

Azure Virtual Desktop (AVD) user guide

Remote Desktop (RD) client app in MAC

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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 RemoteApp programs, session-based desktops, and virtual desktops published by your admin using Remote Desktop Services.

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.

1.1. Purpose of this document

This document will show you how to connect to Azure Virtual Desktop (AVD), using the Remote Desktop Client App. You can use the Remote Desktop app for MAC to work with Windows applications and PCs remotely. Furthermore, this document will enable you to navigate the application and guide you through the usage of detailed step-by-step procedures to start up with Azure Virtual Desktop (AVD), using RD Client.

1.2. Reference Articles

1	What is Azure Virtual Desktop?
2	Connect to Azure Virtual Desktop using the Remote Desktop client for macOS.
3	Use features of the Remote Desktop client for macOS when connecting to Azure Virtual Desktop.
4	Register for a multi-factor authentication (MFA) account.

2. Installing and accessing AVD from the RD client.

Step 1: Go to Finder and go to Applications. Click on AppStore.

•••	< > Applications	≔≎	🖩 • 🖞 🖉	o or d	
Favorites	Name	 Date Modified 	Size	Kind	
AirDrop	> Da Adobe Acrobat DC	May 27, 2023 at 6:53 PM		Folder	
 Recents 	> 🔁 Adobe Creative Cloud	Apr 18, 2022 at 9:05 AM		Folder	
A Applications	Adobe Reader	Mar 11, 2019 at 9:36 AM	389.8 MB	Application	
	App Store	May 12, 2023 at 3:29 PM	16.3 MB	Application	
Desktop	Mtomator	May 12, 2023 at 3:29 PM	4.8 MB	Application	
Documents	🗰 Books	May 12, 2023 at 3:29 PM	91.7 MB	Application	
Downloads	Calculator	May 12, 2023 at 3:29 PM	3.9 MB	Application	
	📅 Calendar	May 12, 2023 at 3:29 PM	13.5 MB	Application	
Creative Cloud Files	Camera Settings	Jan 13, 2021 at 10:35 AM	75.6 MB	Application	
B ?	O CASecureBrowser	Sep 14, 2018 at 3:57 PM	299.1 MB	Application	
and a second second second second	Chess Chess	May 12, 2023 at 3:29 PM	7.4 MB	Application	
ConeDrive - Los An	> 🛅 Cisco	Oct 15, 2021 at 9:46 AM		Folder	
Tags	Cisco Webex Meetings	Feb 26, 2020 at 2:09 PM	207.9 MB	Application	
	Citrix Workspace	May 10, 2022 at 2:06 PM	158.5 MB	Application	
Red	Clock	May 12, 2023 at 3:29 PM	7.1 MB	Application	
Orange	Contacts	May 12, 2023 at 3:29 PM	14.1 MB	Application	

Step 2: Search for **Microsoft Remote Desktop** in the App Store. Proceed to click on the installation button. Please ensure that you are installing the application shown below.



Step 3: After the installation is complete, click on Open.



Step 4: If you receive a prompt like the one shown below, please click on **Continue** and **OK** for the next pop-up. This will enable the application to access your microphone.



Step 5: The RD client should be displayed, as shown in the image below. Click on + , which will show you two options, **Add Workspace** and **Add PC**. Select the **Add Workspace** option.

r "microsc	•••	Hicrosoft	Remote Desktop Workspaces	Q Search		
Remote Desktop		Add PC Add Workspace			· _@ <	⊘ ⊕ ¥
104K					389.8 MB	Folder Application
					16.3 MB 4.8 MB 91.7 MB 3.9 MB	Application Application
<u> 11 (</u>					13.5 MB 76.6 MB 299.1 MB	Application Application
				_	7.4 MB 207.9 MB	Folder Application
esktop - VNC		dd your first PC connec o get started.	tion		158.5 MB 7.1 MB 14.1 MB	Application
97		Add PC				

Step 6: Input your LAUSD email and click on **Add**. After this, input your password and log into the workspace.

