

# EXISTING EXTERNAL: FIRST STEPS ON MY VDI



We are very happy to have you on board and to shape the future of ALDI Nord together with you! To access ALDI's data securely and easily, we provide you with a virtual desktop infrastructure (VDI) replacing your current ALDI laptop.

## What is a virtual desktop and what do I need it for?

A virtual desktop enables access to ALDI-internal data on any device, from any location. This works either via the Citrix Workspace App or via the browser. You **therefore do not need your ALDI hardware anymore**.

The use and handling of a virtual desktop is sustainable, simple and the device choice is independent. A second factor in the authentication process increases security. After your account has been activated, you can start working immediately.

You get access to your virtual desktop via your ALDI mail address and your current ALDI password. Your virtual desktop contains a **standard software set**.

## What do I have to do:

- 1 Read this document thoroughly.
- 2 Set up Citrix Workspace or open the browser.
- 3 Log in to your virtual desktop (<https://virtual.aldi-nord.com>).
- 4 Set up a second factor for authentication (Microsoft Authenticator App).

## Great, you can now use your virtual desktop!



*The first time you log in to your VDI, a new user profile is created. Therefore, logging in for the first time takes significantly longer than subsequent logins.*

## Who can I ask for help?

If you have problems setting up your virtual desktop, please contact the Service Desk. You can reach them as before via [Jira Service ticket](#), at (0)0800 10 20 30 30 or by email at [support@aldi-nord.de](mailto:support@aldi-nord.de).

Virtual desktops are part of the *Next Generation Workplace* project. Answers to frequently asked questions, instructions and further information about the project can be found on the [Next Generation Workplace SharePoint](#) site.

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## What needs to be considered?



### Access to the virtual desktop

For the best user experience, use the [Citrix Workspace App](#) (if not yet installed, click on the link or use your [Microsoft store](#) to download). It is available for all common operating systems (Windows, iOS, Android, etc.). Please make sure to restart your device after the installation.

In certain circumstances it may not be possible to use the Workspace App on your PC (e.g., due to IT security requirements) – then you can access the VDI via the browser. For security reasons, access via the browser is accompanied by restrictions. Using the Citrix Workspace App is highly recommended.



### Difference to classic PC

The use of the VDI differs from that of a classic PC in some respects:

- You need a **stable internet connection** at any time.
- **Microsoft Teams** shows some differences.
- Your standard **language** will be set to English. However, you can change it. Your Teams language will need to be changed separately.
- Please make sure to use a Teams certified headset.
- For security reasons, you can only use the ALDI printer solution "Secure Print". Local printers are not supported.

*More information and instructions are provided in the [FAQs](#) of the Next Generation Workplace SharePoint.*



### Adjust setting of Microsoft Teams

To improve the stability of Microsoft Teams, please adjust some settings by following the steps on page 6.



### Software Standardset

A **standard set of software** is installed. It consists of

- Office 365 (such as Outlook, Teams, Word, Excel, PowerPoint)
- Further productivity software:
  - 7Zip
  - Adobe Acrobat Reader
  - Citrix Workspace
  - Firefox (internal websites)
  - GoEdit
  - Greenshot
  - Ibitech AWS
  - Keepass
  - McAfee Client Proxy
  - Notepad++
  - PDF24
  - PRA – Rep Access Console
  - Producer
  - Sticky Notes
  - VLC Media Player
  - Yubico Authenticator



### Additional Software

If you need additional software, please request it via a [Jira Software Request](#). If the needed applications cannot be made available via the VDI, receiving hardware may be required.

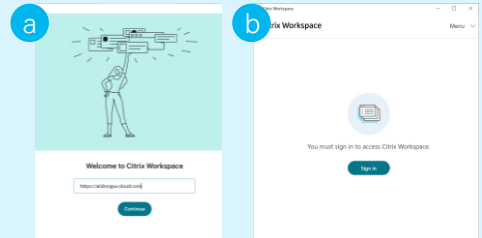
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What do I have to do when using the **Citrix Workspace App**?

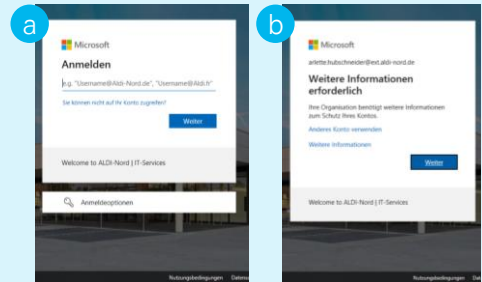
## 1 Setting up the Citrix Workspace App

- a [Download](#) the Citrix Workspace app (if not yet installed) and open it. On the welcome page, enter <https://virtual.aldi-nord.com> and confirm with "Continue".
- b Click on "Sign in".



