Windows Virtual Desktop (WVD)
User Guide

Contents

1. Introduction

This guide explains the process that needs to be followed for users to access the NCL Windows Virtual Desktop Environment (WVD) environment and Microsoft office 365 applications, including Microsoft OneDrive.

Access Method

You can access your WVD from any Windows or macOS device, either via a web browser or through the Windows Desktop Application.

    1- Using Windows Desktop Application on Windows machine.
    2- Using Windows Desktop Application on Apple Mac.
    3- Using a web browser.

It is recommended that for the optimum user experience, your WVD is accessed through the **Windows Desktop Application**.

Prior to beginning the login process to your WVD:

Have you logged onto the @ncld.nhs.uk network before? (for example the NCLGP laptops)

- If **Yes,** then you will need to change your password before being able to access your WVD via the following URL:
  [https://account.activedirectory.windowsazure.com/ChangePassword.aspx?BrandContextID=O365&ruO365=https%3a%2f%2fportal.office.com%2fEditProfile15.aspx](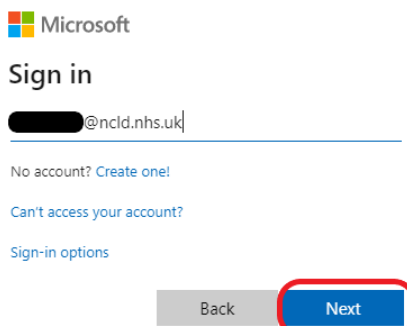https://account.activedirectory.windowsazure.com/ChangePassword.aspx?BrandContextID=O365&ruO365=https%3a%2f%2fportal.office.com%2fEditProfile15.aspx)

  Now left click [here](#)

- If **No,** then please follow the steps below:

  Step1 :
  Enter your *@ncld.nhs.uk username and temporary password (note: the first part of your username is the same as your NHSmail username but instead of *@nhs.net it is *@ncld.nhs.uk and your temporary password will be emailed to you when your account is first created).

  Please left-click on https://rdweb.wvd.microsoft.com/webclient (or copy and paste this link into a web browser). Enter your @ncld.nhs.uk username and click on the '**Next**' button.
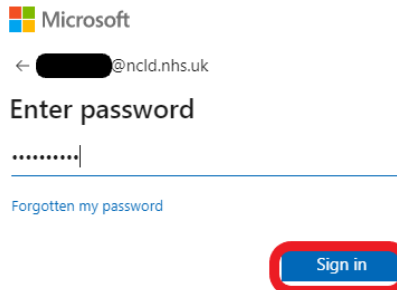
Step 2:
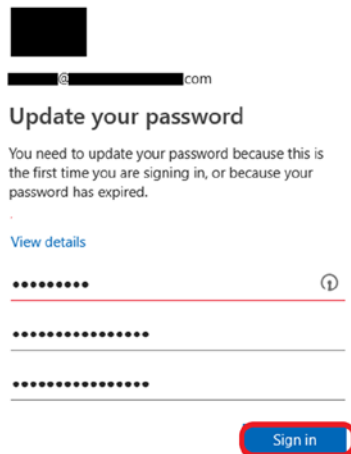
Please Enter your temporary password and click **'Sign in'.**

Microsoft

← ████████@ncld.nhs.uk
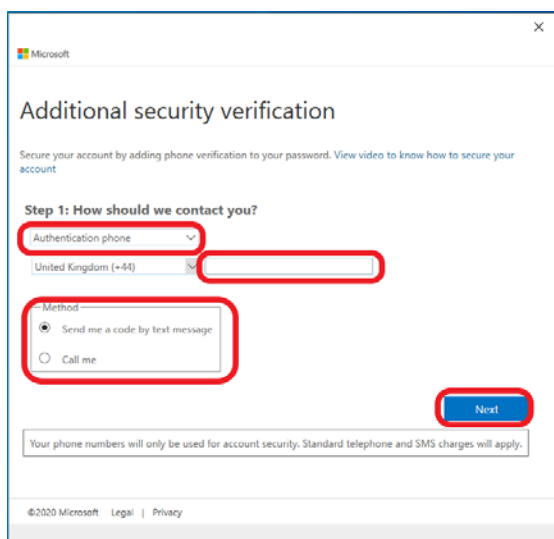
Enter password

••••••••••

Forgotten my password

Sign in

Step 3:

You will now be asked to change your Password. Please choose a new password and left click on the **'Sign in'** button.

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

View details

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Sign in

Step 4:

You will now need to add additional Security Verification details to your account. Please select the '**Authentication Phone'** option, enter your mobile number and check '**Send me a code by text message'** and click on '**Next'.**
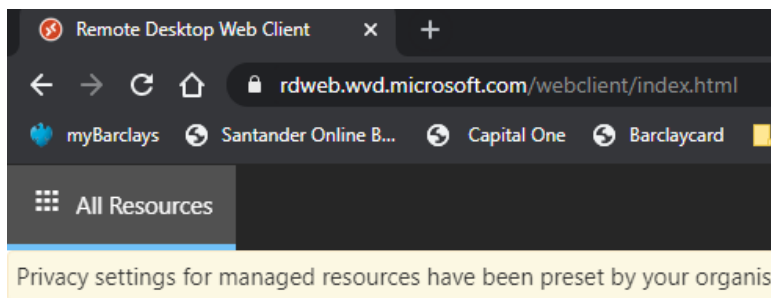
Microsoft

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 1: How should we contact you?

Authentication phone

United Kingdom (+44)

Method
⦿ Send me a code by text message
◯ Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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Step 5:

You will receive a text message with your authentication code. Please enter that authentication code and click on '**Verify'**.

Step 6 :

You will now be logged into the WVD portal.

