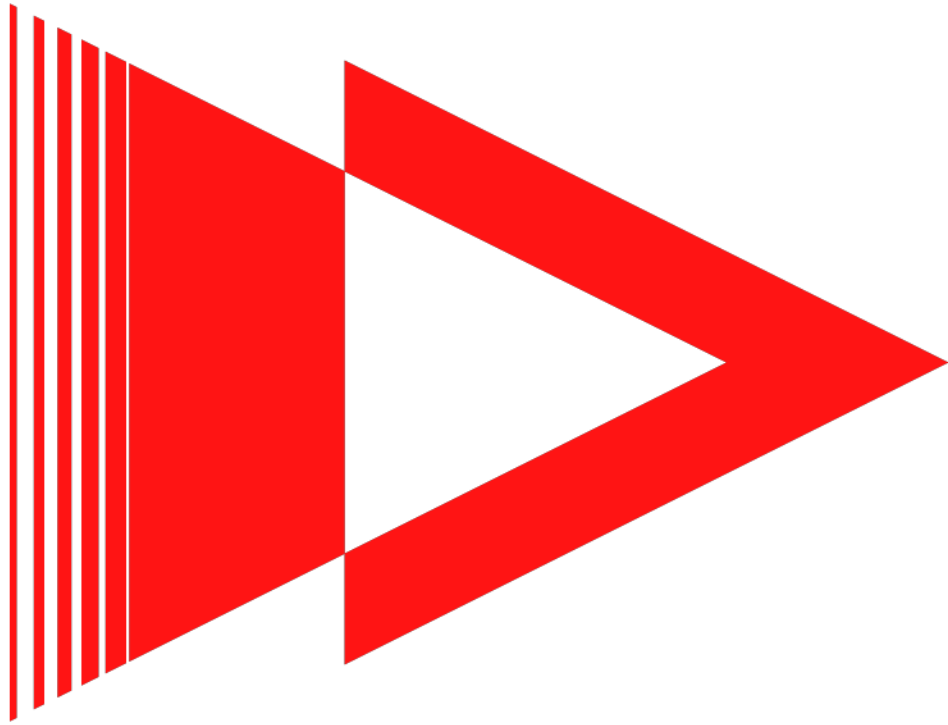
WVD Access via Windows App Client on IOS/IPADOS





Windows App Client Access on IOS / IPADOS

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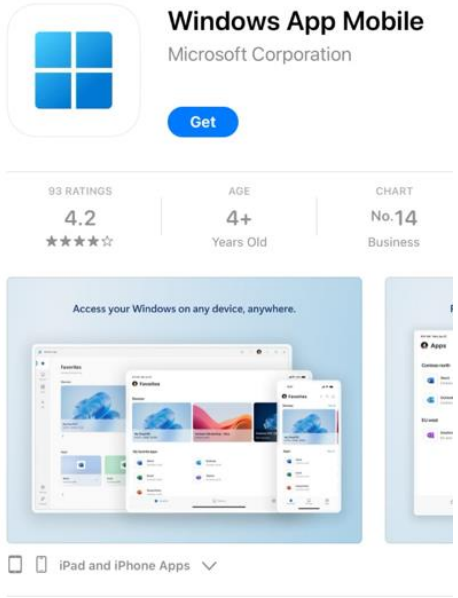
Step 1:

Launch App Store and Navigate to ‘Search’ Tab

Step 2:

From the Search Bar, Type in Windows App Mobile, select ‘GET’ to download and install the app.



Windows App Client Access on IOS / IPADOS

LOGICALIS
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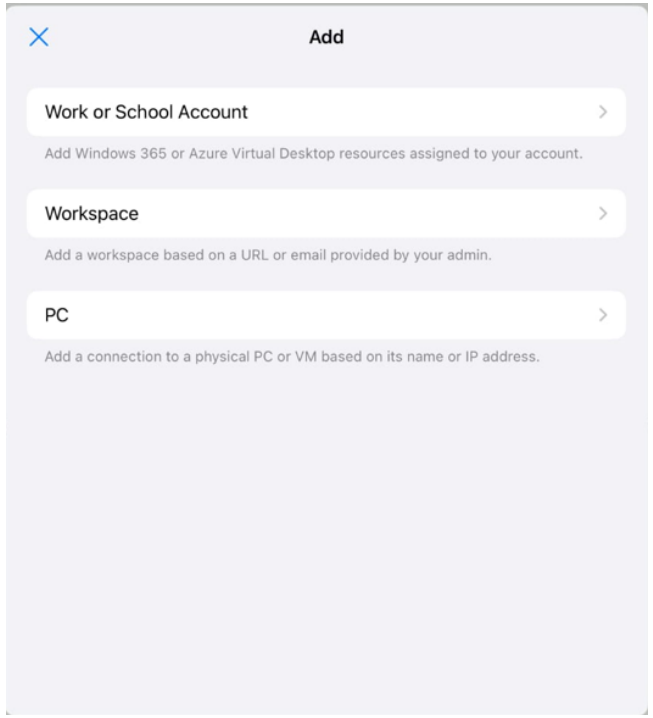
Step 3:

Once installation is completed, launch the Windows App client App , Tap + and select Work or School Account



Windows App Client Access on IOS / IPADOS

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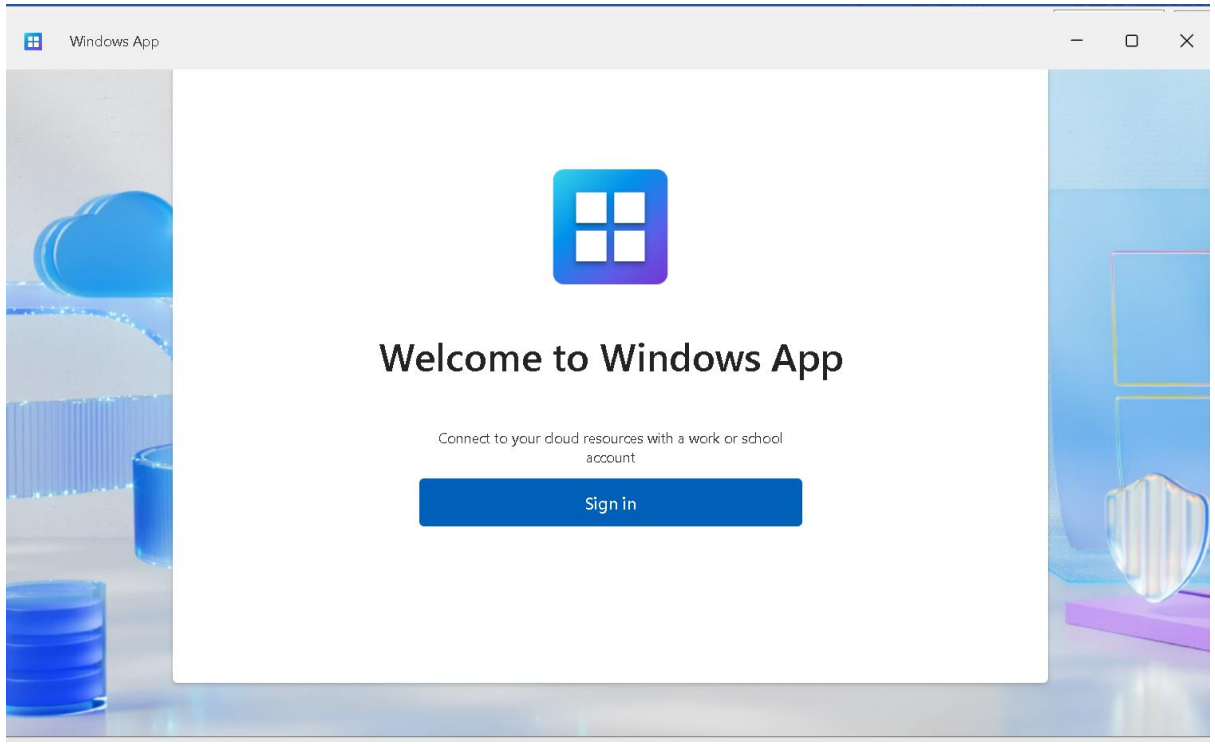
Step 4: Sign in to Windows App



