VIRTUAL DESKTOP
REMOTE ACCESS USERS GUIDE

You can use the NSF Virtual Desktop remote access system from any Windows or Mac computer. The NSF Virtual Desktop includes:

- A virtual Windows 7 desktop that you can set up to match how you use Windows 7 on your NSF computer
- Office 2013 including Word, Excel, Outlook, PowerPoint, and Skype for Business
- Access to all NSF eBusiness applications including MyNSF, eJacket, Research.gov, and iTRAK
- Access to internal resources such as Inside NSF, SharePoint sites, and your R: drive

What's the Difference? NSF Virtual Desktop v. Seamless Mobile Computing Laptop

If you have an **NSF Seamless Mobile Computing (SMC) laptop,** DIS recommends you use it and AnyConnect to work remotely. For more information, refer to *SMC User Guide for Windows 7* or *SMC User Guide for Yosemite* on Inside NSF. If you want to connect to NSF with any other computer, that's when you use the **NSF Virtual Desktop** (also known as **VDI**). This is a powerful remote access system that gives you access to everything you need.

THE NSF VIRTUAL DESKTOP: Log In for Remote Access

To log in to the NSF Virtual Desktop, you will need:

- **Your NSF LAN ID and password**
- **Your RSA SecurID token**
- **The 4-8 digit PIN for your token**

Follow these steps:
1. Go to remote.nsf.gov and click on the Virtual Desktop button.
2. In the User Name field, enter your LAN ID (i.e. njones).
3. In the Password field, enter your LAN password.
4. In the Passcode field, enter your passcode. This is your 4-8 digit PIN and the 6 digit number that appears on your RSA SecurID token.
5. Click Sign In.

Next:
- If you have already installed the Citrix Receiver on your computer, you will now be logged in. Go to page 2 for information on how to start using the NSF Virtual Desktop remote access system.


- If you are prompted to install or upgrade the Citrix Receiver, follow the steps provided in the section below, *Activate the Citrix Receiver Plug-In.*

THE NSF VIRTUAL DESKTOP: For Firefox ONLY, Activate the Citrix Receiver Plug-In

If you are using Firefox and you see this screen, it means that the Citrix Receiver plug-in, used by the NSF Virtual Desktop, is not activated on your computer or it needs to be updated. If that is the case, follow these steps:

1. Click Activate Citrix Receiver.
2. Watch the top of your screen for this prompt:
   Allow *https://vdi.nsf.gov* to run "Citrix Receiver"?
3. Click the Allow and Remember button.

Continue to the next page ▶
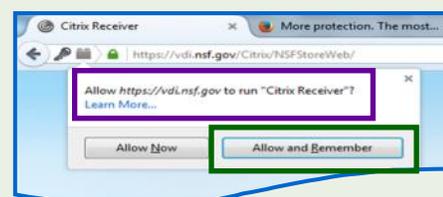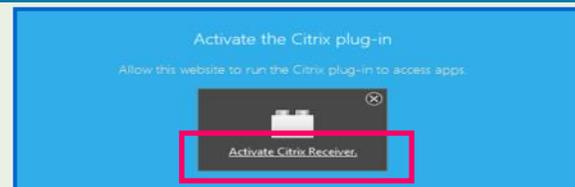
If you have questions, please contact **IT Help Central** by email at ITHelpCentral@nsf.gov or by phone at 703.292.HELP (x4357) or 800.711.8084.

THE NSF VIRTUAL DESKTOP: A Menu with Three Views

At the top of your screen, you will see the NSF Virtual Desktop menu with three icons. Each icon takes you to a different view of what is available. These views are explained here, with detail on this and subsequent pages of this guide.

FAVORITES: This is the default view, where you can open applications that you have designated as your favorites, or that have been automatically included in this view because they are frequently used at NSF.

DESKTOPS: This view is the virtual desktop that works like Windows 7 on an NSF laptop or desktop computer.

APPS: This view provides access to all of the applications available in the NSF Virtual Desktop.

FAVORITES VIEW: Most Frequently Used Apps

This default view, **FAVORITES,** gives you direct access to the apps most frequently used at NSF. You can also add and remove your own Favorites as shown in the next section.