Enter https://rdweb.wvd.microsoft.com in below screen

	PCs	Workspaces		
Add Workspace				
https://rdweb.wvd.micros	oft.com			
Searching for workspaces 🗧	Ś	₽		
		Canc	el Add	

Screen turns out as below, then click Add

	OmegaPCsWorkspacesQSearch
	Add Workspace
	https://rdweb.wvd.microsoft.com
$\begin{array}{c} \text{Sufficiency}\\ \text{Sufficiency}\\ \hline \\ \hline$	A workspace is associated with this URL. $>$
× Fi c 0 € NSE SPEND BY MONTH	Workspace URL:
	https://rdweb.wvd.microsoft.com /api/arm/feeddiscovery
All Teal Own Sec are 3.400 5.200 5.800 5.800 5.400 5.930 5.930 5.930 Parpure Trees 3 3 3	Links to remote apps, PCs and files will be downloaded and automatically updated if you add the workspace.
	Privacy settings for managed resources are preset by your organization. Learn more about privacy settings
	Cancel Add

Step 7: If the portal asks you to provide **MFA** (Multi factor authentication), please approve the sign in request using your method of choice. This will be a one-time activity.



Or Approve sign in request Open your Authenticator app, and enter the number shown to sign in. **94** 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)

Step 8: After authentication, the workspaces and applications assigned to you will begin to

load.



Step 9: Next, we will be setting up the local drive redirection. Inorder to do so, click on **Microsoft remote desktop** and go to **Preferences**, as shown below.



Step 10: Go to **General** and select the **Choose Folder** option located under folder redirection.

lausd		
• Issue • • •	Preferences	
Gener	ral Ger Accounts Gateways Groups Res	olutions
🕑 Use Mac shortc	uts for copy, cut, paste and select all, undo, and find	1
 💟 Use system pro:	xy configuration	
	tions for Microsoft Teams video streams when connecting to servers that support Teams re	direction.
Show thumbnail	Is in the Connection Center	
Delete Stored	Thumbnails	
Help improve Re	emote Desktop	
	ivel is increased, most text and graphics in the remote sessi- nance will decrease (if hardware acceleration is disabled).	on will appear smoother,
Graphics interpolat	tion level: Automatic 👩	
🛛 Use hardware a	cceleration when possible.	
If folder redirection	is enabled for RDP files or managed resources, red	irect:
	Redirect as read-only	
wung	*	

Step 11: Now, you can choose any folder from your local device. However it is recommended to use your user folder. An example of choosing the user folder has been provided below. To choose a folder, select the desired folder and click on **Choose**.



open the SAP GUI-Portal, double click on the icon.



Step 13: Input your LAUSD email and password and click on Continue.

	n Name a Po		
A state of the second s	Enter Your User Ad This user account v r1.wvd.microsoft.co	vill be used to connect to rdgateway-	
C C	onfi Username:	@lausd.net	
	Password:	•••••	
		Show password	Contraction of the second s
		Cancel	

Step 14: 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 VM 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 15: to load your session.



Step 16: Your Remote App will now open.



3. 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.

🤌 Remote Desktop	AVD Dev Apps	– 🗆 X	
	Starting your app		
✓ AVD Dev Apps	-		
	SAP GUI - Portal		
📐 📂			
OneDrive SAP GUI - Portal	Initiating remote connection		
	Show Details	Cancel	

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.



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**.



4. 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.



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

OneDrive - Los Ange	eles Unifie × +						- 0
⊕ New ~ 🐰		¶ î∿ sort ~	\equiv View ~ …				OneDrive is up to date
← → ~ ↑	OneDrive - Los Angeles Unified Sch	nool District >				~ C	Search OneDrive - Los Ang 🔎
A Home	Name	Status	Date modified	Туре	Size		
	average 2017 Support Pack	0	6/9/2023 11:25 AM	File folder			
Documents 🖈	ack 2018 Support Pack	0	6/9/2023 11:25 AM	File folder			
🚽 Downloads 🏓	ack 2020 Support Pack	0	6/9/2023 11:26 AM	File folder			
Pictures *	ack 2021 Support Pack	0	6/9/2023 11:26 AM	File folder			
👩 Music \Rightarrow	2022 Support Pack	0	6/9/2023 11:26 AM	File folder			
Videos 📌	Attachments	0	6/9/2023 11:25 AM	File folder			
Downloads	🚞 Citrix Upgrade	0	6/9/2023 11:25 AM	File folder			
	Cloud Migration	0	6/9/2023 11:26 AM	File folder			
OneDrive - Los	Covid Exp Files	0	6/9/2023 11:26 AM	File folder			
This PC	🚞 Covid Expenditures	0	6/9/2023 11:26 AM	File folder			
> eaemalanon LA	🚞 Dell Laptop	0	6/9/2023 11:26 AM	File folder			
Metwork	🚞 Desktop	0	6/9/2023 11:26 AM	File folder			

