MyDesktop Logon Instructions

Login Instructions to MyDesktop.vlab.usc.edu:

1. Open a web browser and go to ➔ https://mydesktop.vlab.usc.edu/

2. You can connect by using VMware Horizon Client or through the browser. The VMware Horizon Client offers better performance and features.

3. If you connect via VMware Horizon Client, download the proper client for your OS by clicking on “Install VMware Horizon Client” (see above pic). Please select the latest version of the client for your platform.

<table>
<thead>
<tr>
<th>Product</th>
<th>Release Date</th>
<th>Go to Downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMware Horizon Client for Windows</td>
<td>2015-03-12</td>
<td></td>
</tr>
<tr>
<td>VMware Horizon Client for 32-bit Windows</td>
<td>2015-03-12</td>
<td></td>
</tr>
<tr>
<td>VMware Horizon Client for 64-bit Windows</td>
<td>2015-03-12</td>
<td></td>
</tr>
<tr>
<td>VMware Horizon Client for Mac</td>
<td>2014-12-09</td>
<td></td>
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</tbody>
</table>
3. Install the application, then double click on **VMware Horizon View**

![VMware Horizon Client](image)

4. Click Add Server, then enter **mydesktop.vlab.usc.edu**

![Add Server](image)

6. Enter your **USCNet ID** and **USCNet ID password** and make sure **ISD.USC.EDU** is selected for the domain then click “**Login**”
7. If you connect using HTML. Click on “VMware Horizon HTML Access” and enter your USCNet ID and USCNet ID password. Make sure ISD.USC.EDU is selected for the domain then click “Login”
7. After logging in, you may see only one choice as follows:

![General Desktop]

Double click on it will get you onto the general desktop with most of the software installed.

If this is your first time logging on to MyDesktop, it may take a few minutes to build your profile. Subsequent logins will be faster.

If you see a blank screen and nothing appears to be happening, try clicking on the double square next to the red X to resize the screen from full screen mode to windowed mode and wait a few more minutes. This will force the Horizon View client to try and reset the screen resolution. If you see the desktop, you may click on the square next to the red X to go back to full screen mode if that is your preference.

8. Depending on the class you have signed up for, you may see another choice as follows:

![Adobe CC Desktop]

Double click on it will get you onto a desktop that has Adobe CC installed.
Please be aware of the following for the Adobe CC Desktop:

a. Dreamweaver may start up with an error about menus.xml. Close this and restart Dreamweaver and you will not see this message again. This is a known quirk with Adobe. Since Dreamweaver is installed in the MyDesktop environment, there is no general fix for each individual user logging in.
d. Some users have reported that Dreamweaver gets stuck on the splash screen. Clicking on New Document or Open File does nothing. If this happens to you, click on the red X on the top right to get out of this page and use File, Open from the Tools menu.

![Dreamweaver Splash Screen](image)

e. Some users have reported that Photoshop opens up with a warning about not having enough video memory. It is safe to close this box and continue working. Photoshop could not detect the amount of video memory allocated to your MyDesktop properly causing the warning message. You should not see the warning message pop up on subsequent logins.
Note:
If you are having trouble accessing MyDesktop using HTML please make sure your browser meets the requirements listed below.

## System Requirements for HTML Access

With HTML Access the client system does not require any software other than a supported browser. The View deployment must meet certain software requirements.

### Browser on client system

<table>
<thead>
<tr>
<th>Browser on client system</th>
<th>Chrome</th>
<th>Internet Explorer</th>
<th>Safari</th>
<th>Mobile Safari</th>
<th>Firefox</th>
</tr>
</thead>
<tbody>
<tr>
<td>HTML Access 2.6</td>
<td>38 and 39</td>
<td>10 and 11</td>
<td>6.2, 7, and 8</td>
<td>iOS 7 or later</td>
<td>33</td>
</tr>
<tr>
<td>HTML Access 2.5</td>
<td>35, 36, and 37</td>
<td>9 (limited support), 10, and 11</td>
<td>6.13 and 7</td>
<td>iOS 7 or later</td>
<td>30 and 31</td>
</tr>
<tr>
<td>HTML Access 2.4</td>
<td>33 and 34</td>
<td>9 (limited support), 10, and 11</td>
<td>6.13 and 7</td>
<td>iOS 7 or later</td>
<td>28 and 29</td>
</tr>
</tbody>
</table>

### Client operating systems

- Windows XP SP3 (32-bit)
- Windows 7 SP1 or no SP (32- or 64-bit)
- Windows 8.x Desktop (32- or 64-bit)