Windows Virtual Desktop - Remote Desktop Application

Technology & Innovation Department

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Why do I need to do this?

About this Guide

- This guide will walk you through the steps to install and use the new "Windows Virtual Desktop - Remote Desktop Application" to connect to your office computer from your personal Windows PC or Mac.

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Before You Get Started

You will need to have access to the following:

- A personal Windows PC or Mac connected to the Internet
- A City desktop computer that is powered on at the office
  - For steps for a Windows computer, <u>click here.</u>
  - For steps for a Mac, <u>click here</u>.

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Step 1: On your personal computer, install the Windows Remote Desktop Client

Choose the client that matches your version of **Windows** on your personal computer**:**
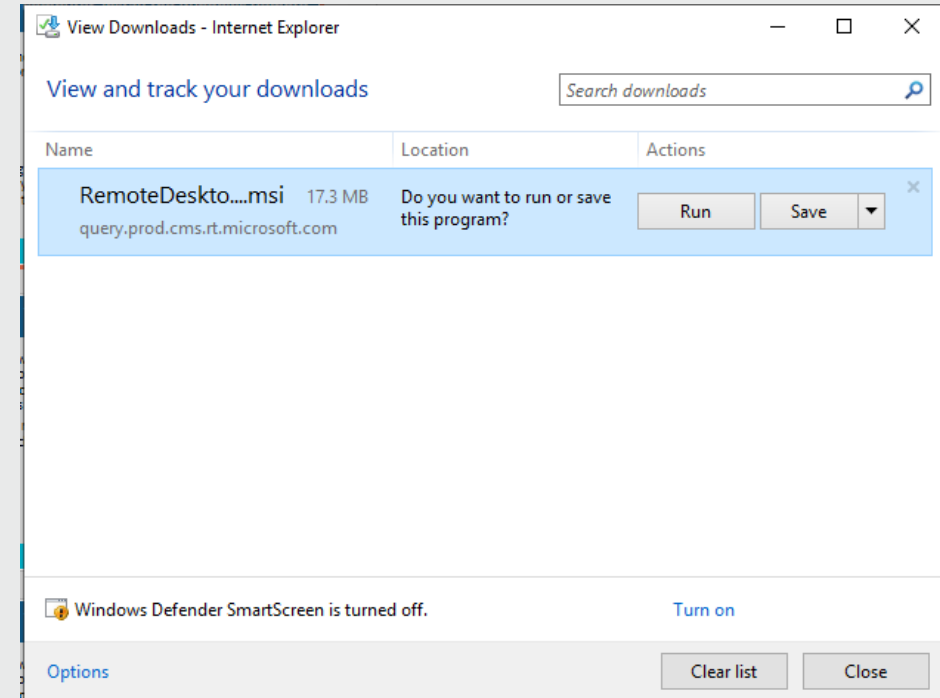
- Windows 64-bit

- Windows 32-bit

- Windows ARM64

If you need help determining which version of Windows you have, look here and follow the three steps.

Download for **Mac:**

- To get started, download and install the client on your Mac (macOS 10.10 or above is required).

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Step 2 for Windows: Run the Remote Desktop Wizard on your personal computer

- Click on Save option, then click on Close option. Then in File Explorer on Windows look in the Downloads folder for the Remote Desktop installation file. The extension of the file is .msi.

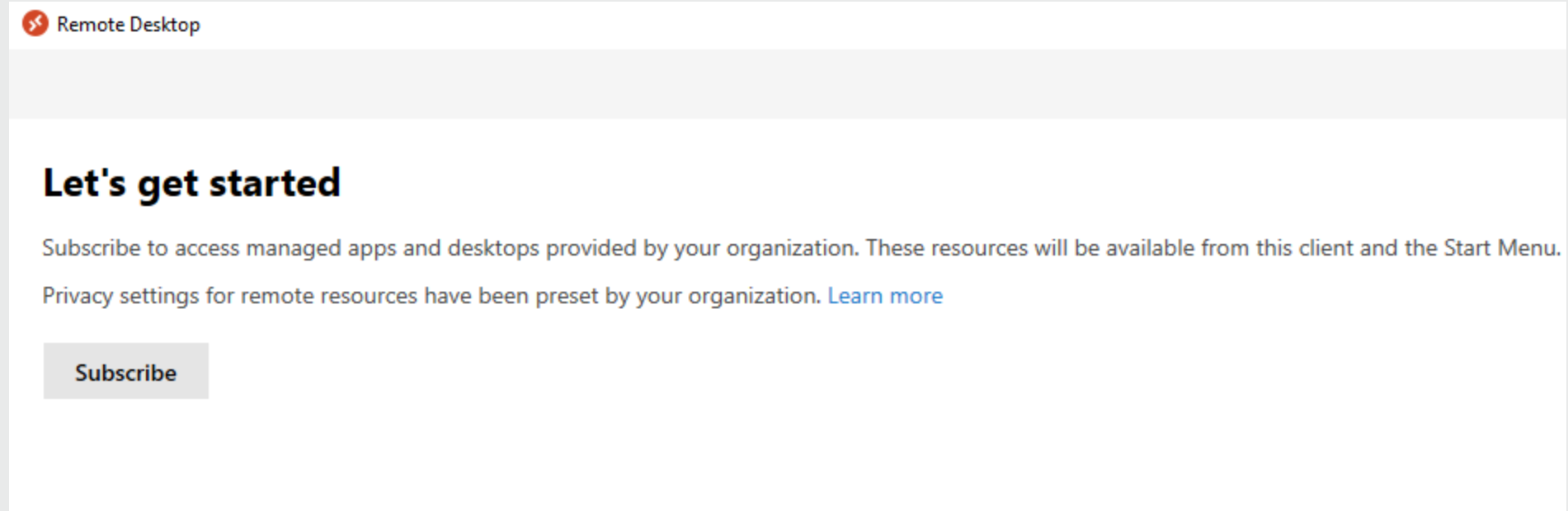- Double click on the file to run the Remote Desktop Wizard and click next. Accept the user agreements.

