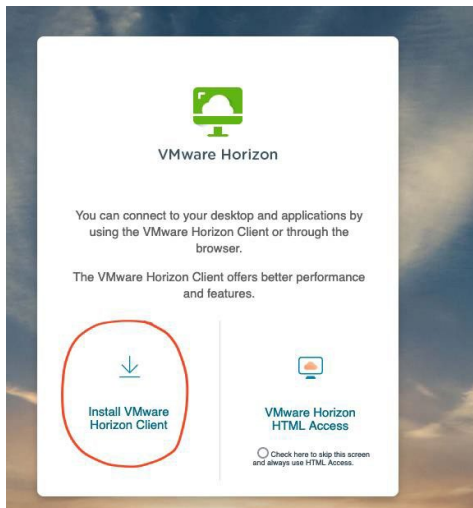# MyDesktop Logon Instructions

Please note that these instructions are meant to get the user on MyDesktop quickly.

Login Instructions for MyDesktop.vlab.usc.edu:

1. Open a web browser and go to ➔ https://mydesktop.vlab.usc.edu/
2. Select "Install VMWare Horizon Client"

3. Click on "View Download Components" for the Omnissa Horizon Client product

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ALL PRODUCTS

Desktop & End-User Computing

Products	
Omnissa ThinApp	View Download Components | Drivers & Tools
Omnissa Dynamic Environment Manager	View Download Components | Drivers & Tools
Omnissa Horizon	View Download Components | Drivers & Tools
Omnissa App Volumes	View Download Components | Drivers & Tools
Omnissa Workspace ONE Tunnel	View Download Components | Drivers & Tools
Omnissa Horizon Clients	View Download Components | Drivers & Tools

Then select which version of device you have:

Home / Omnissa Horizon Clients

Download Omnissa Horizon Clients

Version:

| 2412 |

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

Please Note: The latest 2412 client may not work with existing Zoom, Cisco, Nuance and Imprivata integrations

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Product	Release Date	
⌄ **Omnissa Horizon Client for Windows**		
Omnissa Horizon Client for Windows	2024-12-24	GO TO DOWNLOADS
⌄ **Omnissa Horizon Client for macOS**		
Omnissa Horizon Client for macOS	2024-12-24	GO TO DOWNLOADS

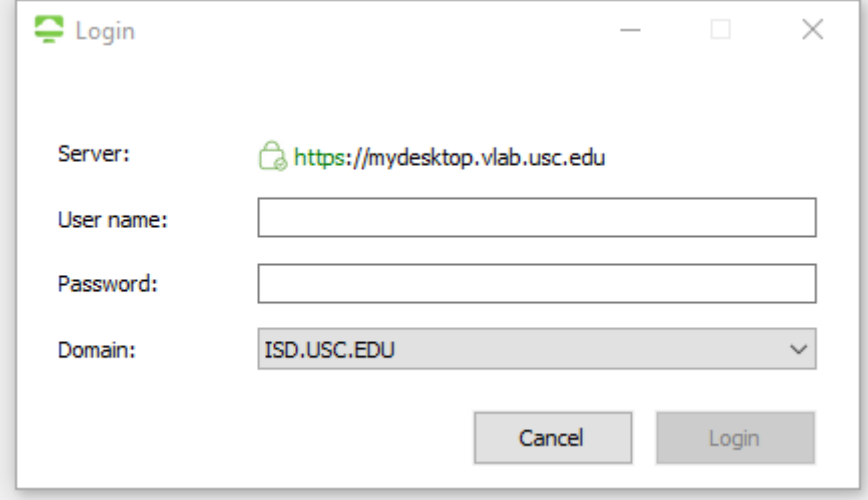**4.** Install the application, then double-click on **Omnissa Horizon View**