Windows App Client Access on IOS / IPADOS

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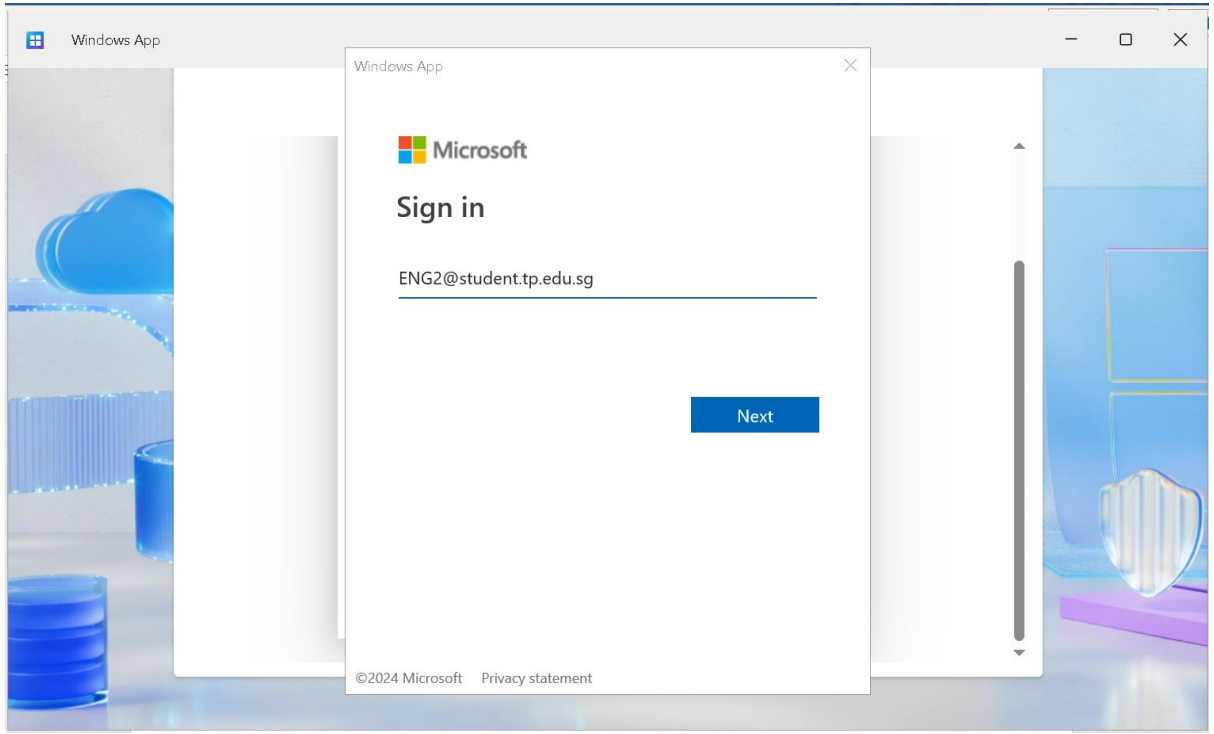
Step 5: Key in your TP account to login to Windows App for AVD and press Next



Windows App Client Access on IOS / IPADOS

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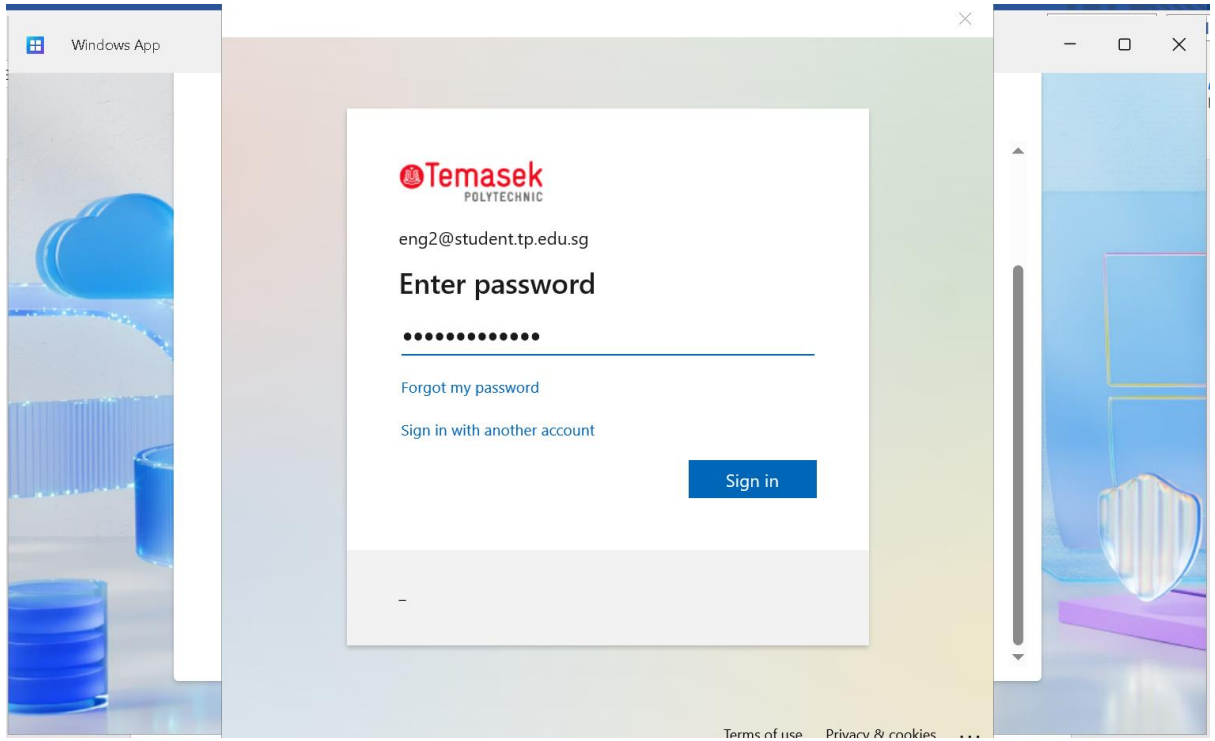
Step 6: Key in your password and press sign in.



Windows App Client Access on IOS / IPADOS

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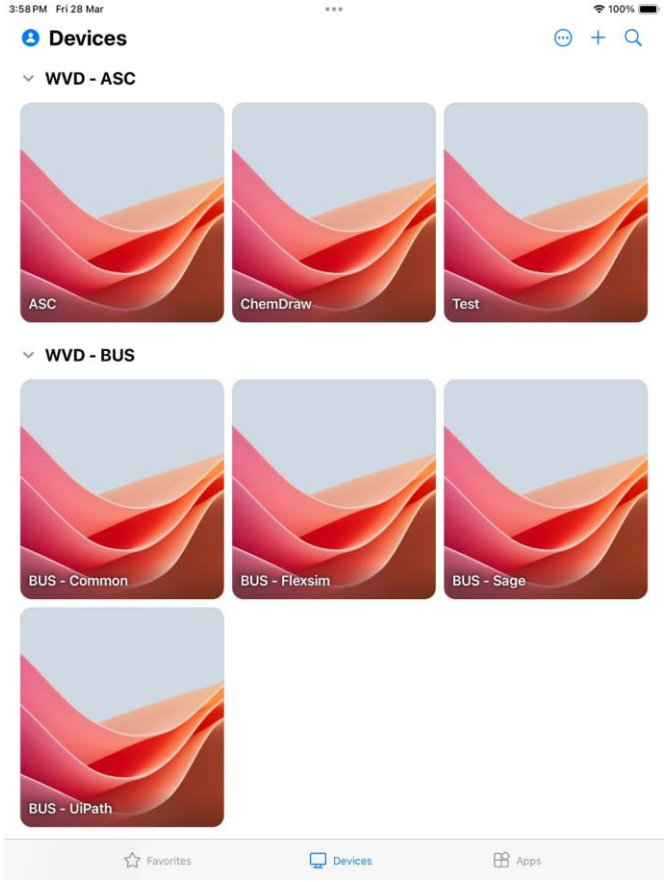
Step 7: The below screenshot shows how it looks like after a successful login. Please take note that you will only be able to see the allocated devices that you have access to.



