

What is WVD?

Beginning **November 22, 2021**, TSI enabled access to ITA’s Azure Windows Virtual Desktop (WVD) for all ITA users. This system replaces ITA’s legacy remote access system, Citrix, which will be decommissioned on **January 12, 2022**. This guide will explain how to setup your personal (non-ITA) computer for WVD, how to sign in, and how to use it to access many ITA resources and tools when you don’t have access to your ITA workstation.

Please note that, like Citrix, WVD is meant to be used only as an emergency backup solution for remote access to ITA resources. It is not intended to be used on a daily basis, and it lacks some of the features and applications you may be accustomed to when using your ITA workstation.

If you encounter an issue with WVD that prevents you from working, please consider switching to an alternative remote access method, such as Cisco AnyConnect (if you have access to an ITA laptop) or Office 365. See “Troubleshooting, Limitations, and Known Issues” on page 8 for additional WVD self-service guidance. You may also contact the ITA Customer Support Center (CSC) for assistance using the contact information at the bottom of the page.

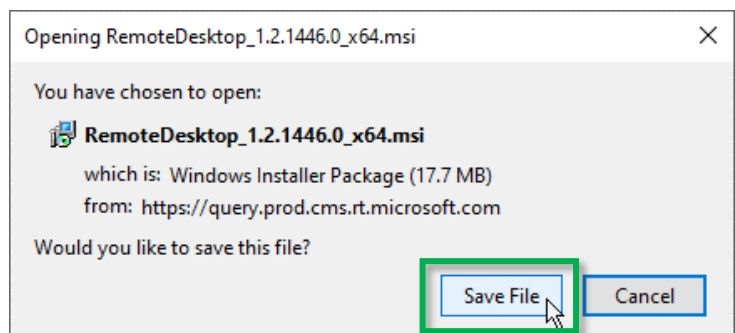
How do I set up my personal computer to access WVD?

Setup should be performed on a personal computer (Windows or macOS) that is not an ITA Government-Furnished Equipment (GFE) workstation. Users must first download and install the WVD Remote Desktop client on their personal workstation via the following instructions. You will only need to perform these instructions once.

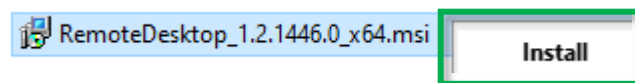
NOTE: These instructions are for Windows workstations only. If you need to install the Remote Desktop client on a macOS computer, please follow [these instructions](#). Remote Desktop is only compatible with macOS Mojave 10.14 or later.

1. Open a browser window and navigate to the following location:
<https://go.microsoft.com/fwlink/?linkid=2068602>

2. You will be prompted to download the “Remote Desktop” installer. (Remote Desktop is the Microsoft application that you will use to access WVD.) Click **Save File**.



3. When the installer finishes downloading, locate the installer file, right click, and select **Install**.



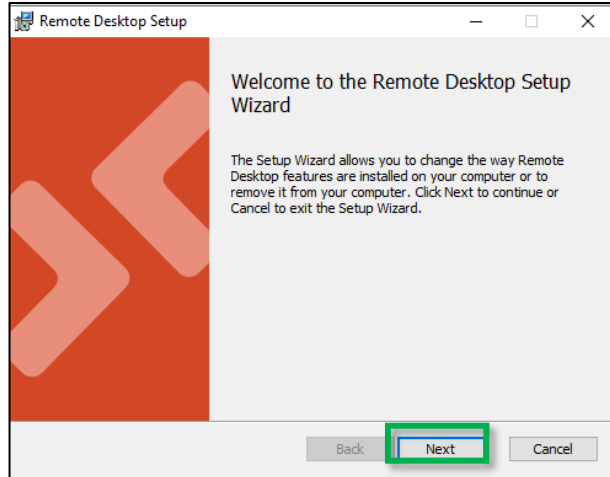
TSI Customer Support has answers.

