

**Defense Logistics Agency**



**Virtual Desktop:  
User Guide**

**Updated December 2016**



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## Introduction

This user guide provides all DLA Virtual Desktop users with Virtual Desktop background information, instructions for accessing the Virtual Desktop, and information for the specific devices used to access the Virtual Desktop. Readers of this user guide should have a basic knowledge of operating a personal computer and have all required certificates (i.e. CAC credentials and PIN) to access DLA's secured network.

The Virtual Desktop can be accessed from any computing device with an internet connection. Accessing the Virtual Desktop allows you to view your workstation desktop virtually via a terminal machine rather than a local device (i.e. traditional desktop/laptop). This user guide will outline the procedures for accessing the Virtual Desktop from the following devices:

- Thin Client
- Zero Client
- Traditional Laptop/Desktop (Government Furnished Equipment)
- Contractor Furnished Equipment (CFE) / Personal Equipment (PE)

DLA Administrators will identify the device type you will use (i.e. one of the four machines listed above). If you work in an environment where you require access to multiple machines during the course of the work day, active sessions within the Virtual Desktop can be transferred between the above devices. For example, a user can log into the Virtual Desktop on one device, disconnect, and log in with a different device, and see the same active applications left running on the previous device.

### **Device Usage Policy:**

Please note the following usage policies for the endpoints that will access the Virtual Desktop:

<b>Device</b>	<b>Policy</b>
HP MT42 Mobile Thin Client	Approved for DLA office usage with wired/Wi-Fi connection, approved for telework usage
Dell Wyse 5010 Zero Client	Approved for DLA office usage with wired connection, not approved for telework usage
Traditional Laptop	Approved for DLA office usage with wired/Wi-Fi connection, approved for telework usage
Traditional Desktop	Approved for DLA office usage with wired connection, not approved for telework usage
Contractor Equipment	Approved for DLA office usage with Wi-Fi Connection, approved for telework usage
Personal Equipment	Not approved for DLA office usage, approved for telework usage



## Section 1: Virtual Desktop Overview

### 1.1 Virtual Desktop Background

Virtual Desktop is a capability that moves computer processing and storage away from local devices (laptop/desktops) and into the data center. The benefits of implementing Virtual Desktops in DLA include improved end user mobility (i.e. access to desktop anytime from anywhere), operational efficiencies (i.e. reduced capital and operational costs), and improved security (i.e. no data stored on lost devices). The below diagram shows the infrastructure of a Virtual Desktop:



## Section 2: Device Type - Thin Client

### 2.1 Purpose

Provide an overview of the hardware, software, and steps to access the Virtual Desktop from a thin client.

### 2.2 Thin Client Usage Overview

The following is the type of Thin Client device used to access the Virtual Desktop:

- HP MT42 Mobile Thin Client Laptop used in the office with wired DLA network and Wi-Fi connection. The Mobile Thin Client is approved for telework.



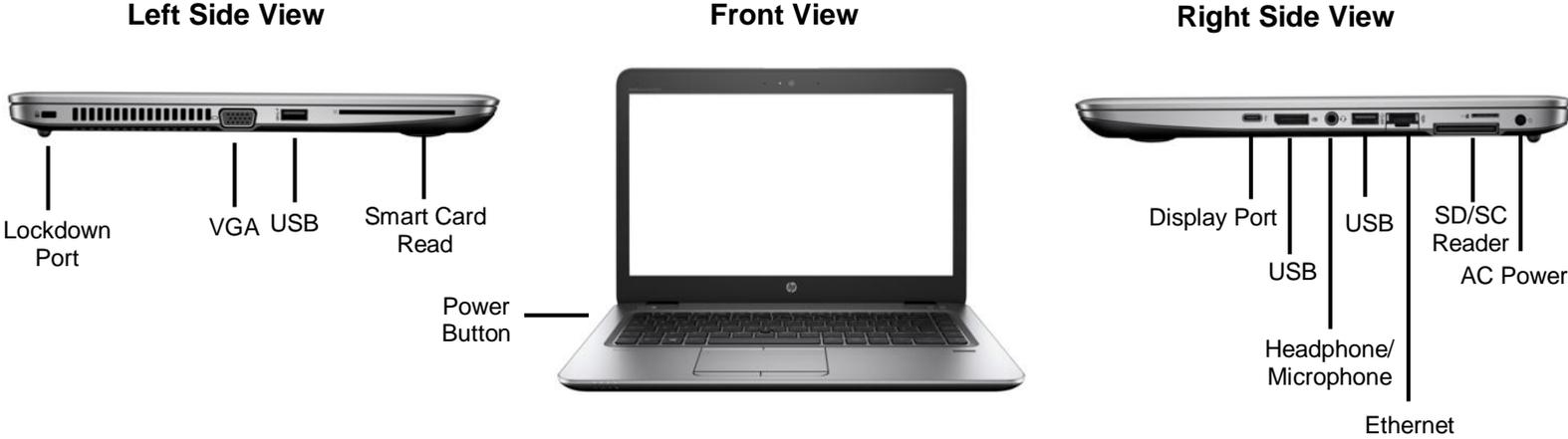
## 2.3 Thin Client Hardware Overview

The thin client takes a user's login request and connects to the desktop virtually. It is a streamlined machine with limited storage and a configurable operation system. The HP MT42 Thin Client uses wired and Wi-Fi connections. The following sections will outline all accessories and additional hardware required to use a thin client and the steps required to access the Virtual Desktop:

As of September 2016, DLA is using the HP MT42 Mobile Thin Client

### HP MT42 Mobile Thin Client

#### I. At a Glance



#### II. Accessories

The following accessories are included with the HP MT42 Mobile Thin Client:

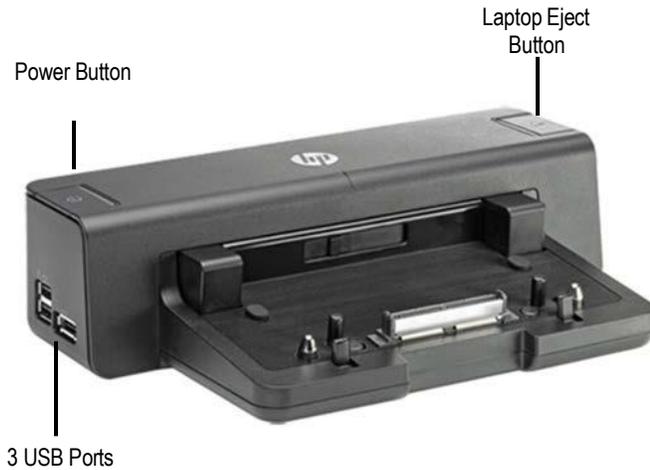
Image	Description
	Power Cord
	Docking Station



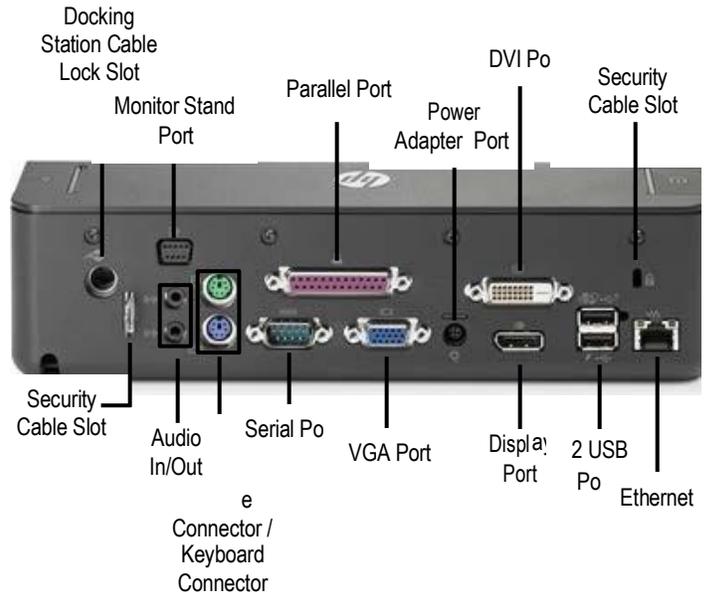
## HP 90W Docking Station

### I. At a Glance

#### Front View



#### Back View



### II. Accessories

The following accessories are included with the HP 90W Docking Station:

Image	Description
	Power Cord



## 2.4 Thin Client Software Overview

Thin Client and Virtual Desktop software is pre-installed on your machine and is ready to use.



## 2.5 Thin Client Login Instructions

The following steps outline the Virtual Desktop login process using the HP MT42 Mobile Thin Client and HP t620 Flexible Thin Client. There different instruction for accessing the Virtual Desktop depending on how you are connecting, via DLA network (internal) or wireless network (external).

### DLA Network (Internal)

- a. Press **Ctrl+Alt+Delete**.

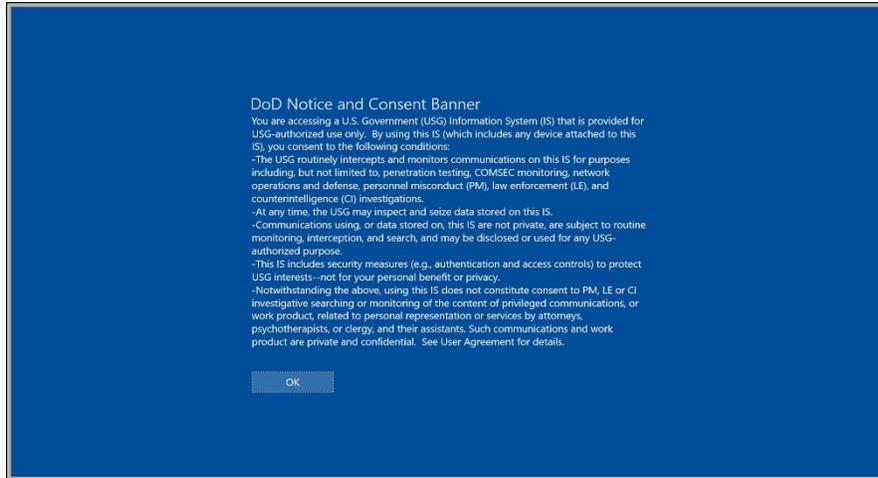
*Screen displays the ThinPC login image.*





b. Select **OK**.

