



# Azure Virtual Desktop (AVD) user guide

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## Keywords:

AVD	Azure Virtual Desktop
Web Client	This is a html page which is used to connect to AVD
Remote desktop client	This is an application which can be installed to connect AVD (Azure Virtual Desktop)

# 1. Introduction

Azure Virtual Desktop is a desktop and app virtualization service that runs on the cloud. AVD gives you the same Windows experience regardless of the device you're on. Imagine if you could have a laptop that performed like it did when it was brand new, and it was impossible for you to lose it. AVD does that for you by providing a Windows VM and apps in the cloud that you can access from any device.

## 1.1. Purpose of the document

This article shows you how to connect to Azure Virtual Desktop (AVD) with the Web client. The web client lets you access your AVD resources directly from a web browser without any requirement to install a separate client.

This document helps you to navigate the right path and guide you with the detailed step by step procedures to start up with Azure Virtual Desktop (AVD).

## 1.2. Reference Artifacts

1	What is Azure Virtual Desktop?	<a href="#">Link</a>
2	Connect to Azure Virtual Desktop with the Remote Desktop Web client	<a href="#">Link</a>
3	Use features of the Remote Desktop Web client when connecting to Azure Virtual Desktop	<a href="#">Link</a>
4	Register for multi-factor authentication (MFA) account	<a href="#">Link</a>

# 2. Steps to Connect AVD using the Web Client

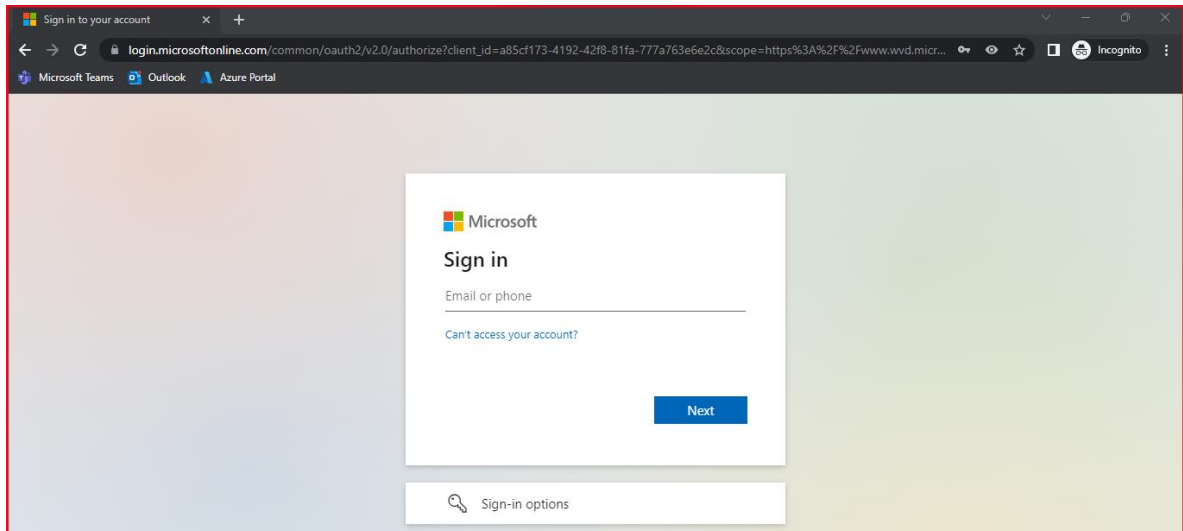
**Step 1:** Open your web browser on any device (Windows or Mac OS).

**Note:** Azure Virtual Desktop (AVD) supports any HTML5-capable web browser like Microsoft Edge, Google Chrome, Mozilla Firefox, Apple Safari etc. Please find the list of official web browsers in below listed table.

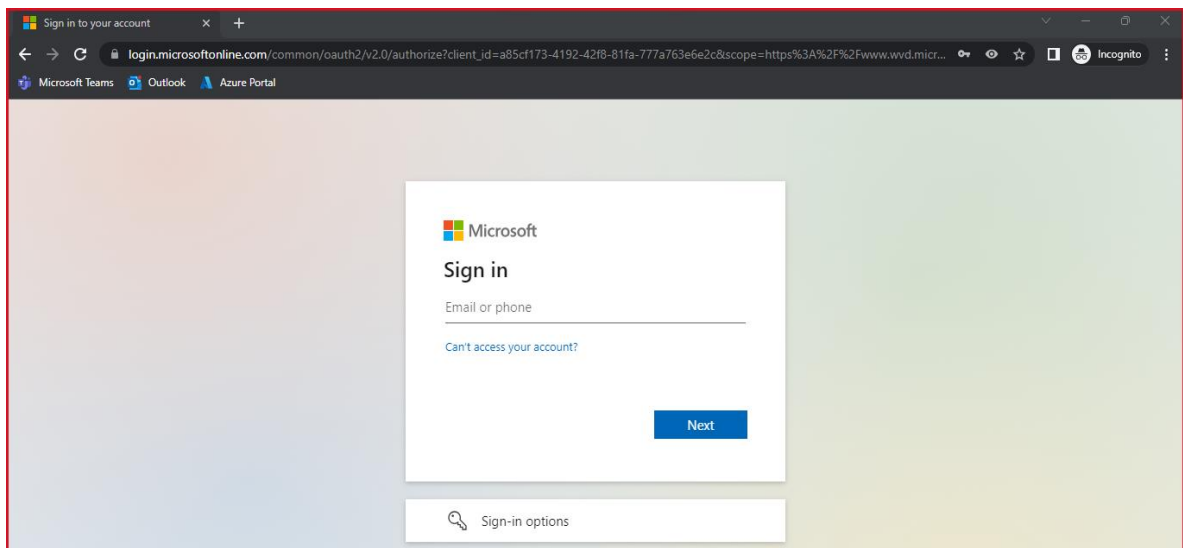
Web browser	Supported operating system	Notes
Microsoft Edge	Windows, macOS, Linux, Chrome OS	Version 79 or later
Google Chrome	Windows, macOS, Linux, Chrome OS	Version 57 or later
Apple Safari	macOS	Version 11 or later
Mozilla Firefox	Windows, macOS, Linux	Version 55 or later

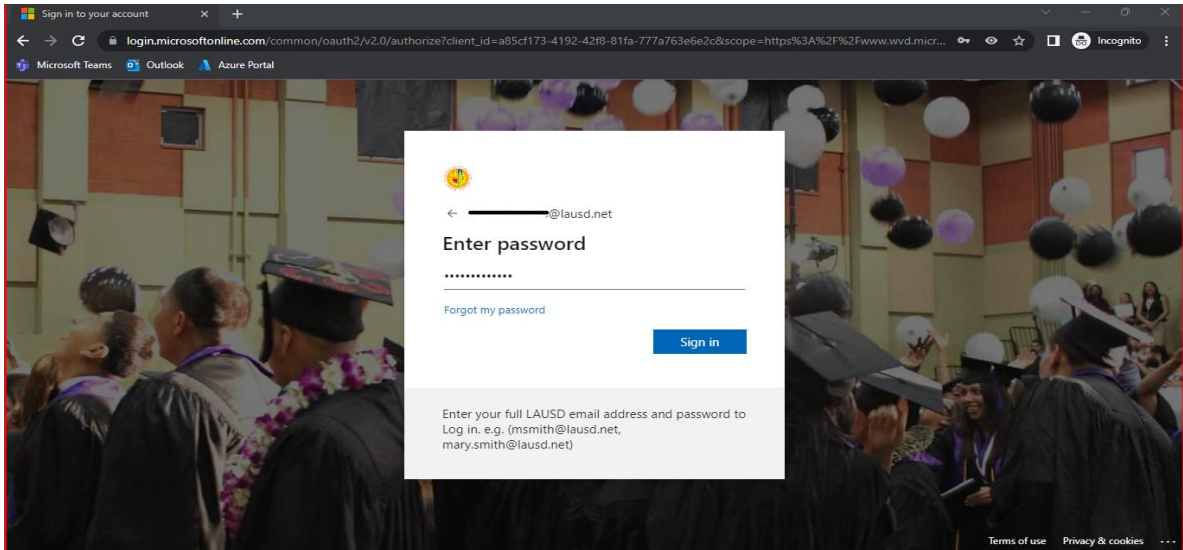
**Step 2:** Go to the link, <https://client.wvd.microsoft.com/arm/webclient/> Provide your LAUSD email id and click on 'Next'.

**Tip:** If you've already signed into the web browser with a different account than the one you want to use for Azure Virtual Desktop, then you should either sign out the different account and sign in with your LAUSD account credentials or you can use a private browser window (new incognito window).

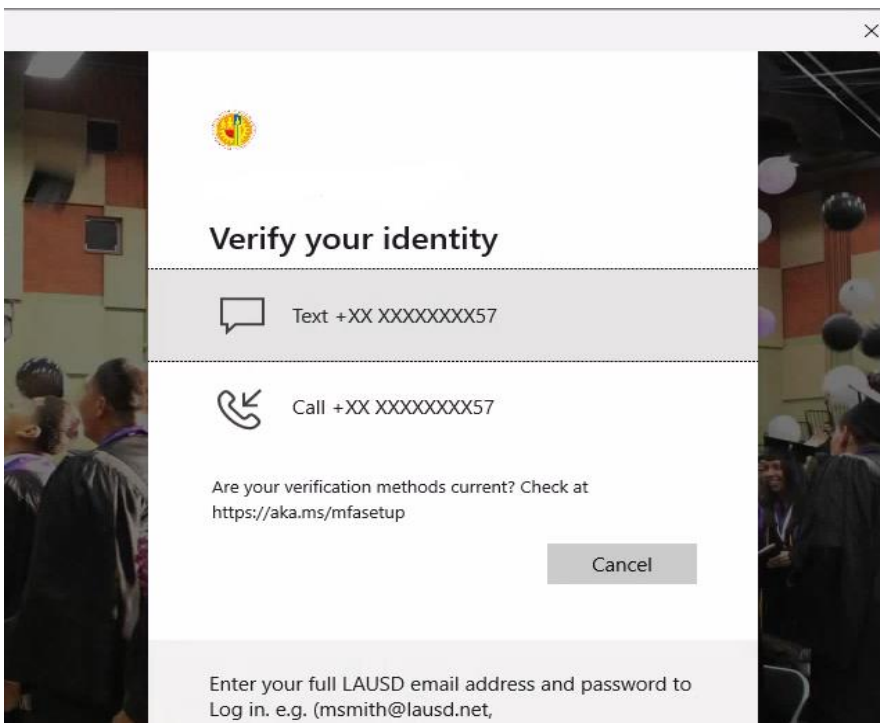


**Step 3:** Provide your LAUSD username and password as given in respective snapshots and click on 'Sign In'.



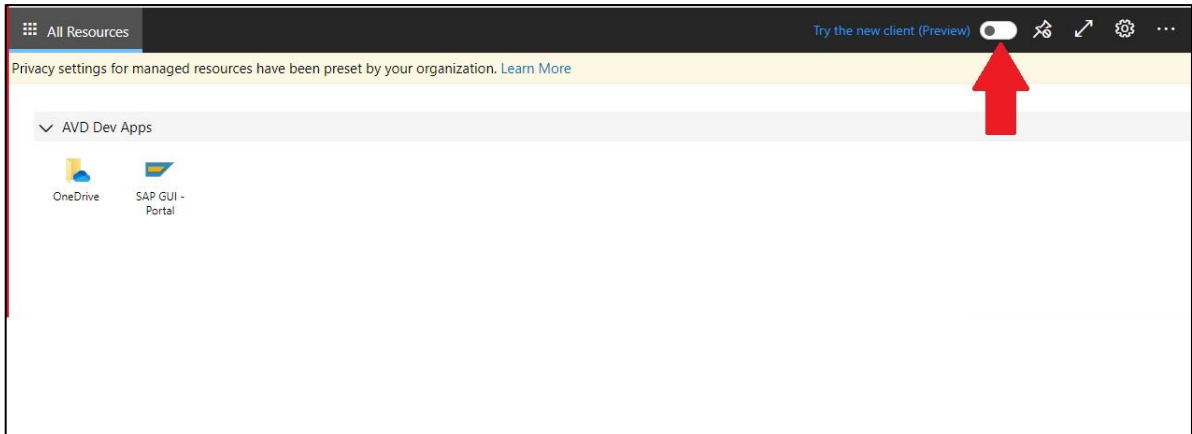


**Step 4:** If asked, provide MFA (Multi factor authentication) as per your preferred method (This will be a one-time activity).



