



Azure Virtual Desktop (AVD) user guide

Remote Desktop (RD) client app in MAC

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Keywords

AVD	Azure Virtual Desktop
Remote desktop client (RD client)	This is an application to be installed to connect AVD (Azure Virtual Desktop) and other resources (Remote Apps)
Workspace	Workspaces are RemoteApp programs, session-based desktops, and virtual desktops published by your admin using Remote Desktop Services.

1. Introduction

Azure Virtual Desktop (AVD) is a cloud-based desktop and application virtualization solution. Designed to optimize user experience, AVD ensures a consistent Windows environment across all devices. Using a Windows virtual machine (VM) and cloud-hosted applications, AVD empowers users to seamlessly access their digital workspace from any device, enabling unparalleled flexibility and productivity.

1.1. Purpose of this document

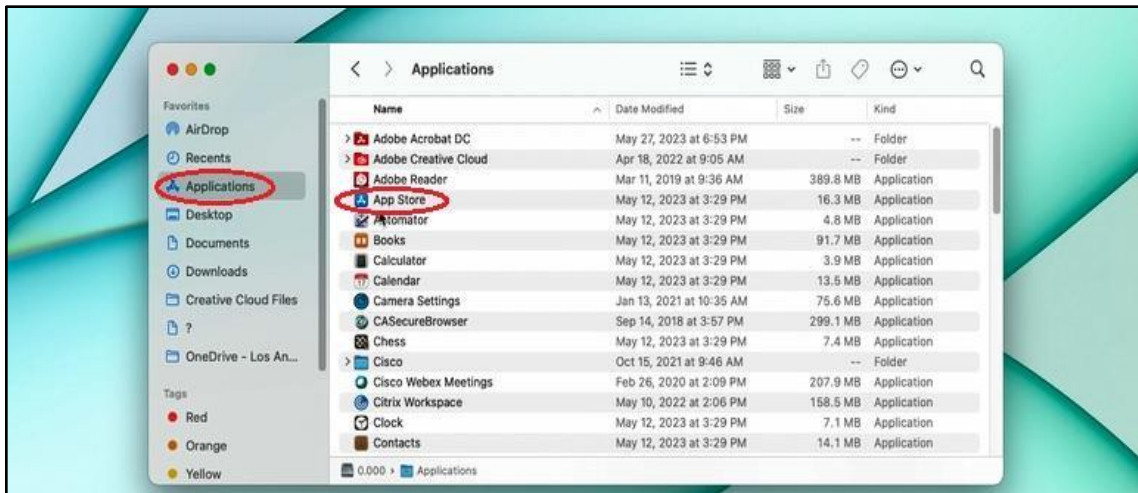
This document will show you how to connect to Azure Virtual Desktop (AVD), using the Remote Desktop Client App. You can use the Remote Desktop app for MAC to work with Windows applications and PCs remotely. Furthermore, this document will enable you to navigate the application and guide you through the usage of detailed step-by-step procedures to start up with Azure Virtual Desktop (AVD), using RD Client.

1.2. Reference Articles

1	What is Azure Virtual Desktop?
2	Connect to Azure Virtual Desktop using the Remote Desktop client for macOS.
3	Use features of the Remote Desktop client for macOS when connecting to Azure Virtual Desktop.
4	Register for a multi-factor authentication (MFA) account.

2. Installing and accessing AVD from the RD client.

Step 1: Go to **Finder** and go to **Applications**. Click on **AppStore**.



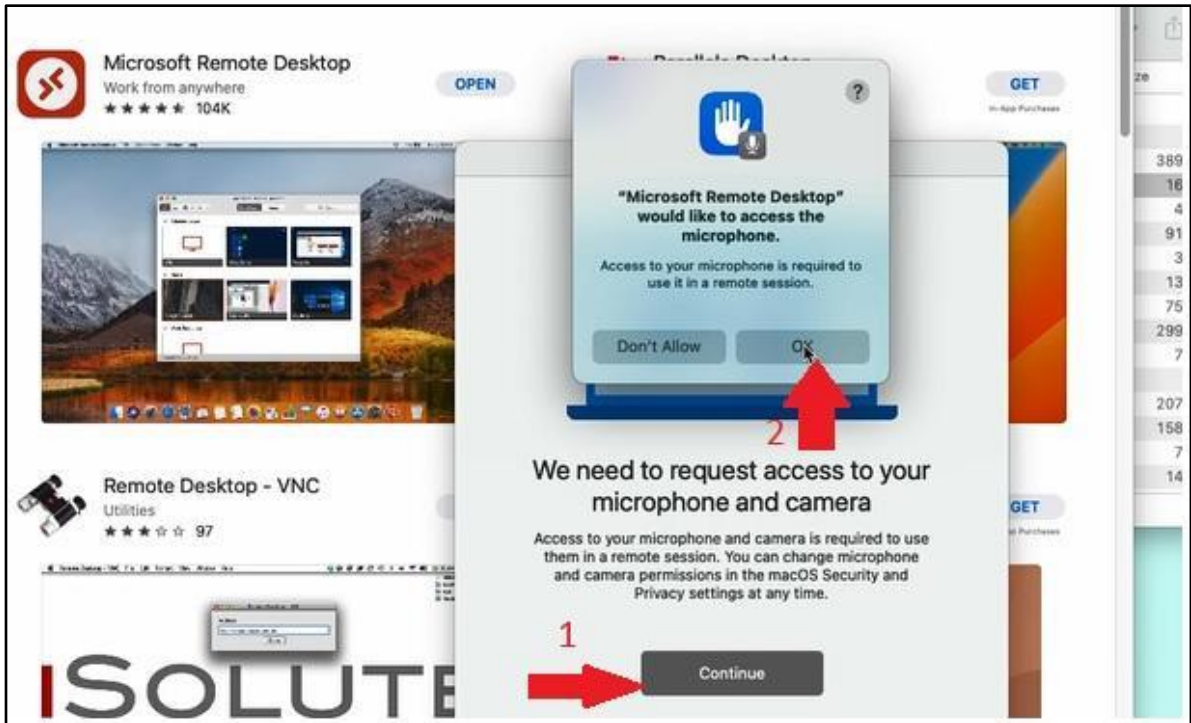
Step 2: Search for **Microsoft Remote Desktop** in the App Store. Proceed to click on the installation button. Please ensure that you are installing the application shown below.



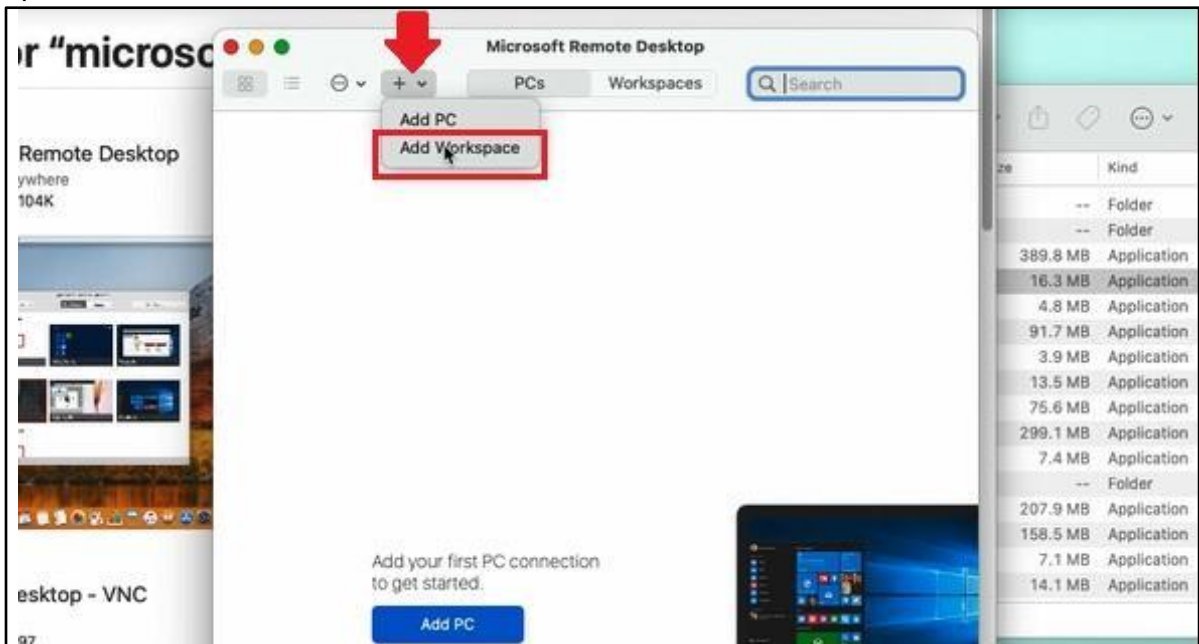
Step 3: After the installation is complete, click on **Open**.



Step 4: If you receive a prompt like the one shown below, please click on **Continue** and **OK** for the next pop-up. This will enable the application to access your microphone.

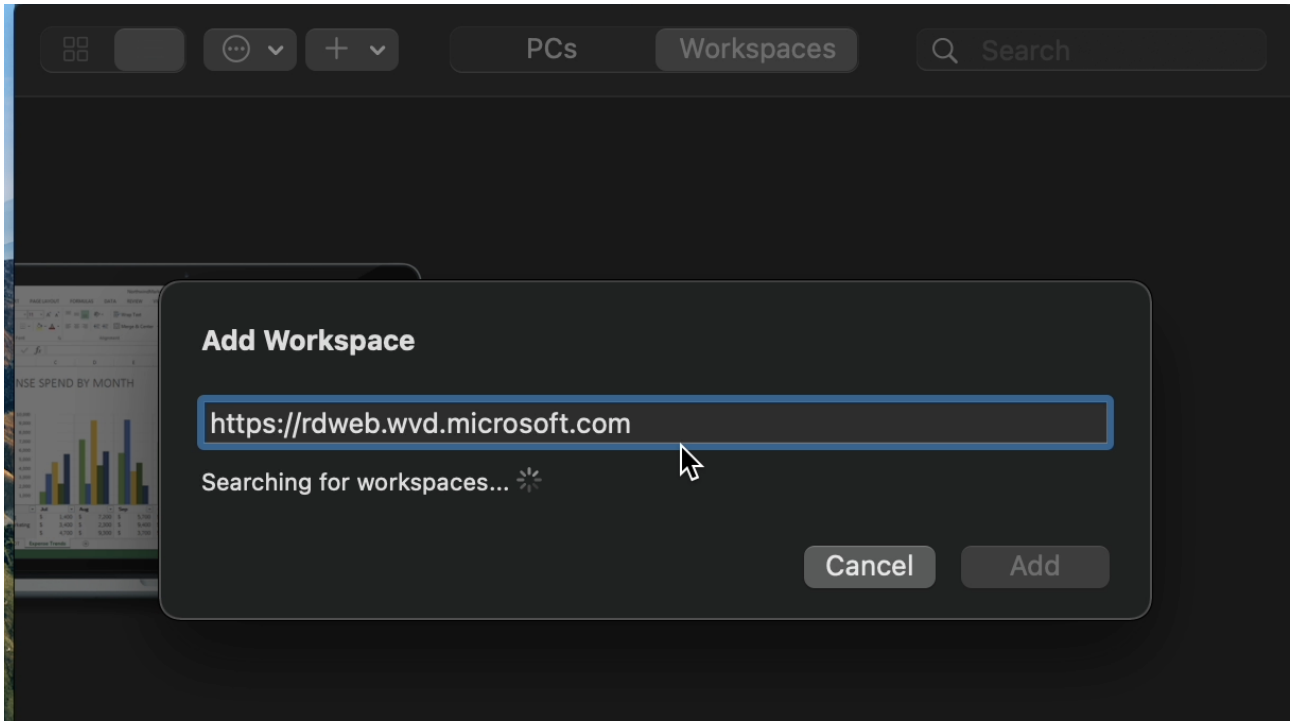


Step 5: The RD client should be displayed, as shown in the image below. Click on + , which will show you two options, **Add Workspace** and **Add PC**. Select the **Add Workspace** option.