2. Using the Windows Desktop Application on Windows

Install Microsoft Remote Desktop App from the link below. Please note that you may require administrator rights on the machine you are installing the app onto.

https://docs.microsoft.com/en-us/windows-server/remote/remote-desktop-services/clients/windowsdesktop#install-the-client

1) Once you have run through the installation process, you will be presented with the below screen. Click the **'Subscribe'** button.
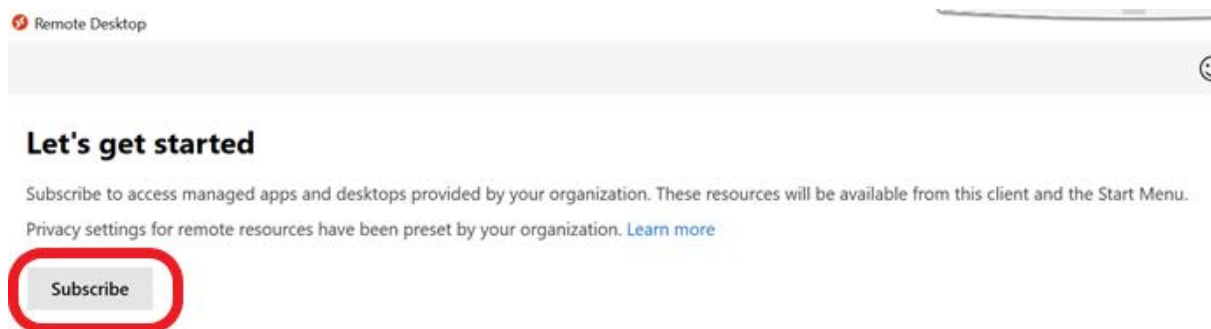
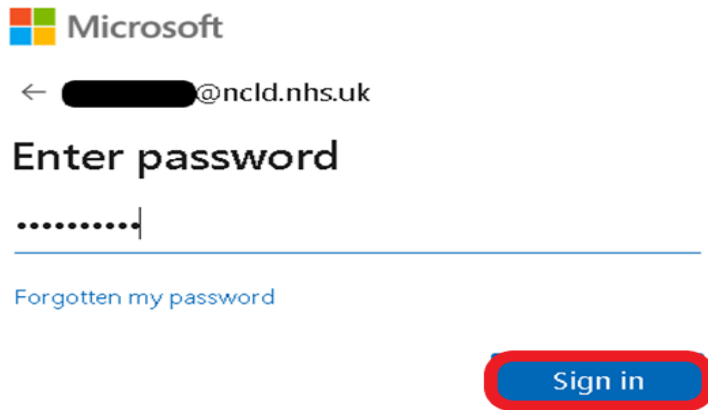2) Enter your **'@ncld.nhs.uk'** username and click **'Next'**.

3) Enter your Password and click **'Sign in'.**

Microsoft

← ██████@ncld.nhs.uk

# Enter password

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Forgotten my password

Sign in

4) You should now receive a text message on your registered mobile device which provides you with an Authentication code, enter this code and left click on the **'Verify'** button.
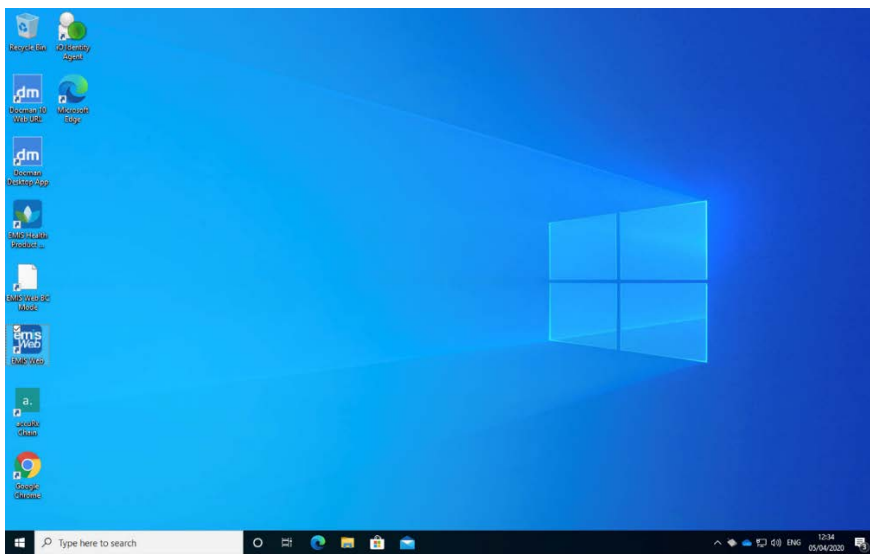
Microsoft

████████@ncld.nhs.uk

Enter code

💬 We've texted your phone +XX XXXXXXXX██. Please enter the code to sign in.

176511|

Cancel   **Verify**
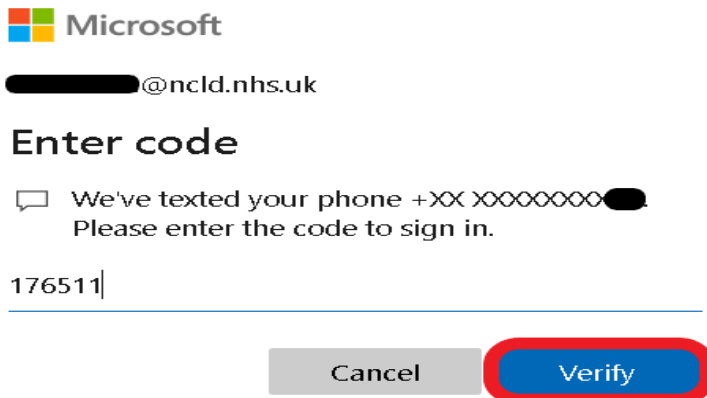
5) Your WVD will be added to the app now, double click on the WVD to launch it (circled in red below)

