



Virtual Desktop Manual

Technology & Innovation Department

Why do I need to do this?

About this Guide

- This guide will walk you through the steps to install Remote Desktop application to connect to a Virtual Desktop from your personal PC, laptop, or Mac.

Before You Get Started

You will need to have access to the following:

- A personal computer (Macbook, laptop, or PC) connected to the Internet

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](#)

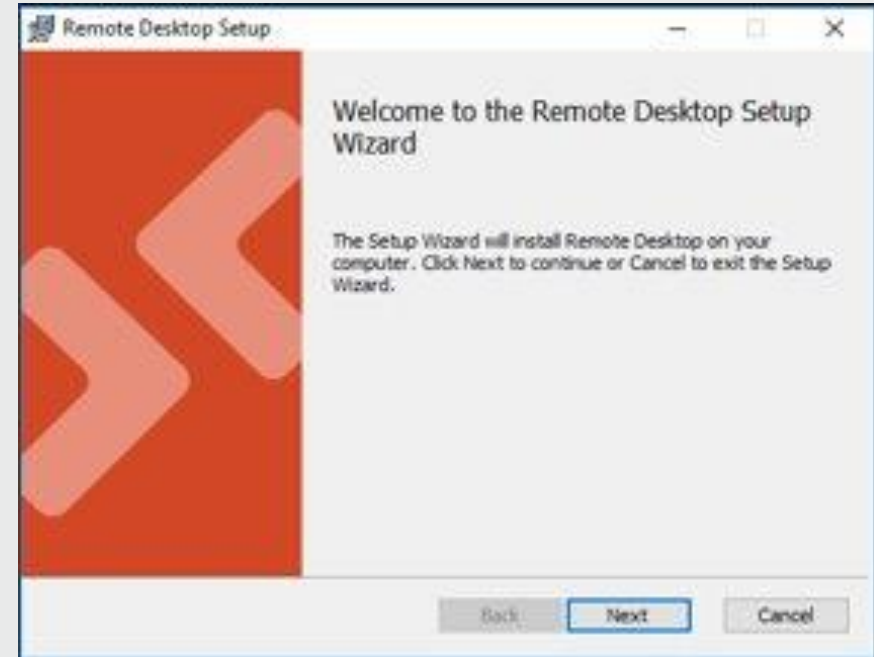
If you need help determining which version of Windows you have, look [here](#) and follow the three steps.

Download for **Mac**:

- To get started, [download](#) and install the client on your macOS device.

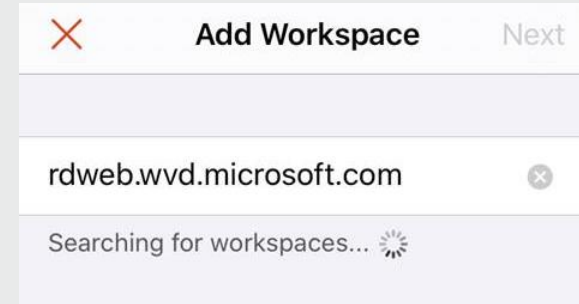
Step 2 for Windows: Run the Remote Desktop Wizard on your personal computer

- 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, click next, and finish.



Step 2 for Mac: Install Remote Desktop

- Install the Remote Desktop App.
- Add a Workspace for `rdweb.wvd.microsoft.com`.
- When prompted, enter your City credentials.



Step 3: 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)	<ul style="list-style-type: none">Does not require you to have access to your desk phone. Most secure method	<ul style="list-style-type: none">Requires that you have a smartphone with network coverage able to access the Internet. Most involved setup process.
Text Message	<ul style="list-style-type: none">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.)	<ul style="list-style-type: none">Requires that you have a cell phone with network coverage able to receive calls/texts. Not as secure as Authenticator.
City Desk Phone	<ul style="list-style-type: none">Simple to setup if you are in the office Ideal for those who do not have access to a smartphone	<ul style="list-style-type: none">Requires that you have a City-issued desk phone and dedicated number. Requires you to be able to access your desk phone.