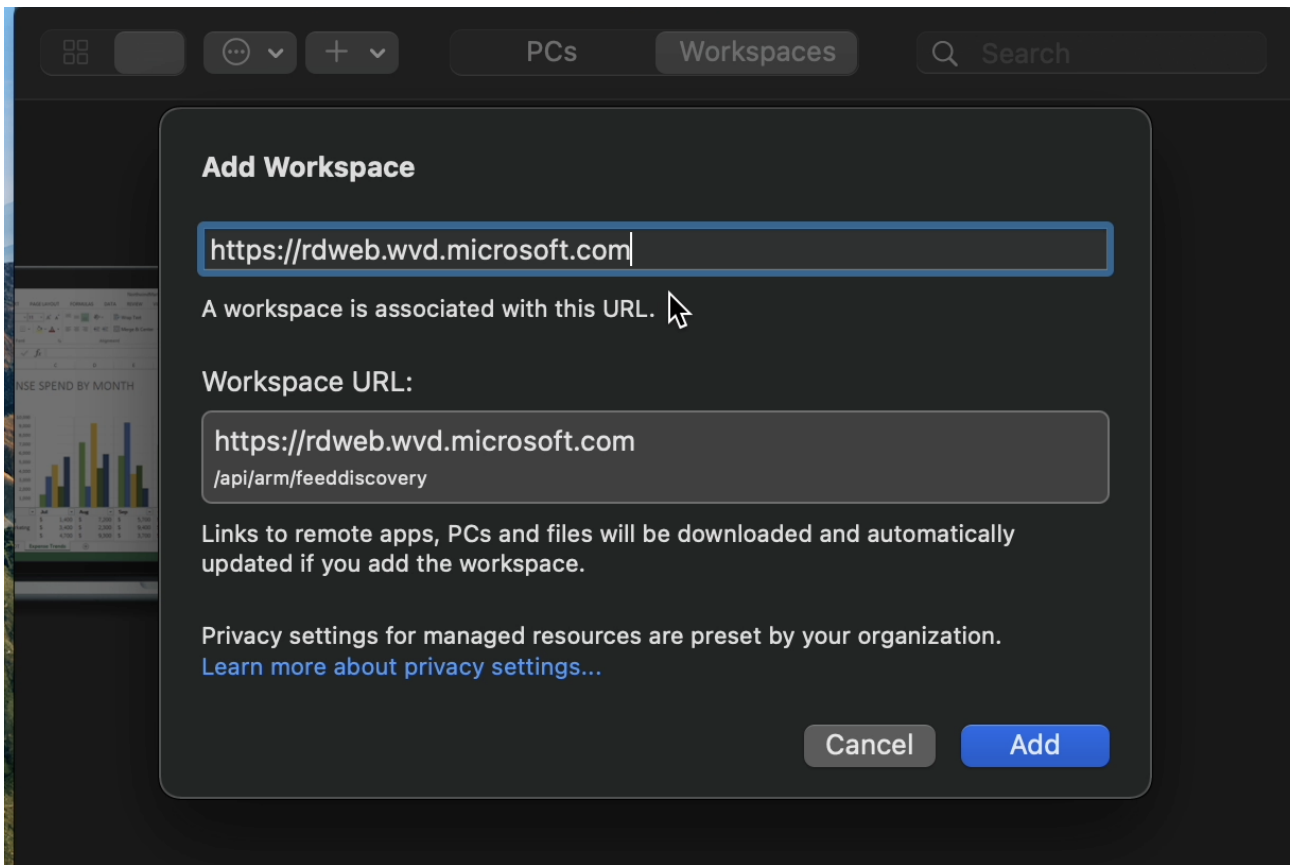


Step 6: Input your LAUSD email and click on **Add**. After this, input your password and log into the workspace.

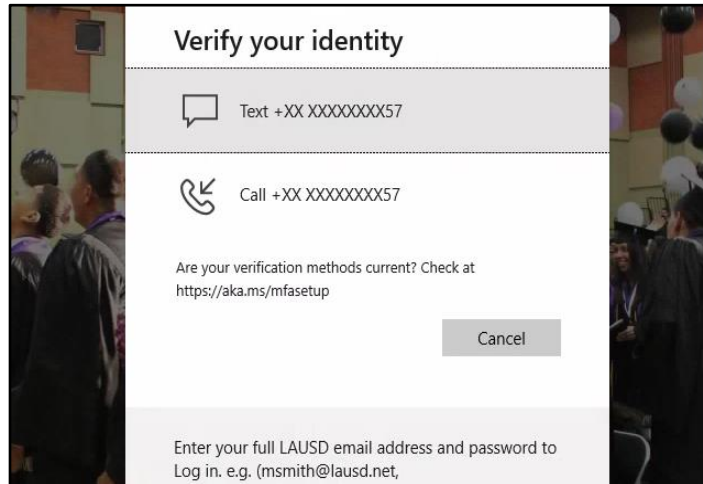
Enter <https://rdweb.wvd.microsoft.com> in below screen



Screen turns out as below, then click Add



Step 7: If the portal asks you to provide **MFA** (Multi factor authentication), please approve the sign in request using your method of choice. This will be a one-time activity.

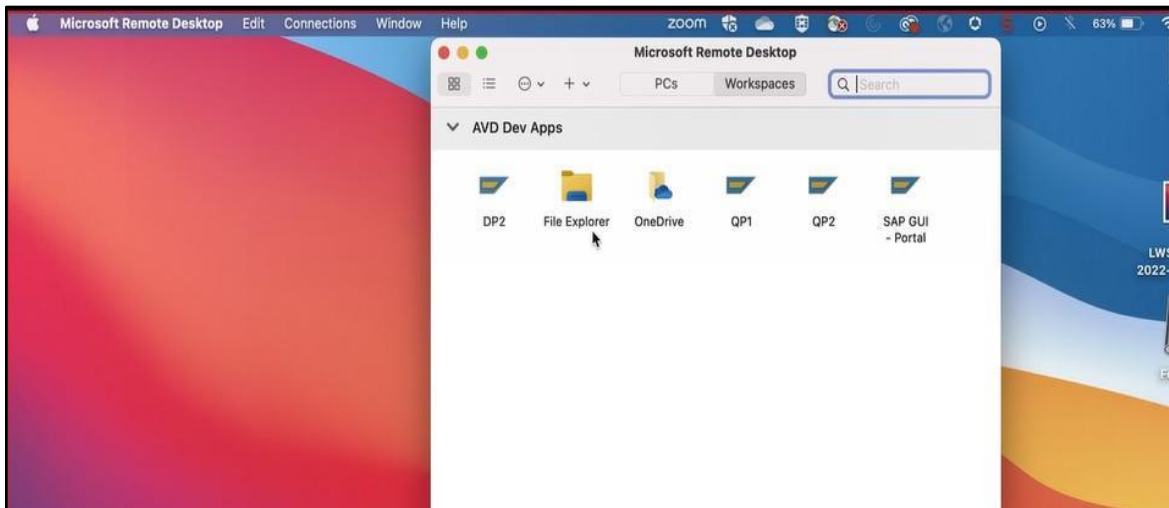


or

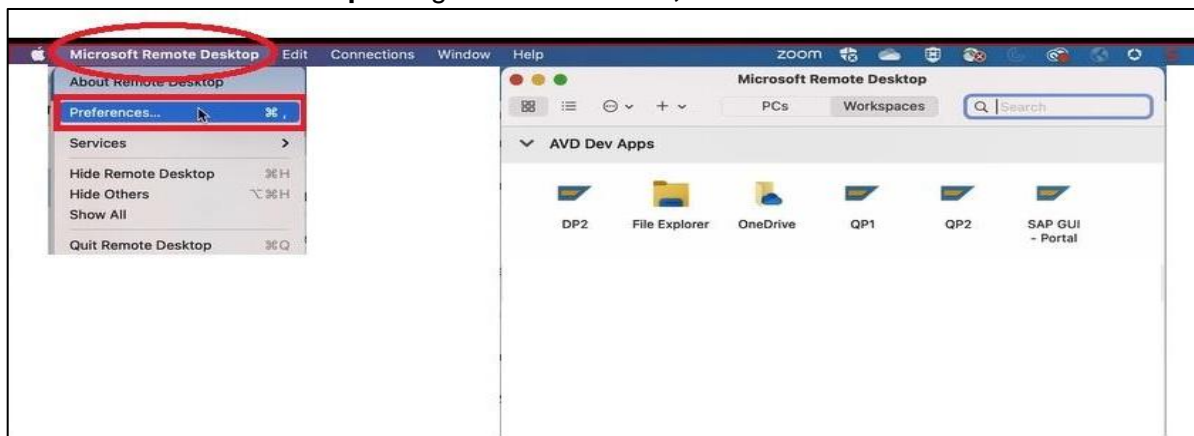


Step 8: After authentication, the workspaces and applications assigned to you will begin to

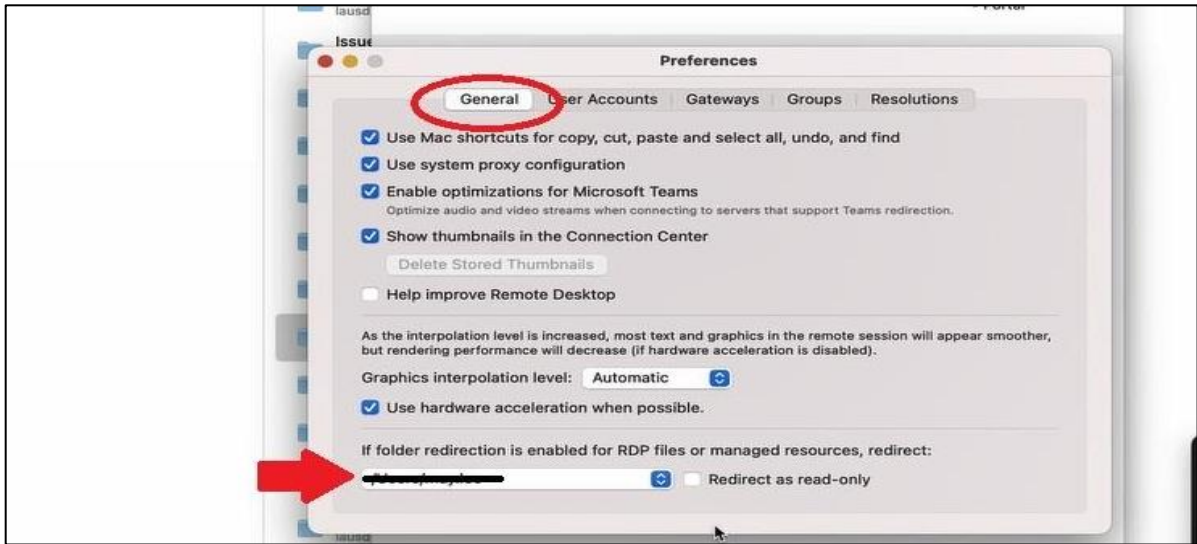
load.