Remote Desktop

﹀ NCLPVDI

NCLPWVDP L01
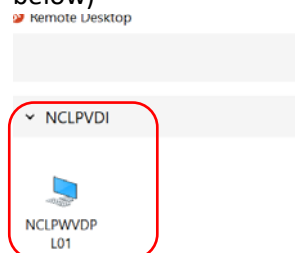
6) Enter your Password and tick the **'Remember me'** box, then left click the **'OK'** button.
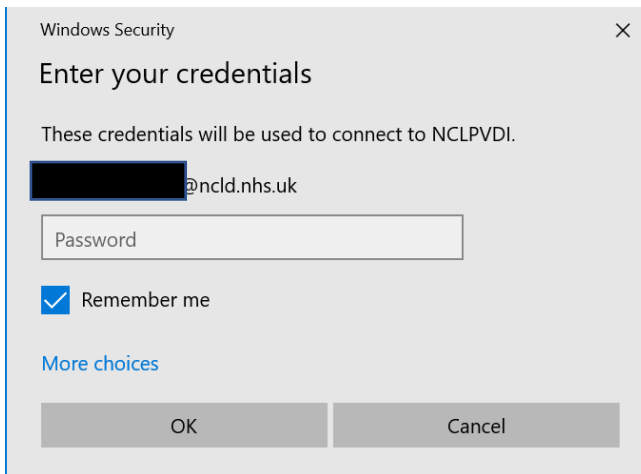
You will now be logged into your Windows Virtual Desktop.
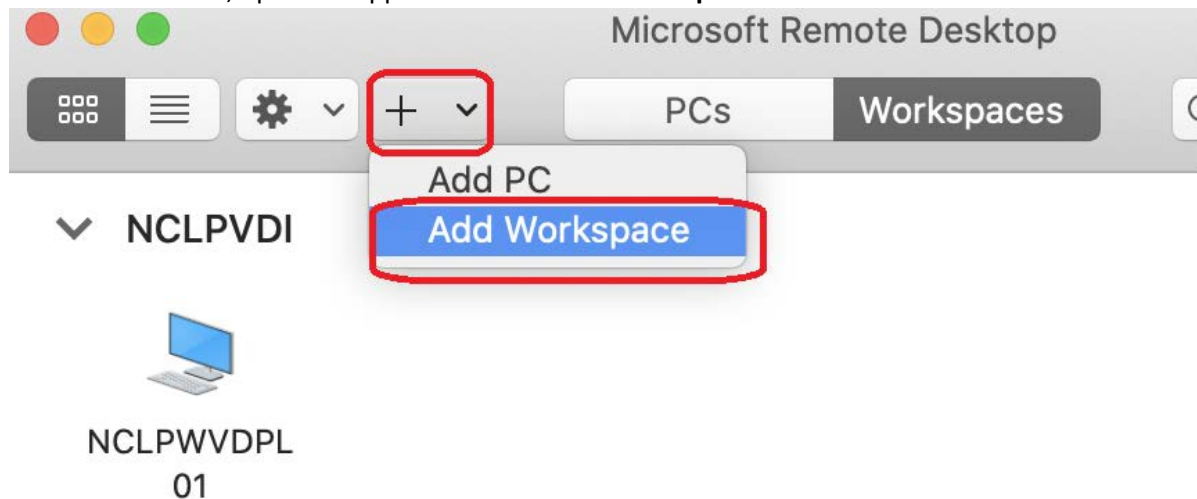
3. Using the Windows Desktop Application on macOS

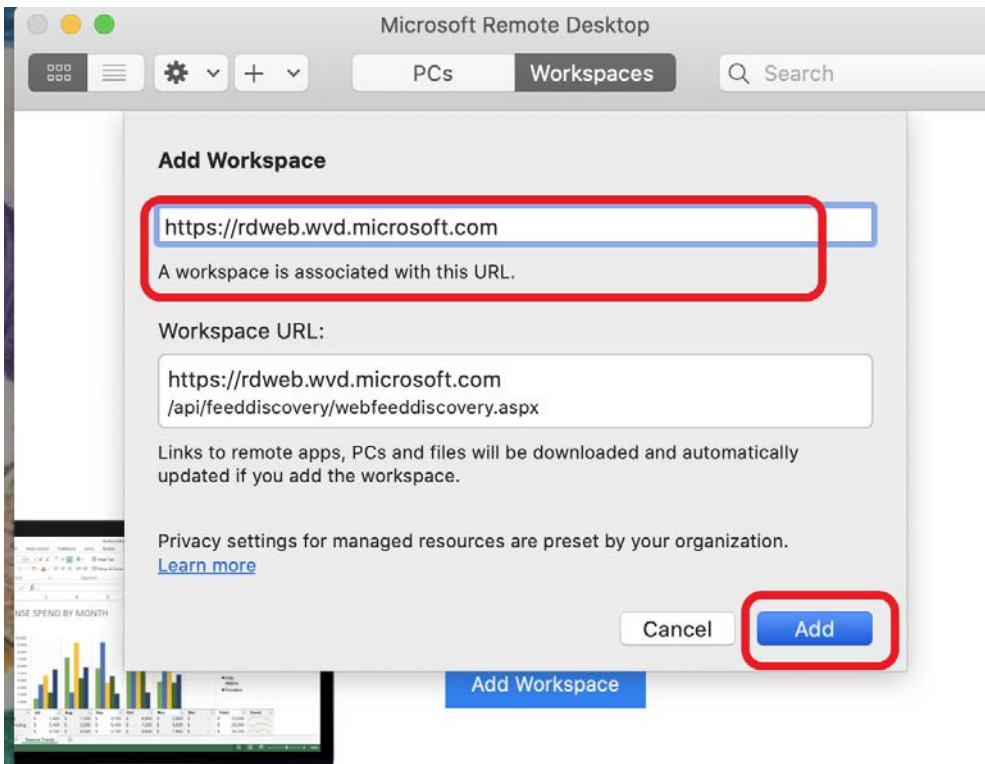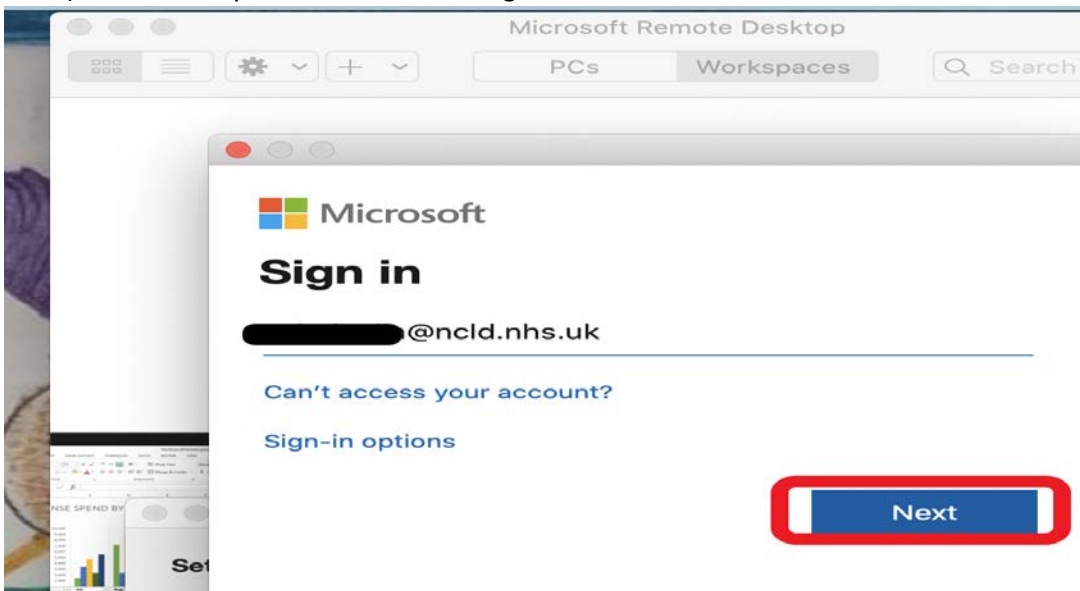Please download the Windows Desktop App from the below link or from the App Store

