



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.

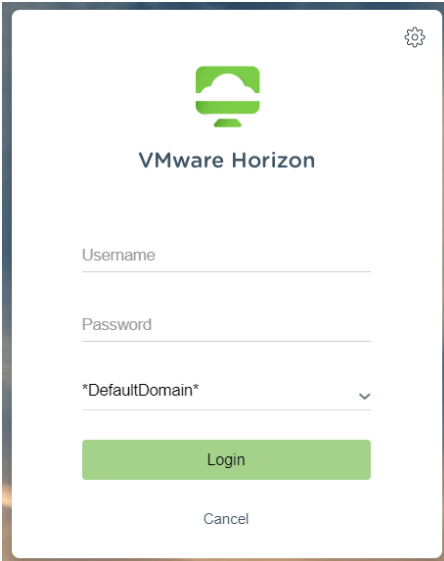
Users of the following device types have the additional option of installing the VMware Horizon app.
Device types: Windows (PCs & Laptops), macOS (MacBook, iMac), iOS (iPad & iPhone), Android (tablet & mobile) or Chromebook devices.

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.



VMware Horizon

Username

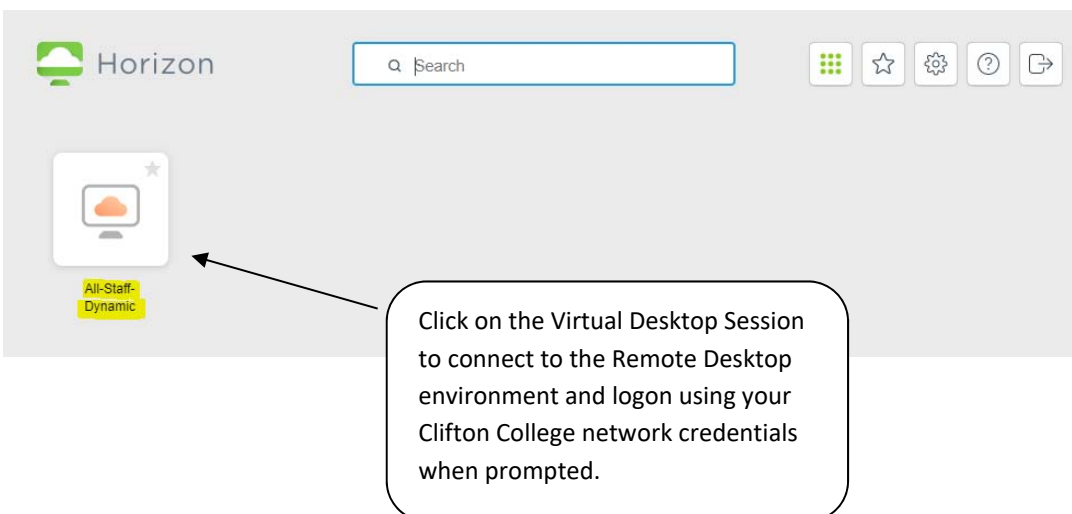
Password

DefaultDomain

Login

Cancel

PORTAL OVERVIEW



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**

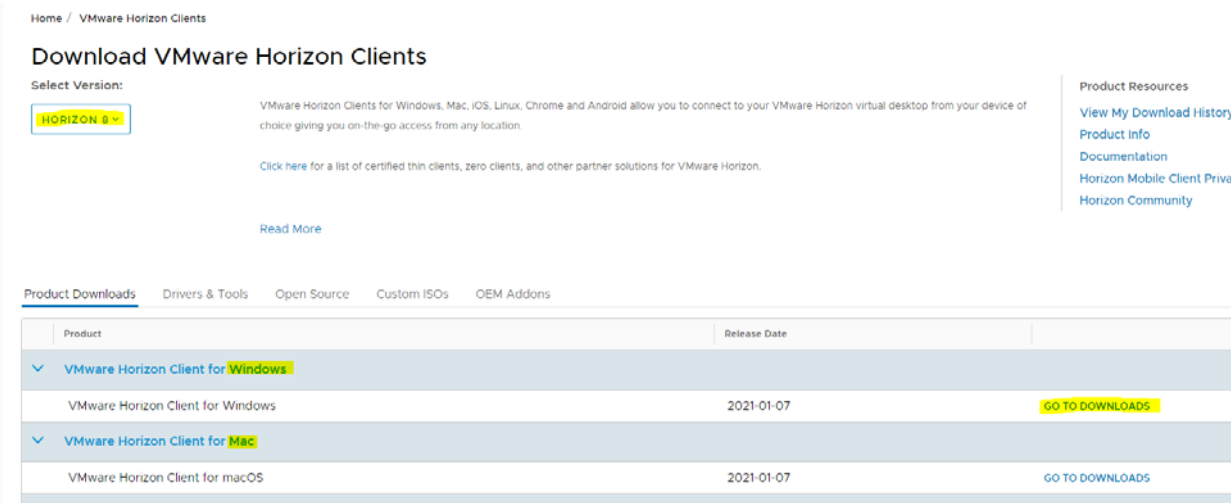
HOW TO INSTALL THE VMWARE HORIZON CLIENT

