ACCelerator Virtual Desktop

User Guide

Version 0.2



April 2020

Table of Contents

Introduction 3
What is on an ACCelerator Virtual Desktop 4
Connecting to an ACCelerator Virtual Desktop 5
Working with an ACCelerator Virtual Desktop 12
Navigating your work environment 12
Saving work 13
Locking your Desktop 14
Unlocking an ACCelerator Virtual Desktop 15
Ending your ACCelerator Virtual Desktop session 18

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Introduction

An ACCelerator virtual desktop is a computer in the ACC datacenter that a student can connect to across the Internet and use. It is a Windows 10 desktop environment. It is considered a virtual desktop because it is temporary. While you are connected to it, it is yours to use, but upon exiting the desktop it is immediately restored to its original state for the next student to use.

If you have ever accessed a PC in an ACC Learning Labs, these are the same systems, now available outside of ACC campuses.

Important: Do not store any files on the local desktop or C:/ drive. They will be deleted when your virtual desktop session ends. Store your files on cloud storage, such as a Google Drive or Blackboard, or email them to yourself or someone else.

The Windows 10 desktop that a student uses is not permanent and reverts back to the original configuration when the student logs off. A virtual desktop means that a user's desktop environment (the applications, icons, wallpaper, windows, folders, toolbars, widgets, etc.) is stored remotely on a server, rather than on a local PC. The ACCelerator virtual desktops are stored and run on computers in the ACC data center. Students can remotely connect to an ACCelerator virtual desktop utilizing the Internet.

One significant advantage of the ACCelerator virtual desktop is that it comes configured with a large set of applications and services to support the ACC student. This saves money and the time it would take to install and configure those applications on your personal computer. See *What is on an ACCelerator Virtual Desktop* for details..

Note ► You can access an ACCelerator Virtual Desktop from any type of PC (Windows, Mac, or Linux), but the operating system on ACCelerator Virtual Desktops is only Windows 10.

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What is on an ACCelerator Virtual Desktop

This table lists what is on the ACCelerator virtual desktop.

<table>
<tr><th colspan="2">Operating System</th></tr>
<tr><td colspan="2">Windows 10*</td></tr>
<tr><th>Desktop applications</th><th>Learning Labs (LELA) Resources</th></tr>
<tr><td>Internet browsers, including Chrome, Firefox, and Microsoft Internet Explorer
Adobe Acrobat DC
Balabolka
FSReader
Microsoft Office 2016, including Word, PowerPoint, Project, Publisher, and Access
Minitab 18
Nutritionist Pro
NVDA
Register here
VLC media player
Wolfram Mathematica 12</td><td rowspan="3">Accuplacer TSI Assessment Sample Questions
ACT Sample Questions Reading Set 1
ASSET Test Online Course
Brainfuse QuickConnect
Campus Items
Cengage Learning
DPGraph Viewer
ESOL Audio
Math.com
Minitab Data
MyMath Lab
MyReading Lab
MyWriting Lab
Prerequisites Reviews for ACC Math Courses
Purplemath
Reading Comprehension Questions 1
SAT prep – Reading Comprehension
majortests.com
SAT Preparation Center Practice with Official SAT Test Prep Questions
Seterra
Study Guide Zone
Weaver Online</td></tr>
<tr><th>Online Resources</th></tr>
<tr><td>Blackboard
Google Docs
Google Drive
Google Sheets
Google Slides</td></tr>
</table>

* Windows 10 is the only operating system available for ACCelerator Virtual Desktops.

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Connecting to an ACCelerator Virtual Desktop

1. From your PC or Mac, open an Internet browser (Chrome, Firefox, Safari, etc.), and go to the following URL:

   https://onlinelabs.austincc.edu

   Tip ► Save this URL as a favorite for quick access next time.

   A new tab in your browser opens.