In any of the views, you launch an app by (1) clicking its icon or (2) clicking Details to the right of the icon, then clicking Open. This second way is shown below for Windows 7.
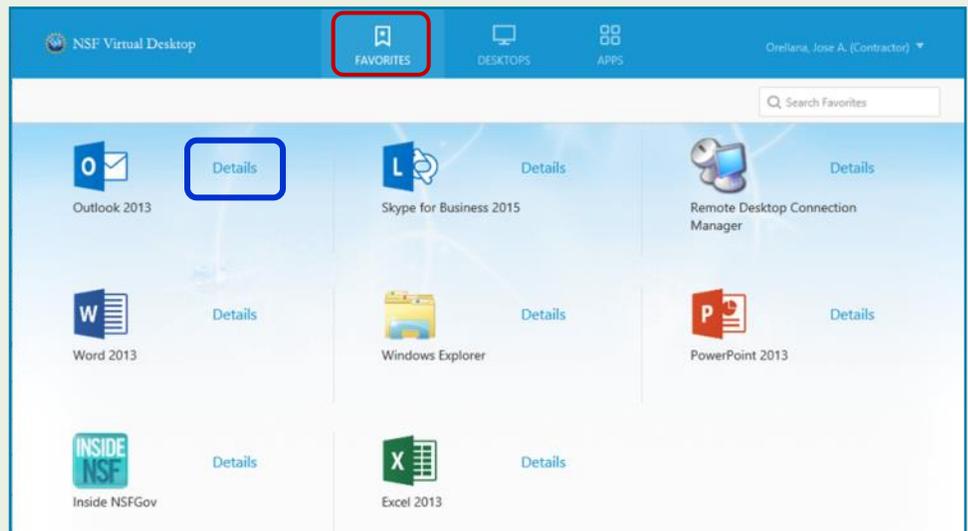
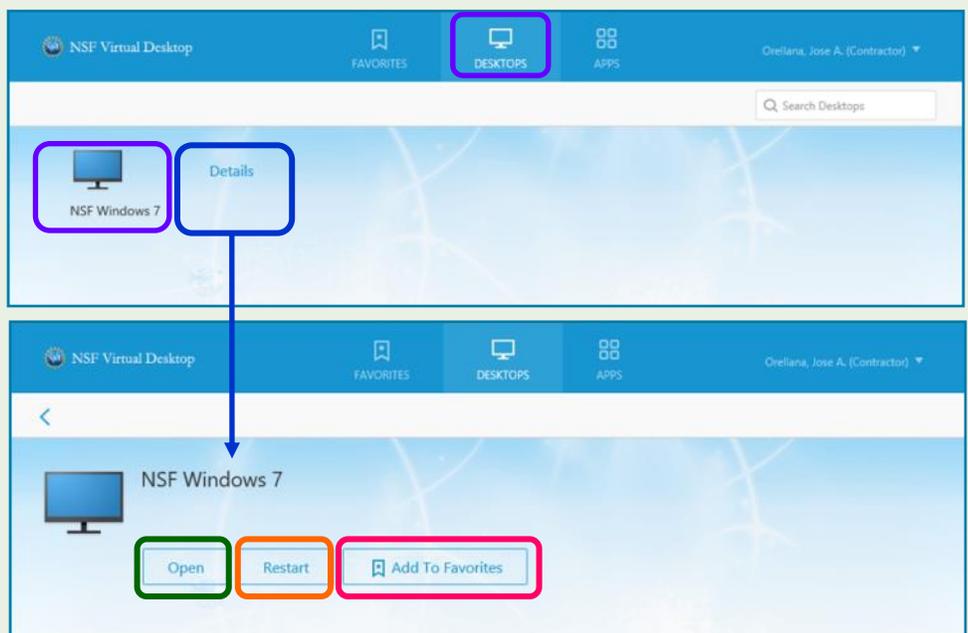## DESKTOPS VIEW: Launch the Windows 7 Desktop

In DESKTOPS view, click the NSF Windows 7 icon. You can also click Details to the right of the icon for these options:

- **Open:** This option launches the Windows 7 desktop.
- **Restart:** If you have problems launching Windows 7, use this option to restart it.
- **Add to Favorites:** Use this to add an app to your FAVORITES view. Once it is in there, the button will say **Remove from Favorites**.

