



Health Services
LOS ANGELES COUNTY

DHS VIRTUAL DESKTOP INFRASTRUCTURE (VDI)

DHS Workforce External/Remote Users

About VDI

Virtual Desktop Infrastructure (VDI) platform delivers virtualized desktops and applications through a single platform, giving end users access to all of their Windows and network resources in a unified workspace

*By Enterprise VDI Team
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Note: The **responsiveness of your VDI session** will be influenced by many factors, including the quality of the **network connection**. Examples include **internet service provider and network performance** issues, **local computer responsiveness**, **wireless signal quality**, among many other possibilities, all of which are beyond the control of DHS. **Omnissa** is the new VMware End-User Computing (EUC).

Download Omnissa Horizon Clients for Endpoint Devices

 Windows PDF	 Mac OS PDF	 Linux Deb64bit RPM 64bit PDF
 Android PDF	 iOS PDF	 Chrome Devices PDF

Installation Guide

1. Download and Install Omnissa Horizon View Client version 8.x for Windows, locate (Download Folder) and launch the installer file to begin the Client Setup.
2. Click on **Agree & Upgrade** box to proceed.

— ×



Version 2412

You must agree to the [Privacy Agreement](#) and [General Terms](#) before you can install the product

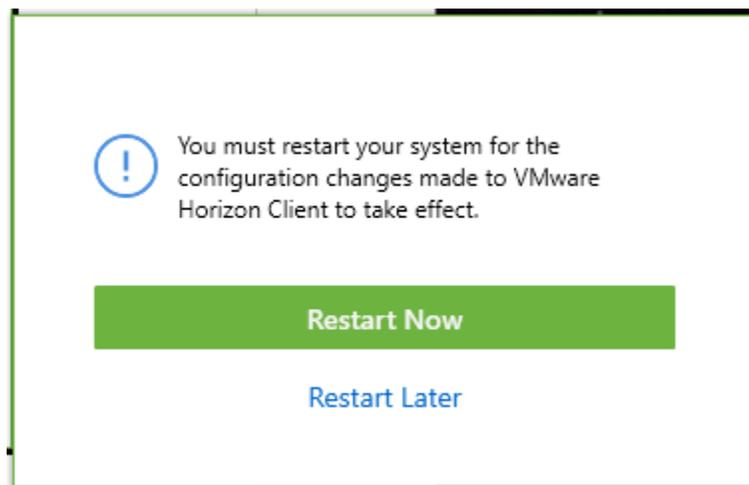
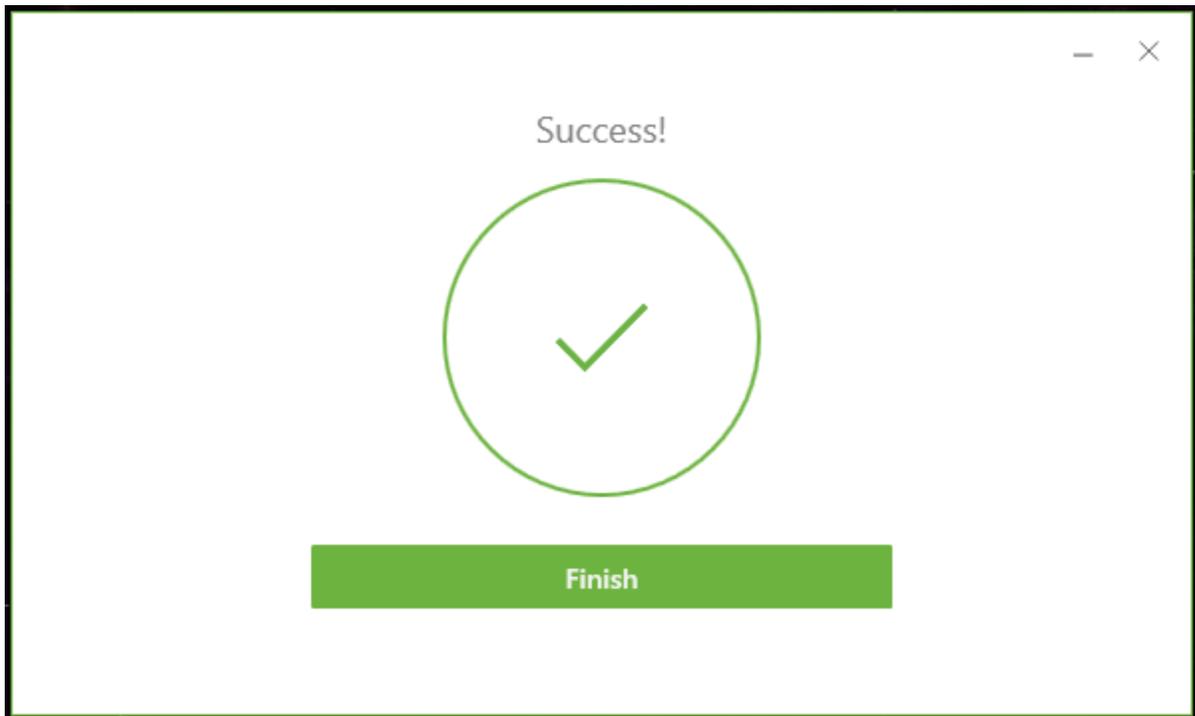
Agree & Install

