

# **AVD – Getting Started**

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# Introduction

Azure Virtual Desktop or AVD is cloud based remote desktop service from Microsoft which the University uses to provide a version of the corporate desktop that can be used remotely from any computer or mobile device. It is replacing the legacy Citrix Cloud Desktop that has been in use for several years but has reached end-of-life.

The AVD Cloud Desktop provides a secure way to access organisational data on a device that is not managed by ICT and keep that data separate from a personal device. You do still need to be confident that your local device is not infected with malware which could log your key strokes or capture screen shots of what you are doing on AVD – for advice about information security including guidance on how to protect your device please see <https://ict.lincoln.ac.uk/infosec/>.

The AVD desktops are hosted in the cloud but they are connected directly to the University Network and so have the same level of access to internal systems and resources that corporate desktops have.

There are two methods you can use to access AVD, via a Remote Desktop Client or via web browser. Where possible, it is recommended that you use the Remote Desktop Client method as this will give a smoother, more feature-rich experience.

## When to use AVD

- Use AVD when you are on a personal device or a device not managed by ICT and need to do work involving any sensitive data about University staff, students or research.
- Use AVD when you are not on campus but need to connect to use an application only available on the corporate desktop (though consider [using AppsAnywhere](#) in preference to AVD when the required application is available this way)
- Use AVD to access an application or a service that only works when on the local network
- If you need to access QLS / QLX please do this via AVD, regardless of whether you are using a corporate device or not.
- Although not enabled by default, if you need to access shared drives whilst working off-campus, please do this via AVD. If you do not have access to shared drives in AVD, please raise a request for this via the ICT service desk.

## When Not to use AVD

- Don't use AVD when you are on a University issued laptop or PC already ***to perform tasks that can be performed on your local device*** such as Teams calls, web browsing, use of external web-based applications, using Office / locally installed applications, etc. Please continue to use AVD for accessing services that only work on the local network including QLS / QLX and use of shared drives.

## Corporate Desktops – Windows 10 Laptops / PCs and Corporate Mac Devices

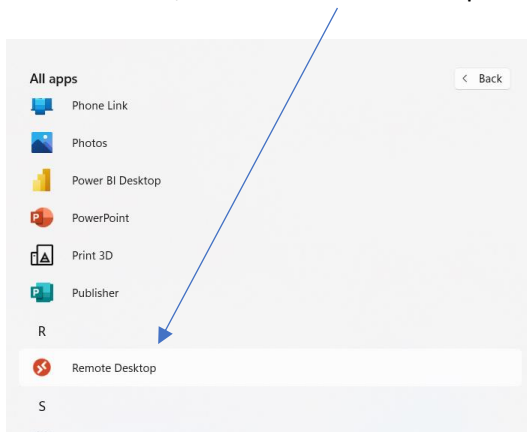
Please use the browser to connect to AVD using this link until the Remote Desktop client is available:

<https://client.wvd.microsoft.com/arm/webclient/index.html>

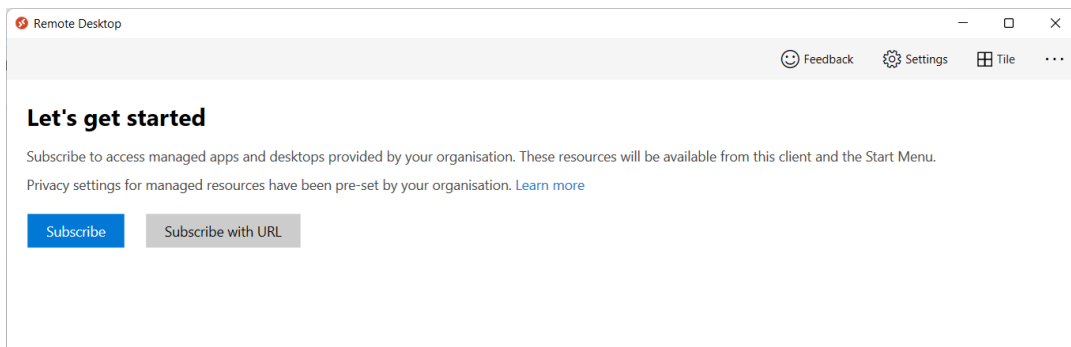
# Remote Desktop Client – Installing and Configuring

You will need to follow these steps in this section the first time you want to use the client on any device – once this has been completed on a device you can access AVD as detailed in the 'Remote Desktop Client – Connecting' section of this guide.