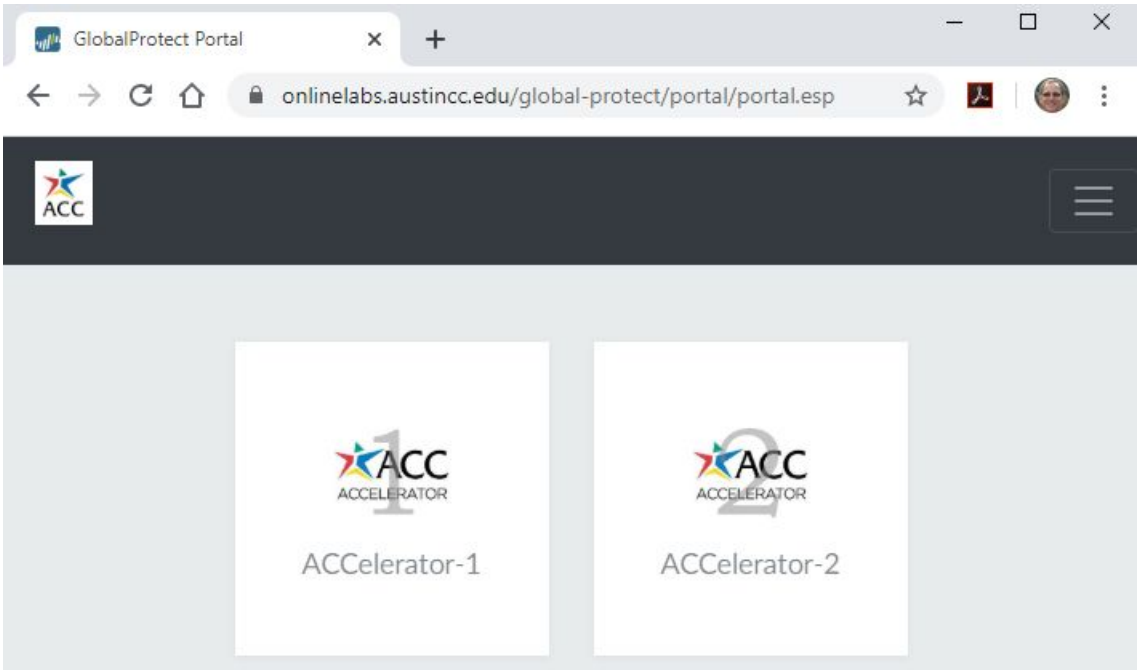
   If you haven't logged in today, the ACC Login window opens. This is the authentication to log you into the portal. There will be another login to access the Virtual Desktop login.



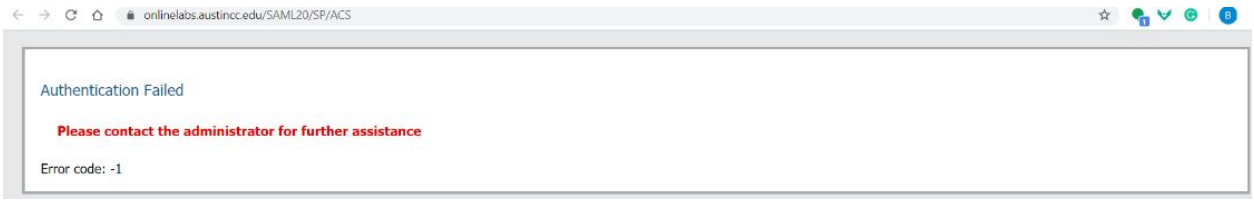
2. If prompted, enter your ACCeID and password and click **Sign In** (same login as Blackboard, MyACC, or Online Services).

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The Accelerator Student Portal page opens.



Note: If you receive this error, close out your browser and try again before contacting support.