https://apps.apple.com/app/microsoft-remote-desktop/id1295203466?mt=12

1) Once downloaded, open the app and click on **'Add Workspace'** to add the WVD machine link
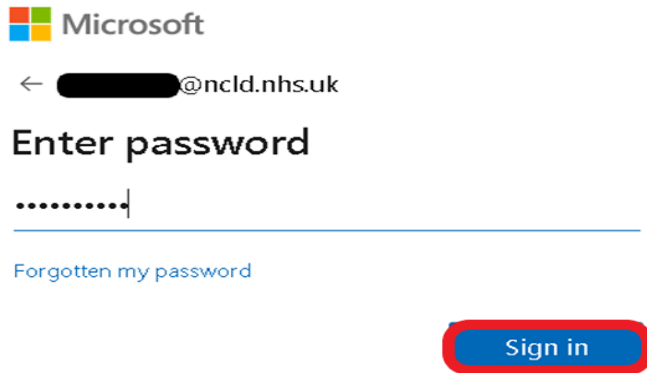
2) Add https://rdweb.wvd.microsoft.com in the workspace area and click on the **'Add'** button.

3) Please use your **'@ncld.nhs.uk'** login username and click on **'Next'**.

4) Enter your Password and click **'Sign in'**.
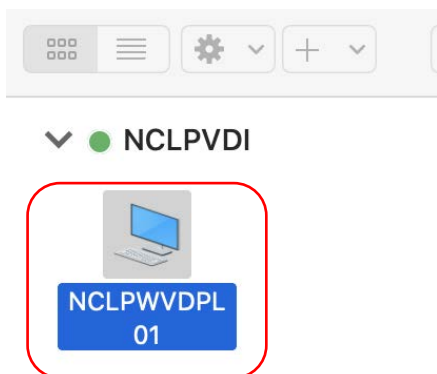
Microsoft

← ████████@ncld.nhs.uk

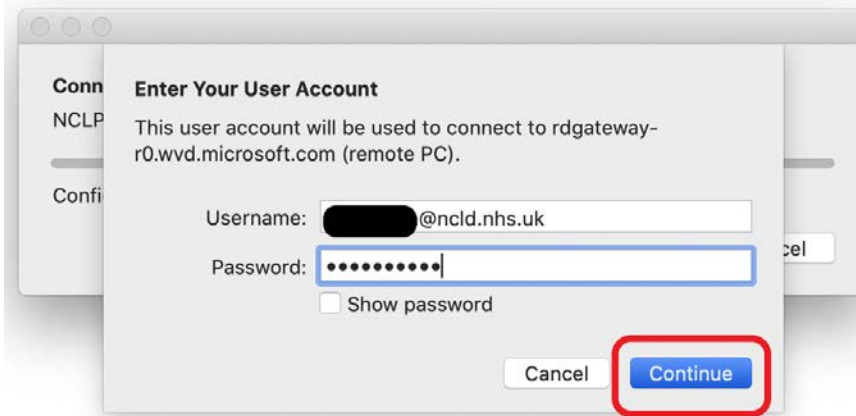## Enter password

••••••••••

Forgotten my password

Sign in

5) You should now receive a text message on your registered mobile device which provides you with an Authentication code, enter this code and click **'Verify'**.

Microsoft

████████@ncld.nhs.uk

Enter code

We've texted your phone +XX XXXXXXXX█.
Please enter the code to sign in.

176511

Cancel   Verify

6) Your WVD will now be added to the app, double click on WVD to launch it (circled below in red)

✔ ● NCLPVDI

NCLPWVDPL
01

7) please enter your **'@ncld.nhs.uk'** login username and password

You will now be logged into your Windows Virtual Desktop.

4. Using a web browser to access your WVD

1) Open a web browser (IE/Firefox/ Google Chrome/ Edge / Safari) and enter
   https://rdweb.wvd.microsoft.com/webclient in the address bar.

2) Enter your username, this will end in **'@ncld.nhs.uk'** and click **'Next.'**

3) Enter your Password and click **'Sign In'**.