Choose Your Security Protocol

Which Will it Be? Click on Your Preferred Protocol:

- [Authenticator](#) – Secure, accessible, more steps to setup. Instructions begin on slide 9.
- [Text Message](#) – Accessible, familiar, not as secure. Instructions begin on slide 18.
- [Desk Phone](#) – Least steps to setup, not as accessible from outside of the office. Instructions begin on slide 22.

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,

Setting Up Microsoft Authenticator Verification

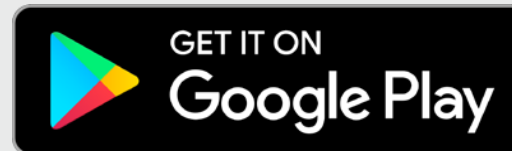
Are You Using a City-Issued Phone/Tablet?

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.

Setting Up Microsoft Authenticator Verification

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

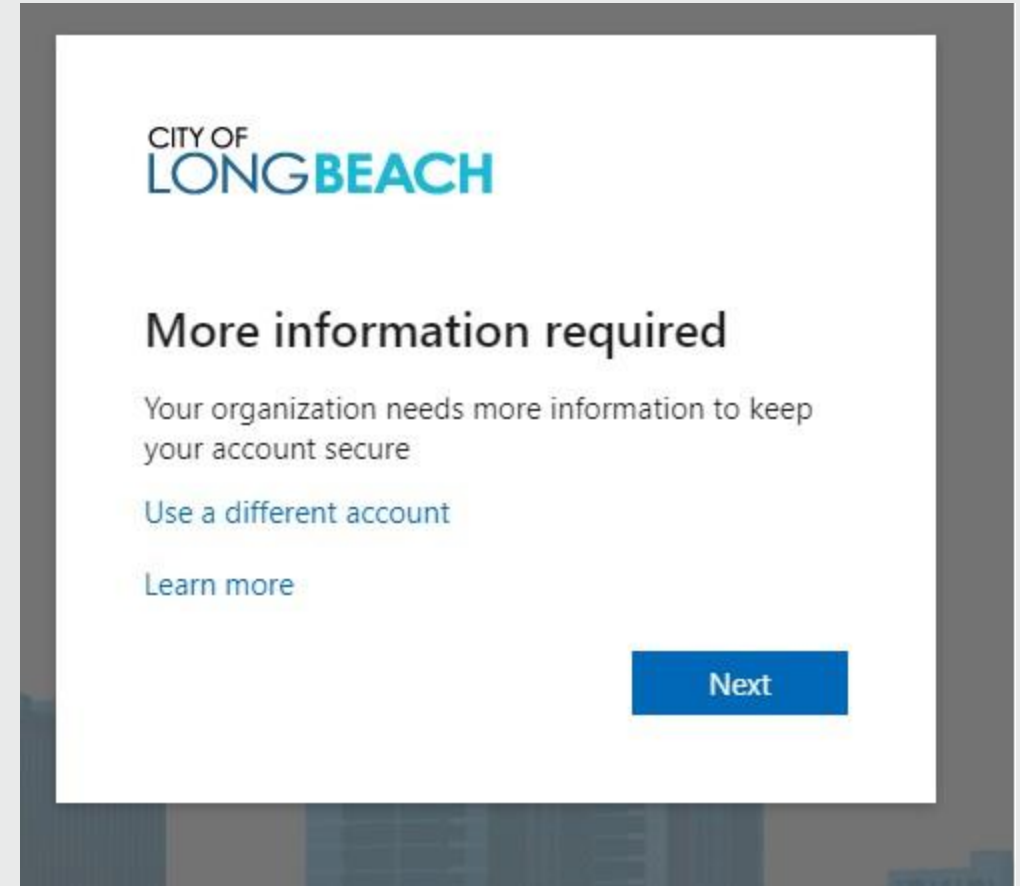
If you plan to use your personal device, please pick up your smartphone now and use one of the following links, or search for "Microsoft Authenticator" on your phone's app store. **Skip this step if you are using a City-issued phone or tablet.**