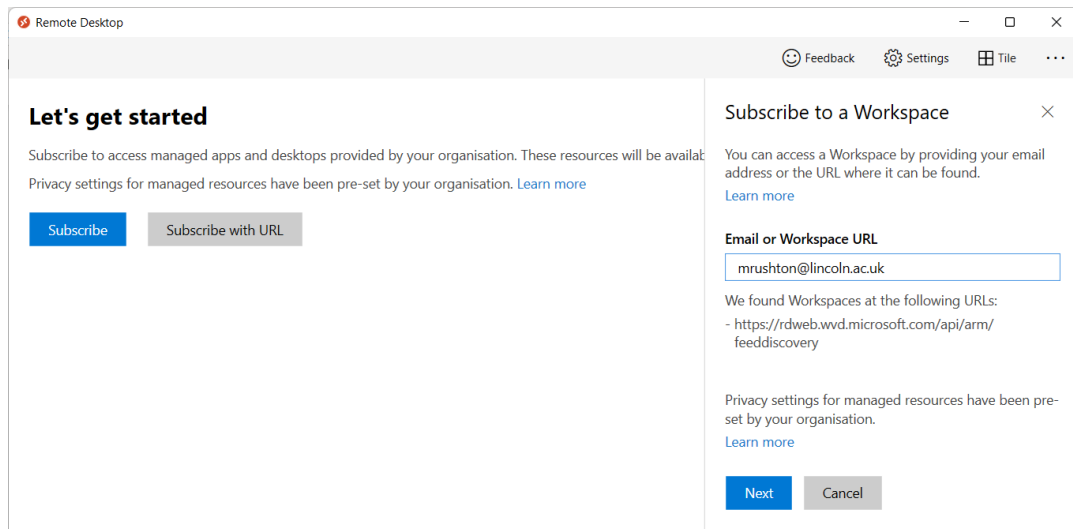
1. Download and install the appropriate version of the Remote Desktop client for your device following the instructions at <https://docs.microsoft.com/en-us/azure/virtual-desktop/user-documentation/>
2. Once installed, launch 'Remote Desktop'



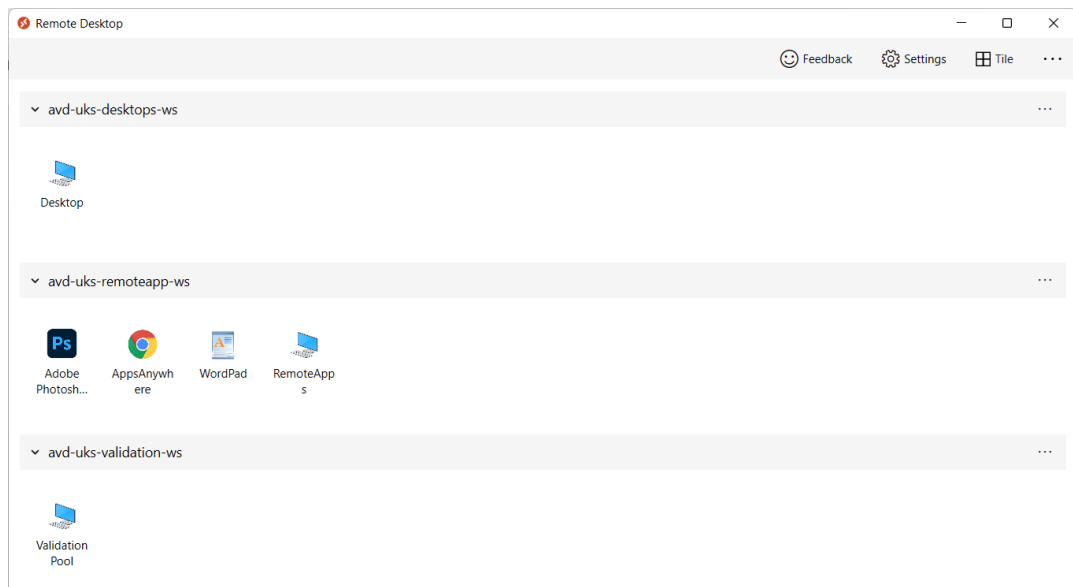
3. When the client launches, click on the 'Subscribe with URL' button



4. When prompted, enter your University email address, the client will start searching for available resources and display these as below once complete. Click on the 'Next' button to continue.



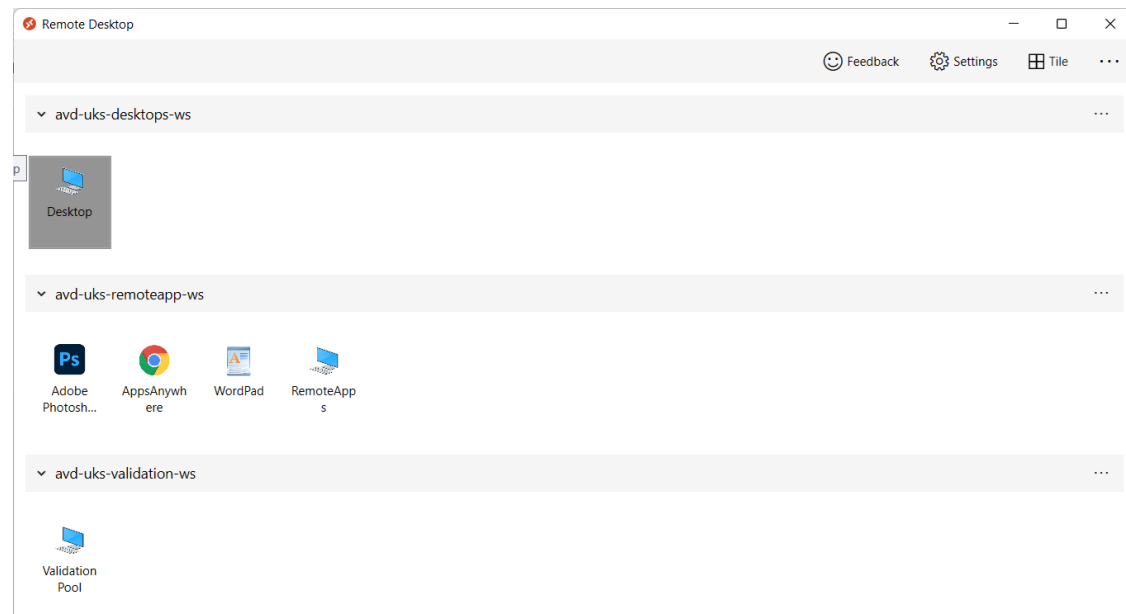
5. The client will connect to your available resources and these will be displayed as below once ready for use:



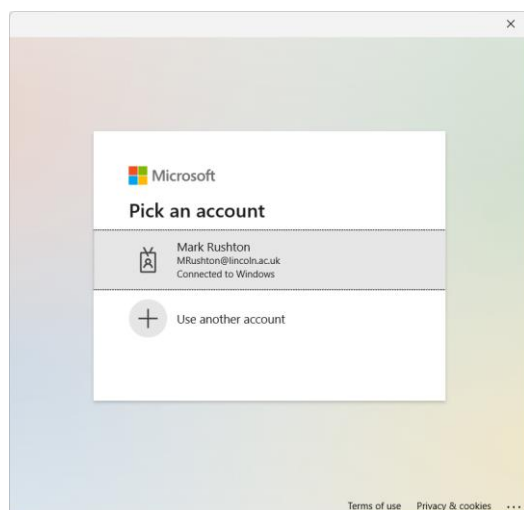
# Remote Desktop Client – Connecting

Once you have successfully installed and configured the client as detailed in the previous section, you can launch AVD as below:

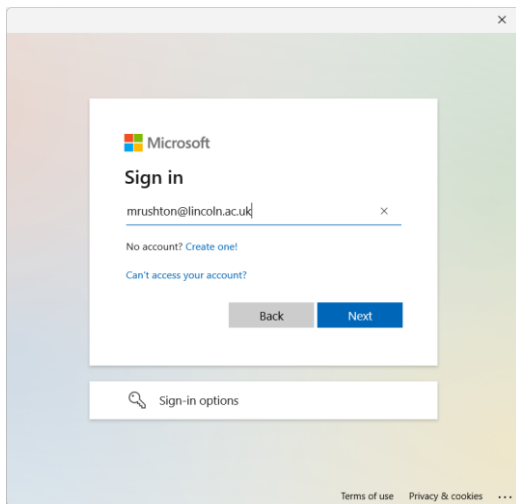
1. From the Remote Desktop client, double-click the 'Desktop' icon located in the 'avd-uks-desktops-ws' section.



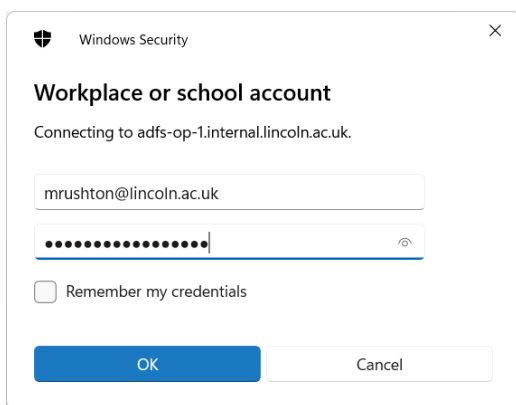
2. If prompted to pick an account, select your University email address if visible then follow the instructions from **step 5** below. Otherwise click on 'Use another account' and follow the instructions from **step 3** below.



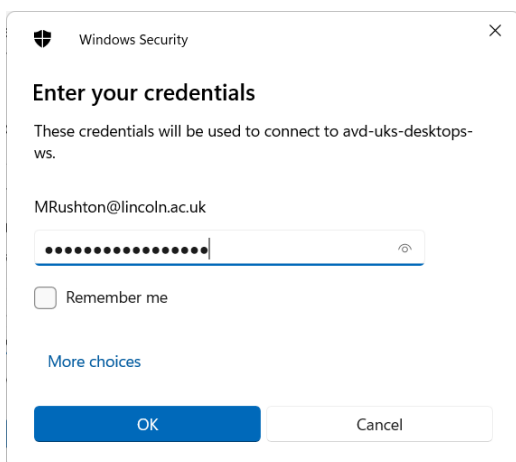
3. Enter your University email address and click the 'Next' button.



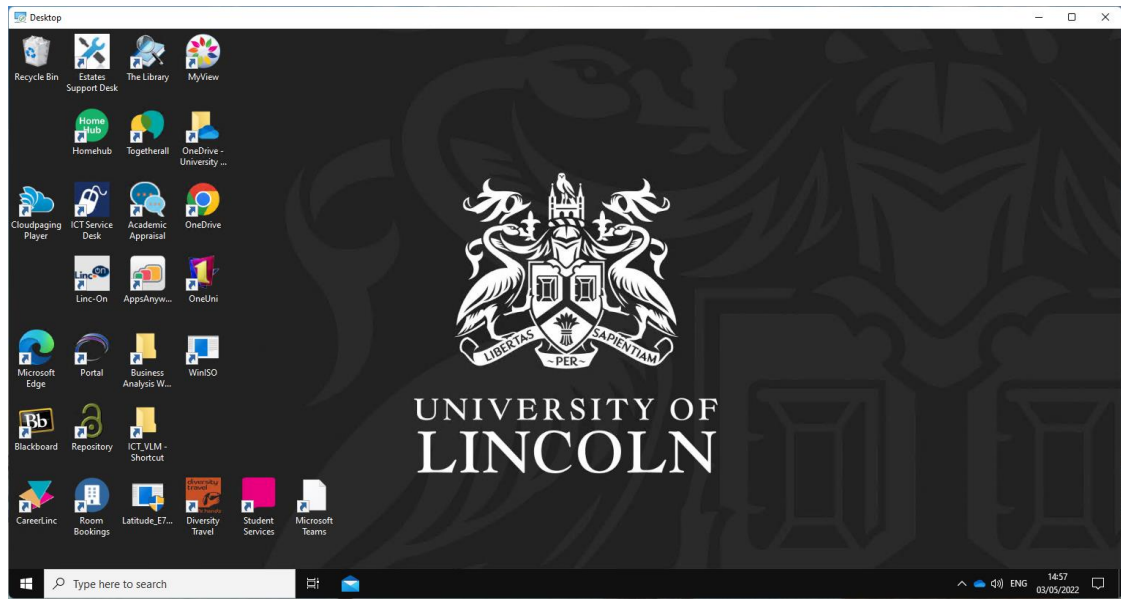
4. You will be redirected to the University sign-in page. Enter your email address and password, then click the 'Sign in' button. You will be directed to authenticate using MFA as for other University applications.
5. When prompted, enter your University email address and password, then click the 'OK' button. You will be directed to authenticate using MFA as for other University applications.



