

# 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.

Remote Desktop Setup - X End-User License Agreement Please read the following license agreement carefully
MICROSOFT SOFTWARE LICENSE TERMS
These license terms are an agreement between you and Microsoft Corporation (or one of its affiliates). They apply to the software named above and any Microsoft services or software updates (except to the
Privacy statement
Back Next Cancel

### 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**.

Remote D	Desktop Setup	-	ā x	
	Wizard	I the Remote Desktop button to exit the Setup Wizard.		
	Caunch Remo	ote Desktop when setup exits. Back Finish	Cancel	

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 <u>https://achieve.lausd.net/mfa</u> for more information.

🚳 Remote Desktop			- 0	$\times$
	×	र्ह्उ Settings	🖽 Tile	
Let's get started				
Subscribe to access managed ar		Start Menu.		
Privacy settings for managed re	Microsoft			
Subscribe Subscribe	Sign in			
	- Plausd.net			
	No account? Create one!			
	Can't access your account?			
	Back Next			

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 <u>https://achieve.lausd.net/mfa</u> for more information.





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.

R AVD Dev Apps -	-		$\times$	
Starting your app				
-				
SAP GUI - Portal				
Initiating remote connection				
Show Details		Cano	el	
	SAP GUI - Portal			

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

🤌 Remote Desktop	Windows Security     X	
✓ AVD Dev Apps	Enter your credentials These credentials will be used to connect to AVD Dev Apps.	
OneDrive SAP GUI -	Image: Source in the image of the image	
Portal	Remember me	
	More choices	
	OK Cancel	

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





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.

Remote Desktop	RVD Dev Apps		$\times$	
	Starting your app			
✓ AVD Dev Apps	<b>—</b>			
	SAP GUI - Portal			
OneDrive SAP GUI - Portal	Initiating remote connection			
Portai	Show Details	Cano	el	

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**.

C https://bts.lausd.net/irj/portal		A* 12 12 12 12 12 12 12 12 12 12 12 12 12
	Business Tools for Schools	Work Work Not syncing We can't sync to your account since we need to confirm that it's you. Please sign in again to verify your ac
	User * Passnood * * Entry jour Single Sign-On (rmal) username and passnood k e g (minimigikawad kR-beaver, may, unit-digitawadana) De nol add domain name (djikudd k1.2 a. us (djikudd net) Account Problems? Cal.Succad Log On	Sign in & Other profiles >
	Copyright © SAP AQ. All Rights Reserved.	SAP

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 <u>https://achieve.lausd.net/mfa</u> 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.

6		SAP NetWeaver Portal	× +			- 0	×
$\in$	C	https://bts.lausd.ne	et/irj/portal		A 12 14 16 18	÷ …	b
					Work	Work	Q 0
				Business Tools for Schools	Sync is on Q. Other profiles	>	<b>a</b> +
				User * Password * *Enter your Single Sign-On (email) username and password for e.g. (manth@eed+H2ceus, mary smith@everted) Do not add domain mare (@usernami k12.c.a.us @ilausd.net) Account Problems? Get Support Log On	Log In.		
				Copyright @ SAP AG. All Rights Reserved.	SAP		

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.

<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.

Id	Oops, we couldn't connect to "AVD Dev Apps" Your session timed out due to inactivity. Try connecting again.	
Se It v Cli	Reconnect Cancel	
	ОК	

# 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 downlodable 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

	anage Application Se	erver files		
Expand All 🛛 🚖 Collapse All	🛗 Find			
<ul> <li>DR2</li> <li>ZAPAR1042</li> <li>errorfile (0)</li> <li>errorlog (0)</li> <li>keep (0)</li> <li>successlog (0)</li> <li>work (1)</li> </ul>	DR2 File N	Image: Book and the second	10	
<ul> <li>ZAPAR1044</li> <li>errorfile (0)</li> <li>errorlog (0)</li> <li>keep (0)</li> <li>successlog (0)</li> </ul>	Den Open			×
<ul> <li>work (0)</li> <li>ZAPIF1009</li> <li>errorfile (0)</li> <li>errorlog (0)</li> <li>keep (0)</li> </ul>	-	≥ > This > AVD on Kris-MacBook	<ul> <li>✓ C Search AVD</li> </ul>	on Kris-MacBo 🔎
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work (0)     ZAPIF1010     errorfile (0)     errorlog (0)	>  OneDrive - Los /	Downloaded	6/30/2023 11:36 AM 6/22/2023 4:33 PM	Text Document Text Document
<ul> <li>keep (0)</li> <li>successlog (0)</li> </ul>	> 🛃 AVD on Kris-M		6/30/2023 11:35 AM	Microsoft Excel W
• work (0)	/ INCLIVITE	2. Enter file name		

