## 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

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3. Enter smart card PIN and Login

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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.

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Power User Desktr (Pool PU)	Launch Logoff Reset Desktop Restart Desktop PCoIP (default) VMware Blast Microsoft RDP Display Settings Create Shortcut to Desktop Add to Start Menu Mark as Favorite	>			

#### **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 fingers<sup>2</sup> 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.



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.



### 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.



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.