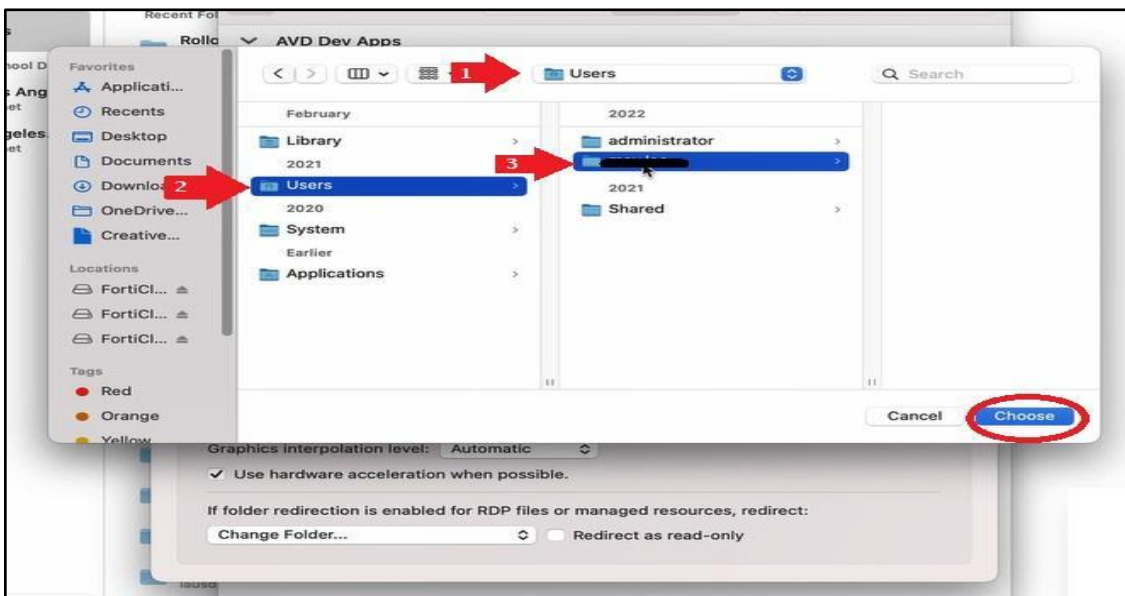
Step 9: Next, we will be setting up the local drive redirection. In order to do so, click on **Microsoft remote desktop** and go to **Preferences**, as shown below.



Step 10: Go to **General** and select the **Choose Folder** option located under folder redirection.

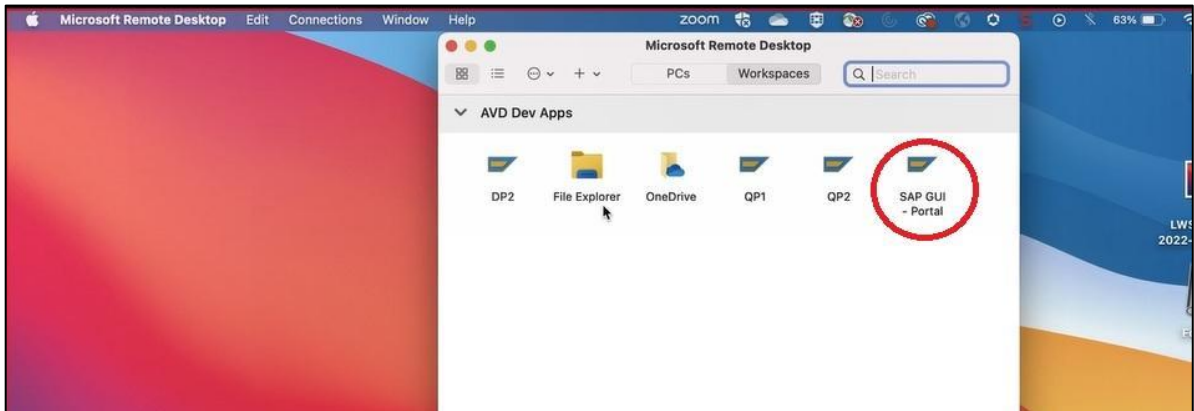


Step 11: Now, you can choose any folder from your local device. However it is recommended to use your user folder. An example of choosing the user folder has been provided below. To choose a folder, select the desired folder and click on **Choose**.

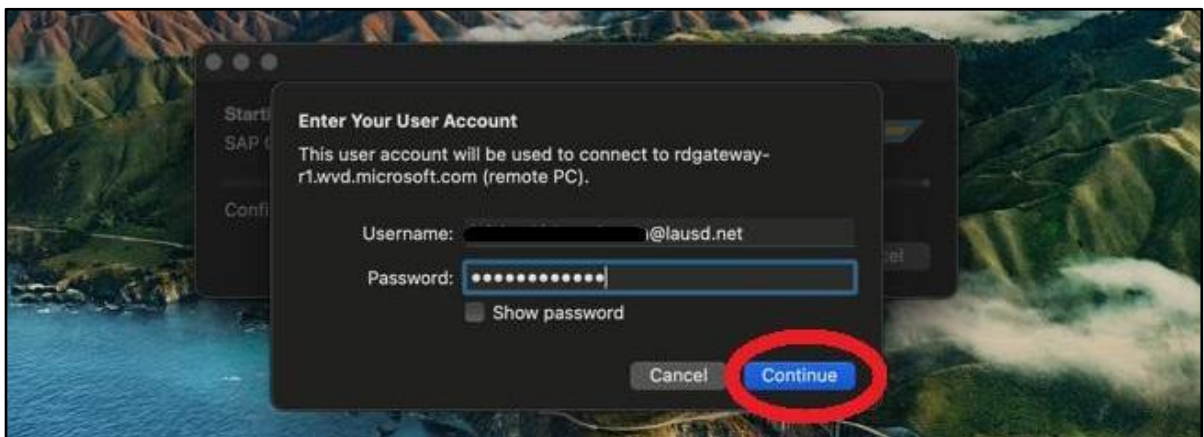


Step 12:
To

open the **SAP GUI-Portal**, double click on the icon.

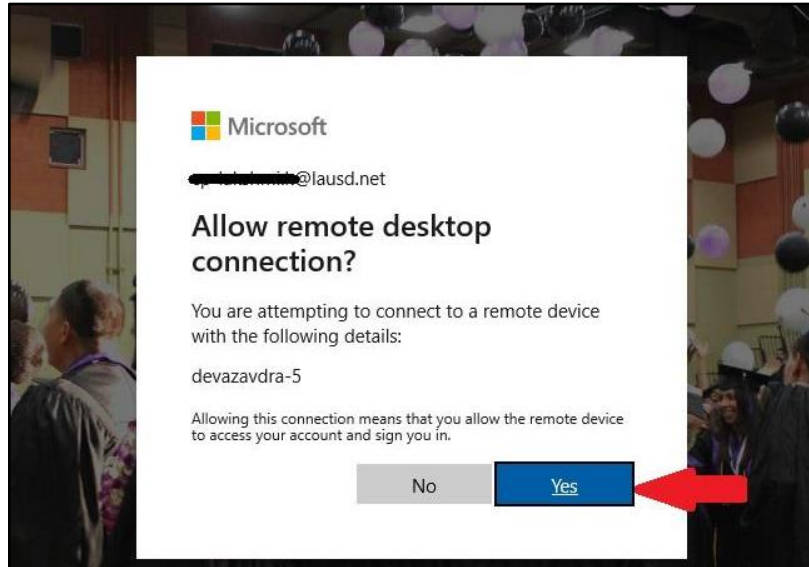


Step 13: Input your LAUSD email and password and click on Continue.



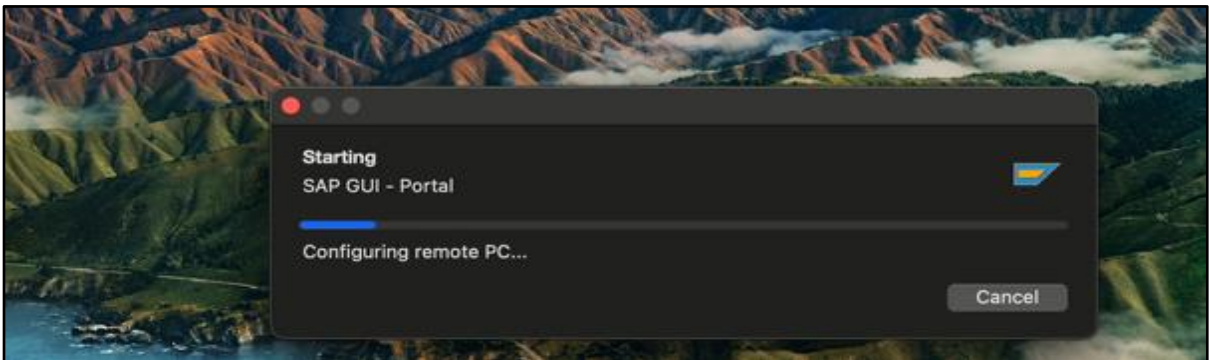
Step 14: Now, you will be able to see a screen with the name of the virtual machine that you will be connecting to in AVD. Click on **Yes** to continue.

Note: You will see a VM name such as **prodazavdra- x**. This is just an indication of connecting to a remote device, and will not lead to any issues with your account. Continue by clicking on Yes.

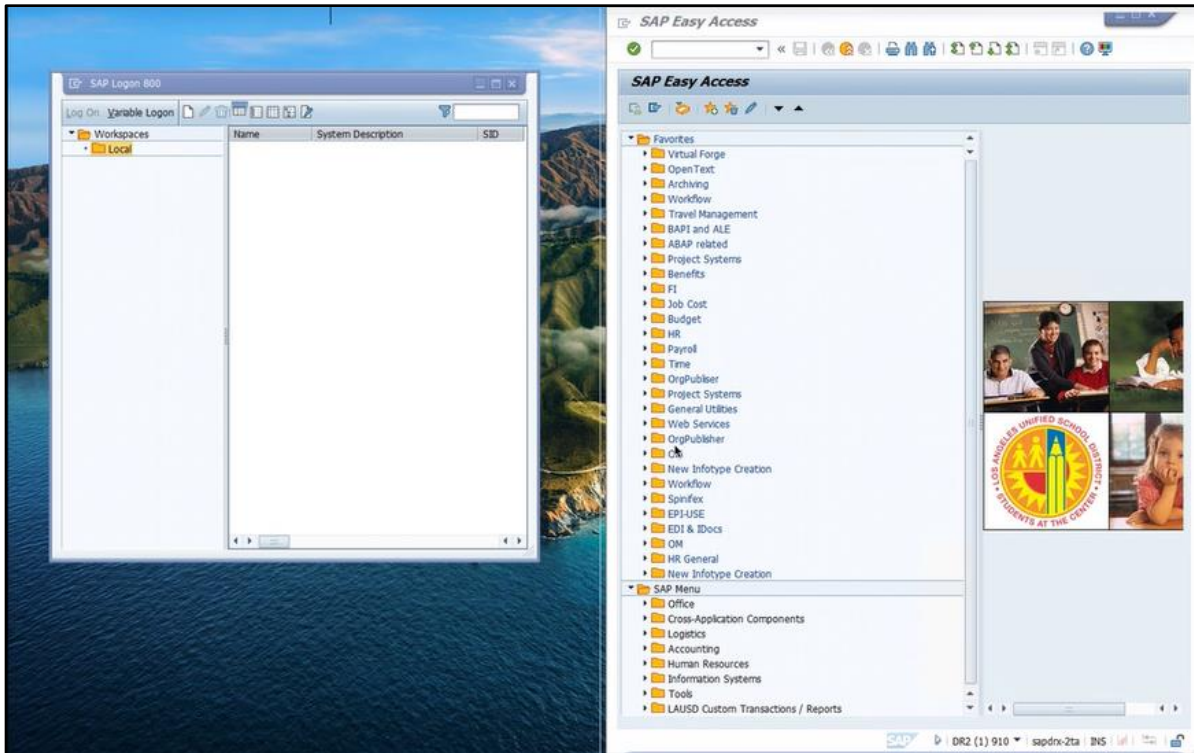


Step 15:
to load your session.

