

How to use the Unitec Virtual Desktop 2022

The updated virtual desktops now have a Windows 10 Operating System. You can use some Windows functions without having to go to Unitec Virtual Desktop (UVD) - Internet browsing, web print, and OneDrive.

Log in to Windows with your Unitec account.

You will then be presented with the Thin Client Windows 10 desktop environment.

This environment will provide access to connect to UVD, Office 365 and the Edge browser for internet access.

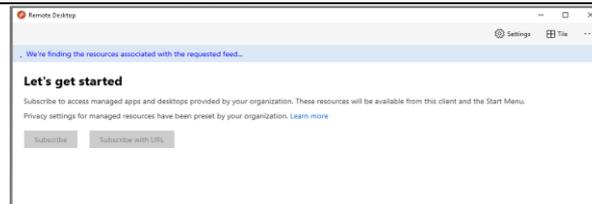


Using UVD

1) Double click the UVD Remote Desktop icon on the desktop.



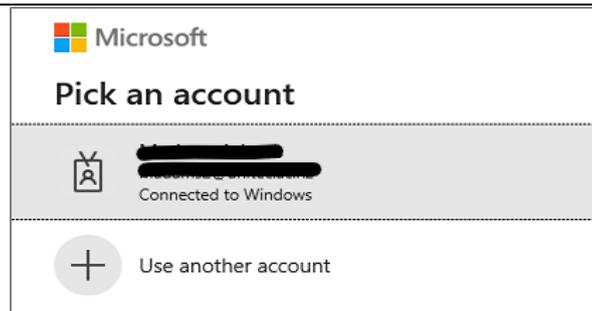
2) Upon opening the UVD Remote Desktop for the first time the “We’re finding resources...” message will appear.



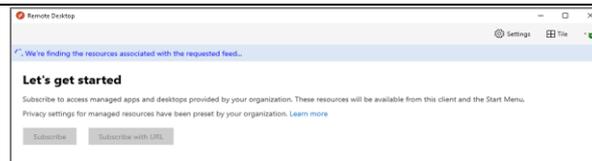
Please wait until the “Pick an account” prompt appears.

3) You will then select the account to be used, by clicking on it.

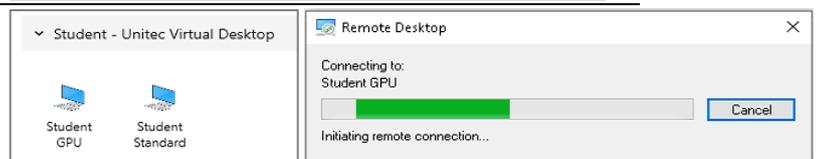
(For students this will be:
<username>@myunitec.ac.nz)



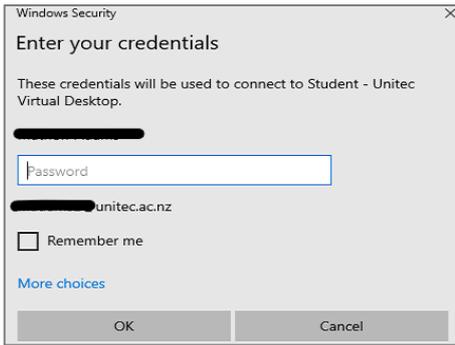
4) Please wait for the resources to be discovered.



5) Once resources have loaded, double click on the required Virtual Desktop environment and it will start loading.



6) When prompted, enter your password, and click OK.



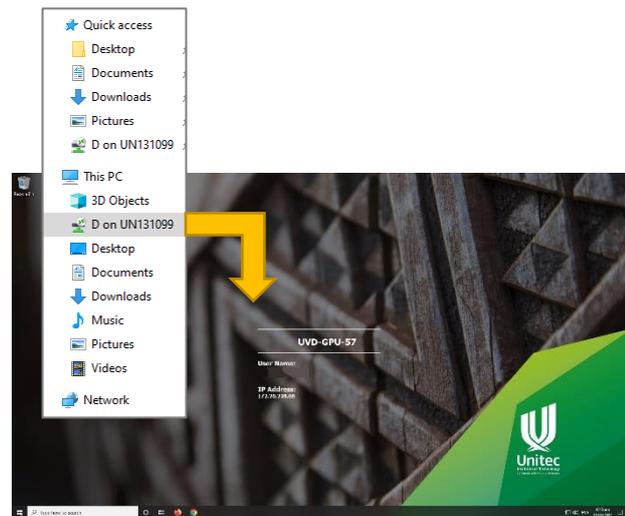
7) The Unitec Virtual Desktop will start loading.



Using files from your USB stick

If you want to use your <project> files from an USB stick, it will be **much faster** to copy your file to the UVD desktop and then open it in the chosen application from there. You will find the USB drive under 'Redirected drives and folders'.

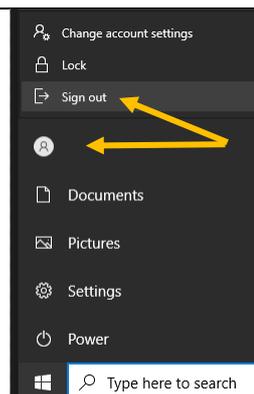
Please don't forget to copy the file back to your USB stick, after you have finished your work.



Leaving UVD

If you want to log out from the UVD session, go to the Start menu (bottom left of the screen) click on your profile picture, then choose "Sign out". Now you are back to the Windows 10 environment of the workstation.

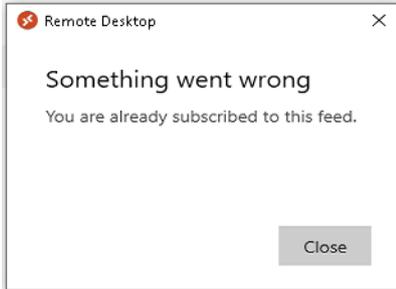
Don't forget to log out of Windows as well, after you logged out of UVD.



Known Problems / Error Messages

“Already subscribed to feeds”

End user has opened the Remote Desktop client previously on the same machine. Close this message.



UVD has **no available resources** (i.e., sessions) available.

Please try again later (at least five minutes); contact the IT Service Desk if the issue persists.

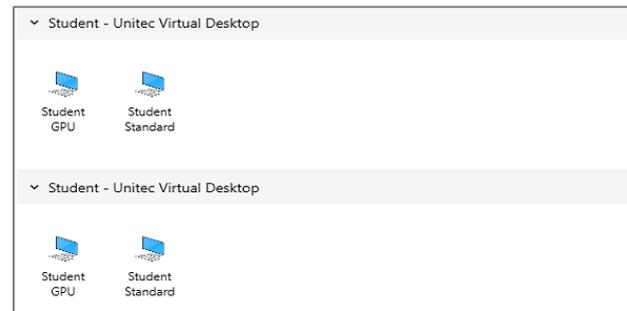


“User Profile failed to attach”

Please contact the Student Service Desk if issue persists.



User clicked on “Subscribe to feed” before the automatic feed subscription has completed. Ignore double entries, they all work. Profiles will be cleaned from time to time.



If you encounter a problem with UVD, contact the Student Service Desk; please provide them with the UVD server name which you can see in the middle of the UVD desktop.



If you are working from a thin client workstation in a computer lab you will see the workstation identifier on the Windows desktop in the top right corner. This will help the Desktop Support team during trouble shooting.