Self-Service: <https://itaprod.servicenowservices.com/sp>

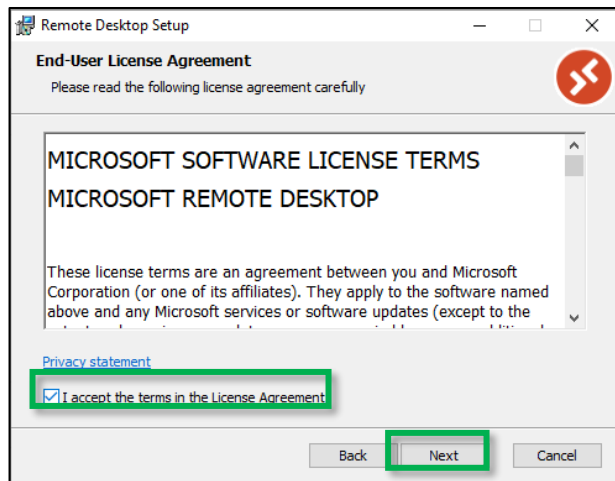
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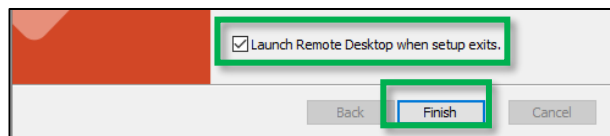
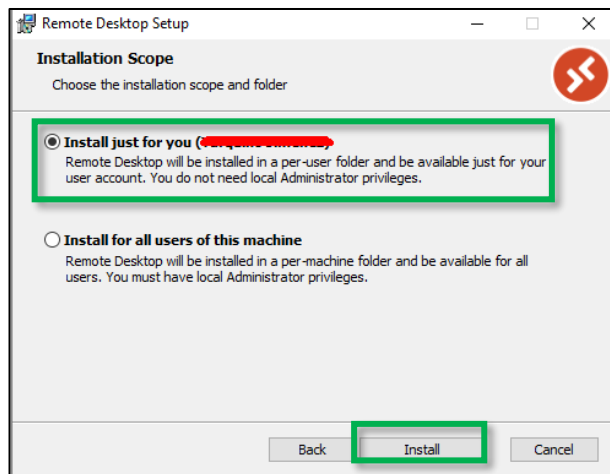
4. In the Remote Desktop Setup Wizard, click **Next**.



5. Accept the License Agreement and click **Next**.



6. Select “Install for just you” and click **Install**. When installation completes, click **Finish**. You may choose to check “Launch Remote Desktop when setup exits” if you are ready to proceed.



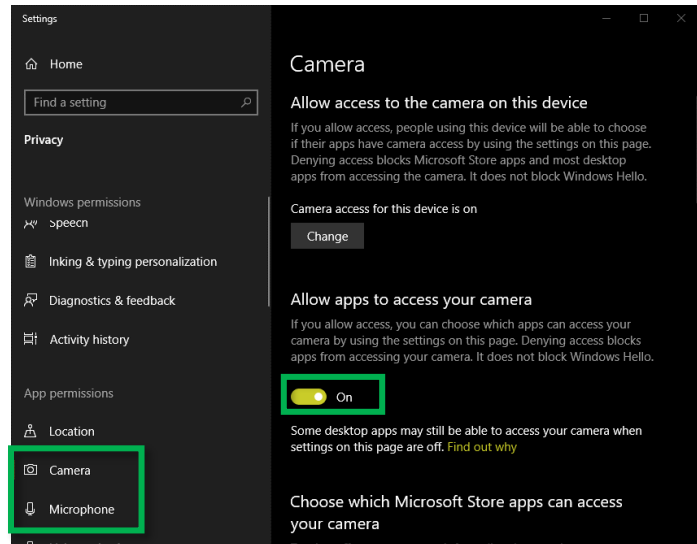
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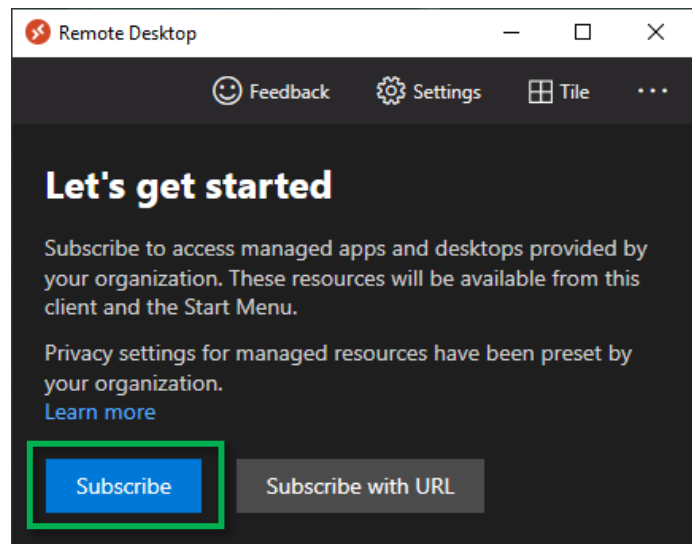
7. To ensure that your workstation is configured to allow WVD to access your microphone and camera, perform the following steps:
 - a. Open the Windows start menu, open **Settings**, and click **Privacy**.
 - b. Click **Camera** in the left sidebar. Ensure that **“Allow apps to access your camera”** is set to **On**.
 - c. Click **Microphone** in the left sidebar. Ensure that **“Allow apps to access your microphone”** is set to **On**.