Wait for the client



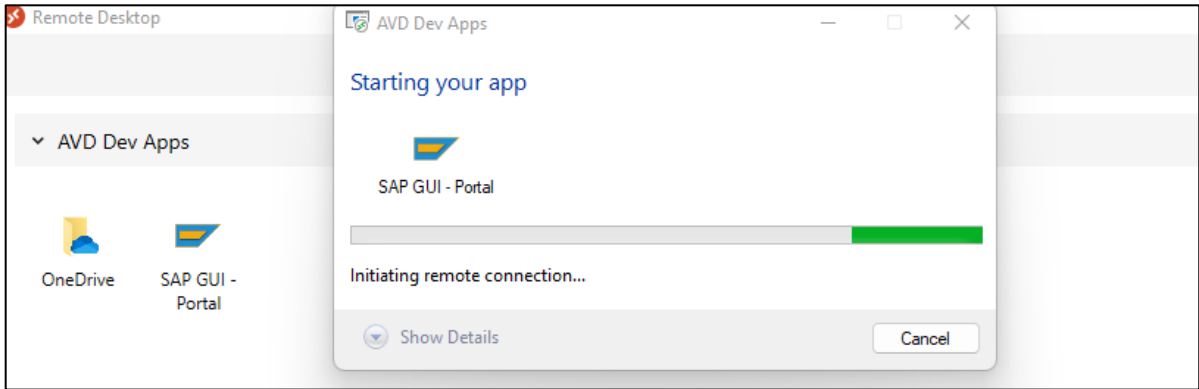
Step 16: Your Remote App will now open.



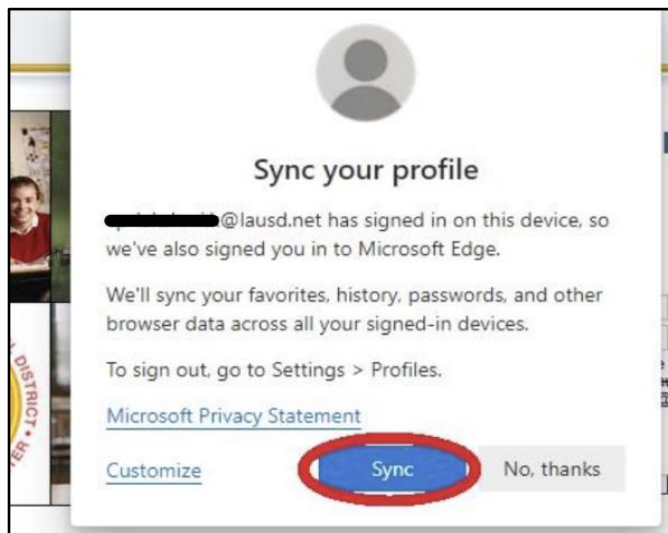
3. Edge browser settings

This section covers settings you can configure in Edge to automatically populate your credentials in AVD.

Step 1: Go to SAP GUI-Portal app.



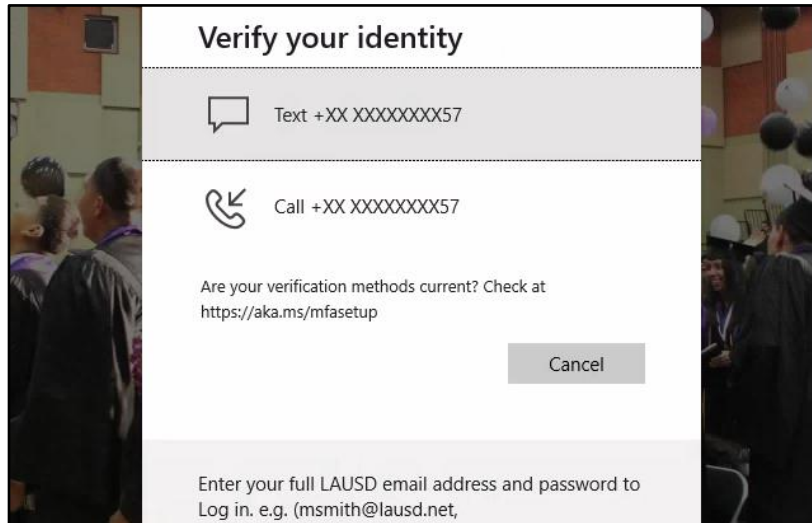
Step 2: First, you have to sync your account with Microsoft Edge (This will be a one-time activity). If you receive the popup displayed below, click on **Sync**.



Another option is to click on **Sign-in** on the edge of the tab towards the right. This will redirect you to a prompt where you have to select **Sign in**.



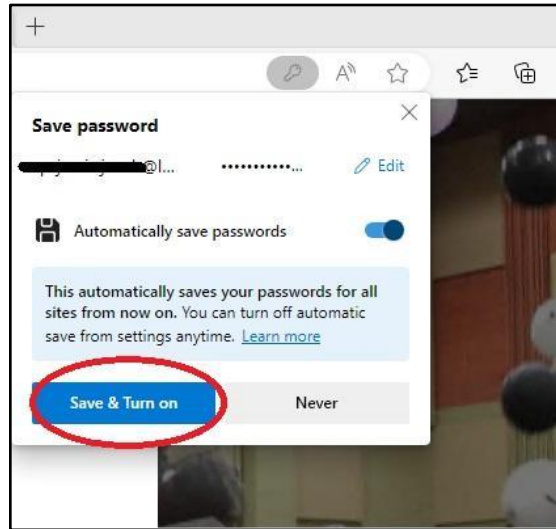
Step 3: If required, provide MFA (Multi factor authentication) using your preferred method.



Step 4: After verification, you will be able to observe that **Sync** is turned on. This means that your browser settings will now be available in AVD.

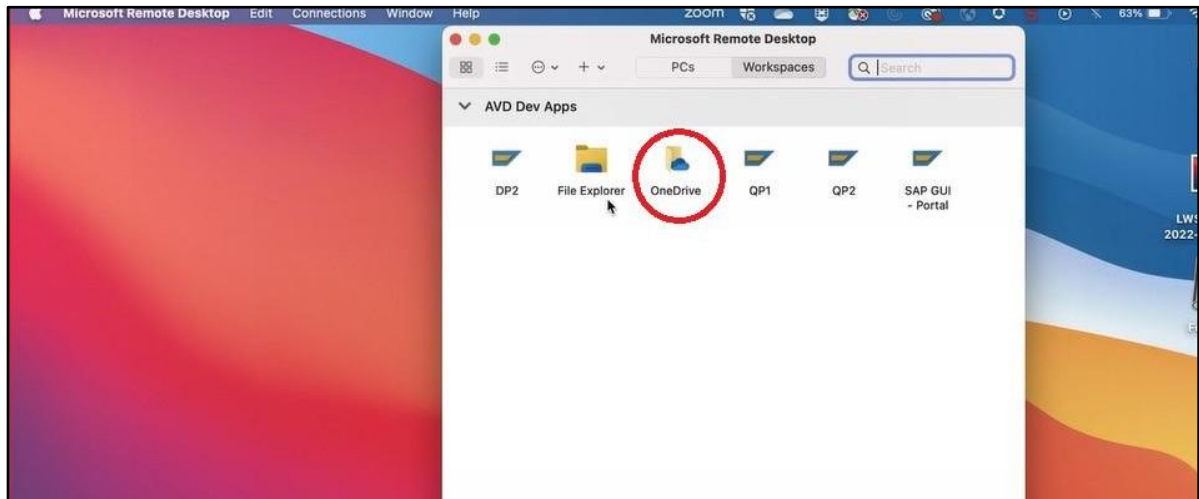


Step 5: You will see a pop-up after entering your credentials (SAP credentials for example). To save passwords to your edge browser settings, enable the toggle named **Automatically save passwords** and click on **Save & Turn on**.

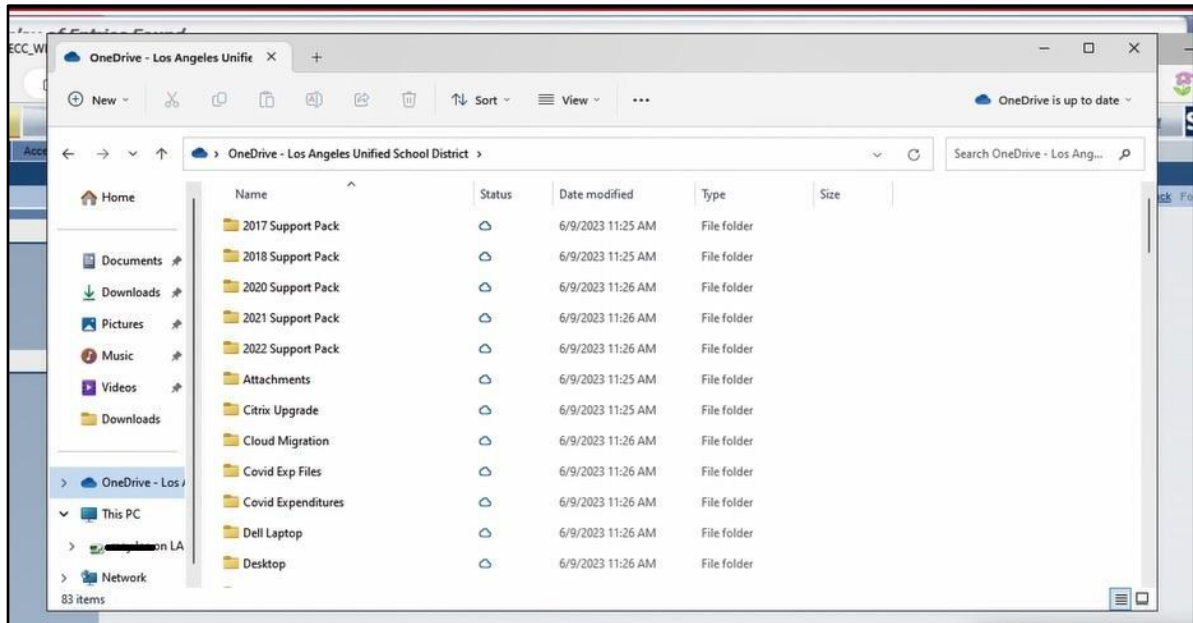


4. Launching multiple applications (OneDrive) using RD Client

Step 1: To open another app simultaneously (for example OneDrive here), go to the RD client app. Now, double click on the application you want to open (For example, OneDrive here). It will not ask for your credentials again.



Step 2: You will be able to see that the OneDrive app has opened in a new window.