Windows App Client Access on IOS / IPADOS

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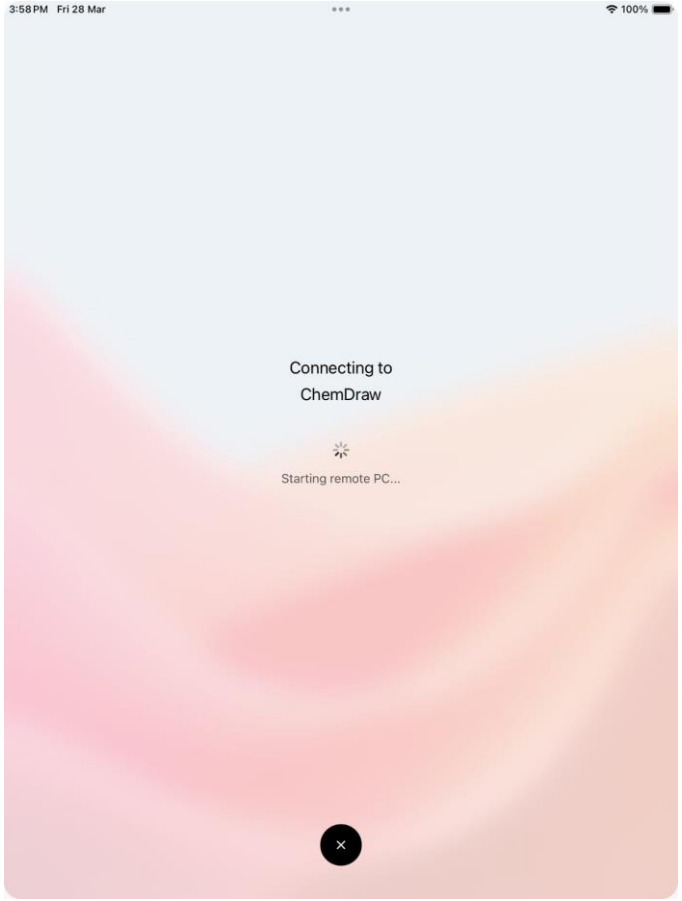
Step 8: Select on the AVD device that you wish to connect to, and press Connect. The connecting process will begin.



Windows App Client Access on IOS / IPADOS

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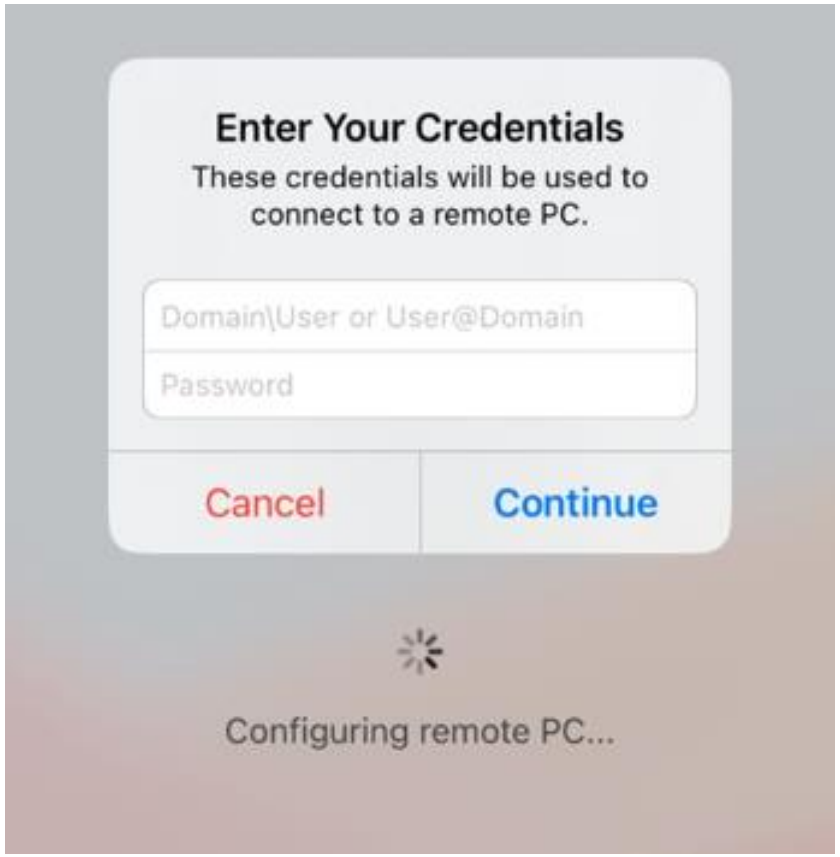
Step 9: Key in your TP account credentials to login.



Windows App Client Access on IOS / IPADOS

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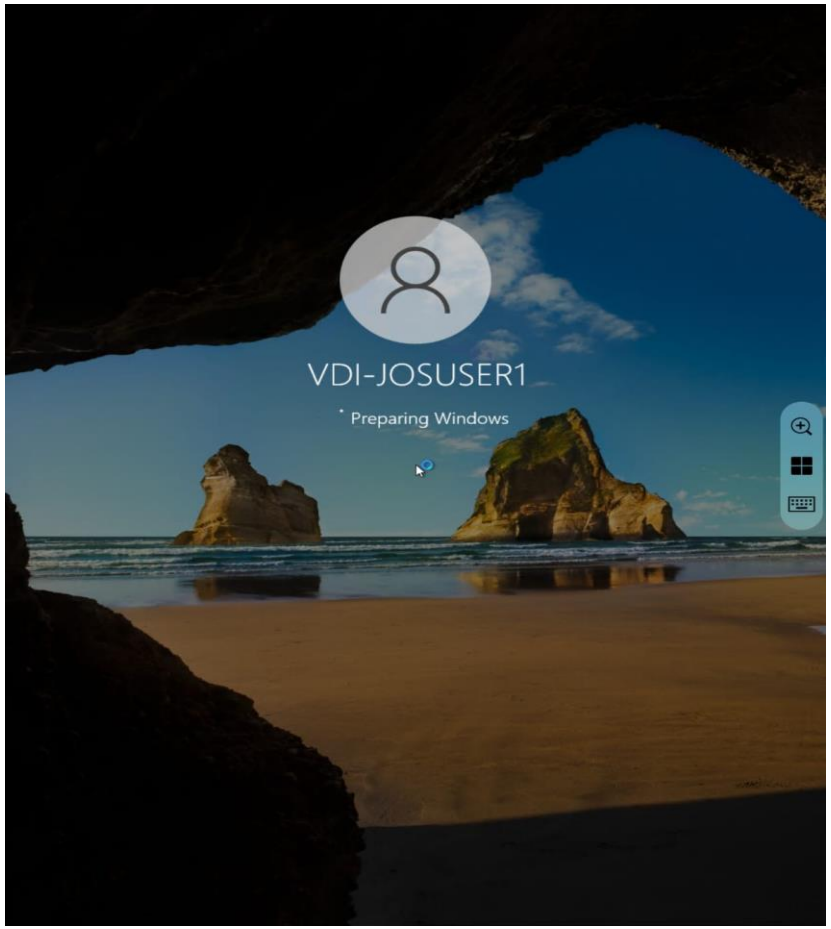
Step 10: Upon successful authentication, the AVD device will start to login.



