



How do I find my printer in the VDI?

The printer in your VDI session is “pulled through” from your PC. If this does not happen it is usually because the printer was not ready when you logged into the VDI.

1. Ensure your printer is switched on.
2. Logout the VDI.
3. Wait a couple of minutes.
4. Log back in.

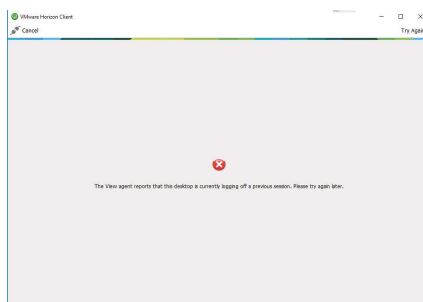
My account is locked, how do I unlock it?

If you enter your password wrong 5 times your account will lock. This will prevent you logging in for 30 minutes.

1. Contact the ICT Helpdesk to have your account unlocked or leave it for 30 minutes to unlock.

I've got a security warning - How do I sort this?

You should always log out the VDI session to ensure that it closes down properly. If you fail to log out properly you may find that the next time you try to log in, the server will attempt to connect you to the session that has been left 'hanging' in the background. It will then display a security/error warning.



Phone the ICT Helpdesk to have this session removed, allowing you to log into a fresh PC.

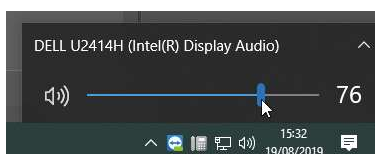
No server is listed in the VDI. How do I fix this?

1. Click '+New Server'.
2. Type view.key.org.uk.
3. Click 'Connect' and login as normal.

How do I get sound in my VDI session?

Ensure the speakers are plugged in BEFORE logging into the VDI.

1. Click the 'Volume' icon.
2. Drag the volume bar to the left or right to decrease/increase the volume.



Ensure your volume is at an appropriate level on your PC as well as within your VDI session.

I'm connected to WiFi but can't connect to the VDI. Why?

If you are in the Square or Kerr Street, for security reasons, access to the VDI is only permitted on the KEYCORP and LIFE-MAIN WiFi networks. If you are on any other network, KEYSERVICES, KEY-MOBILE etc you will not be able to log into the VDI.

Solution:

Disconnect from the WiFi and plug in a network cable or ask one of the ICT Support Team to provide you with access to the KEYCORP or LIFEMAIN networks.

How do I stop my VDI screen from pixelating?

1. Click the restore down button in the Horizon Client window.
2. Click the maximise button in the Horizon Client window.

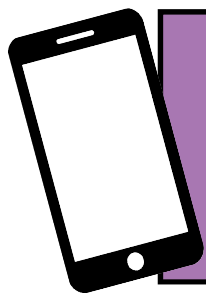


Where can I go for help?

Most programs have their own help guides to which you can turn for help. Access it by pressing the 'F1' key at the top of the keyboard.



The look of the help guides may differ between programs, however, most will have a simple search option.



For help and assistance call the ICT
Helpdesk: 0141-342 1570

Available during office hours. For critical support at other times refer to
the out-of-hours phone list.



Part of the 'How do I...' series of helpsheets. For more, visit ictsupport.key.org.uk