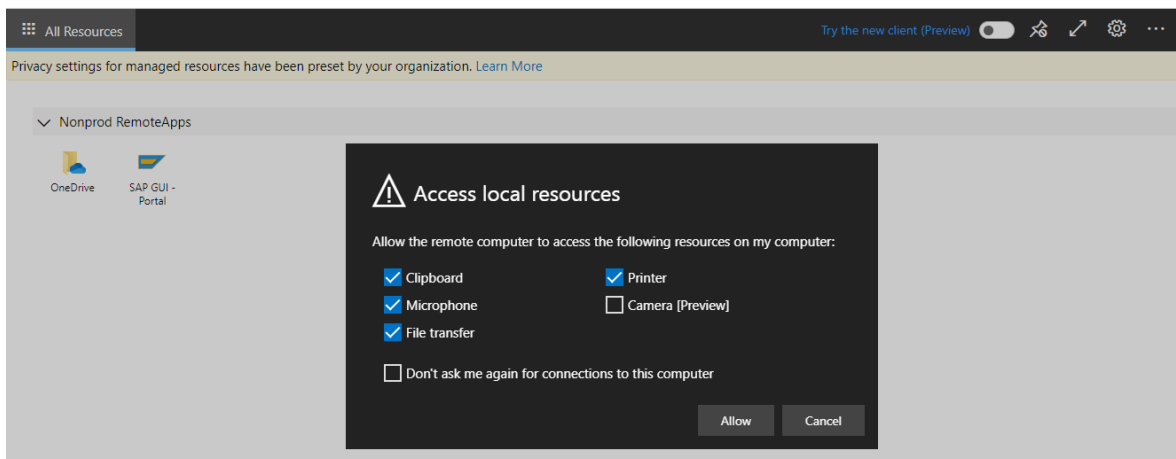
**Step 5:** Once you've signed in successfully, you can see the below screen.

**Note:** Make sure the toggle is not enabled for “Try the new client (Preview)”



## 2.1. Steps to open BTS (SAP GUI - Portal) using web client:

**Step 1:** Double click on SAP GUI - Portal app. A prompt for “Access local resources” will be displayed asking you to confirm which local resources you want to be available in the remote session. Make your selections as below.



**Note:** Please find the details on the nature of each selection (from the above screen):

Clipboard: This will allow clipboard so that you can copy/paste from/to AVD

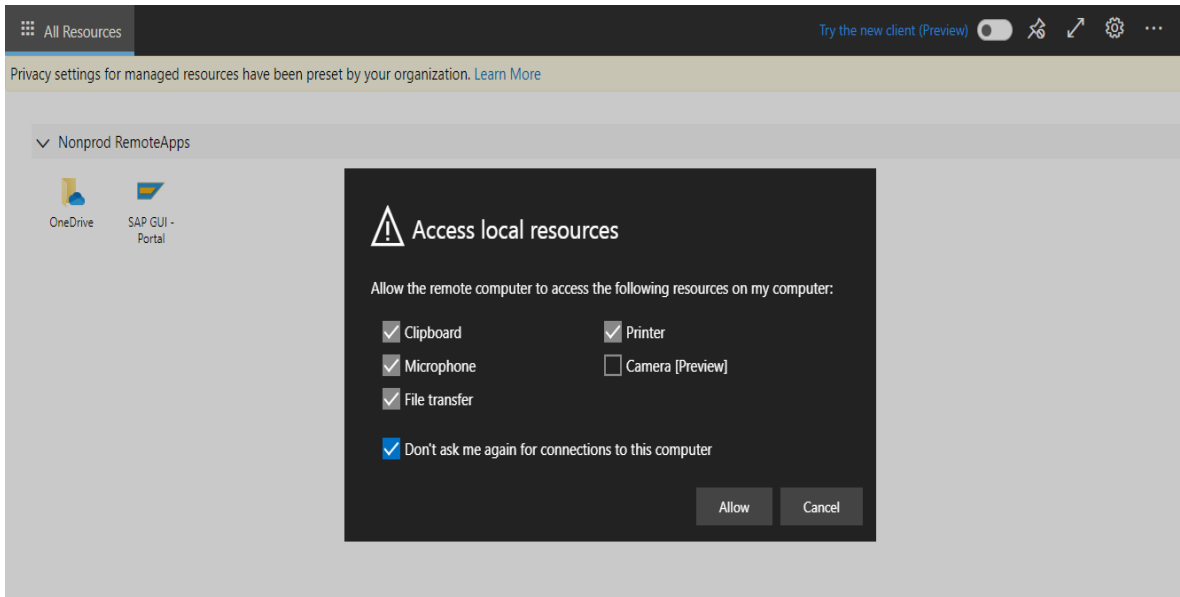
Microphone: This will allow microphone so that you can use your local microphone in your AVD

File Transfer: This will allow file transfer from/to AVD.

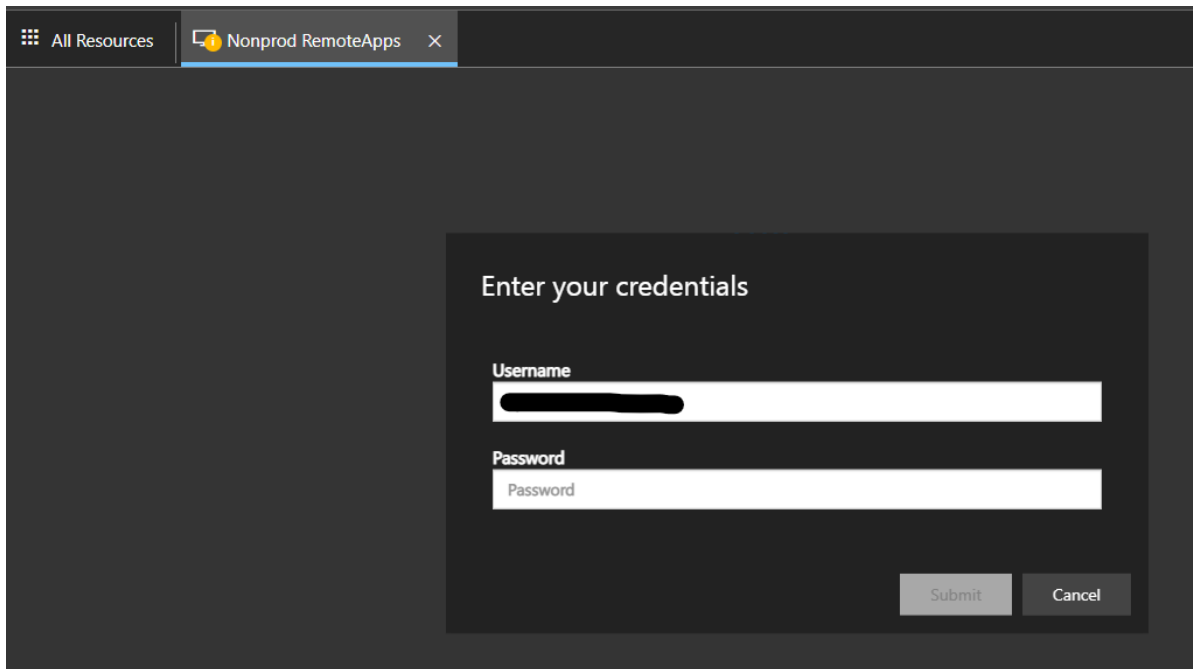
Printer: This will allow to perform print operation.

Camera [Preview]: This will allow AVD to use the camera of your local computer.

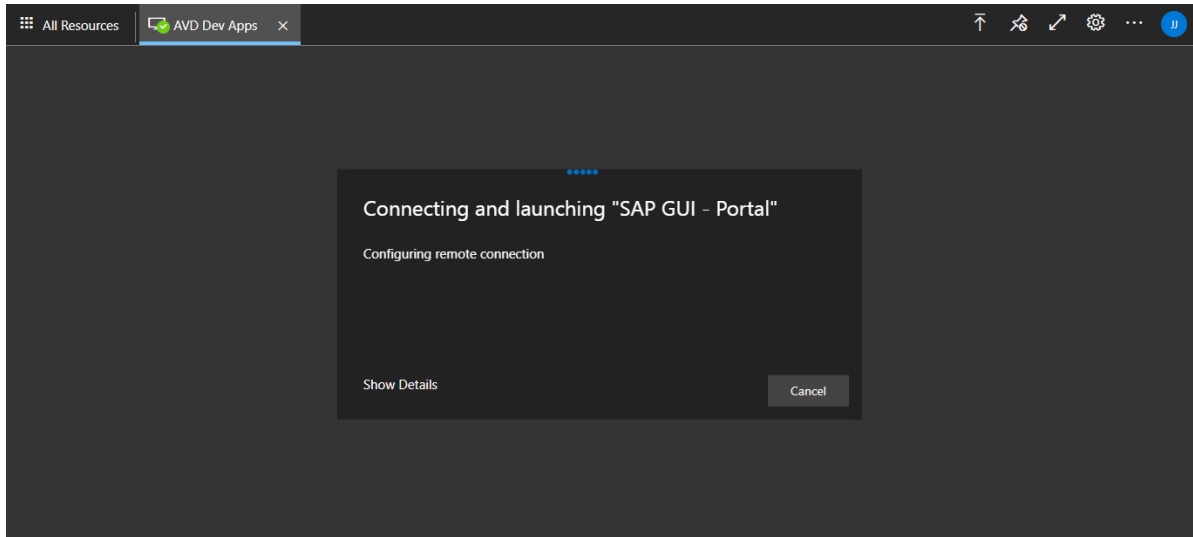
**Step 2:** You can Select the checkbox on “Don’t ask me again for connections to this computer” if you need.



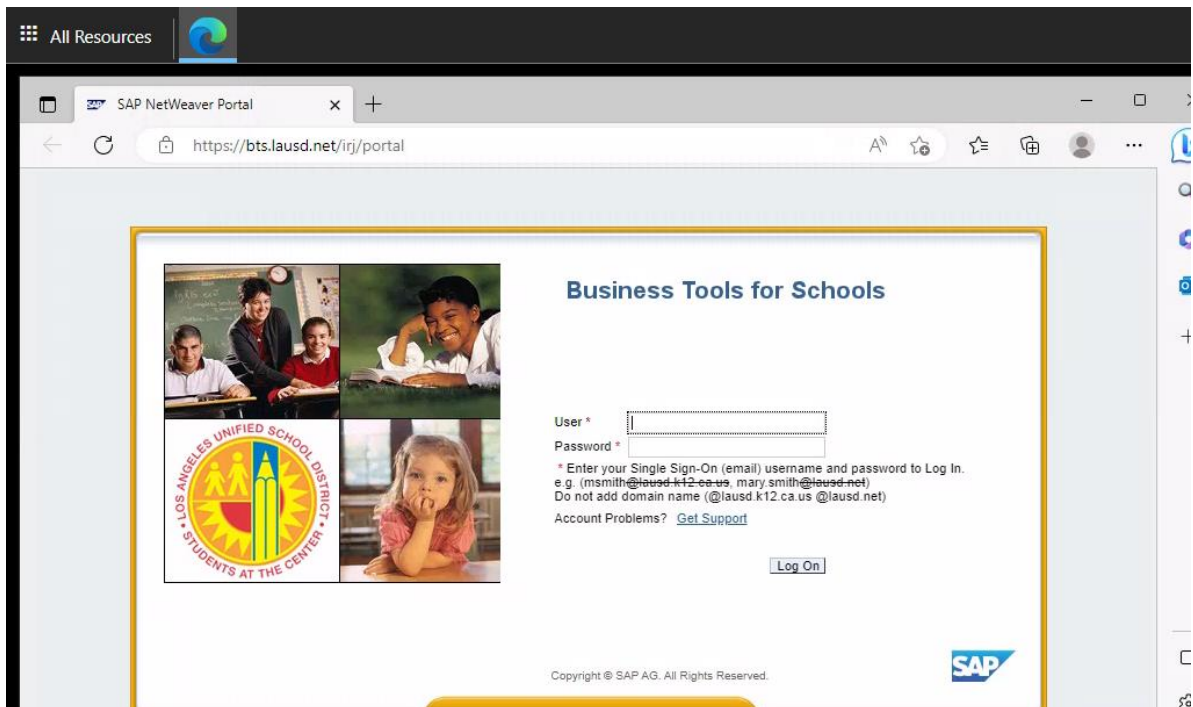
**Step 3:** Provide your LAUSD username and password and click on Submit.



