How to Access your Workspace

UNIVERSITY OF MARYLAND University College

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Getting Started

First time accessing UMUC Virtual Lab Environment

You can access your Virtual Lab environment, your student Workspace, by navigating to this portal, https://vdi.umuc.edu. The UMUC Virtual Lab environment is accessible using any major browser such as Google Chrome, Mozilla Firefox, Internet Explorer, Microsoft Edge and Safari. Your lab environment and applications have already been configured based on the course(s) you are currently enrolled in.

HOME View

The portal is made up of three views, the HOME, APPS and DESKTOPS views. If you are enrolled in a class that does not use DESKTOPS you will only see two views, HOME and APPS.

Upon accessing your Virtual Lab environment, you will be presented with your HOME view by default. On this view, you will be presented with groups of applications made available to you based on your course, lab work and other productivity needs. These groups of applications (i.e. Cyber Programs, Data Analytics Program, Microsoft Office, and Productivity) will be presented in a carousel as depicted below
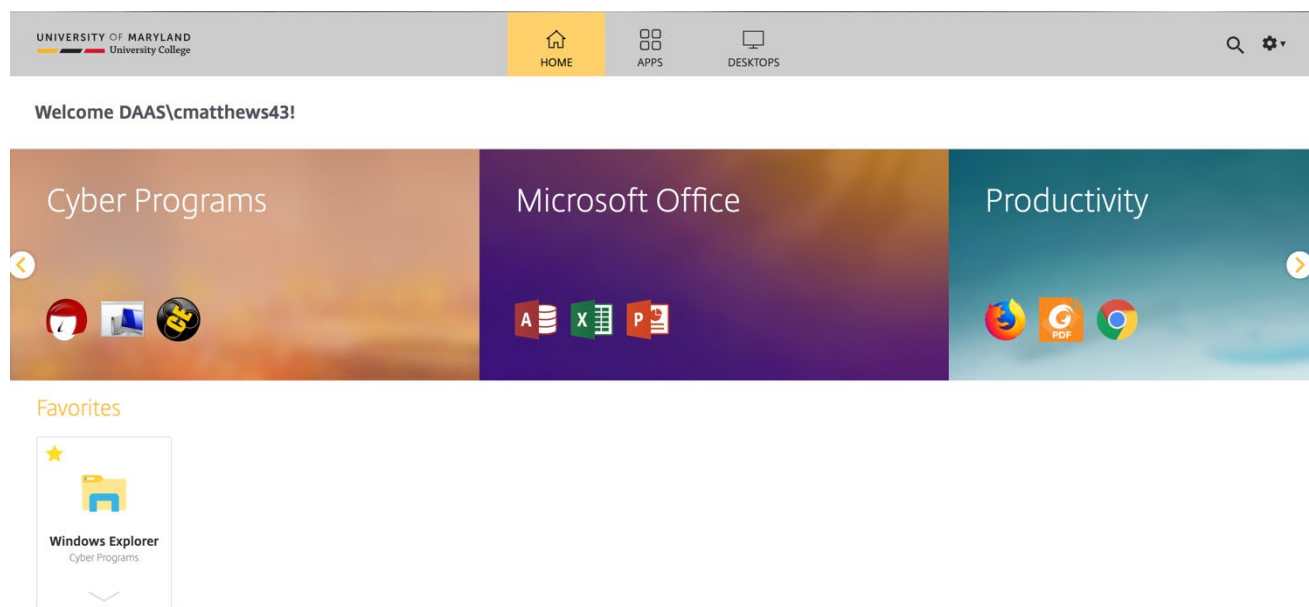
APPS View

On the portal, you will also be able to access the "Apps" view. This view will show you all applications that you have access to for your course(s), lab work and other productivity needs. You are able to open these applications from this view by simply clicking on their icons. The application will open a new tab within your browser where it will be ready for use.

From this view, you can also bookmark an App to be accessible from your Home view by marking it as "Favorites". This is done by clicking to select (turn yellow) the star on the top left corner of the Apps button.
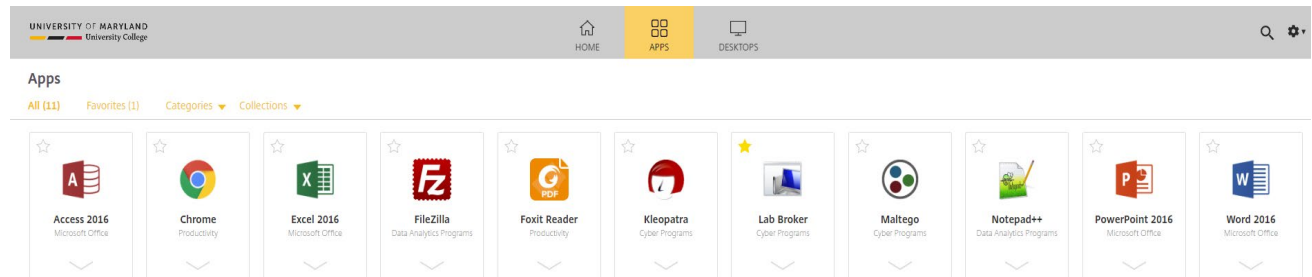
Obtaining Lab Assistance for UMUC Labs

Primary support for labs is available from a team of trained professionals. Lab Assistants (LAs) will help with technical issues associated with the environment or with the virtual machine(s) created so you can perform your lab exercises. Note that LAs are not instructors or teaching assistants. Therefore, course or project content-related issues, which require subject matter expertise, should be directed to the instructor.

To obtain lab assistance, e-mail GraduateApps@umuc.edu. with the following information in the body of your email.

- **Your Full Name:**
- **Student ID:**
- **Your User ID:**
- **Preferred E-mail:**
- **Your Course & Section Number:**
- **Detailed description of the issue:**
- **Machine Type (PC, tablet, mobile device):**
- **OS Type and Version:**
- **Browser Type and Version:**

*** Provide any available information related to the issue that you are experiencing and attach any screenshot that you may be able to produce.

Once you send an e-mail, a ticket is created based on the information you provided. The next available lab assistant (LA) will contact you to provide help within a 24-hour period. As needed, a Zoom session or a phone call may be scheduled by the LA. An LA may need a remote support session with you to expedite resolution. Please make yourself available.