5. Click Add Server, then enter **mydesktop.vlab.usc.edu**

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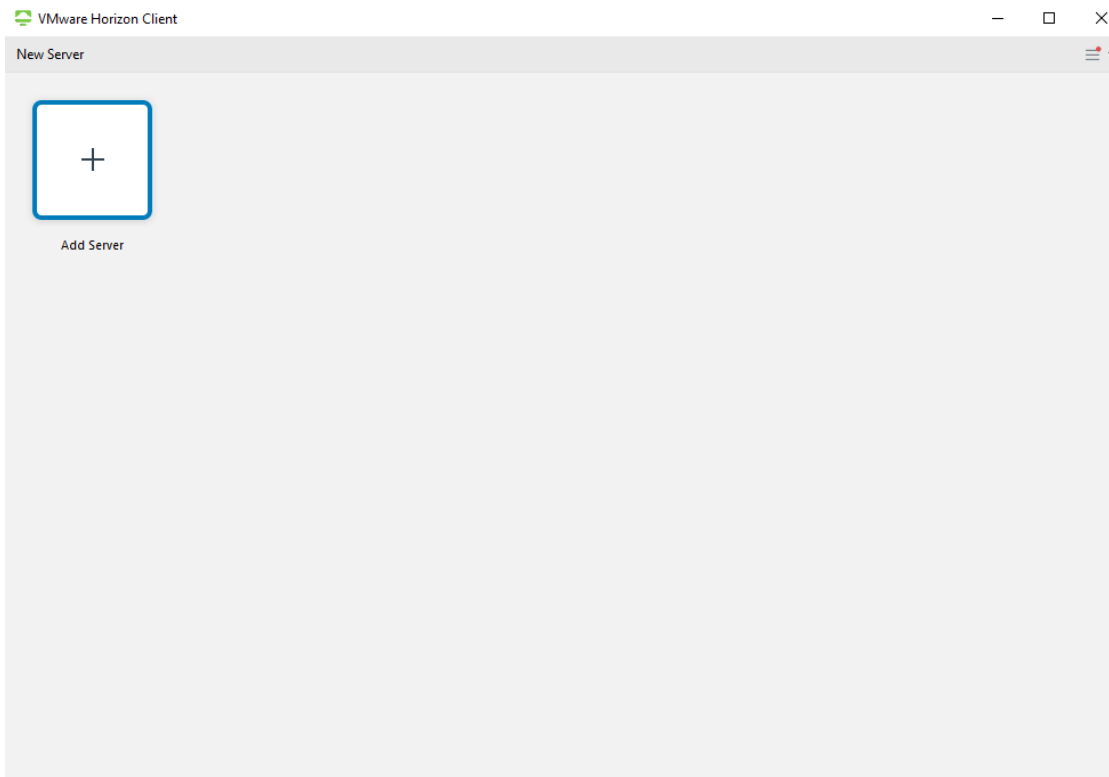
6. Enter your **USCNet ID** and **USCNet ID password** and make sure **ISD.USC.EDU** is selected for the domain then click "**Login**"

There is no need to add "@usc.edu" at the end of your username.

NOTE: If you are unable to log into the MyDesktop (aka Virtual Desktop Infrastructure or VDI) please note the following:

- **If you have just registered for the course, the system might not be able to recognize your account immediately. Please try again the next day.**
- **If you are enrolled into the course and have issues logging in, please send an email to engrhelp@usc.edu.**
- **If you have taken a course the semester before with VDI access but not the current semester, you will not be able to log into the VDI. Access to the VDI is on a semester basis.**

7. After logging in, you may only see one choice as follows:

General Desktop

Double click on it will get you onto the General Desktop. This is where most of the software are installed.

If this is your first time logging on, it may take a few minutes to build your profile. Subsequent logins will be faster.

If you see a blank screen and nothing appears to be happening, try clicking on the double square next to the red X to resize the screen from full screen mode to windowed mode. This will force the Horizon View client to try and reset the screen resolution. If you see the desktop, you may click on the square next to the red X to go back to full screen mode if that is your preference.