6. Enter your University password when prompted, then click the 'OK' button.

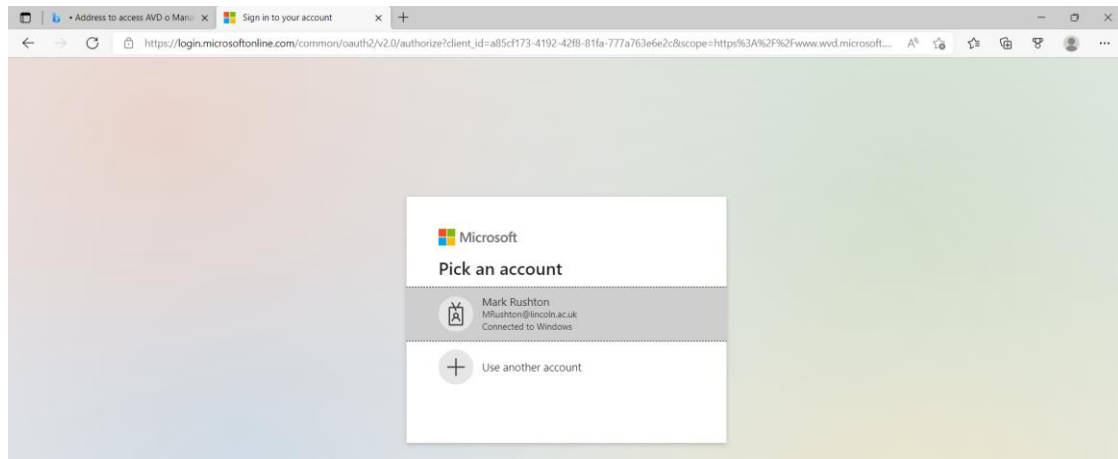


7. The AVD remote desktop will load and you can now use this as desired.

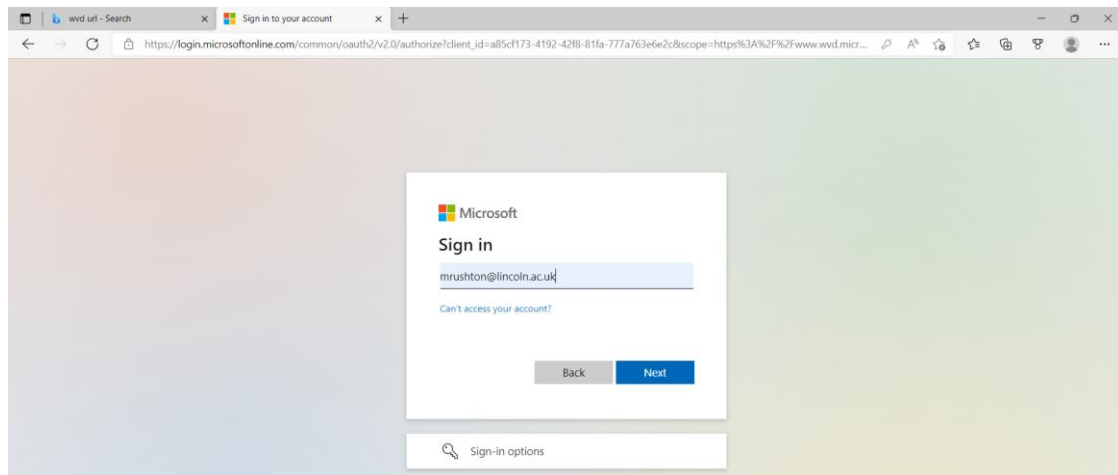


## Web Browser – Connecting

1. In your web browser, navigate to <https://client.wvd.microsoft.com/arm/webclient/index.html>
2. If prompted to pick an account, select your University email address if visible then follow the instructions from **step 5** below. Otherwise click on 'Use another account' and follow the instructions from **step 3** below.