How do I access WVD?

You will need the Remote Desktop app installed on your computer to access WVD. If you do not, please follow the instructions in the previous section before proceeding.

1. On your workstation, open the **Remote Desktop** app.
2. In the Remote Desktop app, click **Subscribe**.



3. Enter your full ITA email address (*firstname.lastname@trade.gov*) and click **Next**.

If a “Pick an account” prompt opens, select your trade.gov account from the list.



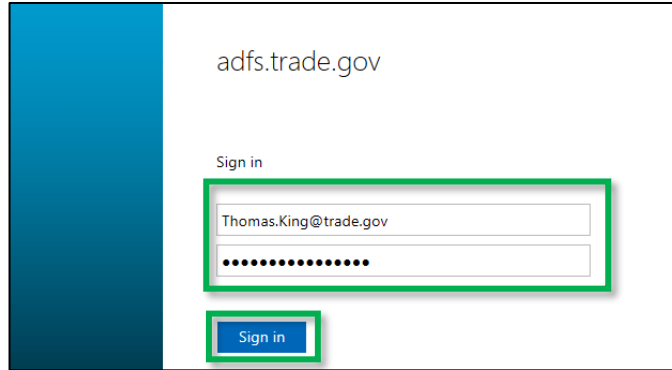
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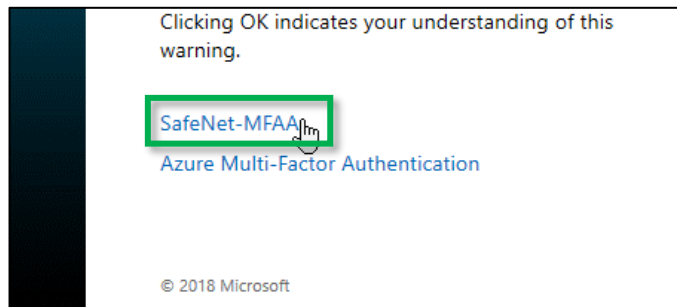
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4. Enter your ITA credentials (username/password) and click **Sign In**.



5. If prompted, click the link for your Multi-Factor Authentication (MFA) token (this will be **SafeNet-MFAA** for most users).



6. When prompted, provide your multi-factor authentication (MFA) credentials (SafeNet token or Azure MFA Authenticator app) as you normally do when accessing ITA resources remotely. If a "Stay signed in to all your apps" prompt appears, click **No, sign in to this app only**.



7. In the Remote Desktop app, under the "ITA Standard User Pool" heading, double-click on the **VDI Pool 1** icon.

NOTE: Once you complete steps 1-6 for the first time, you will not need to repeat them, and can sign into WVD beginning with this step.



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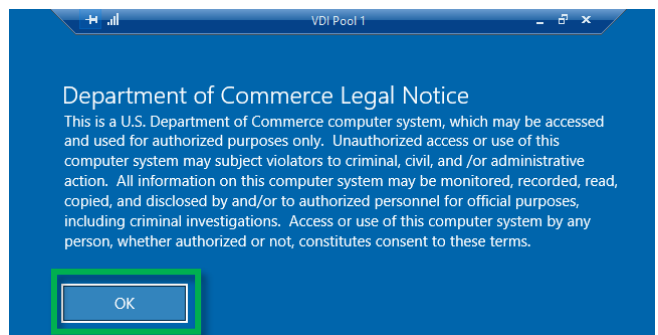
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8. Enter your ITA password and click **OK** to sign into WVD.

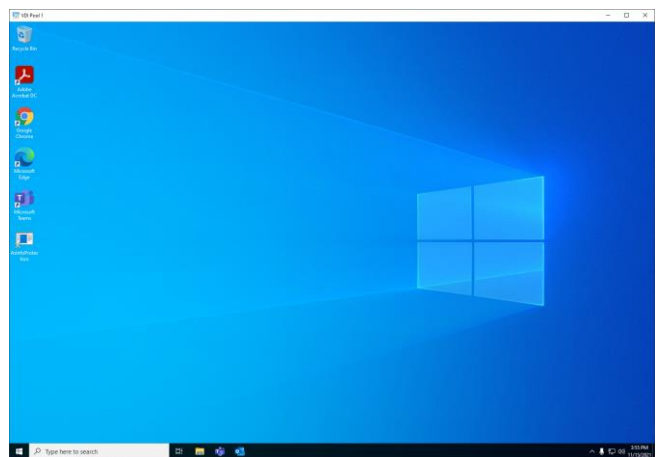
NOTE: WVD requires a stable internet connection to maintain connectivity with the server. If your connection is inconsistent, you may receive a “The remote resource ended the connection” error. If this occurs, simply sign back into WVD.