**Step 4:** Please wait for some time for the remote app to load.



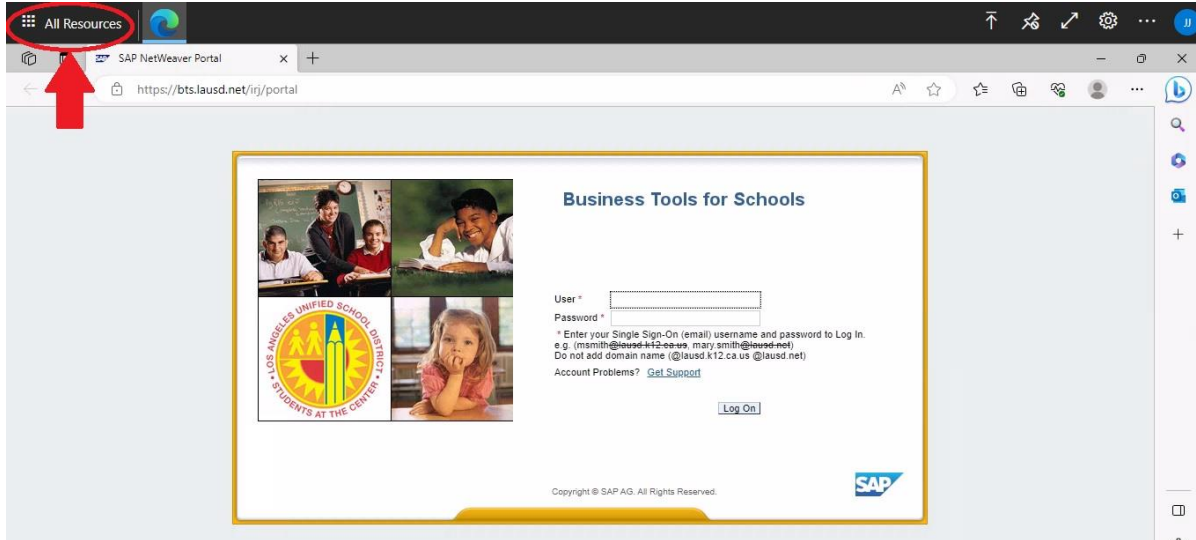
**Step 5:** Now, the BTS Portal page has opened in Edge browser. You can start working on it normally as you do.



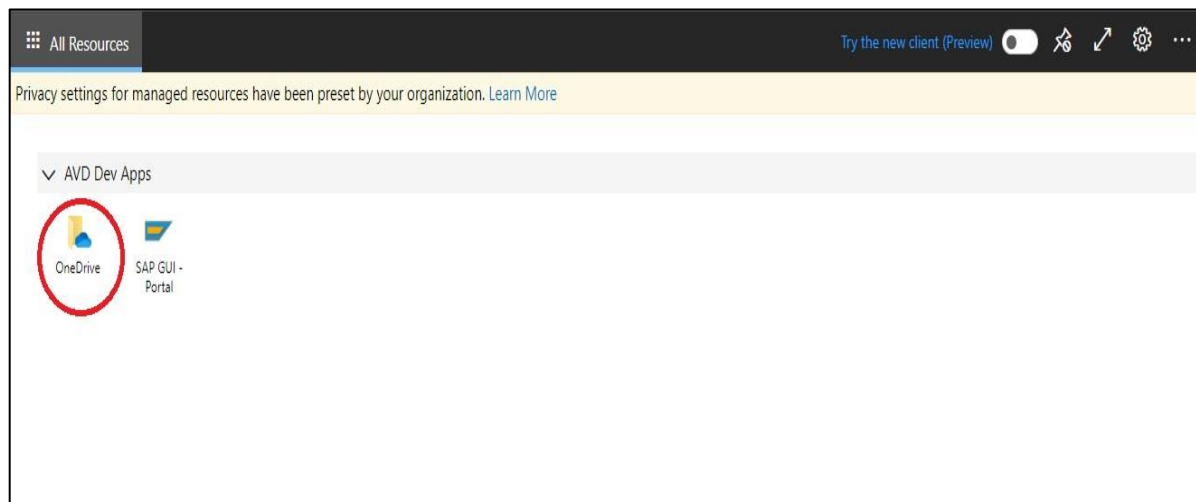


## 2.2. Steps to launch simultaneous multiple applications using web client:

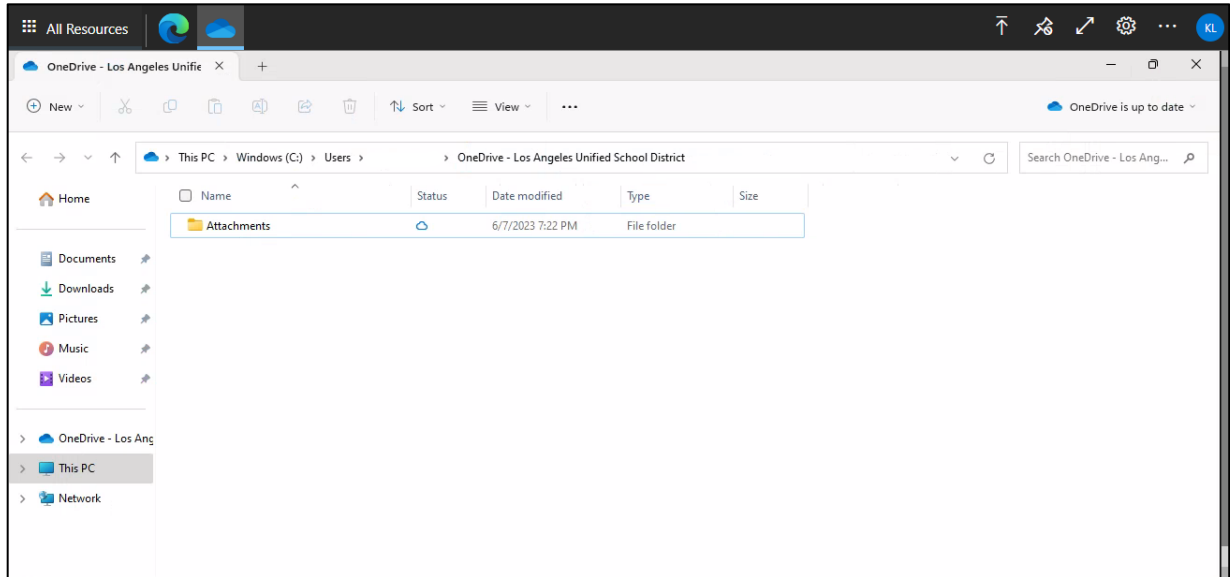
**Step 1:** To open another app simultaneously (for example OneDrive here), click on “All resources”.



**Step 2 :** Now double click on the app you want to open (For example, OneDrive here). It won't ask for credentials again.

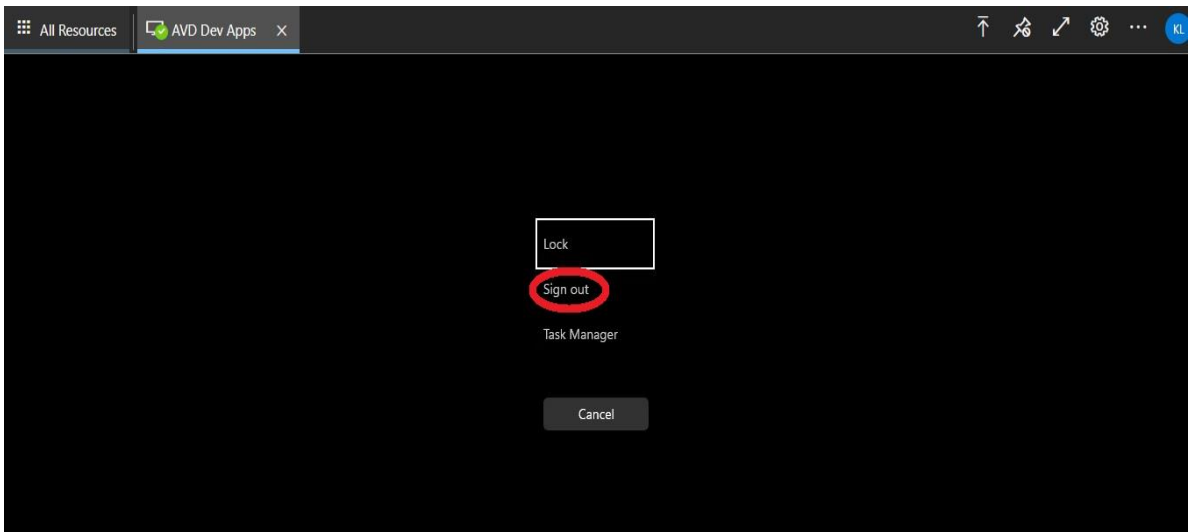


**Step 3 :** You can see the OneDrive app has opened in a new tab.

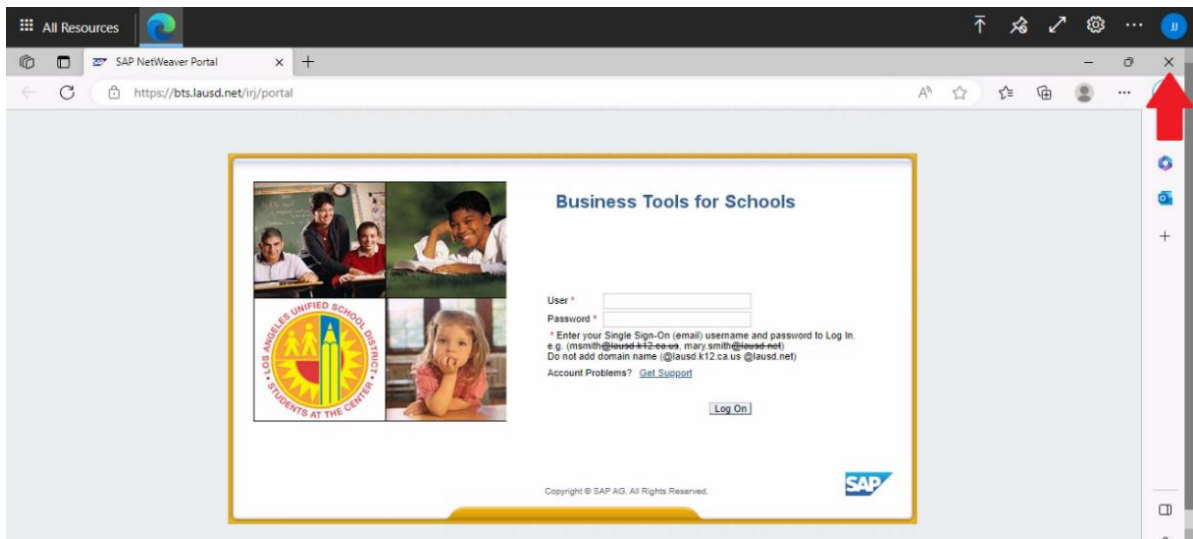


### 2.3. Steps to sign-out/close apps in web client:

**Step 1:** To sign-out from the session, click on **Ctrl+Alt+End**. You will see the below screen, click on **Sign Out**.



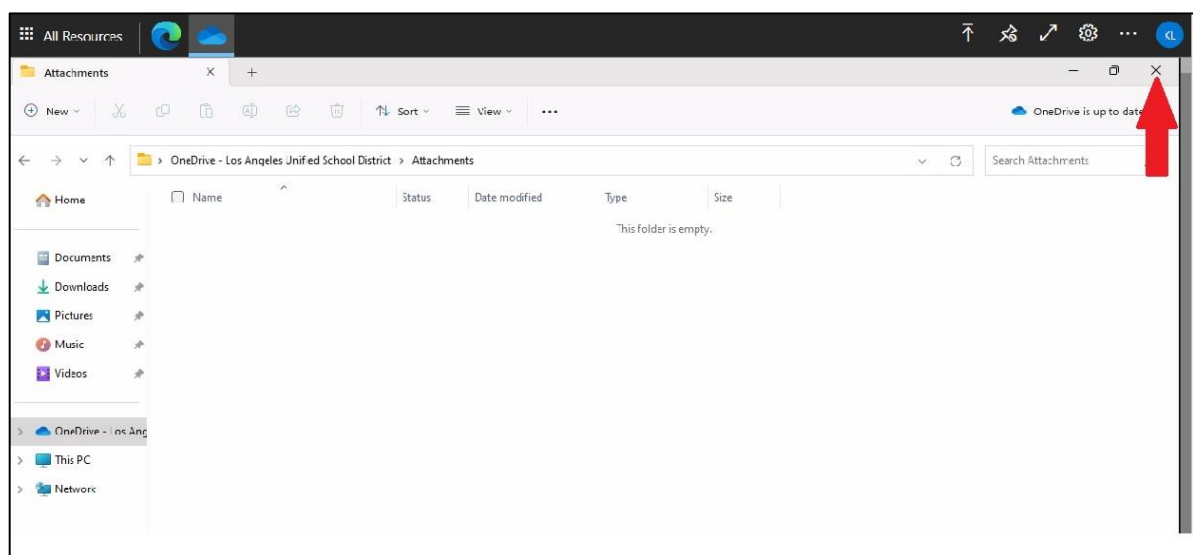
**Step 2:** If you want to close SAP page, click on the cross button as shown below.