Windows App Client Access on IOS / IPADOS

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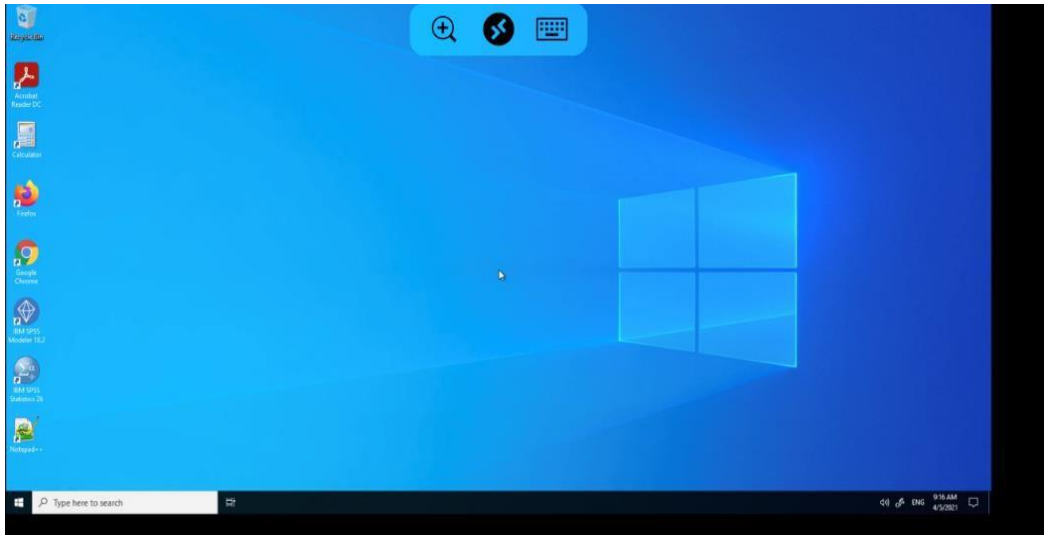
Step 11: Upon successful authentication, you will be able to login to the desired AVD device.



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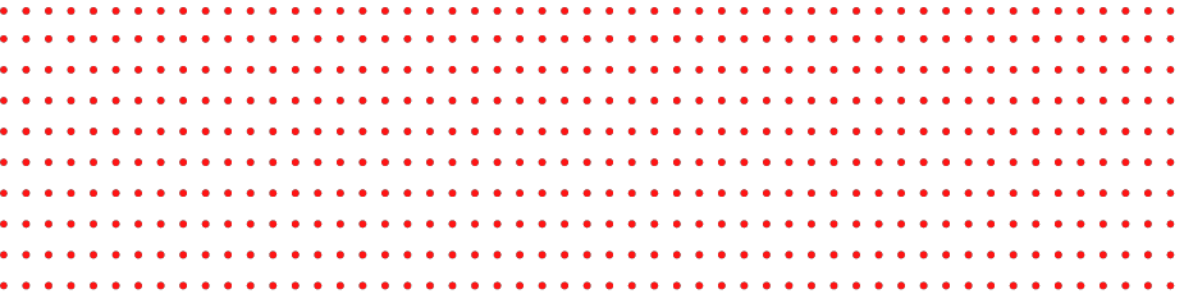
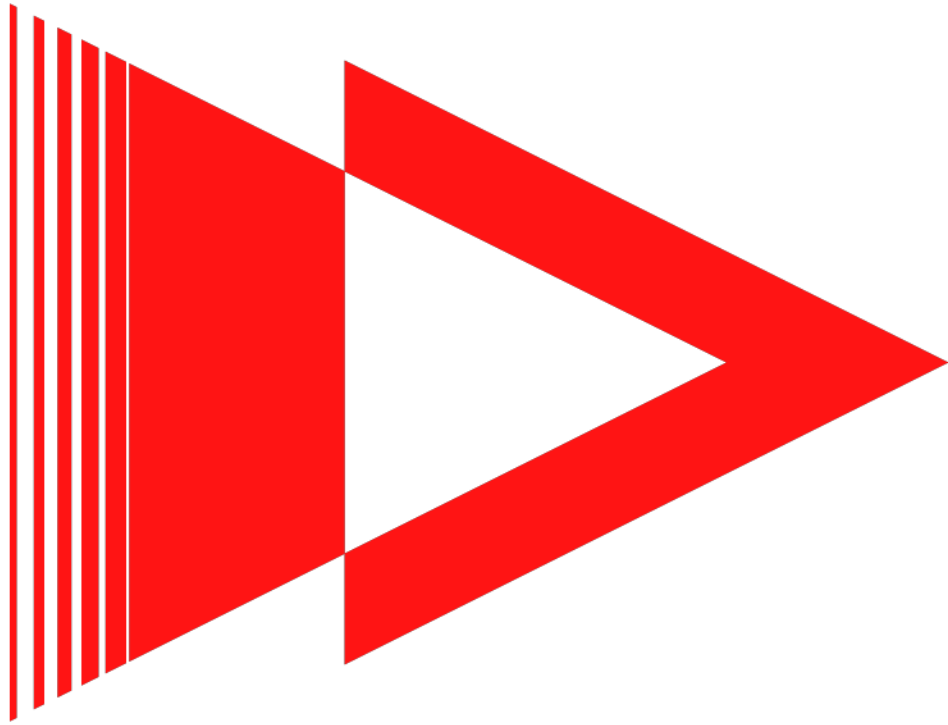
WVD Access via Windows App Client on Android

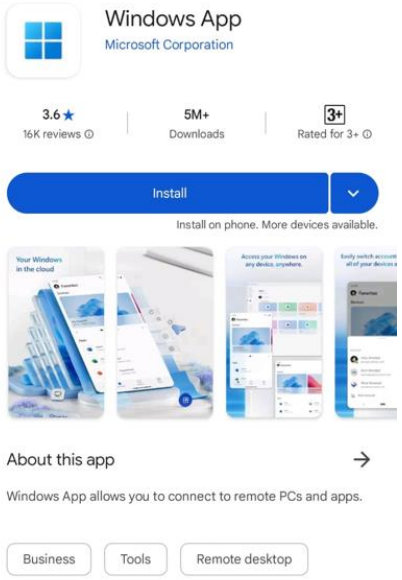




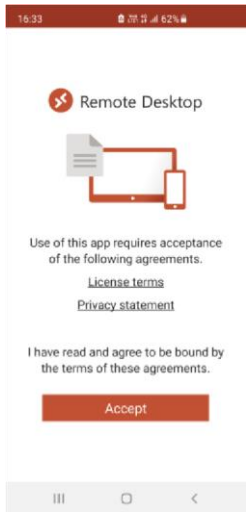
Windows App Client Access on Android

Step 1:

Launch play Store and type in Windows App ‘Search’ Tab and select ‘Install’



tep 2:

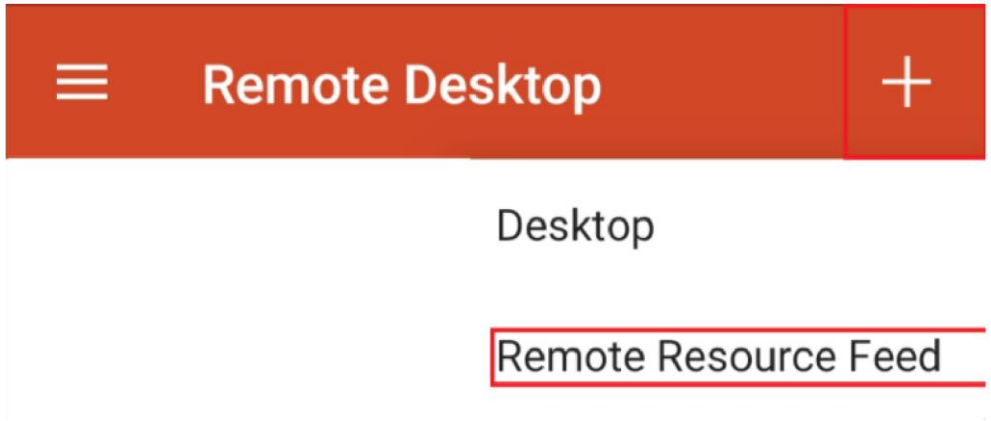


Once Installed completed, launch the Windows App , Click ‘Accept’

Windows App Client Access on Android

Step 3:

In the Connection Center, tap +, and then tap Remote Resource Feed.



