

# Using Virtual Desktop and Dual Monitors Remotely

**Intended Audience:** All Children’s employees working remotely with virtual desktop and dual monitors.

**Purpose:** Instruct Children’s employees working from home how to access their virtual desktops to complete their daily work tasks.

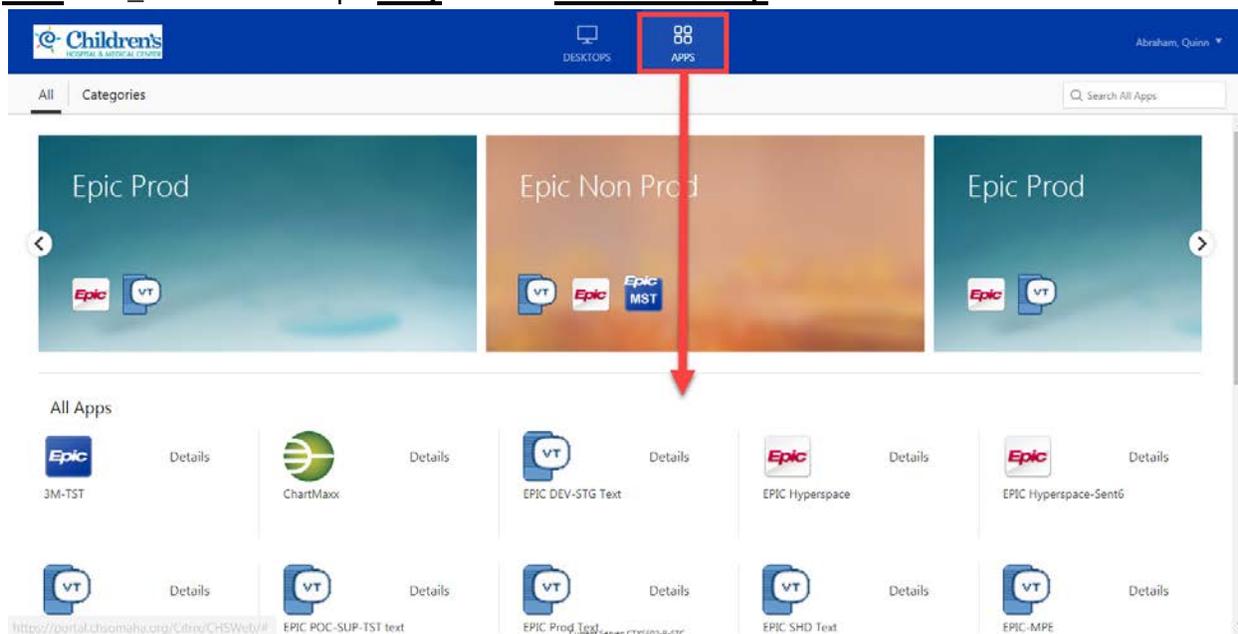
## Accessing and Using your Virtual Desktop/Apps and Dual monitors

The following instructions will detail how to use your virtual desktop, apps and dual monitors remotely.

Click the link to watch a Live Virtual Desktop video demo: <https://youtu.be/YGPjw-0mHms>

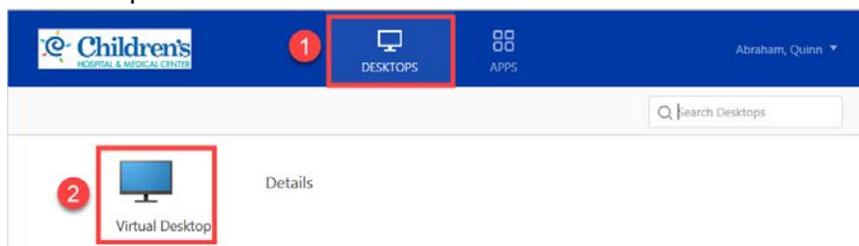
Once logged in a screen displays allowing you to access your **Desktop or Applications**. Click the **APPS** icon to display your current Apps (Epic, Chartmaxx, and CPR+). What applications are included in the virtual desktop? Click this link to find out: [Virtual Desktop Applications](#)

