



Information Technology Services

Support Phone: (201) 360-4310

Support Email: itshelp@hccc.edu

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

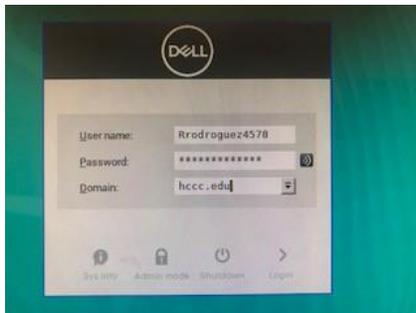
Twitter: @HCCC_ITS

VDI Computers General Guide – For Students

These computers have the following technology:

Logging in

STEP 1:



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

STEP 2:

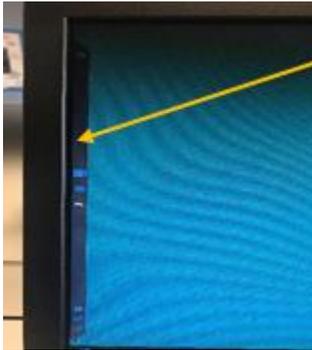
Write your password in the “password” section and your desktop will display.

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.

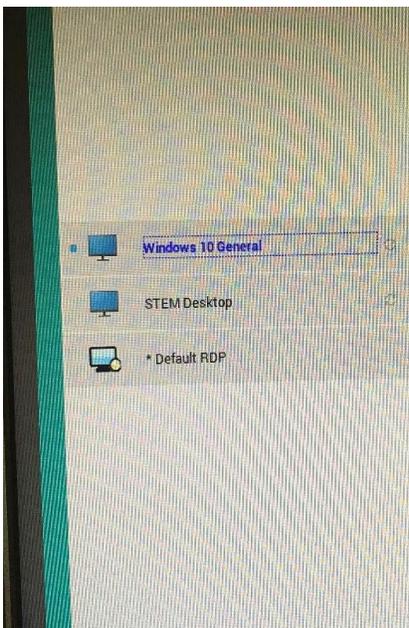
STEP 2:

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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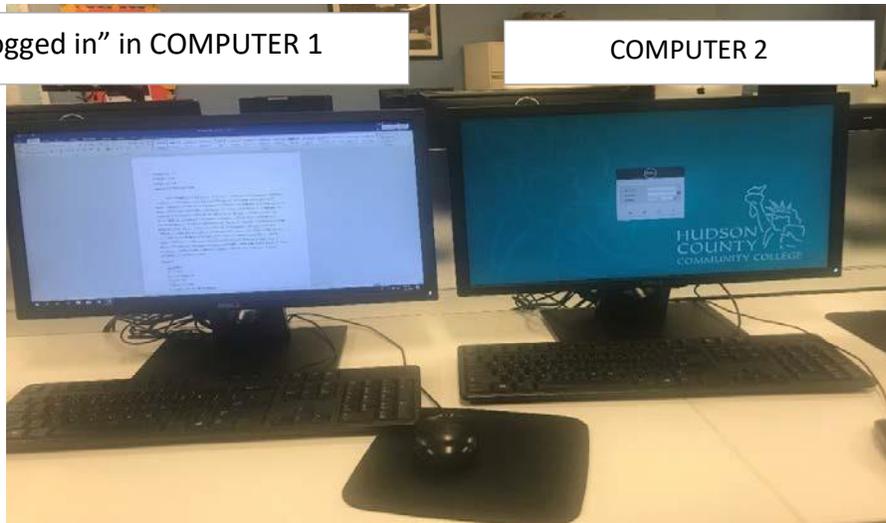
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Working in Two VDI Computers Simultaneously

Please be aware that it is **not** possible to be “logged in” in two VDI computers at the same time. For example, if you “log in” on one computer and then you switch to another computer, the first computer will automatically log you out.

However, the second computer will display the exact same image/work in progress that you had on the first computer.

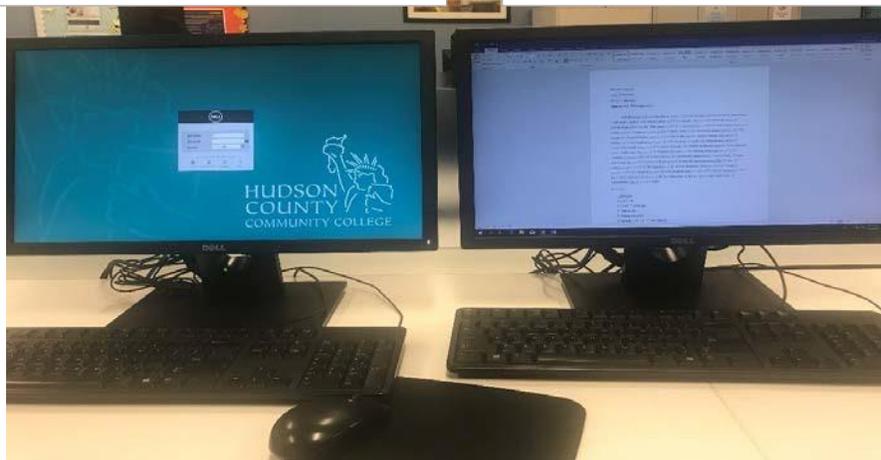
Student is “logged in” in COMPUTER 1



COMPUTER 2

When the student “logs in” in COMPUTER 2,
COMPUTER 1 closes immediately

The document appears in computer 2, and
the student can start working normally





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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.

