uDesk Client Installation Guide for Windows

Below are instructions on installing the latest uDesk Client on your Windows computer.

Navigate to the following web page:  https://udesk.appstate.edu

There are two choices to select from:

Install VMWare Horizon View Client

and

VMWare Horizon View HTML Access

*(HTML Access will be explained at the end of this guide.)*
Click on the left icon (Install VMWare Horizon View Client.)

Here you will choose the correct operating system that you have installed on your host computer. For Windows based computers, you will need to know if you have the 32-bit or 64-bit version of Windows. To check which version you have, do the following:

1. Click on the Start button in the lower left corner.
2. Right-click on “Computer”.
3. Click on “Properties”.
4. Check which version listed in the “System type”.
Once you know the Windows version you have, click on the “Go to Downloads” link of the correct Windows version.

(This example will install the 64-bit client version.)

The software version listed in the drop down menu should be the latest and correct version to download. Click the blue “Download” button and save the installer to a location you can easily find.

(Windows usually defaults to the “Downloads” folder.)

Once the file has finished downloading, double-click the installer that you just downloaded.

(The file will have VMWare View Client listed in the name.)
The installer will start up and the following screens will be displayed:

Click “Next”

Read the License Agreement, check the “I accept the terms in the License Agreement” checkbox and then click “Next”.

4
Click “Next”

For Default View Connection Server, enter:  \textit{udesk.appstate.edu}  then click “Next”.
Click “Next”
Click “Install”

Click “Finish”

Reboot your computer after the installer is finished.
Once you reboot your computer, you will see an icon on your desktop called “VMWare Horizon View Client”. Double click this icon and it will start the client.

Double click the cloud icon labelled “appvdi.appstate.edu”.

Log in using your ASU username and password. Do not change the selection of APPD for the Domain. Click “Login”.

If you receive an authentication error, please use the Password Manager web page to change your password.

The link to the web page is:  https://password.appstate.edu/pswdchgform/
After changing your password, please wait 10 minutes before trying to log in again. This will give the system ample time to get your password changed correctly.

Once you are logged into the system, you will be asked to select a connection to use. Choose “uDesk – Student” by double-clicking the icon.

This is what the uDesk environment will look like once you successfully login.
You should have access to all campus software that you would find in an on-campus lab, like the ones at the Student Union and Info Commons. MS Office 2010 and 2013, Adobe CS6 Suite, SPSS, SAS are available to all users.

There are multiple areas you can save your data in uDesk. You will have access to a network drive named “Personal (P:)” that is a safe place to save your data. This drive is located in the drive list when you click on the Start button and then “Computer”. You can also save your files to Google Drive and/or email your files to yourself.

Another area to save data is on a personal USB flash drive. uDesk will recognize your flash drive so you can save data to it. To install your flash drive in uDesk, do the following:

1. Plug your flash drive into a USB port in your computer.
2. Click on “Connect USB Device” at the top of the uDesk screen.
3. Find the name of your flash drive and click on it.
4. The flash drive will install and then it will be available to transfer files to and from.

A word of warning about using USB flash drives:

DO NOT open files directly from the flash drive. This will greatly slow down the uDesk environment and usability will deteriorate. If you need to work on a file from your USB flash drive, first copy the file to the desktop and edit it from that location. Once you are finished, save the file back to the desktop and then copy it back onto your flash drive. This will assure that you won’t have speed issues while using uDesk.

To disconnect your USB flash drive after you are finished, click on “Connect USB Device” and then on the name of your flash drive. This will eject the drive and then you can safely pull it out from the USB port on your computer.
**uDesk HTML ACCESS**

There is also a uDesk web environment if you do not want to install the VMWare client on your computer.

To use this, navigate to [https://udesk.appstate.edu](https://udesk.appstate.edu) and click on HTML Access (the right icon.)

Log in using your ASU username and password. If you receive an authentication error, please use the instructions above on resetting your password.

Once you are logged into the system, you will be asked to select a connection to use.
The HTML environment will open in your web browser and you will have full software access, just as if you were using the client directly on your computer.

You will have access to the network drive Personal (P:), Google Drive, and email.

!!! You CANNOT use a flash drive within the HTML environment.

If you cannot get logged in (either thru the client or the HTML environment), it is most likely because of a password issue. Please try resetting your password first, as this should fix the majority of uDesk issues. If you have any issues after resetting your password, please call 262-6266 and talk to the Help Desk.