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- Click on "Install for all users of this machine", then click on Install.

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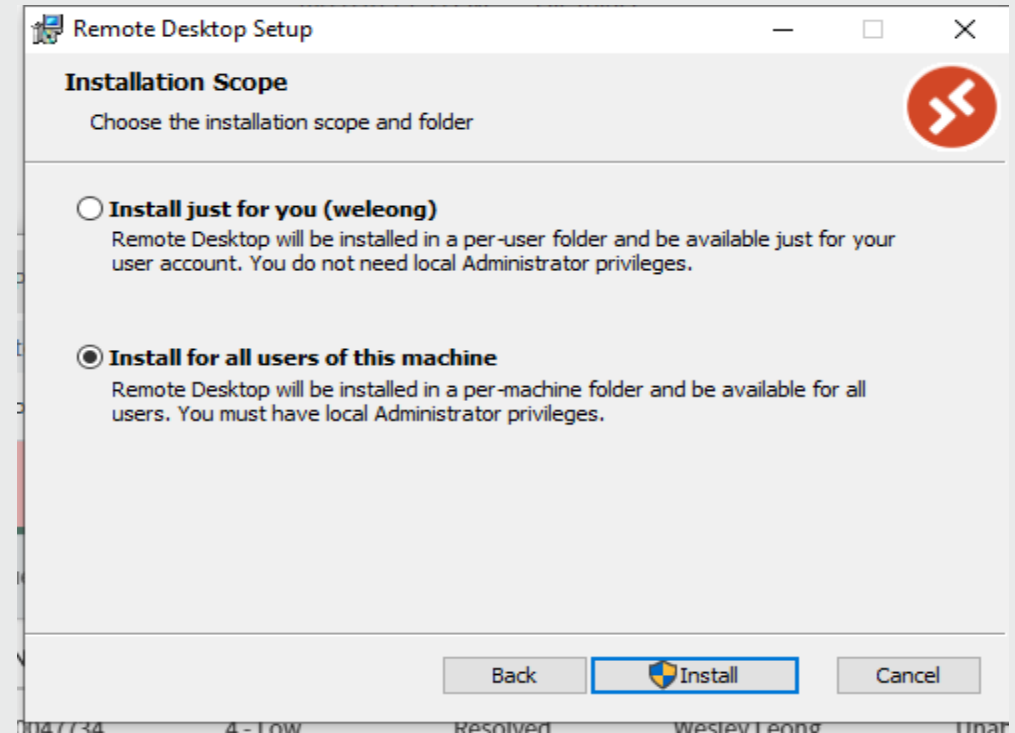
Step 3 for Windows: Run the Remote Desktop on your personal computer

- Click on Subscribe

- [Click here](#) for Step 4 for Windows.

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- Download the Microsoft Remote Desktop app to your Mac.

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Step 3 for Mac: Add Workplace

- Select "Add Workspace" and type in rdweb.wvd.microsoft.com.

- When prompted, enter your City credentials.

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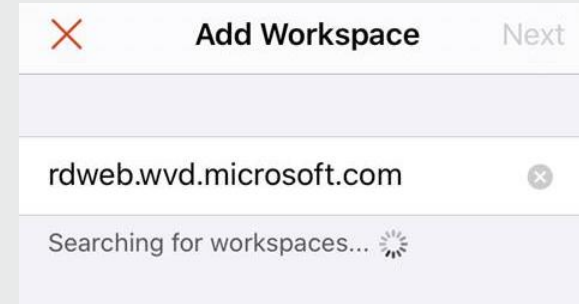
Step 4: Microsoft Authenticator Setup

Decide Which Security Protocol You Want to Use
Select One Option From the Below Table to Continue

Method	Benefits	Limitations
Microsoft Authenticator App (STRONGLY RECOMMENDED)	• Does not require you to have access to your desk phone. Most secure method	• Requires that you have a smartphone with network coverage able to access the Internet. Most involved setup process.
Text Message	• Does not require you to have access to your desk phone. You are likely familiar with using this method for verifying your identity for other services (social media, online banking, etc.)	• Requires that you have a cell phone with network coverage able to receive calls/texts. Not as secure as Authenticator.
City Desk Phone	• Simple to setup if you are in the office Ideal for those who do not have access to a smartphone	• Requires that you have a City-issued desk phone and dedicated number. Requires you to be able to access your desk phone.

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Choose Your Security Protocol

Which Will it Be? Click on Your Preferred Protocol:

- Authenticator – Secure, accessible, more steps to setup. Instructions begin on slide 12.

- Text Message – Accessible, familiar, not as secure. Instructions begin on slide 21.

- Desk Phone – Least steps to setup, not as accessible from outside of the office. Instructions begin on slide 25.

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Microsoft Authenticator Setup

Microsoft Authenticator Security Protocol

Microsoft Authenticator ensures that your password reset is legitimate. It drastically reduces the risk of cybercriminals accessing your account. The following steps describe how to install Authenticator.

