



VDI Instructions

Access the Virtual Desktop (VDI)

Every time you log in, the software programs on the VDI are accessible to you. It is important that you **always save your work to a cloud-based drive** such as [OneDrive](#).

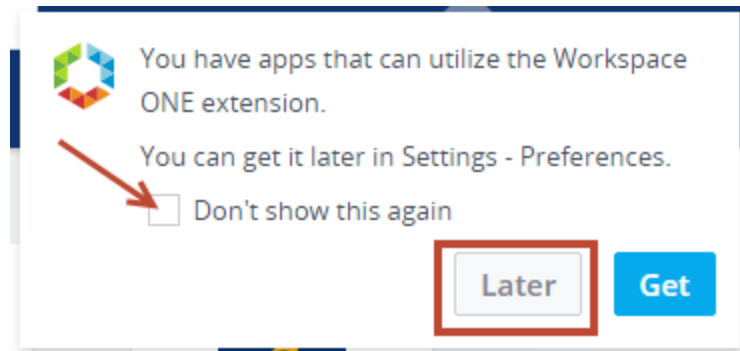
1. Access the VDI via the [VMware login page](#). There is also a link available in your course.

Note: Access the VDI using the Google Chrome web browser.

2. Log in to your account.
 - a. **Username:** Use your SNHU email without the "@snhu.edu."
Example: Petey.Penmen1
 - b. **Password:** Use your SNHU password.
 - c. **Domain:** SNHU
 - d. **Note:** Username inputs currently have an 18-character limit. Only enter the first 18 characters of your email address without the "@snhu.edu."

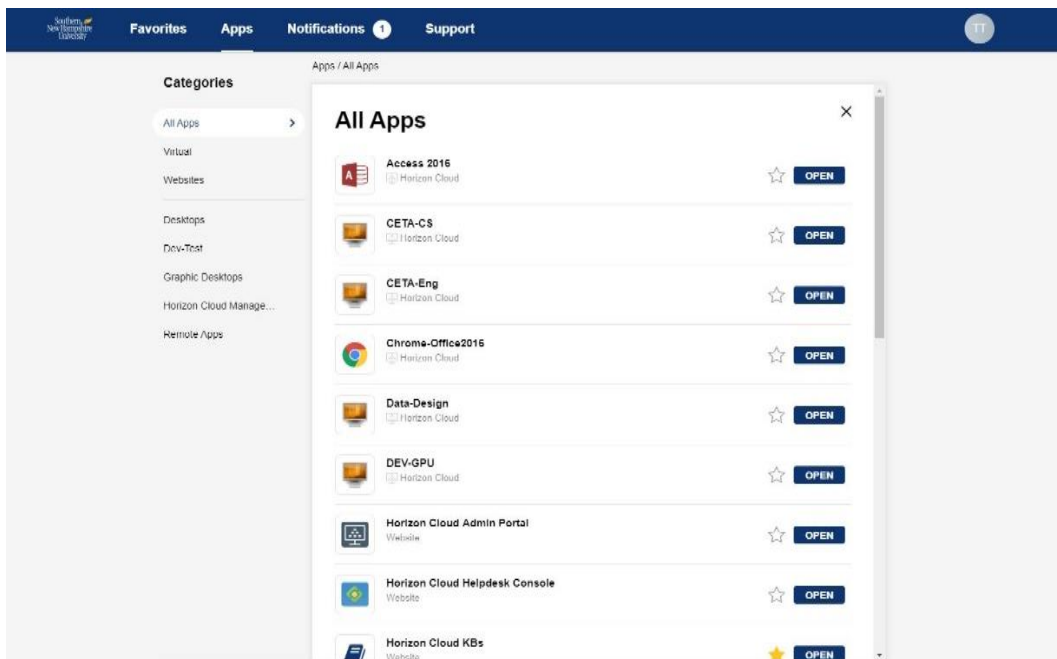
The image displays two sequential screenshots of the VMware login interface for Southern New Hampshire University. The left screenshot shows the initial login screen with the SNHU logo at the top, a text input field containing the username "Petey.Penmen1", a checkbox labeled "Remember this setting" which is checked, and a dark blue "Next" button. The VMware logo is at the bottom. The right screenshot shows the password entry screen, where the username "Petey.Penmen1" is pre-filled above the password field. The password field is masked with dots and has a "password" label above it. Below the password field is the domain "snhu.edu". A dark blue "Sign in" button is present, along with links for "Forgot password?" and "Click here if this is not your name". The VMware logo is also at the bottom of this screen.