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8. If you are signed up for certain classes that require graphics intensive software such as Adobe CC or Solidworks and have been given access to MyDesktop, you will see Enhanced Desktop as an option.

ENHANCED
Desktop

9. To share files between the VDI and your desktop/laptop, please do the following:
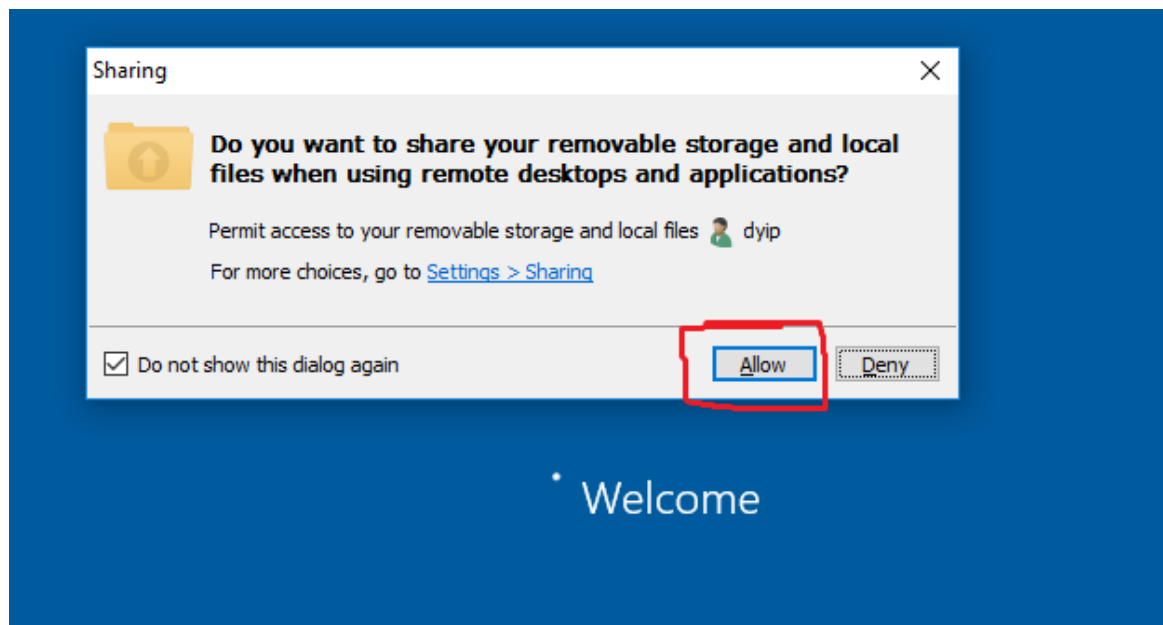
NOTE: Failure to do this step would deny the file sharing between the VDI and your desktop/laptop.

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10. If you are using the latest client release (5.3.0 for both Windows and Mac), click on File Explorer and you will see your local computer's hard drive. Click on it.

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11. In this screenshot, the local drive is mapped as OHEADMIN on OHE540-INSTM. Pleasealso note that I have a USB drive plugged in and it shows up as SAMSUNG USB on OHE540-INSTM.