Continue to the next slide on your computer after you have installed Microsoft Authenticator

Setting Up Microsoft Authenticator Verification

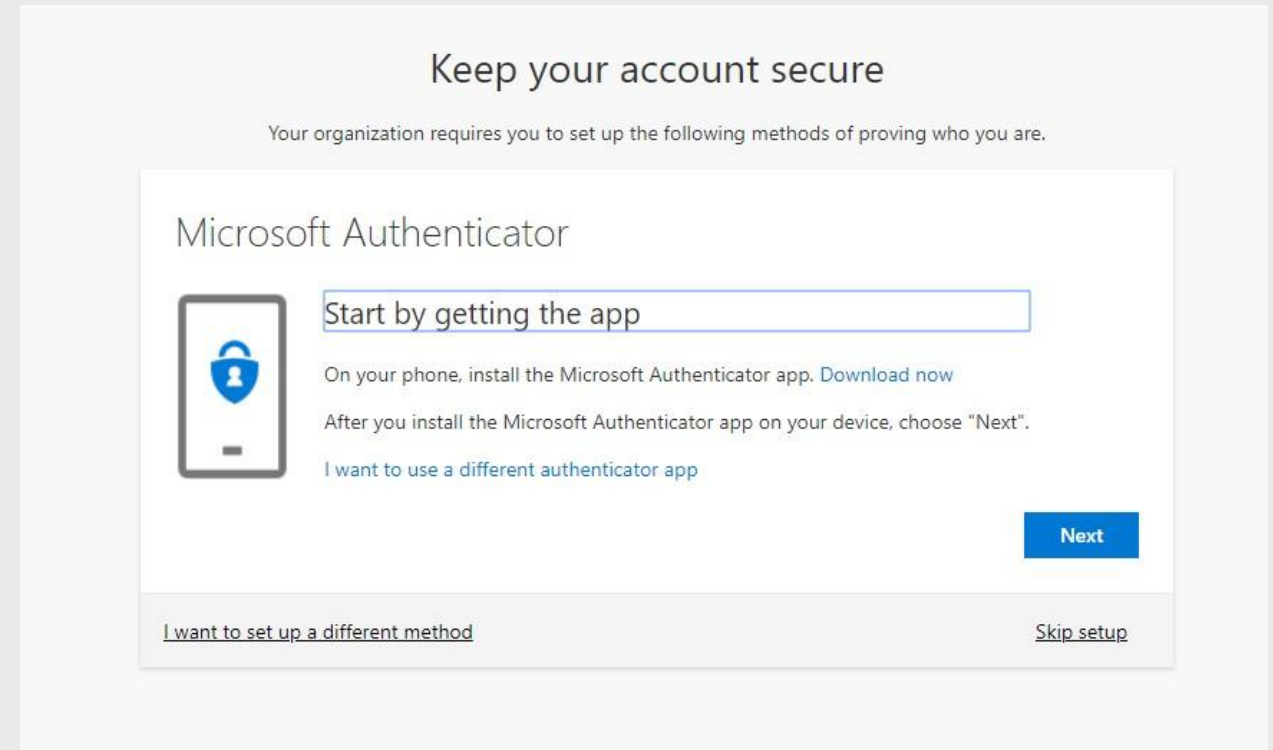
1. Get on your computer and launch your preferred browser. Go to <http://aka.ms/ssprsetup>
2. Sign in with your Office 365 username and password. Click Next