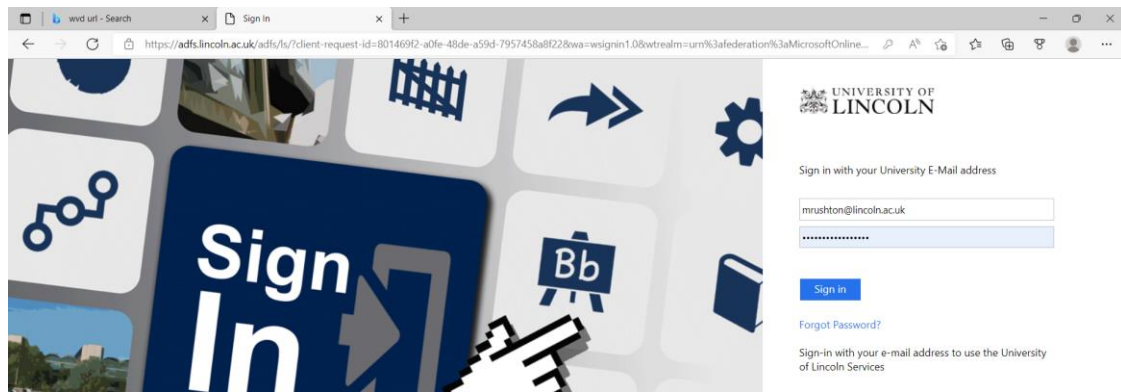


3. Enter your University email address and click the 'Next' button.

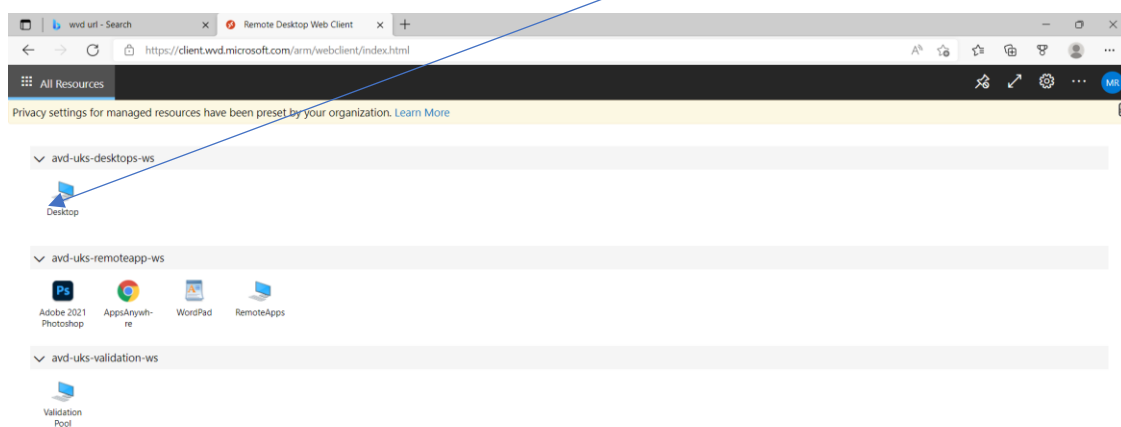


4. You will be redirected to the University sign-in page. Enter your email address and password, then click the 'Sign in' button. You will be directed to authenticate using MFA as for other University applications.

