

Using Virtual Desktop and Dual Monitors Remotely

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

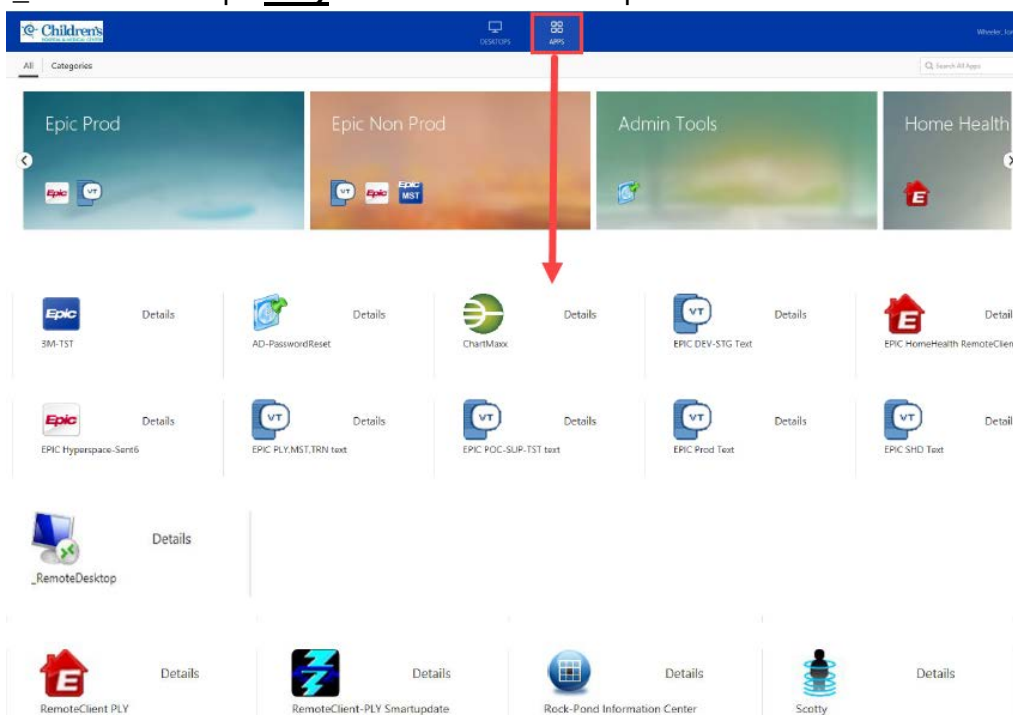
Purpose: Instruct Children's employees working from home how to access their virtual desktops to complete their daily work tasks.

Accessing and Using your Virtual Desktop/Apps and Dual monitors

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

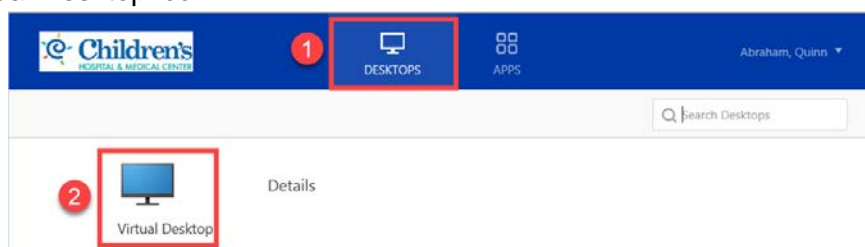
You can also click to watch a video: Watch a Live Virtual Desktop video demo: <https://youtu.be/YGPjw-0mHms>
Step by step walk through video of this tip sheet: <https://youtu.be/HZmA0EJ90LI>

Once logged in a screen displays allowing you to access your **Desktop or Applications**. Click on the APPS tab to display your current Apps. **Note:** The _Remotedesktop icon that once appeared at the top of the page has been renamed "Remotedesktop." The icon will no longer be listed at the top, but rather alphabetically among the other icons. Do **NOT** use _RemoteDesktop. **Only** use the Virtual Desktop