Windows App Client Access on Android

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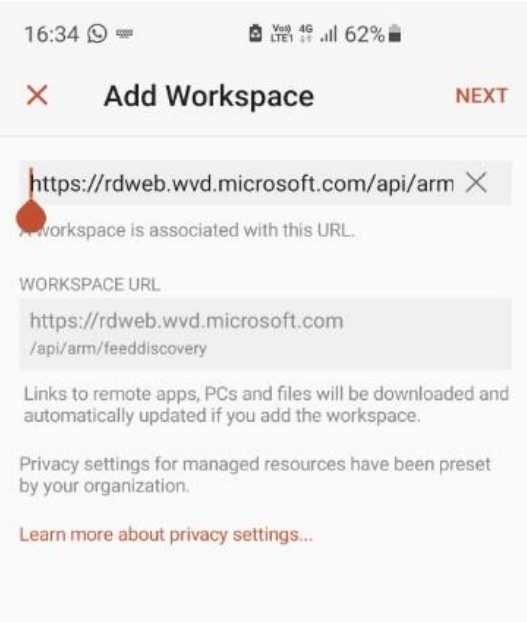
Step 4:

Enter https://rdweb.wvd.microsoft.com/api/arm/feeddiscovery in the feed URL.



Windows App Client Access on Android

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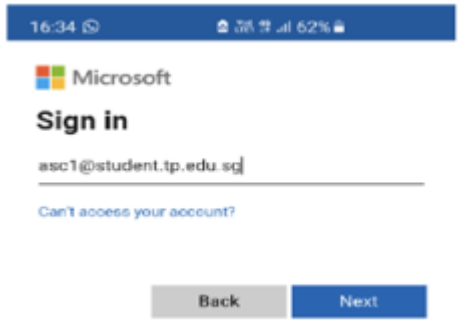
Step 5: Enter your “@tp.edu.sg” or “@student.tp.edu.sg” username and click on the ‘Next’ Button



Step 6: Enter your password

Windows App Client Access on Android

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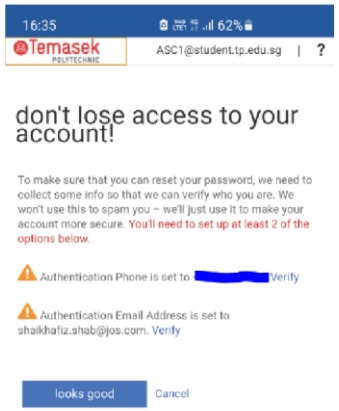
Step 7:

Click ‘Next’ on More information required



Step 8:

Click ‘Cancel’ to skip the authentication setup

Windows App Client Access on Android

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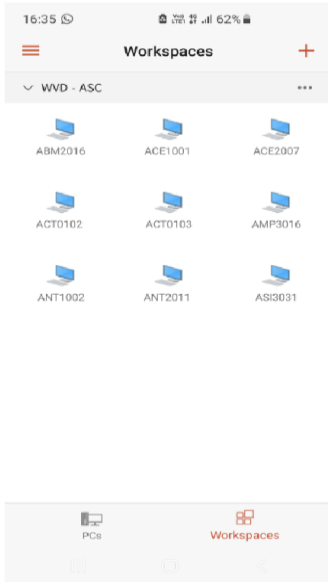
Step 9:

You will see the WVD portal. Expand the workspace (the workspace named by the school code) and you will see the session host named based by subject code that allocated



Windows App Client Access on Android

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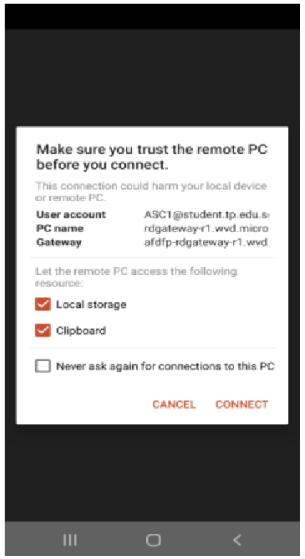
Step 10:

Launch the session host and click on ‘Connect’



Windows App Client Access on Android

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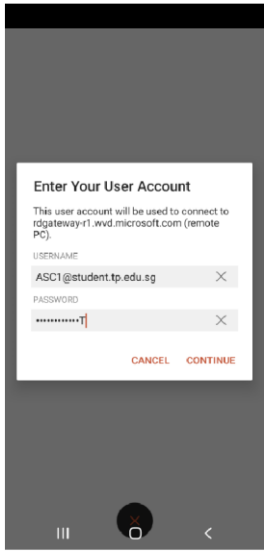
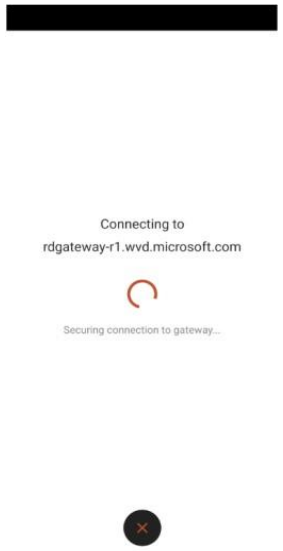
Step 11: Enter your password and wait for the connection to be completed.





Windows App Client Access on Android

Step 12:

You will now be logged into your Windows Virtual Desktop.

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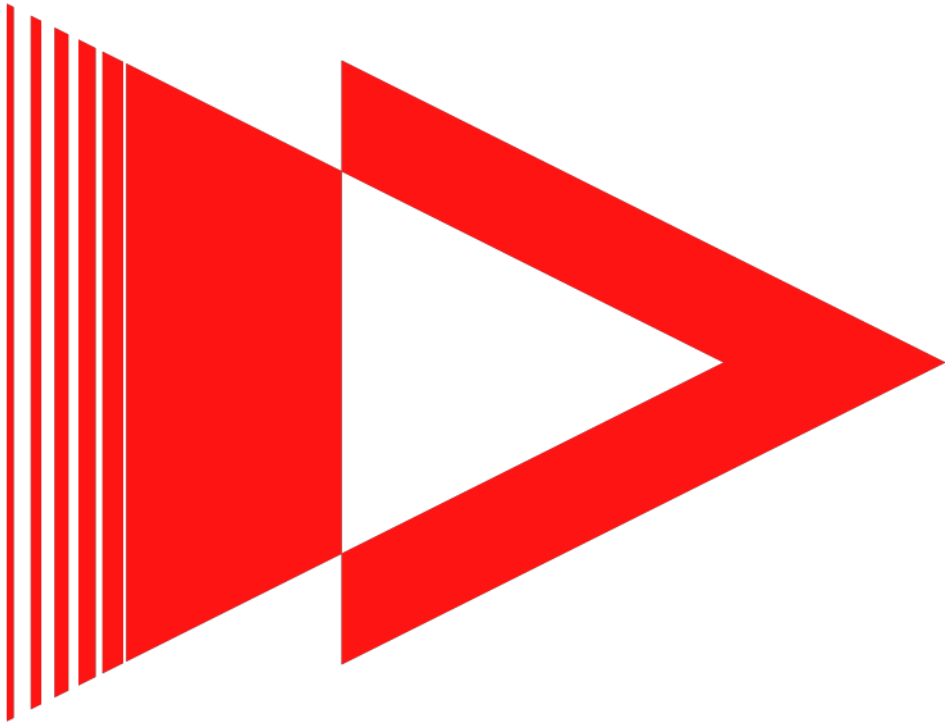
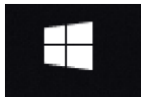
WVD session host
Log Off Experience