**Note:** Do **NOT** use \_RemoteDesktop. **Only** use the **Virtual Desktop**

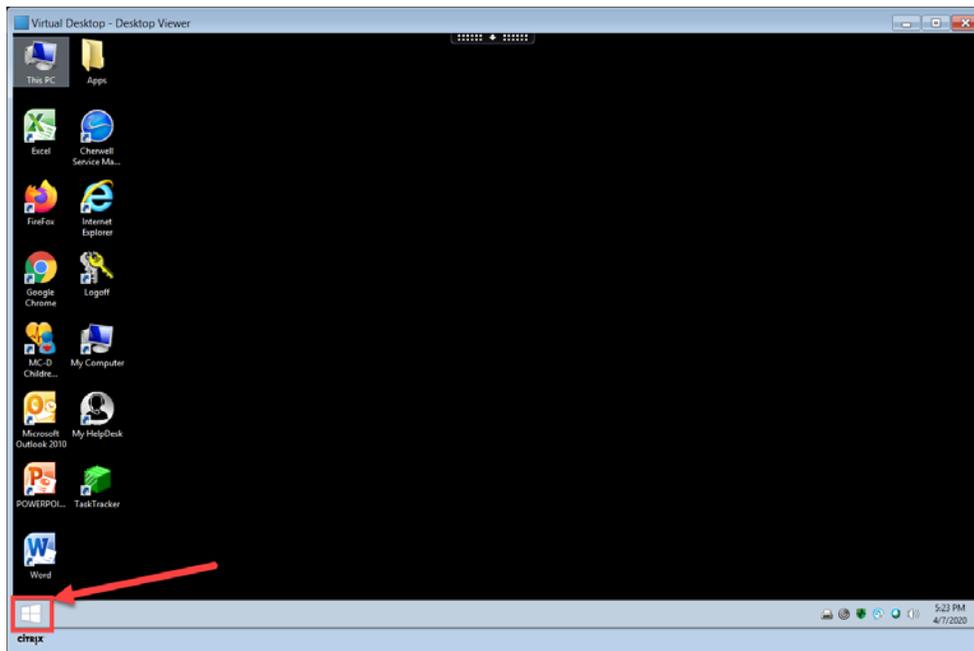


Complete the following steps to access and use your Virtual Desktop:

- 1) Click Desktops in the toolbar.
- 2) Click the Virtual Desktop icon.



- 3) Your Virtual Desktop displays.
- 4) This allows you to access various applications from your virtual desktop.



**Note:** The **Start button**  on your virtual desktop will **not** act as it would on your computer at work. Clicking it will take you to the Start screen. From the Start screen you can use the Search function (top right) to find application that may not be displaying on your Desktop. Click the magnifying Glass and type in your search. To return to your Virtual Desktop, click Desktop.