9. The “VDI Pool 1” window will open and display the Department of Commerce Legal Notice. Click **OK**.

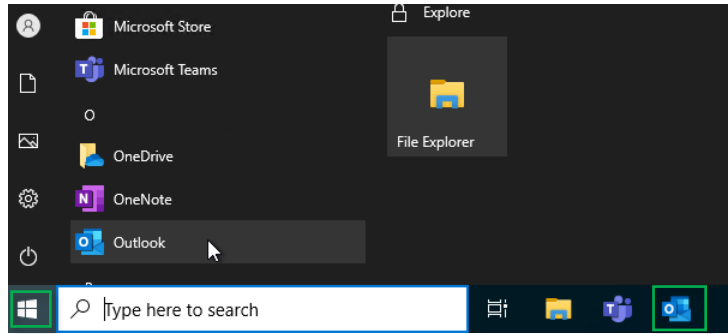


10. After a few moments, the WVD Windows Desktop will load in the “VDI Pool 1” window. It may take several minutes to load the first time.



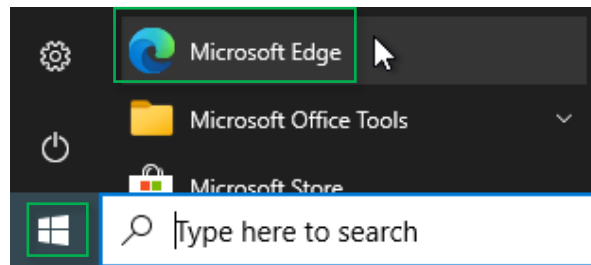
How do I access ITA email in WVD?

1. Open the Windows start menu and launch **Outlook** (or click on the pinned icon in the taskbar).
2. If this is your first time launching Outlook in WVD, a prompt will appear showing your trade.gov email address; click **Connect** to continue.
3. After a moment, an “Account successfully added” message will display. Uncheck “Set up Outlook Mobile on my phone, too” and then click **Done**.
4. After moment, Outlook will open and display your ITA mailbox.
***NOTE:** Outlook may be slightly unresponsive the first time you open it in WVD while it finishes loading your mailbox.*



How do I access ITA SharePoint Online in WVD?

1. Open the Windows start menu and launch **Microsoft Edge**.
2. If this is your first time launching Edge in WVD, a “Welcome to the new Microsoft Edge” prompt will open. Click **Complete setup**. Adjust your new tab page as desired and click **Confirm**. Click **Confirm** once more to enable syncing with your trade.gov account.
3. Navigate to <https://itaisinternationaltrade.sharepoint.com/sites/itacentral> and enter your ITA email address, then click **Next**. The ITA Central SharePoint page will open.



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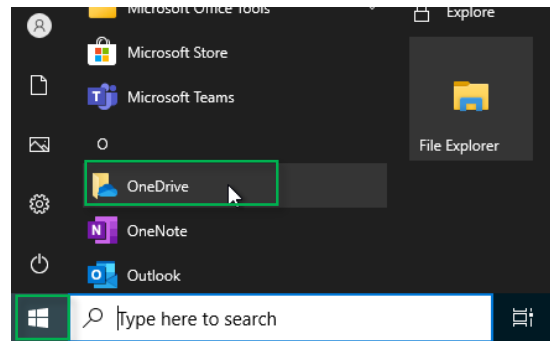
How do I access my ITA files in WVD?

1. Open the Windows start menu and click **OneDrive** (or click the pinned icon in the taskbar).

NOTE: If a “OneDrive isn’t signed in” prompt displays, click **OK** (you will not need to enter any credentials).

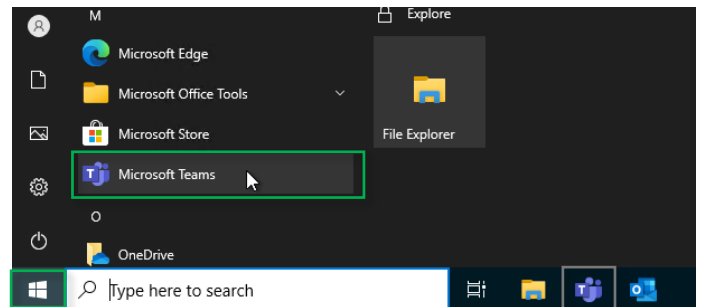
2. A File Explorer window will open and display your “OneDrive - International Trade Administration” folders.