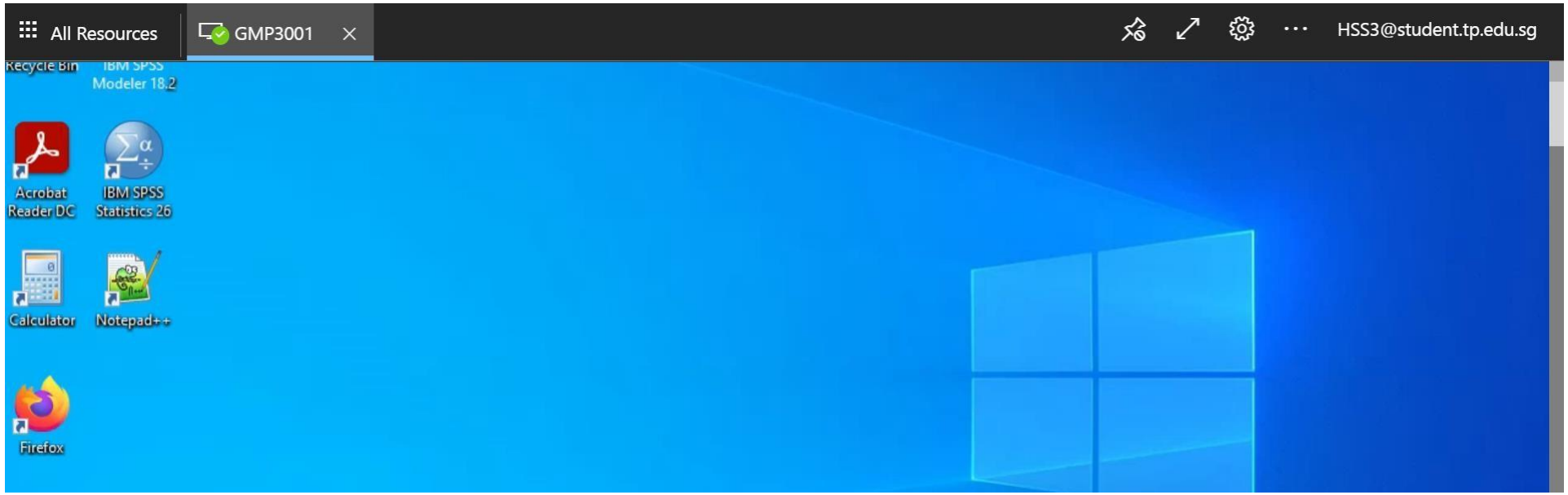


Sign Off from Virtual Remote Desktop

You can simply log off from the desktop you're connected to where you can click on the  and click ‘Sign Off’

Sign Off from Virtual Remote Desktop (Browser)

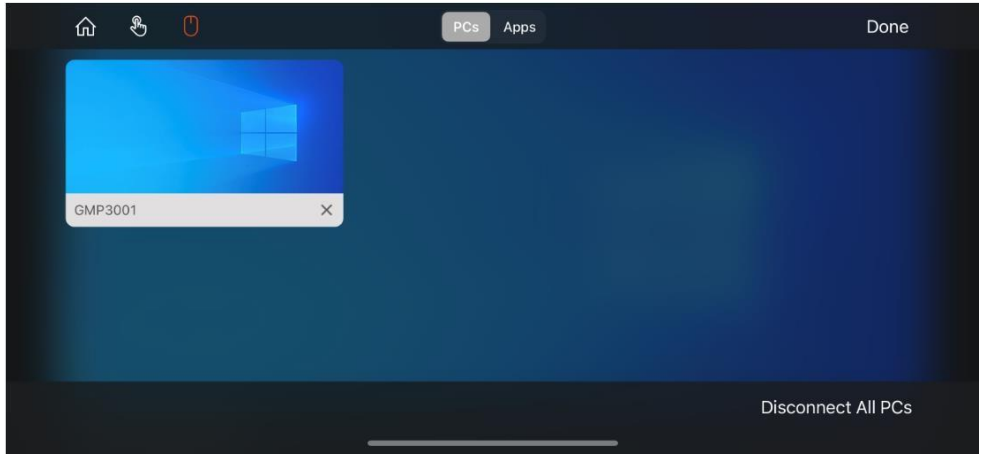
You can also simply log off from the desktop you're connected by clicking the ‘X’ button.



Disconnect from Virtual Remote Desktop (IOS/IPADOS)

Step 1: Click on the middle button at the top of the screen

Step 2: Click the "X" for the desktop you'd like to close or click ‘Disconnect All PCs’ from the button right



Disconnect from Virtual Remote Desktop (Android)

Step 1:Click on the middle button at the top of the screen

Step 2: Click the "X" for the desktop you'd like to close.

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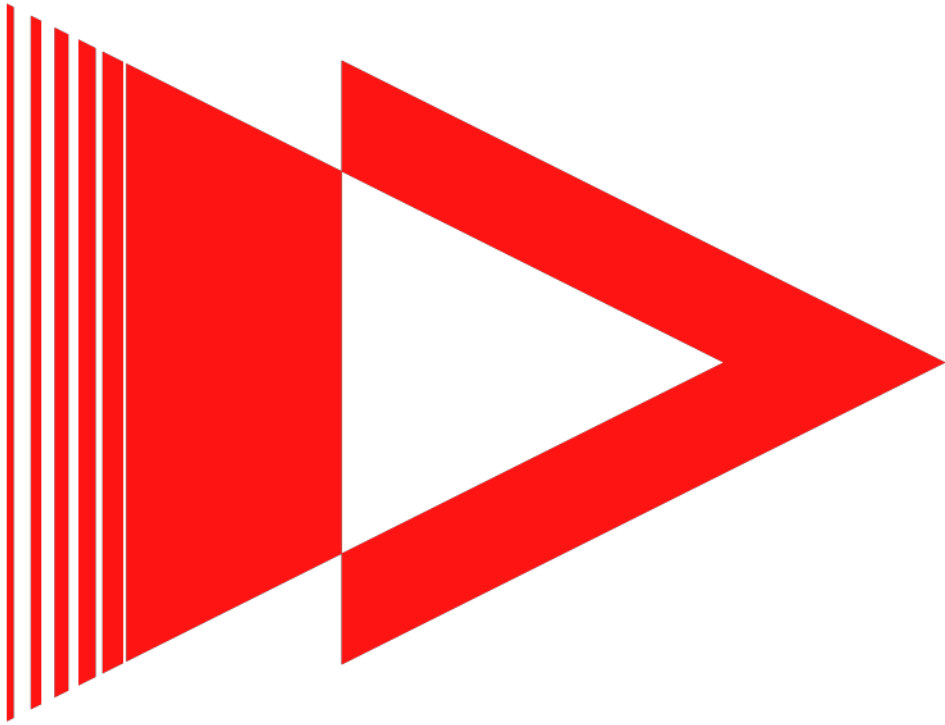
Demo