Setting Up Microsoft Authenticator Verification

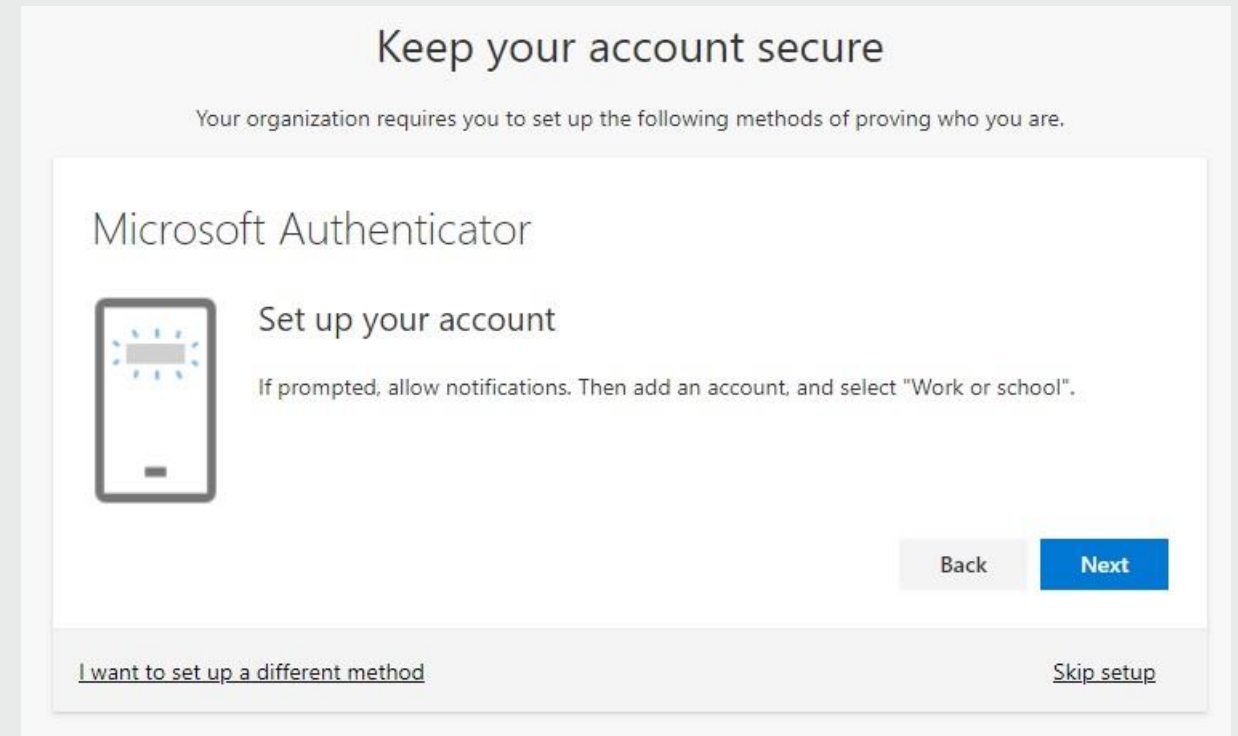
3. Did you download Microsoft Authenticator on your phone?
Yes: Click **Next**

No: Go back to [slide 10](#) if you are on a City-issued smartphone or tablet, [slide 11](#) if you are using a personal smartphone tablet.



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**



Setting Up Microsoft Authenticator Verification

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

City of Long Beach

Keep your account secure


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

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



Can't scan image?