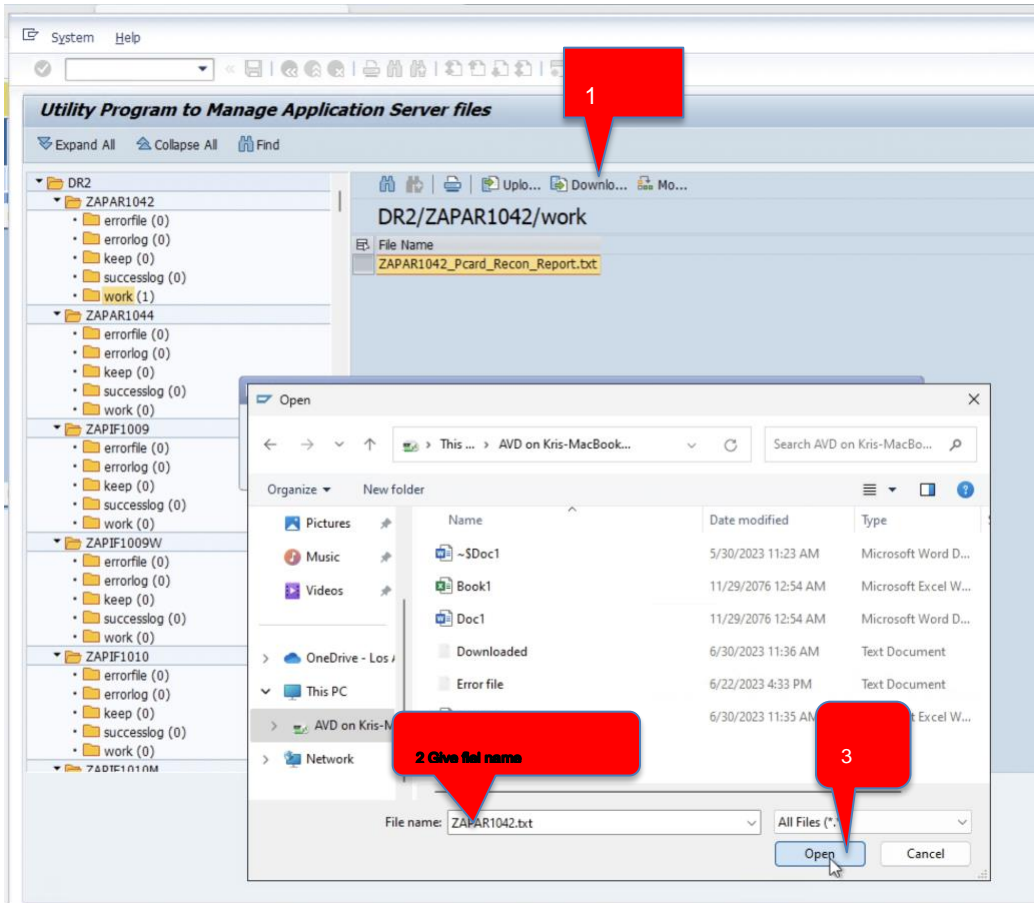
5. Transferring files (Download/ Upload) from SAP via AVD

5.1. Download files from SAP to your local computer

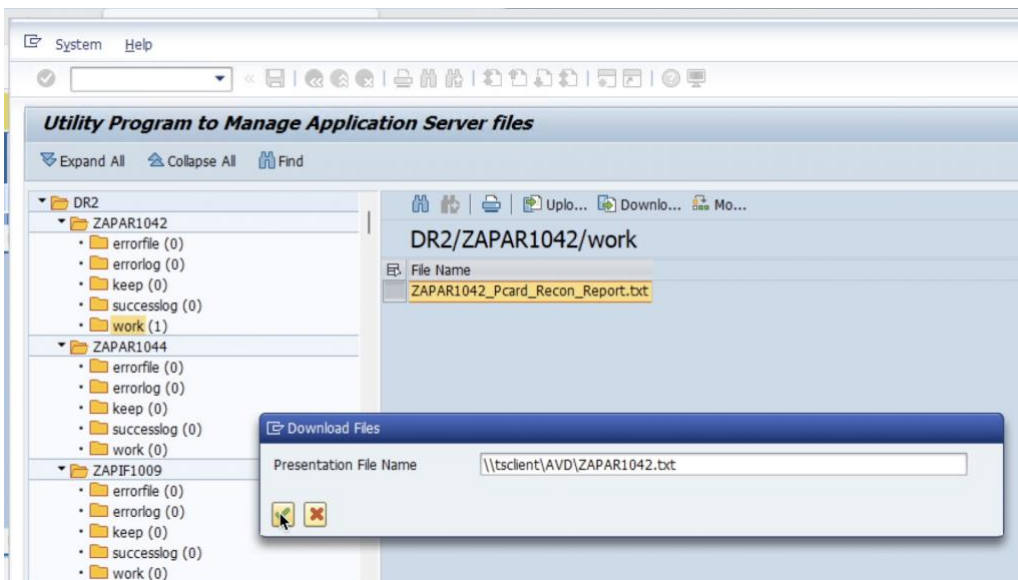
Step 1: Launch any SAP transaction that produces an outbound downloadable file

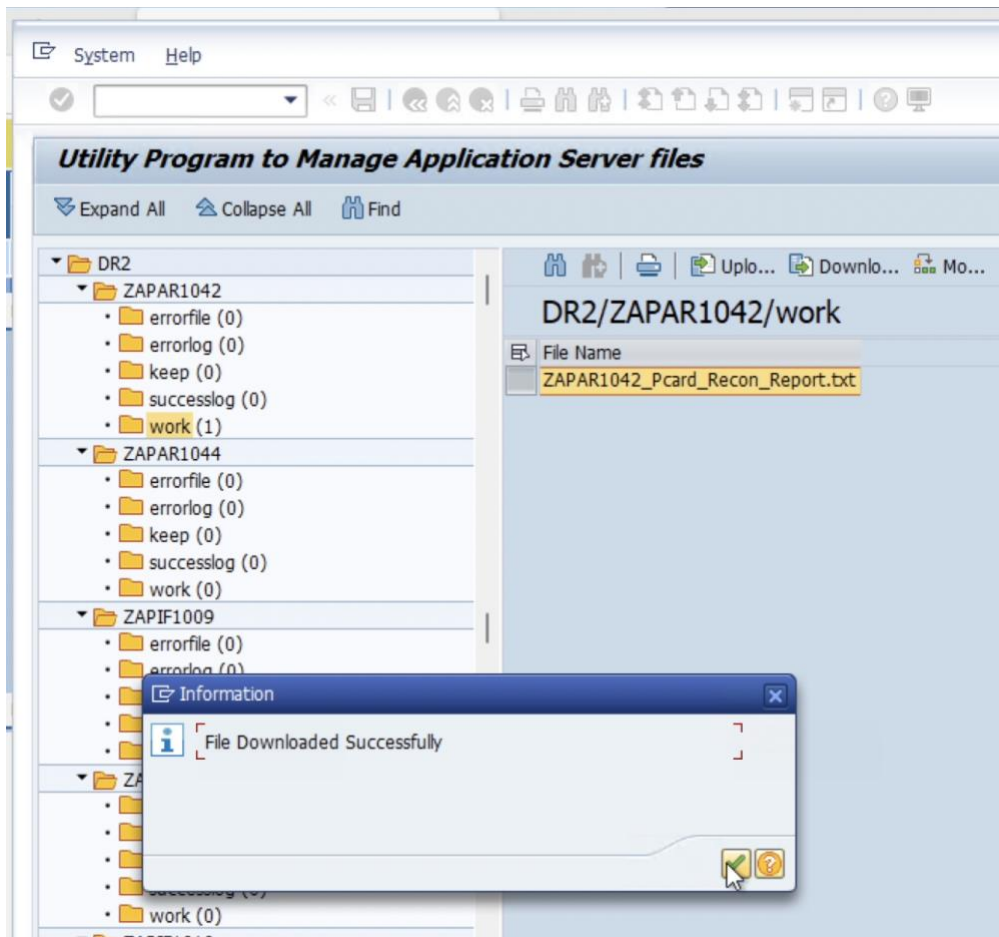
Below is a sample data extract screen from SAP:

Extract from file structure, select a file you would like to download and Press Download.
You must have SAP transaction permissions to perform this action in SAP



File name will be populated on SAP Download Files window as shown below:



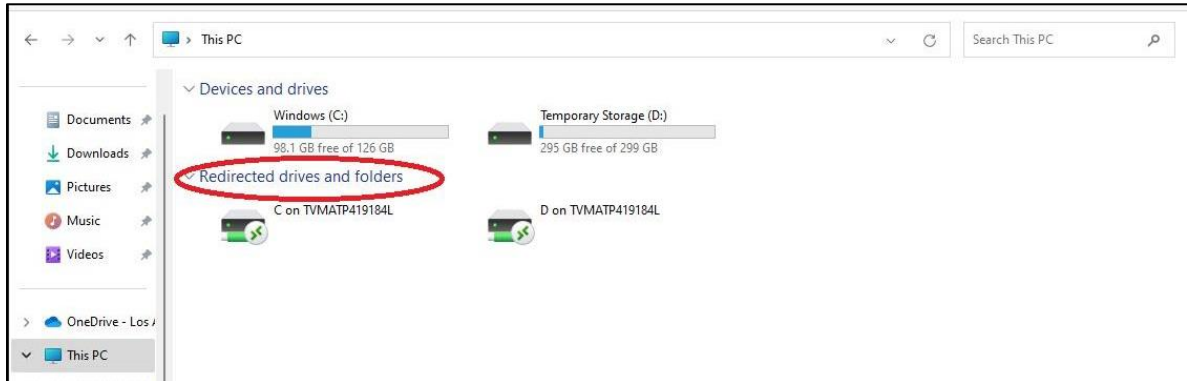


File downloaded on users' local machine at a file path location provided:

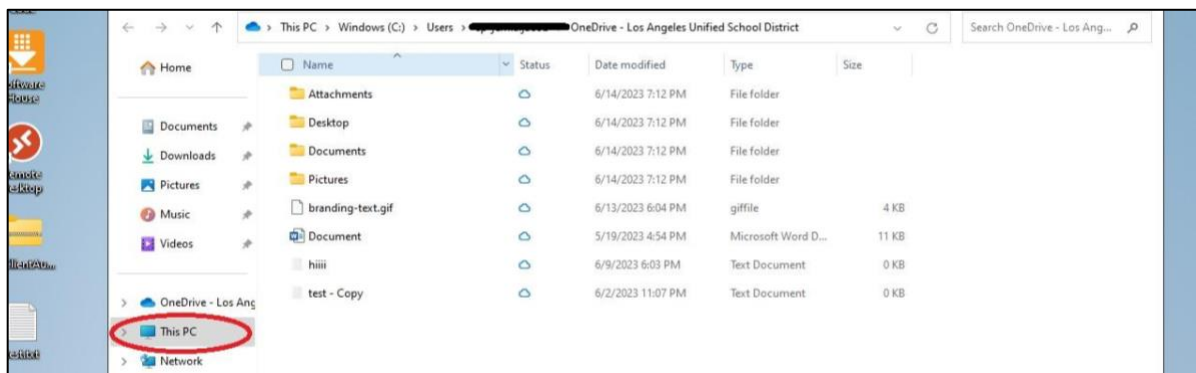
This PC → Redirected drives and folders: This is the path which you can use to download/save any file to a local device. Similarly, you can use this path to upload/open any file from a local device.

Note: The screenshot below is an example of the redirected drives from your local device. Important Note: Don't go to "Network" Tab. Ensure to only follow the instructions shown in

the picture below.



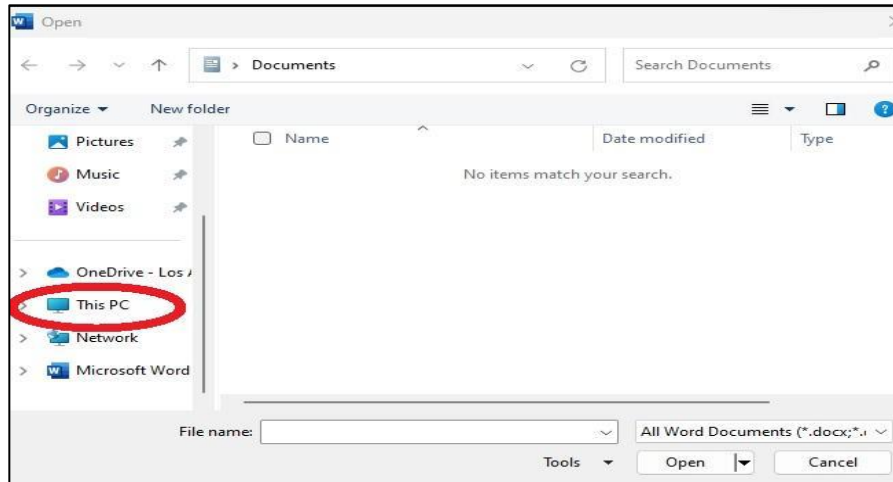
Step 2: After launching the One Drive application, go to **This PC**.