**Step 3:** To close the tab in the web client, click on the cross button as shown below.



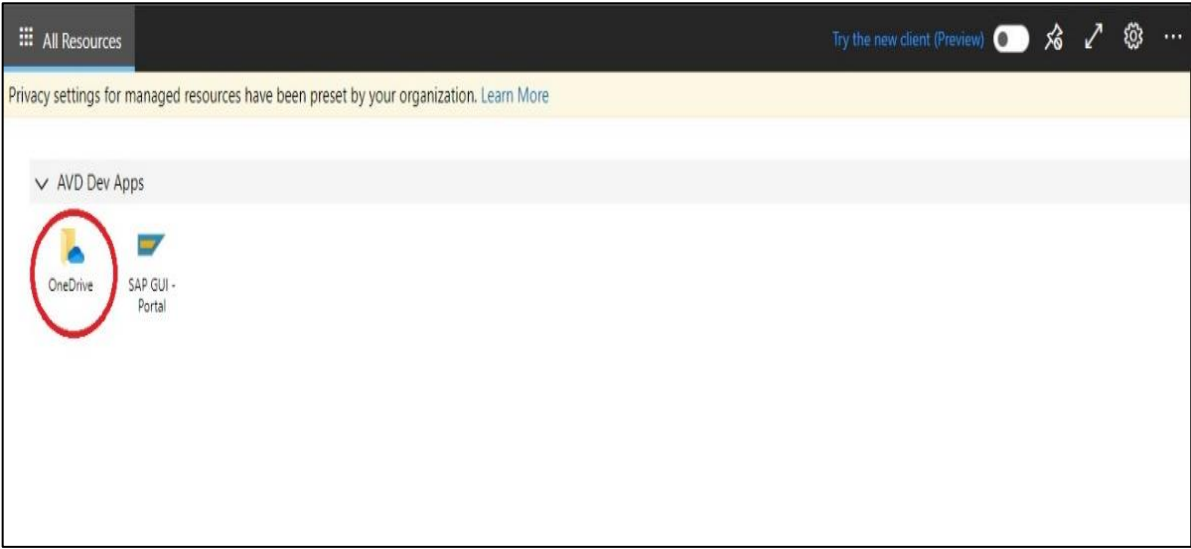
**Step 4:** If you want to close OneDrive, click on the cross button as shown below.



### 3. How to Upload/Download files from your local drive through Web Client.

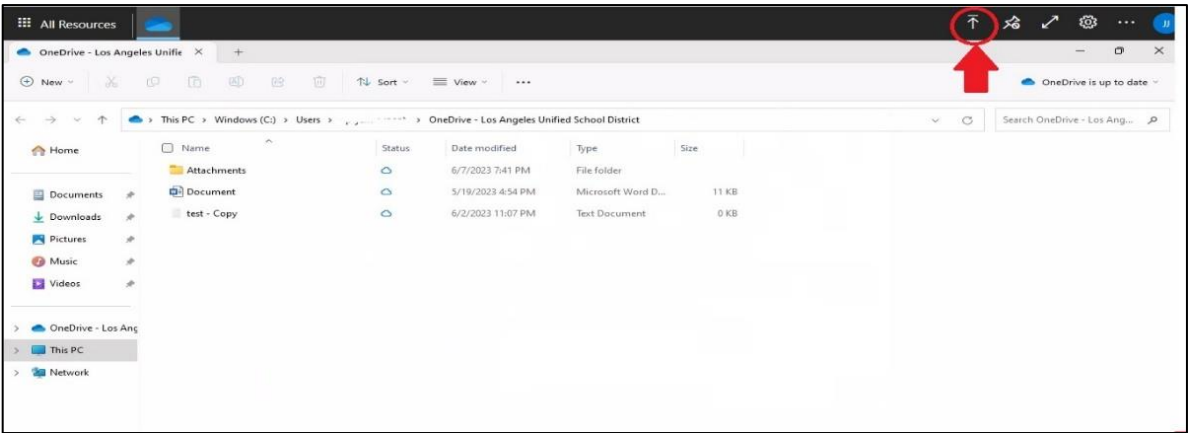
3.1. Follow these steps to upload files from your local computer to the AVD (same for MAC and windows)

**Step 1:** Login to the Remote Desktop Web client and open OneDrive



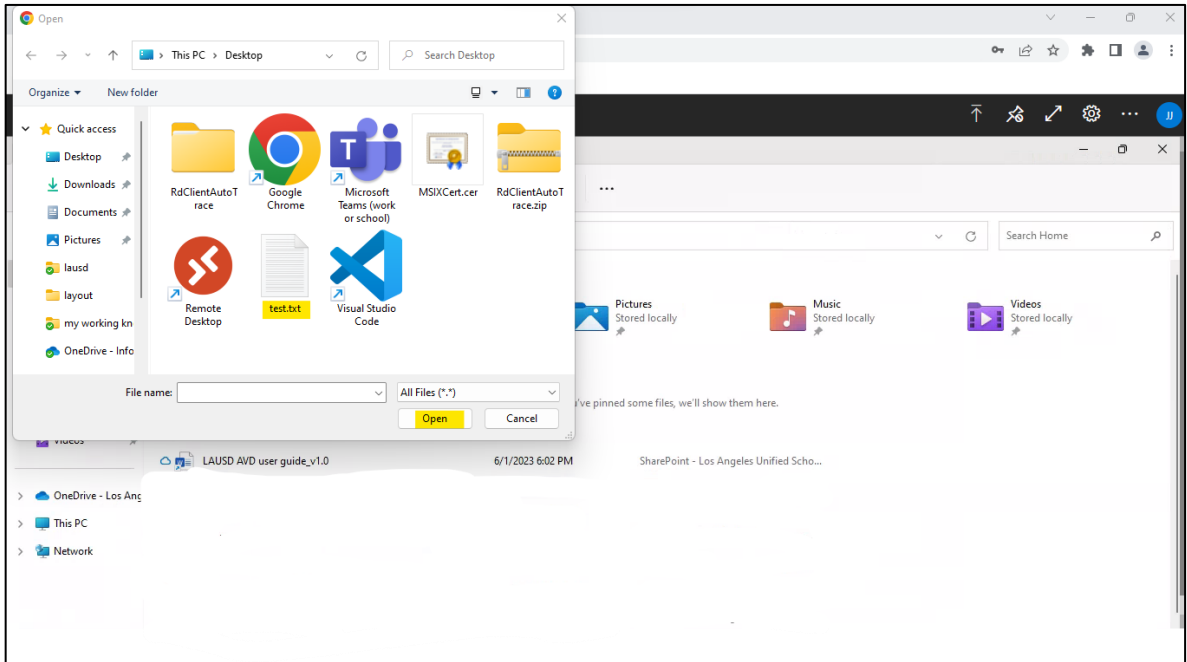
**Step 2:** After launching the One Drive application, an extra icon will appear on your screen (highlighted with red arrow) for Upload new file. Click on this icon, **it will open a file explorer window on your local device.**

Note: Upload will do nothing different but just Copy the Files from your local system/drive to AVD.

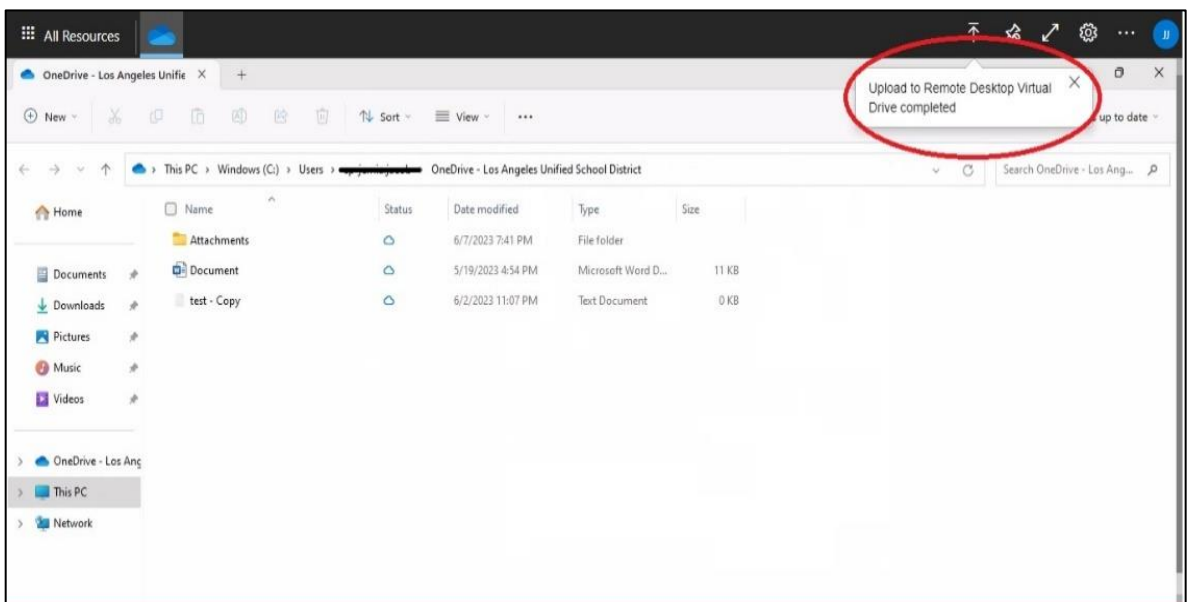


**Step 3:** Browse to the relevant Folder/location and select the files you want to Copy/Upload to the remote session. You can select multiple files by holding down the CTRL key on your keyboard for Windows, or the Command key for macOS, then select Open.