Back Next

Setting Up Microsoft Authenticator Verification

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

City of Long Beach

Keep your account secure

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

Microsoft Authenticator

Let's try it out

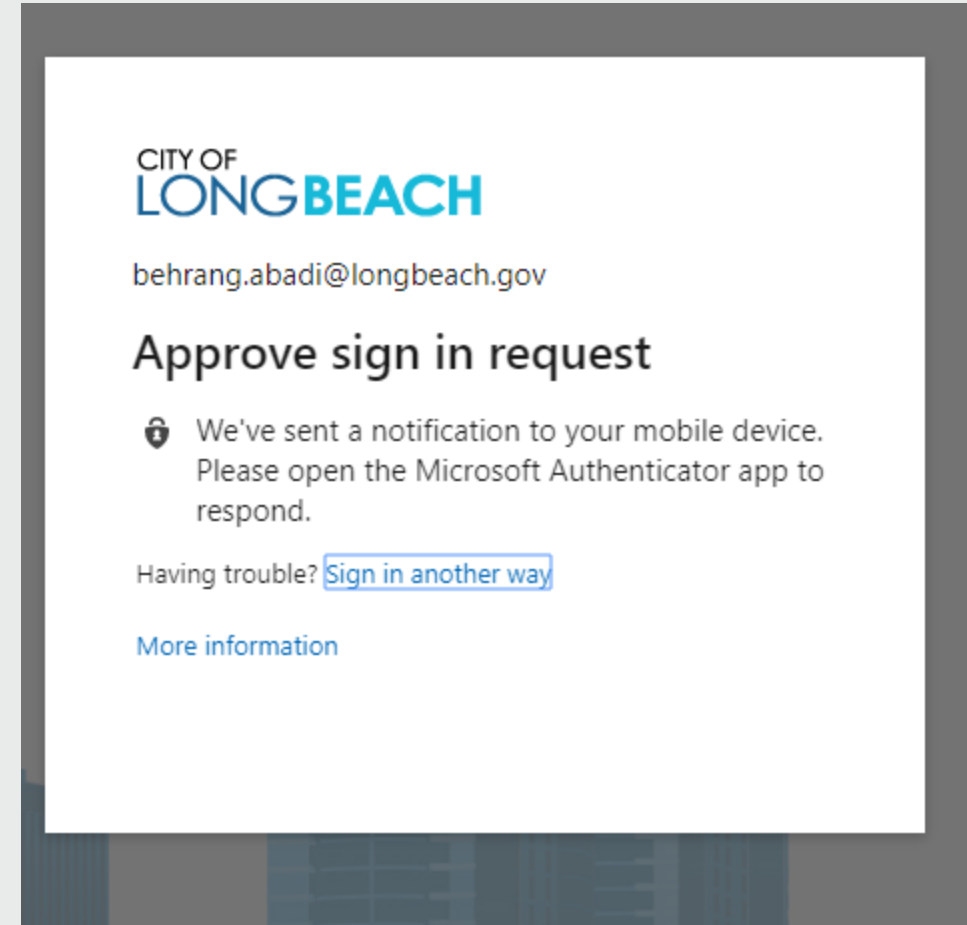
Approve the notification we're sending to your app.

Back Next

[I want to set up a different method](#) [Skip setup](#)

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 4 on [slide 23](#).



