

How to Reset VDI Remotely & At Work

How to Reset your VDI Remotely & At Work

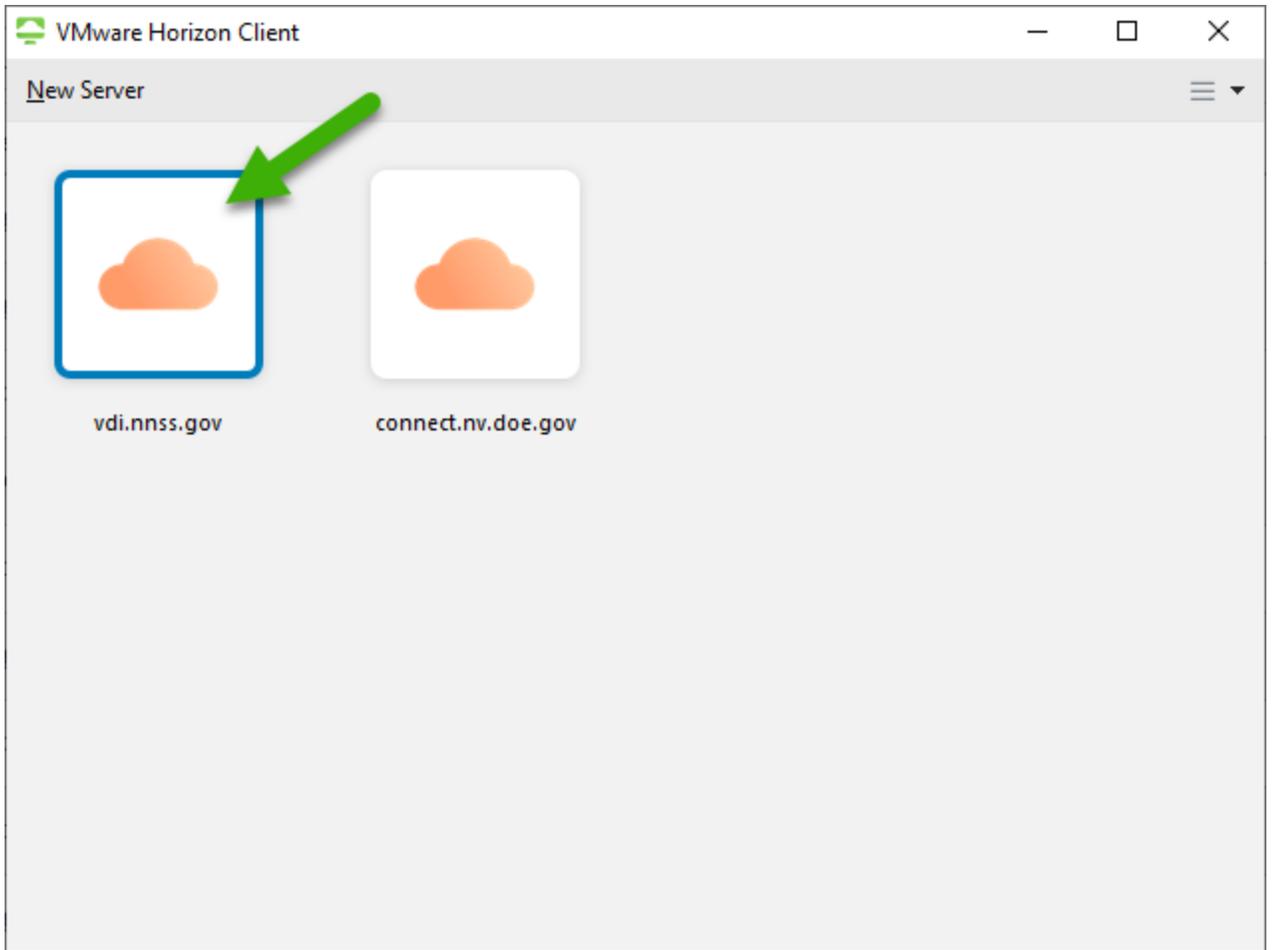
Challenge: User is unable to access their VDI due to; Frozen, Resource Unavailable, Desktop is currently logging off another session, bad behavior, etc. Techniques for Windows, MAC computers and Thin-clients at work are displayed.