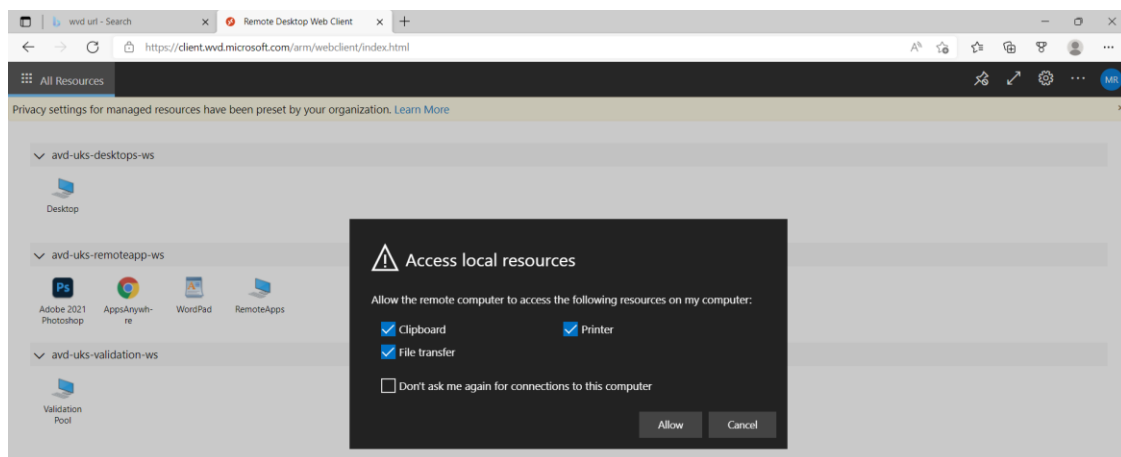




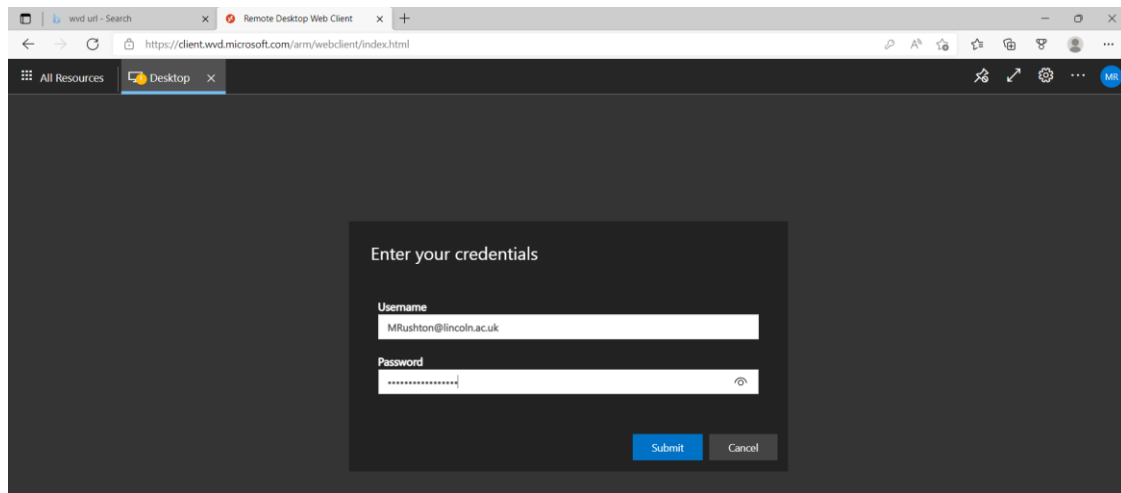
5. The Remote Desktop Web Client page will load – click on the ‘Desktop’ icon located in the ‘avd-uks-desktops-ws’ section to launch AVD.



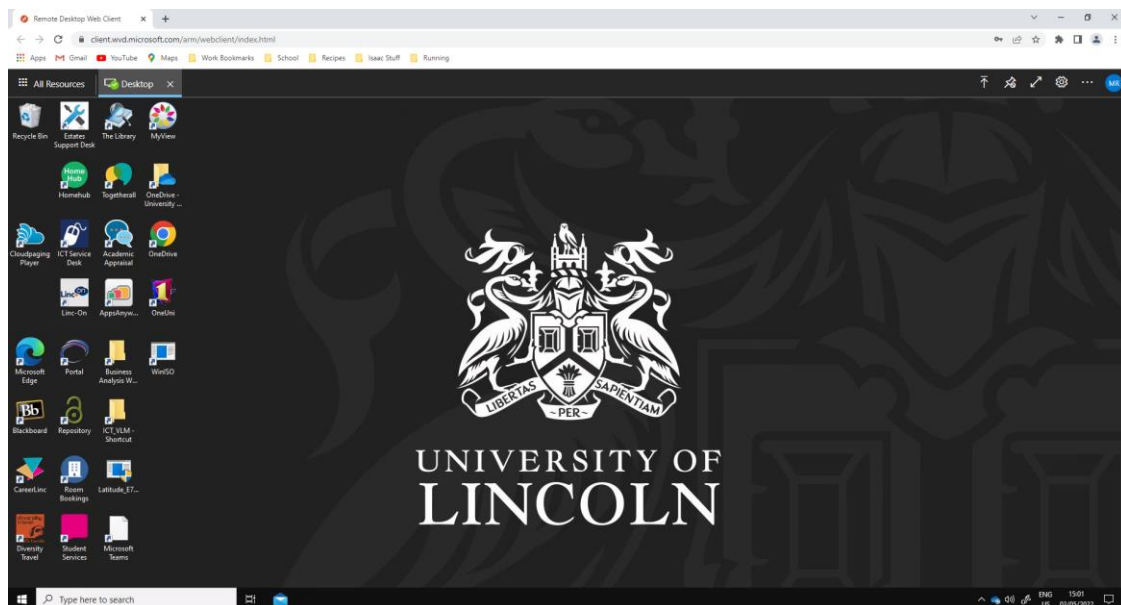
6. Click the ‘Allow’ button on the pop-up that appears



7. If prompted, re-enter your University email address and password and click the ‘Submit’ button



8. The AVD remote desktop will load and you can now use this as desired.

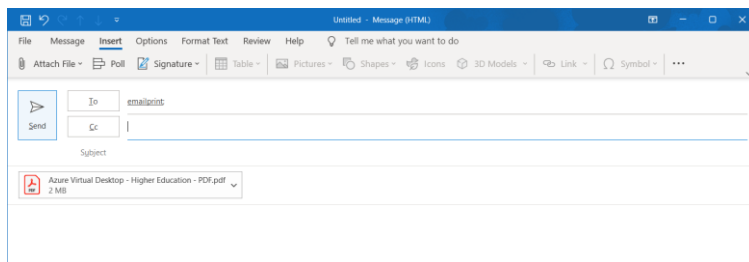


# Printing in AVD

The AVD service will not have print drivers installed directly. You should therefore use the following method to print to devices on campus from within the AVD desktop:

## Email Print

Create a blank email addressed to: [emailprint@lincoln.ac.uk](mailto:emailprint@lincoln.ac.uk) and attach the file you wish to print before sending. Once sent, the file will be available for print from on-campus printers in the usual manner.



# Profiles and File Storage in AVD

## Profiles

All user profiles within AVD are temporary and will be reset and refreshed periodically – you must therefore ensure that you do not save any files that you wish to keep or may need to refer back to within your AVD profile, as a profile refresh or reset will result in such files being deleted.