Before you begin:

- Have your City-issued or personal smartphone handy.
- Make sure you have adequate data coverage to be able to access the Internet on your smartphone,

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Setting Up Microsoft Authenticator Verification

Are You Using a City-Issued Phone/Tablet?

City smartphones will have Authenticator available for you. Access the MaaS360 App Catalog and install Microsoft Authenticator onto your device. You may skip the next slide and jump right into Step 1.

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Setting Up Microsoft Authenticator Verification

Download and install "Microsoft Authenticator" to your personal phone.

If you plan to use your personal device, please pick up your smartphone now and use one of the following links, or search for "Microsoft Authenticator" on your phone's app store. Skip this step if you are using a City-issued phone or tablet.
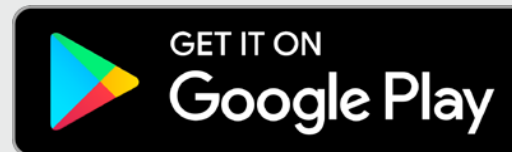
Continue to the next slide on your computer after you have installed Microsoft Authenticator

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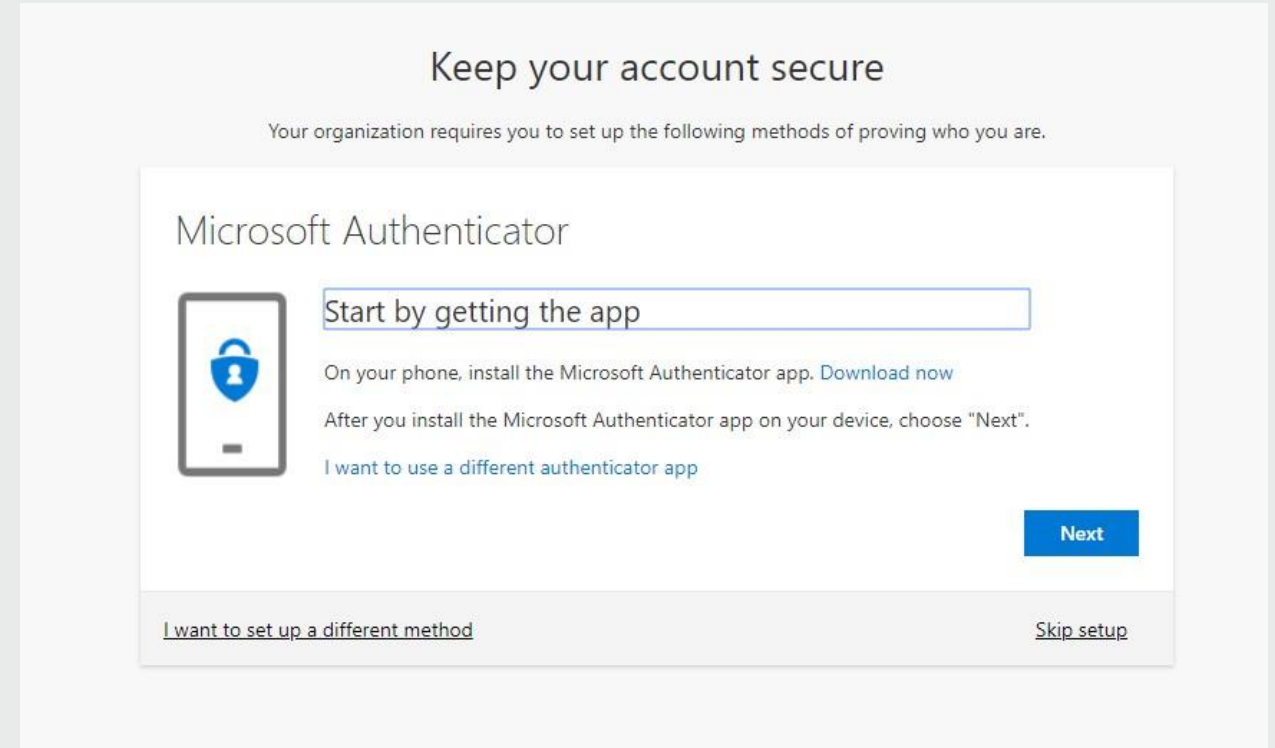LONG BEACH

