



Reserve Action Bulletin



Virtual Desktop Infrastructure (VDI) For Reservists

All reservists are entitled to and should be using the Virtual Desktop Infrastructure (VDI) service to access Coast Guard e-mail and the CG Network from home. Due to the recent migration of users to Outlook 365, and for security reasons, the ability to check CG e-mail using Outlook Web Access (OWA) has been disabled. In order to provide reservists VDI access, CG-R55, in coordination with CSD, initiated a one-time “bulk” add for all current SELRES members to the security group required for VDI access: **VDI-SG-Reservist**

Moving forward, **RFRS staff** or **Unit POC** (for units without RFRS support/staff) will verify reserve status and request VDI account. Individual requests must be submitted for each member requiring access. Requests not submitted in accordance with the guidance below will be cancelled.

There is **no cost** for a reservist’s VDI account. Please note, reservists need to install software on their personal computer (Mac is not supported at this time) in order to use VDI and access email or the CG Network. Reservists are not required to install software on personal computers but will be unable to access the CG Network without doing so. VDI is offered as a solution for reservists to remain connected from home and to facilitate remote access, learning, or work.

To verify a reservist is a member of **VDI-SG-Reservist**, and for instructions on how to submit a proper **CGFIXIT ticket** to request access, see **Quick Response Card #1** below (pages 2-4).

There is no process for submitting “bulk” add tickets. However, the steps to rapidly submit tickets for multiple members of the same unit are found in **Quick Response Card #2** below (pages 5-6).

This is not specific to VDI, but when a reservist no longer requires an account due to separation or retirement, direct member to submit a CGFIXIT ticket in accordance with **Quick Response Card #3** below (pages 7-8). **Note:** this procedure will remove the member’s account across the enterprise and information may not be recoverable after.

The Centralized Service Desk can not provide VDI installation support for personal computers. Information on installing VDI on personal computers can be found on the CG Portal at: https://cg.portal.uscg.mil/units/tiscom/Services/SitePages_EISI/Virtual_Desktop.aspx

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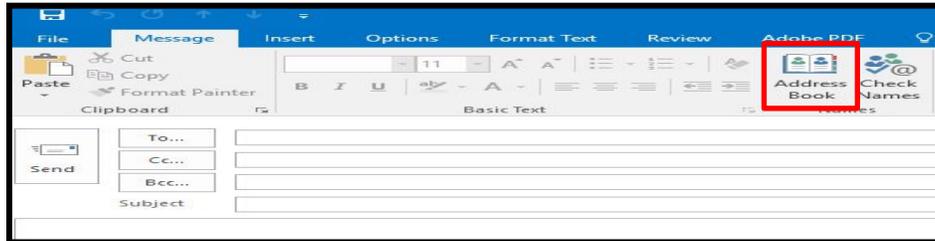
VDI – Account Requests For Reservist QRC # 1



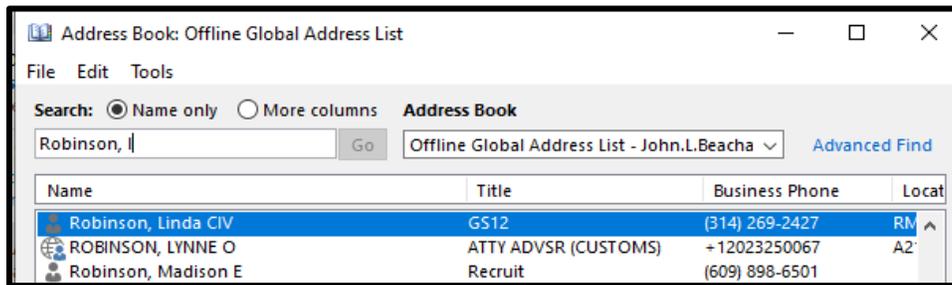
The Service Request Management module in Remedy (CGFIXIT desktop icon: ) is the only method to submit Virtual Desktop Infrastructure (VDI) account requests for members requesting VDI access. Using Remedy, an appropriate official should submit these types of tickets per the below direction for **CG Reserve** personnel.