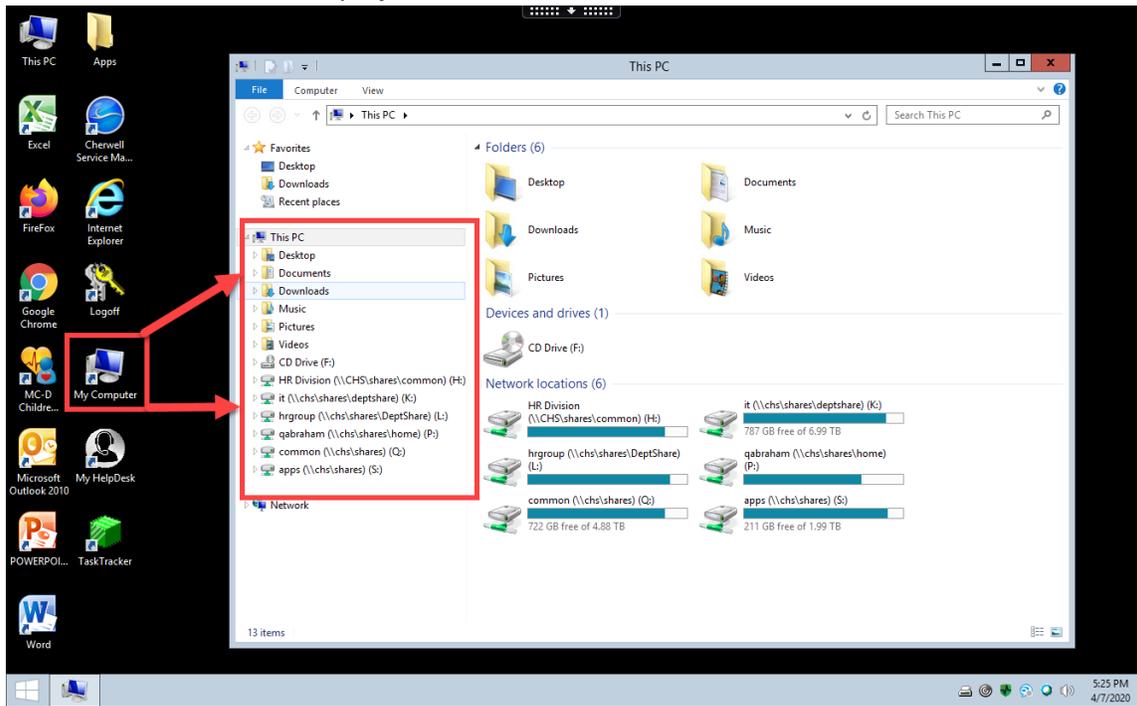


## Using your Virtual Desktop

Once your virtual desktop displays you have access to various programs such as Outlook, Word, PowerPoint, Children's Intranet, etc.

When working from home you will have a need to access your share drives (ex. K, P, Q etc.) Note: Access to these drives is based on which ones you have permission to access.

- 1) Click **My Computer**.
- 2) Your **shared drives** and files display.

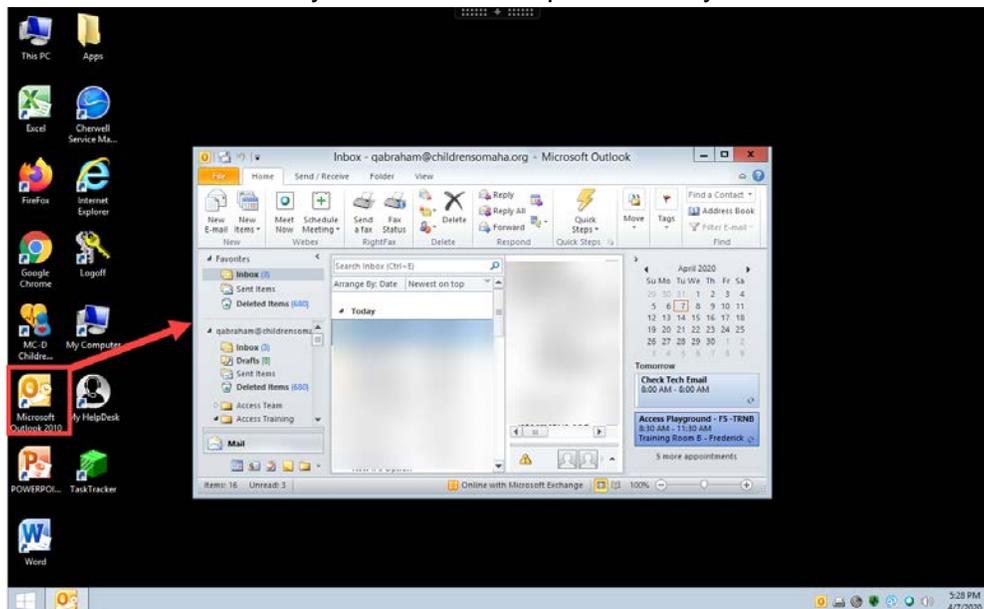


## Accessing Microsoft Office (Word, PowerPoint, Excel, Outlook)

Your virtual desktop allows you to access Microsoft Office.

### Outlook:

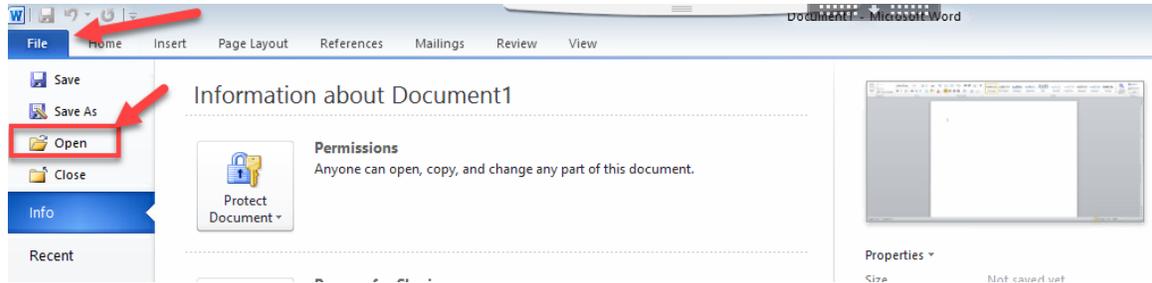
- 1) Click the Microsoft **Outlook** icon on your virtual desktop to access your **email and calendar**.