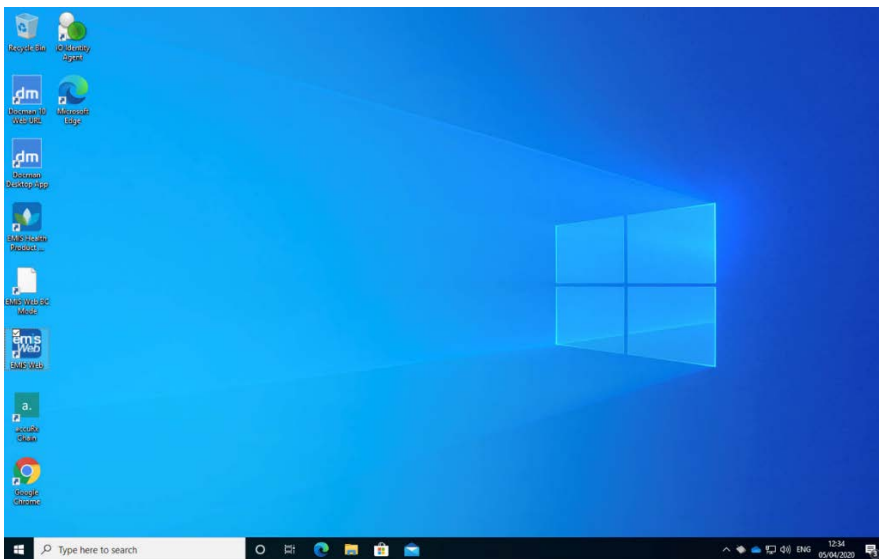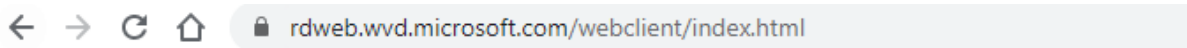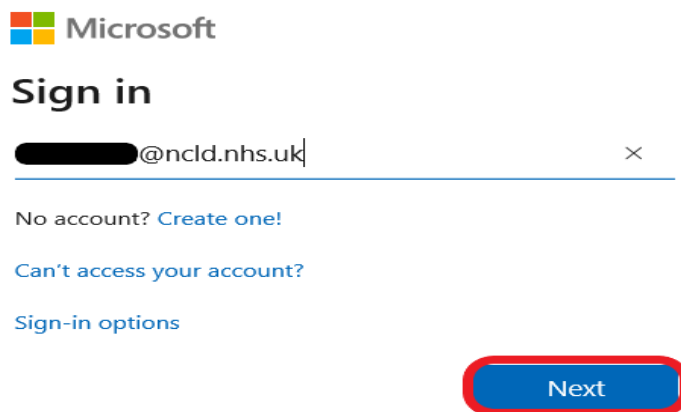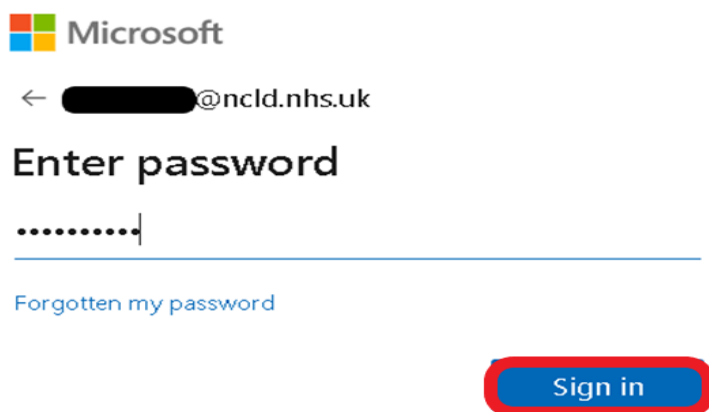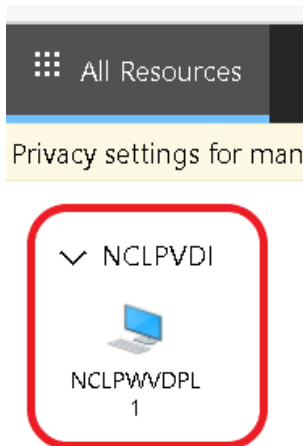4) You should now receive a text message on your registered mobile device which provides you with an Authentication code, enter this code onto your browser and click **'Verify'**.
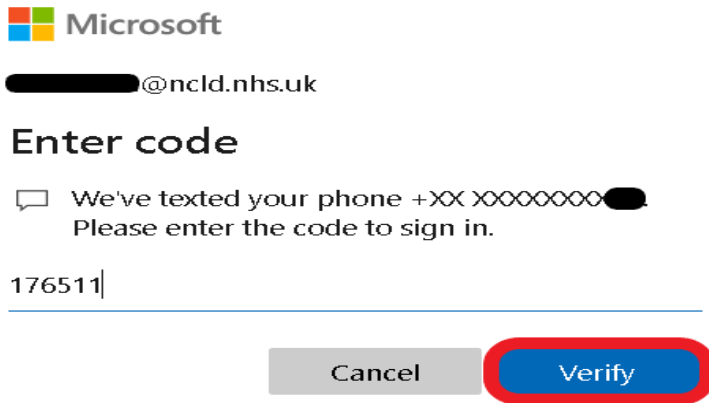
5) You will now be presented with your WVD (circled in red below), please double click on the image to launch your WVD.