[Customize Installation](#)





- Completed the Omnissa Horizon Client Setup Wizard: Click **FINISH** to complete.



- Click **Restart Now** or click **Restart Later** to plan to manually restart later.
- Launch Internet Browser (Edge/Chrome/Firefox/Safari/etc...) enter the following URL:
<https://mydesktop.dhs.lacounty.gov>
- Omnissa Horizon page will prompt to select **Native Client** or **HTML** (image below).



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- Click on the radio button to **Check here to skip this screen and always use Native Client.**
- Click **Launch Native Client** to continue.

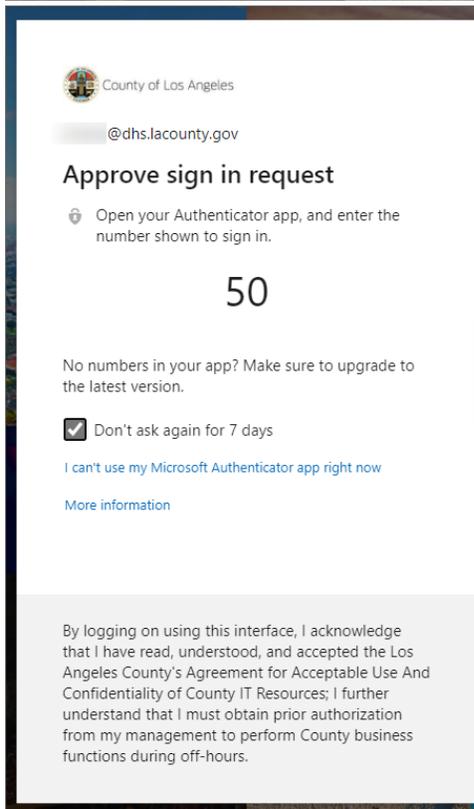
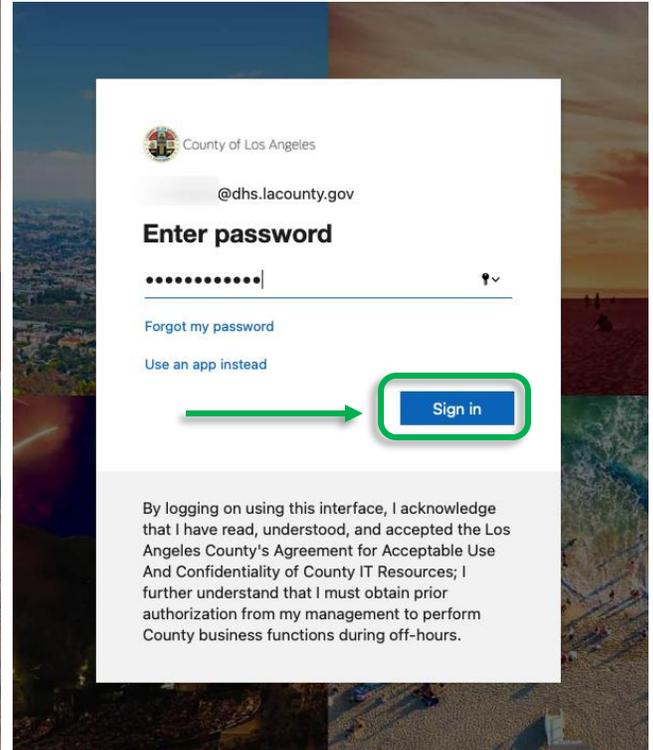
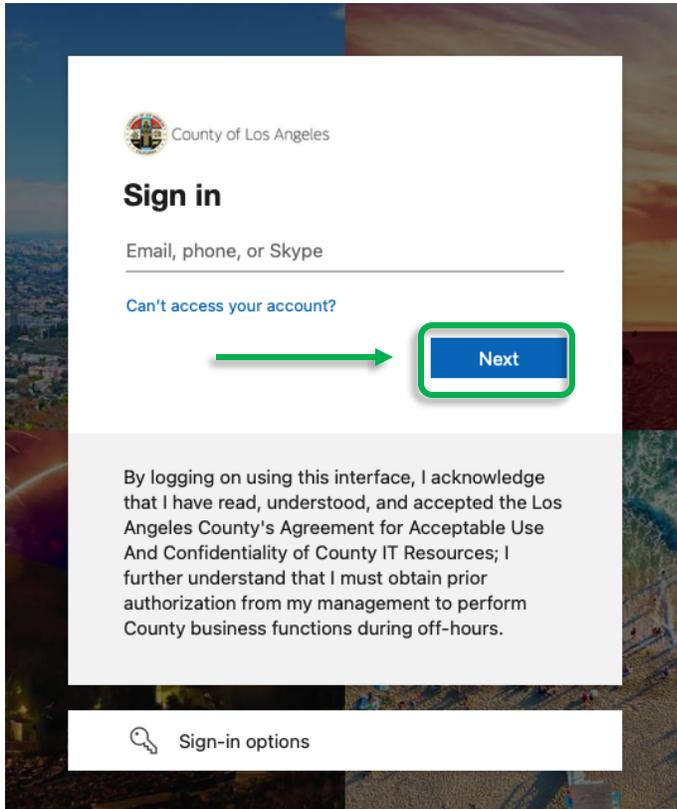
(Do not select **HTML**, this option has limited features and **NO SUPPORT FOR AUDIO/VIDEO**

If you do not have Omnissa Horizon Client, you can [Click Here to Download Omnissa Horizon Client.](#)

The screenshot shows a web browser window at the URL `mydesktoppdc1.dhs.lacounty.gov`. The main content area displays the VMware Horizon logo and the text: "You can connect to your desktop and applications by using the VMware Horizon Client or through the browser. The VMware Horizon Client offers better performance and features." Below this, there are two radio button options. The first option, "Launch Native Client", is selected and highlighted with a green box and a blue arrow. The second option, "VMware Horizon HTML Access", is crossed out with a red circle and a red 'X'. A green arrow points to the "Check here to skip this screen and always use Native Client." text next to the selected option. Another green arrow points to the "Click Here to Download VMware Horizon Client" link at the bottom of the screen. At the very bottom of the page, there are two links: "To see the full list of VMware Horizon Clients, click here." and "For help with VMware Horizon, click here."