## Word / PowerPoint / Excel:

Click on the WORD, POWERPOINT or EXCEL icons on your virtual desktop to access any of these Microsoft Office applications.

1. Click the **WORD** icon  on your virtual desktop to open Microsoft Office Word.
2. Click **File**.
3. Click **Open** folder to access your files and Word documents.



4. Click PowerPoint or Excel to open up and work with these applications.

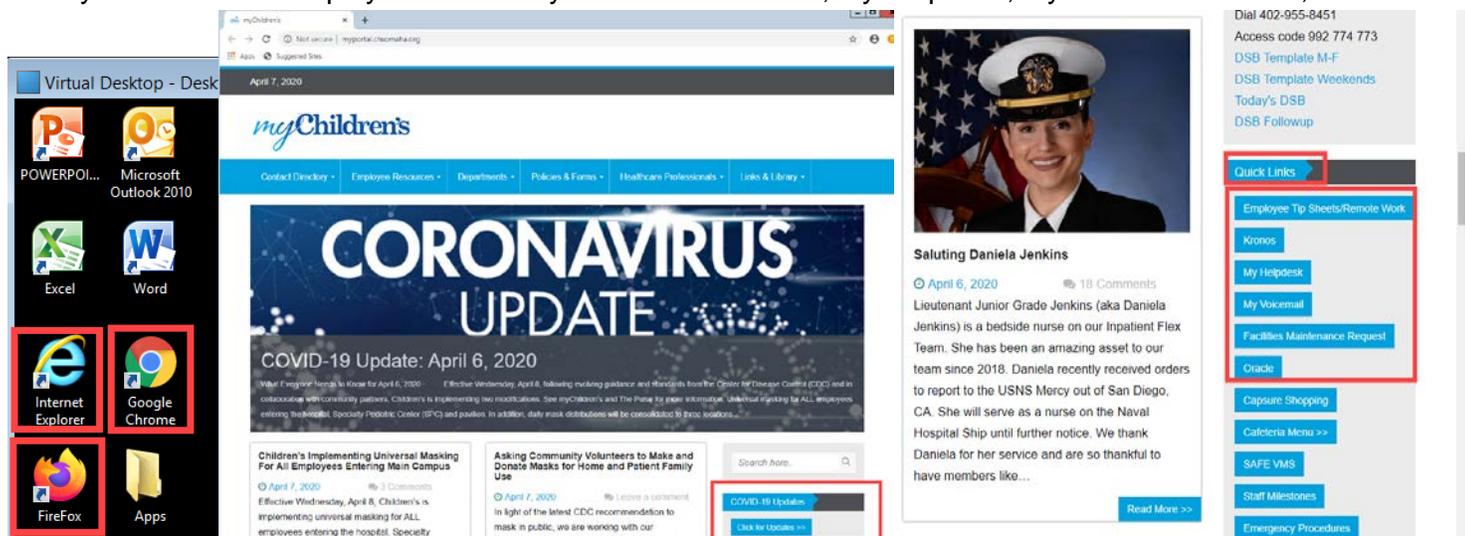


**Note:** You cannot access any of your **recently displayed documents**. You need to click **Open** and then locate your documents in the **appropriate folder**.

## Accessing the intranet:

You can access Children's Intranet from your virtual desktop.

1. Click Internet Explorer, Google Chrome (recommended) or Firefox (recommended) to access Children's Intranet.
2. My Children's will display. This allows you to access Oracle, My Helpdesk, My Children's articles, etc.