6) If you wish, tick the boxes below to allow connection to your local Printer and clipboard (Please note this Printer is not the Printer in your practice, this will only give access to your local printer connected to your personnel laptop / PC and click **'Allow'**. **Please note that local printers are not supported by IT.**
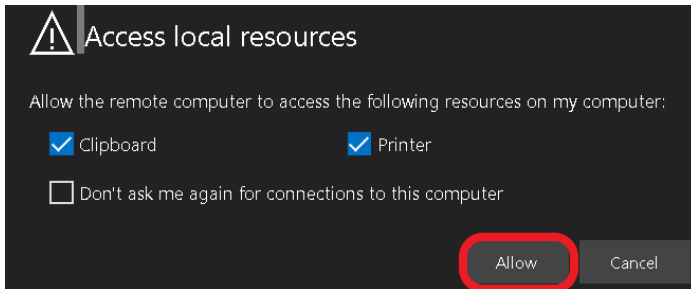
7) You will now be prompted to re-enter your Username and Password. This is the same username and password that you used in steps 2 & 3 and click **'Submit'**.
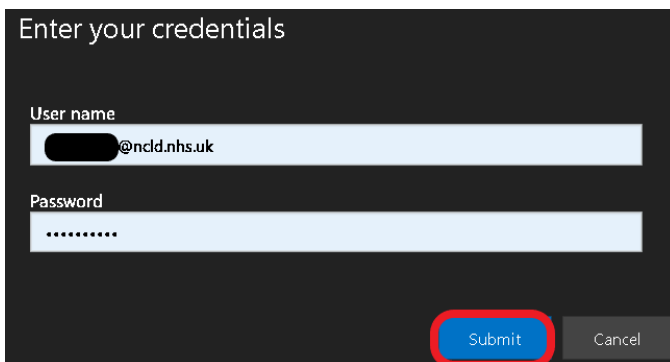
You will now be logged into your Windows Virtual Desktop.
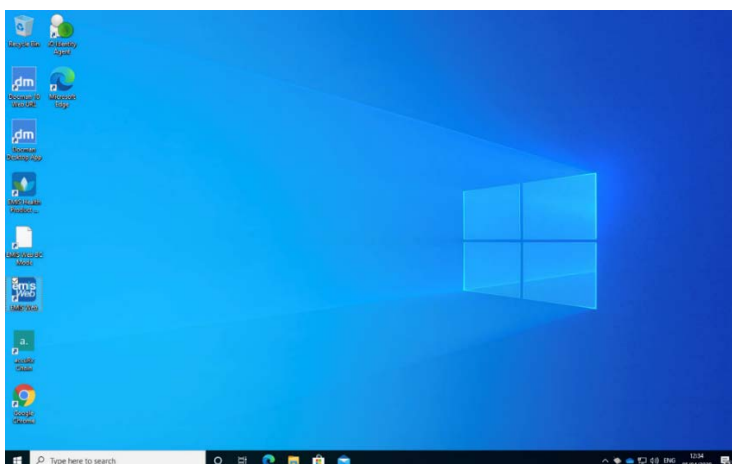
5. How to log in to Office 365 & OneDrive from your WVD

