

# VDI Documentation

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*IM&T Department*

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## 1. Introduction

The main objective of this document is to provide all staff with some general information regarding our new home working solution. This solution will provide access to the Health and Social Care Network (HSCN) and the necessary LCW clinical software and tools.

Because of its technical complexity, it will be deployed in two phases to facilitate the adaption and configuration. Therefore, the staff groups that could have access to it would change through time:

- Phase 1 (winter 21/22): the first phase will provide access only to the clinical software tools and it will mainly help the support of our home workers
- Phase 2 (spring '22): the second phase will also provide access to the LCW internal files, so the VDI will become suitable for staff that requires access to these files.

## 2. Requirements

- **Citrix workspace** must be installed on your computer in order to get full access to the VDI environment. You can download the software from the below links:
- Windows devices: <https://www.citrix.com/en-gb/downloads/workspaceapp/windows/workspace-app-for-windows-latest.html>
- Apple devices: <https://www.citrix.com/en-gb/downloads/workspaceapp/mac/workspace-app-for-mac-latest.html>
- Your **LCW account** should have been authorised by your line manager prior to your first shift using the VDI
- You should have signed all the appropriated **policies**, please double check this with your line manager prior to your first shift.

### 3. Login and logout processes

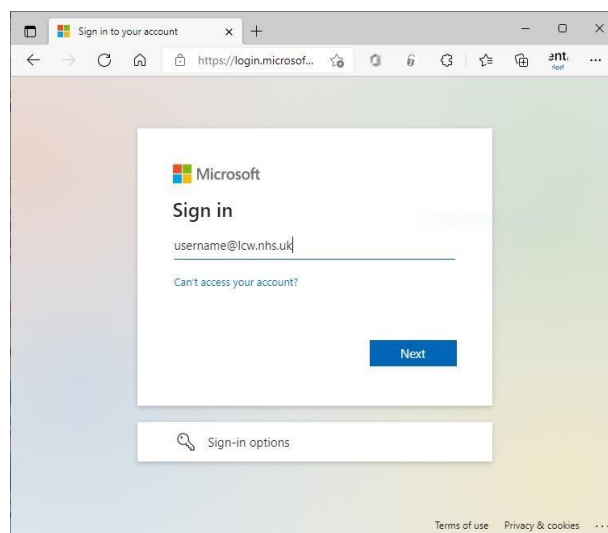
#### 3.1. Login process

1. Go to the website [lcwucc.cloud.com](https://lcwucc.cloud.com)

2. Enter your LCW windows account (same as login details on a work computer) but add the suffix "@lcw.nhs.uk" as per the image below, and your LCW windows password

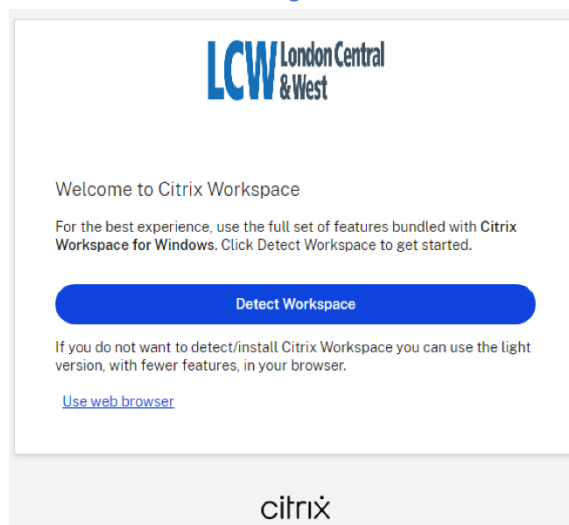
*Note: if you are using a generic account like [stcharlesgp@lcw.nhs.uk](mailto:stcharlesgp@lcw.nhs.uk), please note this will not work on the Citrix VDI*

