



Azure Virtual Desktop (AVD) user guide

Remote Desktop (RD) client app in Windows

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1. Introduction

Azure Virtual Desktop (AVD) is a cloud-based desktop and application virtualization solution. Designed to optimize user experience, AVD ensures a consistent Windows environment across all devices. Using a Windows virtual machine (VM) and cloud-hosted applications, AVD empowers users to seamlessly access their digital workspace from any device, enabling unparalleled flexibility and productivity.

Keywords

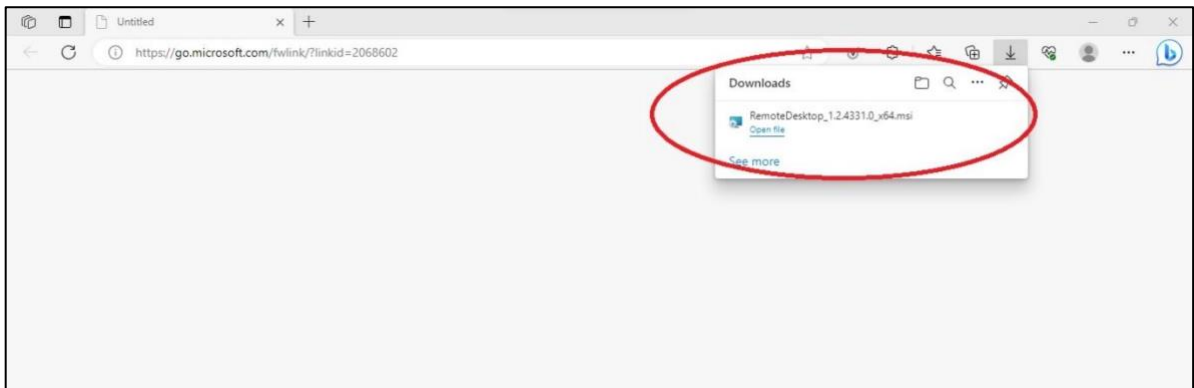
AVD	Azure Virtual Desktop
Remote desktop client (RD client)	This is an application to be installed to connect AVD (Azure Virtual Desktop) and other resources (Remote Apps)
Workspace	Workspaces are Remote App programs, session-based desktops, and virtual desktops published by your admin using Remote Desktop Services.

1.1. Purpose of the document

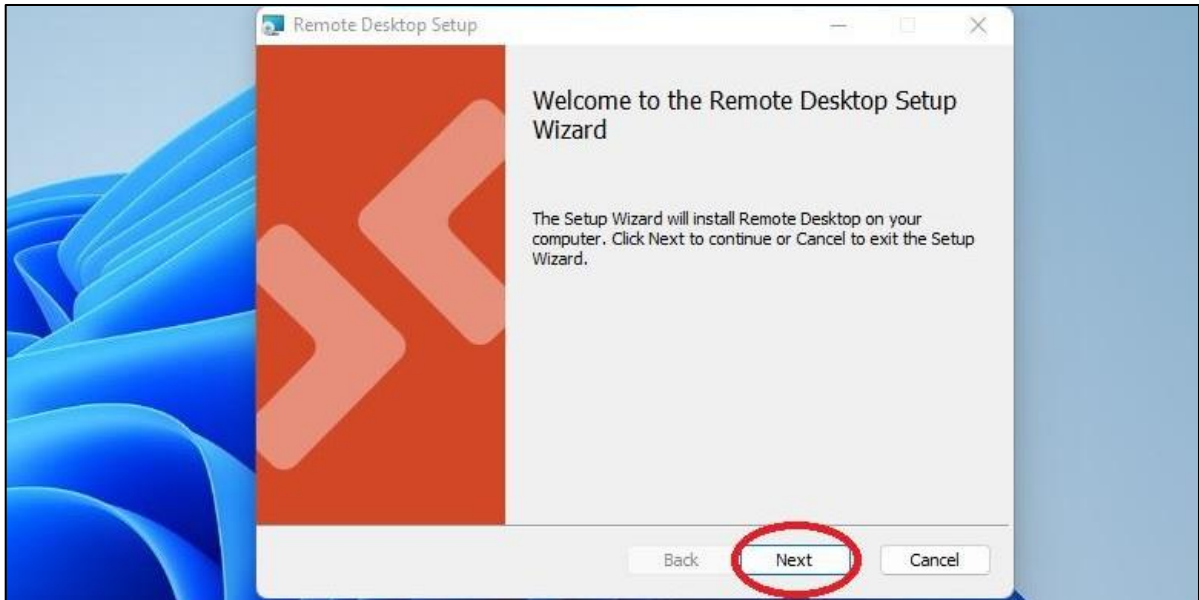
This document will show you how to connect to Azure Virtual Desktop (AVD), using the Remote Desktop (RD) Client App. Furthermore, this document will enable you to navigate the application and guide you through detailed step-by-step instructions on how to utilize Azure Virtual Desktop (AVD), using RD Client.

2. Installing and accessing AVD from the RD client.

Step 1: Click on the [Link](#) (for **Windows 64-bit**) / [Link](#) (for **Windows 32-bit**) to download the installer. It will automatically download to your default download folder.



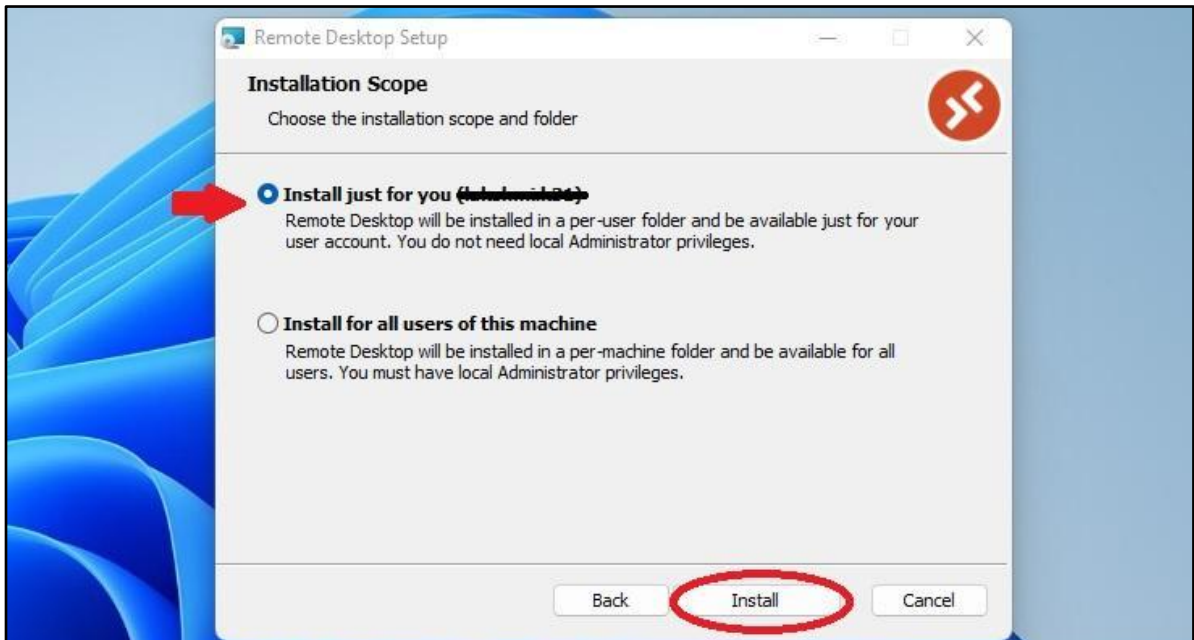
Step 2: Open the downloaded installer. You will receive the installation prompt shown below. Click on **Next** to continue.



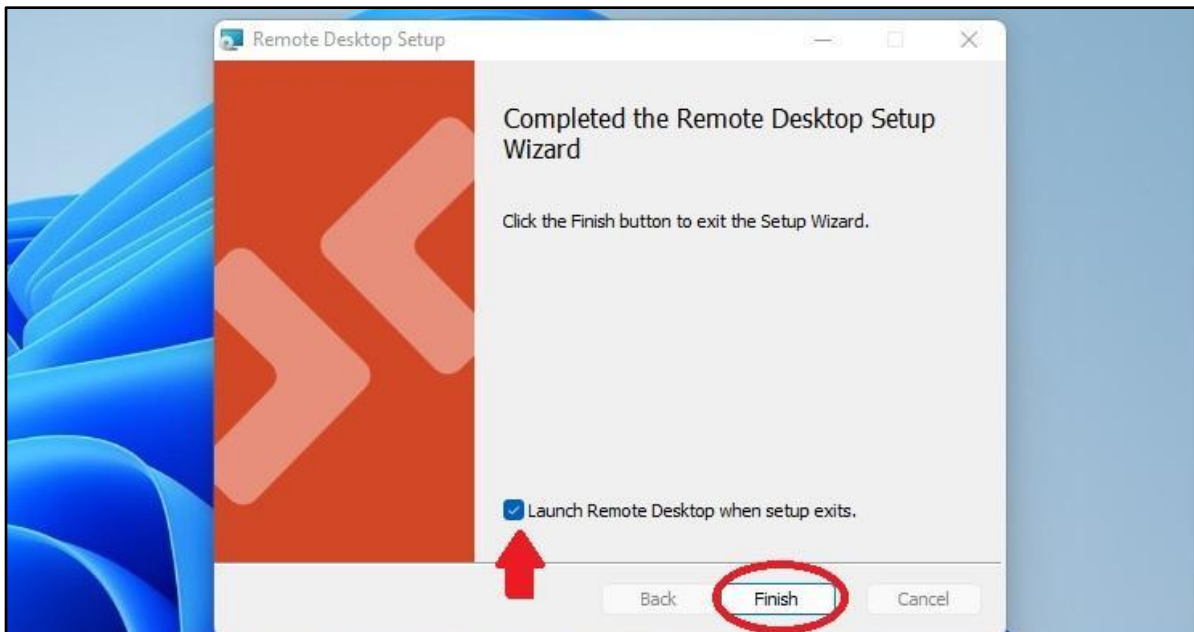
Step 3: Select the checkbox to accept the terms in the License agreement. Click on **Next** to proceed.