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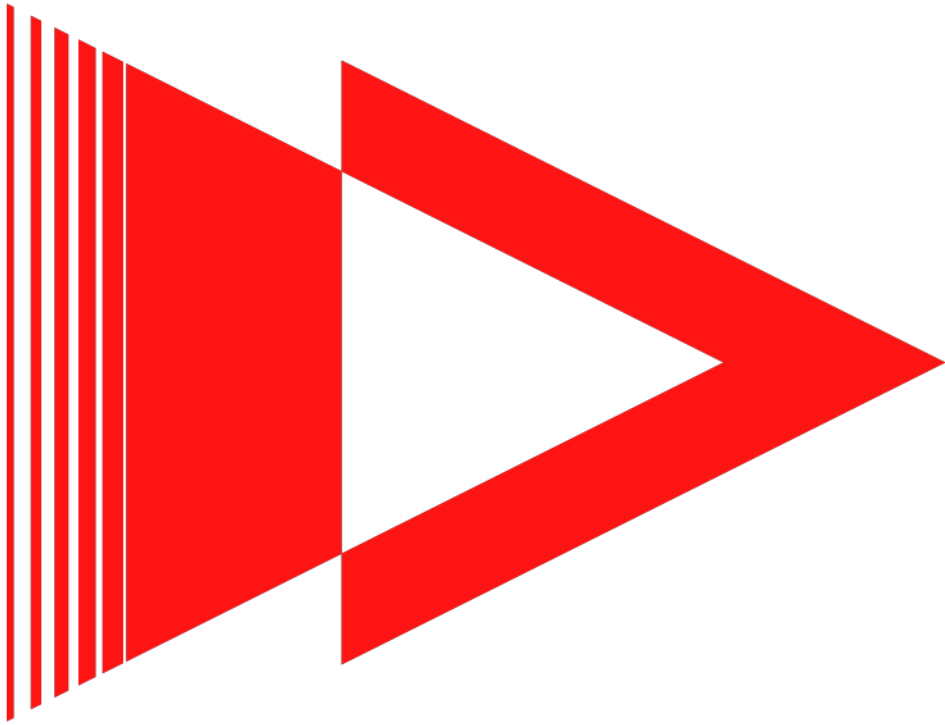
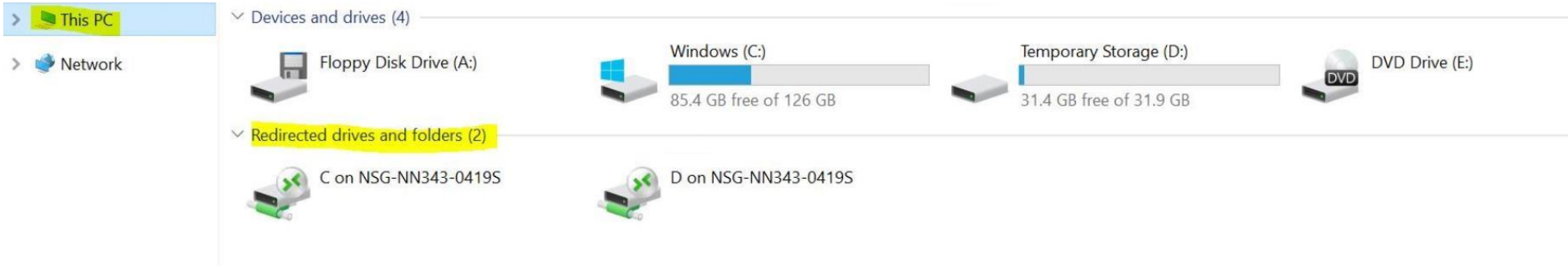
Local Drive Redirection



Local Drive Redirection

- WVD is the non-persistent environment
- Do not store any saved files and hardcoded application configuration within the WVD session host
- With the client drive redirection feature, you can share folders and drives on the local client system with remote desktops
- Drives redirection can include local mapped drives and USB storage devices.

Screen shot of Drive redirection:

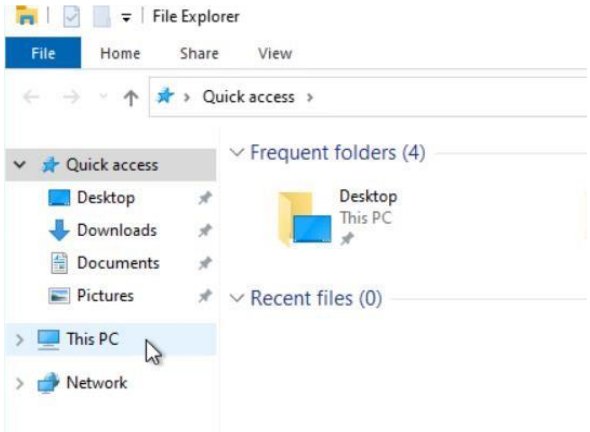


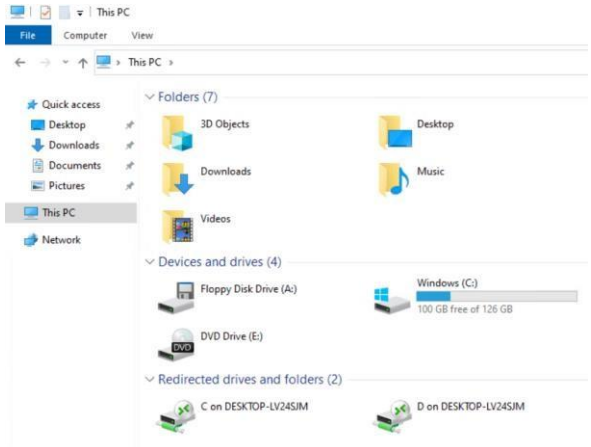
Save File to Local Redirected Drive

Step 1:

From the session host that you are connected now, Click on the file explorer icon as shown in the taskbar

Step 2: Click on “This PC”





Step 3:

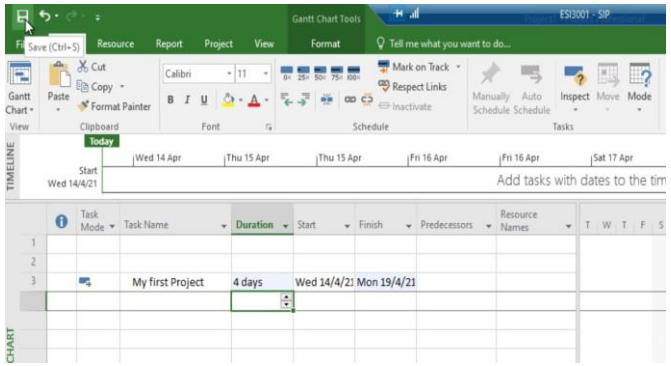
You will now see the redirected drive from your notebook. this is usually named as “C on <Your local device name>”.

As shown in this example two drives are redirected.

Save File to Local Redirected Drive

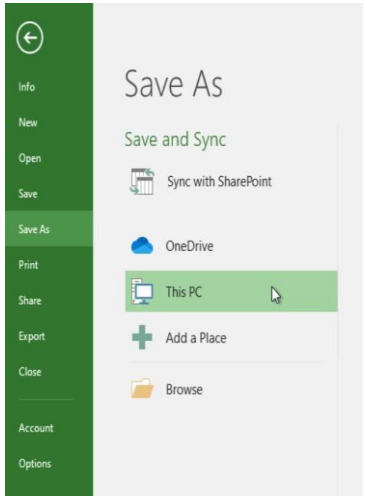
Step 4:

In this example is to show how to save the project work by clicking on the save button.