Image 1



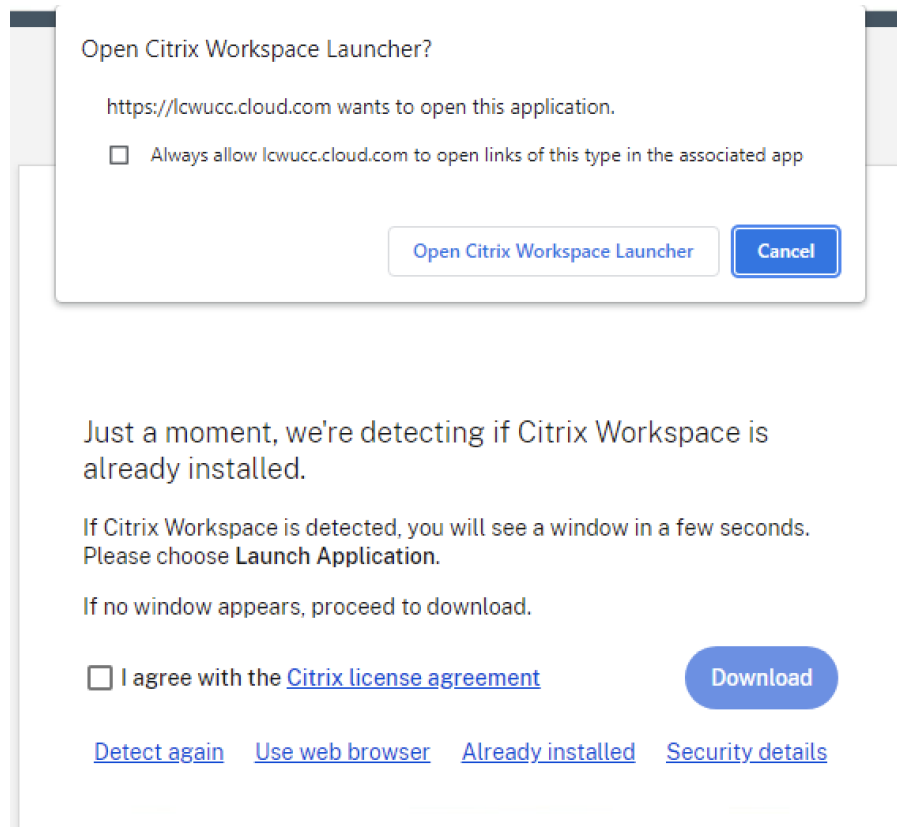
3. Press detect workspace

Image 2



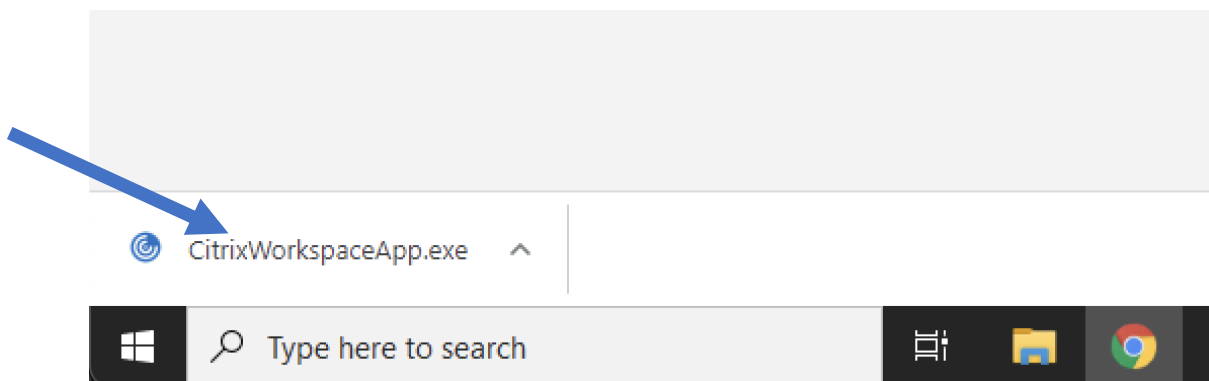
4. Click 'always allow', open Citrix workspace launcher, agree with licensing and download