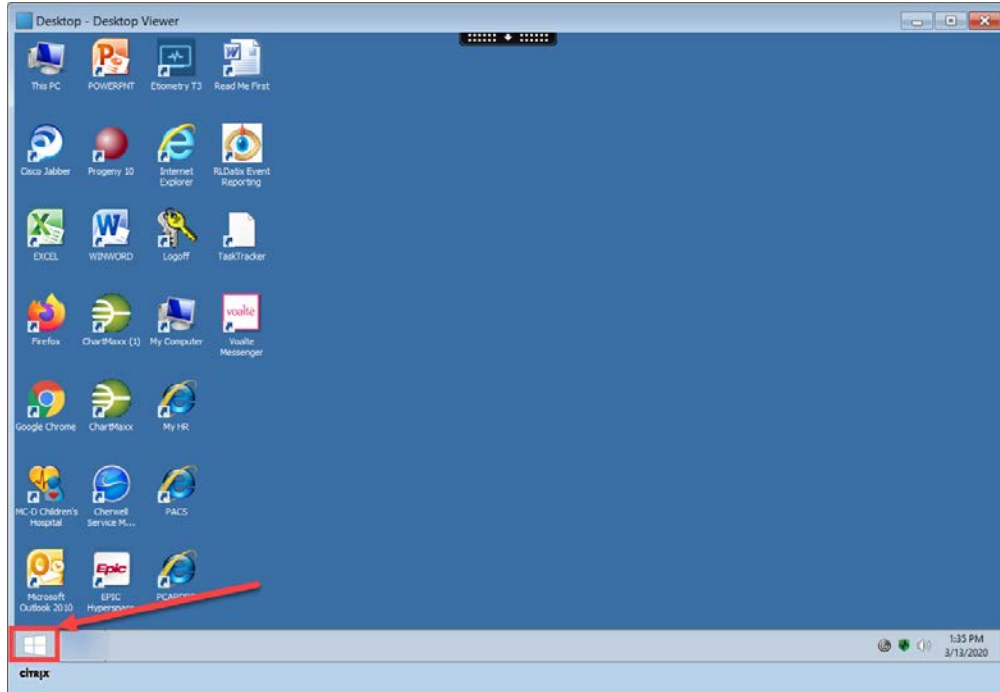


Complete the following steps to access and use your Virtual Desktop:

- 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.



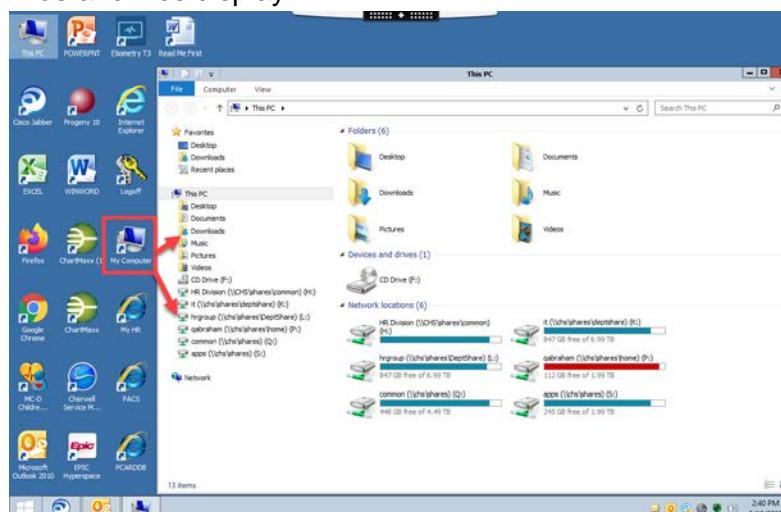
Note: The **Start button** in the bottom left corner of your virtual desktop will not act as it would on your computer at work. If you click on it it will take you back to the previous Desktop screen.

Using your Virtual Desktop

Once your virtual desktop displays you have access to various programs such as Outlook, Word, PPT, 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.

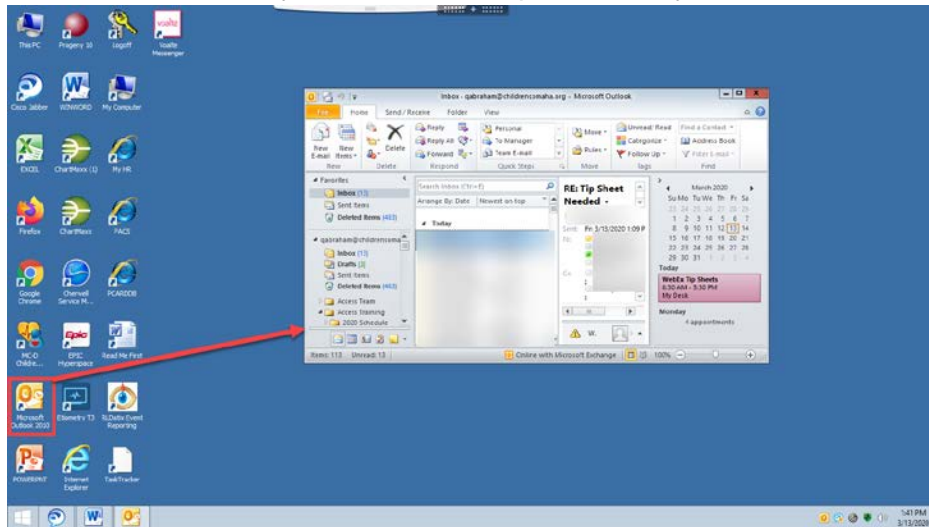


Accessing Microsoft Office (Word, PPT, Excel, Outlook)

