connectBurnaby

# Connecting to a City PC using Virtual Desktop Infrastructure (VDI) from your Home PC or Mac

Use this procedure to securely access the desktop of your work computer on the City network from a home computer using Virtual Desktop Infrastructure (VDI). Your **work computer must be powered on** for you to be able to access it remotely. To connect, you must first set up a required token for remote access. **Token setup must be completed from within the City's network**. If you require assistance, submit a request for IT Support in the IT Service Centre.
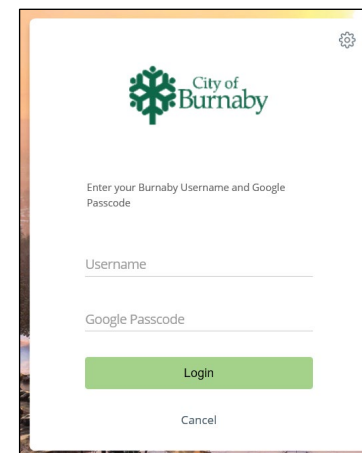
Connecting using VDI

1. On your home computer, launch Google Chrome.

2. To open a new incognito window, to the right of the address bar, click ⋮ and from the menu, select **New incognito window**. You will need to do this each time you connect using VDI.

   🖉 Going incognito ensures that your Google PIN and token number are not saved when you log in, this ensures you are able to log in again successfully in the future.

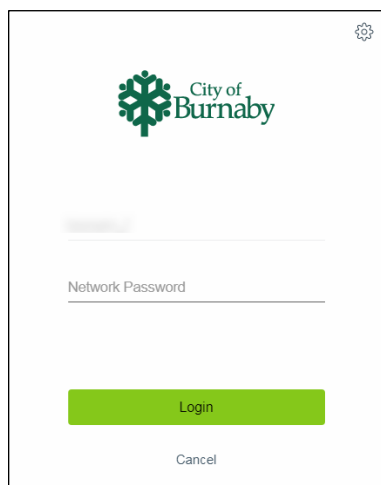3. In the new incognito window, navigate to: https://vdi.burnaby.ca.
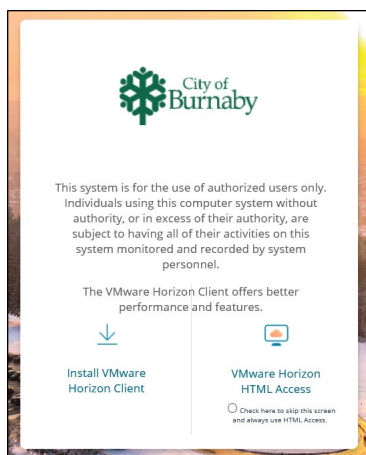
4. On the initial screen, click [VMware Horizon HTML Access].

5. Complete the following fields:

Field	Enter
Username	Your City network user name
Google Passcode	Your **four-digit PIN** number **immediately followed by** the **six-digit Google Authenticator token number** (without spaces). If unknown, contact IT Helpdesk at 604-294-7939 for assistance.

☞ It is recommended to enter a Google Authenticator token code that has 20 or more seconds remaining on the timer. If less than 20 seconds are left, wait for a new token code. The timer icon ◑ displays on the bottom right.
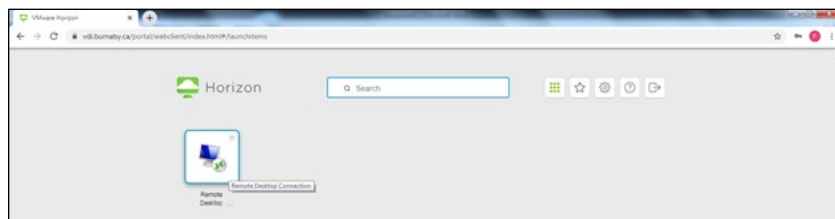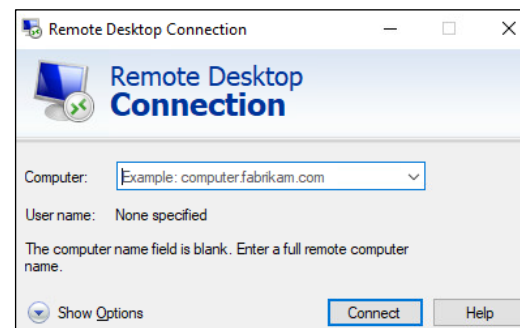
6. To proceed, click **Login**.

7. In the **Network Password** field, enter your network password.

8. To proceed, click **Login**.
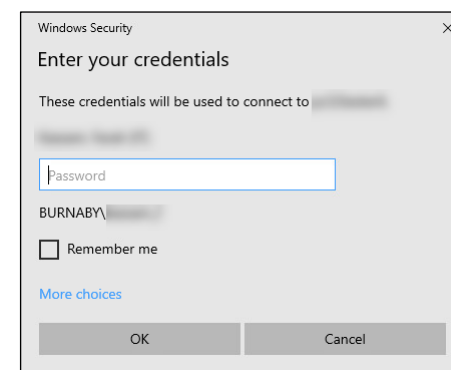
9. To access your work computer, click the **Remote Desktop** icon .