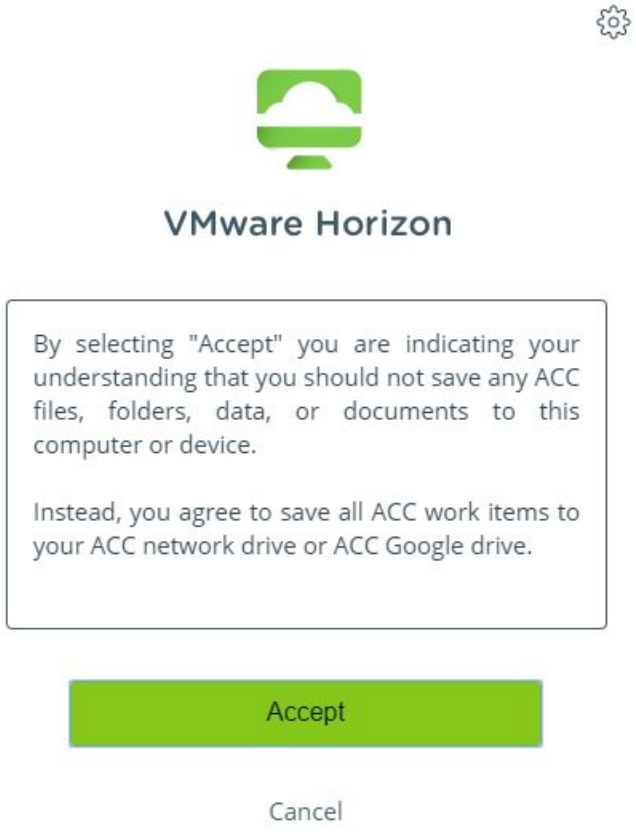


3. Click either the **ACCelerator-1 or ACCelerator-2** icon.



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A reminder appears about saving work.

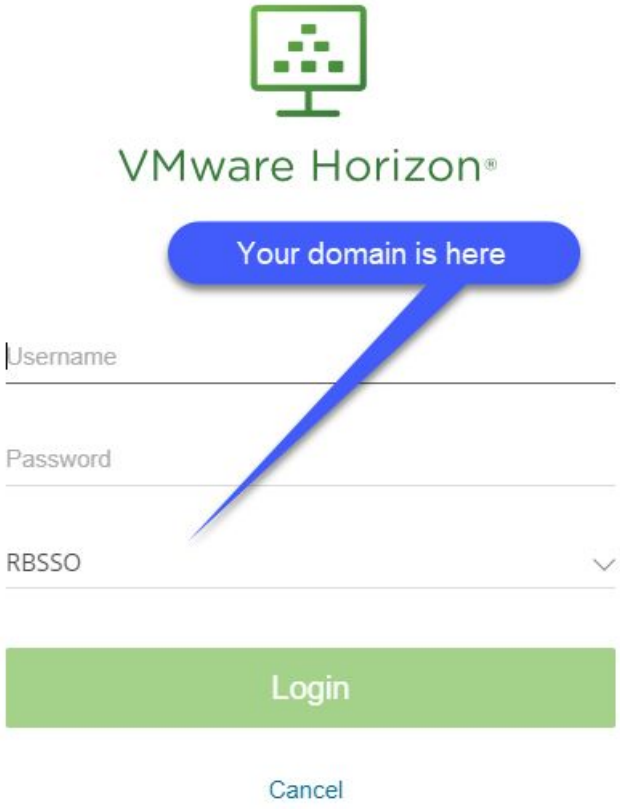


Important ► All files and/or documents saved to the virtual desktop WILL BE LOST when you end your session or within 2 hours of inactivity. Save ALL work to your ACC network drives or Google drive.

4. Read the agreement and click **Accept**.

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The VMware Horizon log in window opens.