Note: These instructions work to add any app to your Favorites or remove any of the ones you have added.

Continue to the next page ▶

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DESKTOPS VIEW: Windows 7 and the Citrix Desktop Viewer Toolbar

The Windows 7 desktop is shown here. It looks and works like an NSF computer running Windows 7. At the top of the screen is the Citrix Desktop Viewer Toolbar.

See below for information on each of the toolbar buttons (other than the Shortcuts button, which is inactive). You can add shortcuts for folders, files, etc. to the desktop (and delete them) the same way you can on your NSF Windows 7 computer. You cannot delete the default shortcuts to the apps most frequently used across NSF.

Citrix Desktop Viewer Toolbar
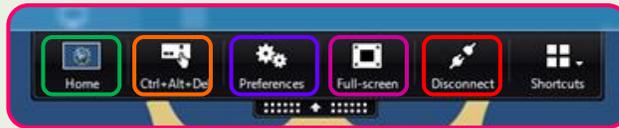
Home: Use this to minimize Windows 7 to view the desktop and applications on the computer you are using. To return, click the Citrix Receiver icon in your task bar to re-open Windows 7 in the NSF Virtual Desktop.

Ctrl+Alt+Del: Use this to lock or log off Windows 7, change your password, or start Task Manager.

Preferences: You can use this to change the Citrix Receiver Preferences, but note that they are preset for best performance.

Full-screen: Use this to toggle between a full-screen view and minimized screen. When in full-screen view, the button is labeled **Windows**.

Disconnect: Use this to disconnect Windows 7; note that it stays running in the background for four hours. This allows you to re-connect and return to what you were doing when you left. **Be sure to save your work first (see page 4).** To get back to it, click the DESKTOPS icon in the NSF Virtual Desktop menu and launch Windows 7 (see page 2).

APPS VIEW: Access to All Available Apps

The APPS view gives you access to all the apps available in the NSF Virtual Desktop, in alphabetical order, with groups of related apps presented in a scrolling banner at the top.

Click **All** to see all of the apps.

Click **Categories** to see folders with groups of apps.

Click on one of the Featured App Groups in the scrolling banner to go directly to all apps in that group, such as Microsoft Office 2013 or NSF Apps.
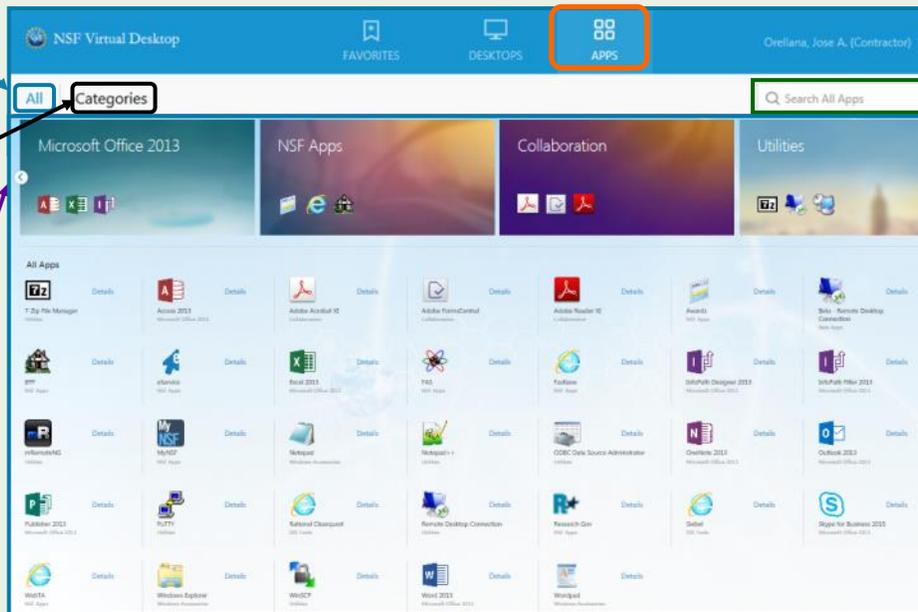
Use this **Search** box to quickly find an app by name.

If you have questions, please contact **IT Help Central** by email at ITHelpCentral@nsf.gov or by phone at 703.292.HELP (x4357) or 800.711.8084.