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

· ·		812 M M I 1 1 1 1 1 1 1 1 1 1 1 0 9
Utility Program to M	anage Applic	cation Server files
🕏 Expand All 🛛 🖄 Collapse All	🛗 Find	
T 🗁 DR2		🛗 🏠   🚔   😰 Uplo 🗟 Downlo 🍰 Mo
<ul> <li>ZAPAR1042</li> <li>errorfile (0)</li> </ul>		DR2/ZAPAR1042/work
• 🧰 errorlog (0)		E File Name
• 📄 keep (0)		ZAPAR1042_Pcard_Recon_Report.txt
<ul> <li>successlog (0)</li> <li>work (1)</li> </ul>		
* C ZAPAR1044		
• 🦲 errorfile (0)		
<ul> <li>errorlog (0)</li> <li>keep (0)</li> </ul>		
• 📄 successlog (0)	🖻 Download File	les
• 🧰 work (0)		
* 🗁 ZAPIF1009	Presentation Fi	\\tsclient\AVD\ZAPAR1042.txt
• errorfile (0)		
<ul> <li>errorlog (0)</li> <li>keep (0)</li> </ul>	K 🗶	



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 - L	os /					
Y 📮 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	
		hiiii	0	6/9/2023 6:03 PM	Text Document		0 KB	
> 🔵 OneDrive - Lo	s Anc	test - Copy	0	6/2/2023 11:07 PM	Text Document		0 KB	
O 🔲 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.)

$\leftarrow \rightarrow \sim \uparrow \square$	Documents		~ C	Search Documer	nts 🔎
Organize 👻 New folder					= • 💷 🧃
Pictures 📌	🗍 Name	^	Da	ate modified	Туре
🕖 Music 🛛 🖈		No it	ems match your	search.	
🛂 Videos 🛷					
> 🔷 OneDrive - Los /					
<ul> <li>OneDrive - Los J</li> <li>This PC</li> </ul>					
This PC					
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.



Documents	×	+			
🕀 New - 🐰	0 6 0	A) & Ū	$\mathbb{N}$ Sort $\cdot$ $\equiv$ View $\cdot$		
$\leftrightarrow \rightarrow \sim \uparrow$	Documents				
A Home	Name	ő	Date modified	Туре	Size
	abc 📴		6/10/2023 12:37 AM	Microsoft Excel W	7 KB
📔 Documents 🛛 🖈					
🛓 Downloads 🛛 🖈					
🛃 Pictures 🛛 💉					
🚯 Music 🛛 🖈	•				
🗾 Videos 🛛 🖈					

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.)

$\leftarrow \rightarrow ~ \checkmark ~ \uparrow$	This PC
A Home	Redirected drives and folders
Documents	C on TVMATP419227L
🛓 Downloads	*
Pictures	*
🕖 Music	*
🚺 Videos	*
OneDrive - Lo     This PC	is Ang

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.

avd		+				
⊕ New *	0 6	() ¢ ()	$\wedge$ Sort $\cdot$ $\equiv$ View	• •••		
$\leftarrow \rightarrow \ \sim \ \uparrow$	늘 > This PC > C	on the second	Users >	ments > AVD		
合 Home	🗌 Name	^	Date modified	Туре	Size	
					This folder is empty.	
Documents	*					
🛓 Downloads	*					
Pictures	*					
🕖 Music	*					
Videos	*					
> 🔷 OneDrive - Los	: An <u>c</u>					
> 📮 This PC						

## 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: Plese refer to: Microsoft OneDrive Basics

Remote Desktop			
✓ AVD Dev Apps			
OneDrive SAP G Port	GUI -		



✓ AVD Dev Apps	5 OneDrive - Los A	Angeles Unifie × +				- 🗆 ×
	🕀 New 🗸 🐰	. C C @ @	$↑$ Sort $\cdot$ $≡$ View $\cdot$			OneDrive is up to date ~
OneDrive SAF	$\epsilon \rightarrow \cdot \uparrow$	● > This PC > Windows (C:) > Users >	> OneDrive - Los Angeles Unifie	d School District	~ C	Search OneDrive - Los Ang P
	合 Home	Name	Status Date modified	Туре	Size	
		Attachments	6/10/2023 12:36 AM	File folder		
	Documents	*				
	🞍 Downloads	*				
	Pictures	*				
	Music	*				
	🔀 Videos	*				
	>  OneDrive - Los This PC	s Ang				