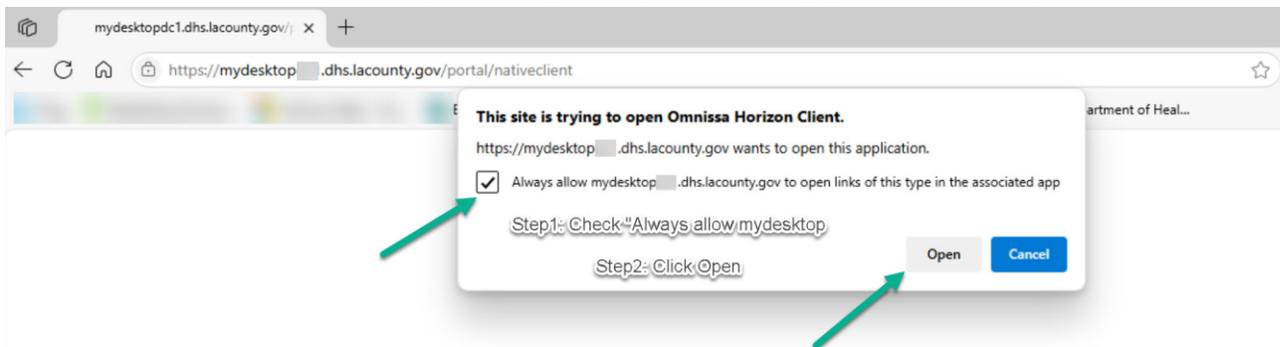
- Next, it will take you to Sign-In page for MFA (Multi-Factor-Authentication) – Enter your **email address** (email@dhs.lacounty.gov), then click **Next**. Enter password, click **Sign in**



Go to iPhone or Device to Approve Microsoft Authenticator



7. This site is trying to Open **Omnissa Horizon View Client** – To default and always use **Omnissa Horizon View Client**, place a check mark to “Always allow mydesktop.dhs.lacounty.gov and select “**Open**” to continue.



Loading Horizon client...



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8. DHS VDI Pool Entitlement(s).

Omnissa Horizon Client

Client

- All
- Favorites

Help

About

Software Updates

Settings

Disconnect

You have one or more remote applications running. Would you like to open them now?

Don't show this message again.

[Open applications](#) [Not now](#)