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

5.1. 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

· · ·		(1		
tility Program to M	anage Application Se	erver files		
Expand All 🛛 🖄 Collapse All	🕅 Find			
DR2	61	🔥 🚔 🖹 Uplo 🕼 Downlo 🏭 M	10	
* 🛅 ZAPAR1042		/74 DA D1 0 12 /		
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errorlog (0)	民 File N			
 keep (0) successlog (0) 	ZAPA	R1042_Pcard_Recon_Report.txt		
• work (1)				
ZAPAR1044				
• errorfile (0)				
• 🧰 errorlog (0)				
• 🧰 keep (0)	6			
 successlog (0) work (0) 	🖙 Open			×
* 🛅 ZAPIF1009				
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errorlog (0)				
 keep (0) successlog (0) 	Organize New fold	ler		≣ • 🔲 🚯
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• 🛄 erronog (0) • 🥅 keep (0)	Videos 📌	Book1	11/29/2076 12:54 AM	Microsoft Excel W
 successlog (0) 		Doc1	11/29/2076 12:54 AM	Microsoft Word D
• 🛄 work (0) • 📂 ZAPIF1010	> OneDrive - Los /	Downloaded	6/30/2023 11:36 AM	Text Document
 errorfile (0) errorlog (0) 	✓ ■ This PC	Error file	6/22/2023 4:33 PM	Text Document
			6/30/2023 11:35 AN	t Excel W
• 🛄 keep (0)	> 🛫 AVD on Kris-N			
 keep (0) successlog (0) 		2 Give fiel name		3
• 🧰 keep (0)	> 🐲 Network			
 keep (0) successlog (0) work (0) 		arme: ZAFAR1042.txt		_

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

-

Utility Program to Ma	anage Applic	ation Se	rver files
😵 Expand All 🛛 🖄 Collapse All	🕅 Find		
• 📂 DR2			🏷 🚔 🕐 Uplo 🚯 Downlo 🍰 Mo
 ZAPAR1042 errorfile (0) 		DR2	2/ZAPAR1042/work
• 🧰 errorlog (0)		E File Na	ame
• 🧰 keep (0)		ZAPA	R1042_Pcard_Recon_Report.txt
 successlog (0) work (1) 			
ZAPAR1044			
• 🧰 errorfile (0)			
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 keep (0) successlog (0) 	🔄 Download Fil	ac	
 • in successing (0) • in work (0) 	E Download Th		
* 🛅 ZAPIF1009	Presentation Fi	le Name	\\tsclient\AVD\ZAPAR1042.txt
• 🧰 errorfile (0)			
• 🧰 errorlog (0)			

Utility Program to Manage App	plication Server files
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ZAPAR1042	DR2/ZAPAR1042/work
 errorfile (0) errorlog (0) 	
• 🔤 keep (0)	File Name
• successlog (0)	ZAPAR1042_Pcard_Recon_Report.txt
• work (1)	
ZAPAR1044	-
• 🛄 errorfile (0)	—
• 🧰 errorlog (0)	
• 🥅 keep (0)	
 successlog (0) 	
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▼ ► ZAPIF1009	-1
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File Downloaded Successfully	
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File downloaded on users' local machine at a fille path location provided:

This PC \rightarrow 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.