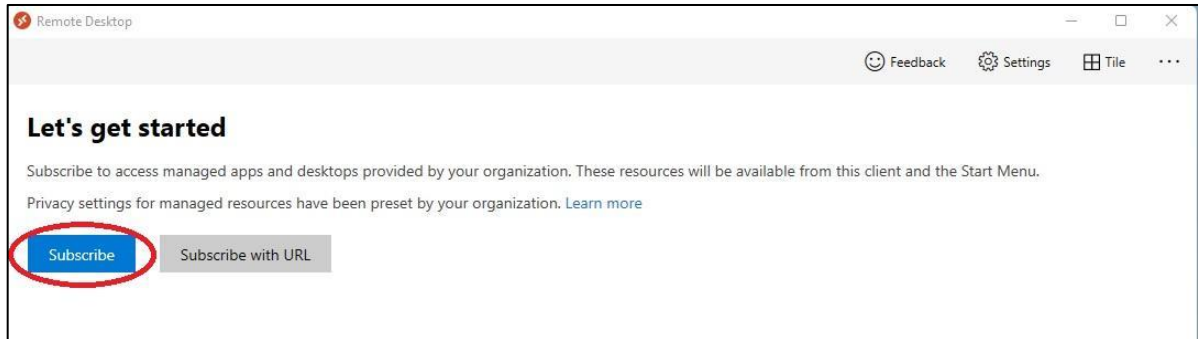
Step 4: Select **Install just for you** and click on **Install**.



Step 5: Once the setup is complete, select the checkbox to launch the application and click on **Finish**.

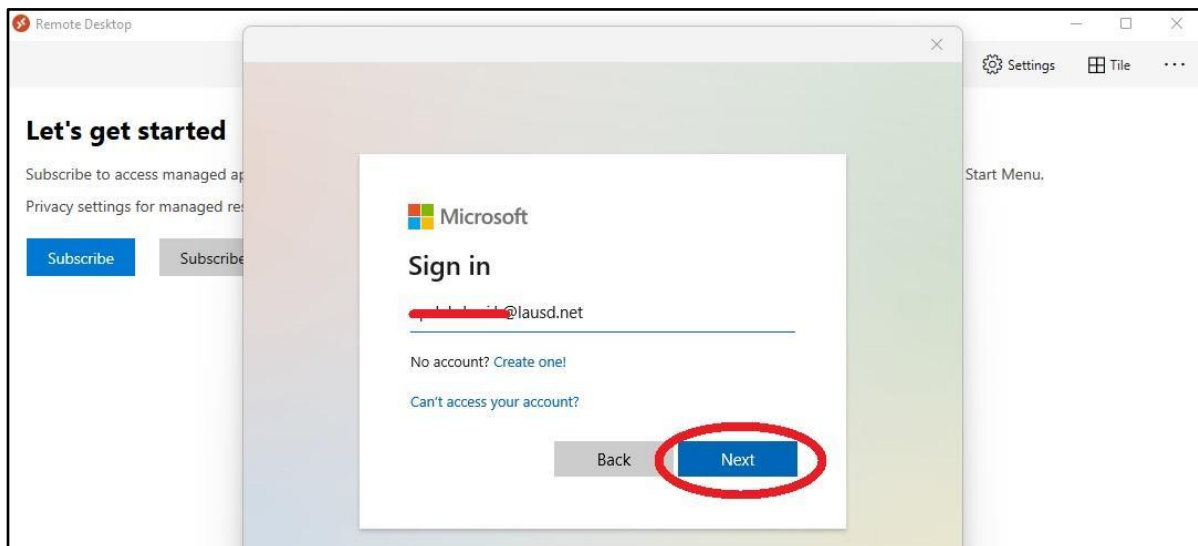


Step 6: You will now see that the RD client app has opened. Once the **Let's get started** page has appeared, click on **Subscribe**.

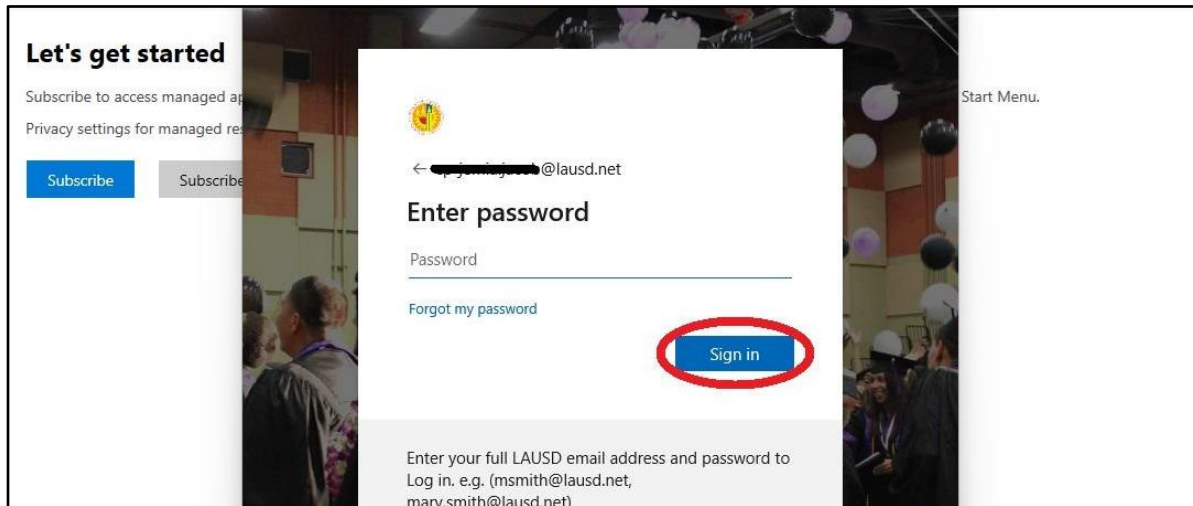


Step 7: Enter your LAUSD username and click on **Next**.

PS: User must have configured **MFA** (Multi factor authentication) for LAUSD Single Sign-On, before you proceed further. Please refer <https://achieve.lausd.net/mfa> for more information.

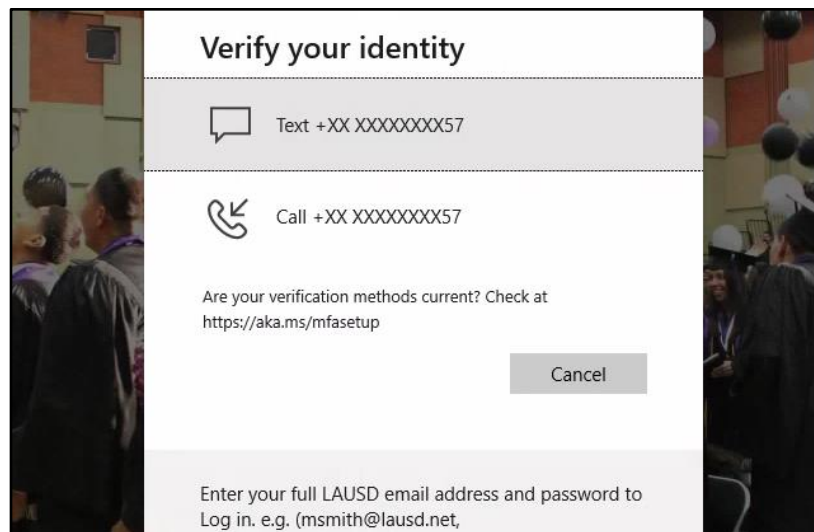


Step 8: Input your LAUSD password and click on **Sign in**.

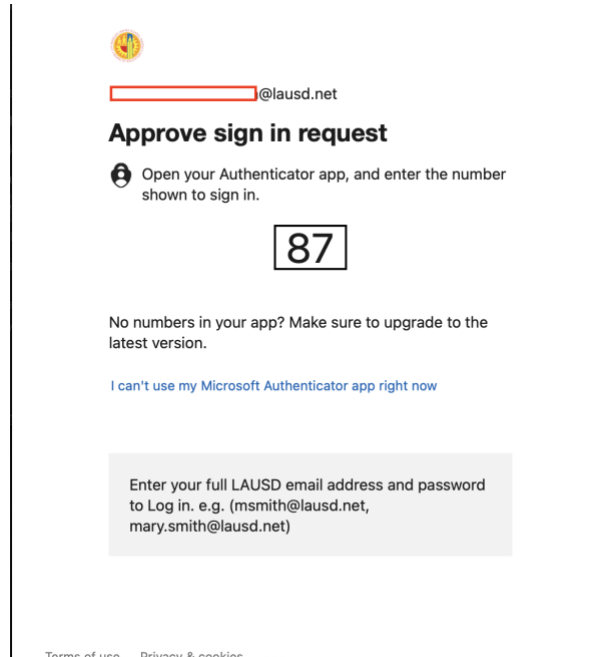


Step 9: If the portal asks you to provide **MFA** (Multi factor authentication), please approve the sign in request using your method of choice.

PS: User must have configured **MFA** (Multi factor authentication) for LAUSD Single Sign-On, before you proceed further. Please refer <https://achieve.lausd.net/mfa> for more information.



or



Step 10: After authentication, the screen displayed below will begin to load.

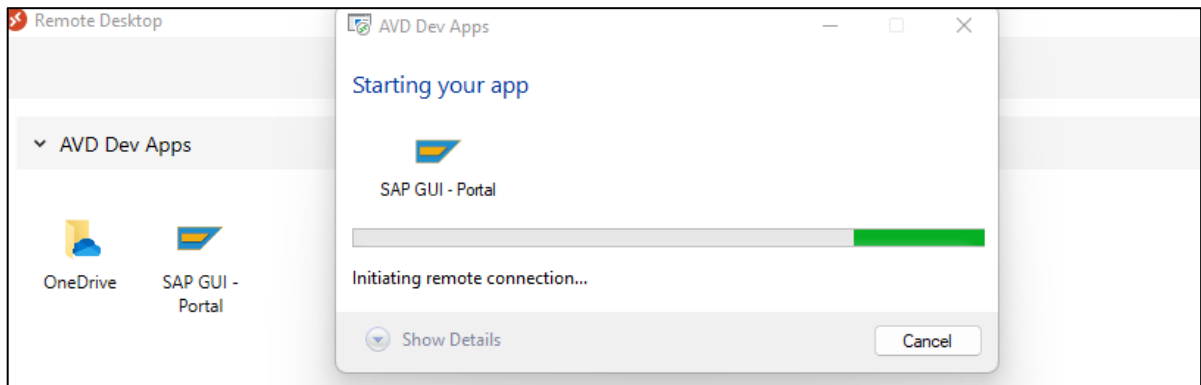


3. Opening BTS (SAP GUI - Portal) using RD client.

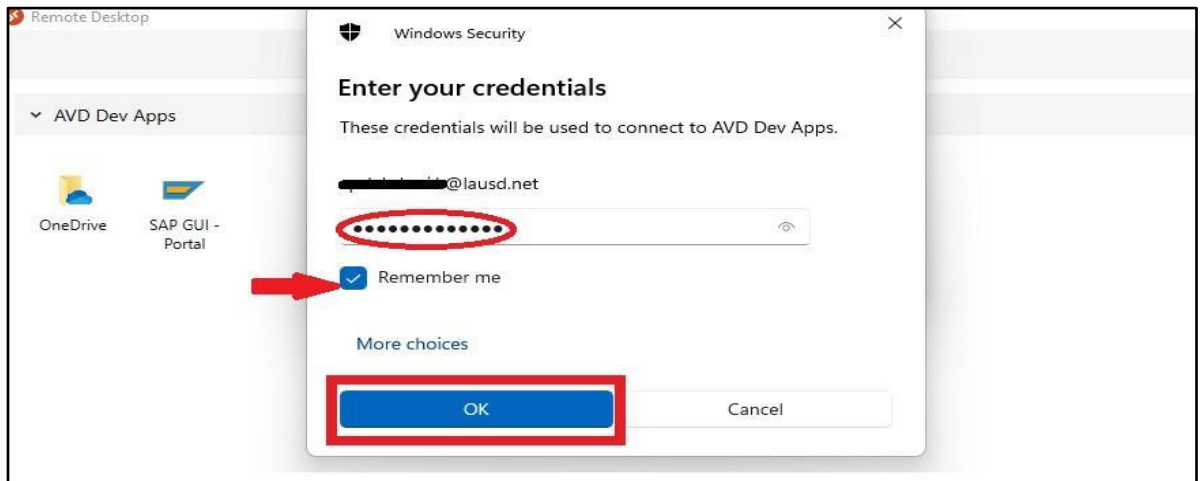
Step 1: To open, SAP GUI-Portal app, double click on the **SAP GUI - Portal**.