<https://mydesktopdc1.dhs.lacounty.gov>

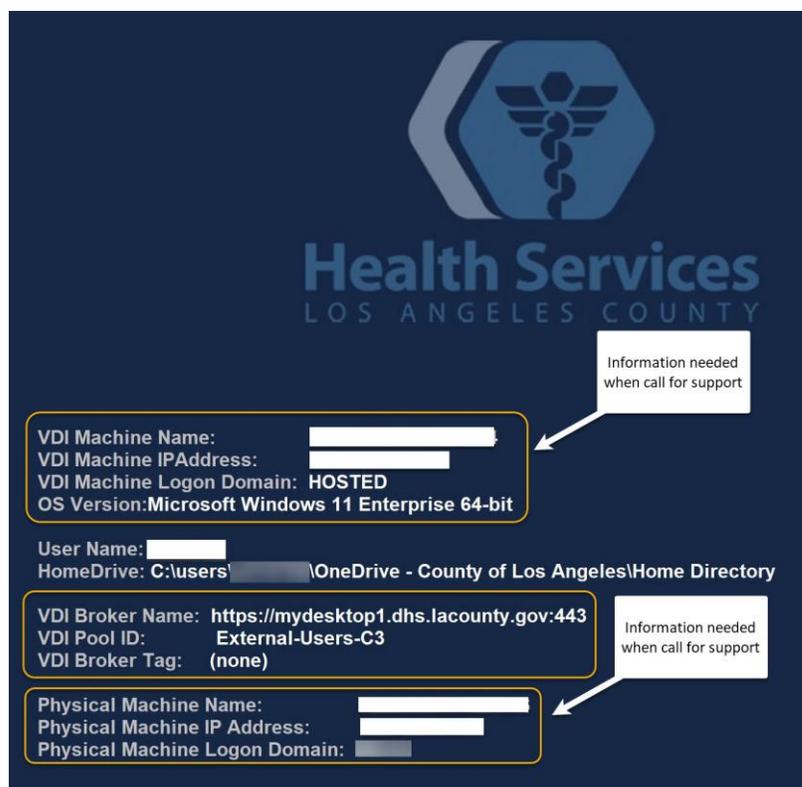
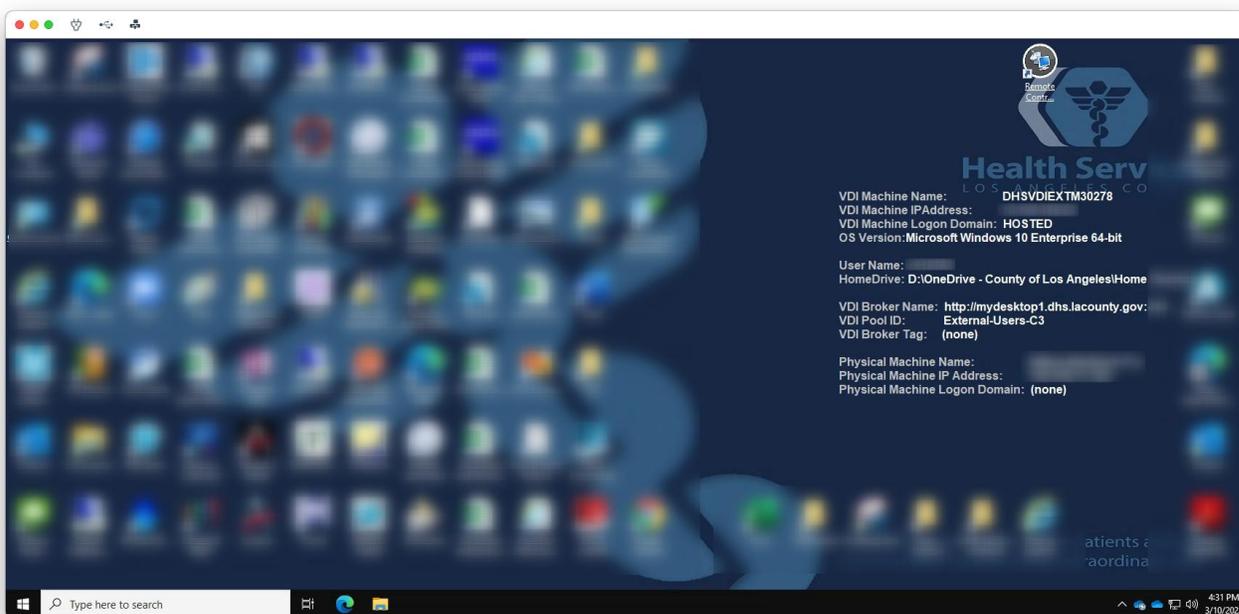
External DHS Workforce



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9. DHS VDI Pool ready...





VDI External Access

The VDI service is available externally to authorized users. However, there are a couple of things to keep in mind that might limit your use.

The DHS external VDI portal provide access to any DHS workforce member that needs to work remotely. The VDI session will automatically lock if the session has been inactive (no keyboard or mouse movement) for 10 minutes. Inactive sessions will be logged off after 1 hour. Any documents, web pages, or data entry that is not saved when the session is logged off will be lost. All work within the VDI session should be saved and updated frequently to prevent any loss of data.

Q: Who can access VDI externally?

A: Only authorized DHS workforce members with an active eNumber or cNumber can access VDI. Requests for access should be directed to the DHS Enterprise Help Desk.

Q: What if I already have VPN access?

A: You will need to request for VDI external access through the DHS Enterprise Helpdesk.

Q: What web browsers support remote access?

A: Microsoft Edge Chromium, Google Chrome, Mozilla Firefox, Opera and Safari.

Q: I have already enrolled, why am I prompted for a security question?

A: If you are logging in from a new endpoint or location, it may prompt for one of your security questions to validate your identity. You can choose to let it remember the computer from that location, if it is not a public/shared endpoint.

Q: What if I don't see the applications that I normally work on?

A: You will need to open a service request for your local VDI site admin for the missing application. If the application is not available in the VDI environment, the local VDI site admin will need to build it out and validate it with you, and submit the application to the Enterprise VDI (EVDI) team for review.

Q: Can I use Remote Desktop Connection to access my office workstation?