Your virtual desktop allows you to access Microsoft Office.


Outlook:

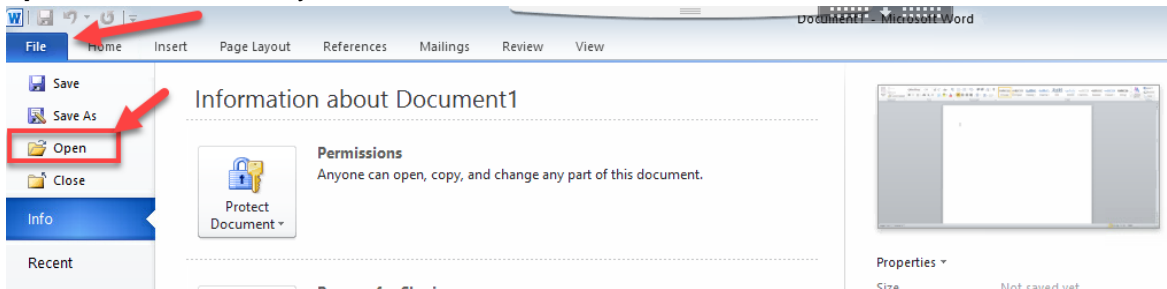
- 1) Click the Microsoft **Outlook** icon on your virtual desktop to access your **email and calendar**.



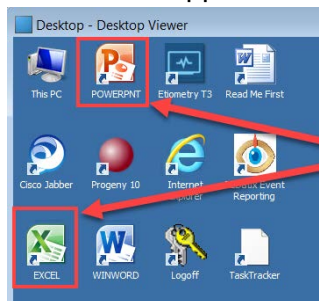
Word / PPT / Excel:

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 PPT or Excel to open up and work with these applications.

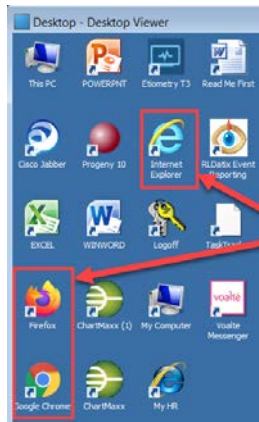


Note: You **cannot access** any of your **recently displayed documents**. You need to click **Open** and then locate your documents in the **appropriate folder**.

Accessing the intranet:

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

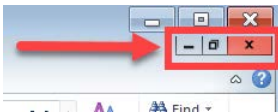
1. Click Internet Explorer, Google Chrome (recommended) or Firefox (recommended) to access Children's Intranet.



2. My Children's will display. This allows you to access Oracle, My Helpdesk, My Children's articles, etc.

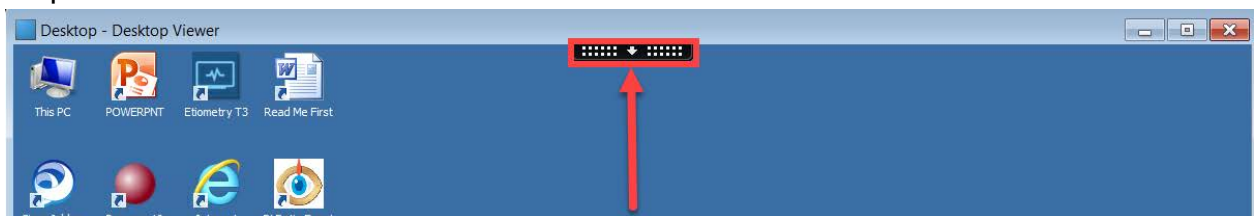


Note: When closing out of any application click the **X** called out below. If you click on the top **X** then your virtual desktop will close.

