CLIFTON COLLEGE

Virtual Desktop Connection Guide

Edited: 10 March 2021

USING THE REMOTE DESKTOP PORTAL

The remote desktop environment is used to access College applications such as SIMS, Collegiate when working remotely from the College.

The most widely used way of accessing the portal is via a web browser and it is recommended to use the latest version of Chrome / Edge or Internet Explorer.
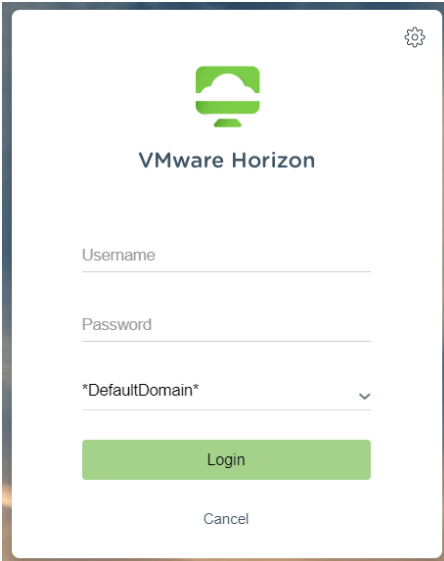
Users of the following device types have the additional option of installing the VMware Horizon app.
Device types: Windows (PCs & Laptops), macOS (MacBook, iMac), iOS (iPad & iPhone), Android (tablet & mobile) or Chromebook devices.

HOW TO CONNECT TO THE PORTAL USING A WEB BROWSER

To connect to the Virtual Desktop(s), use the preferred web browser and access:
https://remote.cliftoncollege.com

Enter your Clifton College network username and password and click the "Login" button.

Click on the Virtual Desktop Session to connect to the Remote Desktop environment and logon using your Clifton College network credentials when prompted.
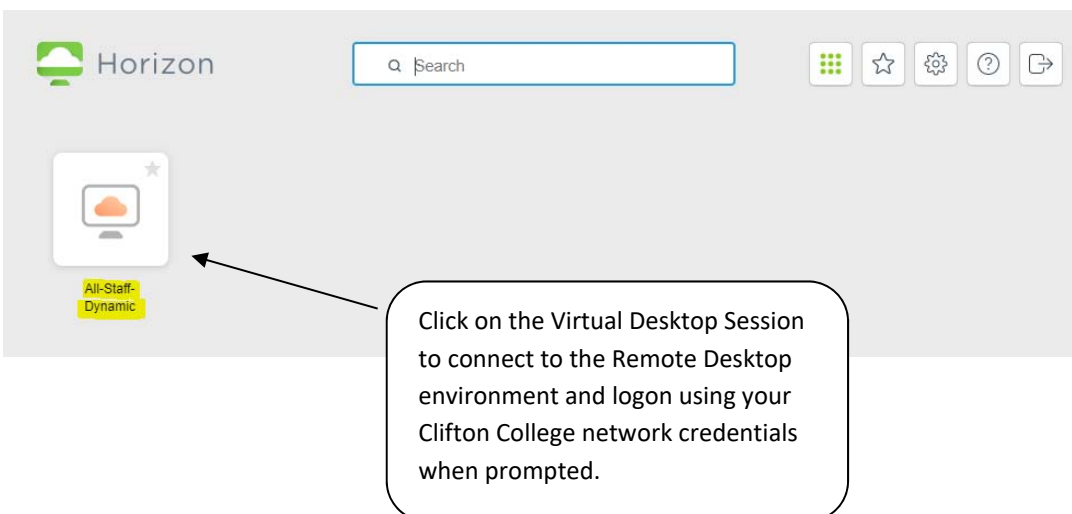
Please following the next section on HOW TO INSTALL THE VMWARE HORIZON CLIENT, if the following applies:

- **The web browser access is less than satisfactory form your device**
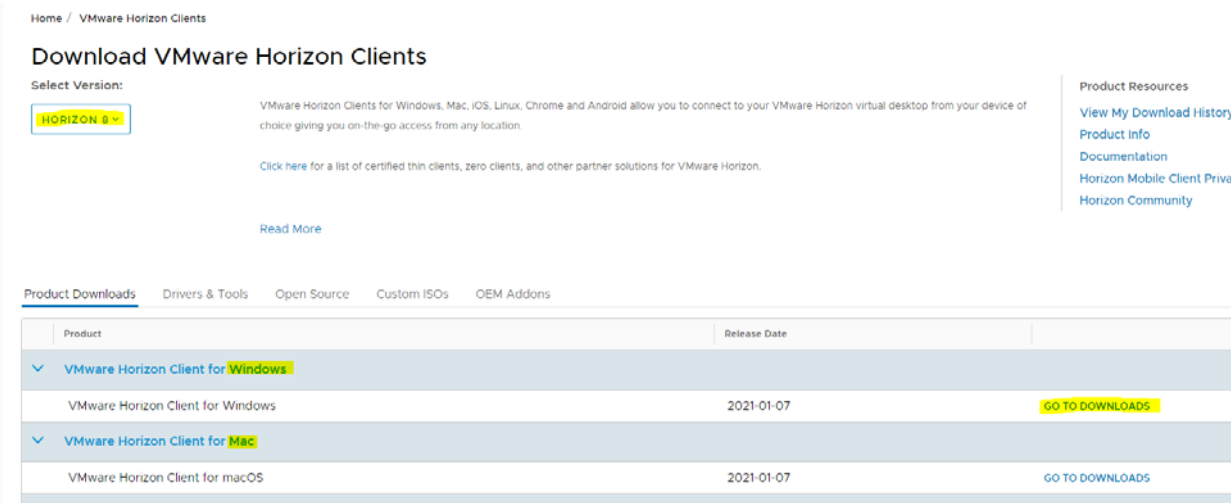- **You are using one of the *device types* mentioned above and you would prefer to use the app**

INSTALLING THE CLIENT ON WINDOWS & MAC

To install the VMware Horizon Clients for your device, download the applicable software from the link below:

https://my.vmware.com/en/web/vmware/downloads/info/slug/desktop_end_user_computing/vmware_horizon_clients/horizon_8

1. Please ensure *Horizon 8* or above is selected under "Select Version:" and click on the "Go to Downloads" next to your Device's Operating System.

2. On the following page click on "Download Now" to download the software and follow the instructions to install the software.

3. After installing the software, a **reboot of the Device is recommended**.

VMware continually updates the version of the VMware Horizon Client, it is recommended to check regularly to keep the client up-to-date. In some instances, one version will work better than others, depending on your device.

INSTALLING THE APP ON A MOBILE DEVICE
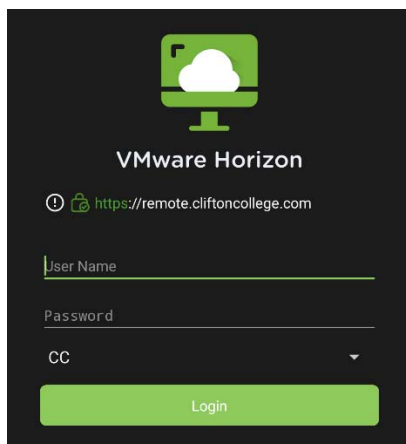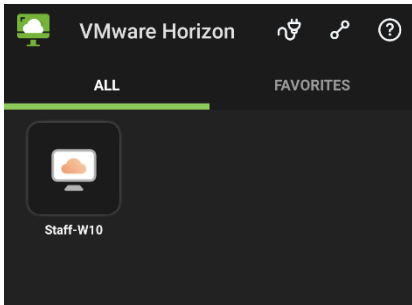
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1. Install the iOS and Android Apps from the "App Store" and "Google Play Store" on your device.
2. Open the Horizon App
3. Server Setup will be shown. Type **remote.cliftoncollege.com** and Tap Connect
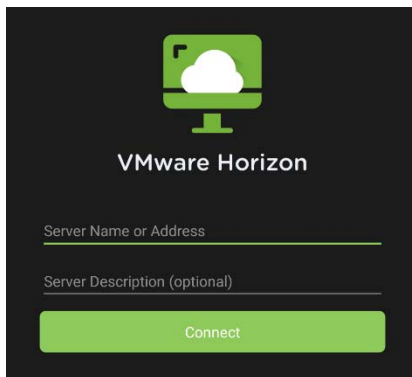
3. Enter your Clifton College network username and password.

4. Click on the Virtual Desktop Session to connect to the Remote Desktop environment.

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More can be found on Mobile Devices on this VMware document:
https://www.vmware.com/support/pubs/horizon_mobile_pubs.html. In-depth descriptions of settings and more functions are available on the document link as well.

TROUBLESHOOTING AND FAQ

Below are common error messages. For further assistance please contact the IT Helpdesk:
Email: ithelpdesk@cliftoncollege.com
Telephone: 0117 315 7290 (Ext. 290)

Message	Cause/Resolution
Session has expired	Desktop Portal session timeout, or VMware Timeout occurred. Common and nothing to be alarmed about. For security purposes default timeouts are set.
Unable to Connect to Desktop. Desktop has been allocated to a different user.	Another user is logged in to this desktop, please contact the IT Helpdesk for further assistance.
Login Failure: Unknown username or bad password. Please try again.	Wrong username or password is being used. Verify the information is correct.