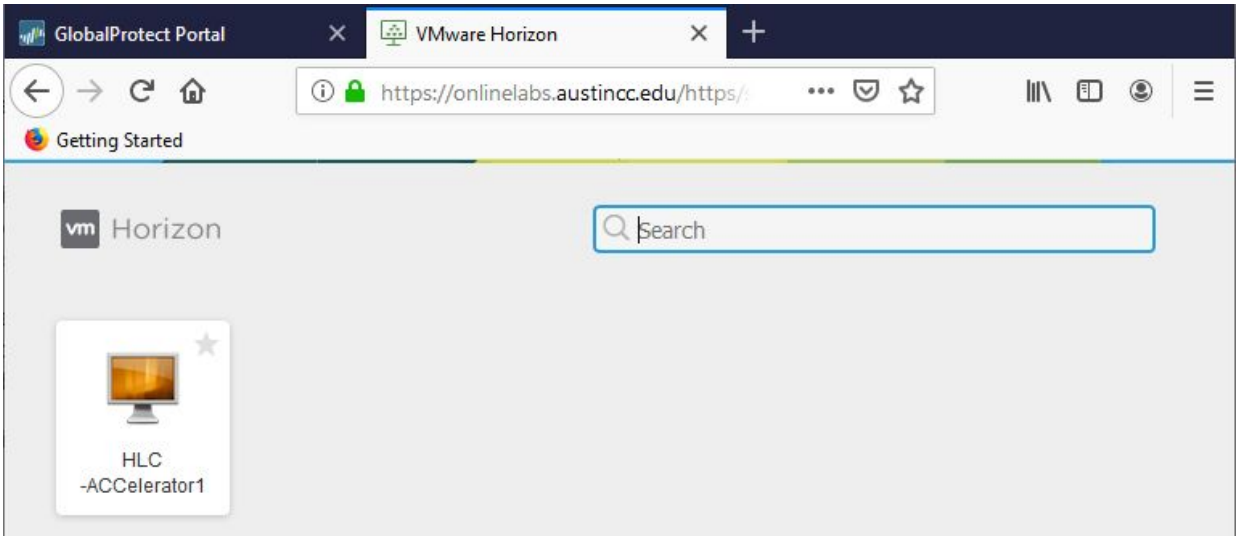


5. Enter your user name and password. This would be the same password you use for MyACC.
6. If your student login is other than RBSSO, select the domain. (**Hint**: When in doubt, try each domain, starting with RBBSO).
7. Click **Login**.

Hint ► If you exceed the number of login attempts, close that browser tab, click the ACCelerator icon on Accelerator Student Portal page, and log in again.

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The Desktop Pool(s) appears.



8. Click the **HLC – Accelerator1** icon.

   If you do not log into the RBSSO domain, for example you log into the IRTNET domain, your page may look different. But you can still select any available HLC – Accelerator1 icon.

Tip ► Remember which pool (icon) you selected. If you get disconnected from your virtual desktop, you can return to it and recover your workspace as long as you select the same pool within 2 hours.

Your ACCelerator Virtual Desktop opens in the browser tab.

Note ► When loading your Virtual Desktop for the first time or after you have disconnected and logged off, it may take a few minutes for your desktop to be built and loaded. This also applies if you have not accessed your VDI for over 21 hours.

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The virtual desktop will start up and the ACC Community College District startup screen appears.



9. Click **OK**.

You are prompted to log into the virtual desktop.