$\leftarrow \rightarrow ~ \checkmark ~ \uparrow$	> This PC	~ C	Search This PC	م
	✓ Devices and drives			
📔 Documents 🖈	Windows (C:) Temporary Storage (D:)			
🛓 Downloads 🖈	98.1 GB free of 126 GB 295 GB free of 299 GB			
🔀 Pictures 🛛 🖈	Redirected drives and folders			
👩 Music 🍃	C on TVMATP419184L D on TVMATP419184L			
🚺 Videos				
> 📥 OneDrive - Los				
🛩 📮 This PC				

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

A Home		Name	✓ Status	Date modified	Туре	Size		
		Attachments	0	6/14/2023 7:12 PM	File folder			
Documents	*	🚞 Desktop	0	6/14/2023 7:12 PM	File folder			
🛓 Downloads	*	Documents	0	6/14/2023 7:12 PM	File folder			
Pictures	*	Pictures	0	6/14/2023 7:12 PM	File folder			
Music	*	branding-text.gif	0	6/13/2023 6:04 PM	giffile		4 KB	
Videos	*	Document	0	5/19/2023 4:54 PM	Microsoft Word D		11 KB	
		hiii	0	6/9/2023 6:03 PM	Text Document		0 KB	
> 📥 OneDrive - Lo	Anc	test - Copy	0	6/2/2023 11:07 PM	Text Document		0 KB	
This PC	-							

5.2. 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.

	Documents		~ C	Search Documen	its	Q
Organize 🔻 New fold	der			I	≣ ▼ 🛄	?
Pictures *	Name	^ No ite	Date	e modified earch.	Туре	
 OneDrive - Los J This PC Network 						
Microsoft Word						

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.

$\leftarrow \rightarrow \checkmark \uparrow$	📮 > This PC	~ C		Search This PC	م
Organize 🔻				₽= ▼	
 Pictures Music Music Videos OneDrive - Los This PC Network Microsoft Word 	C on TVMATP4192	27L			
F	ile name:	Tools	~ •	All Word Documents (*	docx;*.i > Cancel

5.3. 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.

🔗 Remote Desktop						
✓ AVD Dev Apps						
	GUI - rtal					
Documents	. × .	÷				
🕀 New 🐇	0 6 0) 🖻 🛈	\uparrow Sort \cdot \equiv View \cdot			
$\leftarrow \rightarrow \checkmark \uparrow$	Documents					
A Home	Name	^	Date modified	Туре	Size	
	🛛 🔯 abc		6/10/2023 12:37 AM	Microsoft Exc	el W 7 KB	
Documents	*					
🛓 Downloads 🔅	*					
Pictures	*					
	*					
	*					

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.)

\rightarrow \rightarrow \uparrow	📮 > This PC
A Home	✓ Redirected drives and folders
Documents	C on TVMATP419227L
🛓 Downloads	*
Pictures	*
🕖 Music	*
🔀 Videos	*
OneDrive - Lo	s Ang
📮 This PC	

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.

6. 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

55	Remote Desktop
	✓ AVD Dev Apps
	OneDrive SAP GUI - Portal

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

✓ AVD Dev Apps	 OneDrive - Los A 	Angeles Unifie × +				- 🗆 X
	🕀 New 🗸	. 0 6 0 0 0	↑↓ Sort $\stackrel{_{\scriptstyle \vee}}{=}$ $\stackrel{_{\scriptstyle \vee}}{\equiv}$ View $\stackrel{_{\scriptstyle \vee}}{=}$			OneDrive is up to date
OneDrive SAP	$\leftarrow \rightarrow \checkmark \uparrow$	● > This PC > Windows (C:) > Users >	> OneDrive - Los Angeles l	Jnified School District	~ C	Search OneDrive - Los Ang 🔎
	合 Home	Name ^	Status Date modified	Туре	Size	
		ttachments	△ 6/10/2023 12:36 A	M File folder		
	Documents	*				
	🛓 Downloads	*				
	Pictures	*				
	🕖 Music	*				
	🔀 Videos	*				
	> 🌰 OneDrive - Los	s Ang				
	> 💻 This PC					

6.1. 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.