Setting Up Microsoft Authenticator Verification

1. Get on your computer and launch your preferred browser. Go to http://aka.ms/ssprsetup

2. Sign in with your Office 365 username and password. Click Next

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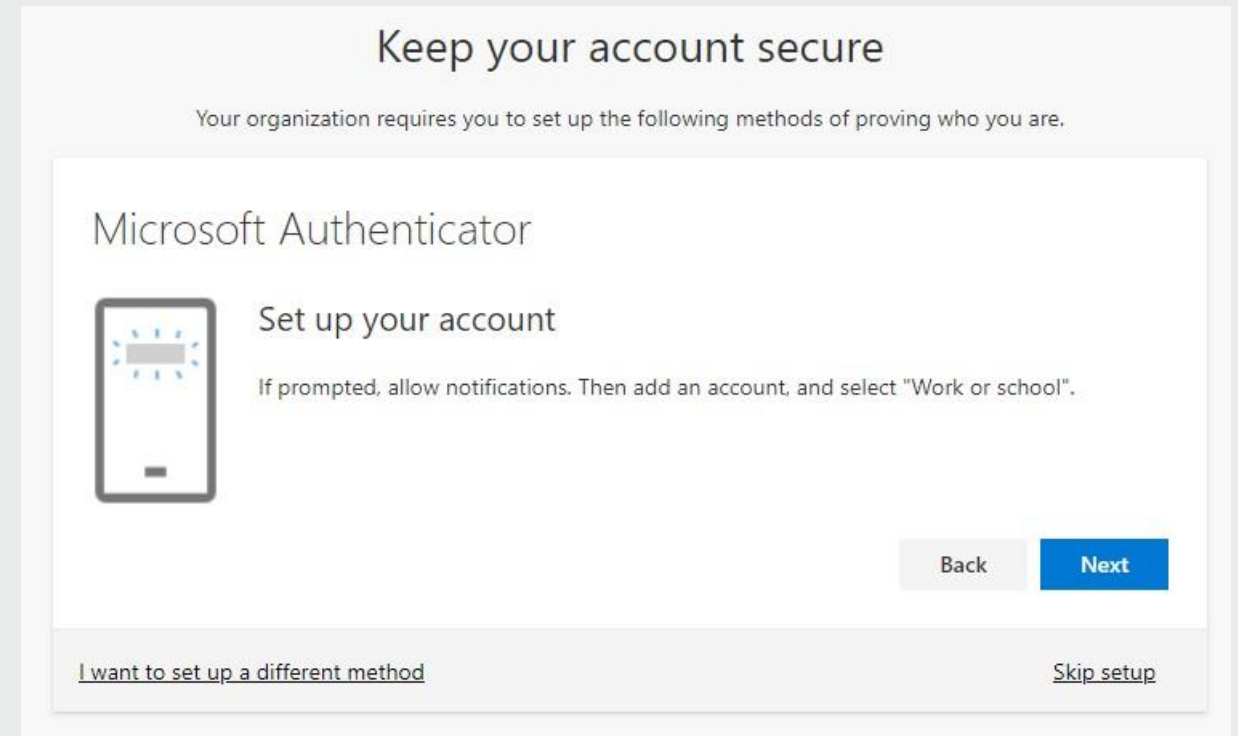LONGBEACH
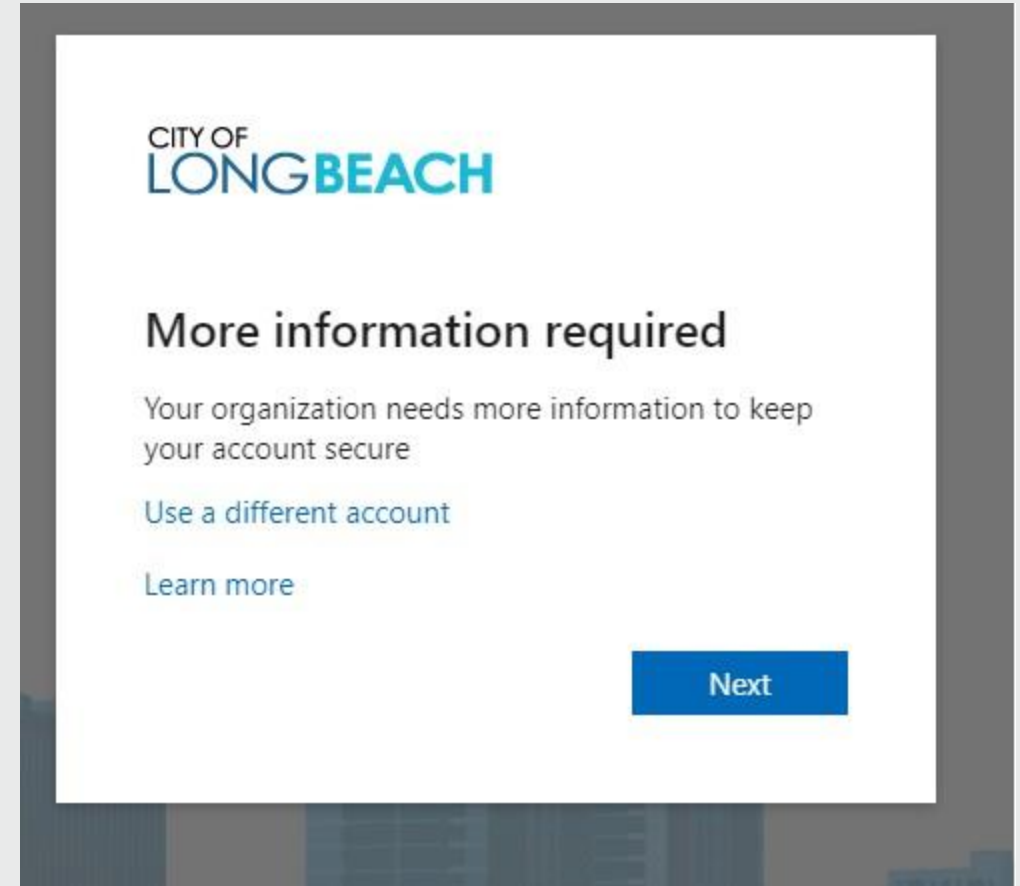
Setting Up Microsoft Authenticator Verification

3. Did you download Microsoft Authenticator on your phone? Yes: Click **Next**

No: Go back to slide 13 if you are on a City-issued smartphone or tablet, slide 14 if you are using a personal smartphone tablet.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

Next

I want to set up a different method

Skip setup

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Setting Up Microsoft Authenticator Verification