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.



Home / VMware Horizon Clients

Download VMware Horizon Clients

Select Version:

HORIZON 8

VMware Horizon Clients for Windows, Mac, iOS, Linux, Chrome and Android allow you to connect to your VMware Horizon virtual desktop from your device of choice giving you on-the-go access from any location.

Click here for a list of certified thin clients, zero clients, and other partner solutions for VMware Horizon.

Read More

Product Resources

- View My Download History
- Product Info
- Documentation
- Horizon Mobile Client Priv
- Horizon Community

Product Downloads Drivers & Tools Open Source Custom ISOs OEM Addons

Product	Release Date	
VMware Horizon Client for Windows	2021-01-07	GO TO DOWNLOADS
VMware Horizon Client for Mac	2021-01-07	GO TO DOWNLOADS

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.**

Home / VMware Horizon Client for Windows

Download Product

Select Version

Documentation [Release Notes](#)

Release Date 2021-01-07

Type Product Binaries

Product Resources

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Product Downloads Drivers & Tools Open Source Custom ISOs OEM Addons

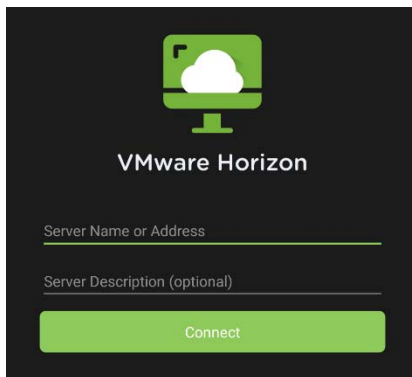
File	Information
VMware Horizon Client for Windows	DOWNLOAD NOW
File size: 238.87 MB File type: exe	
Read More	

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.

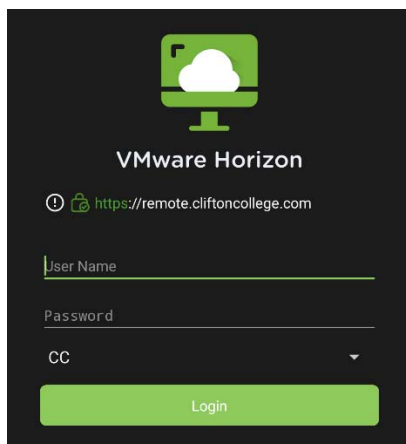
INSTALLING THE APP ON A MOBILE DEVICE

#

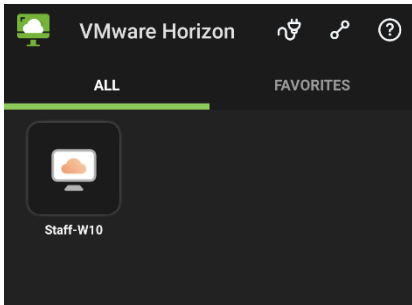
1. Install the iOS and Android Apps from the “App Store” and “Google Play Store” on your device.
2. Open the Horizon App
3. Server Setup will be shown. Type remote.cliftoncollege.com and Tap Connect



3. Enter your Clifton College network username and password.



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



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.