**ENG Guide – VDI cloud setup (1 Oct 2018)**

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| You may use any major browsers (**Edge, Chrome, Safari, Firefox or IE**)  Browse to URL <https://vdi.onjoscloud.com> |  |
| Sign in your username (e.g [**studentid@student.tp.edu.**sgor](mailto:studentid@student.tp.edu.sgor) staff id@tp.edu.sg)  and ‘Next’ |  |
| Enter your **email password** and  click ‘**Sign in’** |  |
| Select **NO,** If prompt you whether to **Stay signed in**? |  |
| Depending on OS platform and browser used.  You may see the popup:  Click ‘**Detect Receiver’** or **‘I agree’ and Install’** |  |
| Depending on OS platform and browser used.  You may see the popup:  Click **‘I agree’ and ‘Download’** |  |
| Depending on OS platform and browser used.  You may see the popup:  Run the downloaded file, double click on ‘**CitrixReceiverWeb.exe’**  Select ‘Run’ on **CitrixReceiverWeb.exe.** |  |
| Setup of Citrix Receiver  Click ‘**Start’** |  |
| Select ‘**I accept**’  Click ‘**Install’** |  |
| Installation successful  Click ‘**Finish’** |  |
| Select ‘**Continue**’ after Citrix Receiver is installed |  |
| Check “Always open these types of links in the associated app”.  Select  ‘Open Citrix Receiver Launcher’ |  |
| *Depending on OS platform and browser used, you may see different popups.*  Click ‘Yes’  There may be a prompt to run an ica file. Click ‘Open’  Select ‘Allow’, if prompted |  |
| The VDI desktop screen provisioned for you will appear.  Please select the desktop pool accordingly to the subject you are taking.  Eg.  If you are taking CPPS subject, please select the CPPS desktop image. |  |

**Frequently Asked Questions**

1. IF I have problem logging in, where do I seek help?

Students/staff who are taking/teaching the subject on VDI platform will have the account access provisioned accordingly to you from the Timetable.

Student will have to use your student email account [***studentid@student.tp.edu.***sg](mailto:studentid@student.tp.edu.sg) to login to Cloud VDI.

Please seek help from ITSM Helpdesk @ 5933 /East Wing Building Block 1A Level 4 Room 2.

1. Presentation of virtual desktop image.

You will be presented the desktop image accordingly to your subject requirement. You will be be presented with a standard clean virtual desktop each time you login to the session.

If you do not use the virtual desktop for a period of 30 minutes (i.e 30 minutes of inactivity), the virtual desktop session will automatically disconnect. You will be logout and nothing will be saved.

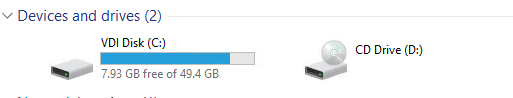
1. Can I save my files on the Virtual Desktop?

No. You cannot save files on the virtual desktop. The files will be wiped out each time you logout.

1. Will there be any restrictions during lab tests?

Yes. Depending on lecturers and subjects’ requirements, there will be policies pushed down polices to block USB and drive redirection plus also restrict students’ internet access to specific URLs only.

In such cases, you will see only the following disks during lab tests.



If accessing blocked sites, an error would be shown.