4. Click **Next** to Setup your Account. Follow the directions on the screen.

5. Launch Authenticator on your phone and select **Scan QR Code**

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Setting Up Microsoft Authenticator Verification

6. Scan the on-screen QR code as prompted, press **Next**.

Setting Up Microsoft Authenticator Verification

7. Approve the notification sent to your smartphone, then click **Next**.

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Setting Up Microsoft Authenticator Verification

9. Check Authenticator on your smartphone one last time and click Approve.

10. Congratulations, you are done with two factor authentication. Move on to step 5 on slide 26.

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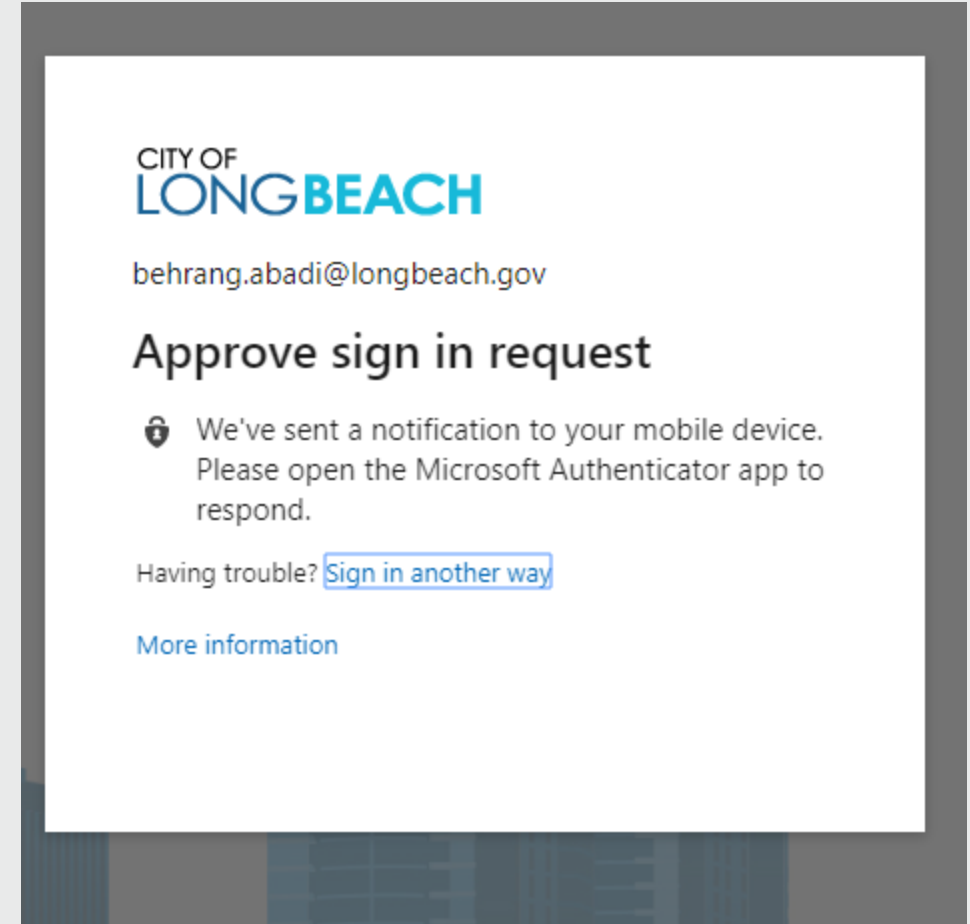
Text Message Security Protocol

The following instructions will show you how to setup password resets using text messaging as your preferred security protocol.

Before you begin:
- Have your City-issued or personal cellphone handy.
- Make sure you have adequate phone coverage to receive calls/text messages.

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Setting Up Text Message Authentication

1. Get on your computer and launch your preferred web browser.

2. Go to https://myprofile.microsoft.com/

3. If asked to login, provide your City email and password.

4. Click Next when prompted that more information is needed.

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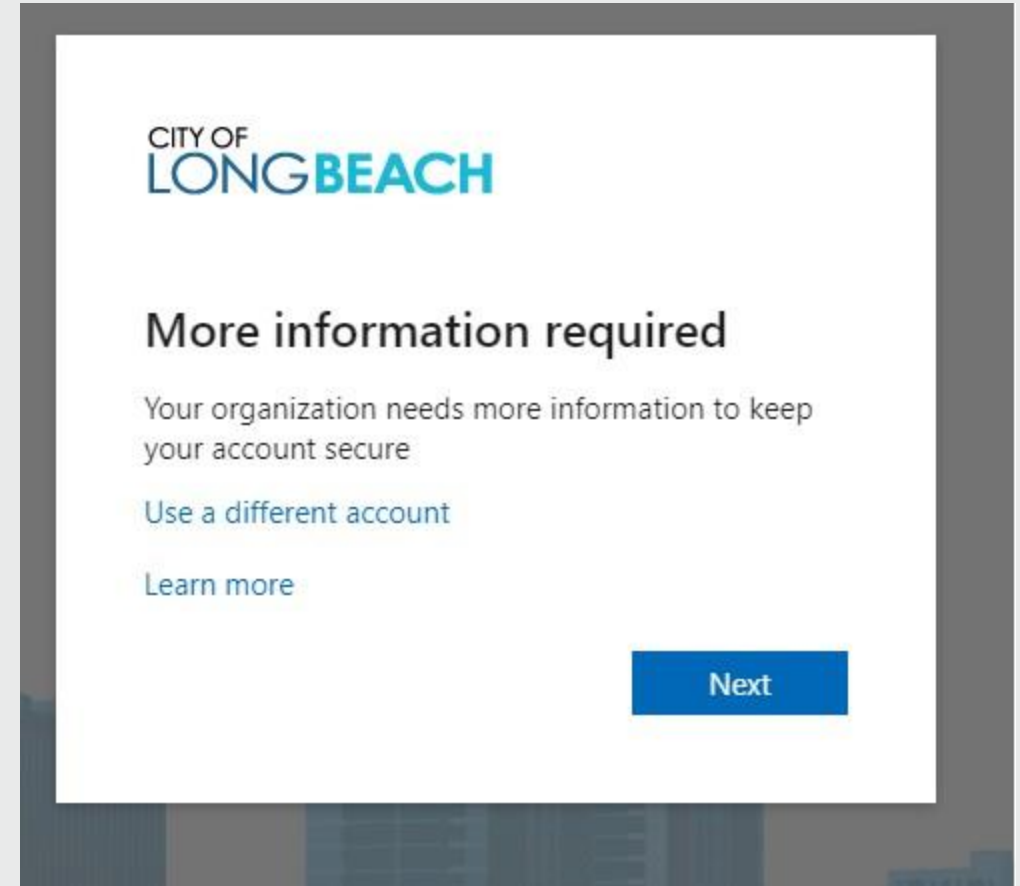
Setting Up Text Message Authentication