1) After successfully logging into your WVD, please search for Word from within the search bar (Bottom left corner search bar).
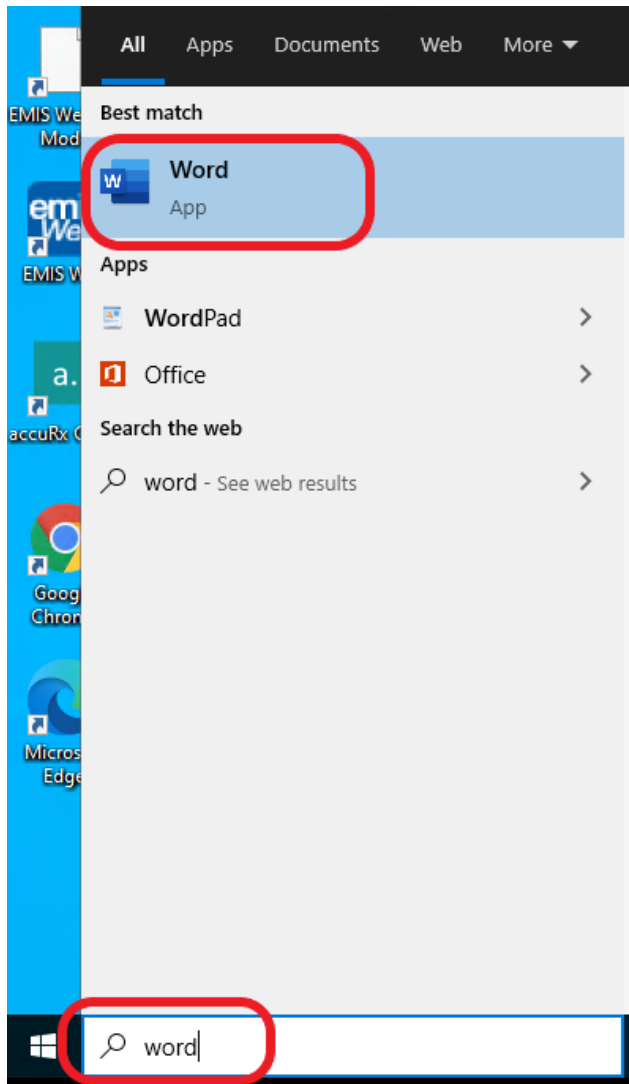
2) Double click on the '**Word'** App to open Word on your WVD. You will be now given an option to log into your Microsoft account, which is your '**@ncld.nhs.uk'** account. Click on '**sign in'.**
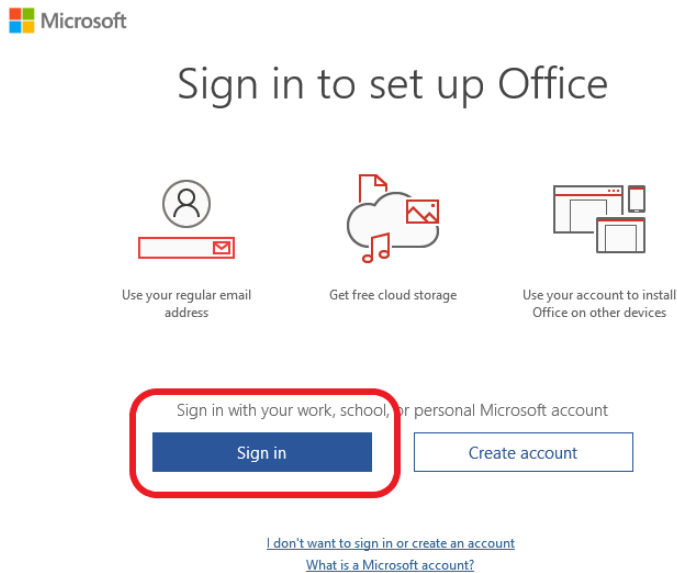
3) Please enter your '**@ncld.nhs.uk'** username (xxxxx.yyyyy@ncld.nhs.uk) and click on '**Next'.**
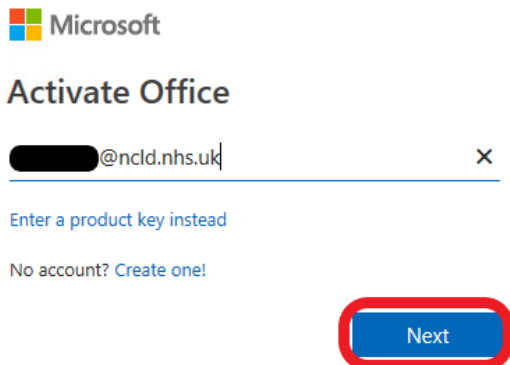
4) **Please enter your Password and click on '**Sign in'.**
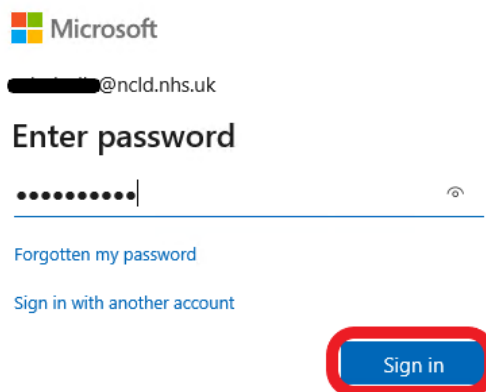
5) You will now be asked for confirmation to use the same account across your WVD. Please tick '**Allow my organisation to manage my device**' and click on **'Yes'.**
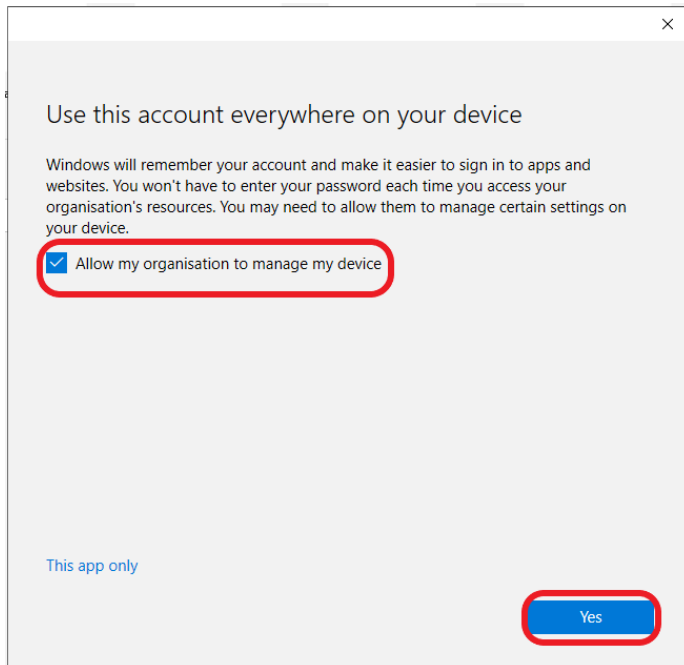
Please press '**Done'** to complete the activation process.
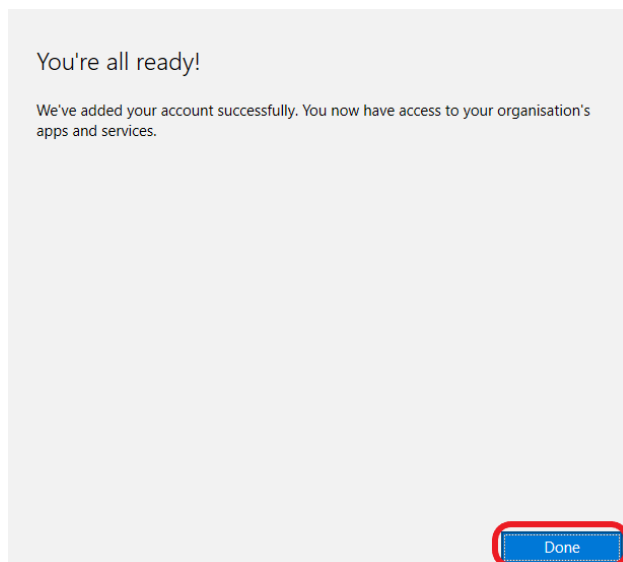
You will now be logged into Office 365 on your WVD including OneDrive. <mark>Please make sure you save your files to your OneDrive folder ONLY as files saved onto the local drives within your WVD are not backed up.</mark>

6. How to configure Outlook 365 within your WVD

1) Please search for '**Outlook**' from within the search bar (Bottom left corner search bar) and left click on the '**Outlook App**' icon to launch the Outlook 365 application.
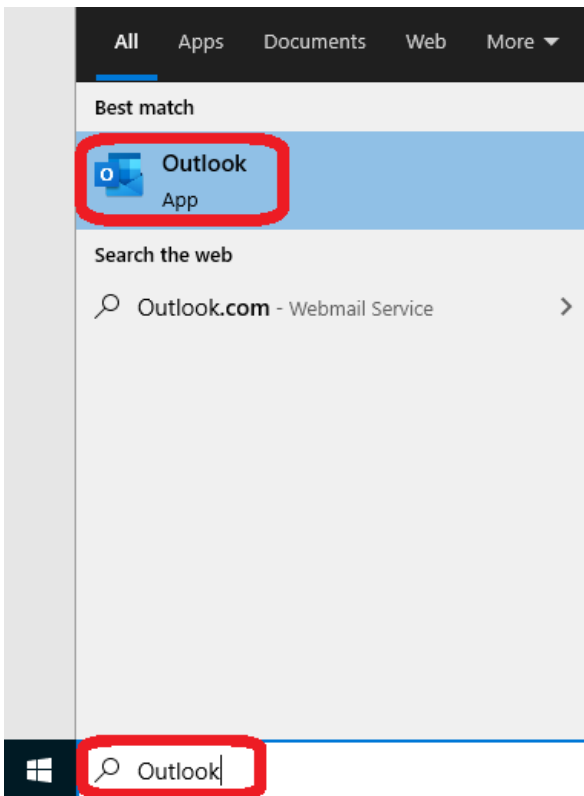
2) You will be now presented with the screenshot below. Please remove the **@ncld.nhs.uk** email address from within the '**Email address**' box, type in your personal NHSmail email and left click on the '**Connect**' button.