### 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.

$\rightarrow$ ~ $\uparrow$	-	<ul> <li>OneDrive - Los Angeles Unified Scho</li> </ul>	ool District >				~ C	Search OneDrive - Los Ang 3
A Home		Name	Status	Date modified	Туре	Size		
		Carl Apps	0	6/24/2023 2:19 AM	File folder			
Documents	*	Attachments	0	6/24/2023 2:19 AM	File folder			
	#	🚞 Desktop	٥	6/24/2023 2:19 AM	File folder			
Pictures	*	📁 Documents	0	6/24/2023 2:19 AM	File folder			
6 Music	*	Citures Pictures	٥	6/24/2023 2:19 AM	File folder			
Videos	*	lest	(0)	6/24/2023 2:21 AM	Text Document	0 KB		

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

Home	Name	~	Status	Date modified	Туре	Size
	📥 Apps		0	6/24/2023 2:19 AM	File folder	
Documents	🖈 🛛 📩 Attachments	0	0	6/24/2023 2:19 AM	File folder	
Downloads	🖈 📒 Desktop		0	6/24/2023 2:19 AM	File folder	
Pictures	* Documents		0	6/24/2023 2:19 AM	File folder	
Music	🖈 📁 Pictures			6/24/2023 2;19 AM	File folder	
	📌 📗 test		0	6/24/2023 2:21 AM	Text Document	0 KB
OneDrive - Los A						
This PC						
Network						

## 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	
Ĥ Home □ New ☞ Open	Copies: 1	
Info Save	Printer  HP Universal Printing PCL 6 Ready  Printer Properties	
Save As	Settings	Connecting to printer. ? ×
Print	Print All Pages The whole thing	Connecting to printer.
Share	Pages:	Cancel
Export	Print One Sided Only print on one side of th	
Transform	Collated <b>*</b> 1,2,3 1,2,3 1,2,3	
Close		

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

	versal Printing PCL 6 Preparing to print Remote Deskty Select the HP printer you want to use.	op Redirected Printer Doc
Remote Desktop Connection	×	Printer Information:
HP Universal Pirnting PCL 6 All pages have been downloaded Don't show printing progress again	ss Yinters es	×
Setti	<u>ngs</u>	Add this printer to my Printers and Faxes folder
	Ver 6.5.0.22695	Print Cancel

## 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.

Remote Desktop	
Please wait while Windows configures Remote Desktop	
Time remaining: 5 seconds	

### 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.

🚱 Remote Deskto				Ø	×
		G Feedback	🕃 Settings	⊞ Tile	
← AVD Dev	pps				
	-				ł
OneDrive	SAP GUI - Portal				

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

🚱 Remote Deskt	P		- 0	×
		😳 Feedback 🛛 🐯 Settings	I Tile	
✓ AVD Dev	\pps			15
			Details	
	<b>-</b>		Refrest	1
OneDrive	SAP GUI - Portal		Unsub	scribe

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.

🚯 Remote Desktop	
C We're refreshing your feeds	
<ul> <li>AVD Dev Apps</li> </ul>	
OneDrive SAP GUI -	
Portal	

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.

OneDrive -	Los Angele	es Unifie × +					- 0 ×
🕀 New ~	X		↑↓ Sort ~ 📰 View ~				
$\leftarrow \rightarrow \lor$	↑ ●	> JACOB, JEMIA > OneDrive - Los Ar	geles Unified School District			~ C	Search OneDrive - Los Ang
A Home	1	Name ^	Date modified	Туре	Size		
	_	Tattachments	6/14/2023 7:12 PM	File folder			
Docume	nts 🖈	🚞 Desktop	6/14/2023 7:12 PM	File folder			
🛓 Downloa	ds 🖈	Documents	6/14/2023 7:12 PM	File folder			
Pictures	#	Dictures	6/14/2023 7:12 PM	File folder			
👩 Music	*	branding-text.gif	6/13/2023 6:04 PM	giffile	4 KB		
Videos	*	Document	5/19/2023 4:54 PM	Microsoft Word D	11 KB		
		hiiii	6/9/2023 6:03 PM	Text Document	0 KB		
OneDrive		test - Copy	6/2/2023 11:07 PM	Text Document	0 KB		

# 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