5. Click **I want to setup a different method** and click **Next**

6. Select **Phone** from the dropdown and press **Confirm.**

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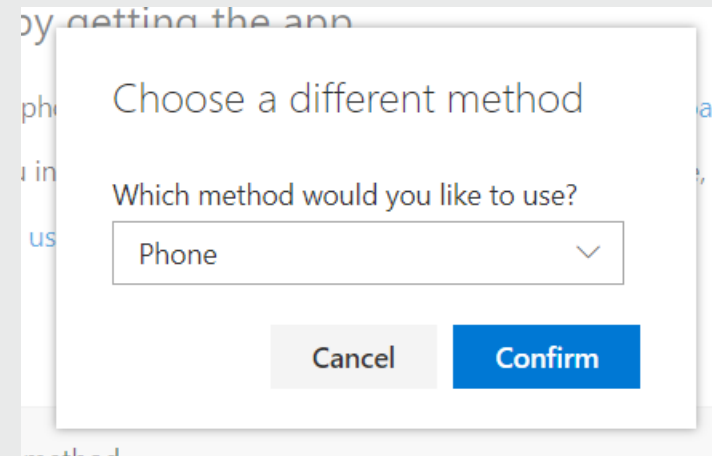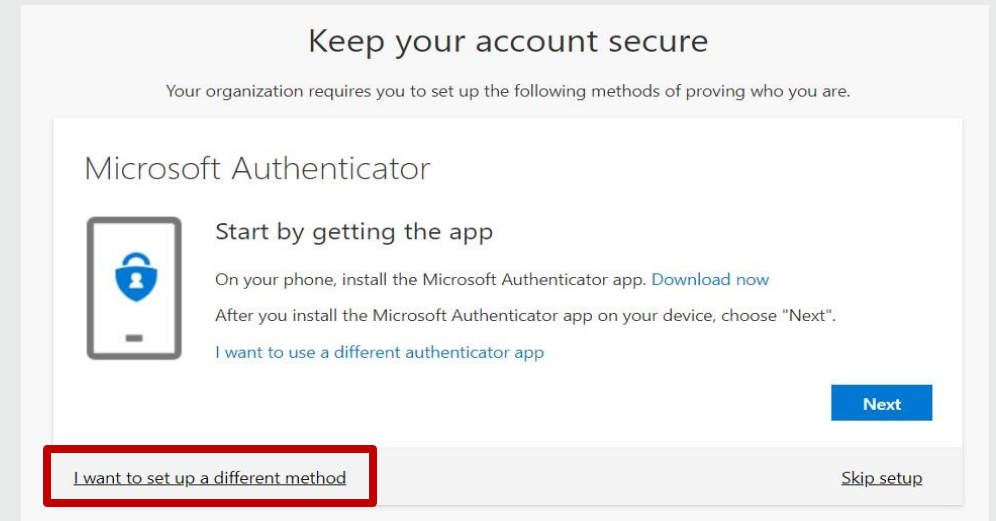
Setting Up Text Message Authentication

7. Enter your phone number and press **Next**

8. You will receive a six digit code. Enter the code into the next screen and press **Next**.

9. Follow the on-screen instructions to complete setup. Congratulations, you are done with two factor authentication. Move on to step 5 on slide 26.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?

United States (+1)   Enter phone number

○ Text me a code

○ Call me

Message and data rates may apply.

Next

I want to set up a different method   Skip setup

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City Desk Phone Security Protocol

## City Desk Phone Security Protocol

The following instructions will show you how to setup password resets using your City desk phone.

Before you begin:
- You must be at your City desk phone, and it must be available to receive calls.

