



# 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: <a href="https://cg.portal.uscg.mil/units/tiscom/Services/SitePages\_EISI/Virtual\_Desktop.aspx">https://cg.portal.uscg.mil/units/tiscom/Services/SitePages\_EISI/Virtual\_Desktop.aspx</a>

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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 <u>CG Reserve</u> personnel.

1 - Before submitting the account request, confirm the member does <u>NOT</u> currently have access by doing the following:

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

File	Message	Insert	Options	Format Text	Review	Adobe PDF
Paste di Cli	6 Cut ∃ Copy € Format Paint pboard	er B J	= 11 r_⊔ ≥	<ul> <li>A<sup>*</sup> A<sup>*</sup>   ⋮≡</li> <li>A -   ≡ ≡</li> <li>Basic Text</li> </ul>	- 18 -   & 78   48 - 1	Address Book Names
	то					
Send	Сс					
Seria	Bcc					
	Subject					

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

💷 Address Book: Offline Global Address Li	ist	- 0	×		
File Edit Tools					
Search:      Name only      More columns Address Book					
Robinson, I Go	Offline Global Address List - John	L.Beacha 🗸 🛛 Advance	d Find		
Name	Title	Business Phone	Locat		
💄 Robinson, Linda CIV	GS12	(314) 269-2427	RM 🔺		
ROBINSON, LYNNE O	ATTY ADVSR (CUSTOMS)	+12023250067	A2 <sup>.</sup>		
🚨 Robinson, Madison E	Recruit	(609) 898-6501			

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 <u>IS</u> part of this group, they already have access. <u>No further action is required</u>. 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 - 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:

	(requesting on bendir Of Hindiny Logan)		
	R Favorites	- (III Popul	ar III Browse
All Categories			
	*	4.1	
I Need Help With			
Phones & Conferencing			
Manage My Workplace Ace	counts		
Manage My Application Ac	counts		
Software & Hardware			
CGFIXIT Suggestions & Ma	anagement Services		
Windows 10 (Image 10) 5	upport		
IT Security & Virus Report	ding		
7 Training & Information			
	*		
Available Requests			2
CGPAAS			
Create SIPRNet Account	VDI Remote Access		
	Description:	VDI DAS accors or t	o report a problem
Email Accounts		VDI KAS access of 0	o report a problem
Email Accounts Enterprise Directory Management System	with VDI RAS. VDI RAS allo Guard One (CGOne) netwo	ws you to remotely rk via Common Acce	access the Coast ss Card (CAC) by
Email Accounts Enterprise Directory Management System (EDMS)	with VDI RAS. VDI RAS allo Guard One (CGOne) netwo interacting with a Coast Gu Use VDI RAS to access CG	rk via Common Acce ard Workstation via One from home, a ho	access the Coast ass Card (CAC) by a Virtual Desktop. otel, or other remote
Email Accounts Enterprise Directory Management System (EDMS) MEP Transfer	with VDI RAS. VDI RAS all Guard One (CGOne) netwo interacting with a Coast Gu Use VDI RAS to access CGO locations.	www.you.to.remotely rk via Common Acce ard Workstation via One from home, a ho	access the Coast ss Card (CAC) by a Virtual Desktop. otel, or other remote
Email Accounts Enterprise Directory Management System (EDMS) MEP Transfer Move or Transfer	with VDI RAS. VDI RAS. all guard One (CGOne) netwo interacting with a Coast Gu Use VDI RAS to access CGO locations.	wws you to remotely rk via Common Acce ard Workstation via Dne from home, a ho	access the Coast iss Card (CAC) by a Virtual Desktop. otel, or other remote
Email Accounts Enterprise Directory Management System (EDMS) MEP Transfer Move or Transfer PKI Token Management	with VDI RAS. VDI RAS all guard One (CSOne) netwo interacting with a Coast Gu Use VDI RAS to access CGO locations.	was you to remotely rk via Common Acce and Workstation via Dne from home, a ho	access the Coast iss Card (CAC) by a Virtual Desktop. otel, or other remote
Email Accounts Enterprise Directory Management System (EDMS) MEP Transfer Move or Transfer PKI Token Management RSA Token Management	with VDI RAS. VDI RAS all guard One (CGOne) netwo interacting with a Coast Gu Use VDI RAS to access CGO locations.	was you to remotely rk via Common Acce and Workstation via Dne from home, a ho	access the Coast ss Card (CAC) by a Virtual Desktop. otel, or other remote
Email Accounts Enterprise Directory Management System (EDMS) MEP Transfer Move or Transfer PKI Token Management RSA Token Management TISCOM Test Facility User Account	with VDI RAS. VDI RAS all Guard One (CGOne) netwo interacting with a Coast Gu Use VDI RAS to access CGG locations.	was you to remotely rk via Common Acce and Workstation via One from home, a ho	access the Coast ss Card (CAC) by a Virtual Desktop, stel, or other remote
Email Accounts Enterprise Directory Management System (EDMS) MEP Transfer Move or Transfer PKI Token Management RSA Token Management TISCOM Test Facility User Account VDI Remote Access	with VDI RAS. VDI RAS alk Guard One (CGOne) netwo interacting with a Coast Gu Use VDI RAS to access CGU locations.	way have access of the motely rk via Common Acce and Workstation via Date from home, a ho	access the Coast ss Card (CAC) by a Virtual Desktop. Itel, or other remote