You will see the screen below.



Step 2: Input your LAUSD password and click on **OK**. You can check the checkbox for **Remember me** however, this is optional.



PS: User must have configured **MFA** (Multi factor authentication) for LAUSD Single Sign-On, before you proceed further. Please refer <https://achieve.lausd.net/mfa> for more information.

Verify your identity


 Text +XX XXXXXXXX57

 Call +XX XXXXXXXX57


Are your verification methods current? Check at <https://aka.ms/mfasetup>

Enter your full LAUSD email address and password to Log in. e.g. (msmith@lausd.net,

or



Approve sign in request

 Open your Authenticator app, and enter the number shown to sign in.

87

No numbers in your app? Make sure to upgrade to the latest version.

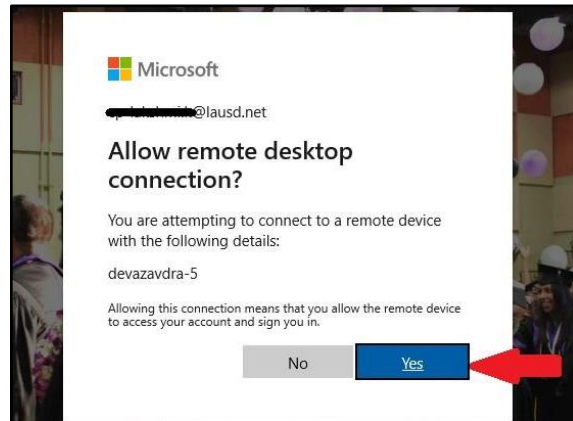
[I can't use my Microsoft Authenticator app right now](#)

Enter your full LAUSD email address and password to Log in. e.g. (msmith@lausd.net, mary.smith@lausd.net)

[Terms of use](#) [Privacy & cookies](#) ...

Step 3: Now, you will be able to see a screen with the name of the virtual machine that you will be connecting to in AVD. Click on **Yes** to continue.

Note: You will see a name such as **prodazavdra- x**. This is just an indication of connecting to a remote device and will not lead to any issues with your account. Continue by clicking on Yes.



Step 4: Wait for the client to load your session.

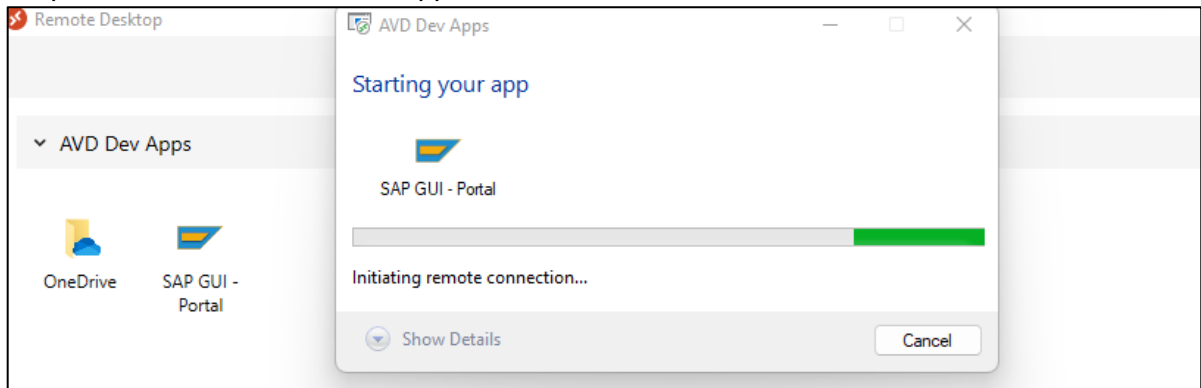


Step 5: Now, you will be able to see that the BTS Portal page has opened in Edge browser as a new window. You can start working on it normally as you do. In the taskbar, you can see the SAP remote app icon as shown below.

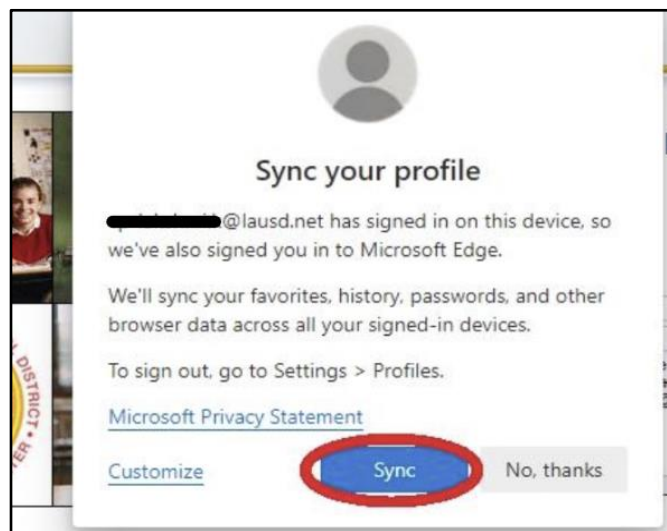
4. Edge browser settings

This section covers settings you can configure in Edge to automatically populate your credentials in AVD.

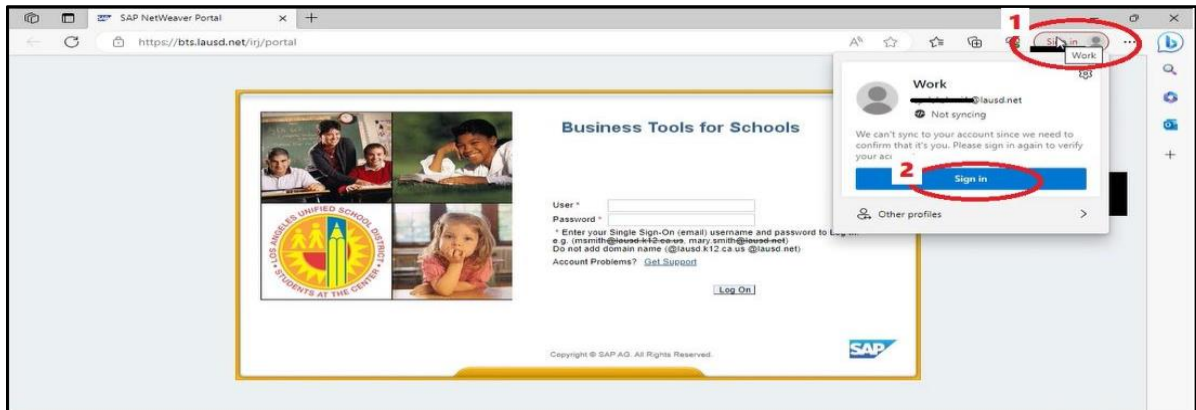
Step 1: Go to SAP GUI-Portal app.



Step 2: First, you have to sync your account with Microsoft Edge (This will be a one-time activity). If you receive the popup displayed below, click on **Sync**.

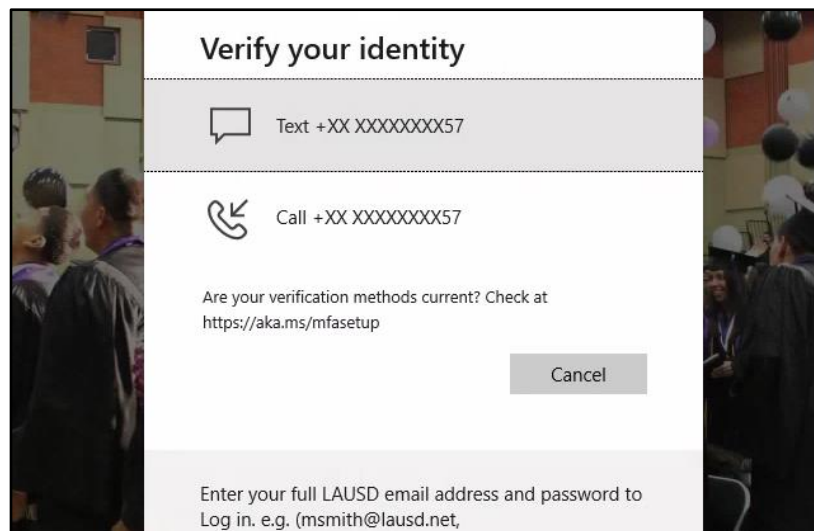


Another option is to click on **Sign-in** on the edge of the tab towards the right. This will redirect you to a prompt where you have to select **Sign in**.

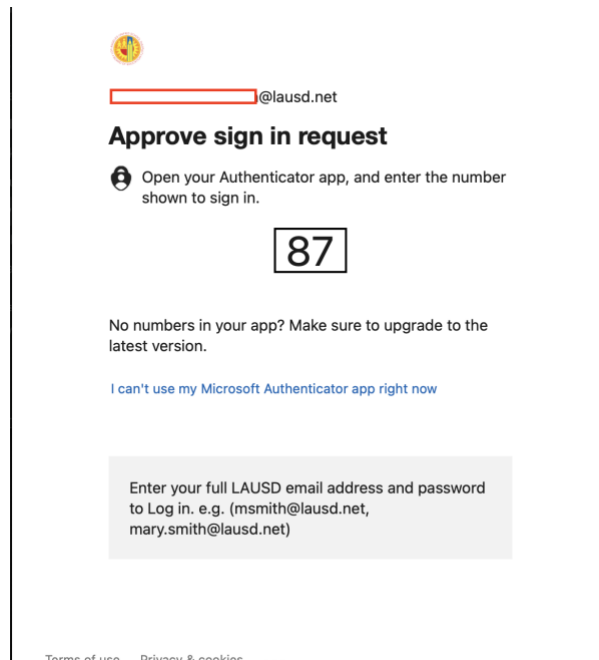


Step 3: If required, provide MFA (Multi factor authentication) using your preferred method.