Note: If you see a dialog box referring to the Workspace ONE extension, check the box next to “Don’t show this again” and click **Later**.



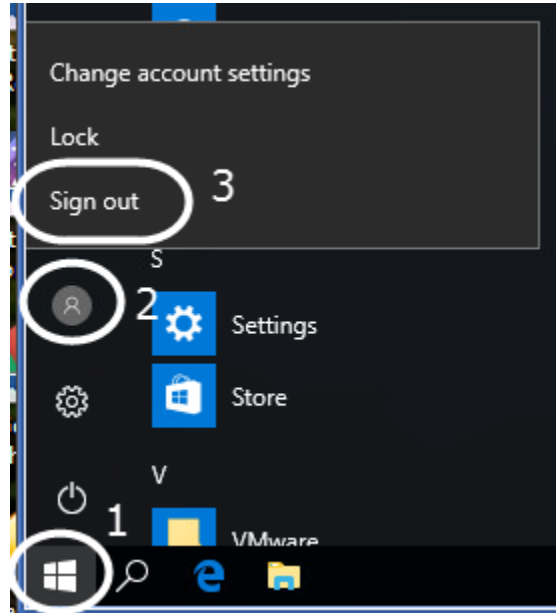
3. Access the Virtual Apps and Desktops by clicking on **Apps** and then **All Apps**. Scroll down and select the virtual app or desktop for access.

Note: Your available desktops may be different from what is shown below. Choose the desktop that is available to you.



Note: Courses that require only the use of Microsoft Project, Access, or Visio should use the app available when logging into the VDI. Review this knowledge base article for more information on saving in app only: [How To - Save Files While Using a Browser to Access a Remote Application on the Horizon Cloud](#).

4. Sign out of your desktop before closing the browser. To do this, press the Windows key, select the user icon, and click **Sign out**.



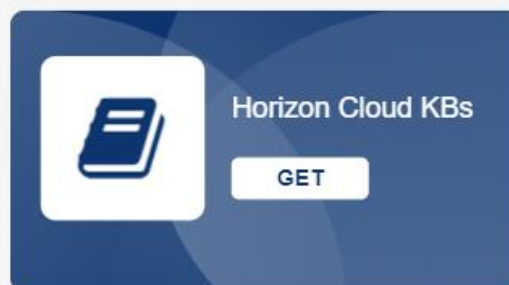
Back Up All of Your Coursework to the Cloud

Remember to back up all of your coursework to a cloud-based drive, such as Microsoft OneDrive. Student work on a nonpersistent VDI will **not** be saved. Refer to the [Microsoft OneDrive Setup Instructions](#).

Note: After 90 days, any files saved to the user profile will be removed.

VDI (Horizon Cloud) Knowledge Base

There is a knowledge base (KB) available to you. Access this area if you are experiencing any problems or need further assistance with the VDI. If you are still experiencing difficulties, contact the IT Service Desk via the SNHU Service Portal (see below).





IT Service Desk

Should you have difficulty accessing the VDI, please contact the [IT Service Desk](#) via chat or online form or by phone at 1-855-877-9919. Technical support is available 24/7.

Copying and Pasting From Your Course Within the Virtual Desktop

Open a web browser within the VDI and navigate to your course. You will be able to copy and paste course content from your course within the VDI.

Course Content and Data Sets Found in Your Course Should Be Saved Virtually

1. Once you are inside your virtual desktop, open a web browser.
2. Log in to the learning environment, access your course, and navigate to your course module.
3. Save course content and data sets found in your course module to **This PC**, then **Documents**.
Note: This is the same folder titled My Documents on the desktop.
4. You can access your My Documents folder on the desktop.

