Windows Virtual Desktop (WVD) User Guide – WVD Client Access on iOS

(This user guide uses iPad with iOS 14 as illustration.)

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For enquiries, please contact ITSC

• Hotline: 3943 8845 (during office hours)
• Online Service Desk: http://servicedesk.itsc.cuhk.edu.hk > Get help > General Enquiries

A. Get Started

Windows Virtual Desktop (WVD) provides an alternate option for application administrator users to acquire a secure virtual desktop environment. WVD complies with all the workstation security standards stipulated in Security Policy for Handling Personal Data. It can be accessed through a (1) web browser or (2) WVD client. This document describes the access through a WVD client.

Prerequisites:

DUO Two Factor Authentication (2FA) is mandatory when using WVD. You must enable DUO 2FA on your account and install DUO Mobile App on your mobile in advance. Details: https://www.itsc.cuhk.edu.hk/all-it/information-security/two-factor-authentication-2fa

Supported Operating Systems and Browsers:

<table>
<thead>
<tr>
<th>Browser</th>
<th>Supported OS</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Edge</td>
<td>Windows</td>
<td></td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>Windows</td>
<td>Version 11 or later</td>
</tr>
<tr>
<td>Apple Safari</td>
<td>macOS</td>
<td></td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>Windows, macOS, Linux</td>
<td>Version 55 or later</td>
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<tr>
<td>Google Chrome</td>
<td>Windows, macOS, Linux, Chrome OS</td>
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</table>
B. Install WVD client (One-time installation)

1. Download and install **Microsoft Remote Desktop** app from App Store:

2. Launch the app. For best user experience, grant access to Bluetooth, microphone and camera when prompted.
C. Subscribe to WVD service (One-time setup)

You need to subscribe the WVD service on each new device.

1. Tap + button from the top right-hand corner of the screen, then tap **Add Workspace**.

2. At ‘Add Workspace’ popover, enter the following Workspace URL

   https://rdweb.wvd.microsoft.com/api/arm/feeddiscovery

   Wait for a few moments to allow the search completes (as marked in green). Then tap **Next** to continue.

3. At **Sign in**, enter
   - **CUHK email address**
     (i.e. alias@cuhk.edu.hk)

   Tap **Next**.
4. You’ll be directed to CUHK Login page. Enter
   - **CUHK email address**
     (i.e. alias@cuhk.edu.hk)
   - **Password: CUHK OnePass**

   Tap **Sign in** to continue.

5. You’ll be prompted for DUO 2FA authentication. Check and accept the 2FA prompt on your device.

6. Wait for a few moments for workspace setup completes. Afterwards you should find **Virtual Desktop** displayed and it also means that the subscription has been successfully made.
## D. Connect to WVD

1. Tap **Virtual Desktop**.

2. Enter your credentials with
   - **CUHK email address**
     (i.e. alias@cuhk.edu.hk)
   - Password: **CUHK OnePass**

   Tap **Continue** to proceed.

3. For additional security, please respond to DUO 2FA when prompted.
4. A virtual desktop will then be displayed with applications including
   a. Office Applications: Word, PowerPoint, Outlook, Excel
   b. Browsers: Microsoft Edge, Firefox, Chrome

5. You can now open any browsers to access the following applications
   a. CUSIS
   b. CUPIS
   c. PG Admission System (GS Platform (Division))
   d. UG Admission System

Note: To reduce the risk of data leakage, copy-and-paste/drag-and-drop files to/from WVD are disabled. Instead, users may use OneDrive and SharePoint to upload or download files.

Refer to online documentation from Microsoft about how to navigate the remote desktop session.