1 - Before submitting the account request, confirm the member does **NOT** currently have access by doing the following:

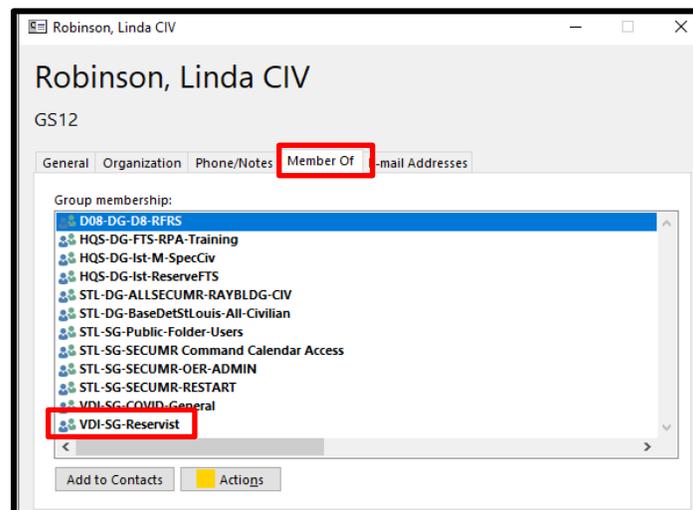
A. Open a new email from Outlook and click on **Address Book**



B. Search for the member, select the name, right click and **select Properties**, ex:



C. Once the new window opens, click the **Member Of** tab, scroll down and look for the user's membership in the following Security Group: **VDI-SG-Reservist**

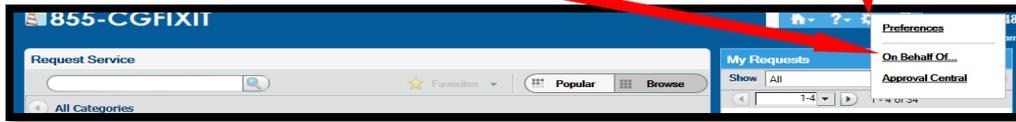


D. If the member **IS** part of this group, they already have access. **No further action is required**. Advise the member to test the connection.

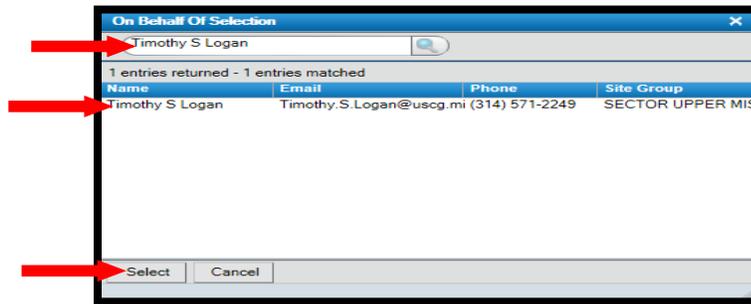
If the member is **NOT** part of this group, proceed with requesting an account in accordance with the below direction.

2 - Submit the ticket "On Behalf Of" the member

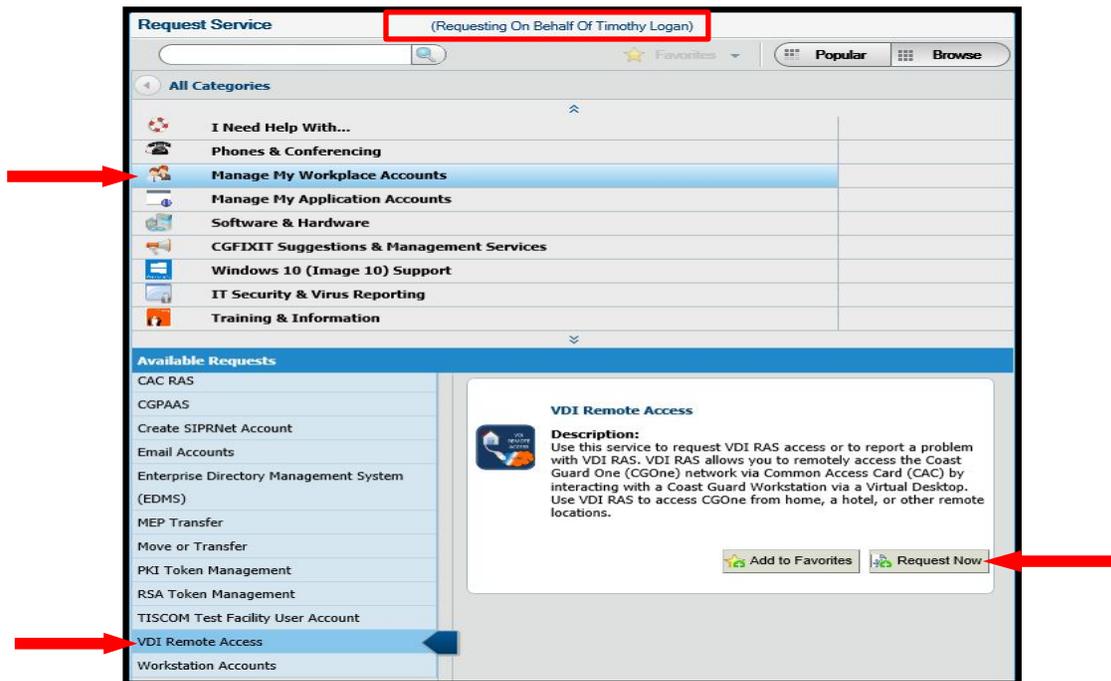
- From a CG Standard Workstation, launch the CGFIXIT icon and click on the gear shaped icon in the top right-hand corner and select "On Behalf Of.."