Resolution:

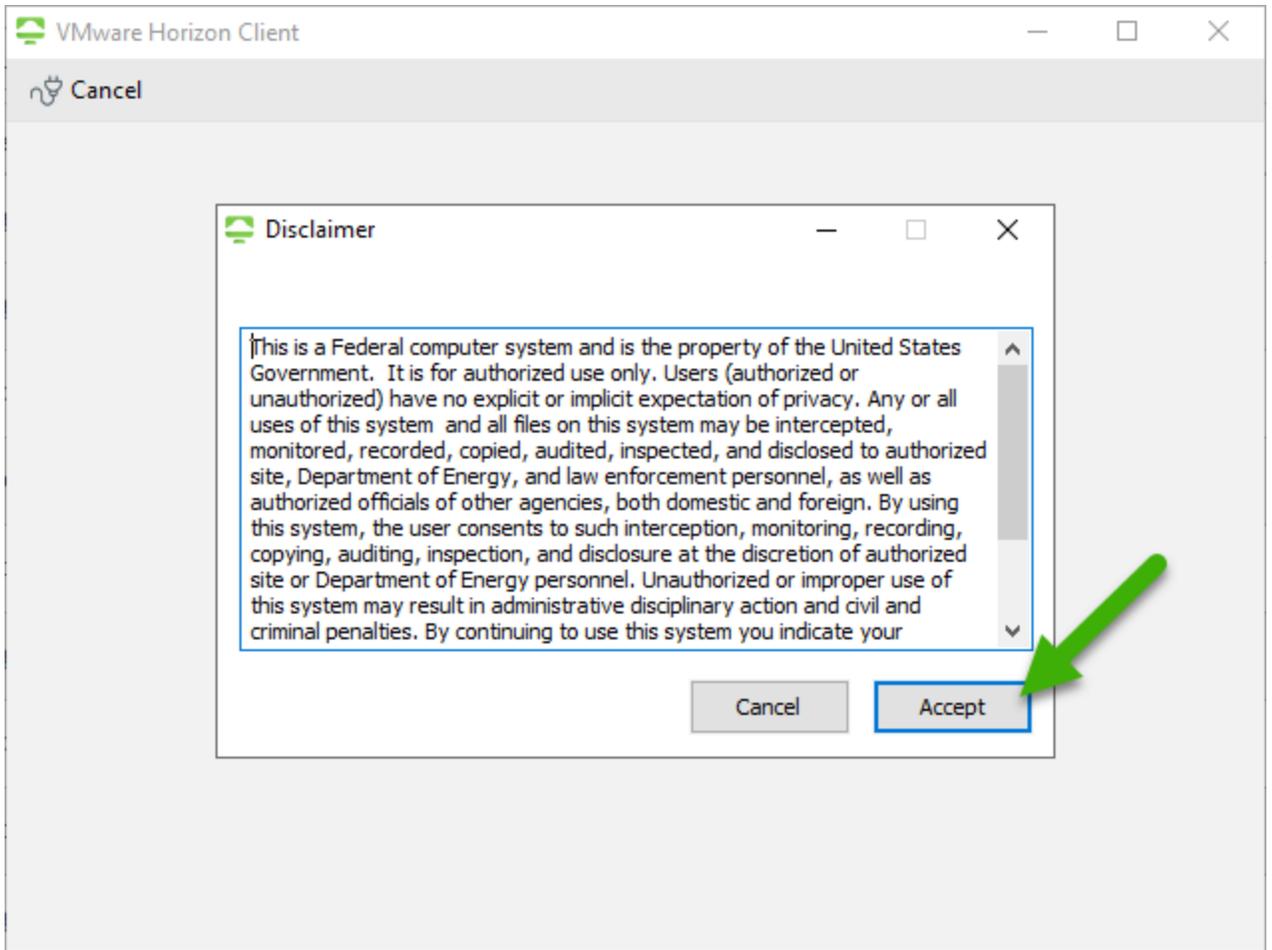
****This guide will allow you to attempt to reset your VDI before contacting the Service Desk.**

Remote Method 1:

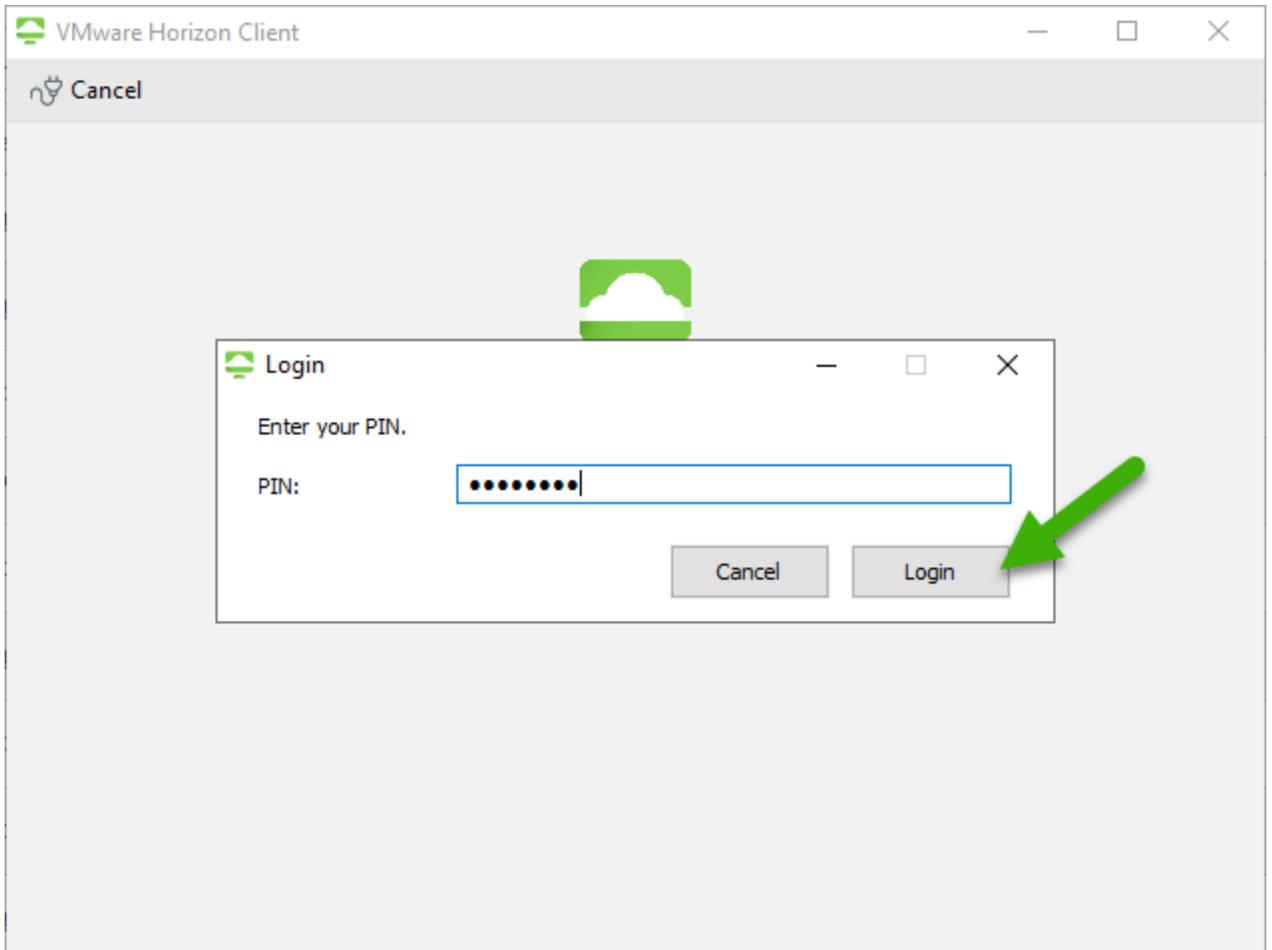
1. Click **VDI.NNSS.GOV**



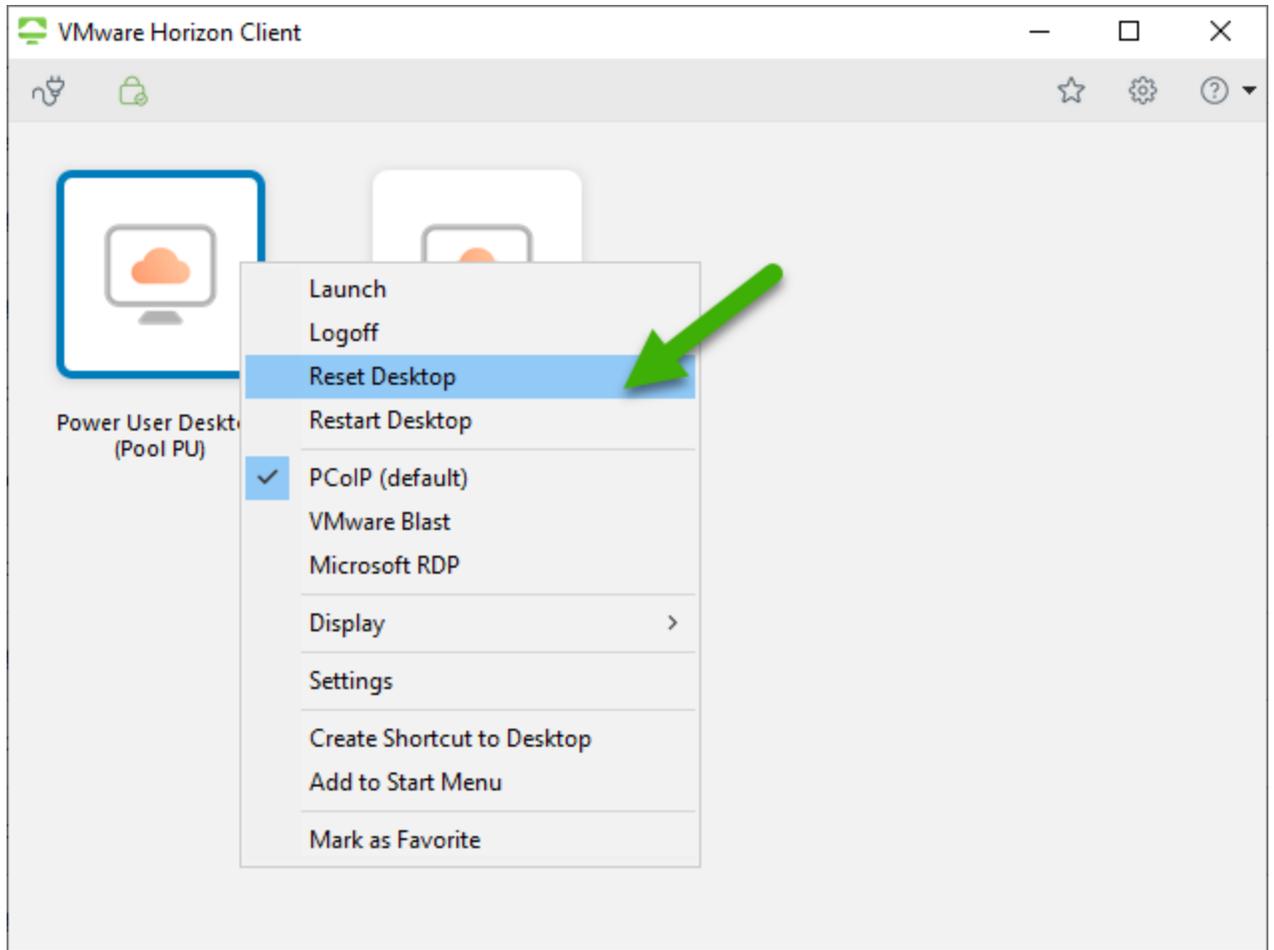
2. Click **Accept**



3. Enter smart card PIN and **Login**



4. Right click on **Windows 10 Workstation** and click **Reset Desktop**. Wait 10 minutes and try to reconnect.
****Please try this a couple of times before calling 5-1800, sometimes more than one attempt is needed.**