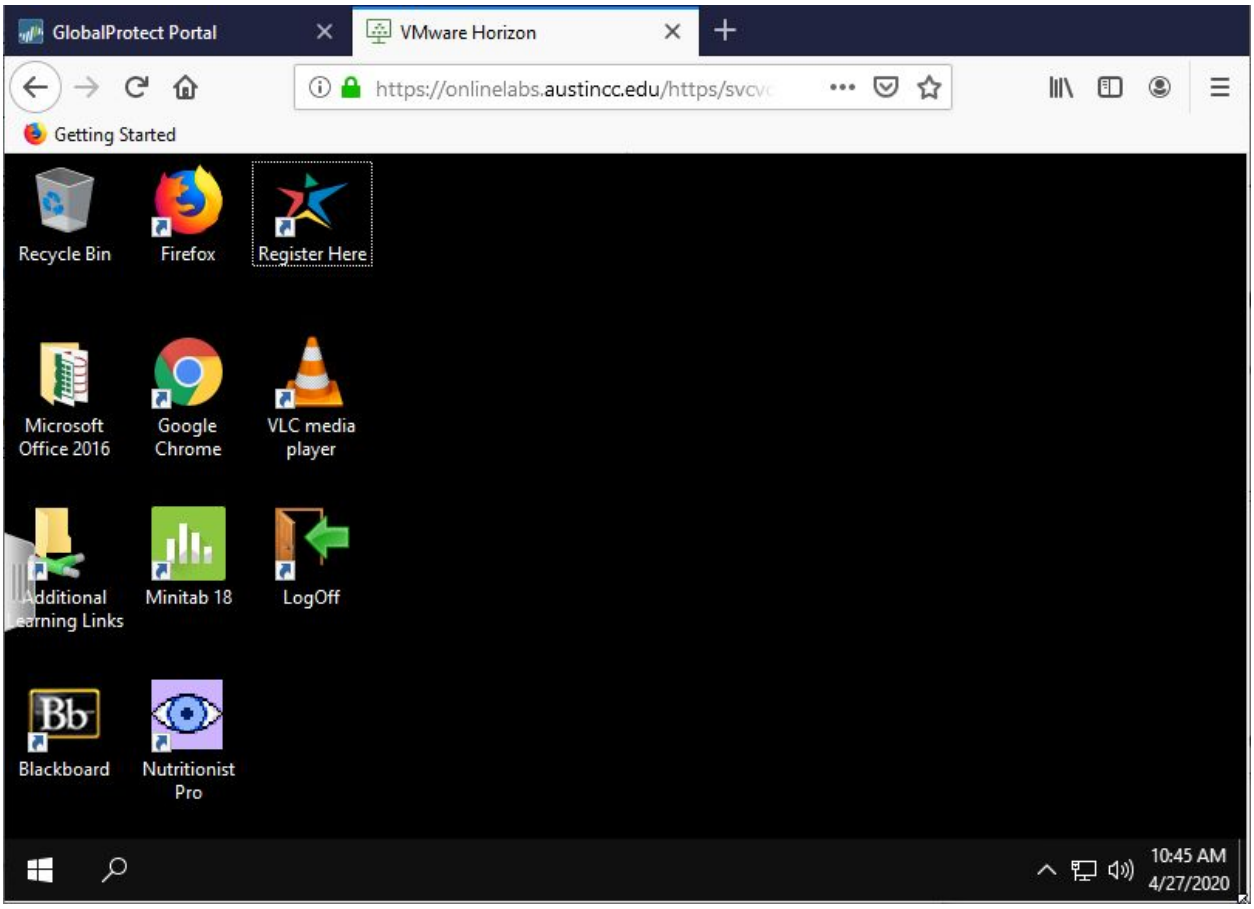


10. Enter the same username and password you used to log in to the VMware Horizon page on Step 5. This is typically your student ID and password (same as MyACC).

11. Press **Enter** or click **ACCeID LOGON**.

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Your virtual desktop opens.



Congratulations! You have accessed an ACCelerator Virtual Desktop.

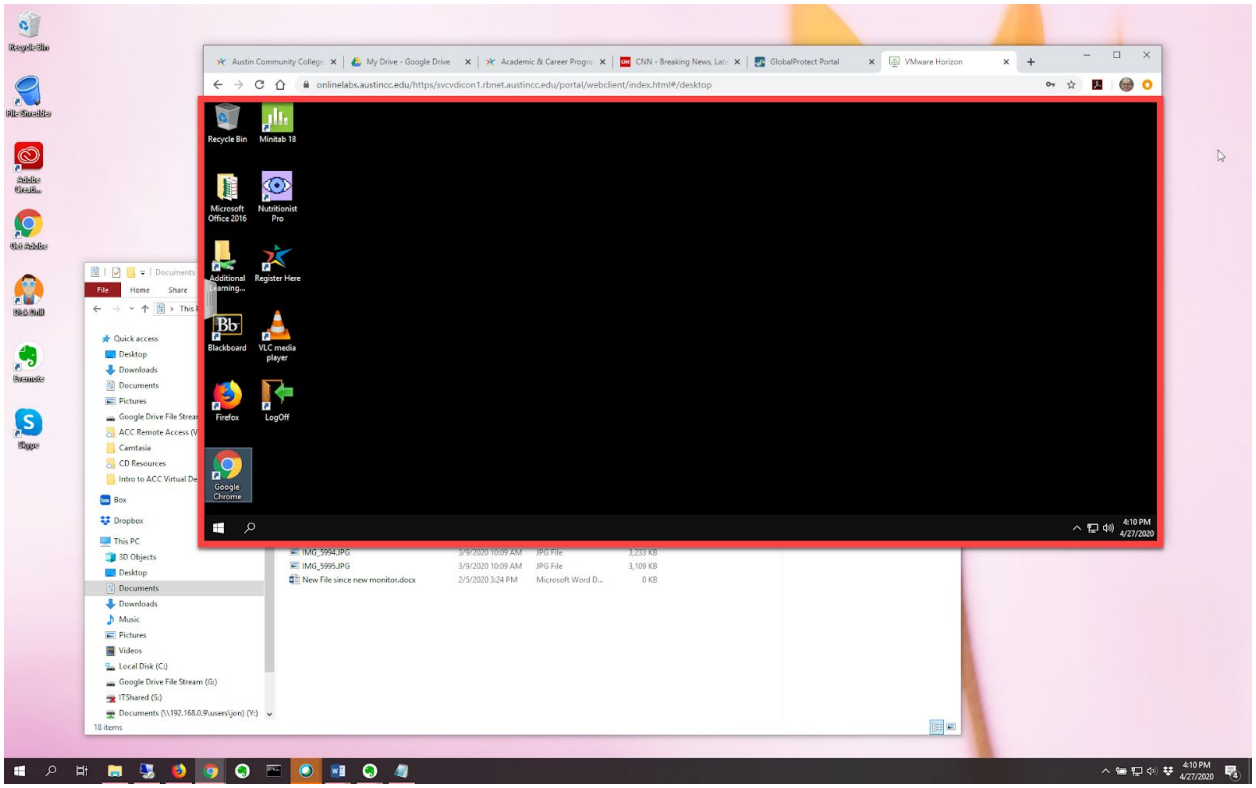
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Working with an ACCelerator Virtual Desktop