NOTE: OneDrive will automatically sync files saved in any WVD folder **except** the Downloads folder. If you save anything into the Downloads folder during your WVD session and want it to be preserved for future sessions, move it into a different folder (e.g., Documents).



How do I use Microsoft Teams in WVD?

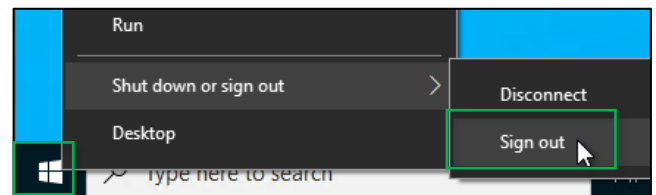
1. Microsoft Teams will automatically load and sign in at startup. To open it, open the Windows start menu and click **Microsoft Teams**, or click the icon in the taskbar.
2. In the Teams window, click the ... icon next to your profile picture in the upper right corner to open the menu, then click **Settings**.
3. In the Settings window, click **Devices**. Select the **Speaker, Microphone, and Camera** that you want to use (if available) from the drop-down menus. If possible, arrange to test Teams video and voice colleague with a colleague to confirm everything is working properly.



How do I sign out of WVD?

1. Right click on the Windows start menu button, select **Shut down or sign out**, then click **Sign out**.
2. After a moment, the WVD window will close, disconnecting your WVD session and signing you off. You may close the Remote Desktop window if it is still open.

NOTE: For security, you will be automatically signed out of WVD if you are inactive for more than 15 minutes. If you sign back in within 3 hours of being signed out for inactivity, you can return to your session and continue working on any files you had open before being signed out; after 3 hours, your session will be terminated. Always remember to save your files frequently.



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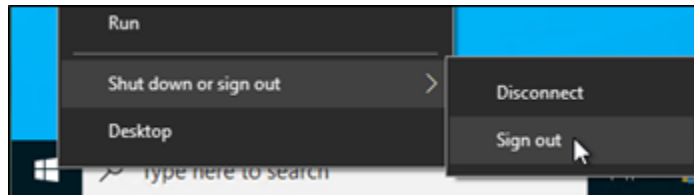
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Troubleshooting, Limitations, and Known Issues

- 1) *"The remote resource ended the connection"* error
 - a) Sometimes occurs if internet connection is unstable while using WVD, disconnecting you.
 - b) You should attempt to sign back into WVD; your session should be preserved for up to 3 hours.
- 2) Sign in prompt for Office 365 applications (Microsoft Teams, Outlook, OneDrive, etc.) appears after WVD sign-in
 - a) Sometimes occurs with users configured for Azure Multi-Factor Authentication (MFA) if Single Sign-On (SSO) fails.
 - b) The first Office 365 app to open when the WVD desktop loads (usually Microsoft Teams) will prompt you to authenticate with Azure MFA.
 - c) You should authenticate with Azure MFA as you normally do when signing into ITA resources remotely. When the "Approve sign in request" prompt displays on your smartphone, open the Microsoft Authenticator app notification and tap **APPROVE**.
- 3) Some enterprise applications and features are not available in WVD
 - a) WVD is intended as a backup remote access solution in situations where ITA users do not have access to their ITA GFE laptop with Cisco AnyConnect VPN connectivity. It provides a virtual desktop experience with versions of many useful enterprise applications (Outlook, Teams, Office, etc.) but is not meant to replace the functionality a fully-equipped ITA workstation. WVD is **not** intended for everyday usage.
 - b) If you believe that a specific application or feature missing from WVD is essential to your work, you are invited to submit a [Capability Request](#).
- 4) All other issues
 - a) If you encounter any other issue with WVD not mentioned in this guide, try signing out and signing back in again.
 - b) **Right-click** the Windows start menu button, select **Shut down or sign out**, then click **Sign out**. (This method will ensure that your active session is completely terminated before you proceed.)



- c) After you have finished signing out, sign back in again following the instructions on page 4.
- d) If this does not fix the issue, please consider switching to an alternative remote access method, such as Cisco AnyConnect (if you have access to an ITA laptop) or Office 365.
- e) You may also contact the ITA Customer Support Center (CSC) for assistance using the contact information at the bottom of the page.

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