*Screen displays the US Department of Defense Warning Statement.*



c. Insert CAC into the Smart Card Reader

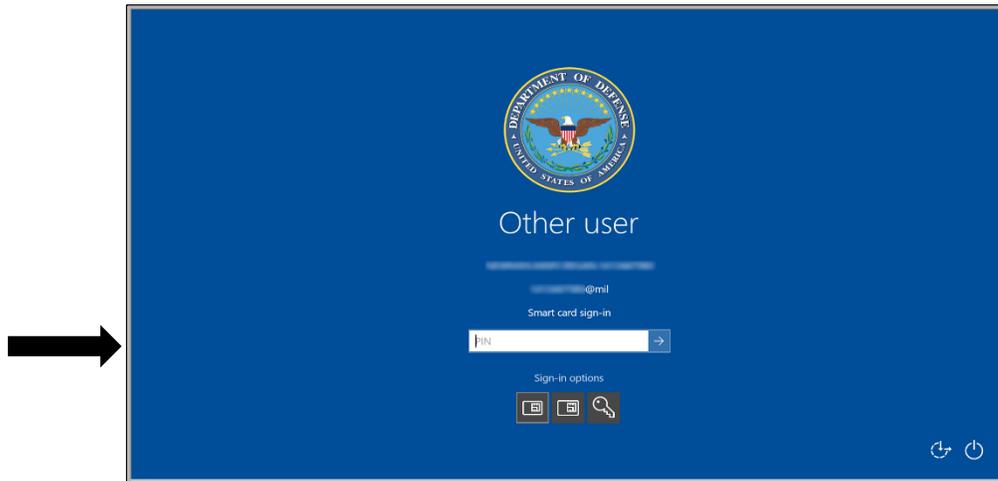
*Screen displays the ThinPC Smart Card Input.*





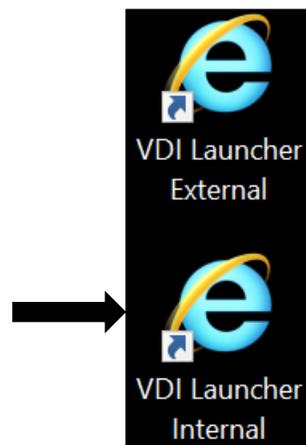
d. Enter **PIN**

*Screen displays the ThinPC PIN Input.*



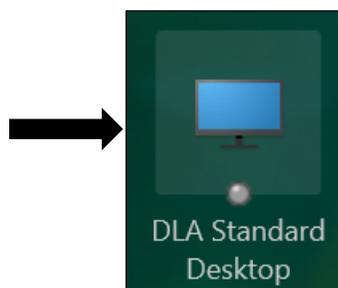
e. Select **VDI Launcher Internal**

*Screen displays the Virtual Desktop Internal/External Login options.*



f. Select **DLA Standard Desktop**

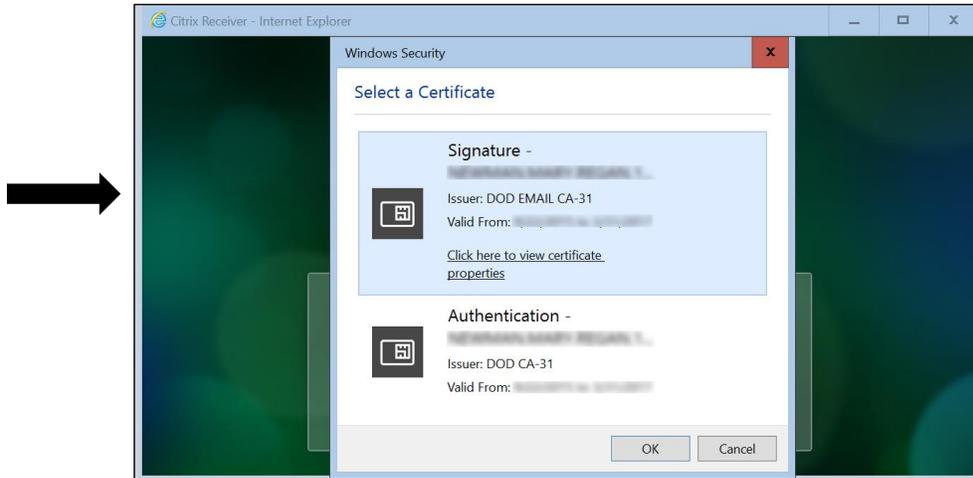
*Screen displays the Citrix Receiver Desktop Options.*





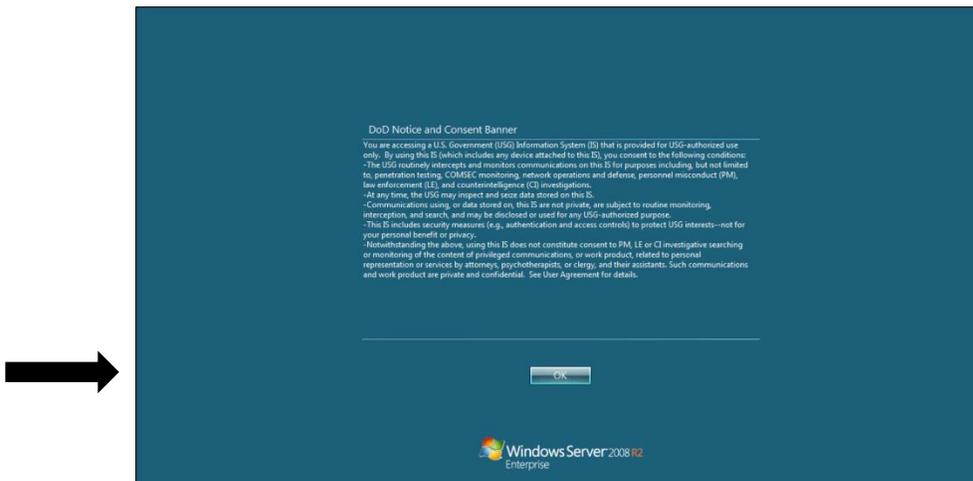
g. Choose the **DOD EMAIL** certificate and Select **OK**.

*Screen displays the DOD Certificate options.*



h. Select **OK**.

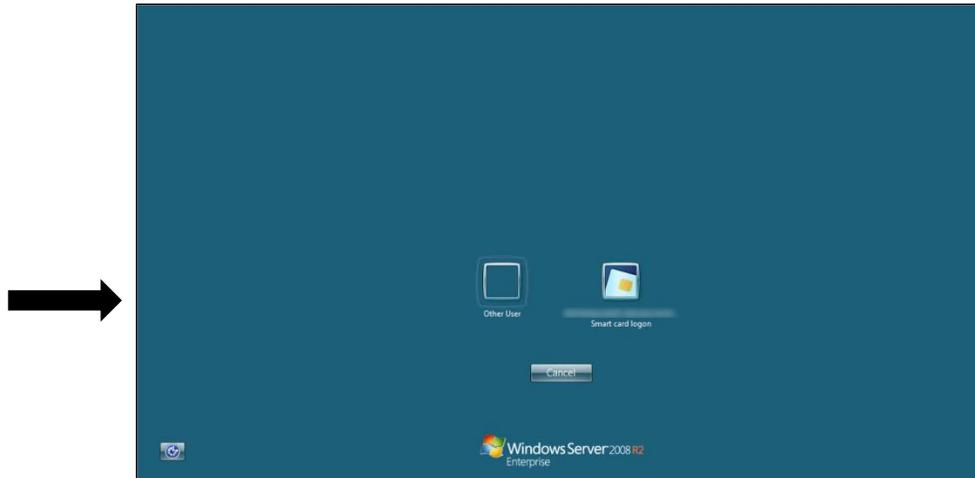
*Screen displays the US Department of Defense Warning Statement.*





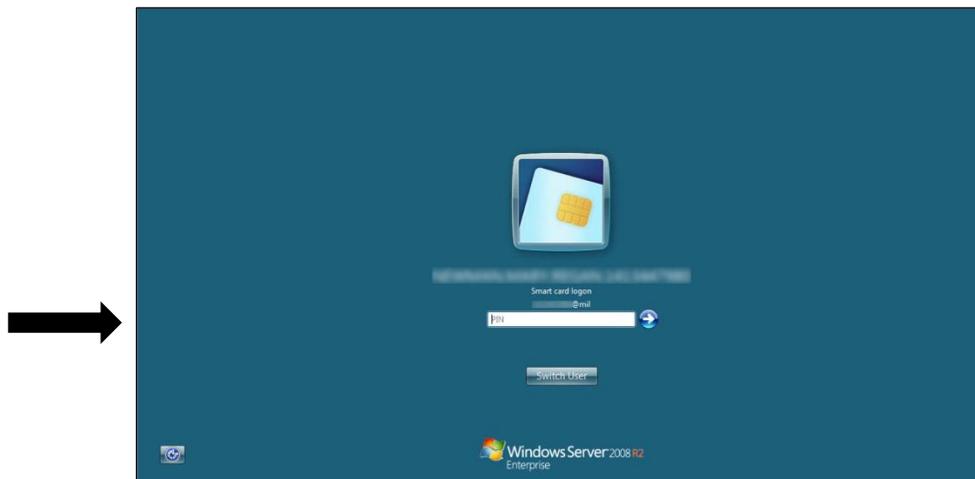
- i. Select the **Smart Card Login** as the CAC is being read.

*Screen displays the Virtual Desktop – Citrix Receiver requesting the user to select the Smart Card Login option*



- j. Enter **PIN**.

*Screen displays the Virtual Desktop – Citrix Receiver requesting the user to enter their PIN*





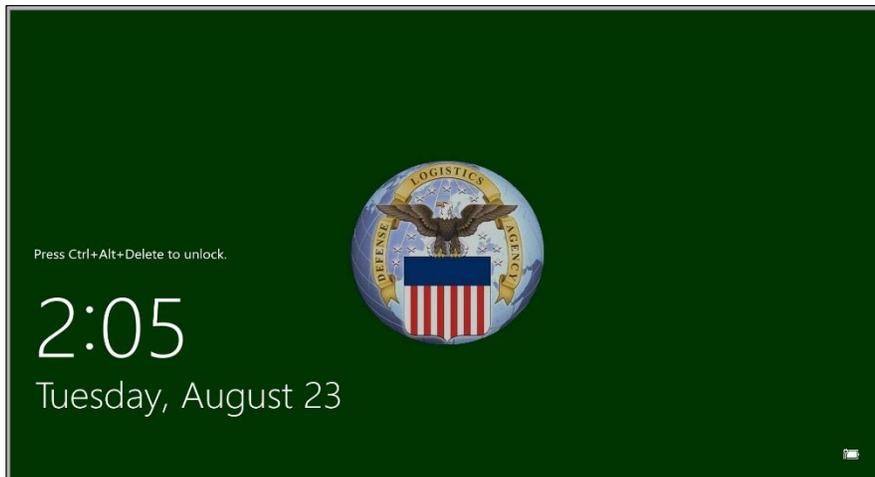
The Virtual Desktop is ready to use, just as you would use a traditional desktop.  
*Screen displays the Virtual Desktop.*



### **Wireless Network (External)**

- a. Press **Ctrl+Alt+Delete**.

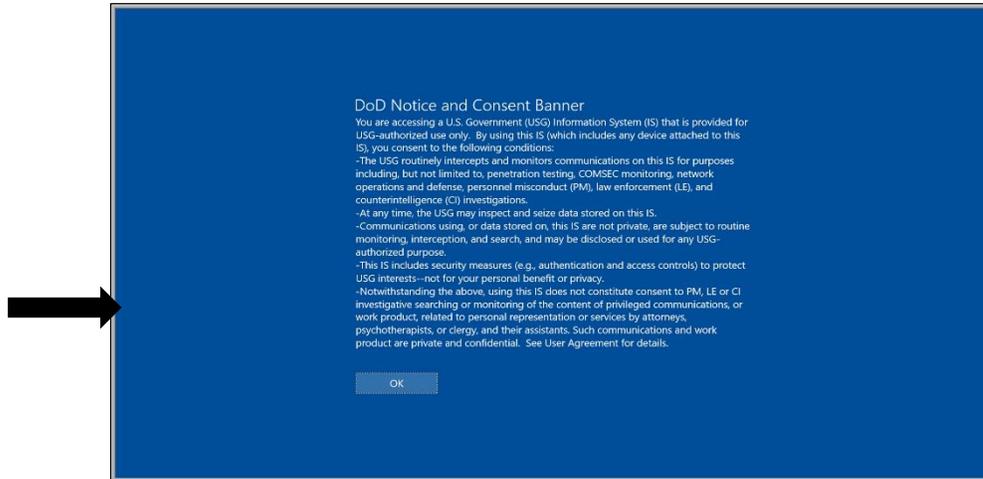
*Screen displays the ThinPC login image.*





b. Select **OK**.