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Step 5 (for Windows & Mac): Launch the Remote Desktop app

- Select the Remote Desktop icon
  - If you are unable to connect to remote desktop after installation, restart your computer and try again

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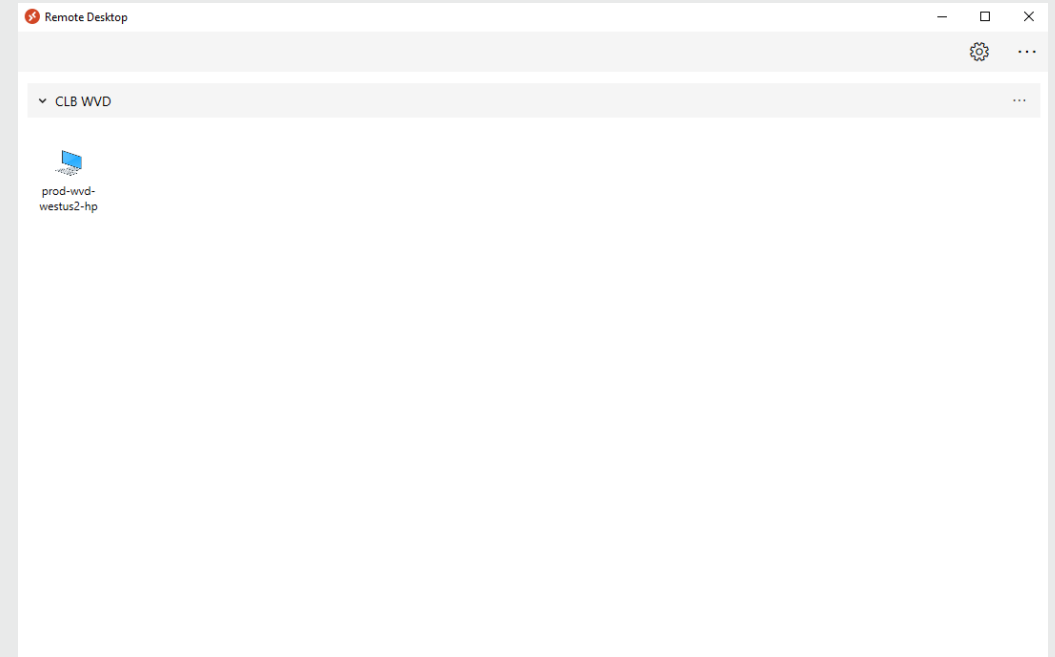
Step 6: Login with Email Credentials

- Use your email credentials to log in.
- You will be taken to a desktop with a generic Windows background. You can access your email/documents there but to remote desktop into your work computer, follow these next steps.

Windows Security

Enter your credentials

These credentials will be used to connect to CLB WVD.

Your Name

• • • • • • • • •

Your.Name@longbeach.gov
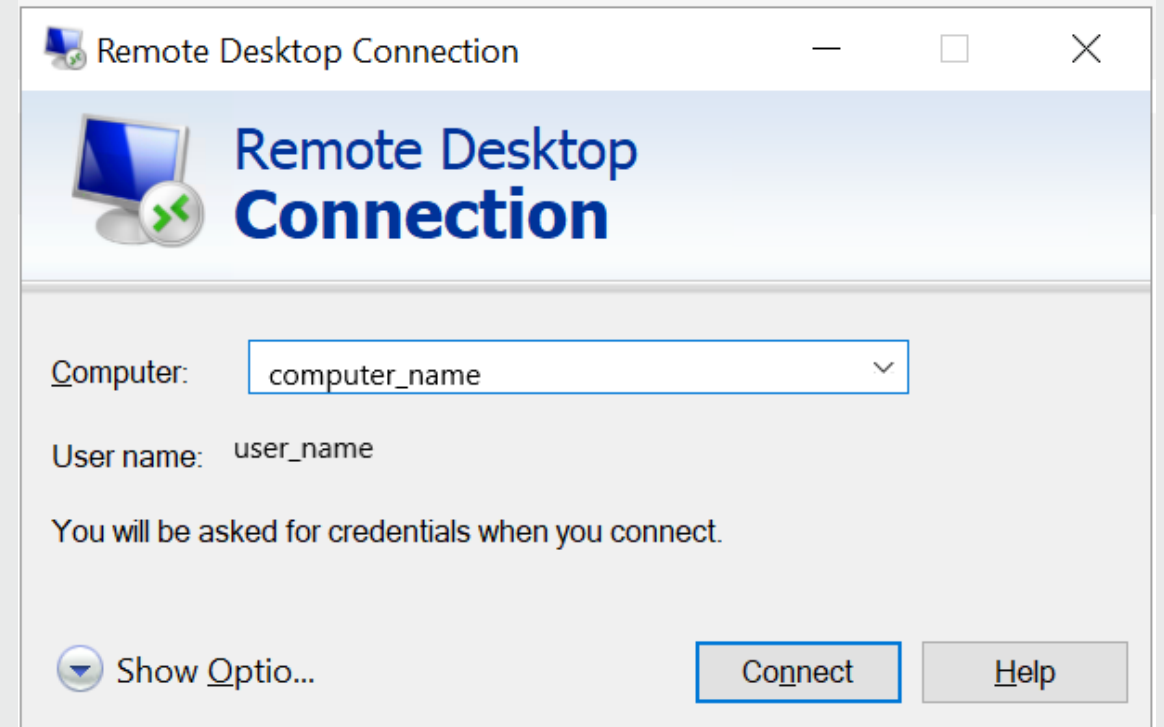
☐ Remember me

More choices

OK   Cancel

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- After you enter your email credentials, you see **Remote Desktop Connection** window.
  - If the application does not automatically pop up, click windows, then click remote desktop connection to open the application
- Click on **Show Options.**

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Step 8: Login to your Office Computer

- Enter your office computer name
- Enter your City login name as
  - User Name: CLB\UserID
  - Example: CLB\eszaval
- Check **Allow me to save credentials**
- If you use multiple monitors in the office, click on Display tab. If not, click **Connect** and you will be on your office desktop.