Text Message Security Protocol

Text Message Security Protocol

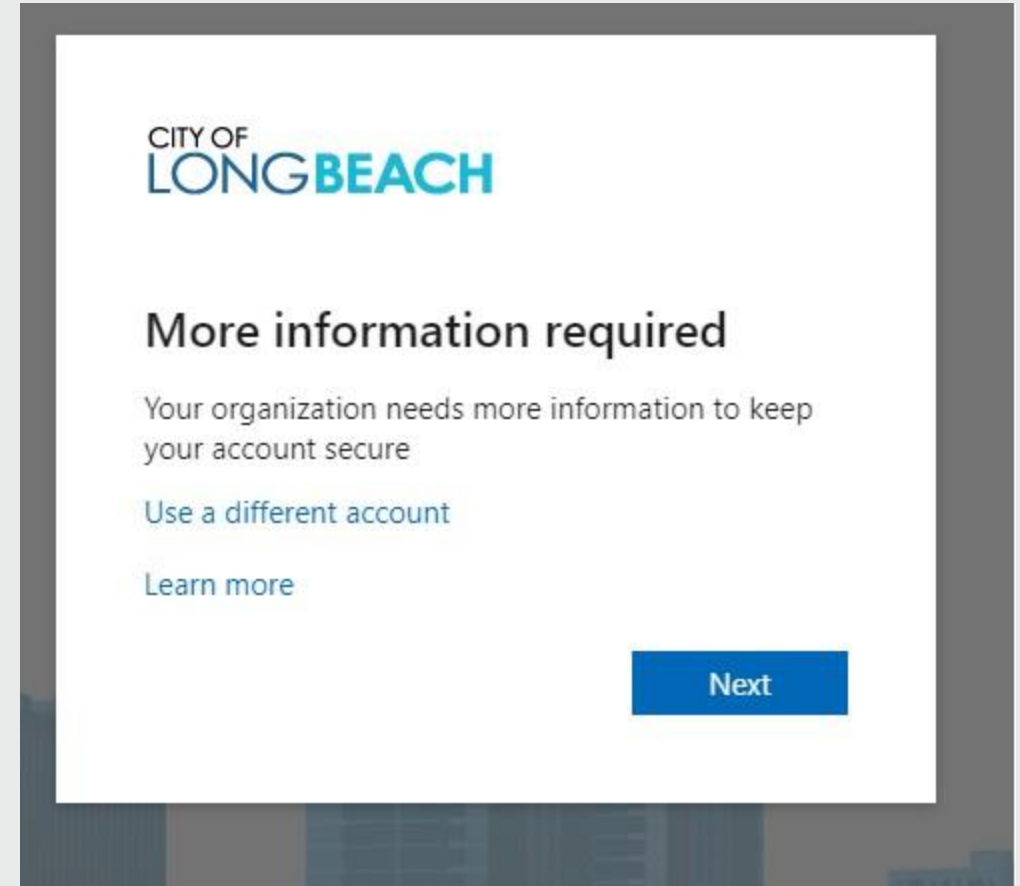
The following instructions will show you how to setup password resets using text messaging as your preferred security protocol.

Before you begin:

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

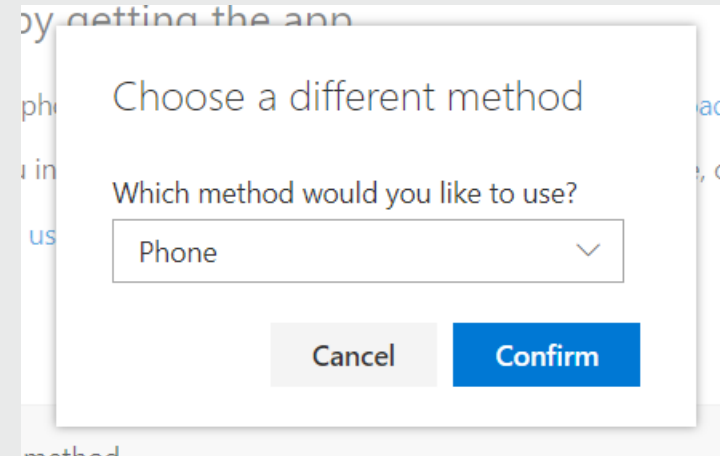
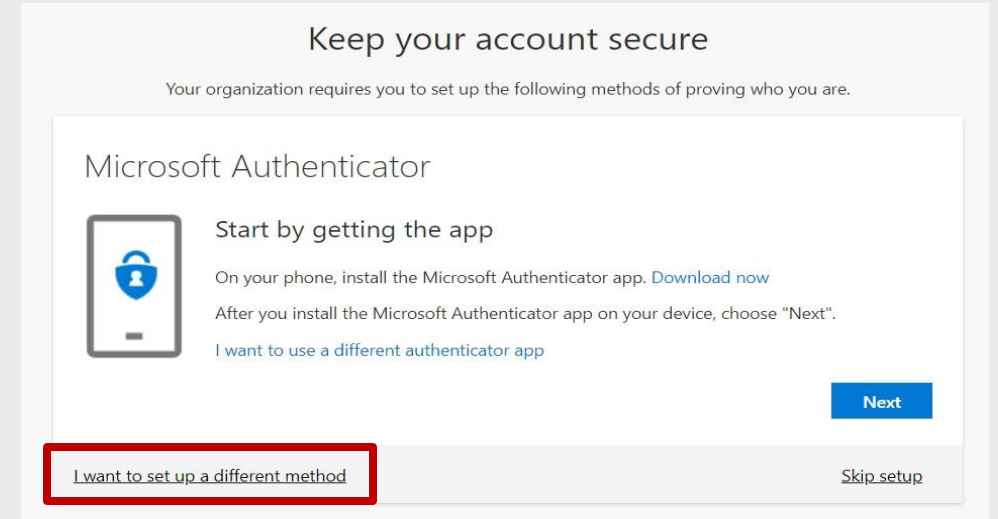
Setting Up Text Message Authentication

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.