*Screen displays the US Department of Defense Warning Statement*



c. Insert CAC into the Smart Card Reader

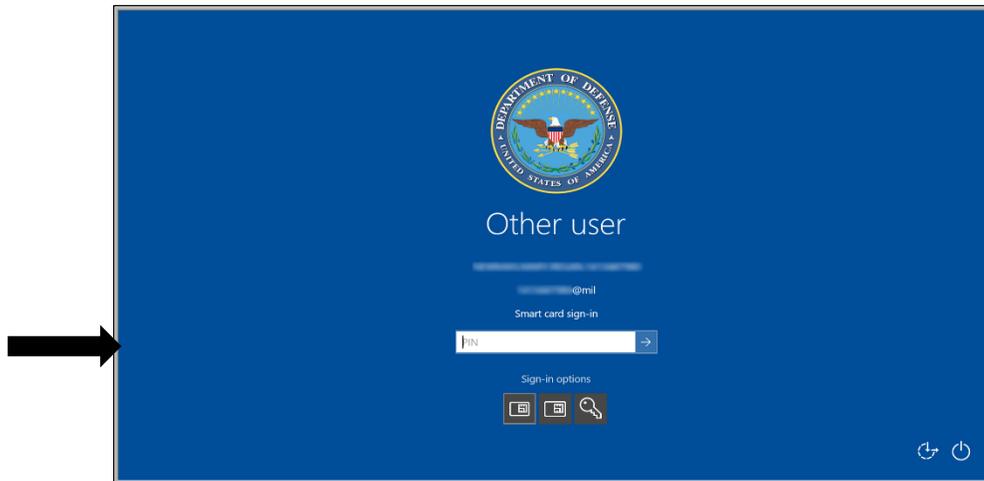
*Screen displays the ThinPC Smart Card Input.*





d. Enter **PIN**

*Screen displays the ThinPC PIN Input.*



e. Select the **Network Options** icon in the lower right-hand corner of the screen

*Screen displays the Thin Client desktop*





- f. Select **Wireless Network** and choose **Connect**. Your list will vary depending on wireless options available to you.

*Screen displays the wireless network connection options.*



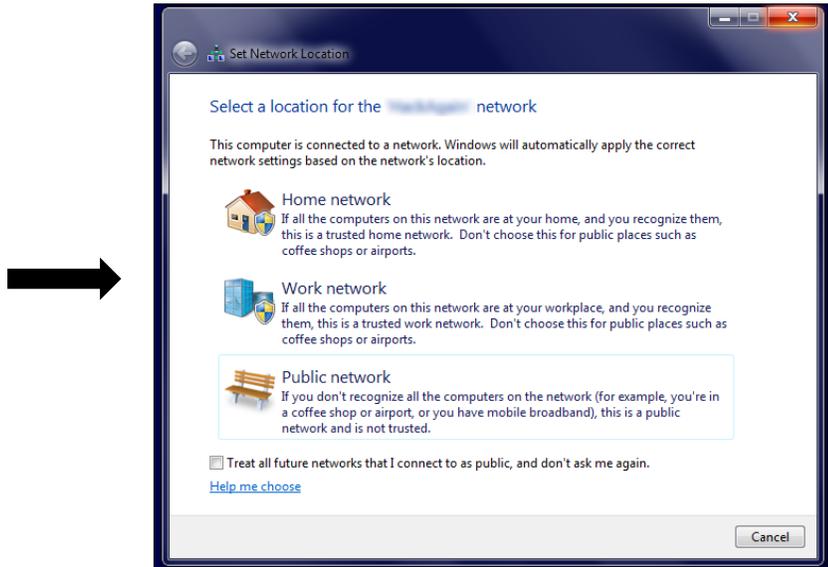
- g. Enter **Wireless Network Password** and choose **OK**.
- Screen displays window requiring network security key.*





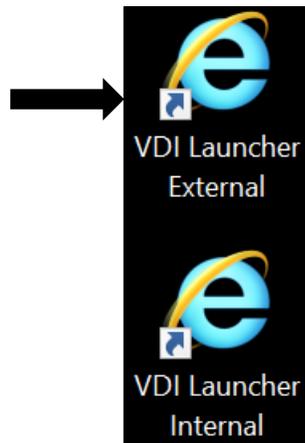
h. Select appropriate location.

*Screen displays the network location options.*



i. Select **VDI Launcher External**

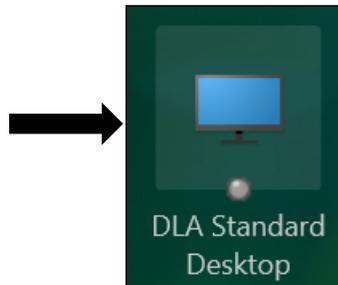
*Screen displays the Virtual Desktop Internal/External Login options.*





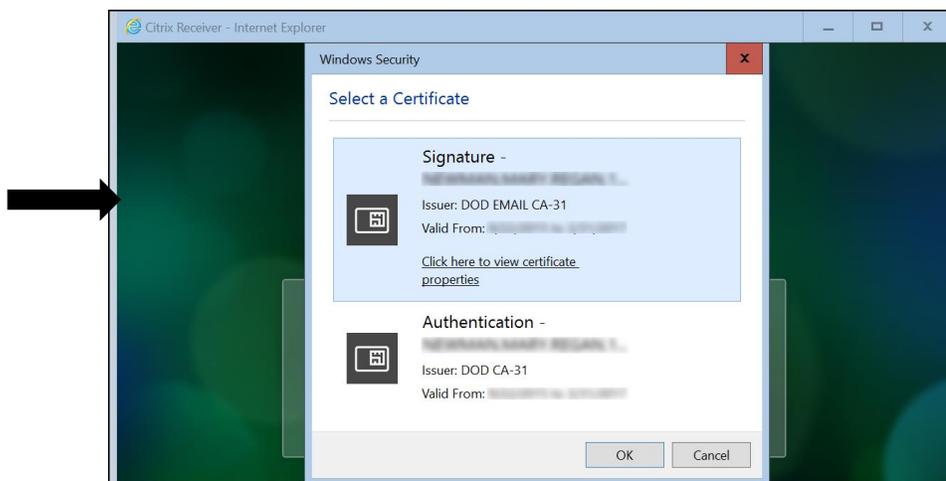
j. Select **DLA Standard Desktop**

*Screen displays the Citrix Receiver Desktop Options.*



k. Choose the **DOD EMAIL** certificate and Select **OK**.

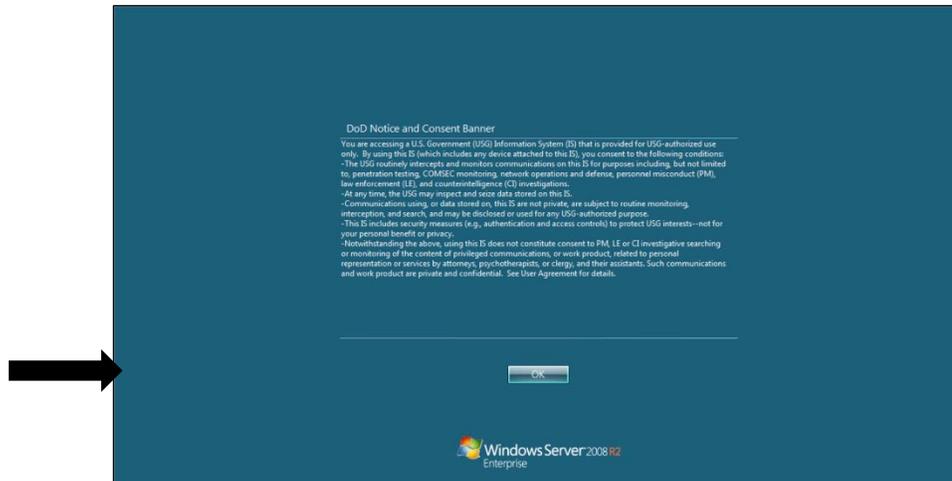
*Screen displays the DOD Certificate options.*





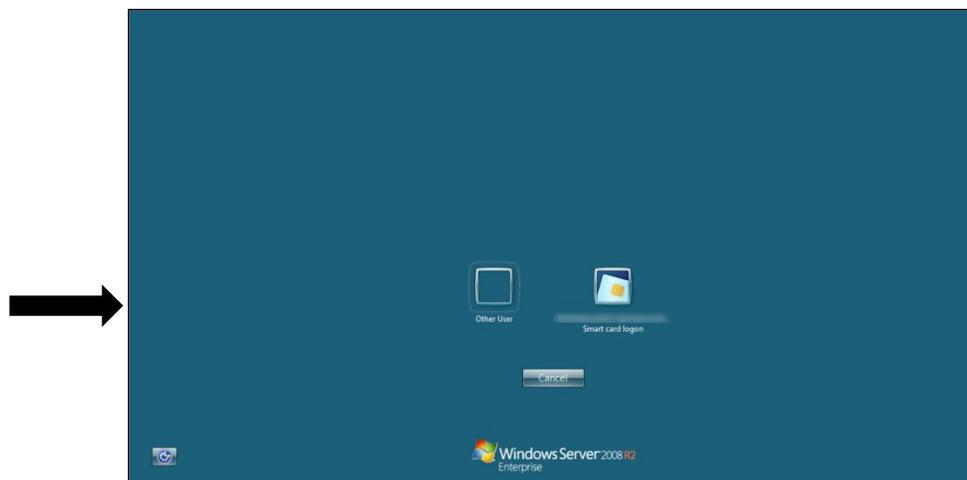
I. Select **OK**.

*Screen displays the US Department of Defense Warning Statement.*



m. Select the **Smart Card Login** as the CAC is being read.

*Screen displays the Virtual Desktop – Citrix Receiver requesting the user to select the Smart Card Login option*







## 2.6 Thin Client Log Off Instructions

### I. Log Off the Virtual Desktop

To log off or terminate the active Virtual Desktop session and shut down the Thin Client follow the below steps. Terminating you Virtual Desktop session will not allow you to transfer your session to another device.

- a. Select the **Windows** button in the lower left-hand corner of the screen (within Virtual Desktop session).

*Screen displays the Virtual Desktop.*





- b. Select the **Log Off** button (within Virtual Desktop session).

*Screen displays the Virtual Desktop with log off button.*



- c. Select **Start Menu** and then select the **Log Off** button (on local machine).

*Screen displays the local machine desktop.*



## II. **Removing CAC**

If you remove your CAC from CAC Reader without following the above steps you will disconnect the active Virtual Desktop session, but will not terminate your session. You will be able to transfer your session to another device. Sessions will automatically terminate after 3 hours of inactivity.