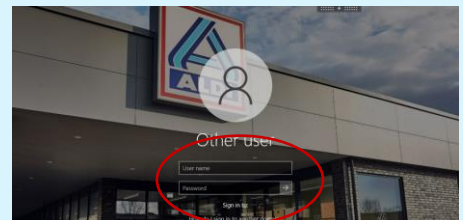
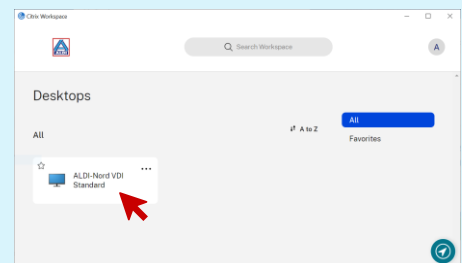
## 2 Login & Authentication

- a Enter your **ALDI mail address** (firstname.lastname@ext.aldi-nord.de) and your **ALDI password**.
- b Authenticate yourself using the **Microsoft Authenticator app** (the required steps for the setup will now be displayed. The detailed step-by-step instruction can also be found on page 5).



## 3 Entering your virtual desktop

- a After successfully setting up your Microsoft Authenticator app, your Citrix Workspace starting page will open. There you will find your assigned virtual desktop. Open it by clicking on it.
- b You will now be asked to log in. Enter your **ALDI Nord email address** and your **ALDI password** again.



## 4 Great, you are now successfully logged in and can use your virtual desktop.



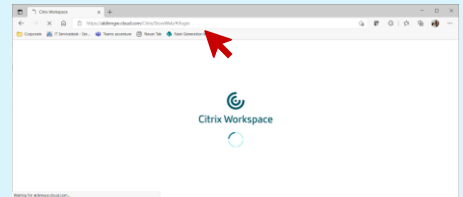
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What do I have to do when using the **browser**?

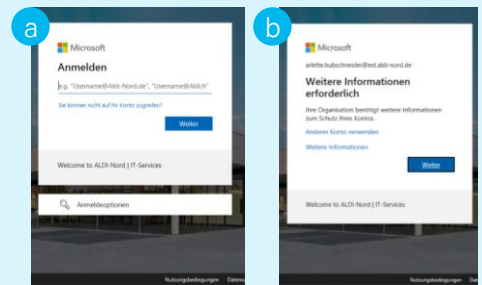
## 1 Opening the browser

If your device does not allow you to download the app (see page 2), open your browser and go to <https://virtual.aldi-nord.com>.



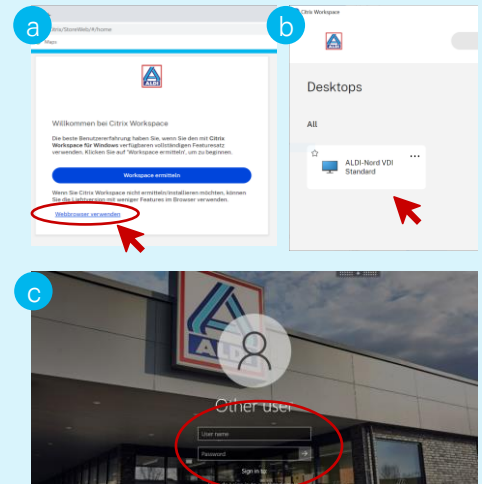
## 2 Login & Authentication

- a Now enter your **ALDI mail address** (firstname.lastname@ext.aldi-nord.de) and your **ALDI password**.
- b Authenticate yourself using the **Microsoft Authenticator app** (the required steps for the setup will now be displayed. Step-by-step instructions can also be found on page 5).



## 3 Entering your virtual desktop

- a After successfully setting up your Microsoft Authenticator app, you will be asked if you want to detect your workspace. If you don't have the app, click on "Use the browser" (otherwise always prefer working on the app).
- b Now, your Citrix Workspace starting page will open. There you will find your assigned virtual desktop. Open it by clicking on it.
- c You will now be asked to log in. Enter your **ALDI Nord email address** and your **ALDI password** again.