All users that log in to MyDesktop have been assigned online network space. In this screenshot, mine is located under Network Location as the U: drive.
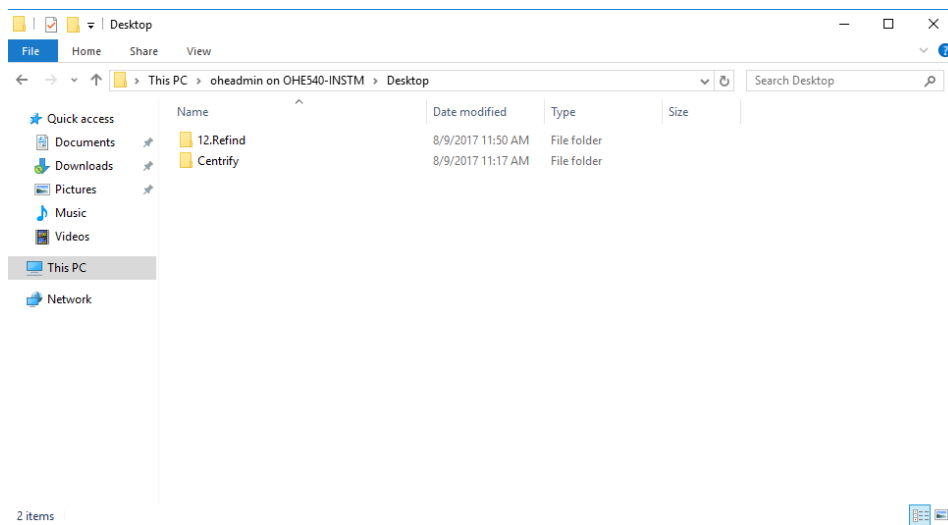
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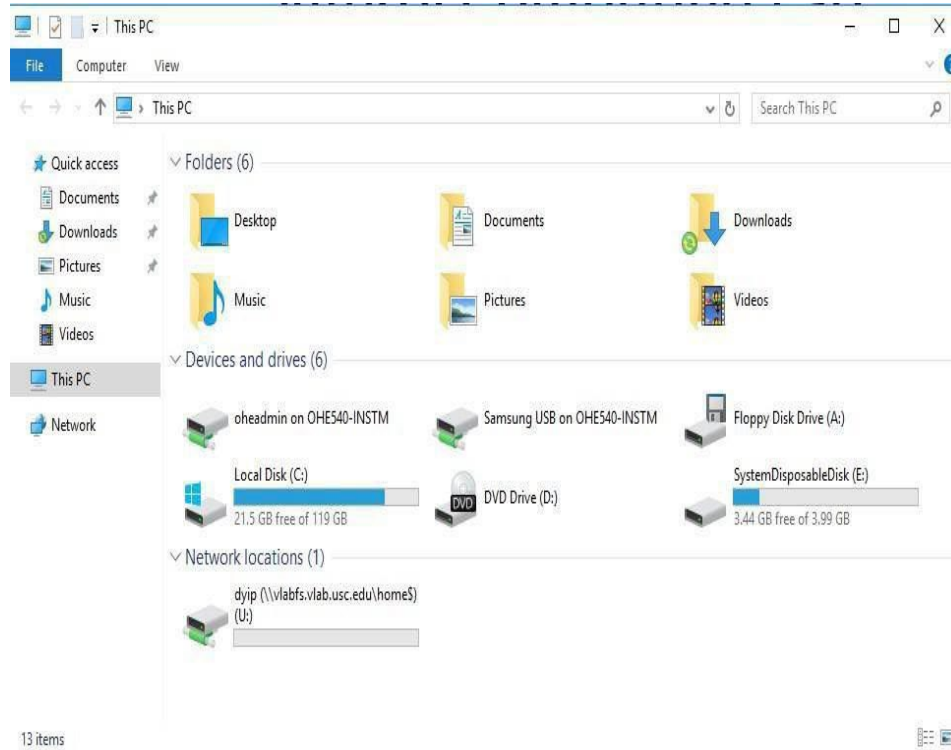
12. **For Mac Users, steps 11 to 15 shows you how to share data files between your Mac and the VDI.**