## Section 3: Device Type – Zero Client



### 3.1 Purpose

Provide an overview of the hardware, software, and steps to access the Virtual Desktop from a repurposed laptop/desktop.



### 3.2 Zero Client Usage Overview

The following is the type of Zero Client device used to access the Virtual Desktop:

- Dell Wyse 5010 Zero Client is used in the office with wired DLA network. The Zero Client is not approved for telework.



### 3.3 Zero Client Hardware Overview

The Zero Client takes a user's login request and connects to the desktop virtually. It is a streamlined machine without an operating system. The Dell Wyse 5010 Zero Client uses a wired connection. The following sections outline all accessories and additional hardware required to use a Zero Client and the steps required to access the Virtual Desktop:

As of September 2016, DLA is using the Dell Wyse 5010 Zero Client

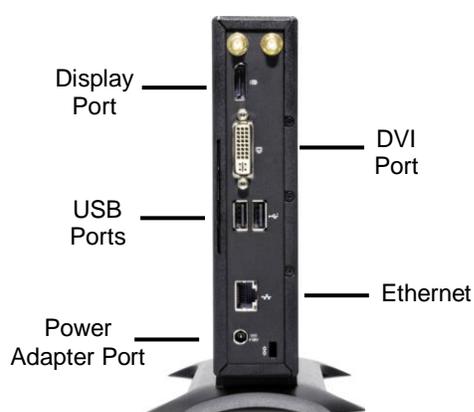
## Dell Wyse 5010 Zero Client

### I. At a Glance

Front View



Back View





## II. Accessories

The following accessories are included with the HP MT42 Mobile Thin Client:

Image	Description
	Power Cord



### 3.4 Zero Client Software Overview

Virtual Desktop software is pre-installed on your machine and is ready to use.



### 3.5 Zero Client Login Instructions

- a. Insert Smart Card into Smart Card Reader

*Screen displays the Zero Client login image*



- b. Enter PIN

*Screen displays the Zero Client login image*



- c. Select the appropriate Virtual Desktop option  
**Note:** Desktop options shown will defer user to user

*Screen displays the Zero Client login image*



The Virtual Desktop is ready to use, just as you would use a traditional desktop.

*Screen displays the Virtual Desktop.*





## 3.6 Zero Client Log Off Instructions

### I. Log Off the Virtual Desktop

To log off or terminate the active Virtual Desktop session and shut down the Thin Client follow the below steps. Terminating your Virtual Desktop session will not allow you to transfer your session to another device.

- a. Select the **Windows** button in the lower left-hand corner of the screen (within Virtual Desktop session).

*Screen displays the Virtual Desktop.*





- b. Select the **Log Off** button (within Virtual Desktop session).

*Screen displays the Virtual Desktop with log off button.*



- c. Select **Start Menu** and then select the **Log Off** button (on local machine).

*Screen displays the local machine desktop.*



## II. **Removing CAC**

If you remove your CAC from CAC Reader without following the above steps you will disconnect the active Virtual Desktop session, but will not terminate your session. You will be able to transfer your session to another device. Sessions will automatically terminate after 3 hours of inactivity.



## Section 4: Device Type – Traditional Laptop/Desktop, Government Furnished Equipment (GFE)



### 4.1 Purpose

Provide an overview of the hardware, software, and steps to access the Virtual Desktop from a traditional laptop/desktop (GFE).



### 4.2 Traditional Laptop/Desktop Usage Overview

The following are two types of traditional machines used to access the Virtual Desktop:

- Traditional Laptop supplied by DLA can be used in the office with wired DLA network and Wi-Fi connection. The traditional laptop is approved for telework.
- Traditional Desktop supplied by DLA can only be used in the office with wired DLA network connection. The traditional desktop is not approved for telework. You may continue to use your traditional laptop provided by DLA (if applicable) or use your personal computers at home to telework (see Section 6).



### 4.3 Traditional Laptop/Desktop Hardware Overview

If you are using a traditional DLA issued laptop/desktop you will be provided with the necessary attachments and accessories to use the Virtual Desktop.



### 4.4 Traditional Laptop/Desktop Software Overview

Virtual Desktop software is pre-installed on your machine and is ready to use.

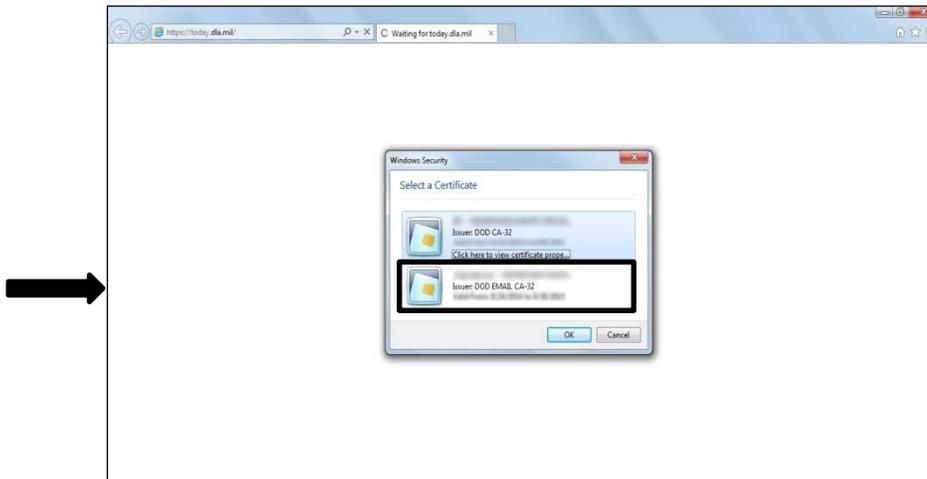


## 4.5 Traditional Laptop/Desktop Login Instructions

The following steps outline the Virtual Desktop login process using a traditional laptop/desktop:

- a. Ensure CAC is inserted into CAC Reader
- b. Open Internet Explorer and select **Email Certificate**.

*Screen displays Internet Explorer – Windows Security*



- c. Enter the following URL: *https://internal.dir.ad.dla.mil*

*Screen displays Internet Explorer with address bar.*

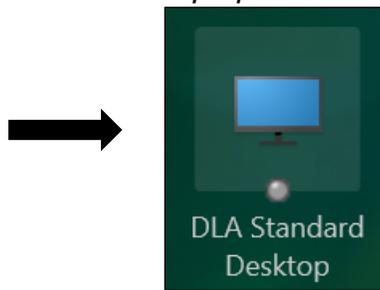




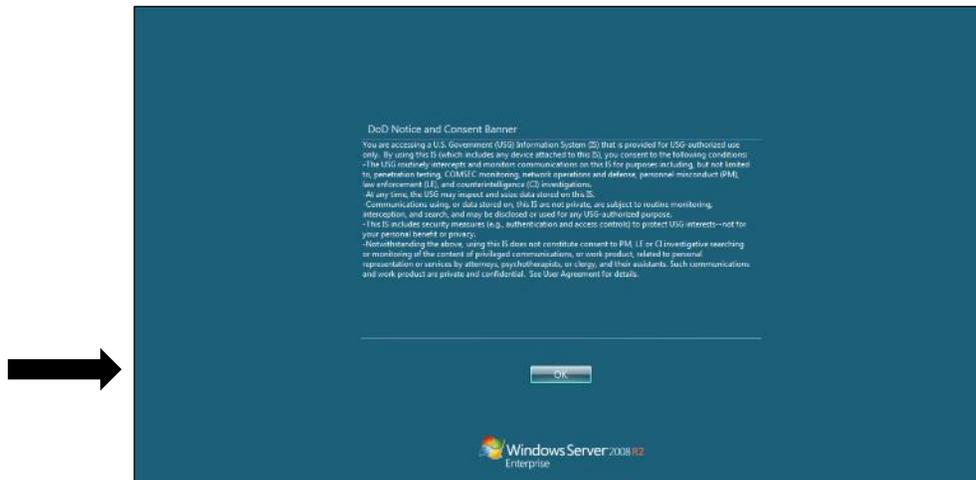
d. Choose the **DOD EMAIL** certificate and Select **OK**.  
*Screen displays the Virtual Desktop Certificate Options*



e. Select the **DLA Standard Desktop**, if needed. The DLA Standard Desktop may open automatically.  
*Screen displays the Virtual Desktop options*



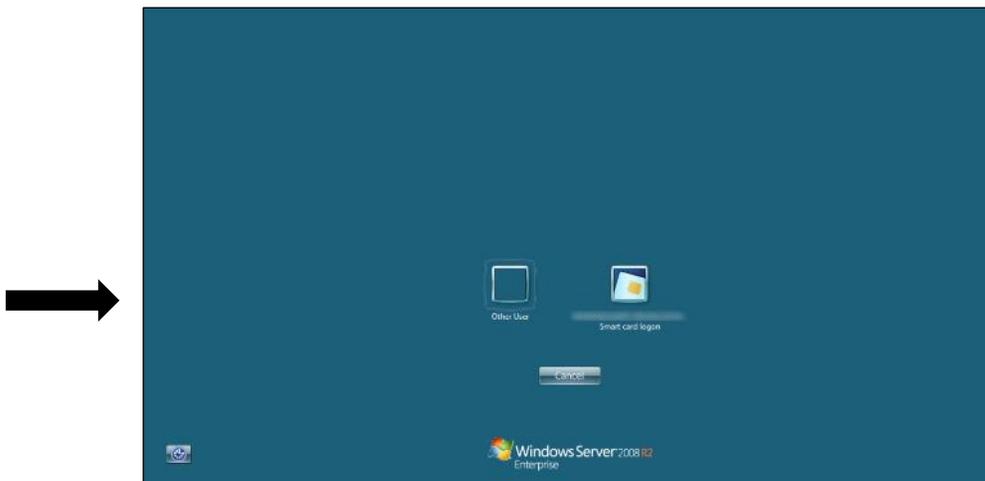
f. Select **OK**.  
*Screen displays the US Department of Defense Warning Statement*





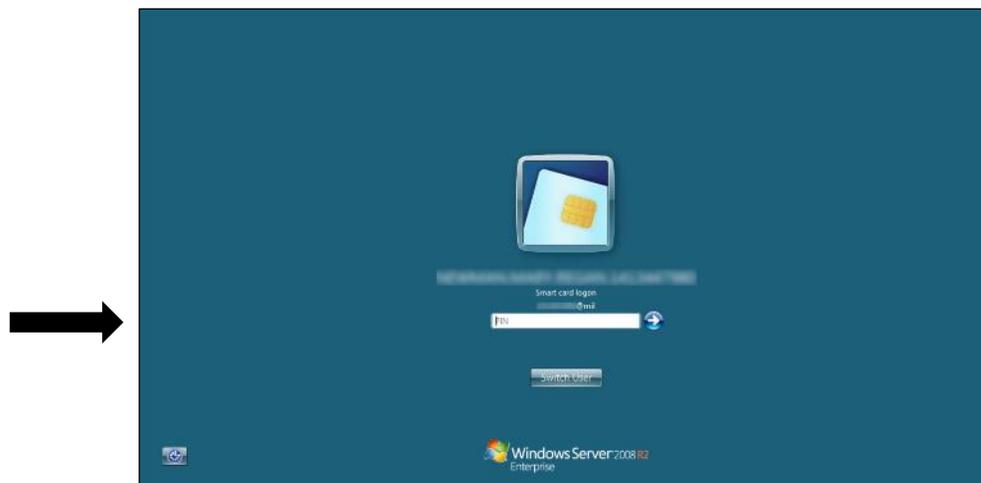
- g. Select the **Smart Card Login** as the CAC is being read. Do not navigate away from this window until the login process is complete. Doing so may result in your session being timed out.