- A window will open to allow you to select your member. Type the member's first name, middle initial and last name (case sensitive) in the search box to find and select your member.



2 - Next, navigate to **Manage My Workplace Accounts**, select **VDI Remote Access**, and click **Request Now**. Note the text at the top indicating that you are requesting on behalf of another user:



3 - The **VDI Remote Access** entry form will appear

4 - *How may we assist you?* Select I need to add/remove/modify a VDI Remote Access User

5 - *I am authorized to commit unit's funds*, select YES

***Note: Do NOT be concerned with funding for CG Reserve accounts.

Reserve accounts are zero cost (i.e. free).

6 - Is this for an Operational Deployment, select **NO**

7 - User Category, select **Reserve**

8 - Select the appropriate fields for **Funding ATU/OPFAC**

9 - For **Member ATU/OPFAC/Unit fields**, select the same fields you entered for **Funding ATU/OPFAC** unless different

10 - Provide any relevant information in the **Additional Details** field, e.g. **Request VDI access for CG Reserve Personnel**

11 - **Alternate Contact Phone**: self-explanatory

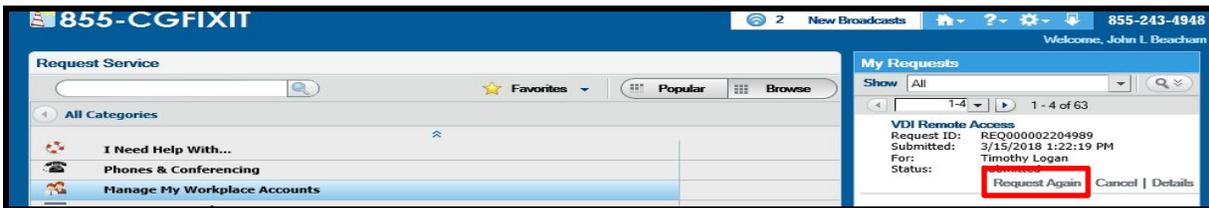
12 - **PII Confirmation**: select box then click **SUBMIT**



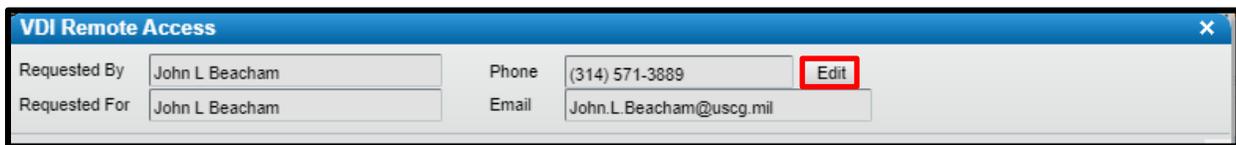
VDI - Rapid Ticket Submission On 'Behalf Of' Members QRC # 2

The Service Request Management module in Remedy (CGFixIT desktop icon: ) is the only method to submit Virtual Desktop Infrastructure (VDI) account requests for members. Although there is no process for submitting “bulk” add tickets, there is a process to **rapidly submit tickets** for members.

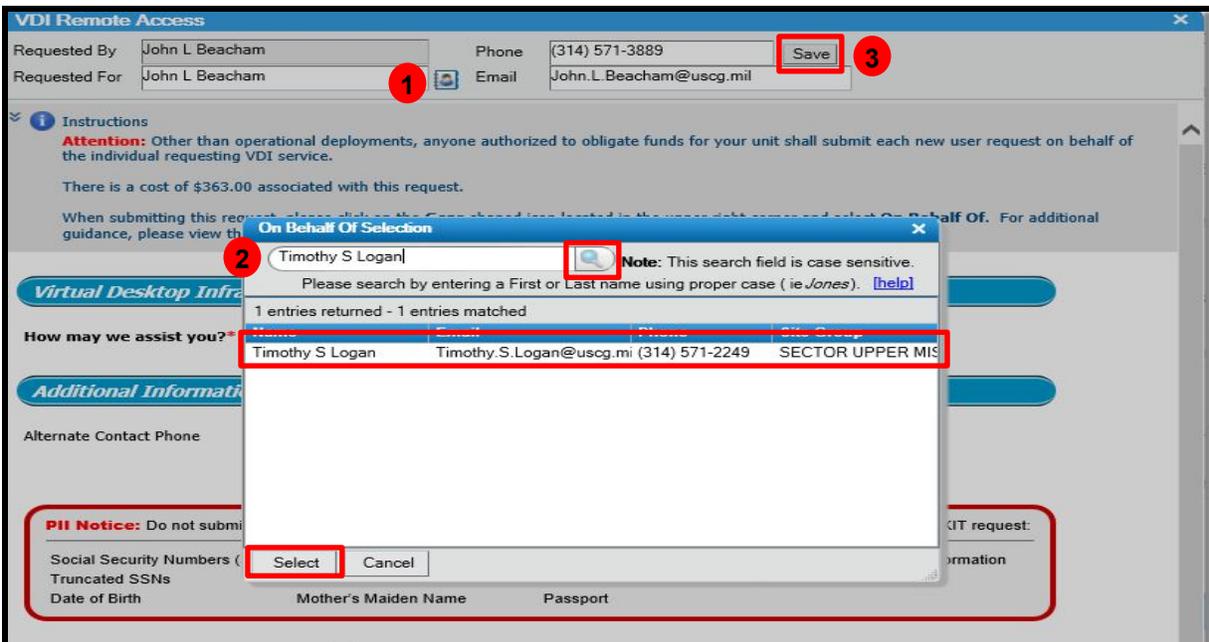
- 1 - Submit the first ticket in accordance with the “VDI -Account Requests for Reservist” (QRC # 1)
- 2 - From the CGFixIT home screen, click **Request Again** on the same ticket you just submitted (top right-hand corner):