## 4 Great, you are now successfully logged in and can use your virtual desktop.



# MICROSOFT AUTHENTICATOR APP – ONE TIME SET UP



## What is the Microsoft Authenticator App?

*from Microsoft support*



- The Microsoft Authenticator app helps you log in to your accounts. It serves as a second level of security verification. This increases the security of your accounts as passwords can be forgotten or stolen.
- Two-step authentication uses a second factor like your phone to make it harder for other people to break into your account.
- When you log in to your virtual desktop, you will approve the login - in addition to entering your credentials - using your Authenticator app.

## How do I set up my multi-factor authentication (MFA)?

Follow the steps shown to you in the browser or your Citrix Workspace app.

- 1 If not already provided, install the Microsoft Authenticator app on your smartphone. Search for "Microsoft Authenticator" on Google Play (Android) or in the App Store (iOS).
- 2 Now open the app and allow notifications. Then click on the plus to add an account. Select "School or Business Account" and choose "Scan QR Code." Click "Next" in the browser or your Citrix Workspace app.
- 3 A QR code will appear in the browser. Scan the QR code displayed on your laptop.
- 4 Your Authenticator app will now show you an approval request. Tap on "Approve".
- 5 Next, you'll be asked for your phone number in the browser or your Citrix Workspace app to confirm your identity. Enter it and click "Next".
- 6 You will now receive a code via SMS or phone call. Enter it and confirm with "Next".

## Great, your Microsoft Authenticator App is now set up!

You can now continue logging in to your virtual desktop.



In case you have lost your phone, you have changed your phone or you had to reset your phone, the Authenticator App needs to be resetted. Therefore, please create a ticket (email to [support@aldi-nord.de](mailto:support@aldi-nord.de)).

# ADJUSTING SETTINGS TO IMPROVE TEAMS STABILITY



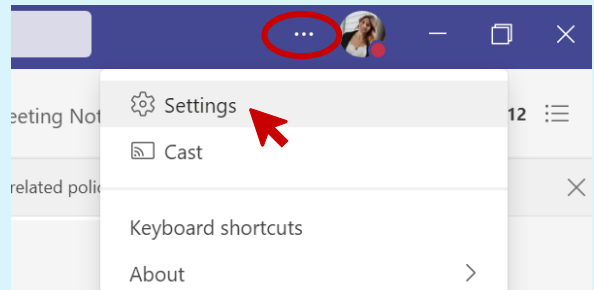
To improve the stability of your Microsoft Teams sessions and therefore to improve the performance, make sure the following settings are adjusted:

## What you have to do:

1

### Open Setting in Teams

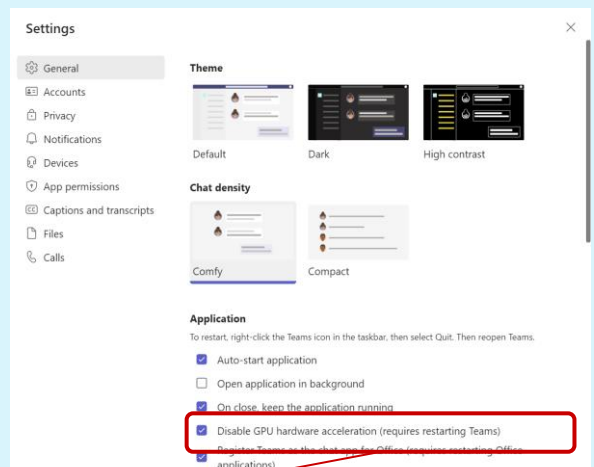
Open Microsoft Teams in your virtual desktop. Click on the three points next to your profile picture. Afterwards click on „Settings“.



2

### Disable GPU hardware acceleration

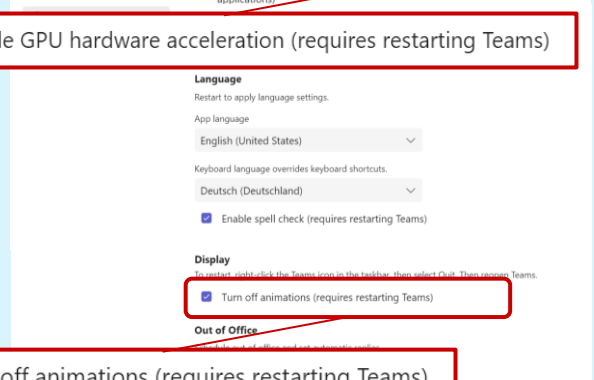
Below „Application“ you can find the field „Disable GPU hardware acceleration“. Make sure that it is selected (check box).



3

### Turn off animations

Scroll down. Below „Display“ there is a field saying „Turn off animation“. Make sure that it is selected (check box).



4

### Restart Teams

**Great, Teams should now be more stabilized!**