## THE NSF VIRTUAL DESKTOP: Make Sure to Save Your Work

Saving files in any of the three NSF Virtual Desktop views — FAVORITES, DESKTOPS, or APPS — works the same as saving files on your NSF computer. It defaults to the **My Documents folder on your R: drive,** where you can create sub-folders. Be sure to **Save** your work as you go.
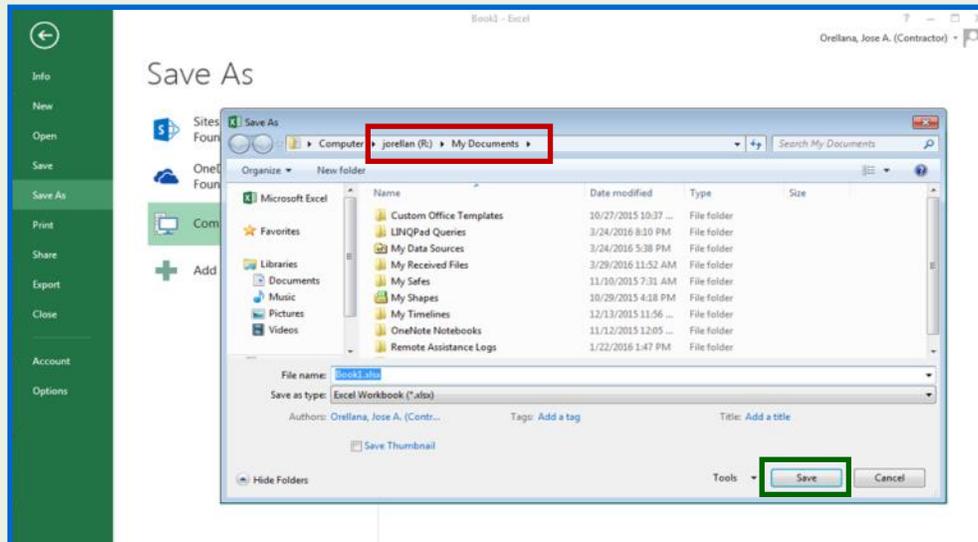
THE NSF VIRTUAL DESKTOP: Open Your Files

To access your saved files, open Windows Explorer, click **Computer**, then your **(R:) drive**, then the **My Documents** folder or a sub-folder you created. If you saved a file directly to your desktop you can open it from the **Desktop** folder on your (R:) drive or from the icon for the file on the Windows 7 desktop.

Windows Explorer is available in Windows 7 and in the APPS view. Consider using the Add to Favorites feature (on this app in the APPS view) to add it to the FAVORITES view so you have direct access to it when you log in.
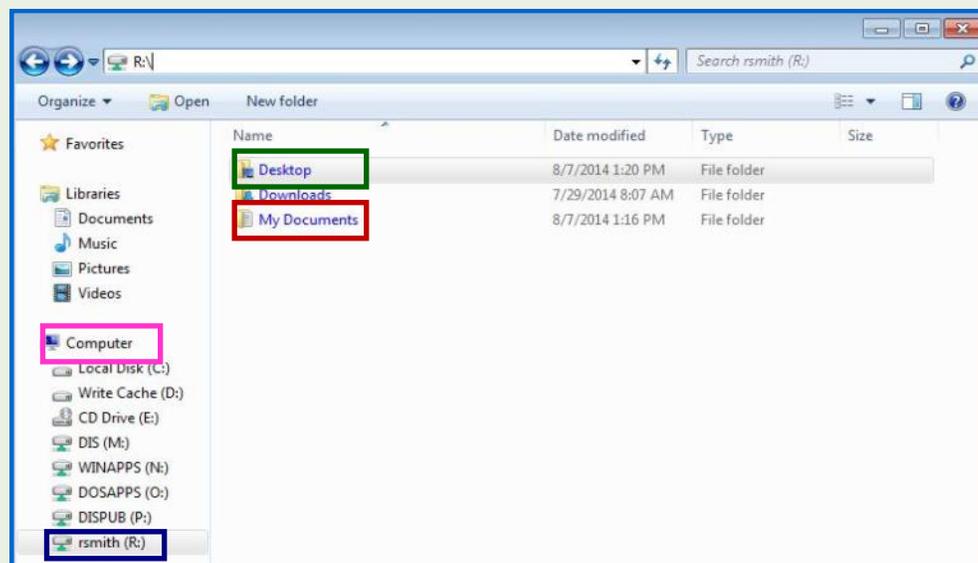
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LOG OFF: Windows 7 and the NSF Virtual Desktop

Log Off Windows 7

The easiest way to log off Windows 7 is to double-click the red **LogOff icon**.