10. In the **Remote Desktop Connection** pop-up, in the **Computer** field, enter your work computer number.

11. To proceed, click **Connect**.
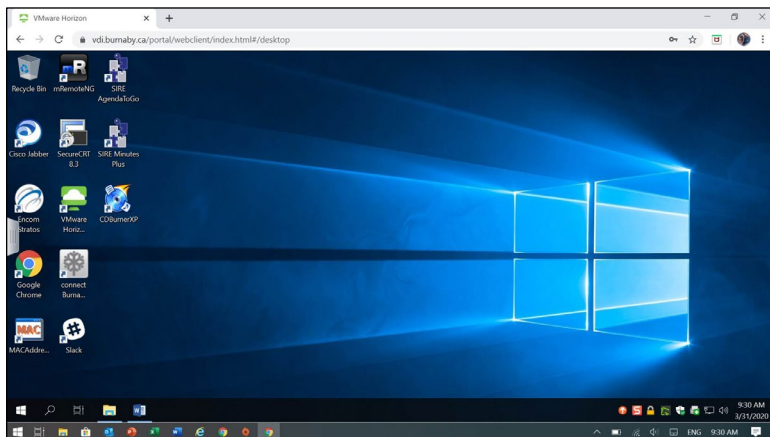

12. In the **Windows Security** pop-up, enter your network password.

13. To proceed, click **OK**.

👉 After successfully connecting, the desktop of your work computer displays in the Google Chrome browser tab.

✎ Access applications as per normal from the desktop of your work computer. connectBurnaby Portal and SAP should always be accessed through Internet Explorer 11.

14. Please note, the desktop of your work computer in the browser is not connected to your home computer. This means that:

- Two Windows taskbars are displayed at the bottom of the screen, the lower one is the Windows taskbar of your **home** computer, and the upper one is the Windows taskbar of your **work** computer

- You cannot copy/paste between your home computer and work computer

- You cannot access the C drive or any remote drives on your home computer from your work computer or vice versa

- Pressing CTRL+ALT+DEL controls your home computer. To use this function on your work computer, use CTRL+ALT+END instead

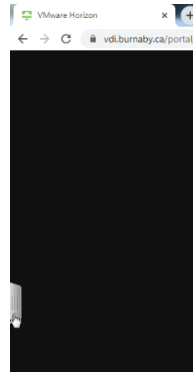- You cannot print from your work computer to your home printer
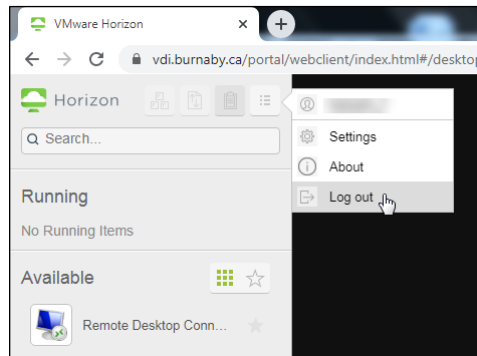
Disconnecting from VDI
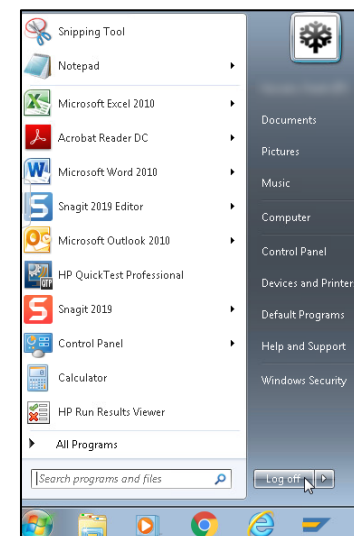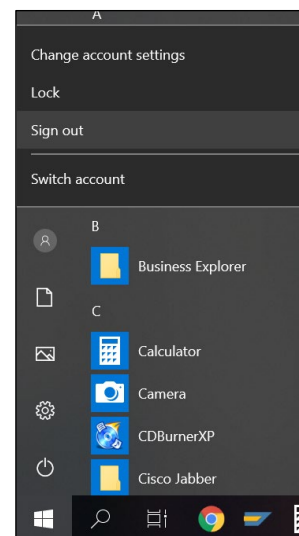
1. After completing your work, to disconnect from your work computer on the City network:

- For a Win 10 PC, from the Start menu ⊞ on the Windows taskbar on your **work** computer, click 🔲, then click **Sign out**.

- For a Win 7 PC, from the Start menu 🪟 on the Windows taskbar on your **work** computer, click **Log off**.

! Do **NOT** power off your work computer, as you will no longer be able to re-connect to it remotely.

! If you change your mobile device, a new Google Authenticator token must be requested. For assistance, submit a request for IT Support in the IT Service Centre. For more information on setting up a token, see the connectBurnaby job aid titled Setting up your Google Authenticator Token and PIN.

2. In Google Chrome, click the tab on left of the screen.

3. On the toolbar, click ⬚ and from the resulting menu, select **Log out**.

Log Off

Are you sure you want to log off?

Cancel   OK
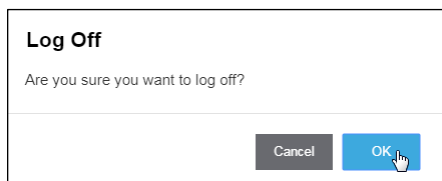
4. In the **Log Off** pop-up, click OK.

5. Close the Google Chrome browser window.