   To share an item between the VDI and your laptop/desktop. Click on the unit you are using. In my case it is "oheadmin on OHE540-INSTM". You should see the following:
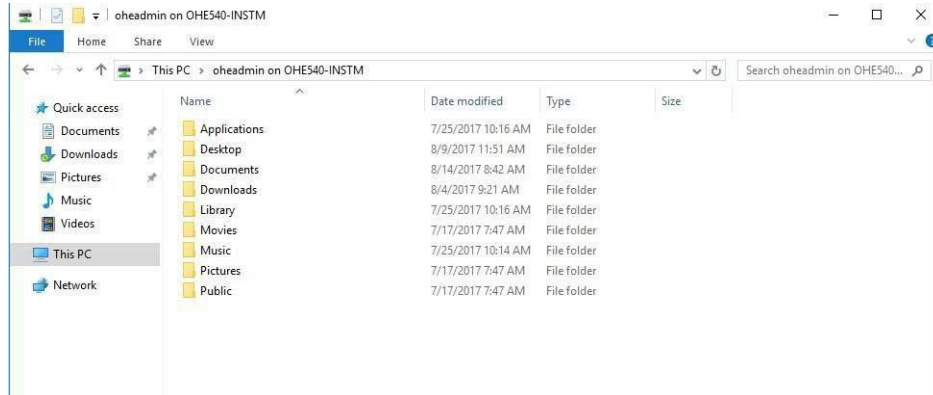

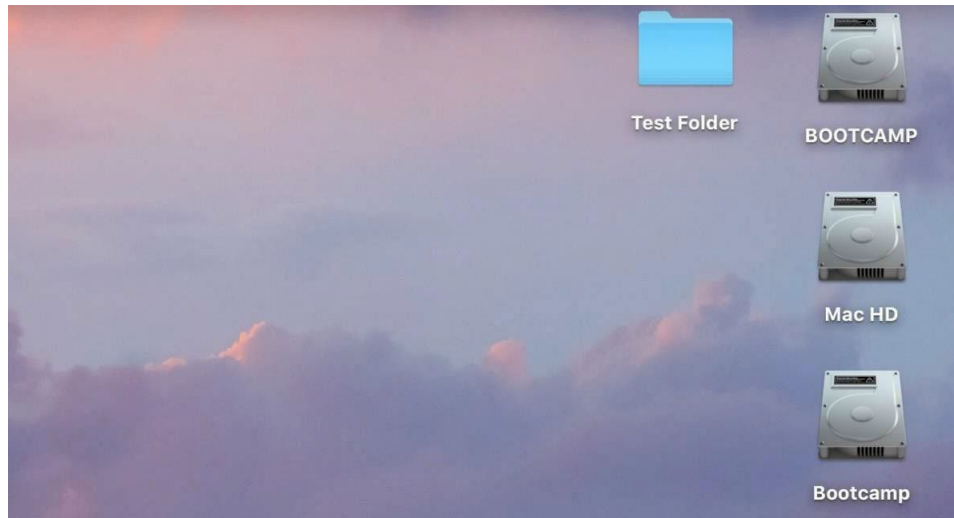
13. From there click on the "Desktop" folder.

   This is mirroring between the VDI and the computer you are using.

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14. To create a specific folder to synchronize files between the VDI and your computer. Right click on the mouse and select "New Folder." If you do not have a right mouse button, press "CTRL+SHIFT+N" and that will create a new folder on the directory.
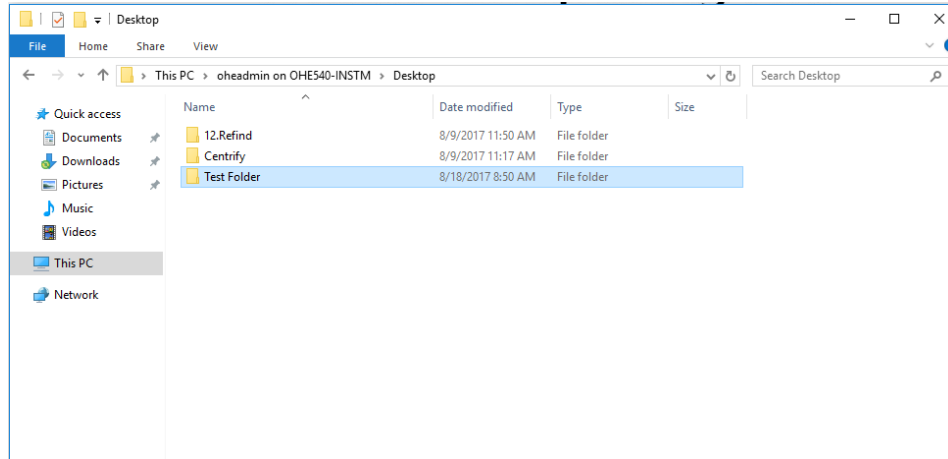