**Note:** There is a file size limit of 255MB for each Copy/Upload task from Local device to AVD.

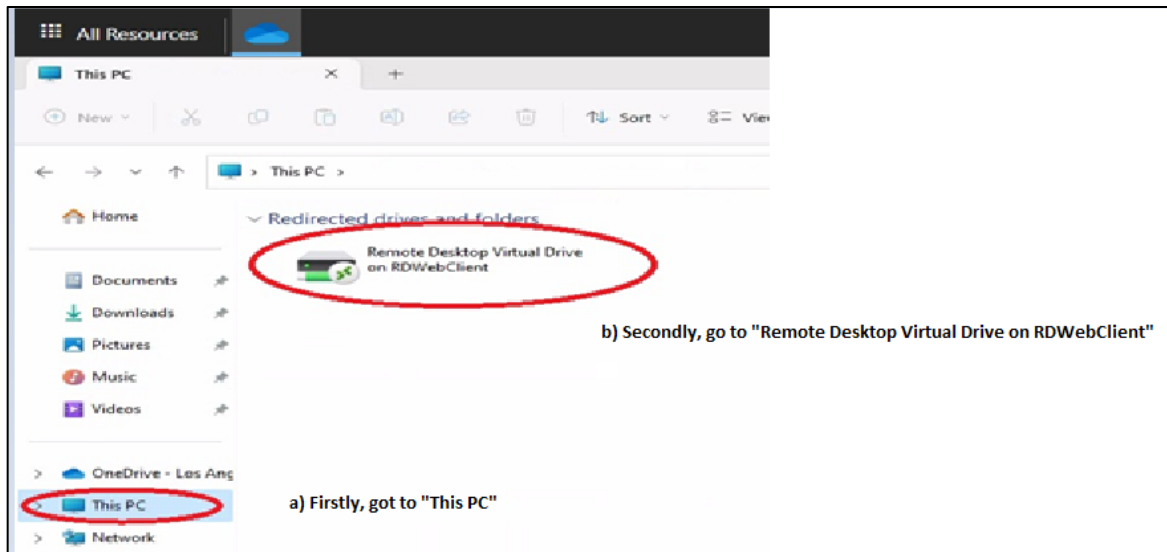


**Step 4:** After Uploading the file, you can see the confirmation notification as highlighted in the below screenshot.

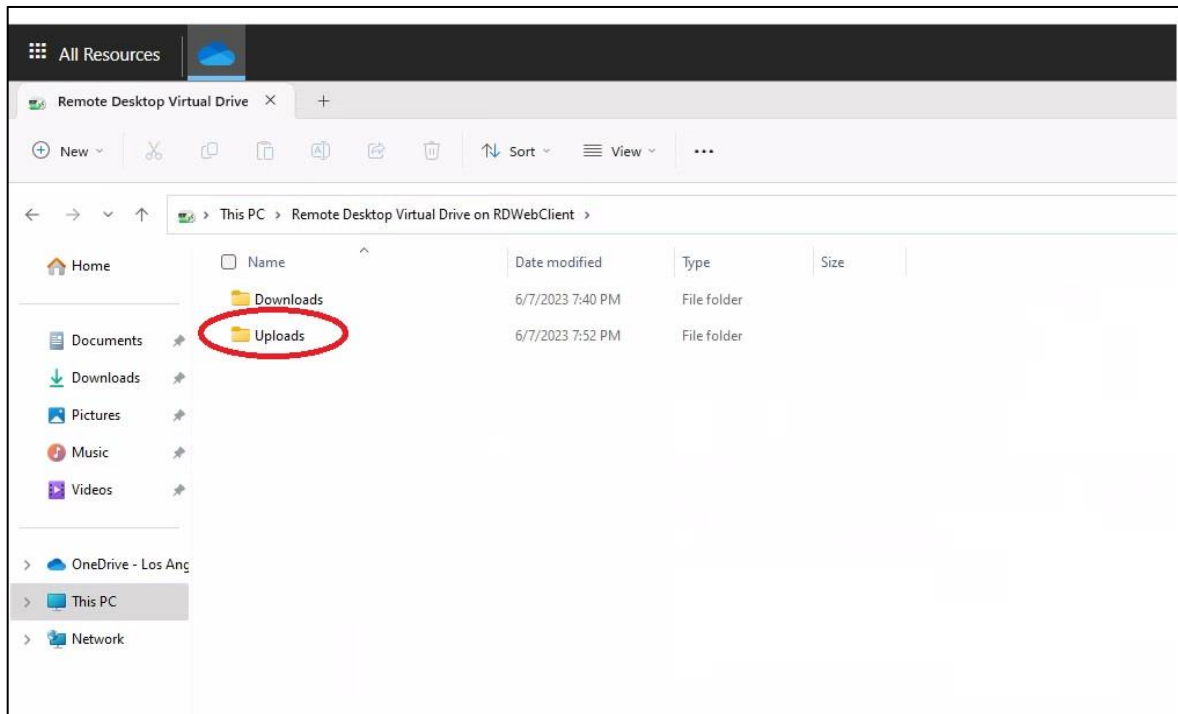


**Step 5:** Now, to view the file that you uploaded, Click on 'This PC'. You'll see a redirected drive called **Remote Desktop Virtual Drive on RDWebClient**.

**Important Note: Don't go to "Network" Tab, please follow the instruction from the picture below.** Navigate to 'This PC' and Click on Remote Desktop Virtual Drive on RDWebClient.

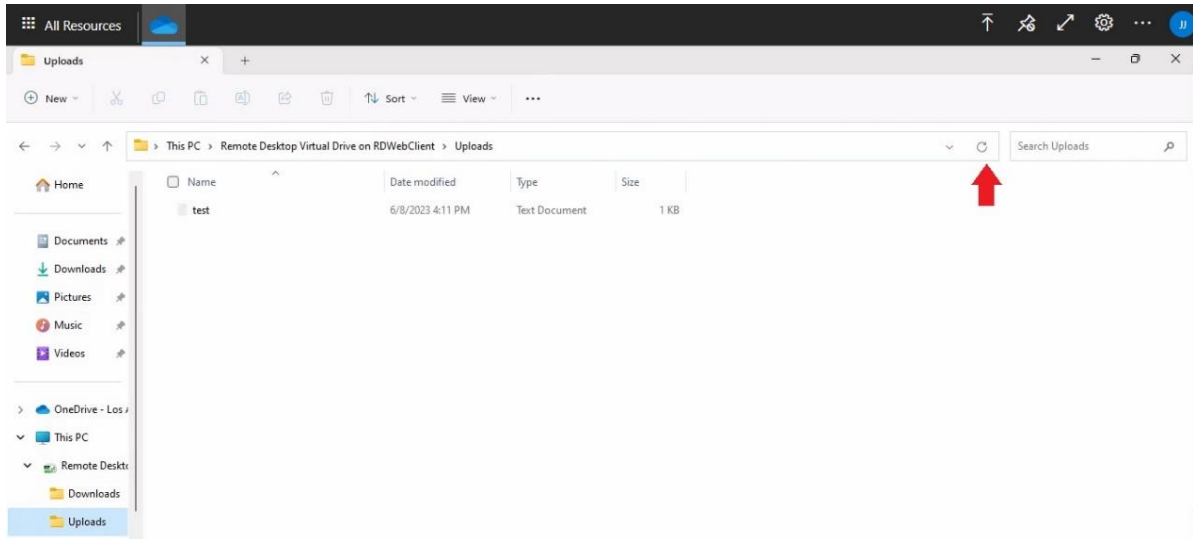


**Step 6:** Inside this drive there are two folders: **Uploads** and **Downloads**. Uploads contains the files you uploaded through the Remote Desktop Web client. Double click on "Uploads" folder and open the files you copied from Local device to AVD.



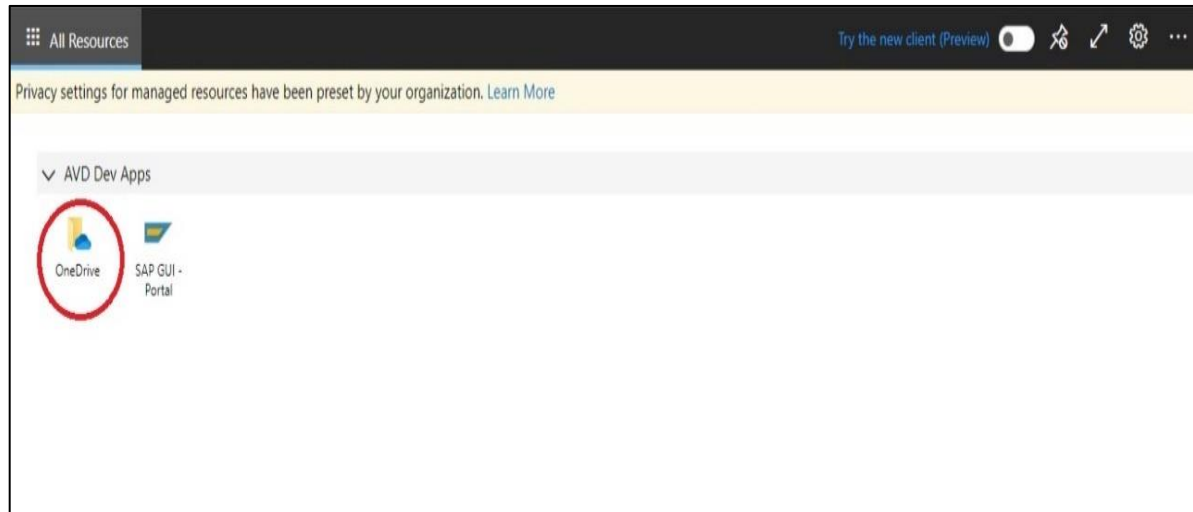
**Step 7:** You can see the uploaded files here in “Uploads” folder.

**Note:** If you are unable to see the file, please click on refresh button to see the file.

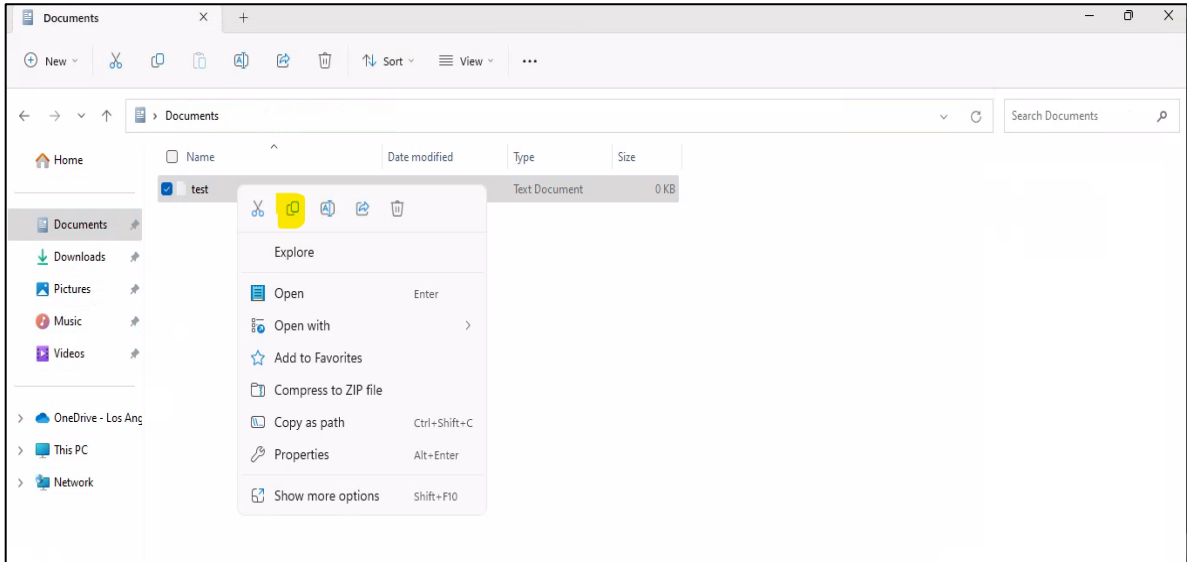


### 3.2. To download/transfer files from AVD to your local device (same for MAC and windows):

**Step 1:** Sign into the Remote Desktop Web client and launch One Drive application.

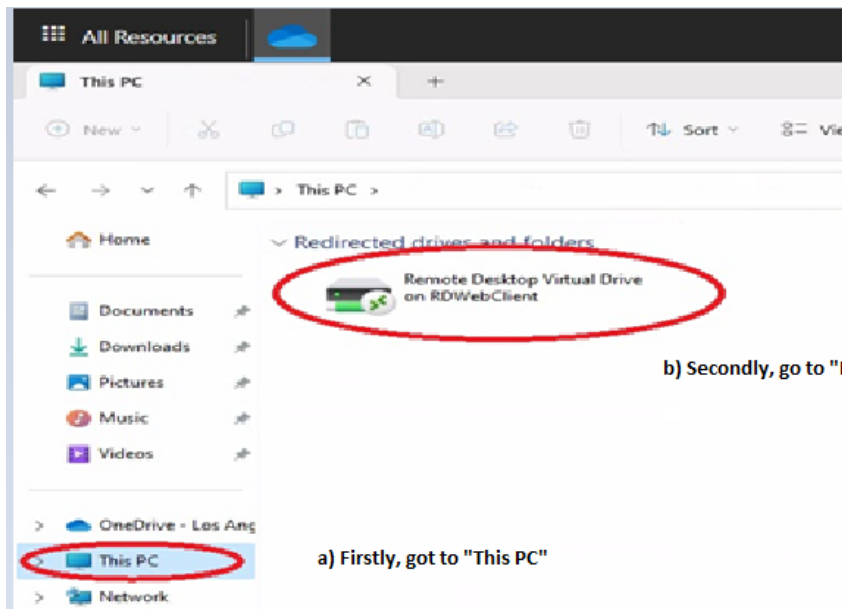


**Step 2:** Browse to the Location/Folder (from where you want to transfer files to your local device) and copy files you want to transfer/download to the local device.



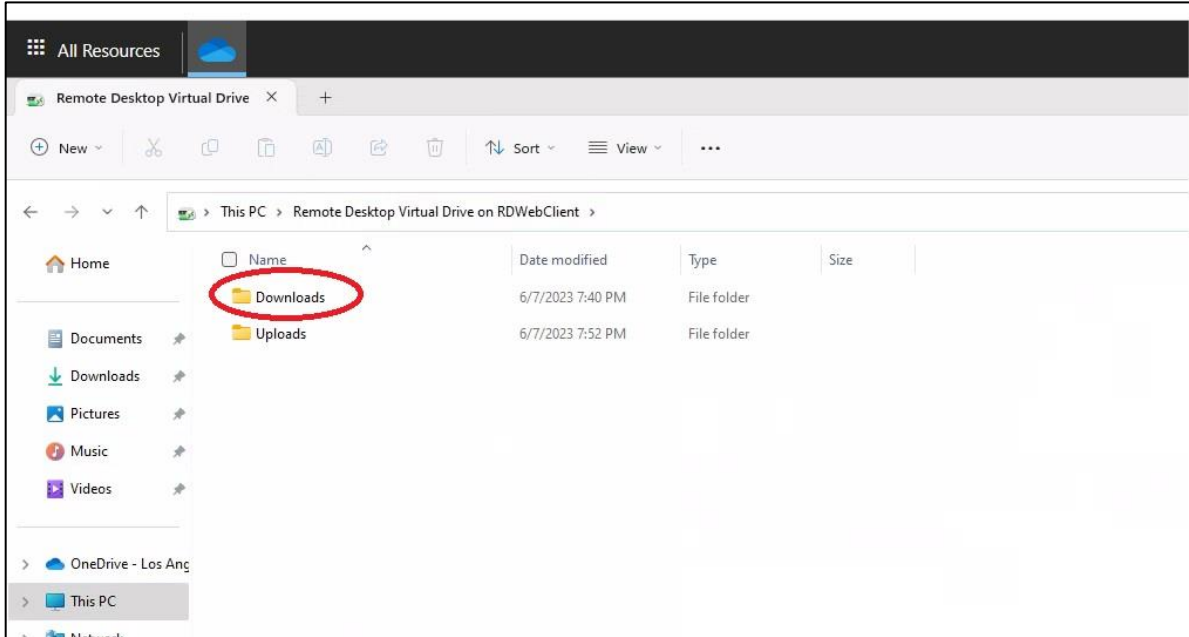
**Step 3:** Now, select 'This PC'. You'll see a redirected drive called **Remote Desktop Virtual Drive on RDWebClient**.

