Virtual Desktop Infrastructure (VDI)
Remote Access Guide

Connecting from: A personal laptop or desktop computer
Connecting to: A TriMet desktop computer

This guide provides installation and connection procedures for VMware Virtual Desktop Infrastructure (VDI). VDI is a remote access solution for TriMet network users. You can use this guide to set up your personally owned laptop or desktop computer for remote connection to your TriMet desktop computer.

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**TriMet: VDI Remote Access Guide**

**What is VDI?**
VDI stands for **Virtual Desktop Infrastructure**. VDI, like the familiar VPN technology, allows you to remotely access resources on the TriMet network that you need in order to work. VDI does not put your laptop or home computer onto the TriMet network. Instead, VDI allows you to connect securely to your TriMet-issued desktop computer remotely.

**Who should use this guide**
You must meet the following requirements to install and use VDI:

- You are prioritized by your division's Executive Director for remote access.
- Your level of remote access requires more than Outlook (for email) and Webex (for chat and meetings).
- You do not have VPN access already through the Cisco AnyConnect program, which requires a multi-factor authentication method such as YubiKey, Google Authenticator or Okta Verify.

**System and user requirements**
TriMet VDI is available to users that have a TriMet issued desktop workstation at a TriMet facility, but do not have a TriMet-issued laptop.

In addition, you must meet these requirements:

- Leave your TriMet-issued desktop workstation powered on, its monitor turned off, and your account logged out.
- Submit the following information to TriMet IT:
  - The computer number of your TriMet-issue desktop workstation computer
  - Your home computer's operating system
- A home computer available for remote working.
- A reliable Internet connection at home.
- Permissions to install software on your primary home computer.
- A mobile device at hand, which could be a TriMet-issued phone or a personal phone, and...
  - You can receive SMS messages on this device.
  - Or, you are able to install Okta Verify from an app store, in the case of a personal device, onto this device.

**Why should I use VDI?**
As described earlier, VDI allows you to connect securely to your TriMet-issued desktop computer remotely, and thereby remain productive -- by using the set of applications installed on your TriMet desktop remotely via the VDI session -- while working from home.

**How to set up VDI and connect remotely**
VDI installation involves three setup tasks:

1. Enable multi-factor authentication
2. Install VMware Horizon Client
3. Connect to your TriMet desktop computer

Enable multi-factor authentication

1. On your personally owned laptop or desktop PC, open your web browser of choice.

   ![Browsers](Image)

2. Go to [https://trimet.okta.com/](https://trimet.okta.com/).
3. Type your username and password, check the Remember me box, and then click Sign In.

   ![Login Form](Image)

4. Click the **TriMet VDI** button.

   ![VDI Button](Image)

   The first time you try to run VDI, Okta will require you to set up multi-factor authentication. There are three methods. **Okta Verify** is the recommended method, however **SMS Authentication** will be documented because it is the simplest method.

5. Click the **Setup** button next to **SMS Authentication**, and then follow the instructions to set up an additional authentication method.

   ![SMS Authentication](Image)

6. Click the **Setup** button under **SMS Authentication**.

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7. Type in your mobile phone number, and then click **Send code**.

8. You will receive the code by text message to your phone. Your verification code is 829297.

9. Type in the code, and then click **Verify**.

10. Click **Finish**.
Install VMware Horizon Client

1. In Okta, after you authenticate yourself to use TriMet VDI, under My Work PC, click Open.

2. Click Install the Horizon Client.

3. Find the client that matches the operating system of your personally owned laptop or desktop PC, and then click Go to Downloads.

4. After Horizon Client is installed, you must reboot your personal laptop or desktop computer.

Connect to your TriMet desktop computer

1. Make sure you have successfully completed:
   a. Setup of multi-factor authentication on your mobile phone
   b. Installation of Horizon Client on your personal laptop or desktop computer
2. Go to https://trimet.okta.com/.
3. Type in your TriMet credentials, check the **Remember Me** box, and then click **Sign In**.

4. Click the **TriMet VDI** button.

5. Complete the multi-factor authentication steps.

6. After TriMet VDI launches, click **My Work PC** to connect remotely to your TriMet desktop computer.

**NOTE:** You might be asked for your password again.
7. Otherwise, the connection typically takes 2-5 minutes to complete, but after that you can view and work on your TriMet desktop computer the same as if you were on site.

Adjusting VDI preferences

It is unlikely that your VDI setting will need to be modified. However, to access preferences and settings for Horizon Client, right-click the VMWare icon in your system tray, and then click Settings.

Here are details about specific Horizon Client settings.

<table>
<thead>
<tr>
<th>Setting</th>
<th>How to change</th>
<th>Details or more info</th>
</tr>
</thead>
<tbody>
<tr>
<td>USB Devices</td>
<td>N/A</td>
<td>Locked down. <strong>Cannot change.</strong></td>
</tr>
<tr>
<td>VMware Blast</td>
<td>Recommended to keep default (H.264 Decoding).</td>
<td>Connection protocol</td>
</tr>
<tr>
<td>Real-Time Audio-Video</td>
<td>Uses default webcam and microphone.</td>
<td>As of mid-January 2020, Cisco Webex does not support TriMet VDI. It is recommended that you use the Webex Team app installed directly on your local computer.</td>
</tr>
<tr>
<td>Applications</td>
<td>Dropdown list</td>
<td><strong>Reconnect behavior:</strong> When you quit or are disconnected from VMware Horizon, running applications may remain open. This setting determines the behavior when you reconnect to VMware Horizon.</td>
</tr>
<tr>
<td>My Work PC</td>
<td>Multiple settings, most notably Display.</td>
<td><strong>Display:</strong> Adjust which monitors display the virtual desktop and what resolution is used. Use in combination with the Display settings field to select monitors for display. <strong>Preferred protocol:</strong> It is recommended that you do not change the connection protocol.</td>
</tr>
</tbody>
</table>
**Troubleshooting tips**
Here are a few things to watch out for and what to do about them.

<table>
<thead>
<tr>
<th>Issue</th>
<th>What to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>You log in to Okta, but do not see the TriMet VDI icon</td>
<td>Open a <a href="#">service request in IT Service Desk</a></td>
</tr>
<tr>
<td>Installation of Horizon Client on your personal computer fails</td>
<td>1. Reboot your computer and then attempt installation again. &lt;br&gt;2. If the second attempt also fails, open a <a href="#">service request in IT Service Desk</a></td>
</tr>
<tr>
<td>You get an error when you try to open <strong>My Work PC</strong></td>
<td>Open a <a href="#">service request in IT Service Desk</a></td>
</tr>
<tr>
<td>Due to inactivity, your remote desktop session locks. When you press CTRL+ALT+DEL, your local computer responds instead of your remote desktop.</td>
<td>1. Move your cursor to the top center area of your screen. &lt;br&gt;2. Wait a few moments (especially for Mac computers), and the VDI toolbar will appear. &lt;br&gt;3. On the toolbar, click <strong>Send Ctrl-Alt-Delete</strong>.</td>
</tr>
</tbody>
</table>

**For more information**
- See [VMware Horizon Client for Windows User Guide](#) for more step-by-step help articles