You should see a copy of it on your computer's desktop. Press F3 on your Apple keyboard to switch from the VDI desktop to your iMacs desktop. The following is a screen shot on my iMac:
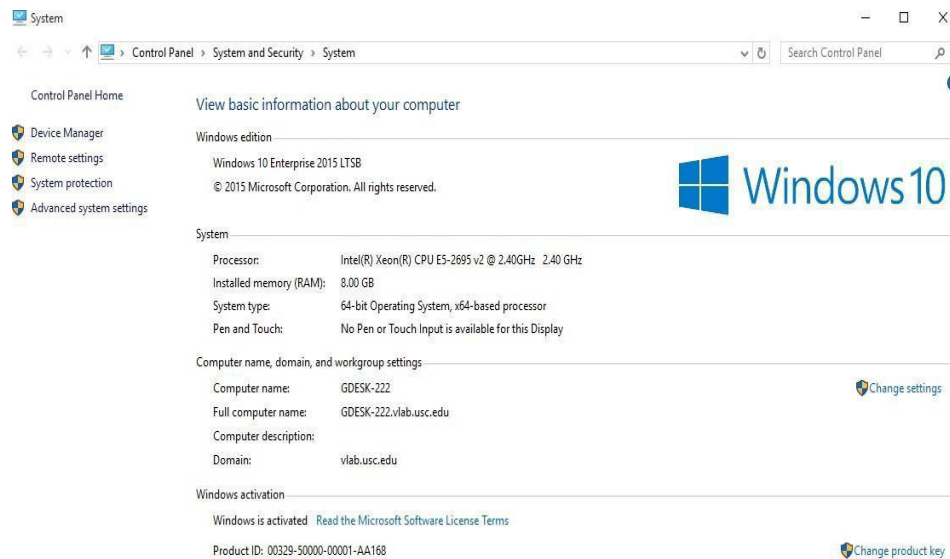
15. Let's create a file to see the synchronization. I have created a text file with the filename "Test file" in the desktop folder called "Test folder" on the iMac's directory on the VDI.
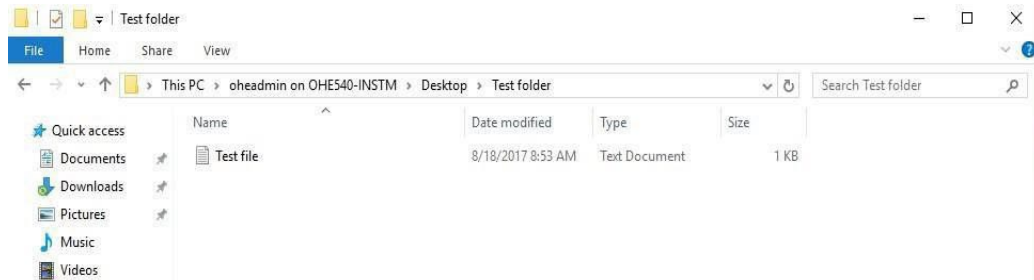
16. Press F3 on the Apple keyboard to switch back from the VDI desktop to the iMac you are using. I click on the folder I created and see that the file I created on the VDI is on the iMac.
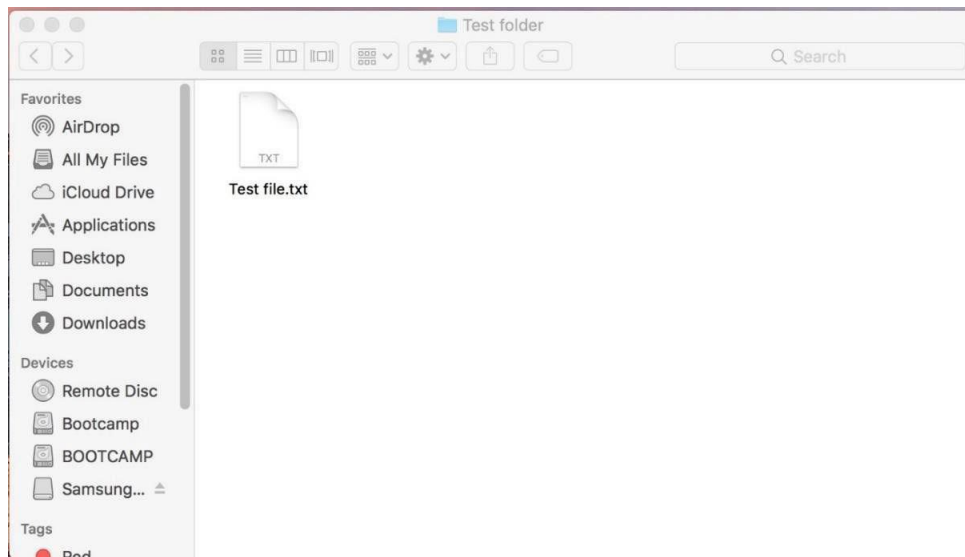
17. When you are contacting the Viterbi Service Desk (engrhelp@usc.edu) for assistance, please give as much information as possible such as:

    a. Where are you trying to connect from (home, off campus somewhere, dorm, on campus)?
    b. Which desktop (General or Enhanced) were you trying to log into?
    c. Date and time you ran into the problem.
    d. What software were you attempting to use.
    e. Did you start up any other software or is anything else running when you experienced this problem?
    f. Which host were you logged in to? Right click on Computer and select Properties to find the computer name. For me, I'm logged into GDESK-222. See below screenshot.

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18. Please take note of when your home folders will be purged and how to get help. This is shown on the MyDesktop background wallpaper. You are advised to make frequent backups of your data files stored on the network drive. You are responsible for your own data files.

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How to get Help - Contact Viterbi Service Desk

Online: http://viterbi.usc.edu/servicedesk
Phone : 213-740-0517 (Hours: M-F 8am-6pm, closed on university holidays)

How to change user password - https://netid.usc.edu/account_services/change_password

Files should be saved in Documents.

Home Folder Data Purge Schedule

Spring Semester - data purged after May 31st
Summer Semester - data purged after August 31st
Fall Semester - data purged after December 31st

Important Notes – Please READ!

- Have you updated your VMWare Horizon Client? This is especially important for students that have used MyDesktop in past years. Updating your Horizon client will fix the majority of connection problems.
- The faster and more stable the internet connection you have, the better experience you will have with MyDesktop.
- MyDesktop is dependent on USC Network. Please note that if USC is experiencing network problems or network outages, that will have an adverse effect on the performance and availability of MyDesktop.
- Do not leave your MyDesktop session unattended. There is an inactivity timeout.
- Please make frequent backups of all your important files. Any data files you save on the network drive is your responsibility.
- Access to MyDesktop is per class when requested by the Professor only. If you have used MyDesktop in a past semester and think your Viterbi class will benefit from having access, please inform your Professor or the TA of the class to request MyDesktop access.
- Autodesk products are NOT compatible with roaming profiles. If your class is accessing MyDesktop to use an Autodesk product, you will not have a roaming profile but you will still have the network U: drive.
- When you log in, you may see dialog boxes pop up. These dialog boxes will contain important upcoming notices such as system maintenance or system unavailability. Please read before clicking through.