**Important Note:** Don't go to "Network" Tab, please follow the instruction from the picture below.

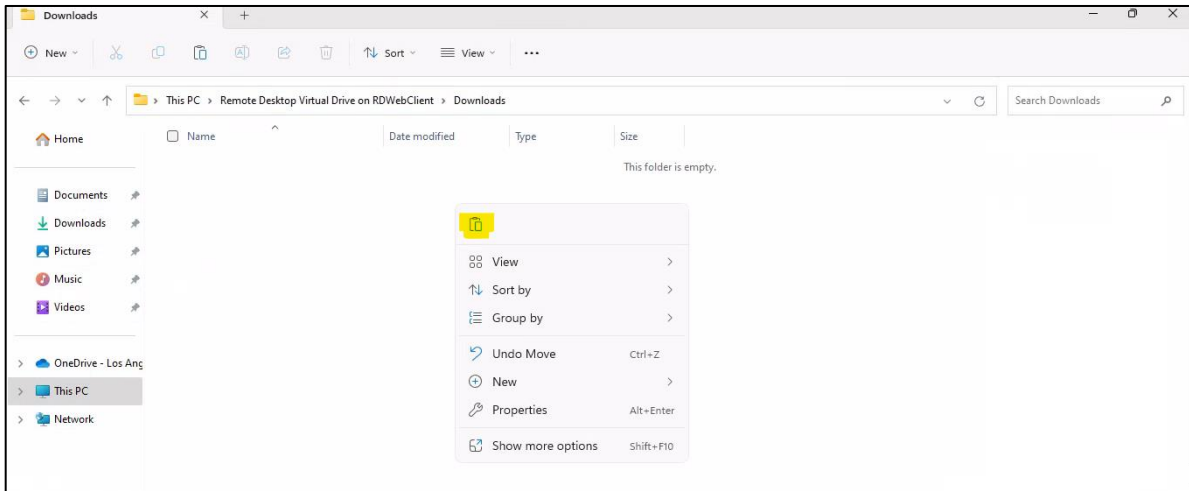




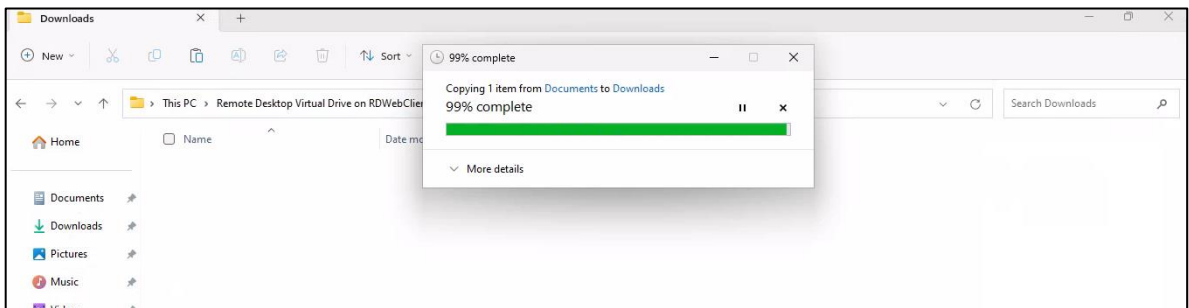
**Step 4:** Inside this drive are two folders: **Downloads and Uploads**. Double click on “Downloads” folder and open it to paste the files you have copied from Step 3.



**Step 5:** Paste the files in “Downloads” folder.

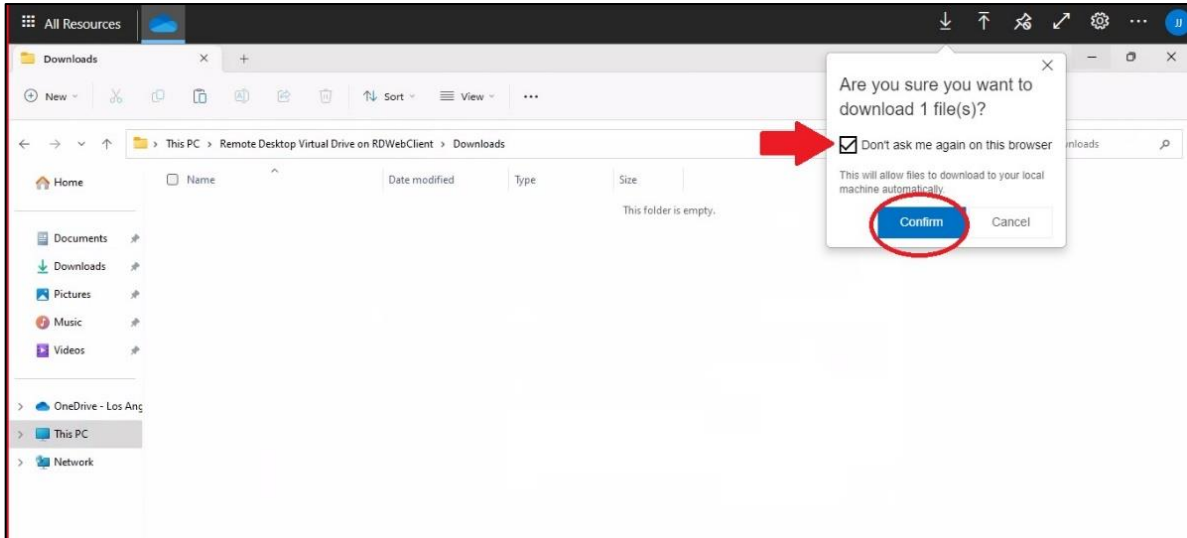


**Step 6:** You can see the progress in copying as shown below.

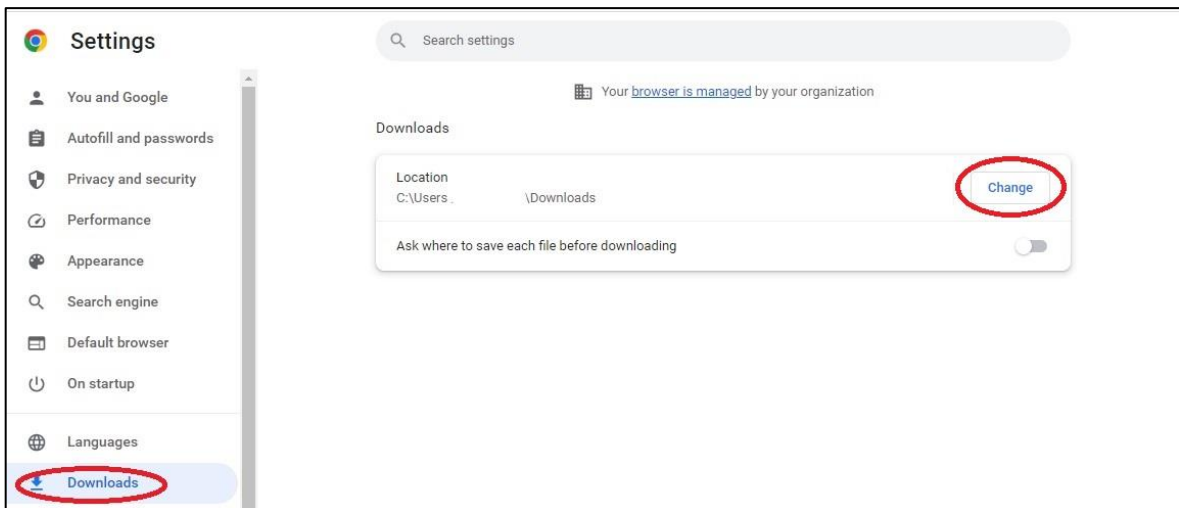


**Step 7:** Before the paste can complete, the Remote Desktop Web client will prompt you **Are you sure you want to download the file(s)?**. Select **Confirm**. Your browser will download the files in its normal way. Your files will be downloaded to your local device default downloads folder.

**Note:** If you don't want to see this prompt every time you download files from the current browser, check the box for 'Don't ask me again on this browser' before confirming.

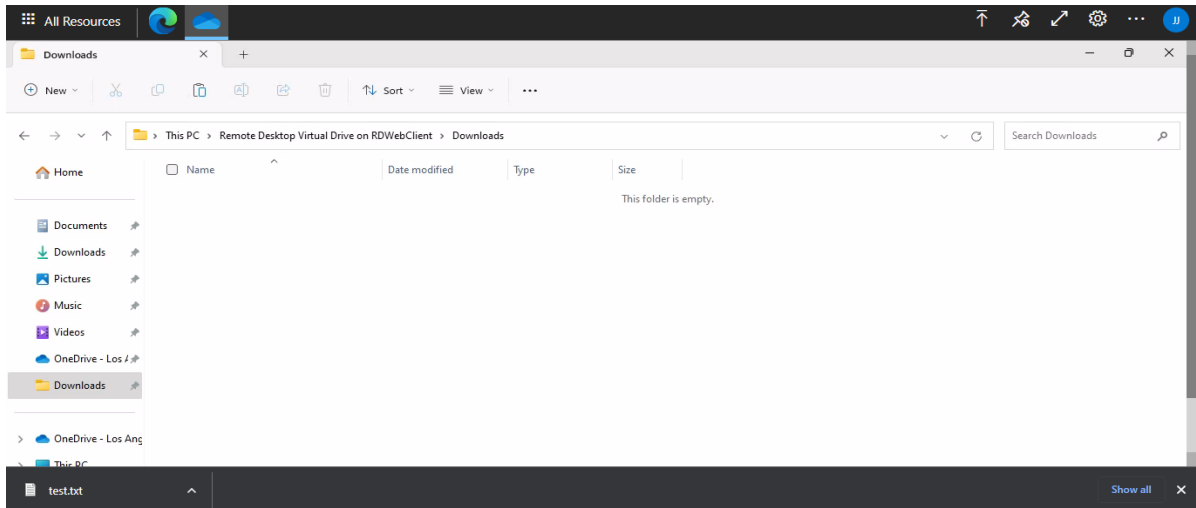


**Note:** If you want to change your browsers' default downloads folder in your local device, please go to browser settings -> Downloads and Change your default location. See the below screenshot for an example in Chrome browser.



**Step 8:** Now you will be able to see the document downloaded in the local computer.

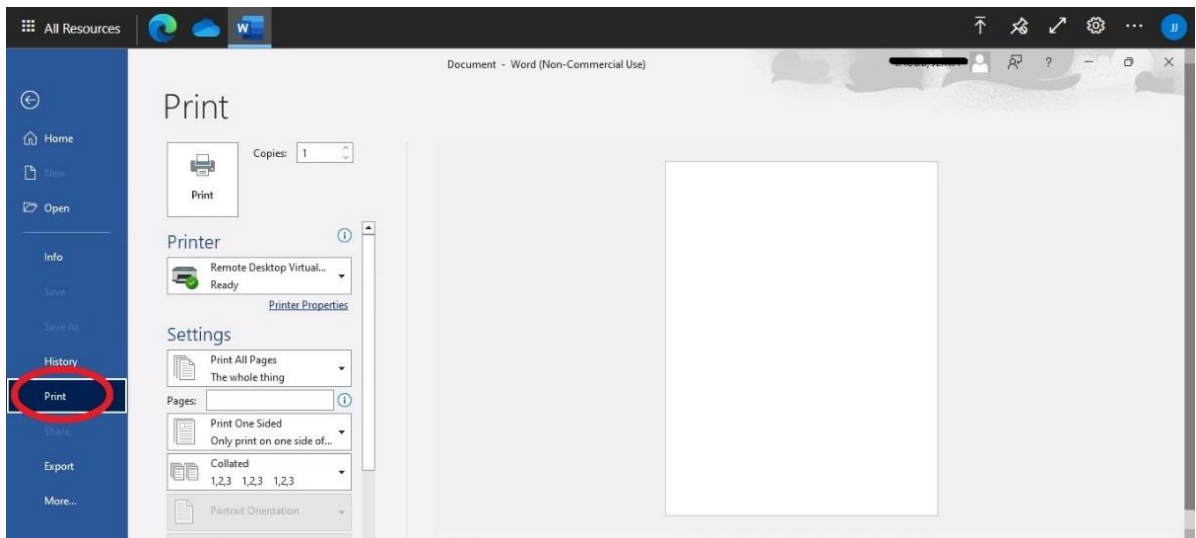
**Note:** The file downloaded will not be available in the Downloads folder of the Remote Desktop Virtual Drive on RDWebClient. It will be available in the folder on your local device which you selected in the above step.