Image 3



5. Allow Citrix to download, and then click on the download, allowing access for Citrix to make changes to your account

Image 4



6. Press start, accept licensing and press 'Next', ignore App Protection' and press 'Next'

Image 5

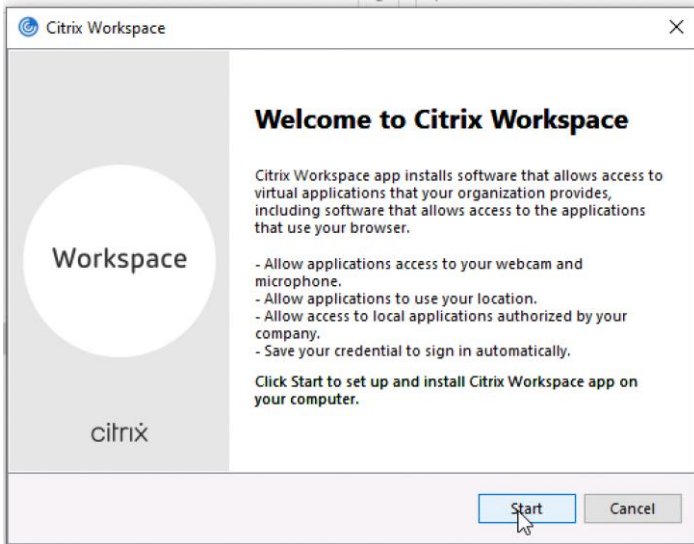
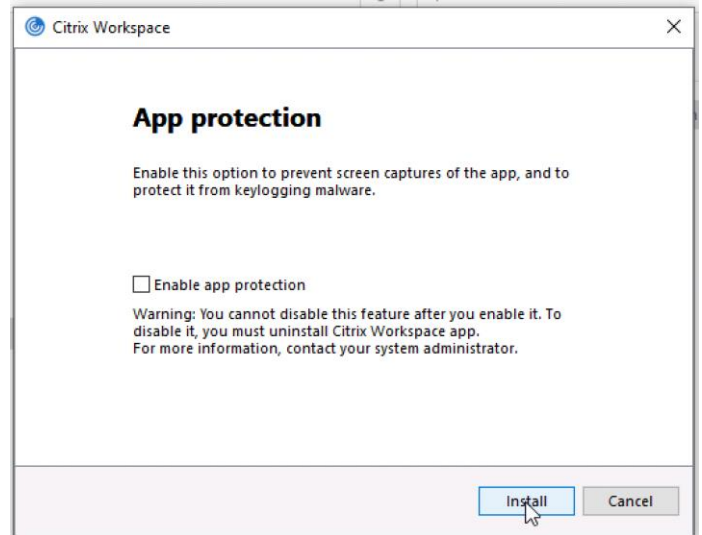
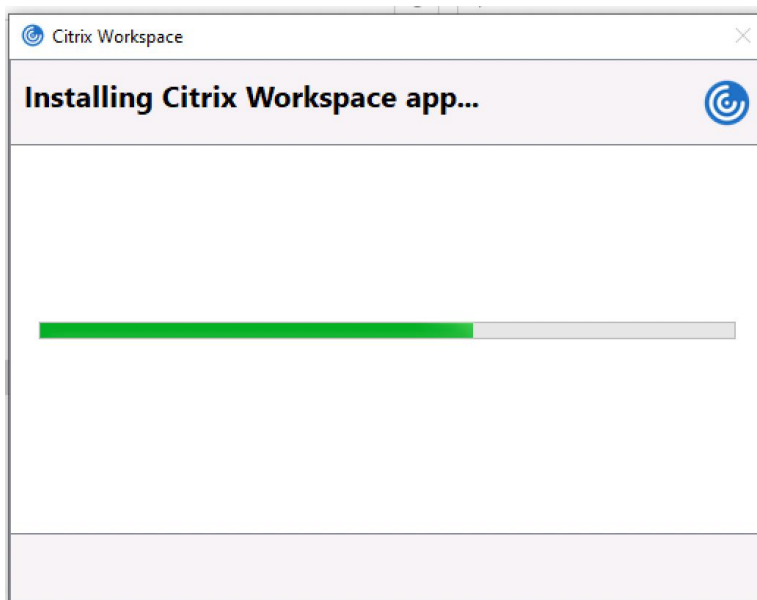


Image 6



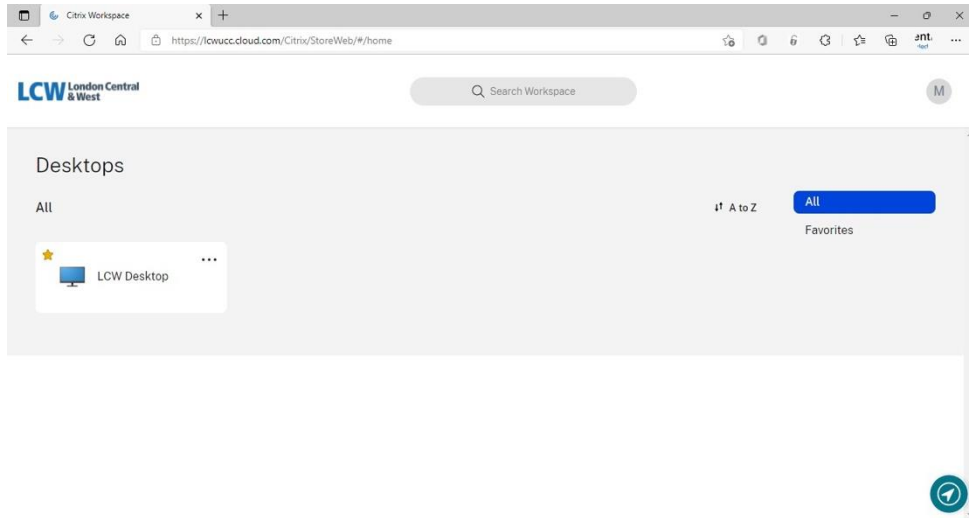
7. Wait for installation to complete, and once installed press 'finish'