Step 5:

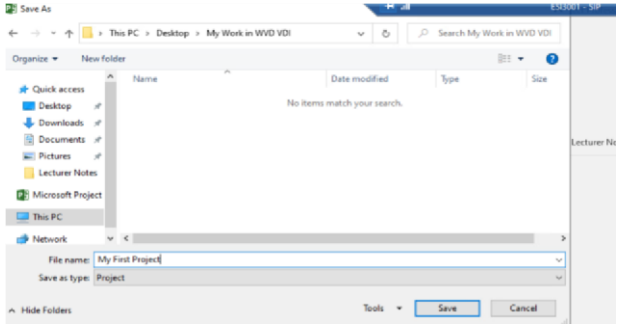
If prompted, click on “This PC”



Step 6:

Select the redirected drive and in this case to save

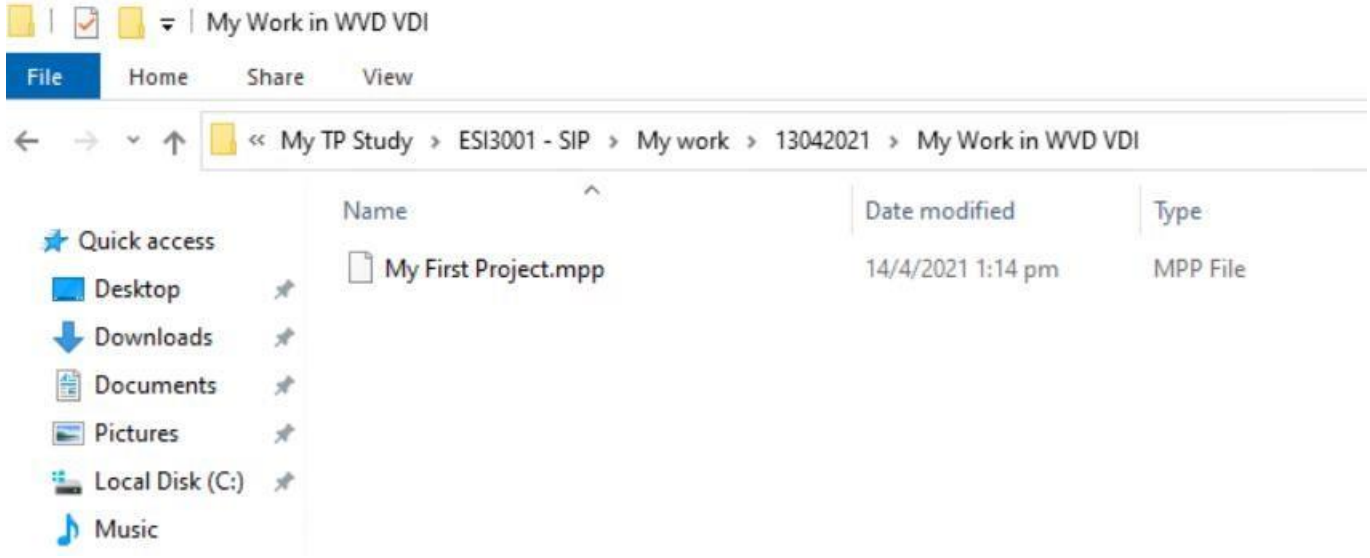
Into “C on <Your local device name>” and click “Save”



Save File to Local Redirected Drive

Step 7:

To verify that the project file is successful save into your C Local drive, now go back to your machines and open your C Drive and you will be able to see the file successful save into your C Drive from the WVD.



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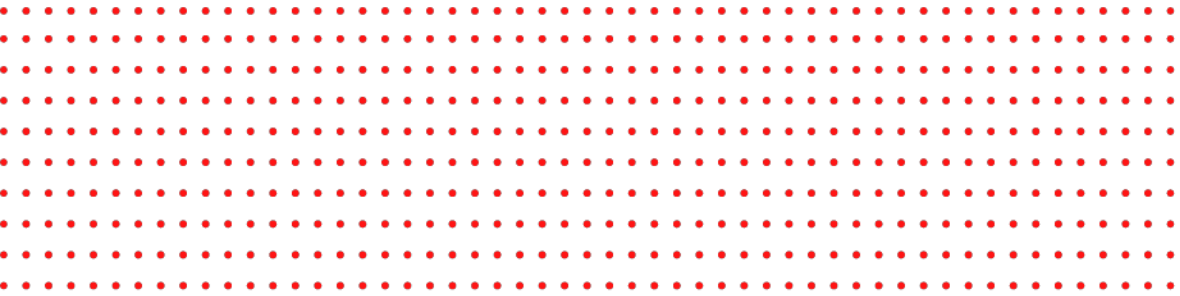
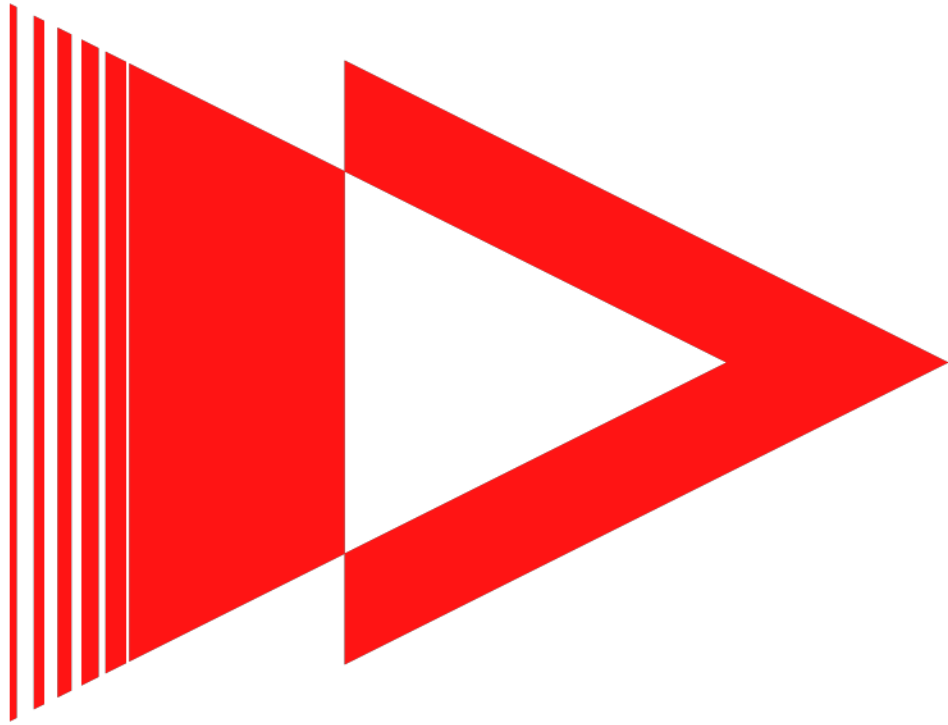
Frequently Asked Questions





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Frequently Asked Questions

Question	Answer
I already have @tp.edu.sg or @student.tp.edu.sg credentials. However, I cannot log in to my WVD. What should I do?	Please try to verify if you are able to sign in to office.com If you are not able to sign in to office.com, please try changing your password using the link https://aka.ms/sspr
I am having trouble with my browser, and it is not letting me change my password or sign into the WVD portal. What should I do?	Please delete your internet browser's history, cache and data. Alternatively, you are still able to access the web pages you are having difficulties by using the private browsing mode from within your web browser to access the URLs.
I'm still having issues logging in, what should I do?	Please contact the helpdesk number or alternatively send an email to support for further assistance.

Question	Answer
After resetting my password / activating my new account, I tried to log on to my WVD on my regular browser, but I cannot log in. Why am I not able to log in?	Please clear your cookies/cache/temp files on your browser. Alternatively, please use private / Incognito browser.
I am having trouble launching the session host and it throws me an error. What can I do?	Please contact the helpdesk number or alternatively send an email to support for further assistance.
All my save data is lost after I re-login to my WVD. What should I do?	The new WVD platform is not meant to work as a personal virtual desktop. Hence, please be reminded upload the saved data to either OneDrive which the URL is https://studenttpedu-my.sharepoint.com/ or alternatively, save into the user local drive in the WVD before logging off.

Question	Answer
I want to save my data in my local drive in my WVD but I cannot locate it. What should I do?	Please make sure install the Windows App (64-bits). For MAC, you are required to enable an additional step, which you can refer to the user guide under “WVD Access via Windows App Client on MAC”.
What is the temporary storage in my WVD?	Temporary storage in the WVD is mainly reserved for the system OS and OS related files, not for personal usage. Please do not store any data and files in the temporary storage.