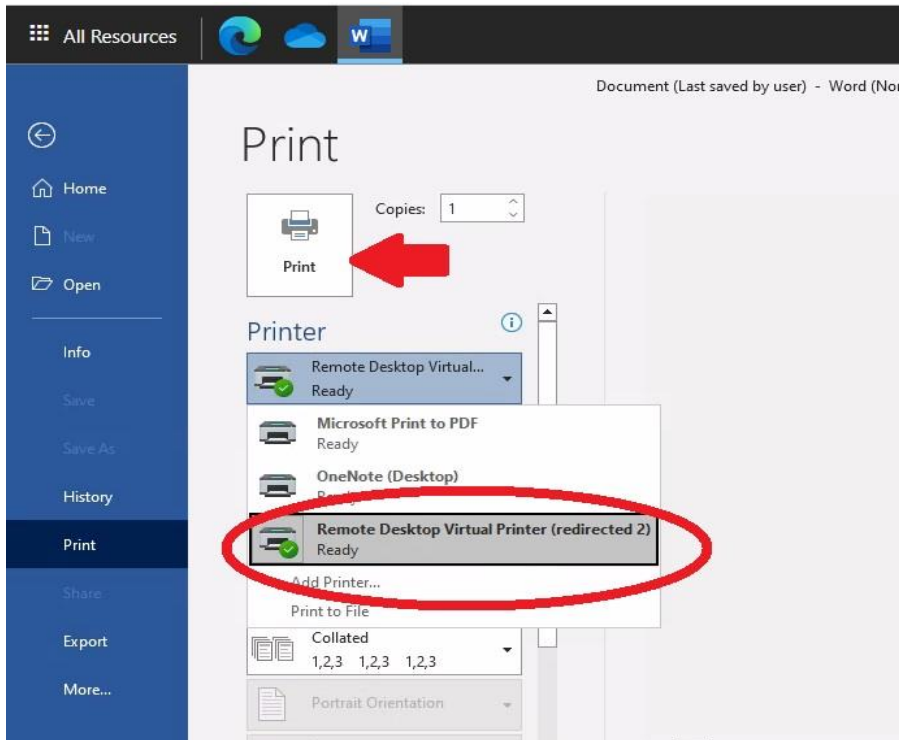
#### 4. Steps to print from the Web client.

**Note:** In Web Client, the printer options won't show network/redirected local printers. This is a known limitation from Microsoft.

**Step 1:** Go to the file you want to print and open. Go to File, select print option.

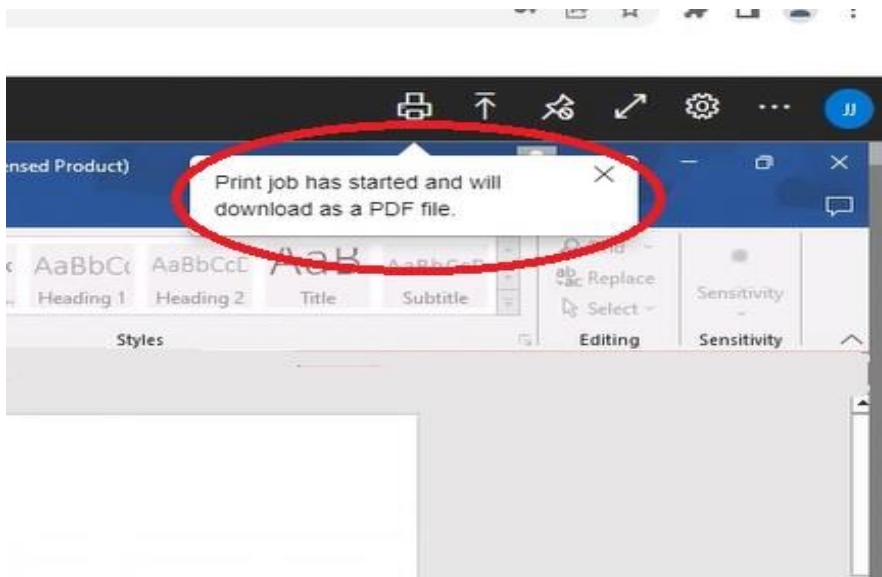


**Step 2:** When prompted to choose a printer, select Remote Desktop Virtual Printer (By default, this will be selected). Select Print.

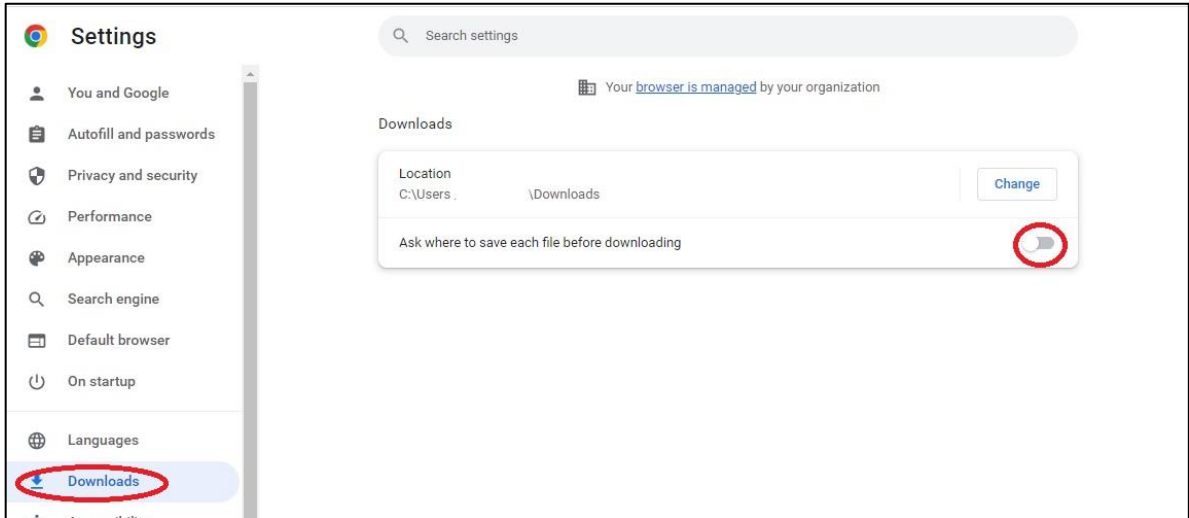


**Step 3:** Your browser will generate a PDF file of your print job. You can see the confirmation notification that the print job is in progress. Once done, you can see the downloaded file as pdf in your local system's default Downloads folder.

You can choose to either open the PDF and print its contents to your local printer or save it to your PC for later use.



**Note:** If you want to rename the file while saving the pdf, please change your browser settings as below. Then, while saving, you will get a popup where you can provide the name of the file and the desired location to save.

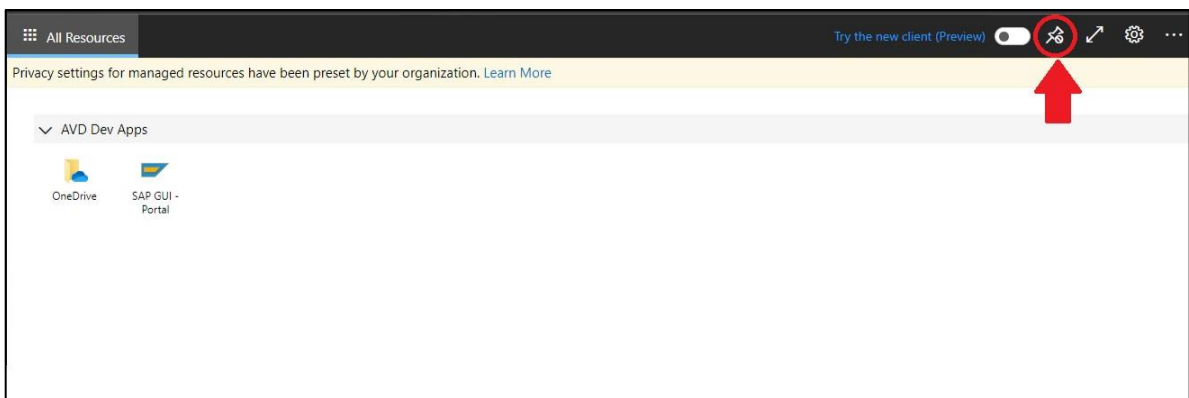


## 5. Web client Settings

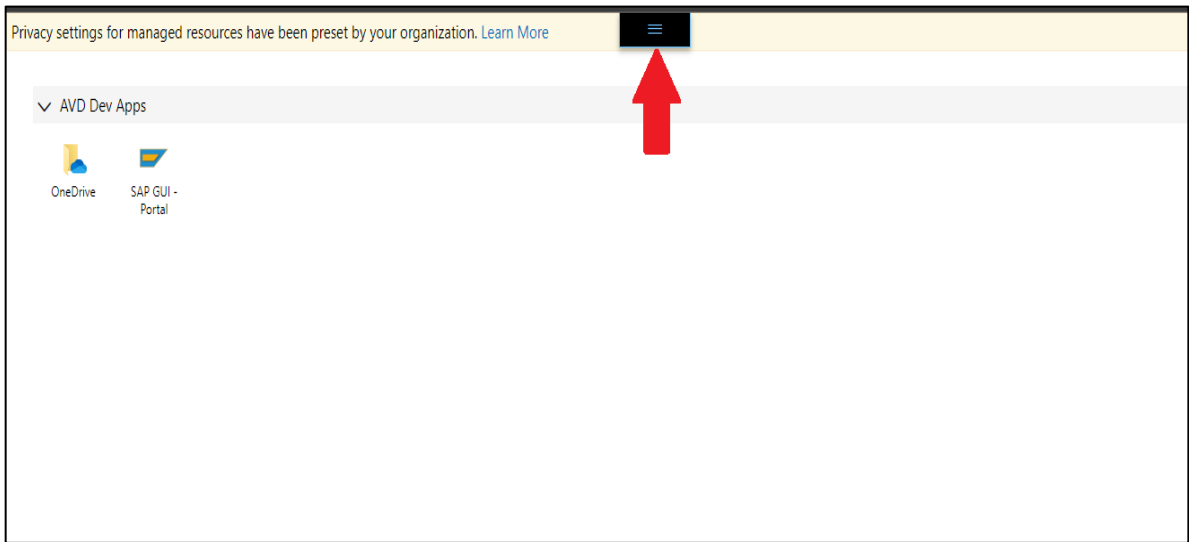
### 5.1. How to unpin and pin Navigation bar:

This task will Hide and Unhide the Web Client Task bar (Black portion of Screen)

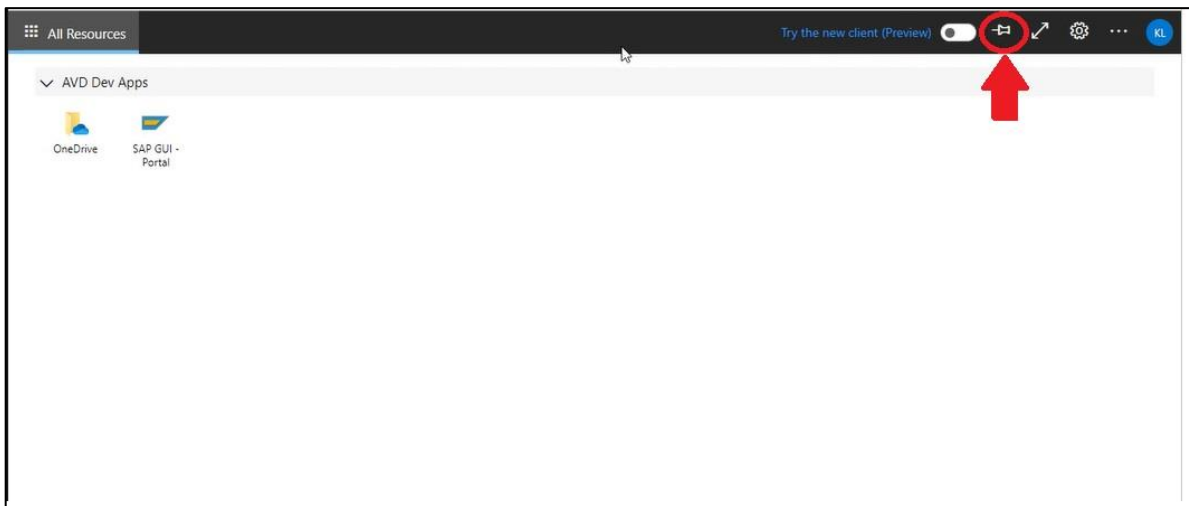
**Step 1:** Click on the pointed icon to unpin the navigation bar.