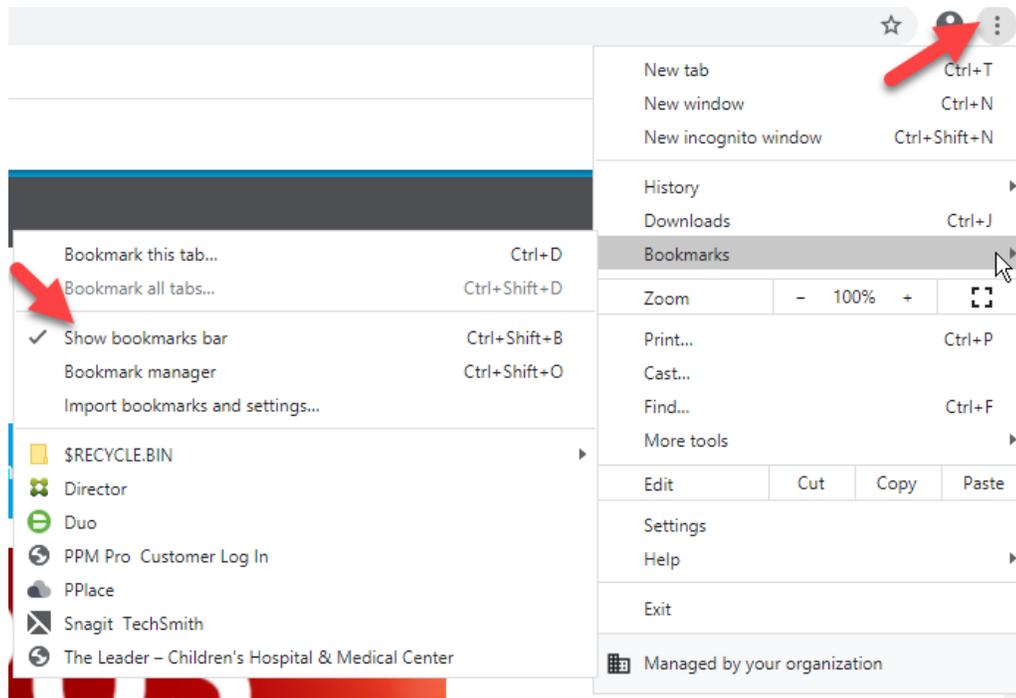
A screenshot of a virtual desktop environment. The desktop background is black. There are four application icons: 'POWERPOI...', 'Microsoft Outlook 2010', 'Excel', and 'Word'. The 'Internet Explorer', 'Google Chrome', and 'Firefox' icons are highlighted with red boxes. The main window shows the Children's Intranet website. The website has a blue header with the 'myChildren's' logo and navigation links. The main content area features a large 'CORONAVIRUS UPDATE' banner with the text 'COVID-19 Update: April 6, 2020'. Below the banner are several news articles. On the right side of the website, there is a 'Quick Links' section with a red box around it, containing links for 'Employee Tip Sheets/Remote Work', 'Kronos', 'My Helpdesk', 'My Voicemail', 'Facilities Maintenance Request', 'Oracle', 'Capsure Shopping', 'Caldesia Menu >>', 'SAFE VMS', 'Staff Milestones', and 'Emergency Procedures'. There is also a 'Saluting Daniela Jenkins' article with a photo of a woman in a nurse's uniform.

## Saving Browsers:

Users can update all of their favorites in Internet Explorer on their computer. Anything saved as a favorite in Explorer will be available to you in other browsers from the virtual desktop like Chrome.

## In your virtual desktop:

1. Open Chrome
2. Select Show bookmarks bar or Ctrl+Shift+B
3. Your Favorites from Explorer will now appear.

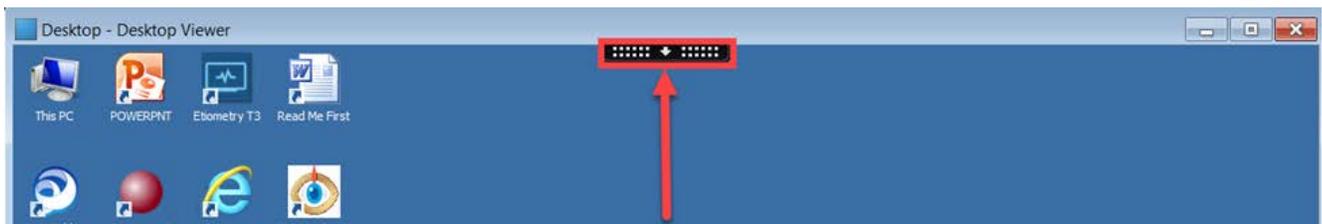


**Note:** When closing out of any application click the **X** called out below. If you click on the top **X** then your virtual desktop will close.