Image 7



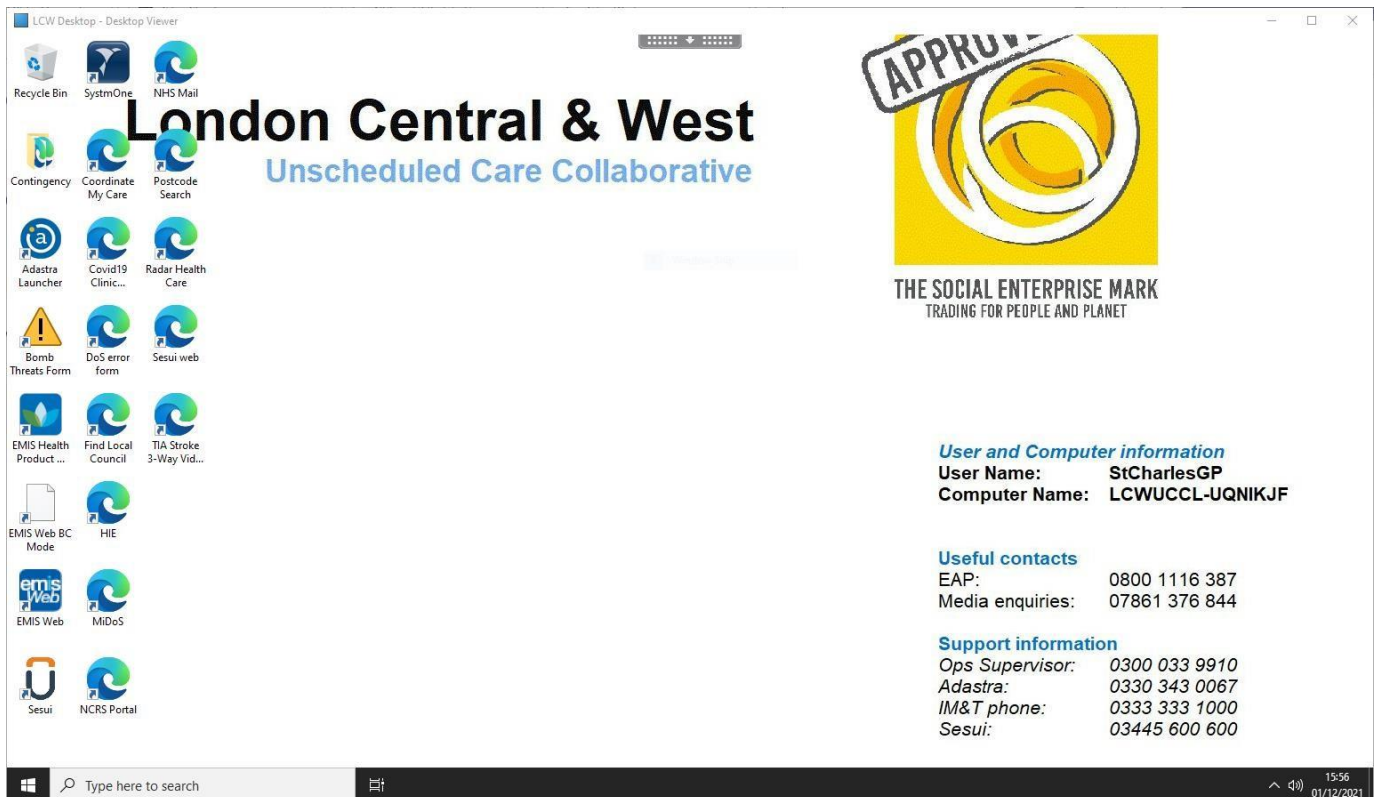
8. It is important you do not enter your email address at this stage
9. Return to [lcwucc.cloud.com](https://lcwucc.cloud.com), then select the "LCW Desktop" to open the virtual desktop.