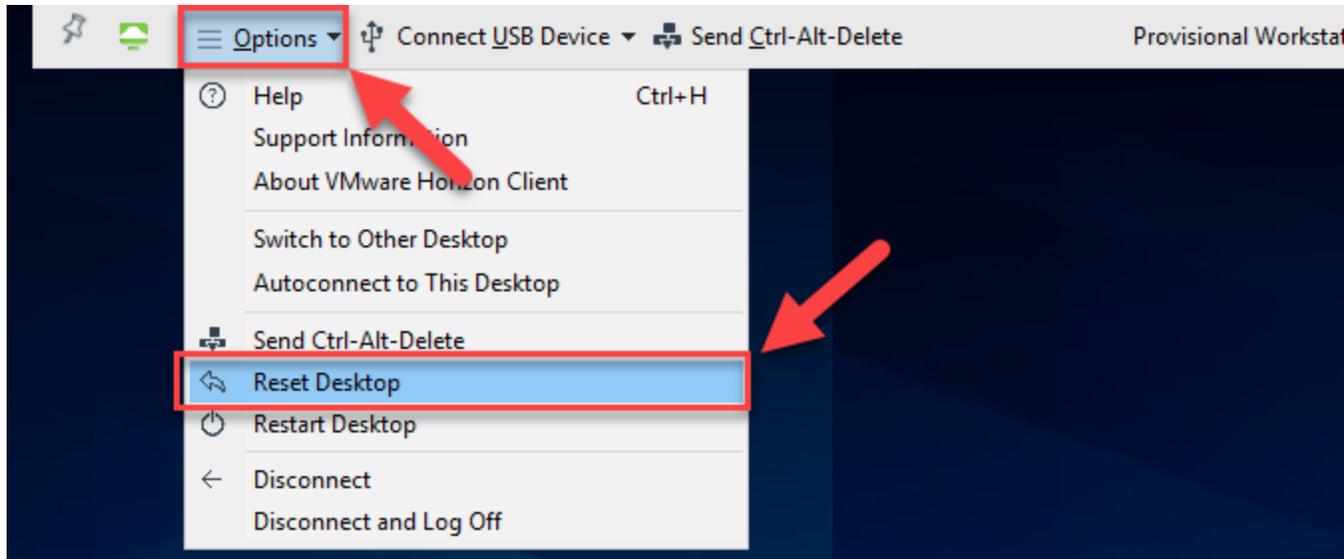


Remote Method 2:

1. Hover your cursor at the top of your screen until this drop down menu appears.

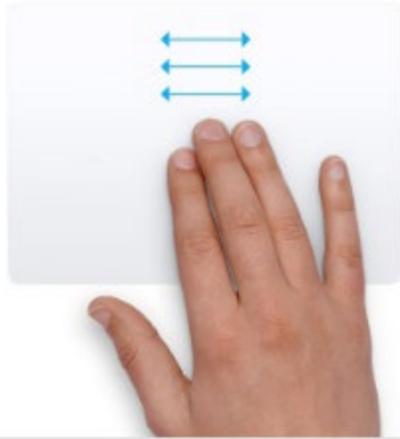


2. Click **Options**. Then click **Reset Desktop**. Wait 10 minutes then try to reconnect.



MAC Computer:

1. Use 3 fingers to switch to your desktop or use 4 to open Mission Control and switch to your desktop.



Three finger drag

Use three fingers to drag items on your screen, then click or tap to drop. [Turn on this feature in Accessibility preferences.](#)