PS: User must have configured **MFA** (Multi factor authentication) for LAUSD Single Sign-On, before you proceed further. Please refer <https://achieve.lausd.net/mfa> for more information.



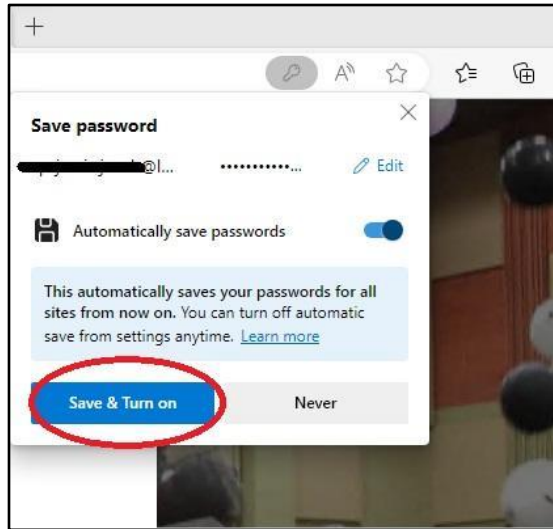
or



Step 4: After verification, you will be able to observe that **Sync** is turned on. This means that your browser settings will now be available in AVD.

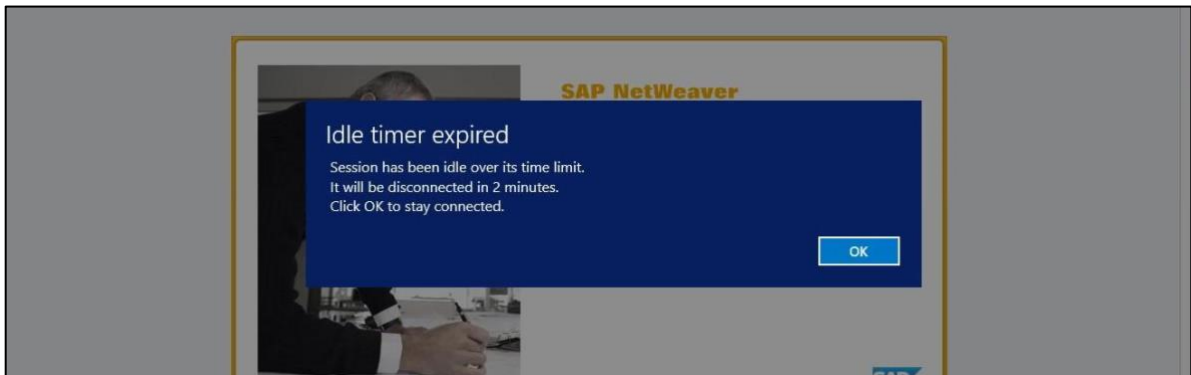


Step 5: You will see a pop-up after entering your credentials (SAP credentials for example). To save passwords to your edge browser settings, enable the toggle named **Automatically save passwords** and click on **Save & Turn on**.



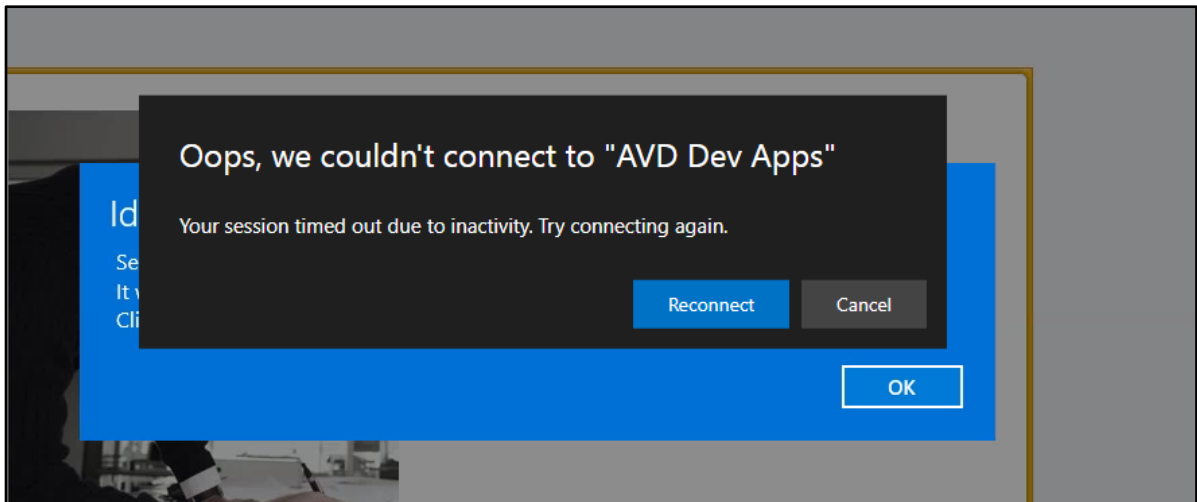
5. Reconnecting after session time out.

Note: There is a session timeout set for the environment. If you keep your application idle, your session will disconnect after 30 minutes. Once this occurs, you will be shown the popup below for 2 minutes. Click on **OK** to stay connected.



If you do not click **OK** on the popup, you will receive another one as shown below. In order to get back to your previous session, click **Reconnect**. If this does not work, it means that

you have been disconnected for more than 10 minutes and this option will no longer work. From here, you will be required to click on **Cancel** and begin to reconnect again.



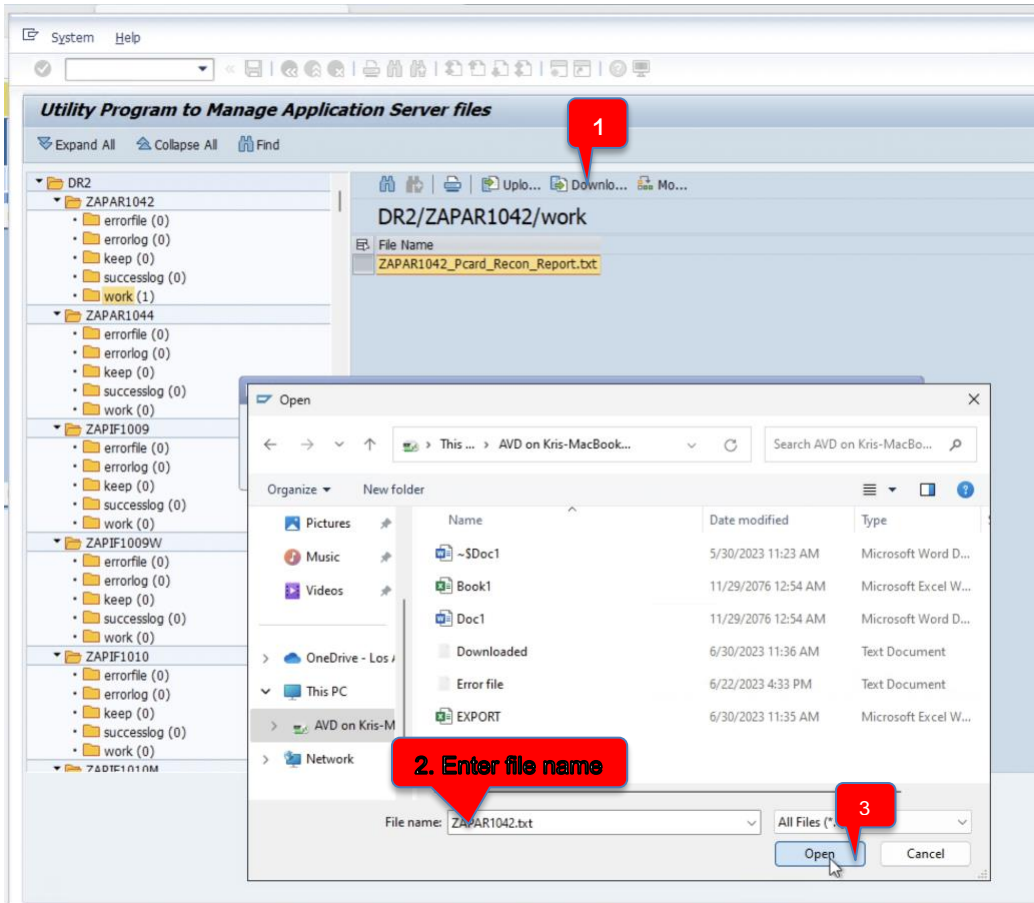
6. Transferring files (Download/ Upload) from SAP via AVD

6.1. Download files from SAP to your local computer

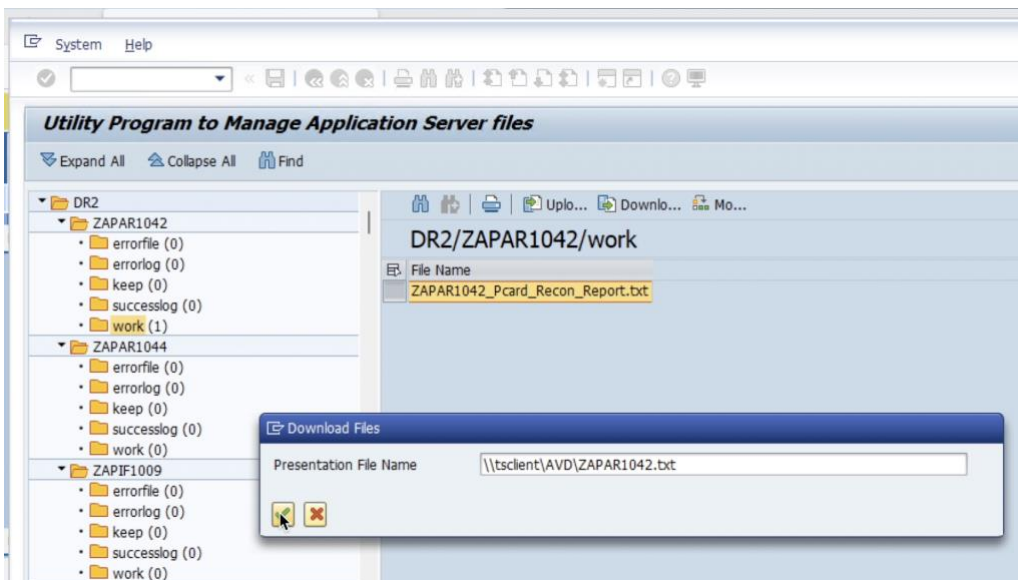
Step 1: Launch any SAP transaction that produces an outbound downloadable file