A: Yes, as long as IT Security approves access back to that workstation.

Q: Can I view Video files from HR training?

A: Yes, the virtual channel will redirect any Audio back to your audio speaker.

Q: Can I use Skype/WebEx/Zoom/Microsoft Teams for conferencing?

A: Yes, redirection of Audio/Mic will need to be tested prior to the meeting. Conferencing through VDI is working. But do not use Omnissa Horizon HTML option. This is a limited edition of Horizon HTML Client.

Q: Do I need VDI to check my e-mail?

A: No, you can bypass VDI and check e-mail directly from any web browser by logging in to Microsoft Office 365 at this link: <https://outlook.office365.com/>. You will also need to set up Microsoft Multi-Factor Authentication (MFA), if you choose this method.



Q: Do I need to connect to a VDI desktop to submit a timecard, or access a County Web application?

A: No, you are not required to use a full VDI desktop. Instead, you can use IE or Chrome from the entitlement page. (Check with your local VDI site admin or Enterprise Help Desk team for access.)

Q: Can I print from my VDI session?

A: Yes, as long as your supervisor or manager approve for local redirection printing. (See Devices and Printers)

Network Drives

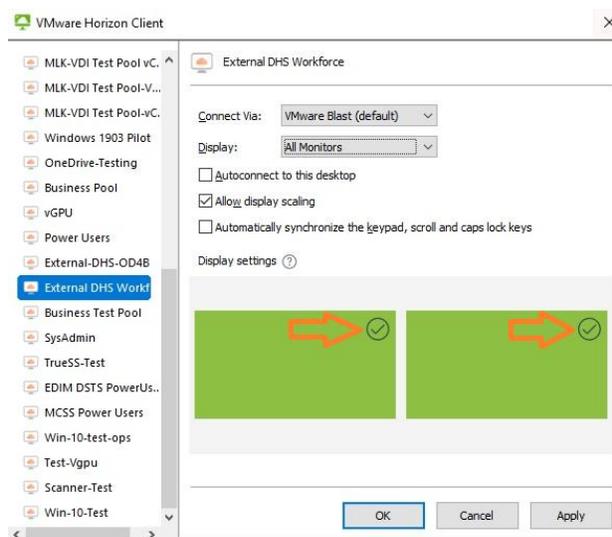
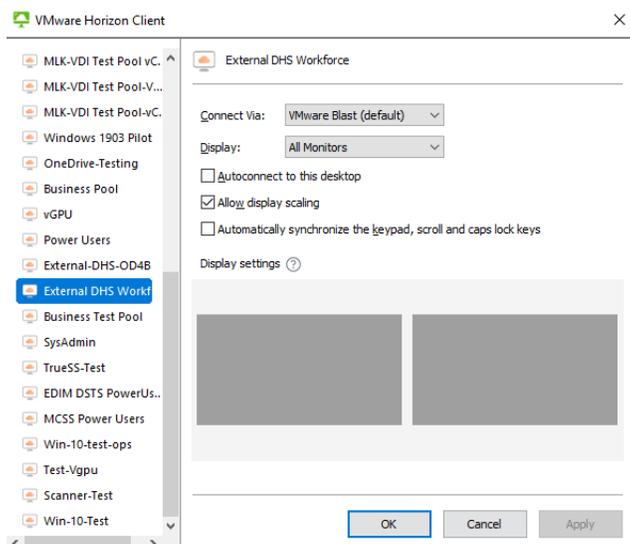
You will be able to view network drives that you have sufficient permissions to access, like your personal H: drive. If you are authorized to access to your department's shared drive (S: drive), you will be able to view that resource as well.

Monitor Support

Q: How many monitors can I use for my VDI session?

A: DHS VDI Sessions can support up to 4 monitors.

Multiple Monitors Supported – Settings will need to apply on the physical endpoint prior to setting up on Omnissa Horizon Client entitlement page.



Q: Does it support 4K monitor?

A: Unfortunately not, due to video card support. The highest supported resolution is 1980x1080.