\rightarrow ~ \uparrow	•	> OneDrive - Los Angeles Unified Scho	ool District >				~ C	Search OneDrive - Los Ang , P
A Home		Name	Status	Date modified	Туре	Size		
		Carl Apps	0	6/24/2023 2:19 AM	File folder			
Documents	*	The Attachments	0	6/24/2023 2:19 AM	File folder			
	*	🚞 Desktop	0	6/24/2023 2:19 AM	File folder			
Pictures	*	📁 Documents	٥	6/24/2023 2:19 AM	File folder			
Music	*	Cictures Pictures	٥	6/24/2023 2:19 AM	File folder			
Videos	*	📕 test	(0)	6/24/2023 2:21 AM	Text Document	0 KB		

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.

A Home		Name	Status	Date modified	Туре	Size
		ta Apps	0	6/24/2023 2:19 AM	File folder	
Documents	*	늘 Attachments	0	6/24/2023 2:19 AM	File folder	
上 Downloads	*	늘 Desktop	0	6/24/2023 2:19 AM	File folder	
Pictures	*	📒 Documents	0	6/24/2023 2:19 AM	File folder	
🕖 Music	*	Carl Pictures		6/24/2023 2:19 AM	File folder	
Videos	*	test	0	6/24/2023 2:21 AM	Text Document	0 KB
			$\mathbf{\nabla}$			
OneDrive - Los	Ang					
Network						

7. Syncing your OneDrive

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.

lome	Name	Status	Date modified	Туре	Size
	늘 Apps	0	6/24/2023 2:19 AM	File folder	
ocuments 🚽	Attachments	0	6/24/2023 2:19 AM	File folder	
ownloads 🚽	📒 Desktop	0	6/24/2023 2:19 AM	File folder	
ictures 🖌	Documents	0	6/24/2023 2:19 AM	File folder	
Ausic 🦼	Distures		6/24/2023 2:19 AM	File folder	
ïdeos 🦼	tect	0	6/24/2023 2:21 AM	Text Document	0 KB
DneDrive - Los An his PC letwork		0			

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.

		Document • Saved to \\tsclient\D
©	Print	
슈 Home 凸 New Թ Open	Copies: 1	
Info	Printer	
Save Save As	Ready Printer Properties	
Print	Settings Print All Pages The whole thing	Connecting to printer. ? × Connecting to printer.
Share	Pages:	Cancel
Export	Print One Sided Only print on one side of th	Cancer
Transform	Collated • • • • • • • • • • • • • • • • • • •	
Close	P	

	HP Universal Printing PCL 6	
	Preparing to print Remote Deski Select the HP printer you want to use	
Remote Desktop Connection	×	Printer Information:
HP Universal Printing PCL 6		
All pages have been downloaded	iss irinters es	•
Don't show printing progress again		
	Hide	v
	Settings	Add this printer to my Printers and Faxes folder

Step 3: The file will connect to printers that are available on your local machine. Continue to

9. Sign-out/close apps

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

	✓ ● AVD Det	/ Apps					
	-			-	-		
0			OneDrive	-		-	
in an							
Section)			0				
			Bard Hiro age				-
				×			
						U Deserver.	
						0 Het Barr () Heat	
						z 0	

Step 2: To close the RD client, click on **Microsoft remote desktop** and **Quit Remote Desktop**.

Microsoft Remote Desi	ctop dit	Connections	Window	Help				2000		8	۵ 🚯	1	10	ຸຣ	0	601
About Remote Desktop				00	•			Microsoft Re	mote Deskt	qq						
Preferences	182			88	-	0.	+ ~	PCs	Workspace	15	Q -	esn.				
Services	>			~	AVD D	Dev Ap	ops									
Hide Remote Desktop Hide Others	HHE HHE27				-		-		-		-	-				
Show All Quit Remote Desktop	жо	1			DP2	1	File Explorer	OneDrive	QP1	QP	>2	SAP GUI - Portal				

<u>Note:</u> 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.

Oops, we couldn't connect to "AVD Dev Apps" Nour session timed out due to inactivity. Try connecting again. Reconnect Cancel				٦
Se It 1 Cli			os"	
Cli Cancel	Se			
		Reconnect		

10. 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