5.2. Upload files from your local computer to the AVD

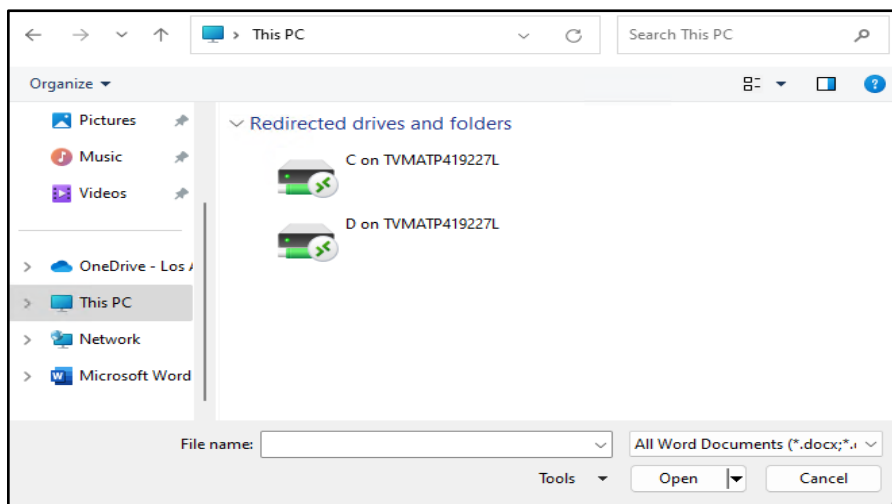
Note: To upload/transfer a file, you have to navigate to **Redirected drives and folders** seen in Step 3 of section 2.5. (Attached below is an example of how to select a file from your local device, if asked for a selection.)

Step 1: Select **This PC**.



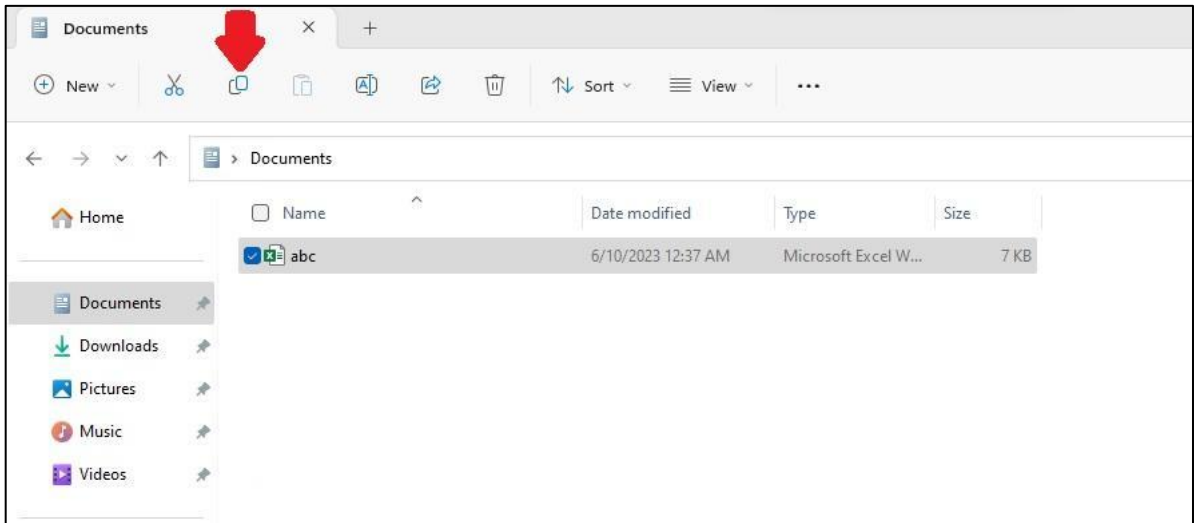
Step 2: Now, you will be able to see **Redirected drives and folders**. Navigate to the required folder and select your file from your local drive.

Note: Your view will be different from what is displayed below. You will be able to see the local drives according to your local system.

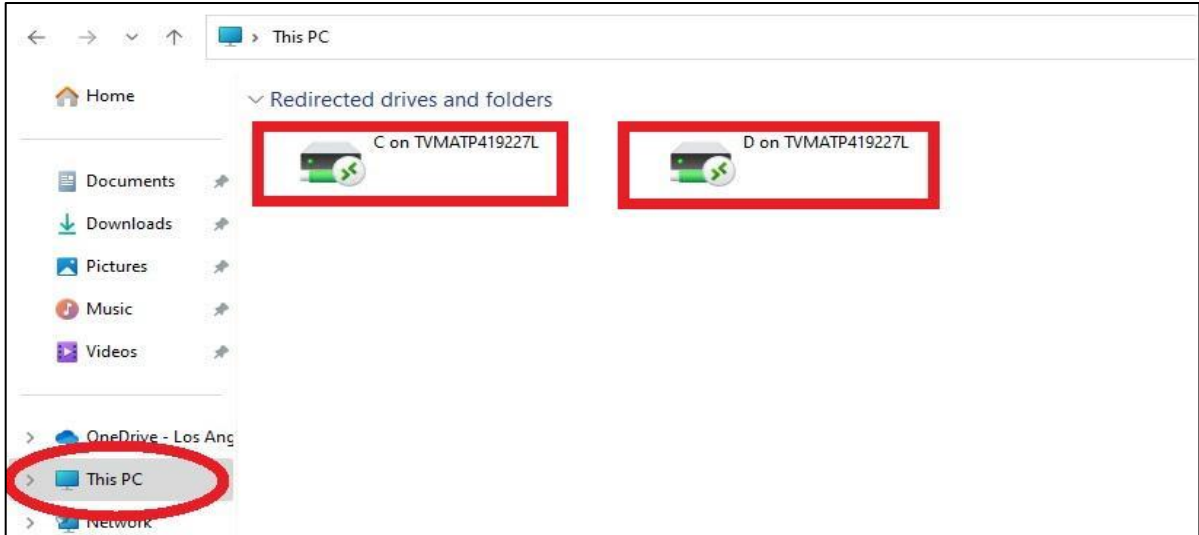


5.3. Download/transfer files from AVD to your local device

Step 1: Navigate to the Location/Folder in AVD (the folder that you want to transfer files into your local device) and copy the file.

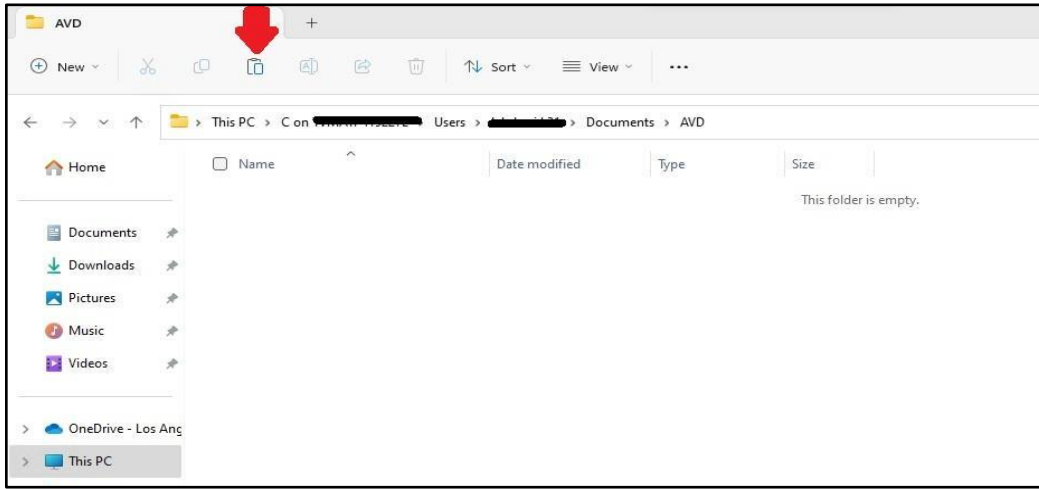


Step 2: Now, select 'This PC'. You'll see **Redirected drives and folders** here. Select the drive you want to download your file to. (Your view might be different from the screenshot provided below.)



Step 3: Now, navigate to your preferred folder in any of your local redirected drives and click on paste.

You will be able to see the downloaded file in your local drive in your laptop.



6. Launching multiple applications (OneDrive) using RD Client.

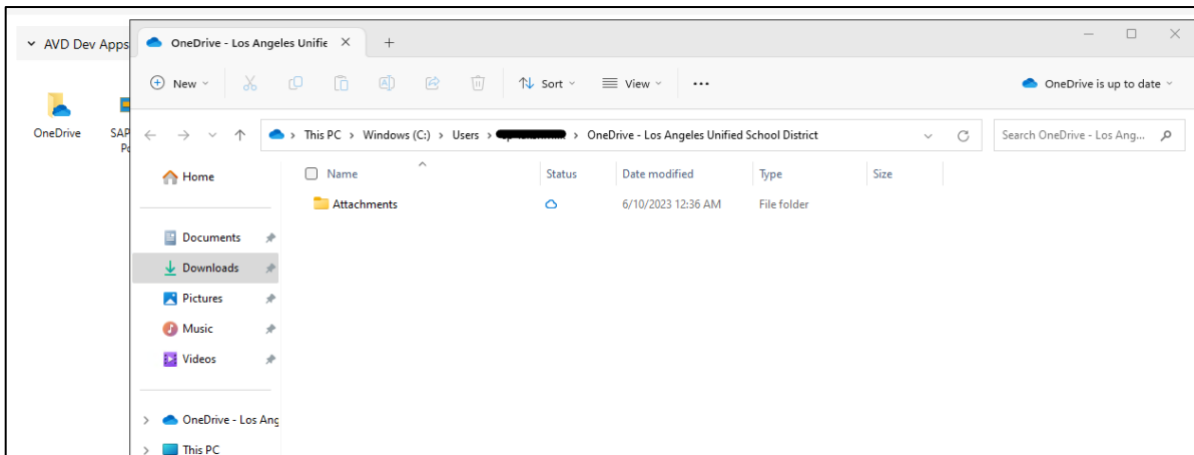
Step 1: To open another app simultaneously (for example OneDrive here), go to the RD client app. Now, double click on the application you want to open (For example, OneDrive here). It will not ask for your credentials again.

PS: Please refer to:

[Microsoft OneDrive Basics](#)

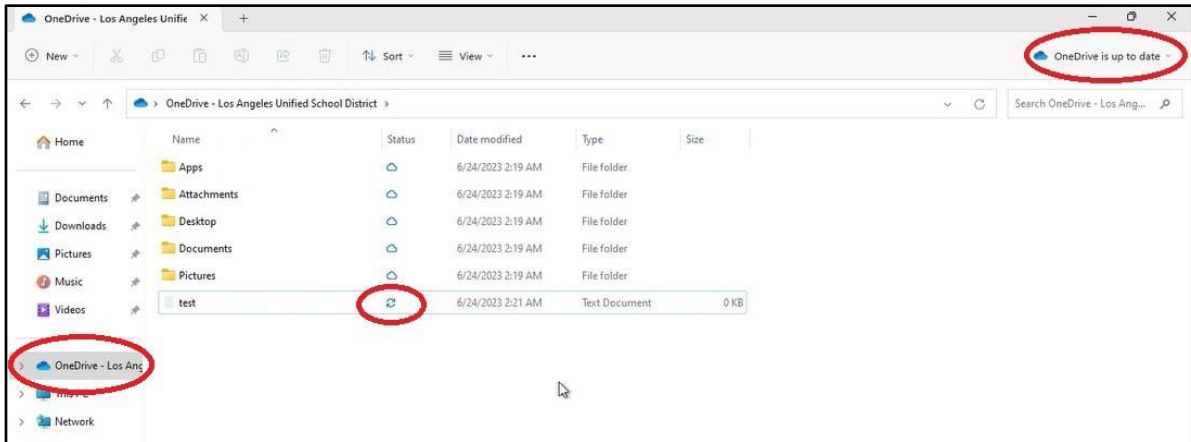


Step 2: You will be able to see that the OneDrive app has opened in a new window.

