



Information Technology Services

Support Phone: (201) 360-4310

Support Email: itshelp@hccc.edu

Website: <https://www.hccc.edu/administration/its/index.html>

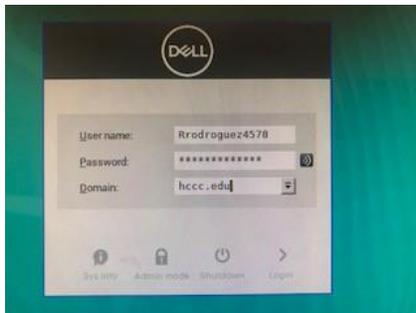
Twitter: @HCCC_ITS

VDI Computers General Guide – For Faculty/Staff

These computers have the following technology:

Logging in

STEP 1:



Write your username in the “username” section **without** including **@live.hccc.edu**.

STEP 2:

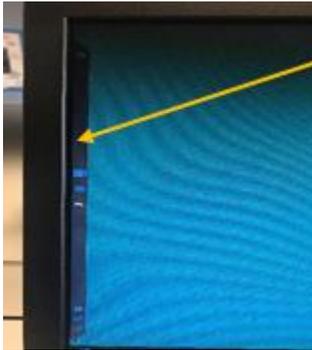
Write your password in the “password” section and your desktop will display.

Empty Windows Troubleshooting



If you “log in” in a VDI computer and an empty image appears, please perform the following steps.

STEP 1:



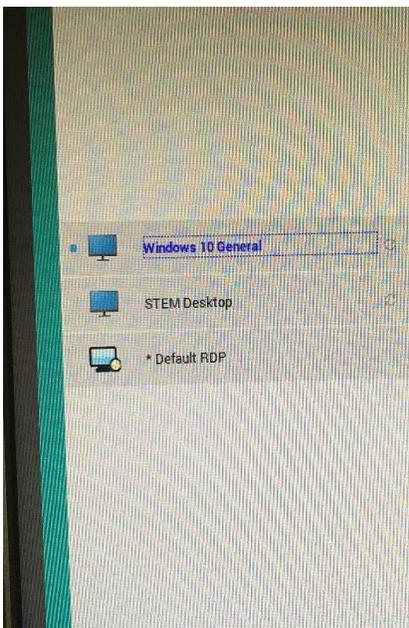
Vertical Bar

Right click in the left side of the computer to display the **Vertical Bar** shown in the above picture.

STEP 2:

Click the home  button located in the **Vertical Bar** of the computer.

STEP 3:



Select the **“Windows 10 General”** option that will appear after clicking the home button. After following these steps, you will be able to see the desktop normally.

***If the previous steps do not work or the computer is working slowly, please try to restart the computer and log in again.**



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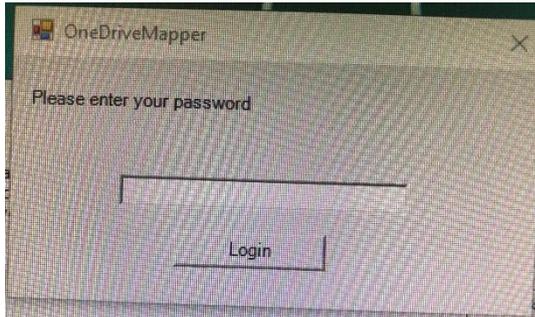
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OneDrive Mapper



For **non-student** users after “logging in,” the system will ask to introduce the password again. In this case, the user only needs to **rewrite the password** and you will be able to use the computer normally.

If you do not re-enter the password you won’t be available to save in ONE DRIVE. Therefore, you will need to sign in again.

Automatic Logout

Please be aware that all VDI computers are pre-programmed to log you out **after 15 minutes of inactivity**.

Every time you “**log in,**” the computer will display this message, click the “**OK**” button, and you will be able to use the computer.