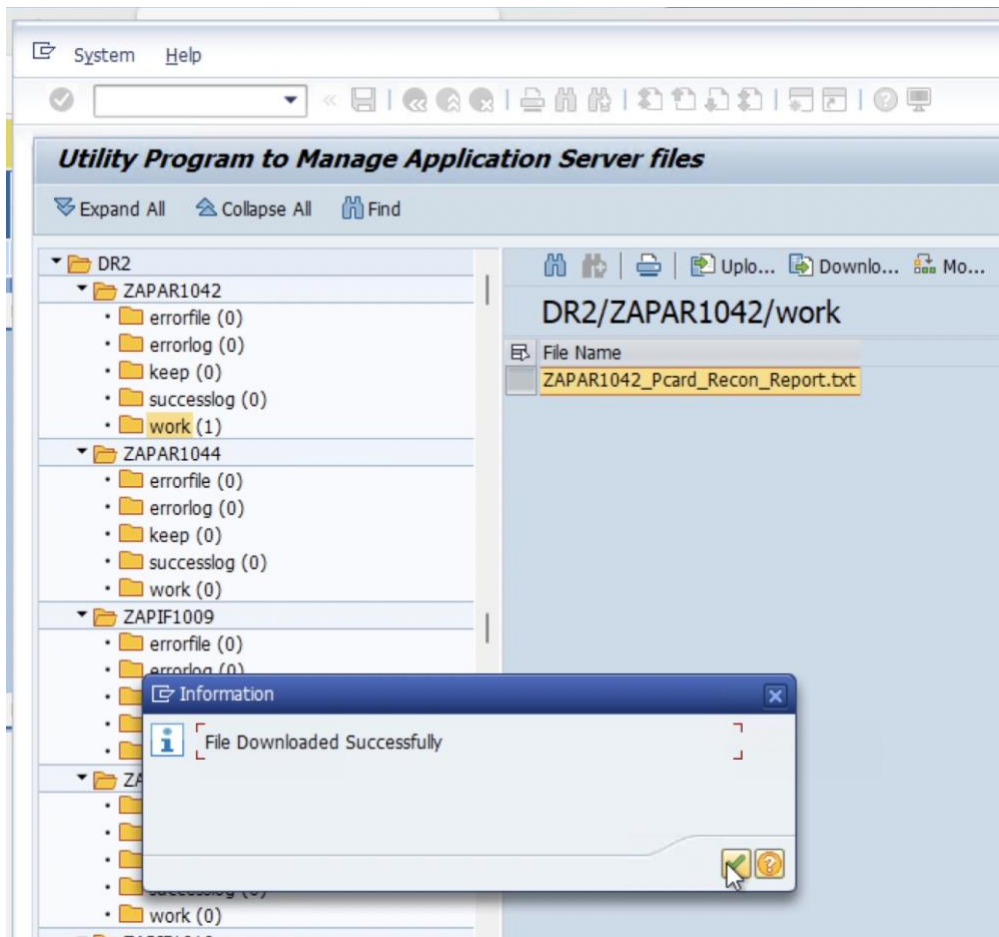
Below is a sample data extract screen from SAP:

Extract from file structure, select a file you would like to download and Press Download. You must have SAP transaction permissions to perform this action in SAP



File name will be populated on SAP Download Files window as shown below:



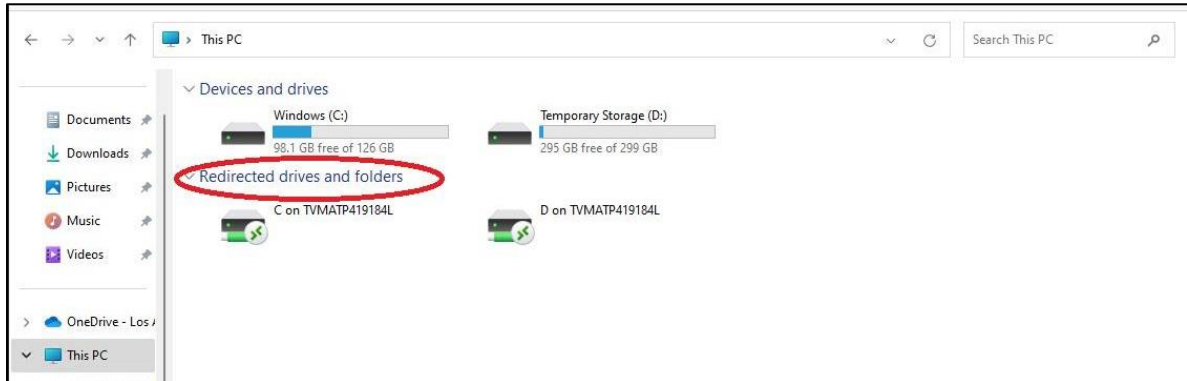


File downloaded on users local machine at a file path location provided:

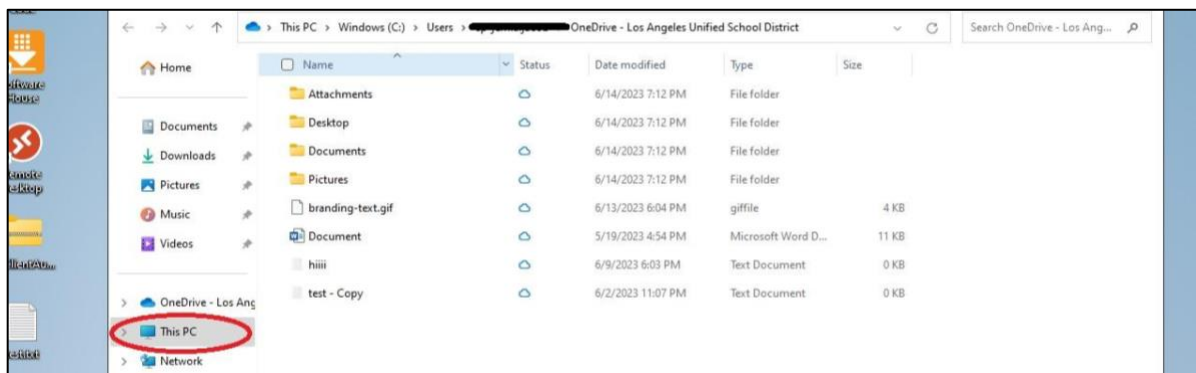
This PC → Redirected drives and folders: This is the path which you can use to download/save any file to a local device. Similarly, you can use this path to upload/open any file from a local device.

Note: The screenshot below is an example of the redirected drives from your local device.
Important Note: Don't go to "Network" Tab. Ensure to only follow the instructions shown in

the picture below.



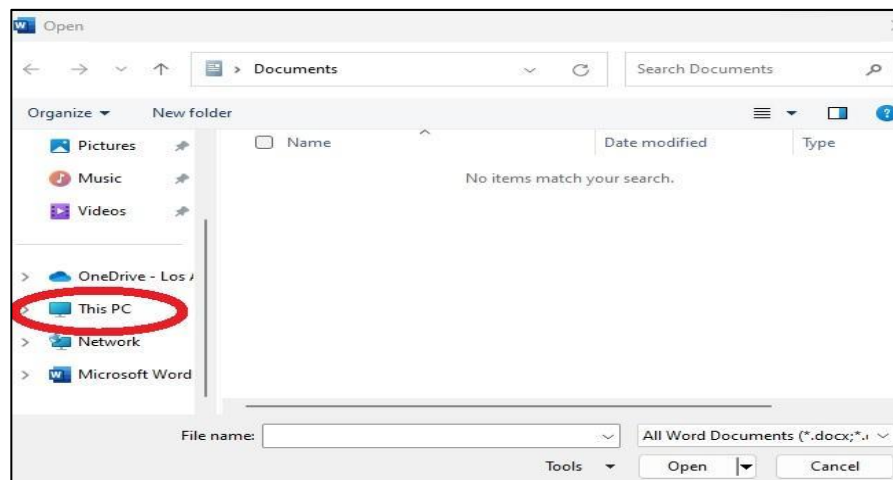
Step 2: After launching the One Drive application, go to **This PC**.



6.2. Upload files from your local computer to the AVD

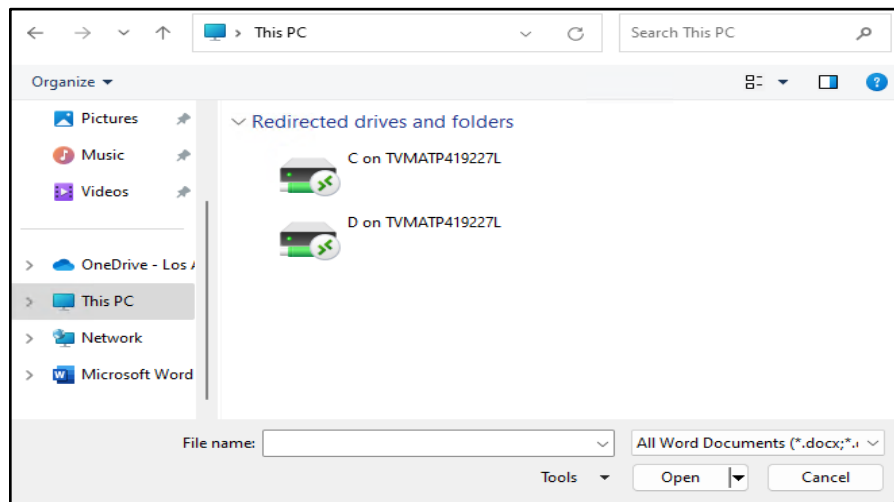
Note: To upload/transfer a file, you have to navigate to **Redirected drives and folders** seen in Step 3 of section 2.5. (Attached below is an example of how to select a file from your local device, if asked for a selection.)

Step 1: Select **This PC**.



Step 2: Now, you will be able to see **Redirected drives and folders**. Navigate to the required folder and select your file from your local drive.

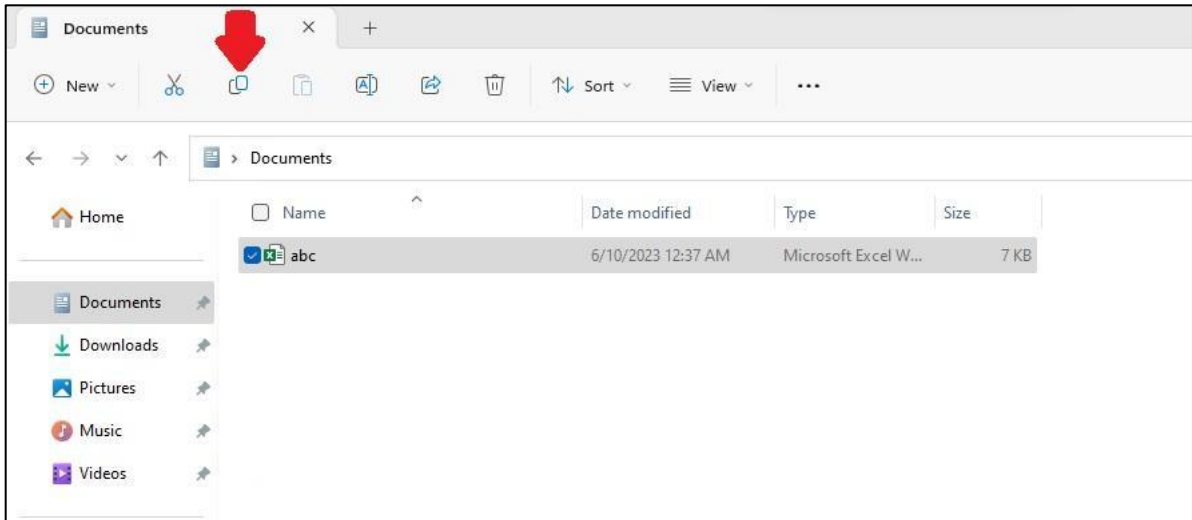
Note: Your view will be different from what is displayed below. You will be able to see the local drives according to your local system.