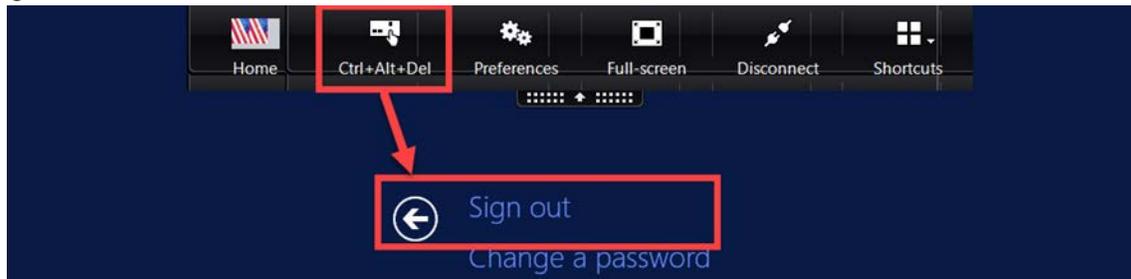


## Signing out:

1. Click the black rectangle at the top of the screen



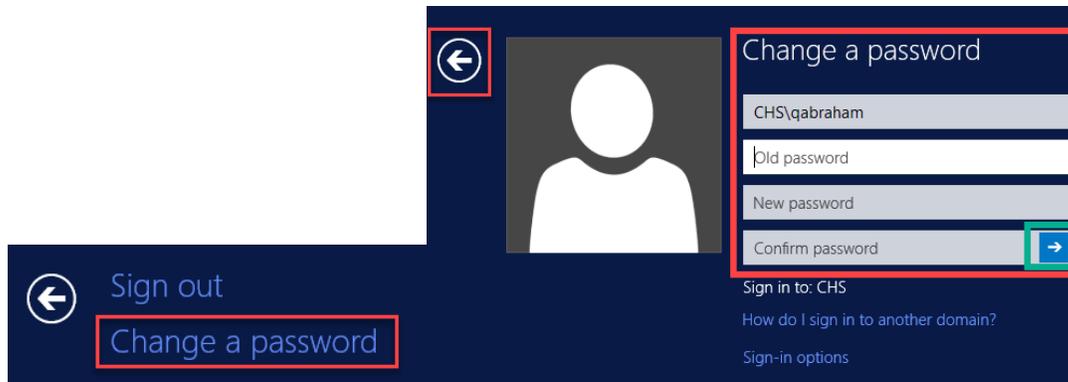
2. This will open a menu.
3. Click Ctrl+Alt+Del
4. The Sign out page will display
5. Click Sign Out



### **Change a password:**

If your password is expiring or has been compromised please take the following steps to reset it.

1. Click the arrow button at the top of the Virtual Desktop screen to open the toolbar
2. From the Virtual Desktop toolbar, select Ctrl+Alt+Del
3. Click the Change a password link
4. Change your password
5. Click the Arrow in the Confirm Password field to confirm the password change
6. If you choose not to change your password, Click the arrow to the right of Change a Password to exit.