Image 8



10. After opening the "LCW Desktop", you will see a standard LCW Desktop background and standard apps ready for you to use

Image 9



### 3.2. Logout process

There are two methods for logging off properly of the VDI solution:

a) Standard log-out: you can log out yourself as if you were in a standard Windows 10 computer, going to start -> account icon -> Sign out

b) “End of my shift” icon: you can double click on this desktop icon to log you off from the system



## 4. Multi Factor Authentication

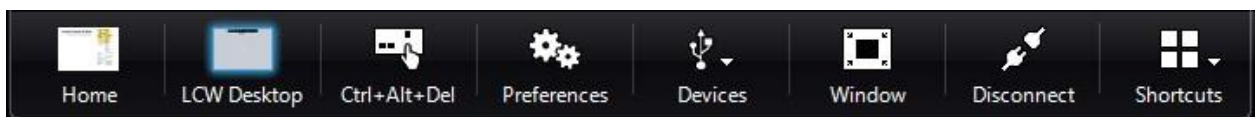
TODO

## 5. How's to

### 5.1. How to use dual screen

1. Have a second monitor plugged into your computer
2. Log into Citrix and open the desktop you would like to use
3. If your Citrix Desktop is full screen on one monitor, click the black bar at the top and click the Window button. This will make the desktop window smaller.

Image 10



4. Click the top of the window and drag it between the two monitors that span partially across each monitor.
5. Bring down the black bar again and then click Full Screen.

Image 11



6. Now your Citrix desktop should be across both of your monitors.



## 5.2. Opening the VDI over a web browser or Citrix Workspace app

In order to change the visualization of the VDI from the web browser to the Workspace app or vice versa, please follow the below steps:

1. Login into the Citrix VDI website
2. Click on your account icon (top right corner)
3. Account Settings
4. Advanced
5. Change the current method to your desire one

## 5.3. Installation videos

For those you have not been able to attend any of our seminars, you have prepared some quick videos with the installation and first use process:

- Windows devices: <https://drive.google.com/file/d/1qu3nWeBUV-n8s2E7KDiJtGnYlYc1UcE1/view?usp=sharing>
- MacOS devices: <https://drive.google.com/file/d/1-gDZxVJMs33BaMF5enRr-GK2uvG1EOUj/view?usp=sharing>
- Chromium devices: <https://drive.google.com/file/d/1--086pIMrqBRcwBQB7yoKVuv98W2M4ZR/view?usp=sharing>

## 6. FAQs & Troubleshooting

### 6.1. Known issues:

Category	End-user behaviour	Things to check
Login	After clicking on “LCW Desktop” it just spins for a long time	a) Check the user’s internet speed, following the below guideline <a href="https://www.lcwucc.com/files/resources/Running%20a%20Speed%20Test.pdf">https://www.lcwucc.com/files/resources/Running%20a%20Speed%20Test.pdf</a>
Citrix	The email does not work on the app	a) You should not be using the Citrix app to login, please use the website <a href="https://lcwucc.cloud.com">https://lcwucc.cloud.com</a>
Smartcard	It is not asking for the PIN once the card is inserted	a) Be sure the Citrix Workspace app is in use rather than the website access only. See section 6.2 b) Try reinserting the smartcard reader into the USB port/HUB c) Try closing and reopening the Identity Agent software

Adastra	Smartcard connected but login button on Adastra greyed out.	a) Double check that the location on Adastra is already selected b) Reopen Adastra c) Sign out of Citrix and reopen
Sesui	Connectivity issues/video call issues	Use <a href="https://lcw.call-vision.com/">https://lcw.call-vision.com/</a> within Citrix to access Sesui
Other	Grey screen after log into Citrix	a) Logoff from the Citrix and try again b) Open your browser in incognito mode to avoid cache issues

### 6.2.Glossary:

- Citrix Workspace: software that enables to usage of the new VDI platform. It can be downloaded directly from Citrix.com
- HSCN: health and social care network. Private network that NHS organisations need in order to have access to patient data.
- VDI: virtual desktop infrastructure. This is your remote virtual desktop where you will be working from. This is referring to the new solution
- vPC: virtual personal computer. This is one of the previous home working solutions provided by Qdoctor.

### 7. Contact Details

- Ops Supervisor: 03000 33 9910
- IM&T Support: 0333 333 1000
- Adastra Support: 0330 343 0067
- Sesui Support: 03445 600 600