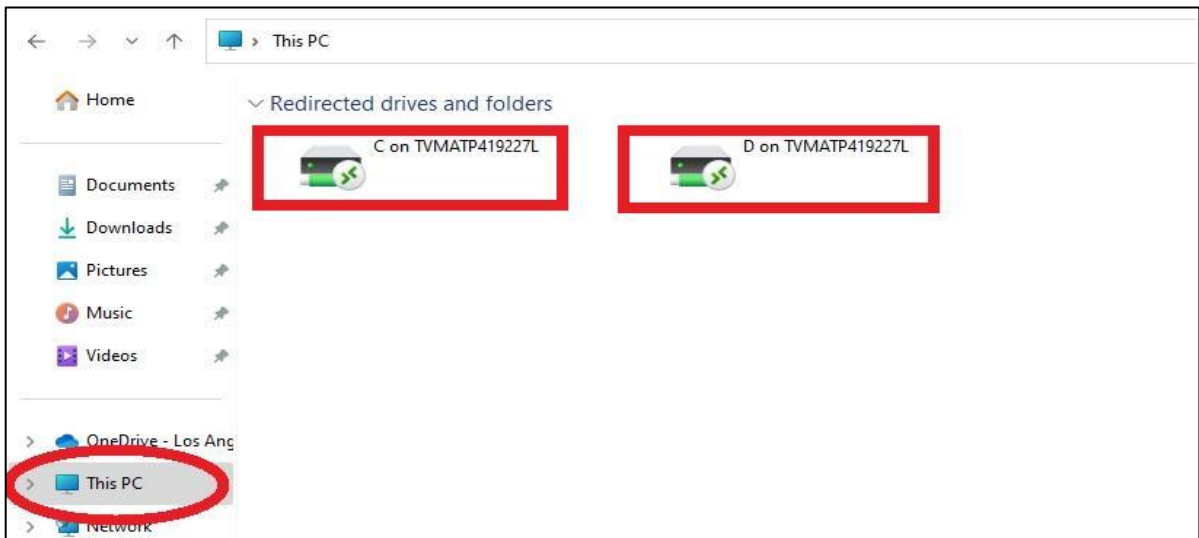
6.3. Download/transfer files from AVD to your local device

Step 1: Navigate to the Location/Folder in AVD (the folder that you want to transfer files into your local device) and copy the file.



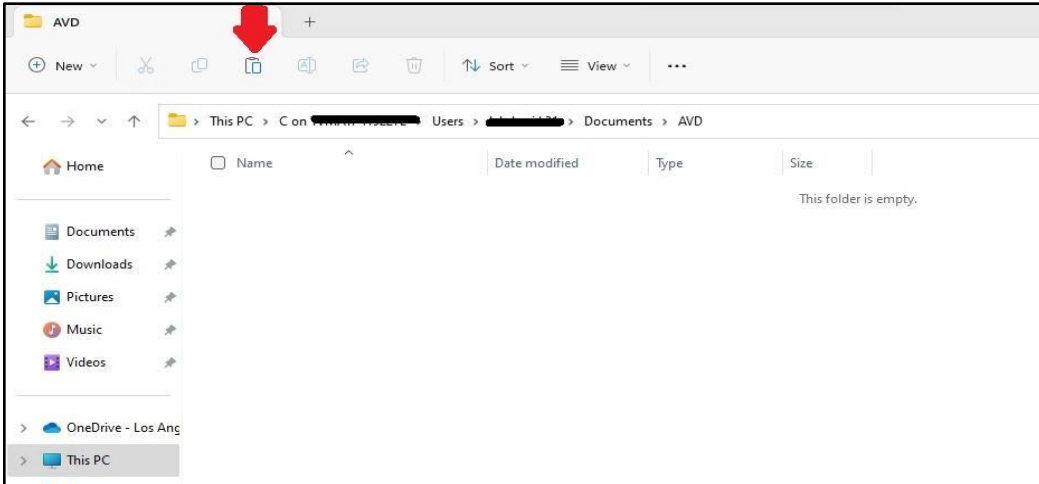


Step 2: Now, select 'This PC'. You'll see **Redirected drives and folders** here. Select the drive you want to download your file to. (Your view might be different from the screenshot provided below.)



Step 3: Now, navigate to your preferred folder in any of your local redirected drives and click on paste.

You will be able to see the downloaded file in your local drive in your laptop.



7. Launching multiple applications (OneDrive) using RD Client.

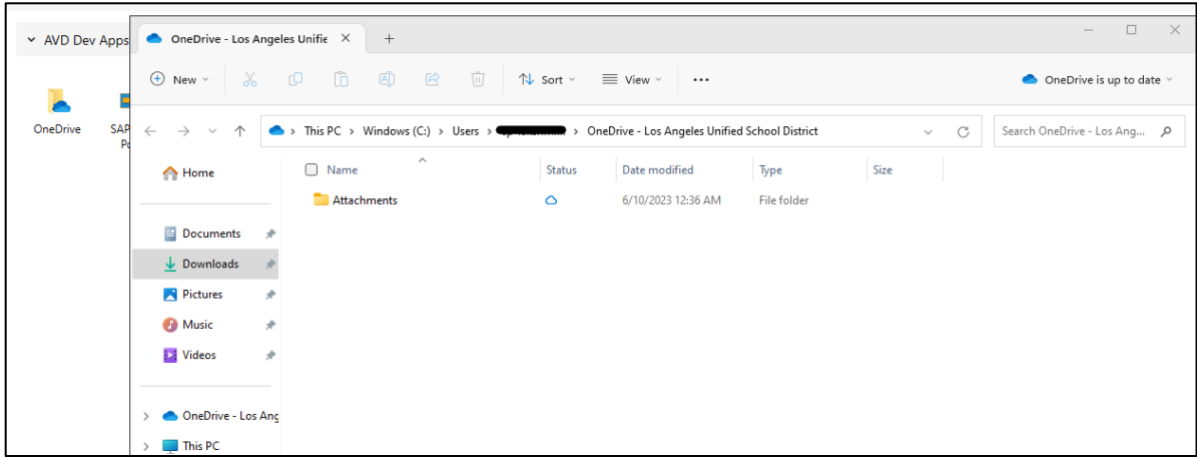
Step 1: To open another app simultaneously (for example OneDrive here), go to the RD client app. Now, double click on the application you want to open (For example, OneDrive here). It will not ask for your credentials again.

PS: Please refer to:

[Microsoft OneDrive Basics](#)

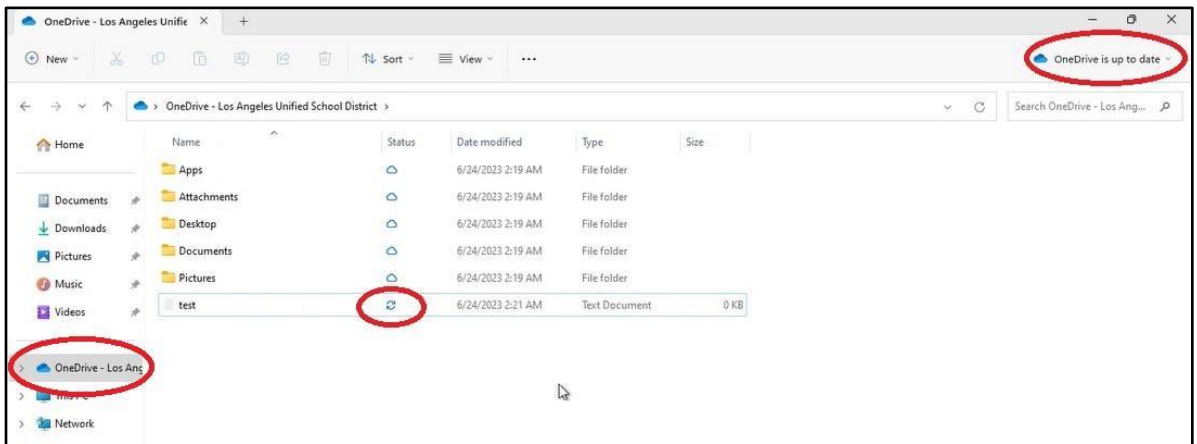


Step 2: You will be able to see that the OneDrive app has opened in a new window.



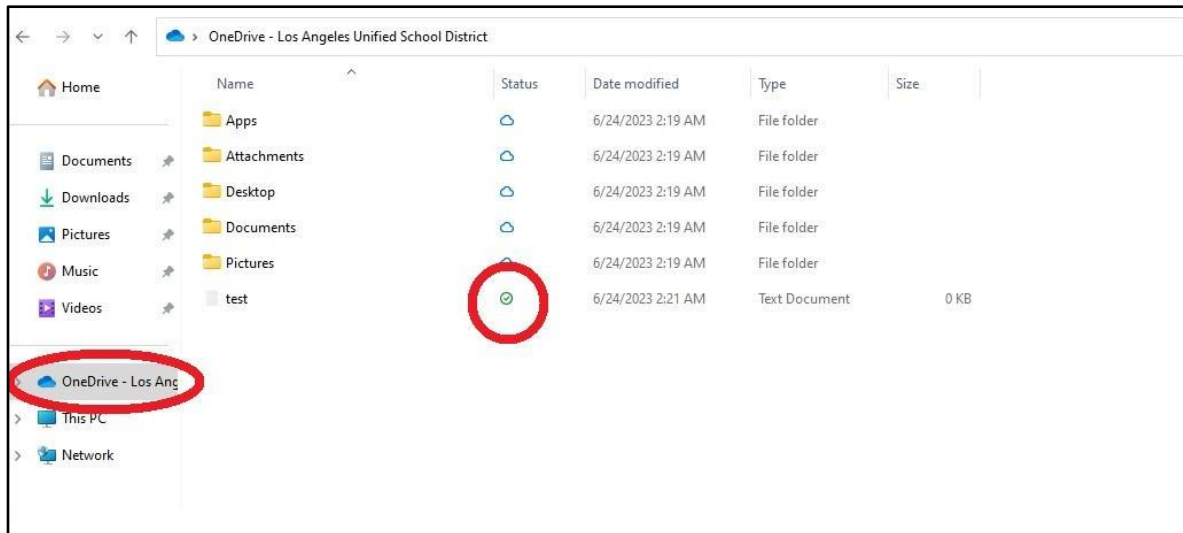
7.1. Syncing One Drive

Step 1: In order save files to your OneDrive, navigate to your OneDrive as shown below. Paste the required file/files in OneDrive. Now, you will be able to see the syncing status.