*Screen displays the Virtual Desktop – Citrix Receiver requesting the user to select the Smart Card Login option*



- h. Enter **PIN**.

*Screen displays the Virtual Desktop – Citrix Receiver requesting the user to enter their PIN*





The Virtual Desktop is ready to use, just as you would use a traditional desktop.

*Screen displays the Virtual Desktop*



To switch between local machine and Virtual Desktop, expand the **XenDesktop Toolbar drop-down** at the top of the page and choose **Home**.

*Screen displays the XenDesktop Toolbar drop-down option*



## 4.6 Laptop/Desktop (GFE) Log Off Instructions

Log off of the Virtual Desktop using the steps below:

- I. **Log Off Virtual Desktop**

These steps will terminate the active Virtual Desktop session and you will not be able to transfer your session to another device.



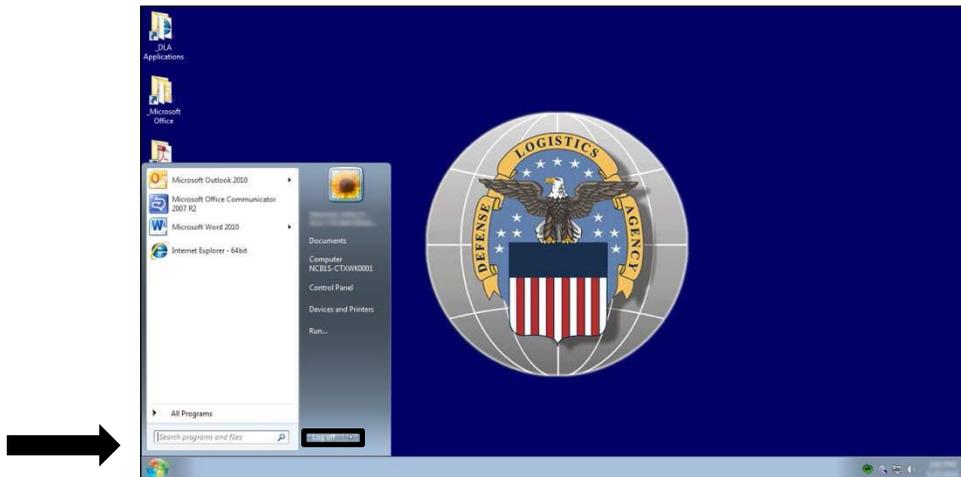
- a. Select the *Windows* button in the lower left-hand corner of the screen

**Screen displays the Virtual Desktop.**



- b. Select the **Log Off** button

**Screen displays the Virtual Desktop.**



## II. **Removing CAC**

Following the steps below will disconnect the active Virtual Desktop session and you will be able to transfer your session to another device; sessions will be automatically terminated after 3 hours of inactivity.

- a. Remove CAC from CAC Reader, doing so will close the Virtual Desktop session.



## Section 5: Device Type – Laptop/Desktop Contractor Furnished Equipment (CFE)/Personal Equipment (PE)

### 5.1 Purpose

Provide an overview of the hardware, software, and steps to access the Virtual Desktop from a laptop/desktop (CFE/PE).

### 5.2 Laptop/Desktop (CFE/PE) Usage Overview

The following outlines the usage overview for CFE/PE when accessing the Virtual Desktop:

- CFE/PE can be used on non-Government network connections, i.e. home network, coffee shop network, contractor office network, etc. CFEs are approved for telework usage.
- Personal Equipment is not approved for use on the DLA network, but is approved for telework.

### 5.3 Laptop/Desktop (CFE/PE) User Hardware Overview

There are many types of CFEs and personal machines you can use to access the Virtual Desktop. The list below is the necessary hardware required to access the Virtual Desktop from either a CFE or personal machine:

- Desktop Computer or Laptop
- CAC Reader
- Ethernet port (with active internet connection) or Wi-Fi

### 5.4 Laptop/Desktop (CFE/PE) User Software Recommendations

#### **Risks**

There are potential risks associated with installing the necessary software (i.e., ActivClient, Citrix Receiver, DOD Root Certificates) in order to use the remote access system. It is not possible to test these components with all software and/or applications commercially available and may be on your home computer. Therefore, the software could conflict with other applications or software residing on your home computer. If you are using the remote access system on your personal non-Government- furnished computer it is at your own risk.

#### **Disclaimer of Liability**

With respect to installing prerequisite software components or using the remote access solution, neither the DOD, DLA, nor any employees within, provide any warranty, expressed or implied,



Or assume any legal or financial liability or responsibility for your non-Government computer system and/or damages or repairs that may result from system incompatibilities with the remote access solution. By installing prerequisite software and using this product, you signify your agreement to the preceding terms and conditions. If you do not agree to these terms and conditions, do not install or use this product.

### **Help Desk Support**

All liability for issues and troubleshooting non-GFE is the responsibility of the equipment owner. The DLA Enterprise Help Desk will not provide support for issues with hardware/software not provided by DLA, including but not limited to non-GFE hardware, non-DLA networks (e.g., home routers, public hot spots), and non-DLA software compatibility issues with Citrix.

DLA Enterprise Help Desk resources will support troubleshooting issues that are not related to the non-GFE hardware/software, including but not limited to accounts, DLA applications, and server-side issues.

Personal machines or CFEs running on Windows XP, Windows Vista, Windows 7, Windows 8/8.1, or Windows 10 can be used to access the Virtual Desktop. Use the tables below to identify the recommended browser you should use based on the operating system currently installed on your machine.

For best performance use following operating system/browser combinations, otherwise you may experience performance issues or inability to connect to the Virtual Desktop.

<b>Operating System</b>	<b>Browser</b>
Windows 10 64-bit Editions Windows 8.1 64-bit Editions Windows 8.1 32-bit Editions Windows 7 Service Pack 1(SP1) 64-bit Editions Windows 7 Service Pack 1(SP1) 32-bit Editions	Internet Explorer 11.x or later (32-bit mode)
Windows 8 64-bit Editions Windows 8 32-bit Editions Windows 7 Service Pack 1(SP1) 64-bit Editions Windows 8 Service Pack 1(SP1) 32-bit Editions	Internet Explorer 10.x or later (32-bit mode)
Windows 7 64-bit or higher Windows 7 32-bit or higher Windows Vista 32-bit Editions with Service Pack 2 Windows Vista 64-bit Editions with Service Pack 2	Internet Explorer 9.x or later (32-bit mode)

<b>Operating System</b>	<b>Browser</b>
Windows 7 64-bit Editions Windows 7 32-bit Editions Windows XP Professional with Service Pack 3 Windows XP Professional x64 Edition with Service Pack 2 Windows Vista 32-bit Editions with Service Pack 2 Windows Vista 64-bit Editions with Service Pack 2	Internet Explorer 8.x (32-bit mode)



Windows 7 64-bit Editions Windows 7 32-bit Editions Windows XP Professional with Service Pack 3 Windows XP Professional x64 Edition with Service Pack 3 Windows Vista 32-bit Editions with Service Pack 2 Windows Vista 64-bit Editions with Service Pack 2	Mozilla Firefox 4.x (32-bit mode)
Windows XP Professional x32 Edition with Service Pack 3 Windows Vista 32-bit Editions with Service Pack 2 Windows 7 32-bit Editions Red Hat Enterprise Linux 5.4 Desktop	Mozilla Firefox 3.x

Before connecting to the Virtual Desktop for the first time, certificates and client software will need to be installed. These are available on the DLA Enterprise Remote Access login page: <https://remote.dla.mil>.

Follow these steps for downloading the appropriate software in Internet Explorer. You will need to use the proper web browser based on the operating system installed on the machine (i.e. outlined in above table). Following these steps will result in a necessary machine reboot once completed.

- Connect your Common Access Card (CAC) Reader to an available USB Port on your CFE/Personal Computer System (Desktop/Laptop).
- Turn on your CFE/PE (Desktop/Laptop).
- Launch your internet browser.
- Validate that the required security protocols are enabled - From Internet Explorer, select **Tools** and then **Internet Options**. If the Tools option isn't visible, then while in the browser select the **ALT** key on the keyboard and the Tools option will become visible.

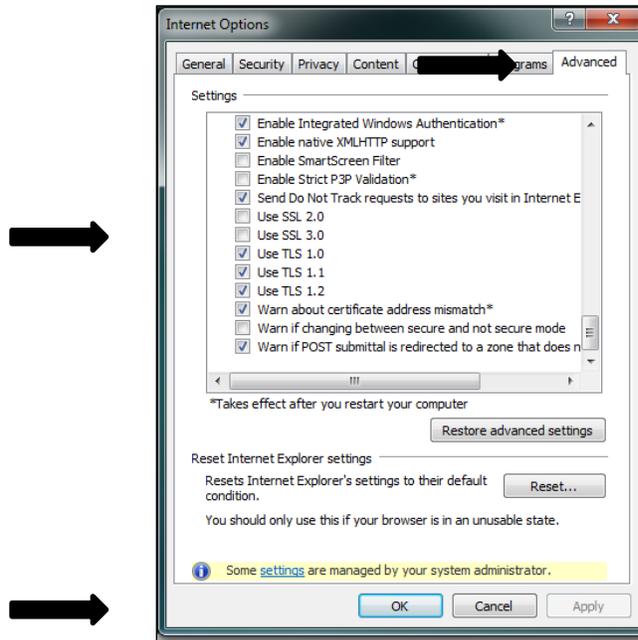
*Screen displays the expanded Tools options in Internet Explorer.*





- e. When the Internet Options window appears select the **Advanced** tab and ensure **Use TLS 1.0, TLS 1.1, and TLS 1.2** are checked in the Security section. Select **OK**, then close the internet browser, and open a new internet browser window.

*Screen displays the Advanced tab within the Internet Explorer Internet Options settings.*



- f. Insert CAC into CAC Reader.

- g. In the internet browser, navigate to DLA Enterprise Remote Access <https://remote.dla.mil/> to access the files to download you will need to use remote access. If this is the first time you are navigating to this page, you may see a warning message similar to the website below. If this appears, select **Continue to this Web site (not recommended)**.