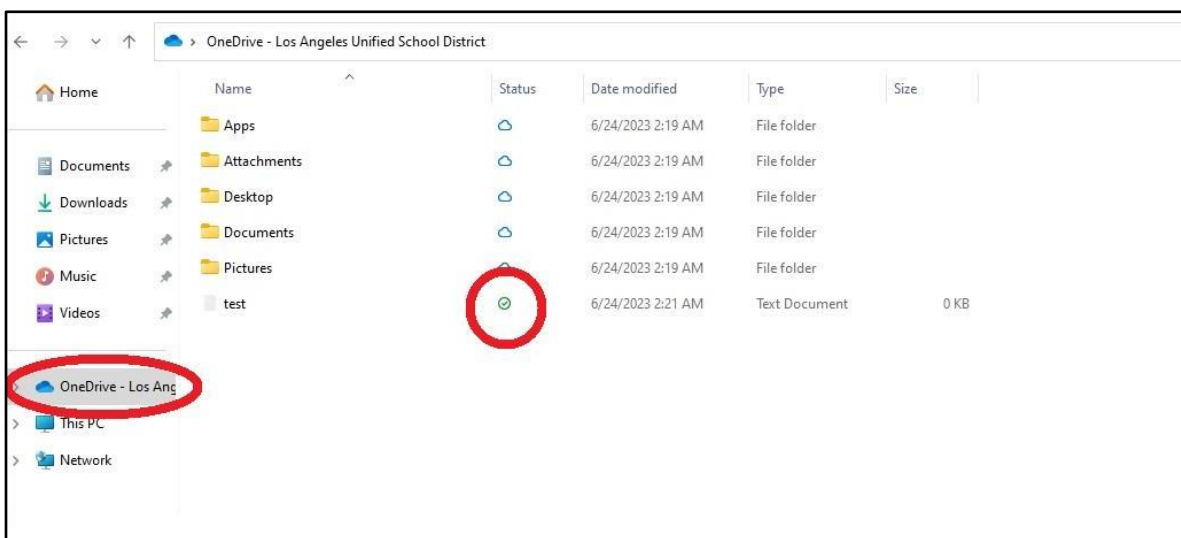


6.1. Syncing One Drive

Step 1: In order save files to your OneDrive, navigate to your OneDrive as shown below. Paste the required file/files in OneDrive. Now, you will be able to see the syncing status.

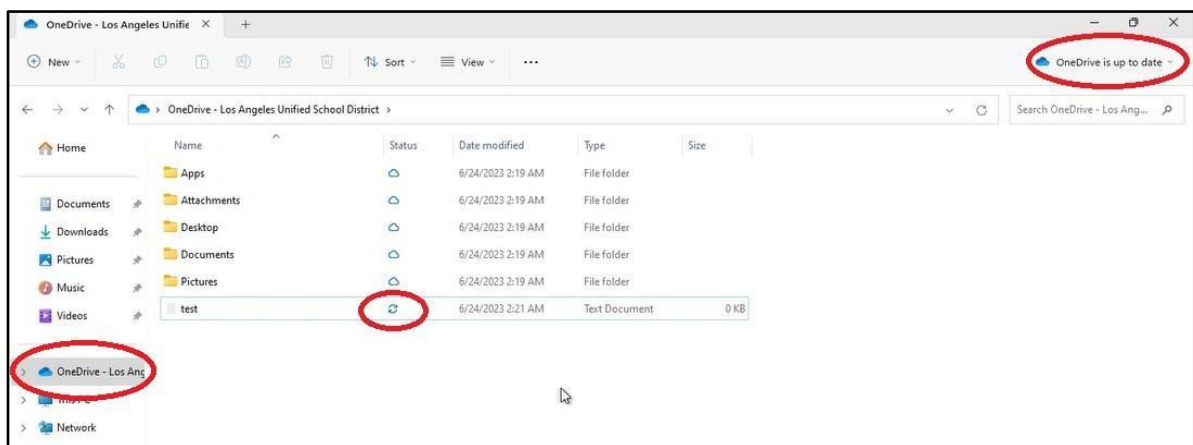


Step 2: After a while, you will be able to see that the status changed. This indicates that the file is synced with OneDrive, which will now be available in OneDrive on your local machine, along with the online version of OneDrive.

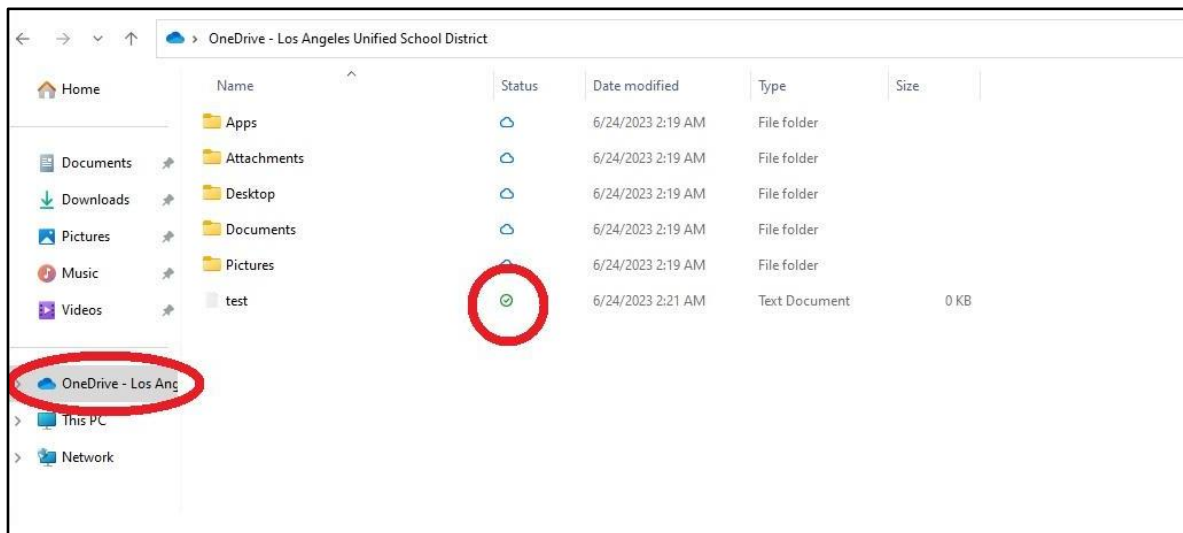


7. Syncing your OneDrive

Step 1: In order save files to your OneDrive, navigate to your OneDrive as shown below. Paste the required file/files in OneDrive. Now, you will be able to see the syncing status.

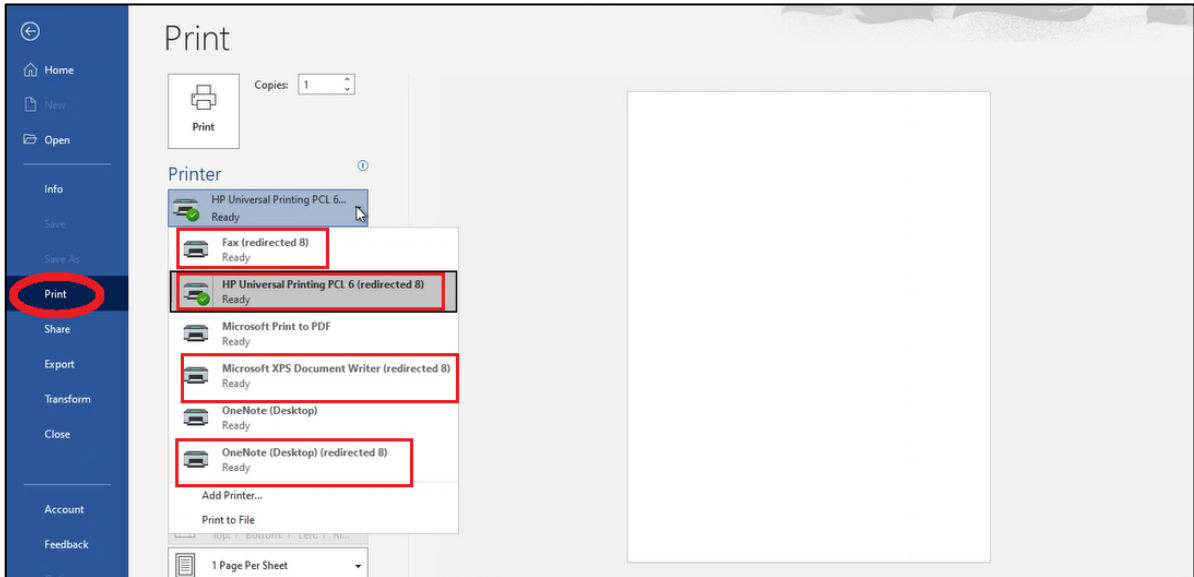


Step 2: After a while, you will be able to see that the status changed. This indicates that the file is synced with OneDrive, which will now be available in OneDrive on your local machine, along with the online version of OneDrive.