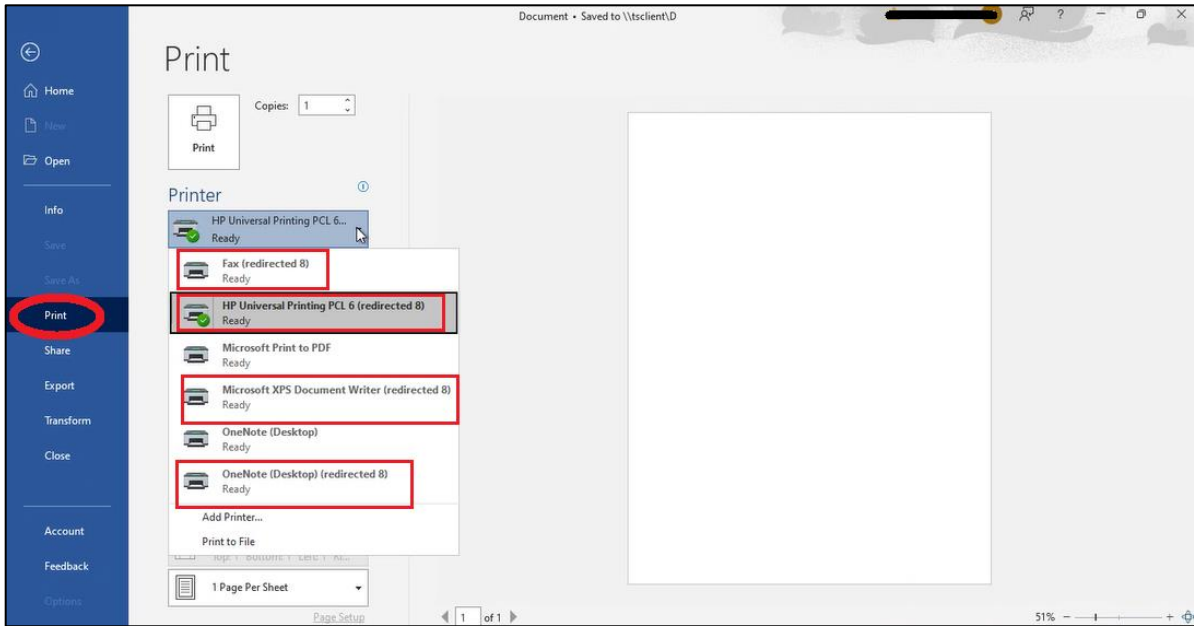
Step 2: After a while, you will be able to see that the status changed. This indicates that the

file is synced with OneDrive, which will now be available in OneDrive on your local machine, along with the online version of OneDrive.

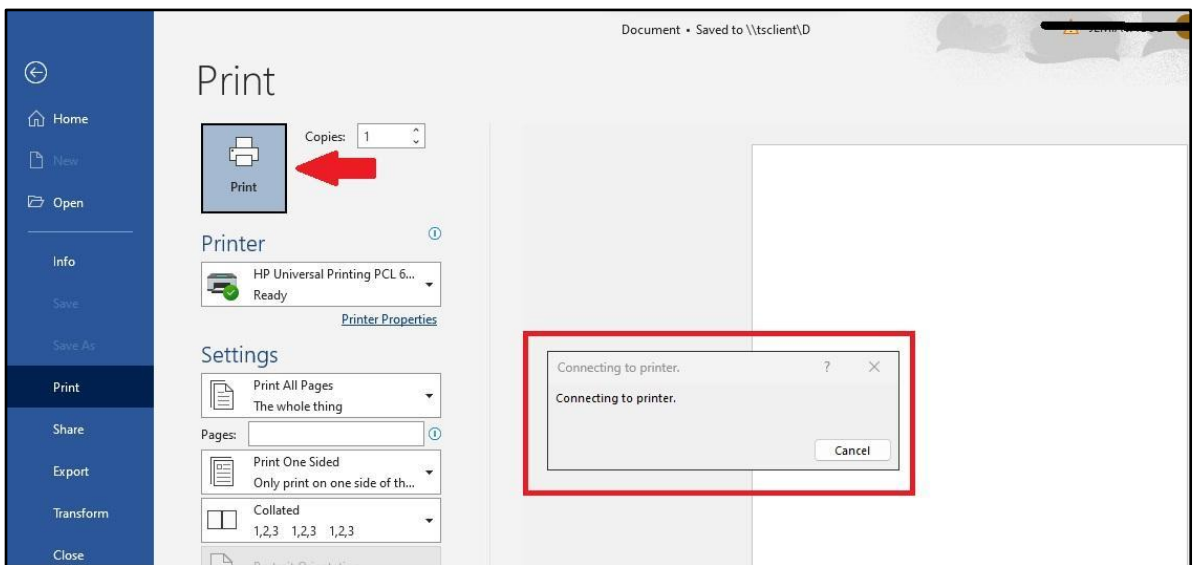


8. Printing from AVD.

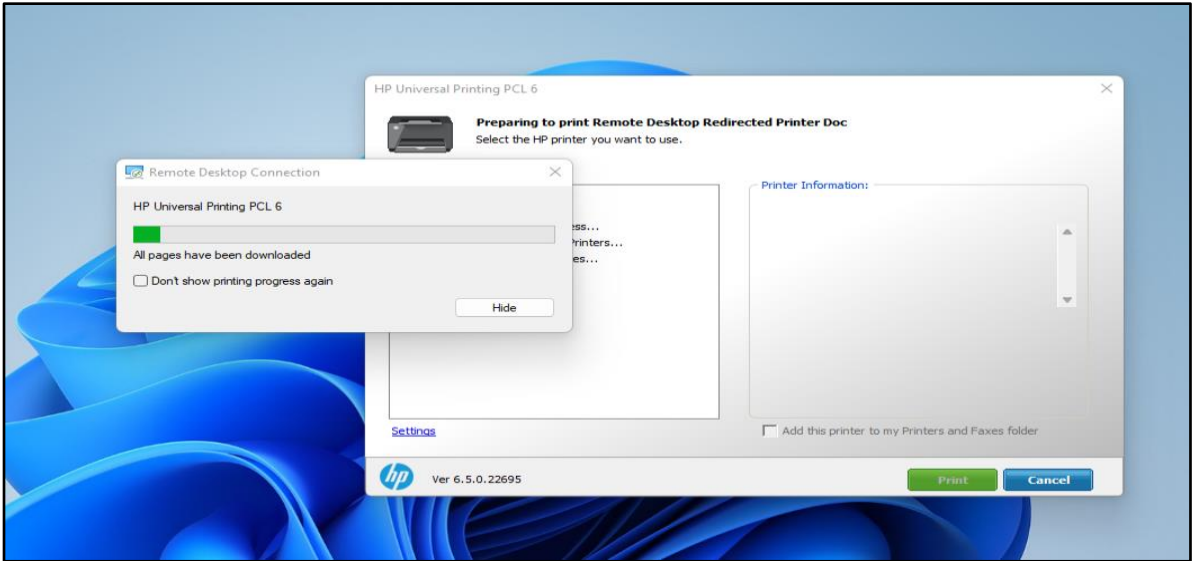
Step 1: Access the file you wish to print by navigating to the **File** menu and selecting the **Print** option. A list of available printers will be displayed, including those labeled as **Redirected**, which are printers from your local device. Below is an example of redirected printers.



Step 2: After selecting your printer, click on **Print**. Now, you will be able to see the printer notification.



Step 3: The file will connect to printers that are available on your local machine. Continue to execute your printing process like normal.



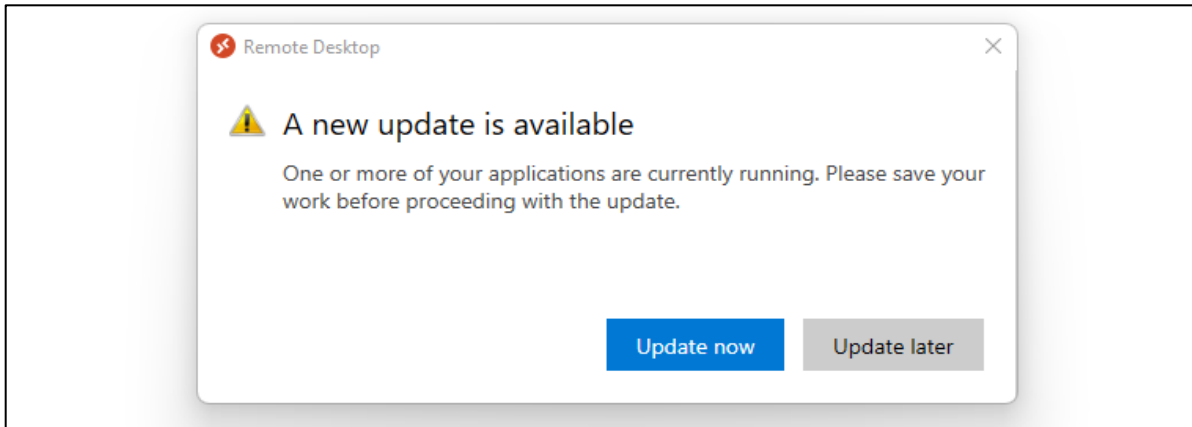
9. Client Settings

9.1. Update the Remote Desktop client

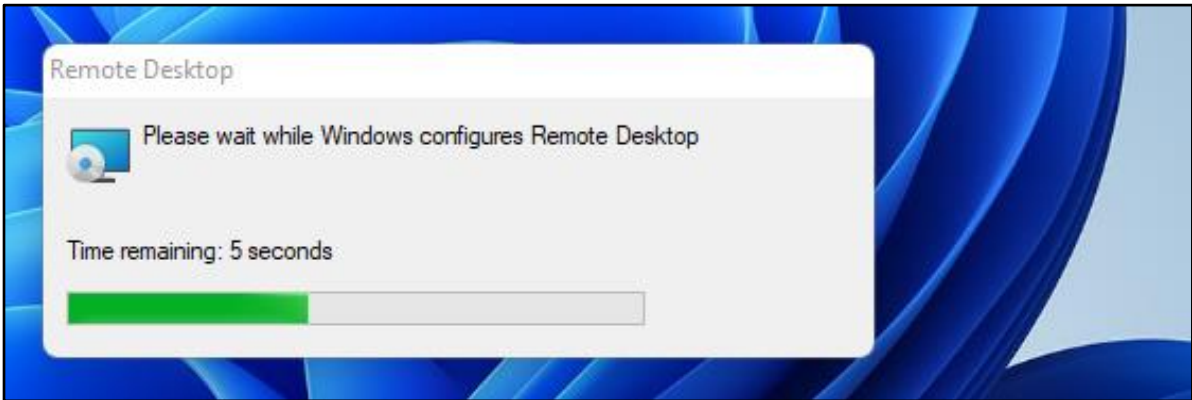
Step 1: It is ideal to access AVD using the latest version of Remote Desktop Client. To update your client, click on the three dots positioned at the top-right of your client. If updates are available, a button will appear, as shown below. Click on **Update available**.