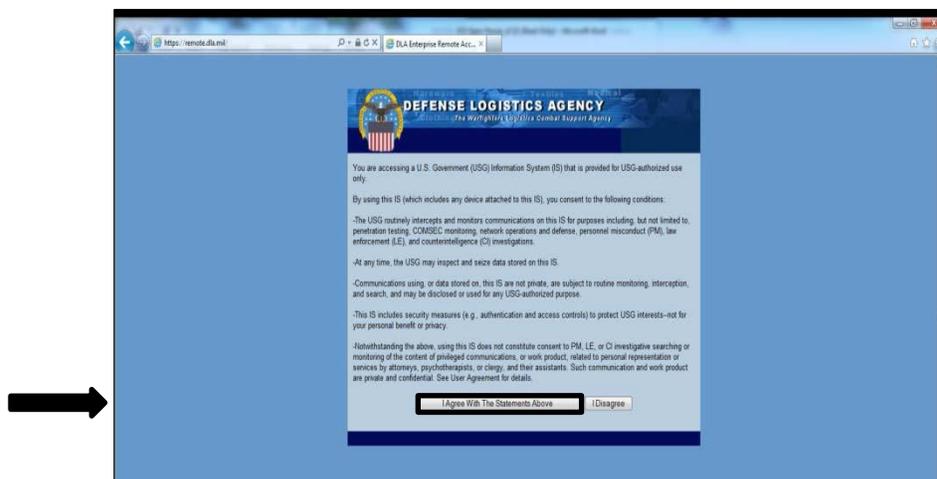
*Screen displays the Security Certificate Warning requesting the user to close this webpage or continue to this webpage.*





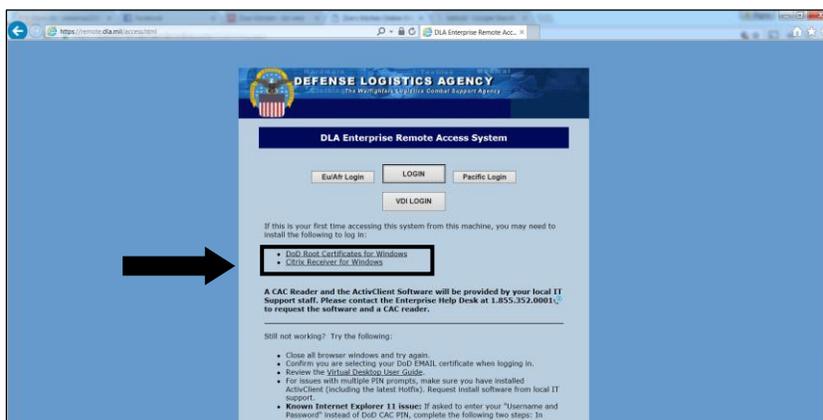
- h. Select the **I Agree with the Statements Above** button.

Screen displays the DLA Enterprise Remote Access Webpage requesting user to accept the use of a U.S Government (USG) Information System (IS).



- i. On the screen below you will see two links for software that needs to be installed prior to connecting to the Virtual Desktop from each machine for the first time.

Screen displays the DLA Enterprise Remote Access Webpage outlining the required software installs.



- j. Download **DOD Root Certificates**.

- Select **Windows DOD Root Certificates**

**Note:** This will install required DOD Certificates to the appropriate location on your machine. These certificates are required to be installed on a machine when using a CAC.

- Select **Run** when prompted

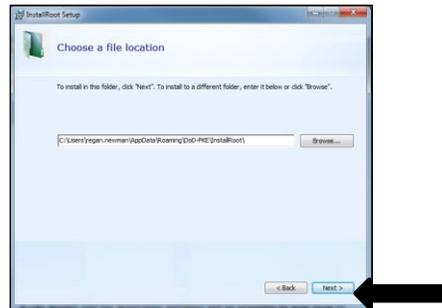


- Windows Install Procedures:

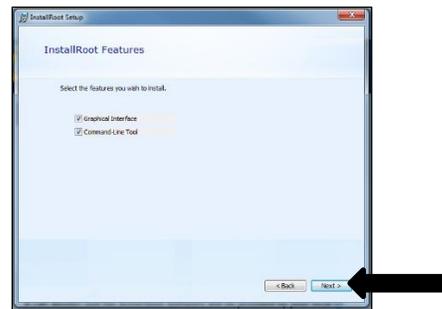
- Select *Next*



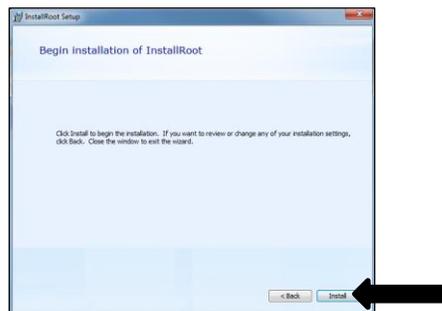
- Select *Next*



- Select *Next*

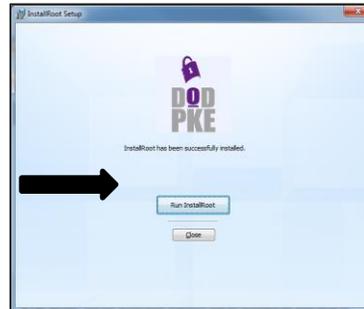


- Select *Install*

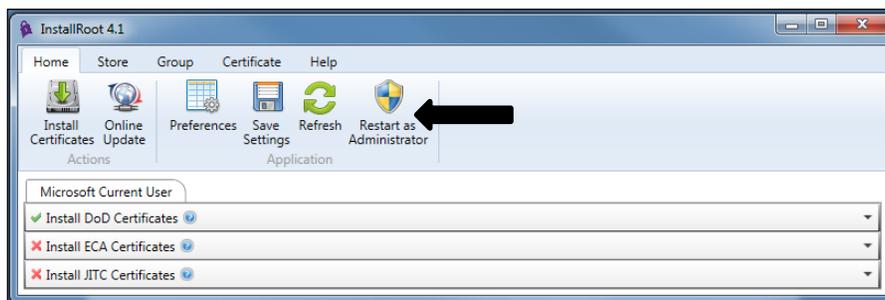




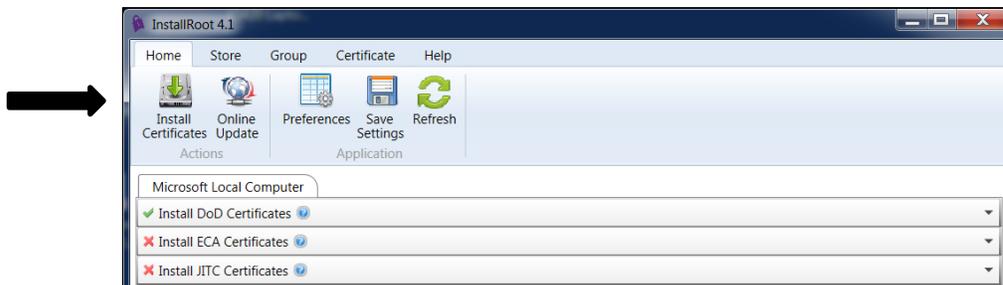
- Select *Run InstallRoot*



- A tutorial may open – close / exit that window
- Select **Install Certificates**
- A tutorial may open – close / exit that window
- Select **Restart as Administrator**



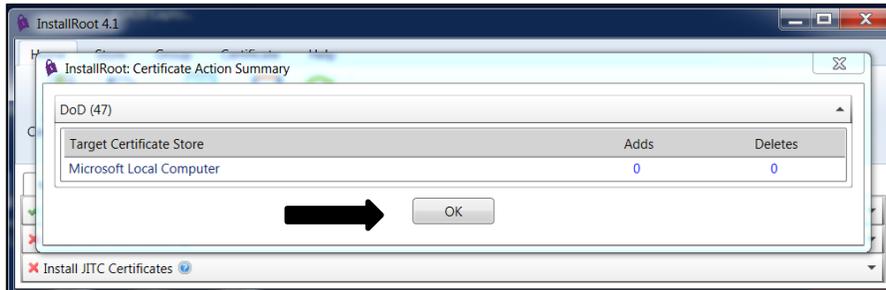
- Select **Yes** to the User Account Control prompt
- Select **Install Certificate**



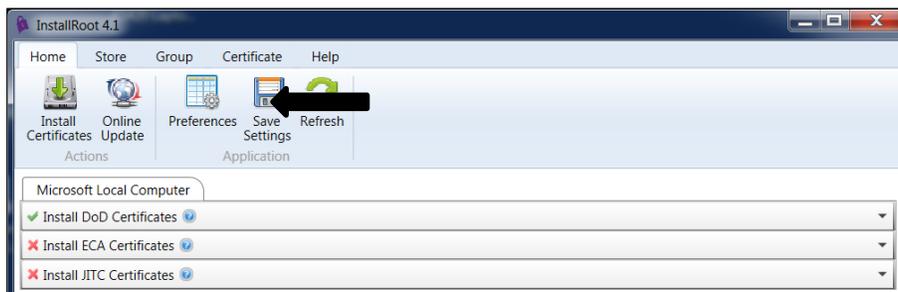


- Select **OK**

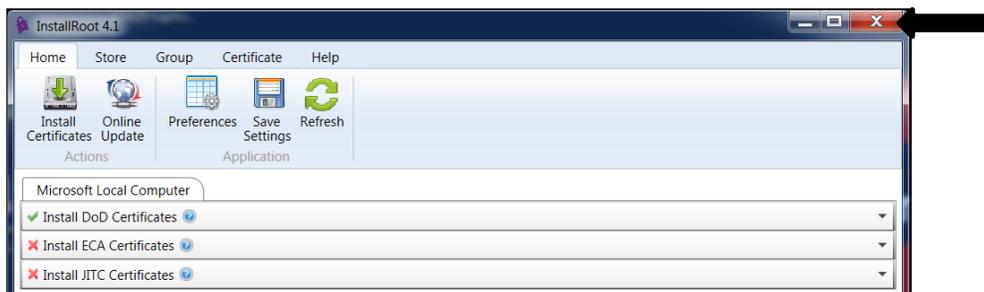
**Note:** The Number of Adds/Deletes will be different than the below screenshot



- Select **Save Settings**



- Select **X**



- k. On the same page, download the *Citrix Receiver*. The Citrix Receiver is required to establish a secure connection with Citrix. This client supports Windows XP, Vista, and Windows 7/8/8.1 operating systems.
- Select Windows **Citrix Receiver**
  - When prompted, select **Run** and accept all defaults.



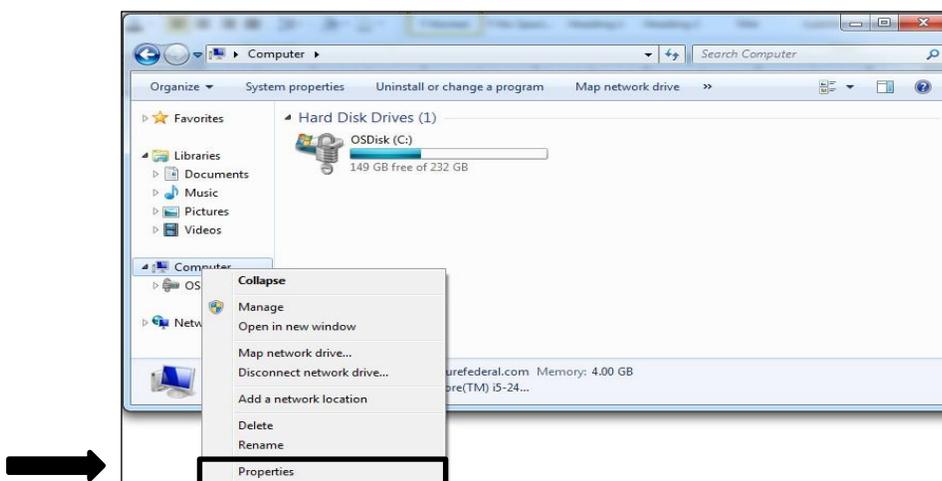
I. **Optional** Download ActivIdentity ActivClient – request the latest version of ActivClient the DLA Enterprise Help Desk (EHD). ActivClient is recommended for Windows 7 and not recommended for the following:

- Windows 8 / 8.1
- Windows 10

Based on the configuration of your operating system will need to determine which ActivClient to install 32 – bit or 64 – bit.