3) Left click on the '**Office 365**' icon.
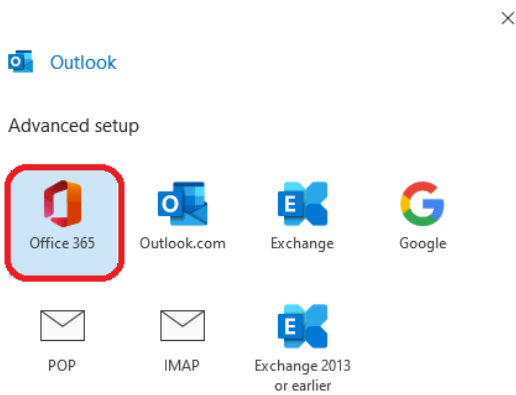
4) It may take a minute or two for your account details to be synced with the WVD so please be patient. If you are prompted for a password. Please enter your NHSmail password. You will now be presented with the screenshot below. Please **untick '**Set up Outlook Mobile on my phone, too**'** and left click the '**Done**' button to complete your Outlook 365 setup.
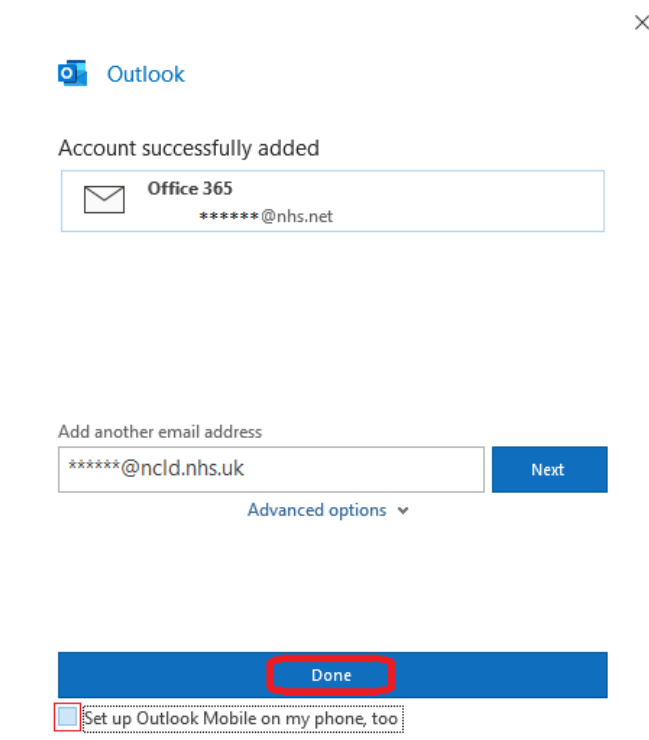
7. Frequently Asked Questions

Q.   I already have @ncld.nhs.uk credentials. However, I cannot log in to my WVD. What can I do?

A.   Please try changing your password using the link below
https://account.activedirectory.windowsazure.com/ChangePassword.aspx?BrandContextID=O365&ruO365=https%3a%2f%2fportal.office.com%2fEditProfile15.aspx

Q.   I am having trouble with my browser, and it is not letting me change my password or sign into the WVD portal. What do I do?

A.   Please delete your internet browser's history, cache and data. If you do not know how to that, you will be able to access the web pages you are having difficulties with by using the private browsing mode from within your web browser to access the URLs.

Q.   I am experiencing EMIS Web errors which are causing issues with data entry, prescribing, using templates and launching documents. What do I do?

A.   This is due to EMIS rolling out patch updates and there being a version mismatch. We kindly ask all users to always access EMIS Web via the Configuration Switcher on the NCLGP laptops, even if you only accessing a single instance as this will ensure the latest EMIS Web updates are installed.

Q.   I'm still having issues logging in, what do I do?

A.   please call **020 3688 1881** and select **option 1** or alternatively send an email to nclccg.gpsupport@nhs.net for assistance.

Q.   Why do I have to keep logging into the Docman 10 Web instance every time I log back onto my WVD as I do not have to this on my physical device?

A.   Unfortunately Docman 10 wasn't designed to work in this way and you will have to to log in via the web every time you log in on your WVD. Also please remember to leave your browser open to ensure you are still connected to Docman 10 within that session.

Q.   Can I use Chat, Meetings, Calling, Collaboration Applications such as Teams and accuRx for video within my WVD?

A.   unfortunately Windows Virtual Desktop does not support Teams and similar applications. Video calling is not supported either as the physical hardware does not exist within your WVD to initiate a video call (no camera or microphone). A workaround is to use the 'Windows Desktop Application' on your local device to access your WVD and to install the application(s) you require onto your local device. You can change the screen size of your WVD and have for

example, Teams and accuRx video on your local machine in a window side by side with your WVD.

Q.   My WVD is going into sleep mode, why is this happening?

A.   If your WVD is idle for 15 minutes, it will go into sleep mode. You will need to enter your password to log back in.

Q.   After resetting my password / activating my new account, I am trying to log into my WVD on my regular browser, but I cannot log in. Why am I not able to log in?

A.   Please clear your cookies/cache/temp files on your browser, if not please use private / Incognito browser.

Q.   I can't Get Multiple Screens working for my WVD when using the browser?

A.   Unfortunately, multiple screens are not supported in browser mode, but the remote desktop app fully supports multi-screens.

Q.   How do I get the @ symbol working within my WVD when using a Mac?

A.   To get @ on your WVD: Please click Shift + " on your Mac keyboard

Q.   How can I get the Caps Lock working on my WVD within my Mac?

A.   To get caps on, press the button highlighted below.