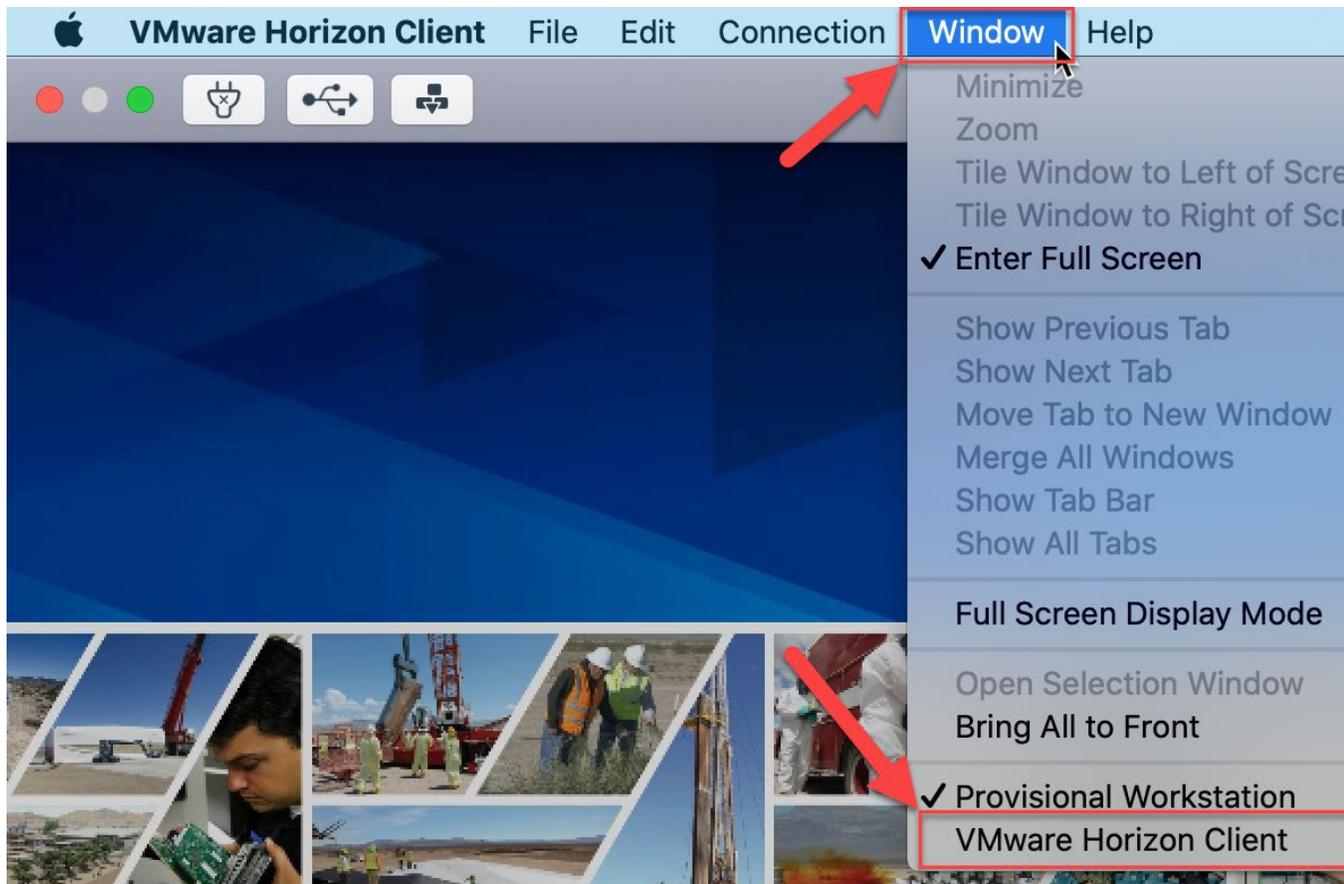


Mission Control

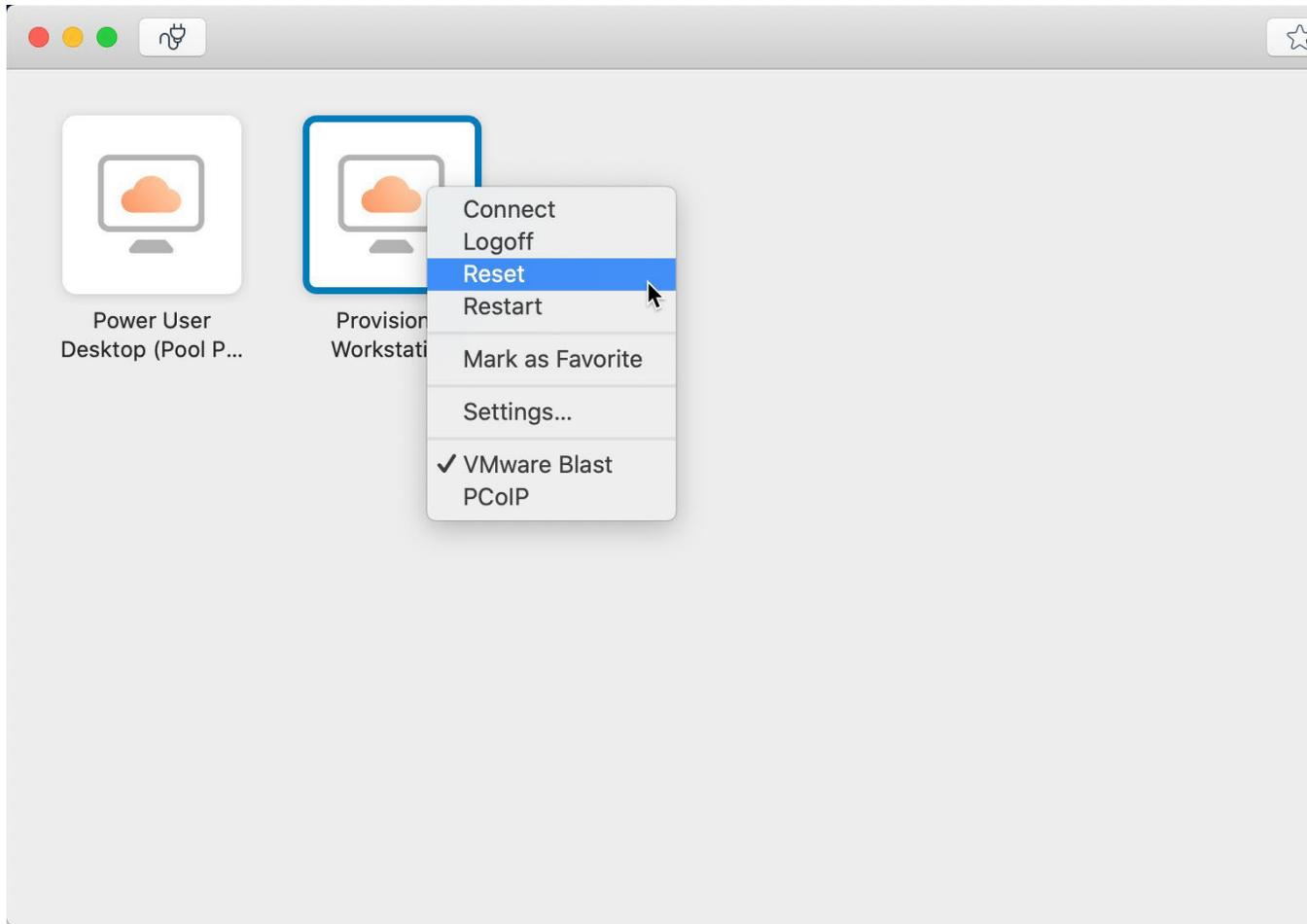
Swipe up with four fingers² to open [Mission Control](#).

2. If the swipes did not work, hover your cursor at the top of your screen. Select **Window** and then select **vmWare Horizon**

Client.