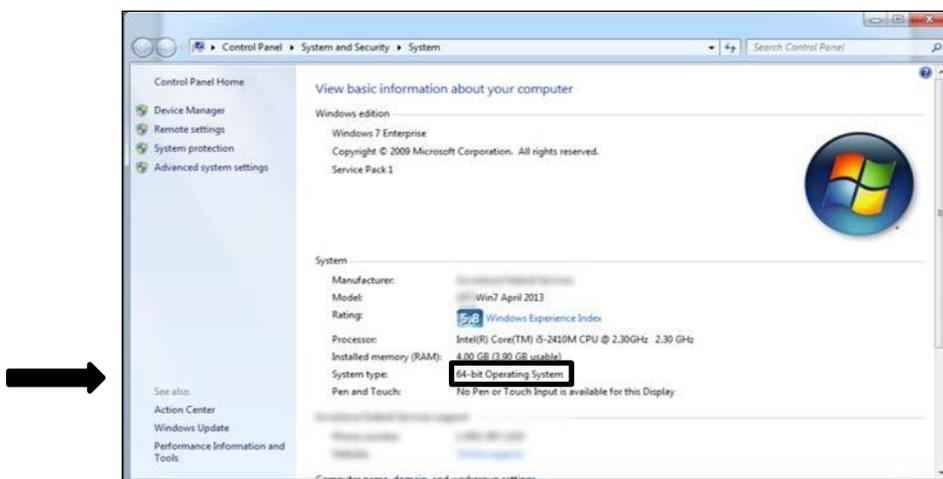
To verify the version of your operating system, right-click the **My Computer** icon on your Desktop, and selecting **Properties**.

*Screen displays the Computer Drives and the properties of the Computer*



You will see on the next screen you will see 32-bit or 64-bit Operating System. Be sure to provide this information with your request for the ActivClient Software.

*Screen displays the properties of the Computer.*

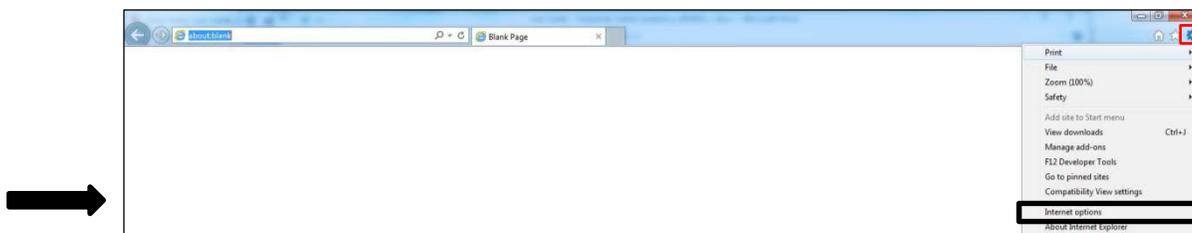




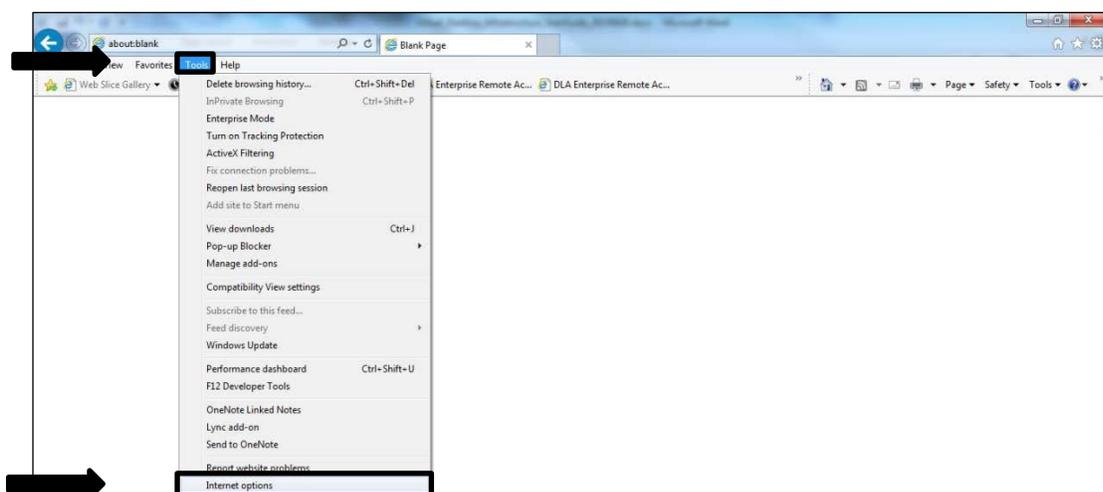
m. Update Trusted Sites

- Open **Internet Explorer**.
- Select **Tools** and then **Internet Options**.

Screen displays the location of Internet Options

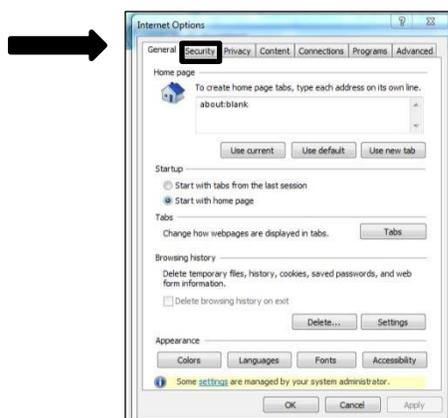


OR



n. Select the **Security** tab.

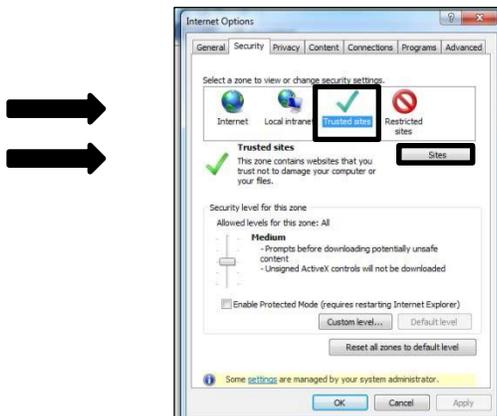
Screen displays the Internet Options Security Tab





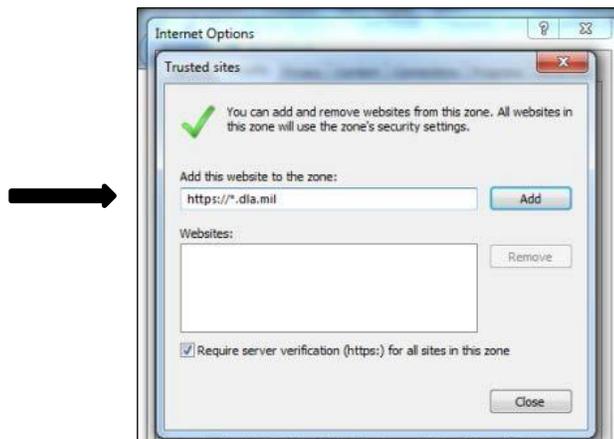
- o. Select the **Trusted Sites** and select **Sites**.

*Screen displays the Internet Options – Security Tab*



- p. Enter **https://\*.dla.mil** (“\*” asterisk; followed by a “.” Period; then “dla.mil”) Select **Add** and **Close**.

*Screen displays the Trusted Sites.*



- q. Select **Apply** and **OK**.

*Screen displays the Internet Options – Security*

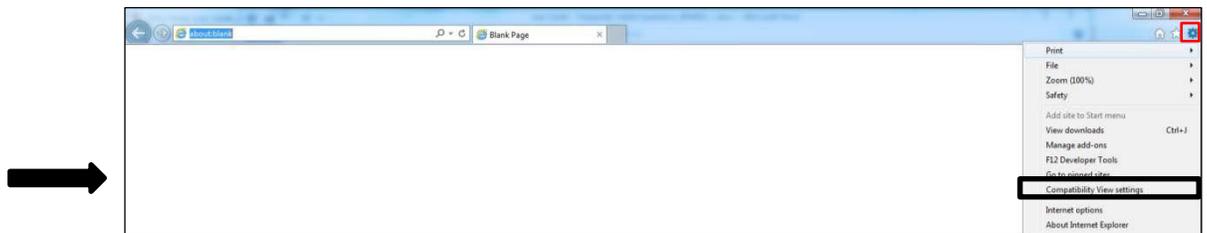




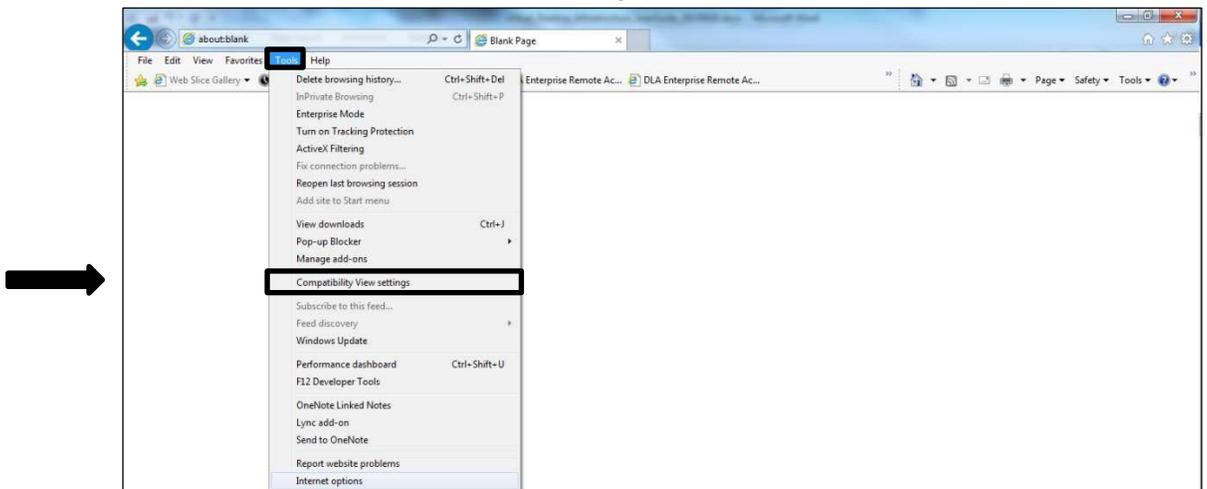
r. Update Compatibility View Settings

- Open **Internet Explorer**.
- Select **Tools** and then **Compatibility View Settings**.

*Screen displays the Internet Explorer Browser*

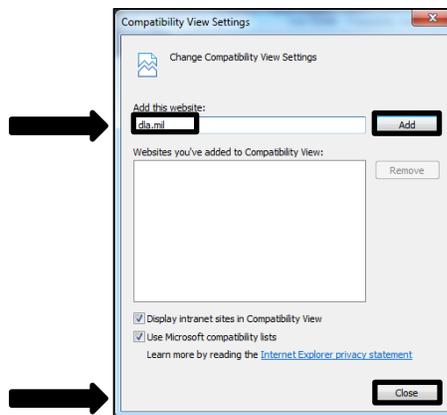


OR



s. Enter **dla.mil**, Select **Add**, and then **Close**.