**Step 2:** If you want to see the navigation bar, click the pointed button.

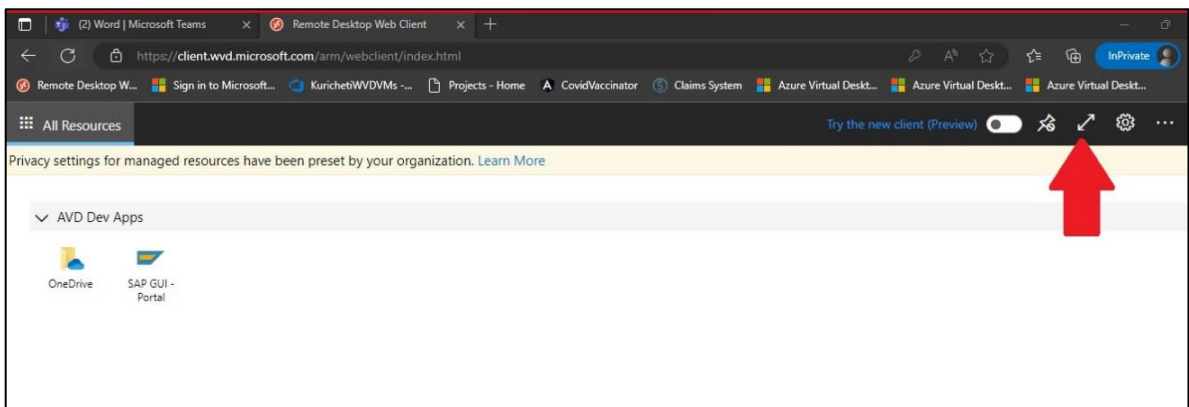


**Step 3:** Click on the pointed icon to pin the navigation bar.

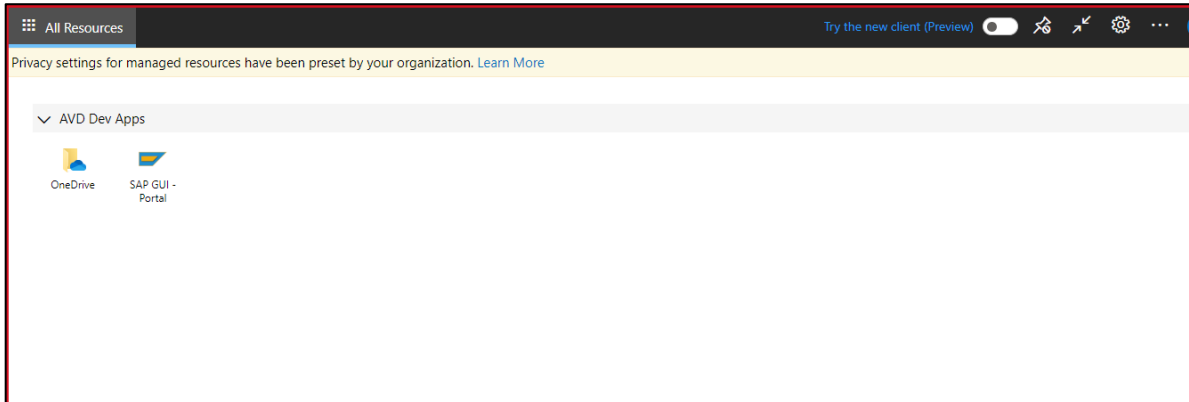


## 5.2. How to make the web client in full screen mode and exit full screen:

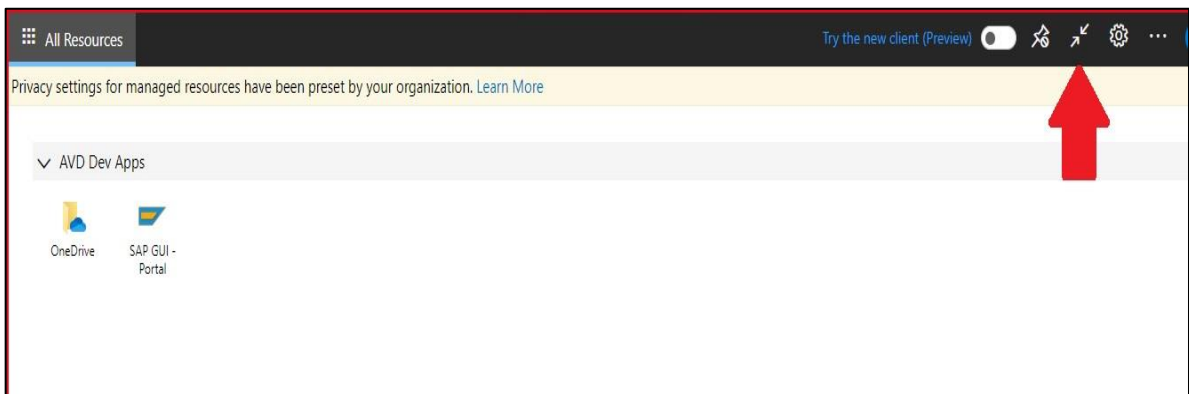
**Step 1:** Click on the pointed icon to maximize the web client or application window to full screen.



**Step 2:** After maximizing the screen, it will hide the Local browser Tabs and taskbar and show only the Web client taskbar or Open application in Full screen mode.

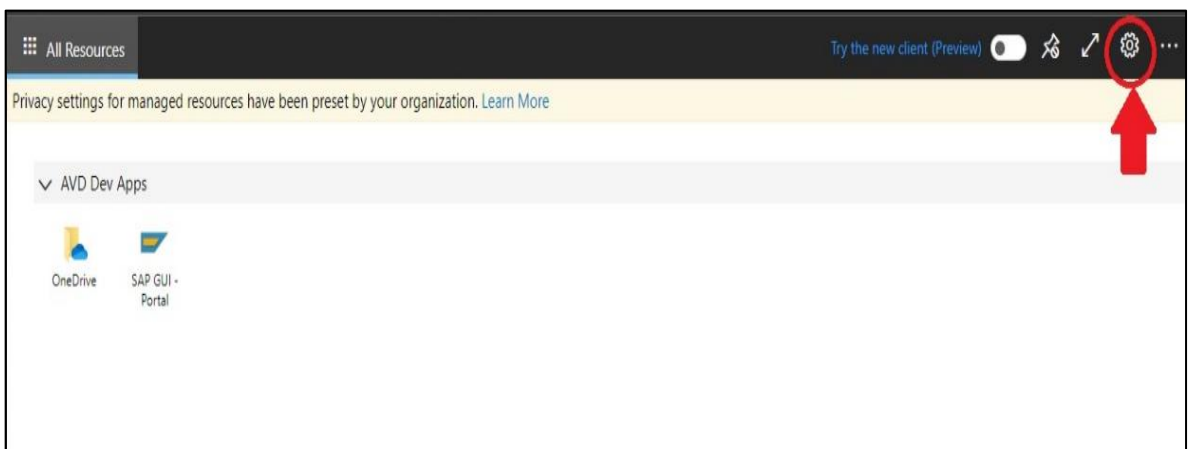


**Step 3:** To exit full screen, click on the pointed icon or click on ESC (Esc key located at top left of your keyboard) and you will be returned to the default view.

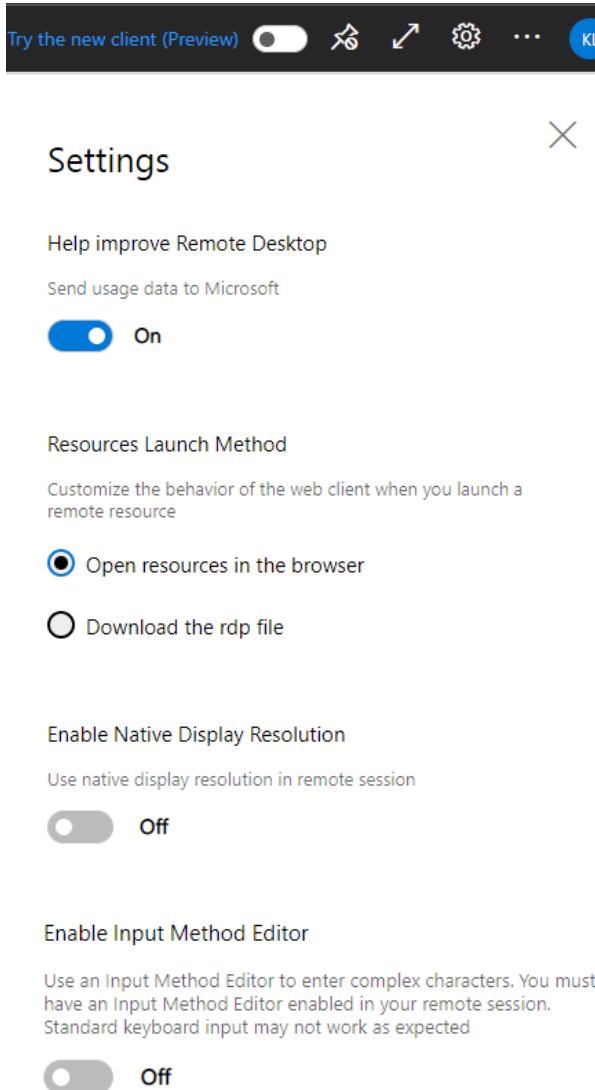


### 5.3. Functions of 'Settings' icon on the web client page.

**Step 1:** Settings icon is shown in below screen (represented as a gear icon).



**Step 2:** When you click on it, you can see the below options:



- **Keep the Resources Launch Method as default.** “Download the rdp file” option will open applications in your installed Remote desktop client application instead of the browser by downloading the Remote Desktop Protocol (RDP) file.
- **Enable Native Display Resolution:** In sessions running on a high-DPI display, native resolution can provide higher-fidelity graphics and improved text clarity. We recommend to keep this as OFF because it may cause increase in CPU/network usage.
- **Enable Input Method Editor:** As of now, input method editor is not supported by our environment. Keep it as Off.

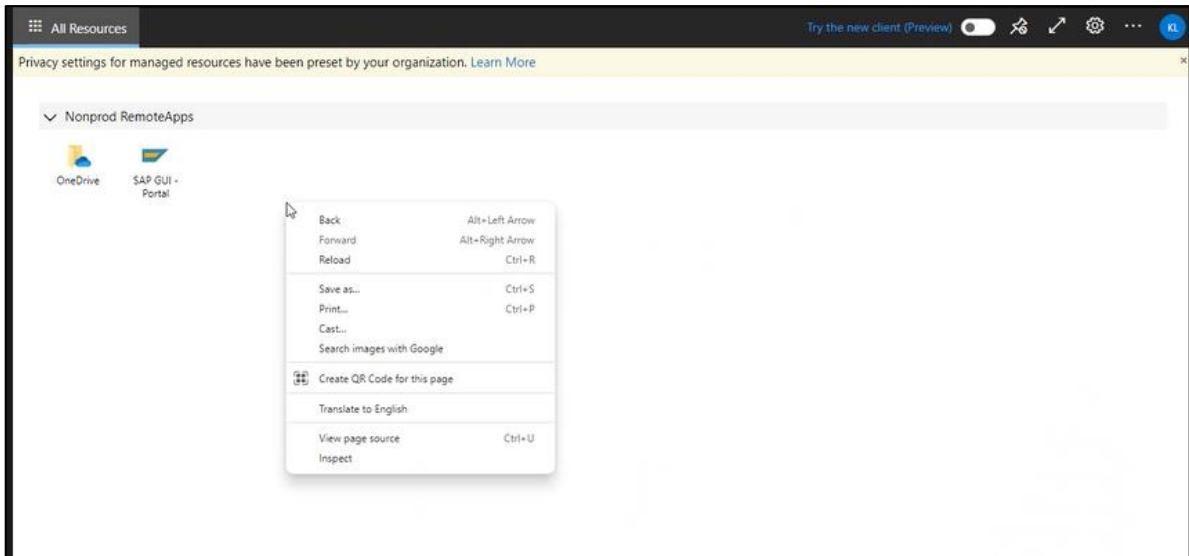
**Important Note:** We recommend keeping the default settings on all these settings.



## 5.4. Ability to Right Click on Web Client Homepage

Please note there are no specific functions related to AVD available through right-click on the web client page.

It is recommended to refrain from selecting any options coming through right click on the page.



**THE END**