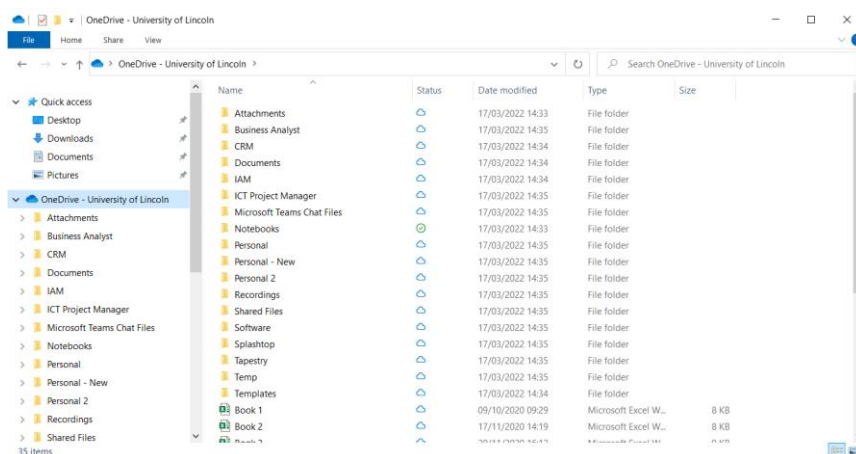
Your AVD profile is unique to AVD, and will not be synchronised to any other UoL devices you use; likewise, your profile on other devices will not be synchronised across to AVD.

The AVD profile includes folders within AVD such as: Desktop, Documents, Downloads, Pictures, etc. Therefore, saving to these in AVD should be avoided.

## File Storage

Whilst working within AVD, files should be saved within your 'OneDrive – University of Lincoln' folder. There are a range of advantages to this approach:

- Files saved in OneDrive are available to you from any device on which you are signed into OneDrive
- OneDrive is backed up, so data is secure
- Files and folders can easily be shared with colleagues within OneDrive



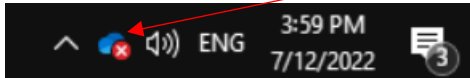
## Mapped / Shared Drives

By default, your network drives (e.g. I:) are not mapped within AVD. As detailed above, OneDrive is the preferred location to store files.

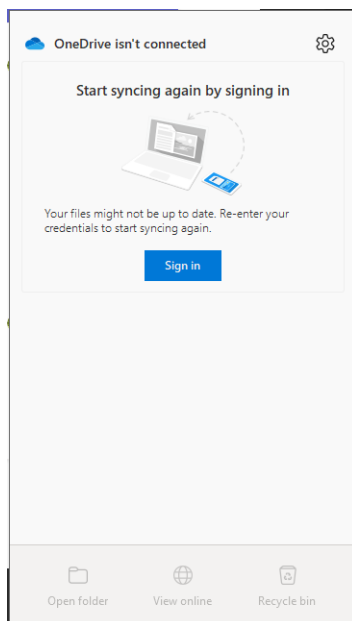
The shared drives are a legacy technology that ICT are working to phase out but If you have a business requirement for access to mapped drives within AVD, please contact ICT Services for further advice.

## OneDrive Connection

You may occasionally encounter an issue with OneDrive where automatic signing-in fails when you sign-in to AVD – this will be indicated by the OneDrive icon appearing with a 'x' symbol in the system tray:



If this happens, click on the OneDrive icon in the system tray – the below window will appear. Next, click on the 'sign in' button and enter your usual University credentials and follow the MFA instructions if prompted for these – OneDrive will then sign in and your files will be available.



# Applications Available within AVD

The following applications are installed within AVD and are available for use:

- Microsoft Office 365
- Microsoft Edge
- Google Chrome
- AppsAnywhere
  - Including all applications available within AppsAnywhere
- Adobe Acrobat
- Adobe Creative Cloud
- Adobe Photoshop 2022

## QLS / QLX

To use QLS through AVD, launch the Microsoft Edge browser and navigate to the QLS site:

To use QLX in AVD, please follow the instructions in the 'Installing Applications in AppsAnywhere' section of this guide.

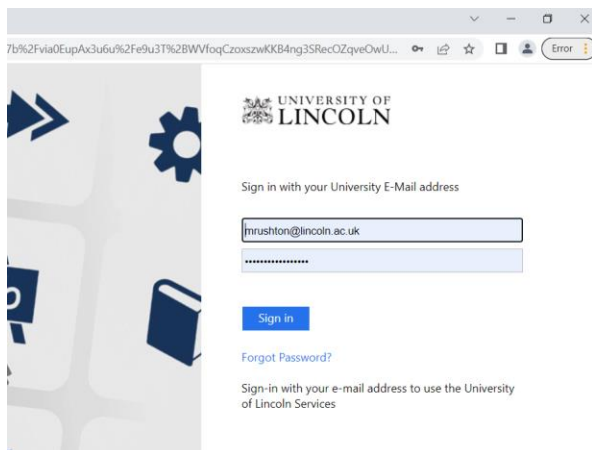
# Installing Applications through AppsAnywhere

Many University-provided applications are available on AVD through AppsAnywhere. To access AppsAnywhere, please follow the below steps:

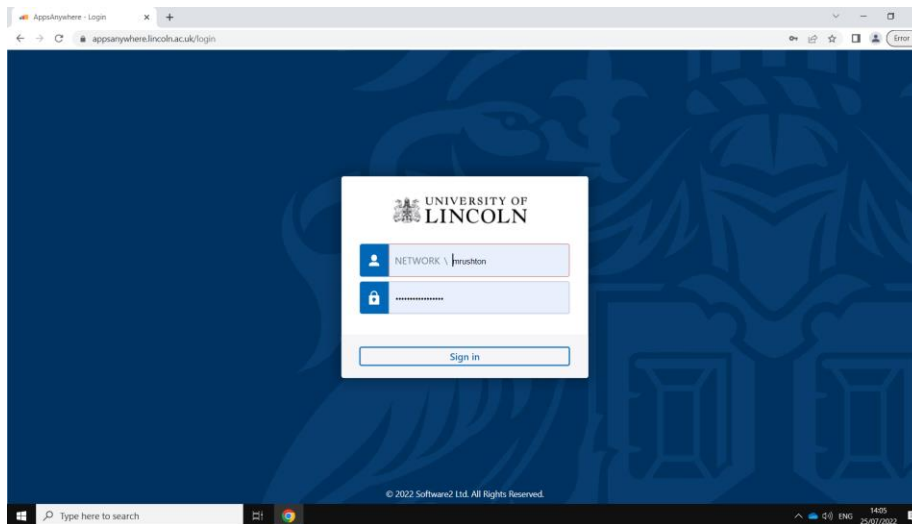
1. Double-click the AppsAnywhere icon on the AVD desktop or if you don't see this icon navigate to <https://appsanywhere.lincoln.ac.uk>



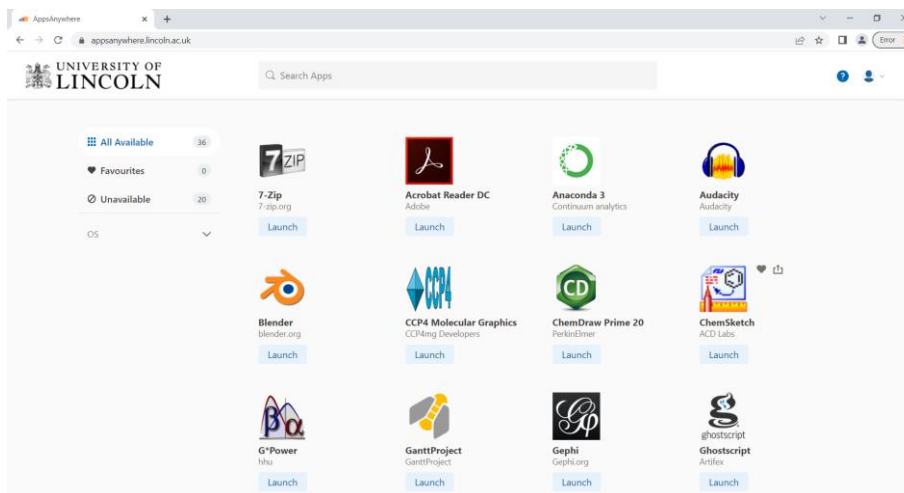
2. When prompted, enter your UoL credentials then click the 'Sign in' button and follow the usual process for MFA.



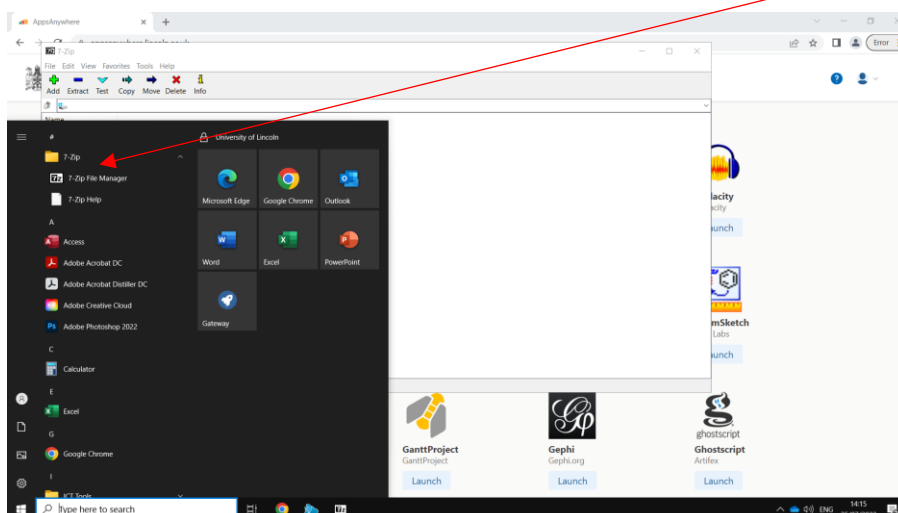
3. Once authenticated via MFA, the below screen will be displayed – re-enter your University credentials if necessary, then click the 'Sign in' button.



4. A page listing all the applications that are available to you via AppsAnywhere will be displayed – to load any of these, click on the 'Launch' button below the application



5. The application will then load and will be available from the Windows menu for future use (for example, if '7-Zip' is launched from AppsAnywhere, it will now be visible in the Windows menu).





6. **Please note** – applications are installed via AppsAnywhere on a per-server basis. As AVD runs on multiple host servers and your session could launch on any of these, you will need to re-launch an application from AppsAnywhere each time your session starts on a different server – in practise, this means if you cannot see the required application on the Windows menu when you log into AVD, you will need to re-launch it by following the steps in this section.

# Logging Out of AVD

When you have completed your AVD session, please log out of the desktop to ensure resource availability for other users. This process is the same for both the Remote Desktop application and web browser connection methods.

1. In the AVD desktop, click on the Start button, then click on the user icon / name, then click on 'Sign out'
2. You will be disconnected and logged out from the AVD desktop and returned to the desktop client or web client page as applicable.