*Screen displays the Internet Options – Security*





- t. Reboot the computer. All required software is now available on the machine and you are ready to login to your Virtual Desktop. (See section 5.5 for login instructions.)

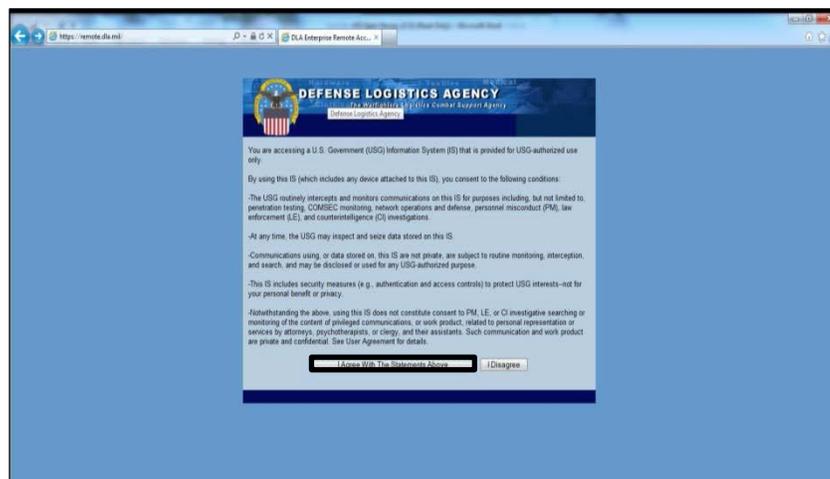
## 5.5 Laptop/Desktop (CFE/PE) Login Instructions

The following steps outline the Virtual Desktop login process using a CFE/Personal Machine:

**Note:** The following steps outline the process of logging in using Internet Explorer. User will need to use the proper web browser based on the operating system installed on the machine.

- a. Insert CAC into CAC Reader
- b. Open Internet Explorer
- c. Enter the following URL: **https://remote.dla.mil/**
- d. Select the **I Agree With The Statements Above** button

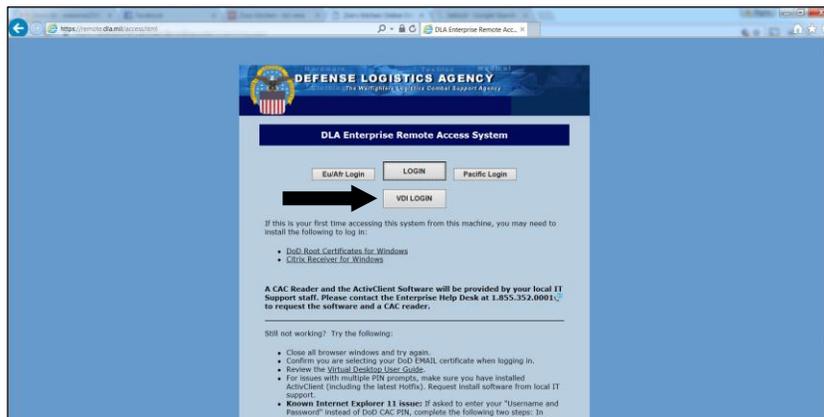
*Screen displays the DLA Enterprise Remote Access Webpage requesting user to accept the use of a U.S Government (USG) Information System (IS)*





e. Select the **VDI LOGIN** button

Screen displays the *DLA Enterprise Remote Access Webpage* requesting user to Login



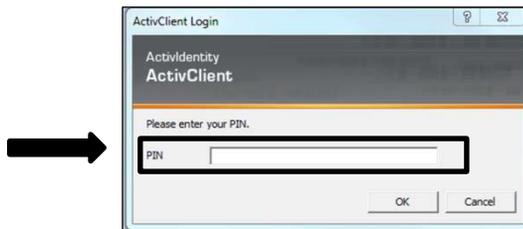
f. Choose the **DOD EMAIL** certificate and Select **OK**.

Screen displays the *Virtual Desktop Certificate Options*



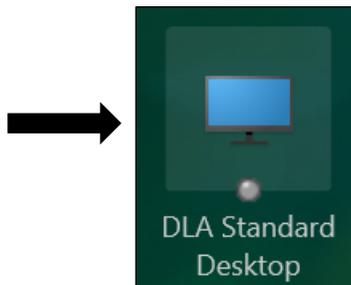
g. Enter **PIN**.

Screen displays the *PIN prompt*

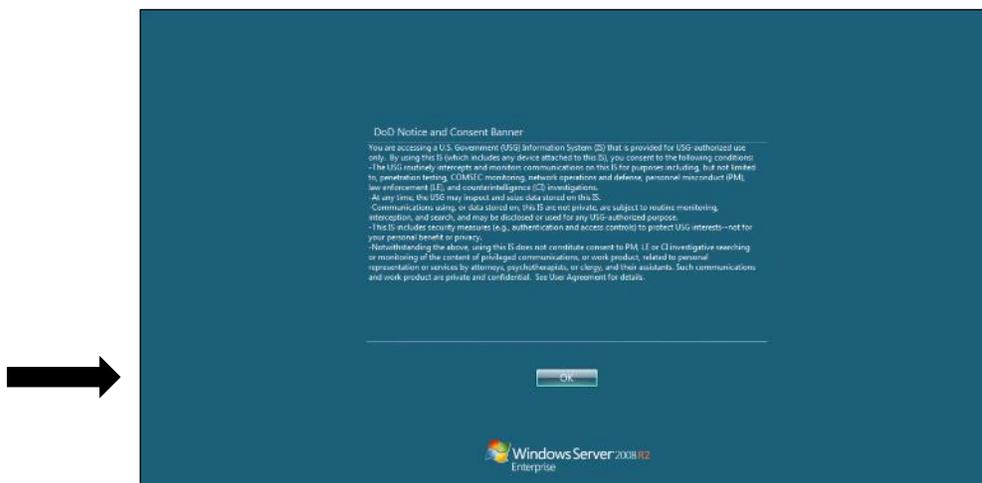




h. Choose **DLA Standard Desktop**. DLA Standard Desktop may open automatically.  
*Screen displays the Virtual Desktop options available for the user*



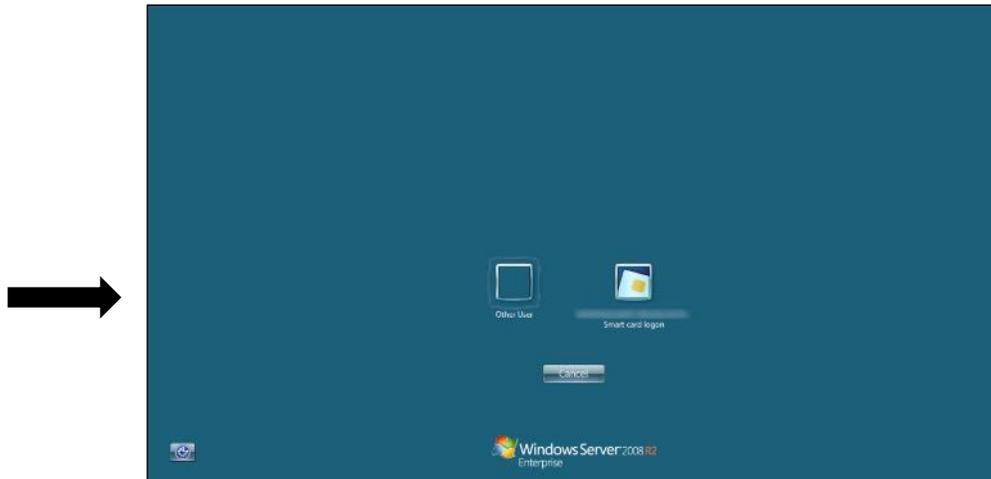
i. Select **OK**.  
*Screen displays the US Department of Defense Warning Statement.*





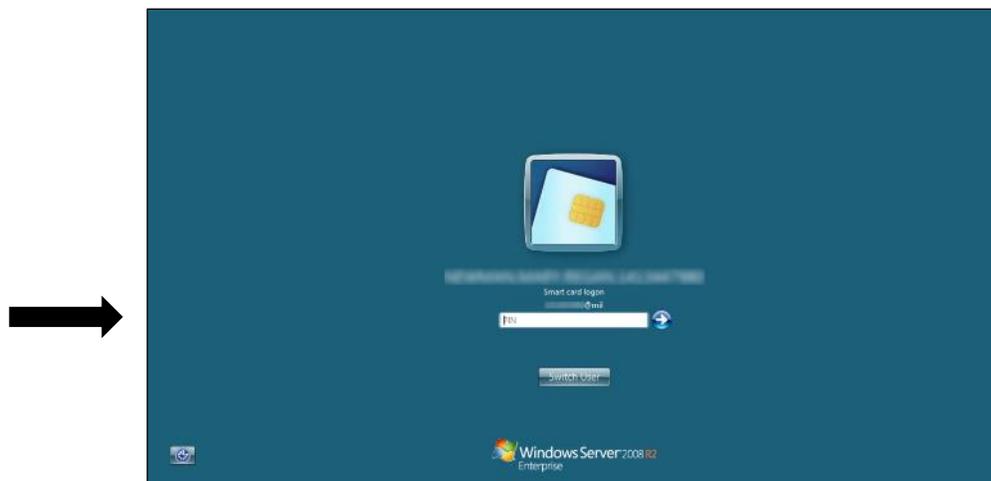
- j. Select the **Smart Card Login** option while the CAC is being read and stay on this window until the login process is complete. Navigating away from this before the login process is complete may result in your session being timed out. If this happens you will need to login again.

*Screen displays the Virtual Desktop – Citrix Receiver requesting the user to select the Smart Card Login option.*



- k. Enter **PIN** number

*Screen displays the Virtual Desktop – Citrix Receiver to enter PIN.*





The Virtual Desktop is ready to use, just as you would use a traditional desktop.  
*Screen displays the Virtual Desktop.*



To switch between local machine and Virtual Desktop, expand the XenDesktop Toolbar drop-down at the top of the page and choose **Home**.

*Screen displays the XenDesktop Toolbar drop-down option.*





## 5.6 Laptop/Desktop (CFE/PE) Log Off Instructions

There are two ways to log off of the Virtual Desktop.

### I. Log Off the Virtual Desktop

- a. This log off method will terminate your active Virtual Desktop session and you will not be able to transfer your session to another machine. Select the **Windows** button in the lower left-hand corner of your screen.

*Screen displays the Virtual Desktop; user can navigate the desktop similarly to their traditional desktop*



- b. Select the **Log Off** button

*Screen displays the Virtual Desktop with Log Off button.*



### II. Removing CAC

- a. Remove CAC from CAC Reader. This will keep your session active and you can open it on another machine. After 3 hours of inactivity your session will automatically terminate.



## 6.0 Appendix



### 6.1 Support

DLA Enterprise Help Desk Support is available to provide any additional information concerning the Virtual Desktop implementation.

Email: [dlaenterprisehelpdesk@dla.mil](mailto:dlaenterprisehelpdesk@dla.mil)

Phone: (855) 352 - 0001