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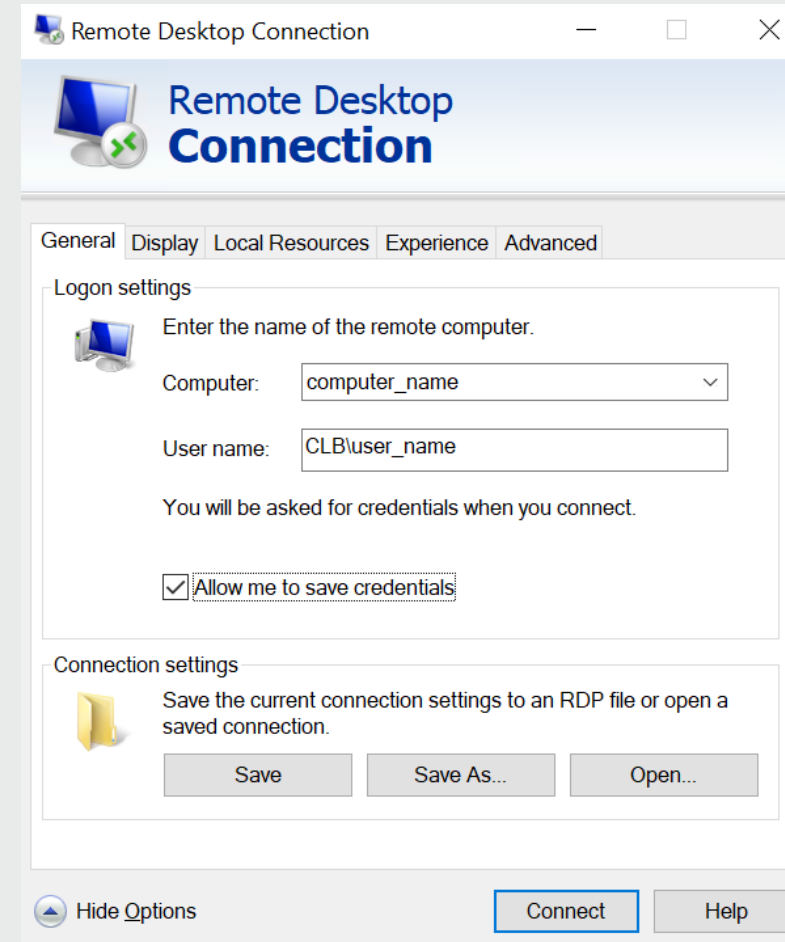
Multiple Monitors in the Office?

- Click on the Display tab.
- Check **Use all of my monitors for the remote session**.
- Click **Connect** and you will be on your office desktop.

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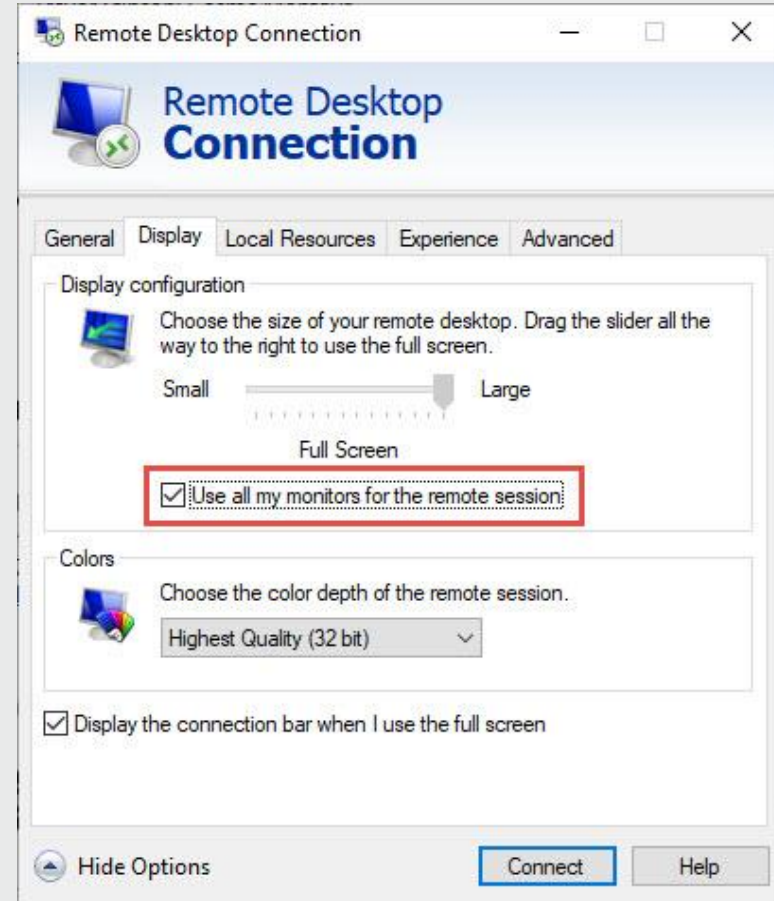
Remote Desktop Browser instructions

- If these instructions do not work for your computer, you can always use the browser version by clicking here: https://rdweb.wvd.microsoft.com/webclient/index.html

- Questions? Call the TID Help Desk at 562-570-6100

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