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**.



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 4 on [slide 23](#).

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)

Text me a code
 Call me

Message and data rates may apply.

[Next](#)

[I want to set up a different method](#) [Skip setup](#)

City Desk Phone Security Protocol

City Desk Phone Security Protocol

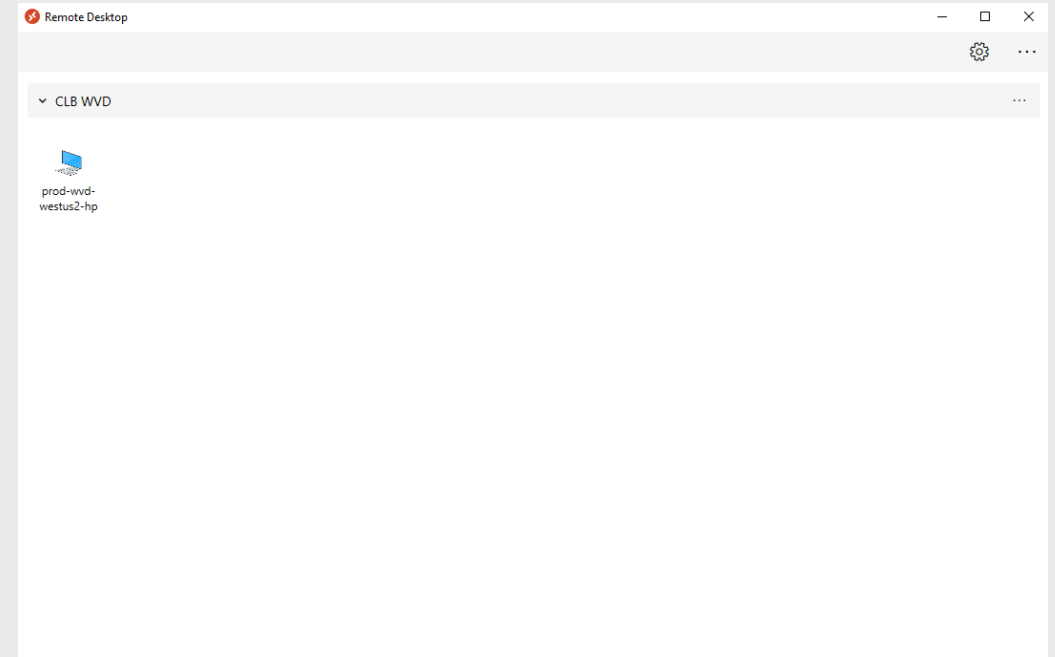
The following instructions will show you how to setup password resets using your City desk phone.

Before you begin:

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

Step 4: Launch the Remote Desktop app

- Select the Virtual Desktop icon



Step 4: Login with Email Credentials

- Use your email credentials to log in.



Windows Security

Enter your credentials

These credentials will be used to connect to CLB WVD.

Your Name

••••••••

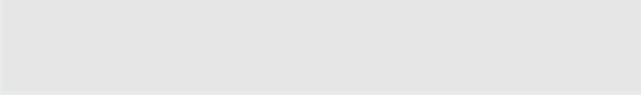
Your.Name@longbeach.gov

Remember me

[More choices](#)

OK Cancel

Step 5: Log in to Virtual Desktop



- You will be able to use Chrome, all of the Microsoft Office suite (Word, Excel, PowerPoint, Outlook), and Teams.

Virtual 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