- 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 <u>NOT</u> 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

Virtual Desktop Infrastructu	ire (VDI)	
How may we assist you?*	I need to add a VDI Remote Access User	4
Funding Information		
I am authorized to commit unit's funds*	Yes	- 5
	Attention: When opening a ticket, please ensure to submit on by VDI service.  Click on the Edit button in the upper right hand corner of Click on the icon located between the Requested For an Enter the last name and click the Enter button. Note: The Highlight the name from the search results and click the	ehalf of the individual requesting If this service. nd Email fields. his is case sensitive. Select button.
Is this for an Operational Deployment?*	No	<b>~</b> 6
User Category*	Reserve	- 7
Funding ATU*		•
Funding OPFAC / UNIT*		- <sup>8</sup>

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

Mambar Information					
Member ATU* Member OPFAC / UNIT*					
Additional Details	Request VDI access for	r CG Reserve personnel.	10		_
Additional Information	Format: (1001) 1001-10001		⊐ 11		
PII Notice: Do not submit the for Social Security Numbers (SSNs) Truncated SSNs	ollowing sensitive personally ide Home Address Home Phone Number	entifiable information (SPII) data ele Driver's License Number Alien Registration Numbers	ments within your Financial Acco Medical Inform	CGFIXIT request:	
Date of Birth PII Confirmation*	Mother's Maiden Name	Passport nat I have not entered PII data o cket submission.	r attached a doo	cument containing	
Summary				Save As Draft	Submit



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

The Service Request Management module in Remedy (CGFIXIT desktop icon: term) 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):

85	55-CGFIXIT	⊘ 2 N	New Broadcasts 👘 - ? - 🌣 - 🐥 855-243-49
			Welcome, John L Beach
Reque	st Service		My Requests
C	🔍 🙀 Favorites 👻 🤃 Popular	Browse	Show All
	Categories		1-4 → 1-4 of 63
			VDI Remote Access
63	I Need Help With		Submitted: 3/15/2018 1:22:19 PM
1	Phones & Conferencing		Status:
	Manage My Workplace Accounts		Request Again Cancel   Detail
_			

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

VDI Remote Access					
Requested By	John L Beacham	Phone	(314) 571-3889 Edit		
Requested For	John L Beacham	Email	John.L.Beacham@uscg.mil		

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):

VDI Remote	Access		×
Requested By	John L Beacha	nam Phone (314) 571-3889 Save 3	
Requested For	John L Beacha	iam 1 🖸 Email John.L.Beacham@uscg.mil	
Instructio Attentio the individual	ins <b>n:</b> Other than or idual requesting a cost of \$363.0	operational deployments, anyone authorized to obligate funds for your unit shall submit each new user request on behalf of VDI service.	^
When sub guidance	bmitting this rec , please view th	On Behalf Of Selection X	
		Timothy S Logan Note: This search field is case sensitive.	
Virtual De	esktop Infra	Please search by entering a First or Last name using proper case (ie Jones). [help]	
		1 entries returned - 1 entries matched	
How may we	assist you?*	Timothy S Logan Timothy.S.Logan@uscg.mi (314) 571-2249 SECTOR UPPER MIS	
Additiona	l Informati		
Alternate Conta	act Phone		
PII Notice	e: Do not submi	(IT request:	
Social Secu Truncated	urity Numbers ( SSNs	Select Cancel	

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.

VDI Remote	Access				×
Requested By	John L Beacham	Phone	(314) 571-2249	Save	
Requested For	Timothy S Logan	💽 Email	Timothy.S.Logan@uscg	ı.mil	

# 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 <u>Submit</u>.

### Account Deletion Across the Enterprise QRC # 3



The Service Request Management module in Remedy (CGFIXIT desktop icon: 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."



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."



- 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.