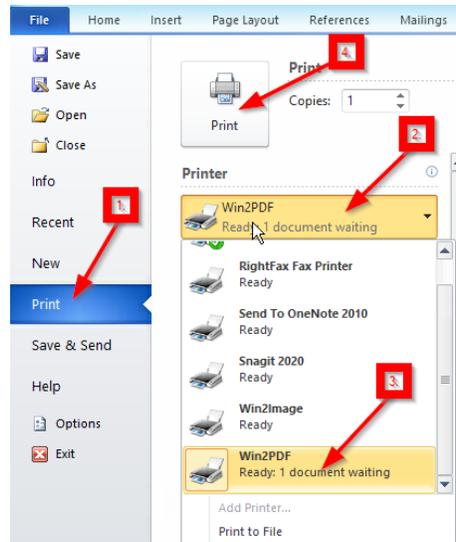


# Printing Remotely

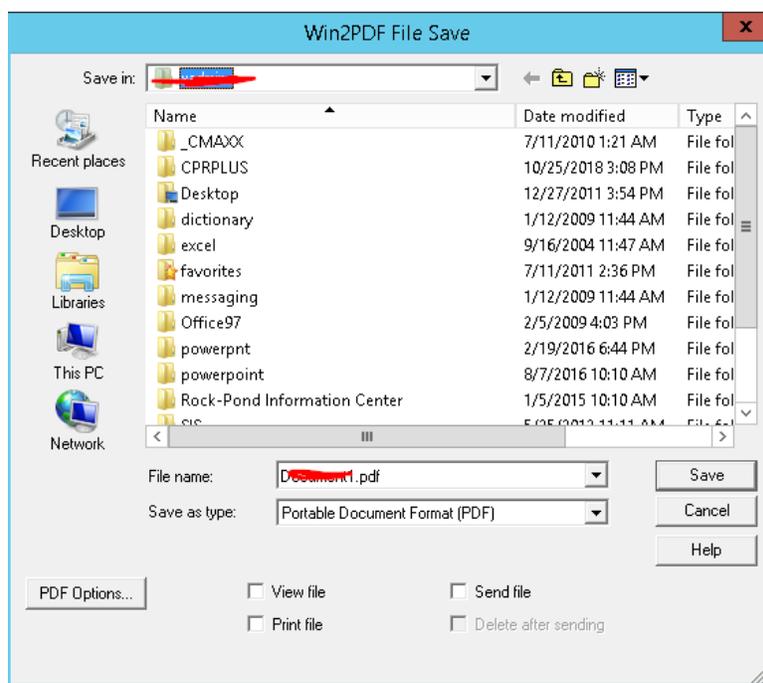
## Using “Win2PDF” printer:

Once you open a Word document or Excel file that you want to print to PDF complete the following steps:

1. File>Print.
2. Print icon.
3. Select “Win2PDF”.
4. Select the print button.



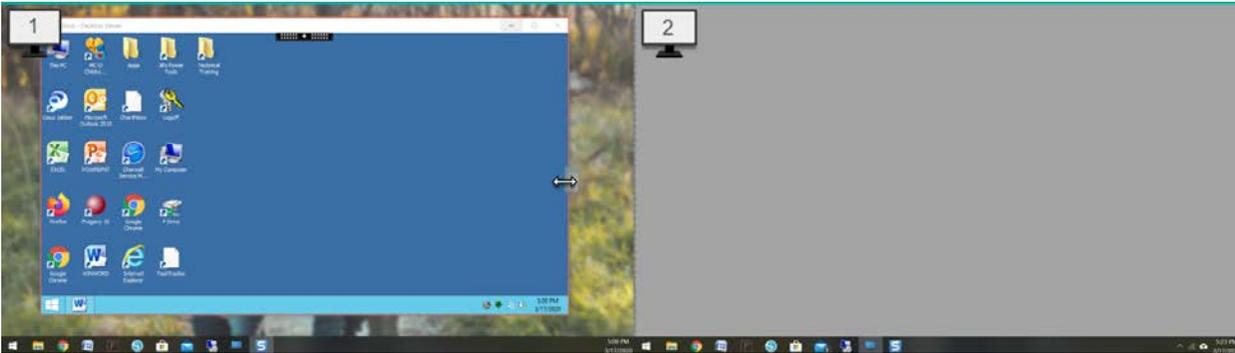
5. The “Win2PDF File Save” box will display. It will default to saving the PDF to your “P:” drive.
6. Give the document a file name.
7. Click “Save”.



# Using Dual Monitors Remotely

Follow the steps below to utilize dual monitors with the virtual desktop.

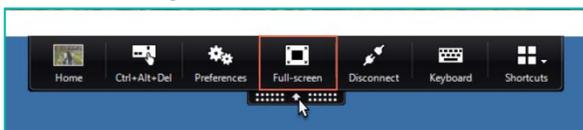
1. Login to the portal and open the virtual desktop.
2. With the virtual desktop in a floating window (rather than full screen), move your mouse pointer to the edge of the window until the **double-headed arrows** mouse pointer appears.



3. **Click and drag** the window to span both monitors.



4. Click the **drop-down toolbar** and select **Full-screen**.



5. The virtual desktop will expand to fill the screens on both monitors.