Step 2: You will get the below shown prompt, click on **Update now**.



Step 3: Upon completion of the update process, you will be presented with a screen displaying the progress. Subsequently, the application will automatically reopen, refreshing your feed.



9.2. Refresh or unsubscribe from a workspace or see its details.

Step 1: Open the Remote Desktop application on your device to access the workspace details or perform actions like refreshing or unsubscribing. Locate the name of the workspace and click on the three dots positioned to the right-hand side.



Step 2: A menu will appear, providing options for Details, Refresh, and Unsubscribe.



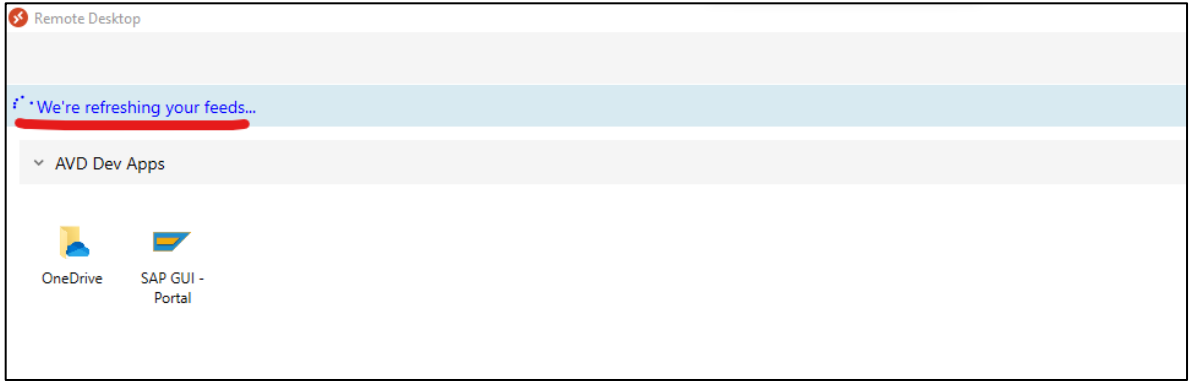
Step 3: **Details** shows you more information about the workspace (for example, AVD Dev Apps here).



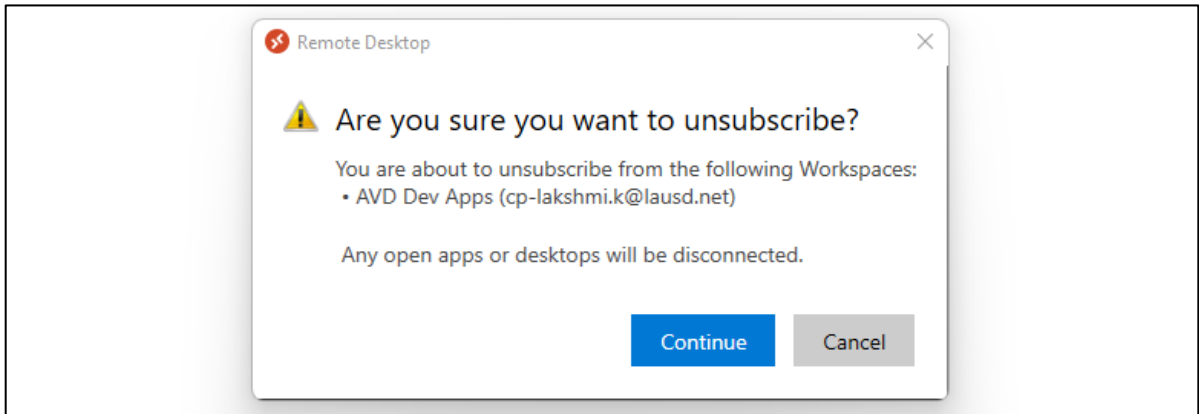
Clicking on details will show you:

- The name of the workspace shown on top of your apps.
- The URL and username used to subscribe:
- The number of desktops and apps.
- The date and time of the last refresh.
- The status of the last refresh.
- Refresh button

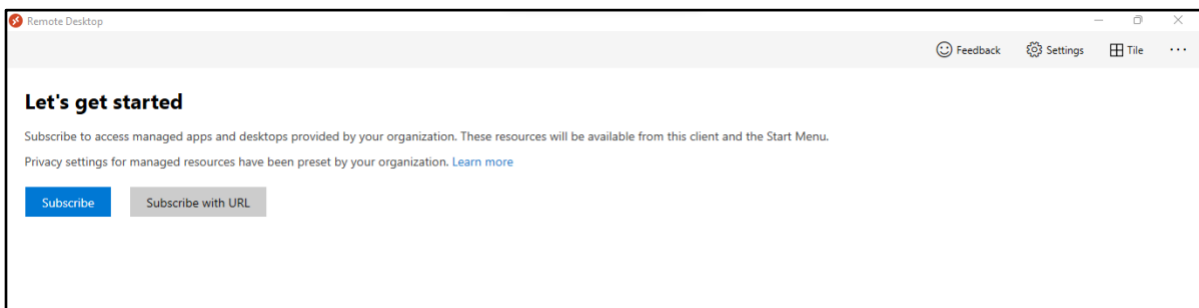
Step 4: The **Refresh** button ensures that you have the most up-to-date desktops, apps, and settings provided by your administrator. If any modifications have been made to your assignment, clicking on this button will refresh the client. After clicking on "Refresh," you will see a screen confirming the refresh process.



Step 5: If you wish to remove the workspace from the Remote Desktop client, click on **Unsubscribe**. A confirmation prompt will appear, asking you to confirm your decision. Upon clicking **Continue**, the workspace will be removed, and any open apps will be disconnected.



Step 6: If you accidentally click on Unsubscribe and Continue, don't worry. You will get back to the subscribe page in **step 6 of section 2.1**. Repeat the same steps to subscribe and get back to view your applications and workspace again.

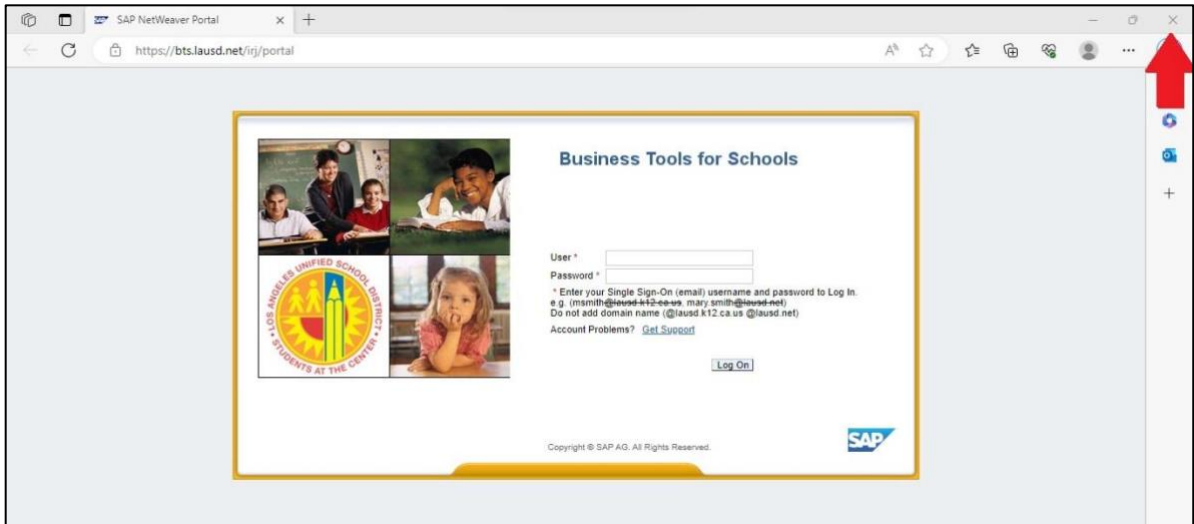


10. Sign-out/close apps

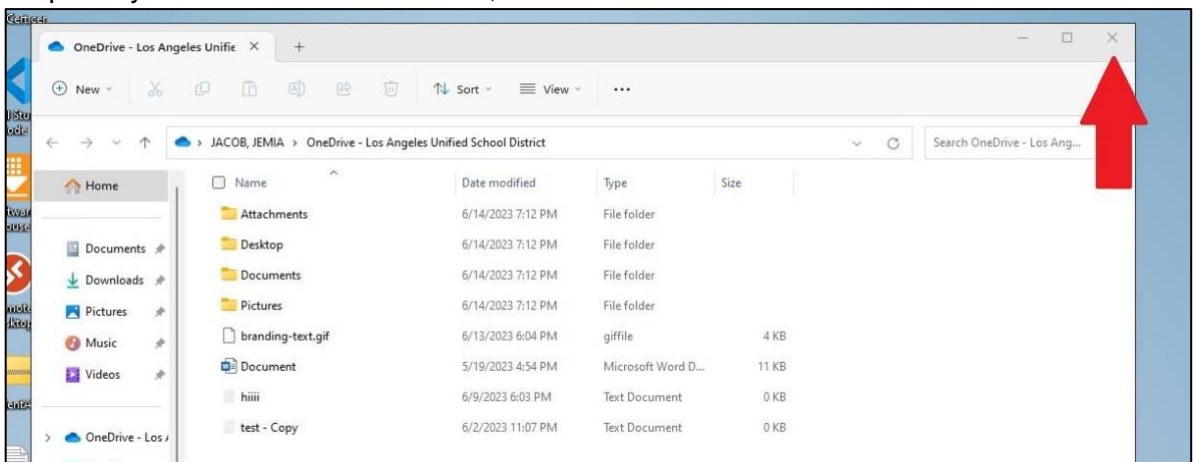
Step 1: To sign-out from the session, click on **Ctrl+Alt+End**. This will lead to the screen shown below. Click on Sign Out.



Step 2: In Order to close the SAP page, click on the **exit** button, as shown below.



Step 3: If you want to close OneDrive, click on the **exit** button as shown below.



11. Help desk support details for AVD

[AVD Technical Support](#)

****Phone lines and chat services are open 7:30 am to 5:00 pm PST Monday through Friday****

Call 213-241-5200 and PRESS 8 for any other issues. Mention the key words: **“AVD”** or **“VDI”** or **“Virtual Desktop”**

(OR)

[Chat with an agent](#)