Important ► Use your local PC first. Whenever possible, do work on your local desktop and only use the ACCelerator Virtual Desktop for things you cannot do on your local desktop. This will reduce the load on the ACCelerator Virtual Desktop infrastructure and improve the experience for everyone who needs the ACCelerator Virtual Desktop service. For example, most ACC applications are available from the Internet browser on your local desktop.

Navigating your work environment

Remember, your ACCelerator Virtual Desktop is a remote computer physically located in the ACC datacenter. It is important to recognize that your view into that computer's desktop is within a browser tab on your local PC.



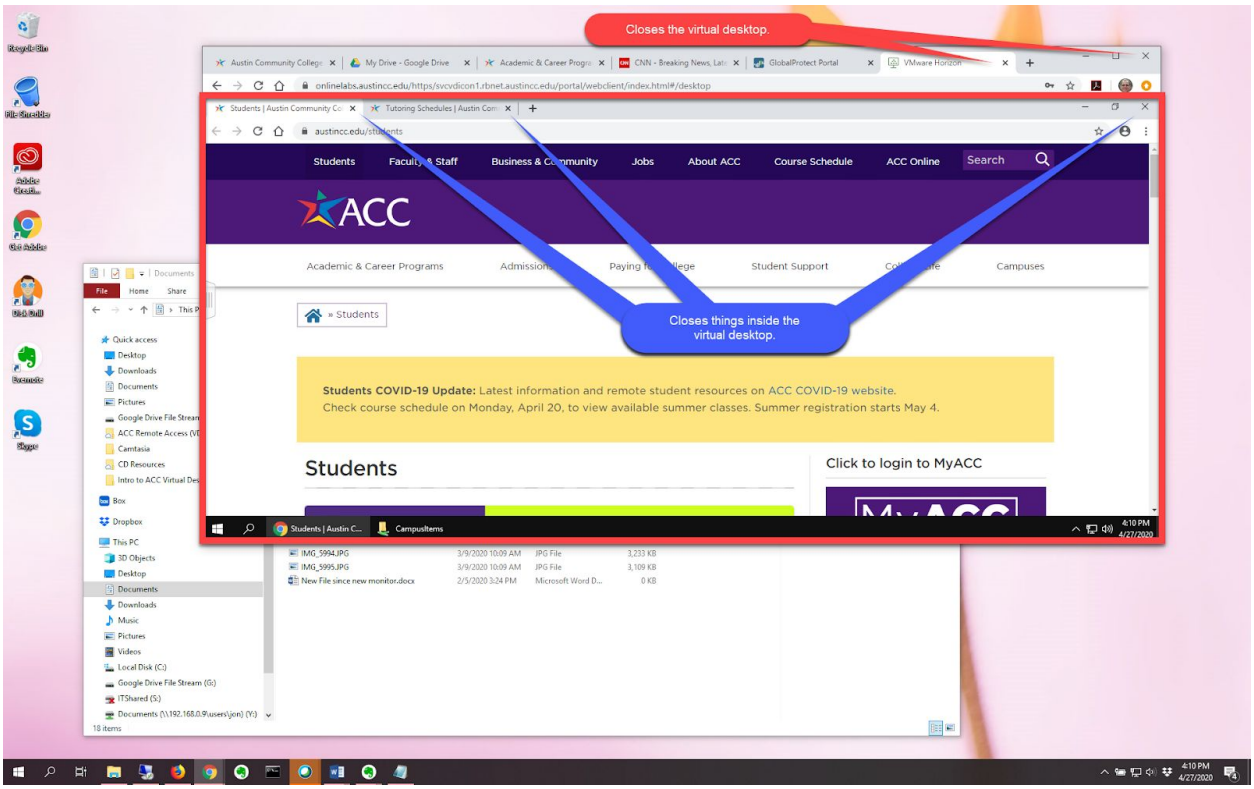
In this screenshot, only the area in the red square is the display of the ACCelerator Virtual Desktop. Everything else is part of the local PC desktop, including the tabs just above the virtual desktop display.