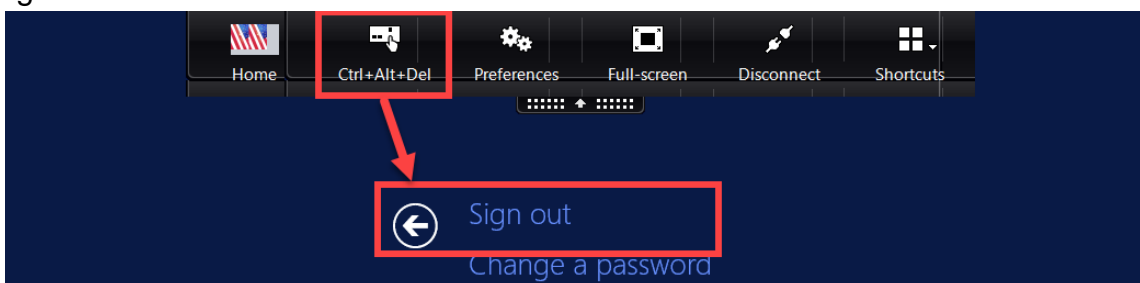


Signing out:

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



Using Dual Monitors Remotely

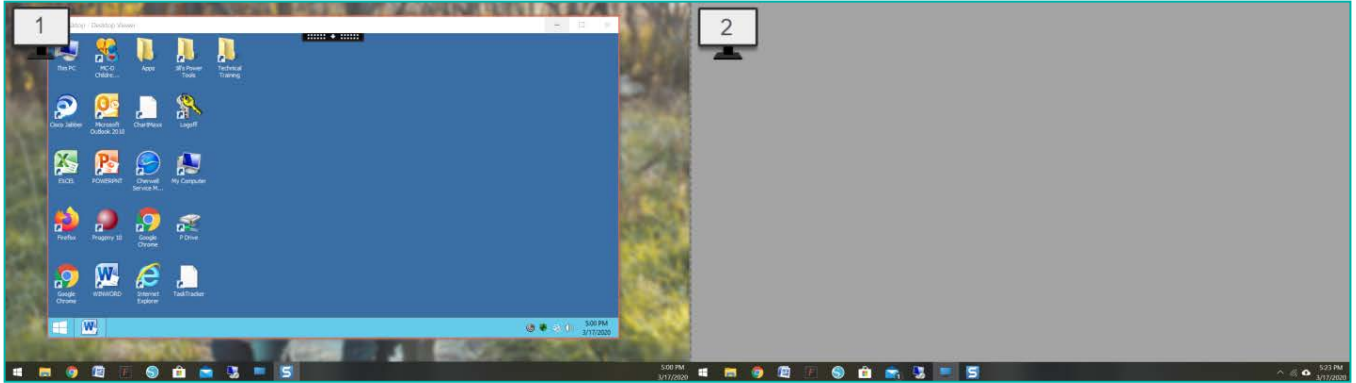
Intended Audience: All Children's employees working remotely with dual monitors

Purpose: Learn how to set your Virtual Desktop up to utilize dual monitors.

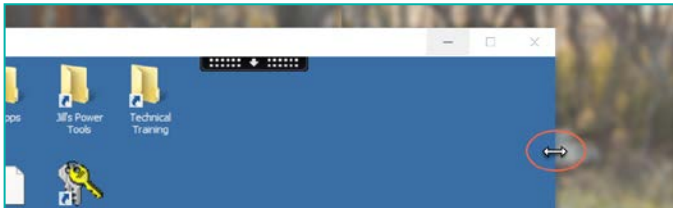
Personalize your Virtual Desktop

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

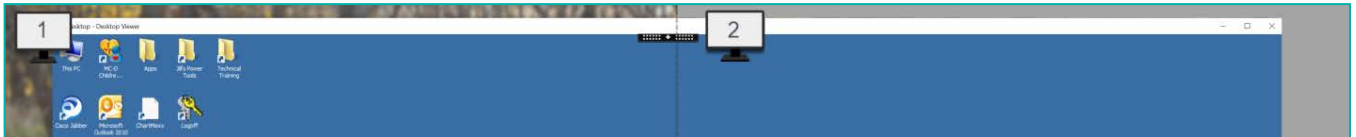
1. Login to the portal and open the virtual desktop.



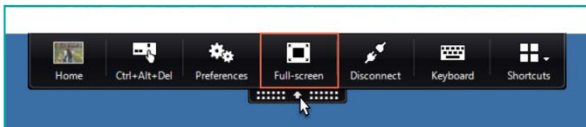
2. With the virtual desktop in a floating window (rather than full screen), move your mouse pointer to the edge of the window until the **double-headed arrows** mouse pointer appears.



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.