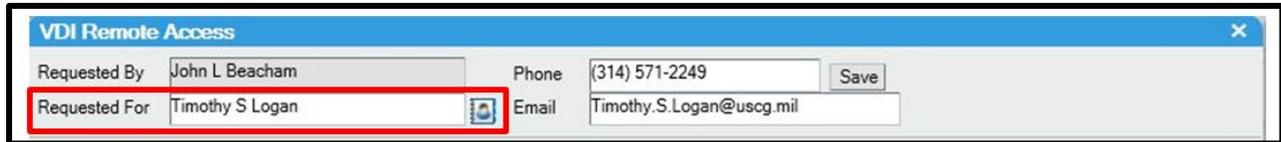
- 3 - When the ticket opens, click on **Edit**:



- 4 - Modify the “On Behalf Of” field by clicking the **address book** (1) icon, searching (2) for your member (case sensitive - First, MI, Last), selecting the member, and clicking **Save** (3):



5 - The rest of the ticket data will remain the same as the previous ticket you submitted. The **Requested For** field will now be populated with the new member. If all the information is correct, click **Submit** and the VDI Account request will be submitted.



The screenshot shows a web form titled "VDI Remote Access" with a close button (X) in the top right corner. The form contains the following fields and values:

Requested By	John L Beacham	Phone	(314) 571-2249	Save
Requested For	Timothy S Logan	Email	Timothy.S.Logan@uscg.mil	

The "Requested For" field and its associated input box are highlighted with a red rectangular border.

NOTE:

There is a field in the ticket for *Alternate Phone Number*. If this information needs to be changed (or any other info), be sure to make all edits before clicking Submit.



Account Deletion Across the Enterprise QRC # 3



The Service Request Management module in Remedy (CGFIXIT desktop icon: ) is the recommended method to manage a member's account to ensure it is removed properly across the enterprise.

1 - From the main CGFIXIT Request Service screen:

- A. On the upper half of the menu, select **“Manage My Workplace Accounts.”**
- B. On the lower half of the menu, select **“Workstation Accounts.”**
- C. Select **“Request Now.”**

The screenshot displays the CGFIXIT Request Service interface. At the top, a navigation menu lists various services. A red starburst labeled 'A' points to the 'Manage My Workplace Accounts' option. Below this menu, a list of 'Available Requests' is shown. A red starburst labeled 'B' points to the 'Workstation Accounts' option at the bottom of this list. To the right, a detailed view of the 'Workstation Accounts' service is displayed, including a description and two buttons: 'Add to Favorites' and 'Request Now'. A red starburst labeled 'C' points to the 'Request Now' button.

2 - When the next menu opens, in the “How May We Assist You?” dropdown menu, select **“I no longer need my workstation account, please schedule it for deletion.”**

The screenshot shows the 'Request Details' section of the interface. A blue header bar contains the text 'Request Details'. Below this, the label 'How may we assist you?*' is followed by a dropdown menu. The dropdown menu is open, showing the selected option: 'I no longer need my workstation account, please schedule it for deletion'.

3 - Fill out the following information, then click ***SUBMIT***.

- A. Enter “**Workstation Account Deletion Date.**”
- B. Click checkbox to **acknowledge** the account deletion may become final.
- C. Input “**Detailed Description**” for the request.

Workstation Account Deletion Date*



Attention: We will likely be unable to restore your workstation account once deleted.

Acknowledgement* I understand that account deletions may become final.



Detailed Description*