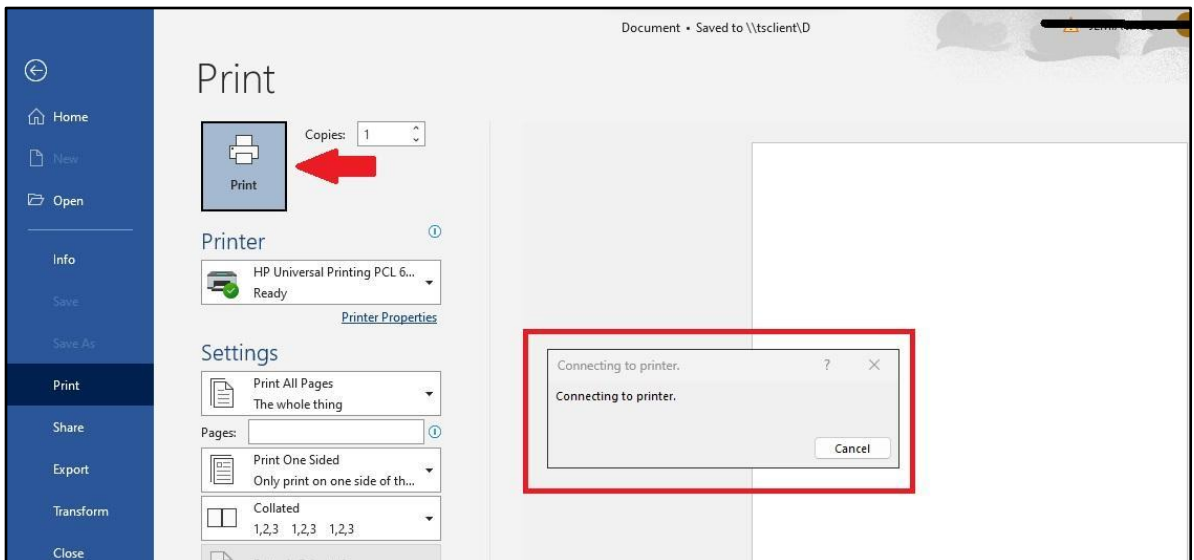


8. Printing from AVD.

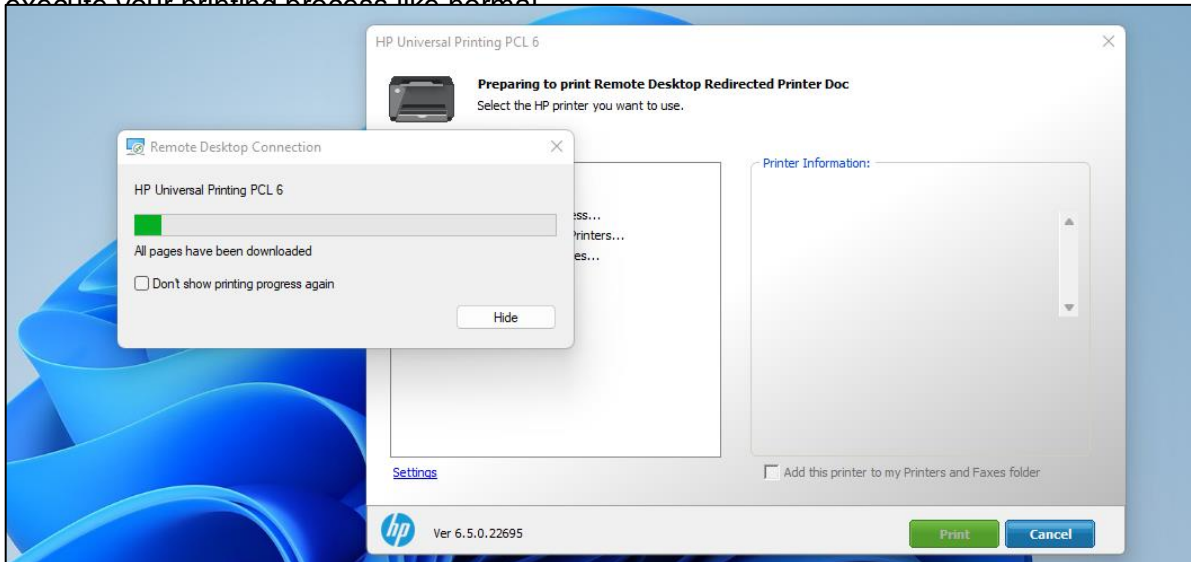
Step 1: Access the file you wish to print by navigating to the **File** menu and selecting the **Print** option. A list of available printers will be displayed, including those labeled as **Redirected**, which are printers from your local device. Below is an example of redirected printers.



Step 2: After selecting your printer, click on **Print**. Now, you will be able to see the printer notification.

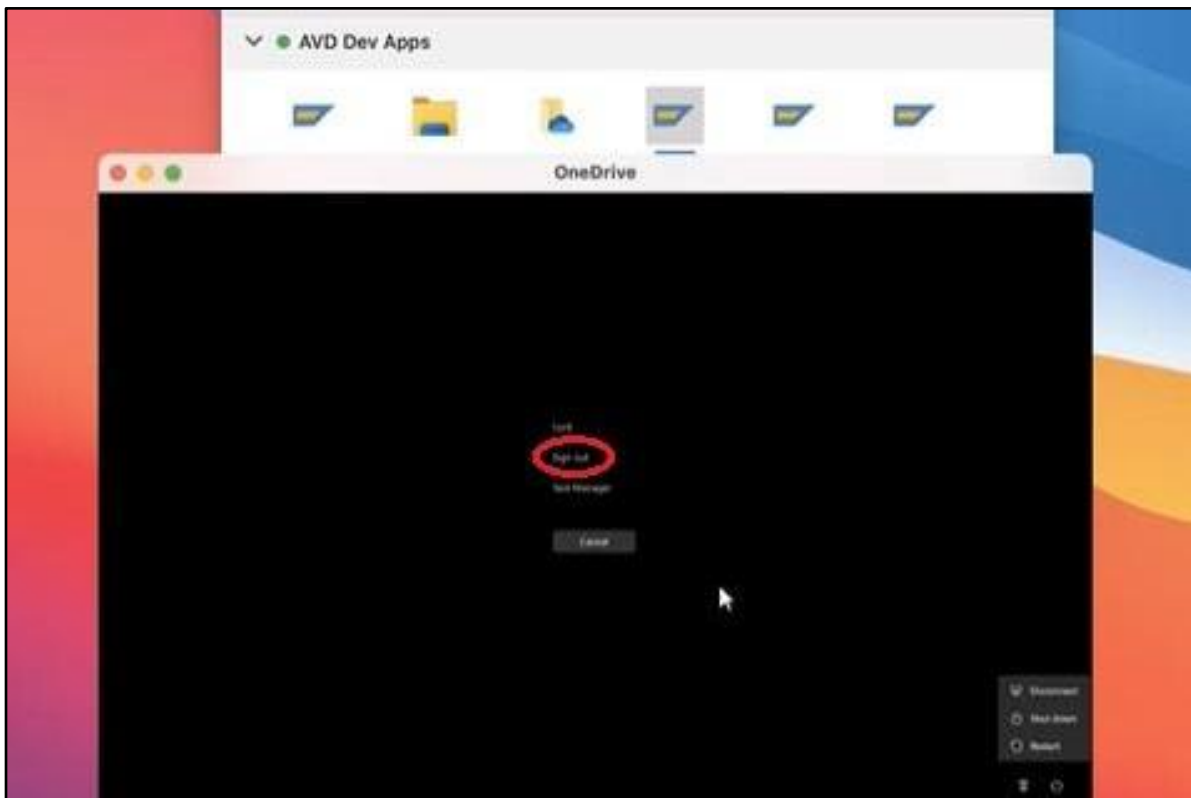


Step 3: The file will connect to printers that are available on your local machine. Continue to execute your printing process like normal.

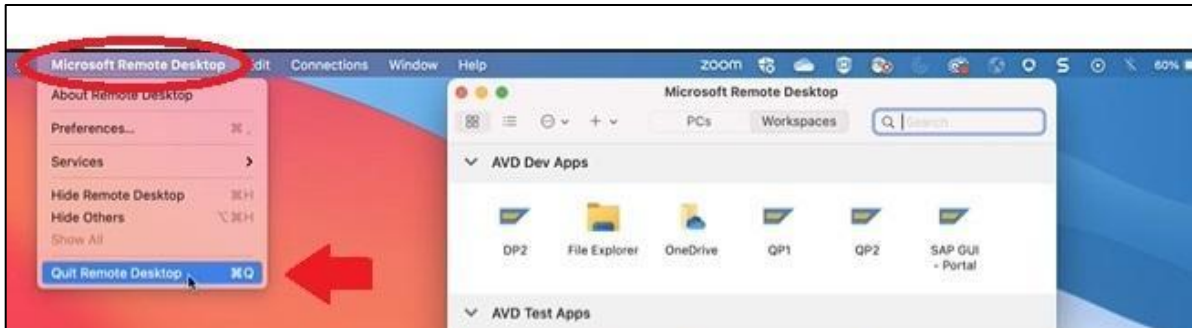


9. Sign-out/close apps

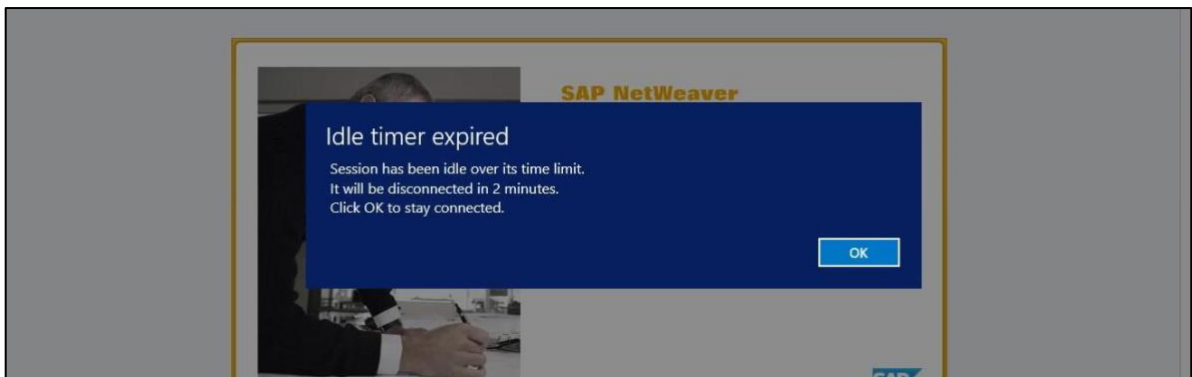
Step 1: To sign-out from the session, click on **Fn+Ctrl+Option+Command+Del**. This will lead to the screen shown below. Click on **Sign Out**.



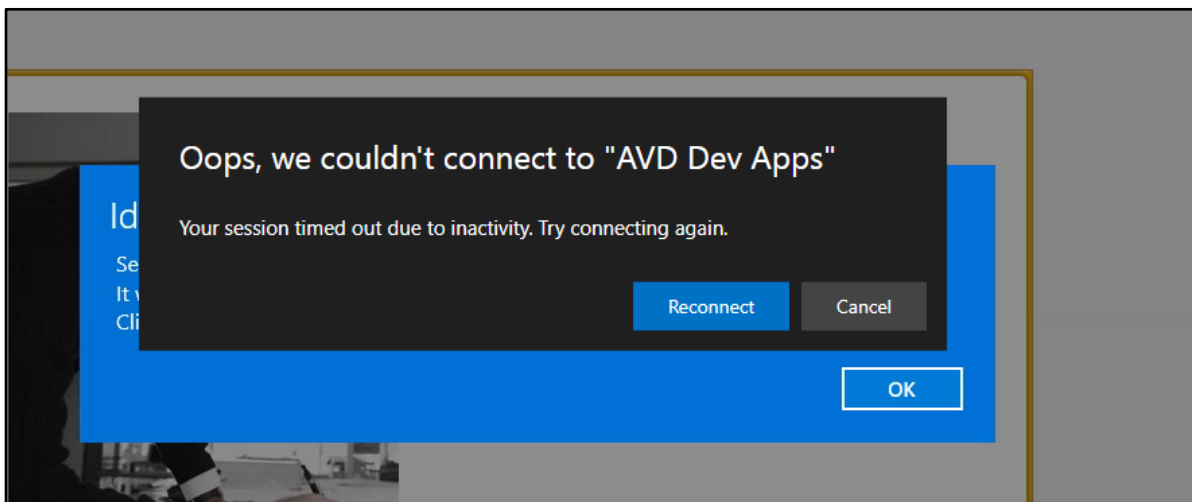
Step 2: To close the RD client, click on **Microsoft remote desktop** and **Quit Remote Desktop**.



Note: There is a session timeout set for the environment. If you keep your application idle, your session will disconnect after 30 minutes. Once this occurs, you will be shown the popup below for 2 minutes. Click on **OK** to stay connected.



If you do not click **OK** on the popup, you will receive another one as shown below. In order to get back to your previous session, click **Reconnect**. If this does not work, it means that you have been disconnected for more than 10 minutes and this option will no longer work. From here, you will be required to click on **Cancel** and begin to reconnect again.



10. Help desk support details for AVD

[AVD Technical Support](#)

****Phone lines and chat services are open 7:30 am to 5:00 pm PST Monday through Friday****

Call 213-241-5200 and PRESS 8 for any other issues.

Mention the key words: **“AVD” or “VDI” or “Virtual Desktop”**

(OR)

[Chat with an agent](#)