You can also log off from the **Start** menu, the same way you do on your NSF Windows 7 computer.

Note: This logs you off Windows 7 (DESKTOPS view) but you remain logged in to the NSF Virtual Desktop. All apps are still available in the FAVORITES and APPS views. (See below for how to log off the NSF Virtual Desktop.)

Log Off the NSF Virtual Desktop

When you are finished working remotely, you must log off the NSF Virtual Desktop. This returns your computer to its local desktop and apps.

To log off the NSF Virtual Desktop:
1. Use the ▼ **next to your name** in the upper right corner to open the drop-down menu and select **Log Off.**
2. When you see this confirming message, you can close the Citrix Receiver tab in your browser.
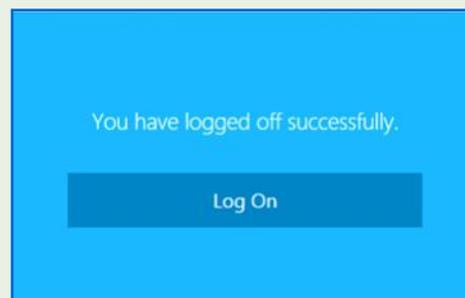
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Using Microsoft Outlook: Set-Up Is Now Automatic

With the latest upgrade to this remote access system, previously required set-up steps for Outlook are no longer required. On first use of the NSF Virtual Desktop, Outlook will be set up and configured automatically, requiring only that you enter your password when prompted.

Skype for Business Auto-Launch: Love It, or Leave It Turned Off

Skype for Business (the Office 2013 upgrade to Lync) is set to launch automatically when you open Windows 7 in the NSF Virtual Desktop. If you do not want it to auto-launch, follow these steps to change the Skype setting:

1. Open Skype Options by clicking the gear icon in the Skype main window, on the right, toward the top.
2. On the left, click **Personal** for that group of options. Then on the right, remove the **checkmark** to the left of the setting to **Automatically start the app when I log onto Windows**. Click **Save**.

Note: You use this same setting to control whether Skype automatically launches on your NSF computer, but you must use the setting separately in each Windows environment.

Which Browser Should I Use on My Home Computer? The Choice Is Yours

You can use any browser, but if you use Internet Explorer, you need to list the NSF Virtual Desktop as a "trusted site." Here's how:
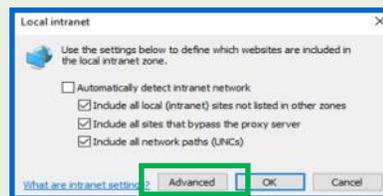
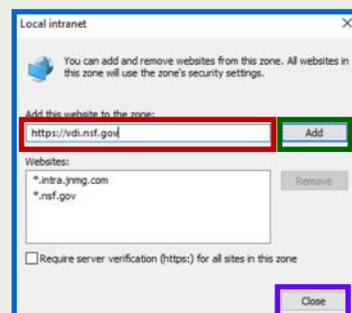1. Click the gear in the upper right of the Internet Explorer window and select Internet Options.
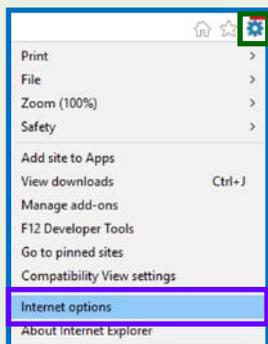
2. On the Internet Options screen, click the Security tab, then Local Intranet, then Sites.

3. On the Local intranet screen, click Advanced.

4. On the next screen, type this in the field labeled **Add this website to the zone:**
   https://vdi.nsf.gov
   Click Add on the right, then Close at the bottom.

5. On the next screen (not shown here), click **Close**.