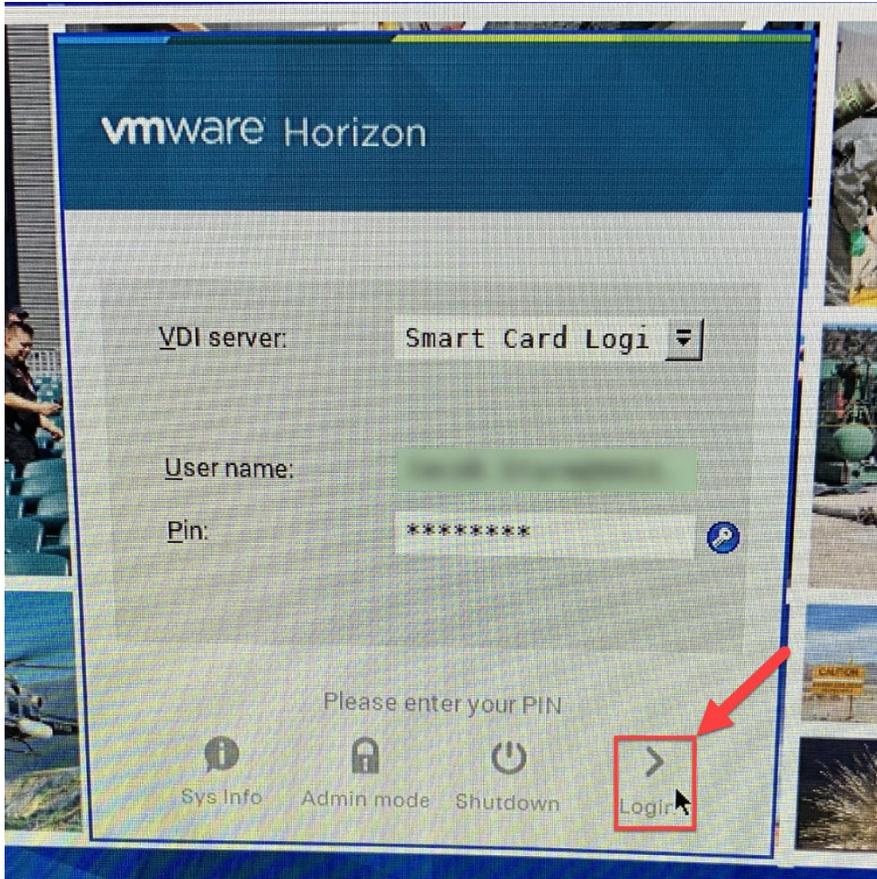


3. Right click on **Windows 10 Workstation** and click **Reset Desktop**. Wait 10 minutes and try to reconnect.
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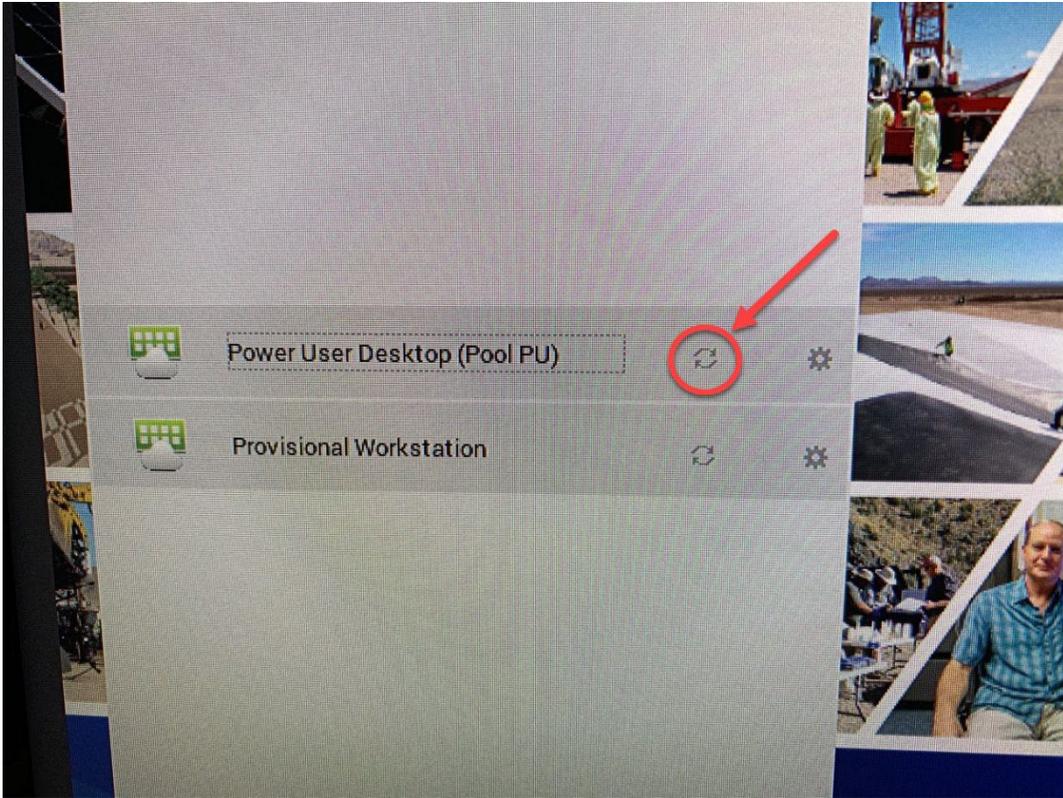


Thin-Client (Small Black Box) At Work:

1. Enter your smart card PIN and click **Login**



2. Click the **two curved arrow** next to your Windows 10 Workstation.



3. Wait 10 minutes then try to connect again.
****Please try this a couple of times before calling 5-1800, sometimes more than one attempt is needed.**