You can move to other tabs on the browser and return to the ACCelerator Virtual Desktop tab without issues. You can move to other local applications and return to the ACCelerator Virtual Desktop without issues.

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Tip

This can become even more confusing as you start to open applications in the virtual desktop, especially an Internet browser.

12. 

Consider this screen shot. Again, everything in the red box is the display of the ACCelerator Virtual Desktop, including the browser with two tabs open.

When working in an ACCelerator Virtual Desktop, ensure you are closing applications and browser tabs inside the virtual desktop window and not the local browser window or tab that is showing the virtual desktop.

Tip ► If you close the ACCelerator Virtual Desktop tab, or browser window, or cannot find the tab, the session continues running in the background for some time. Return to onlinelabs.austincc.edu and reconnect to your ACCelerator Virtual Desktop and your work should still be there.

Saving work

Save files to your Google Drives.

Important ► Do not save files to the local C: drive. They will be deleted when your

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ACCelerator Virtual Desktop session ends.

Locking your Desktop

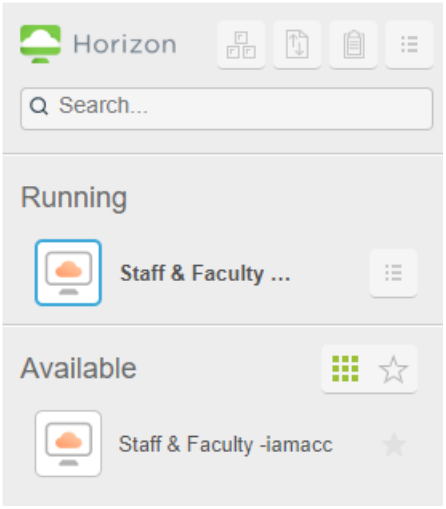
Whenever you leave your workspace, lock your desktop, preferably on your home computer. If you cannot lock your home computer desktop, lock your ACCelerator Virtual Desktop.

To lock your virtual desktop, complete these steps:

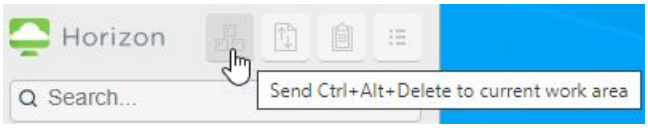
1. From your ACCelerator Virtual Desktop, click the grey tab on the left side of the virtual desktop screen.



The Horizon control panel opens.

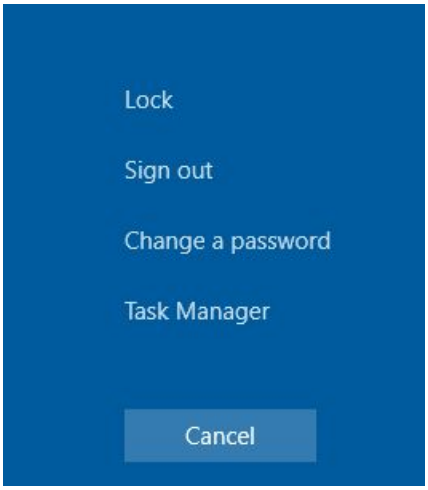


1. Click the first icon to the left of Horizon.



This invokes a Windows screen for a select set of actions.

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2. Click **Lock**.

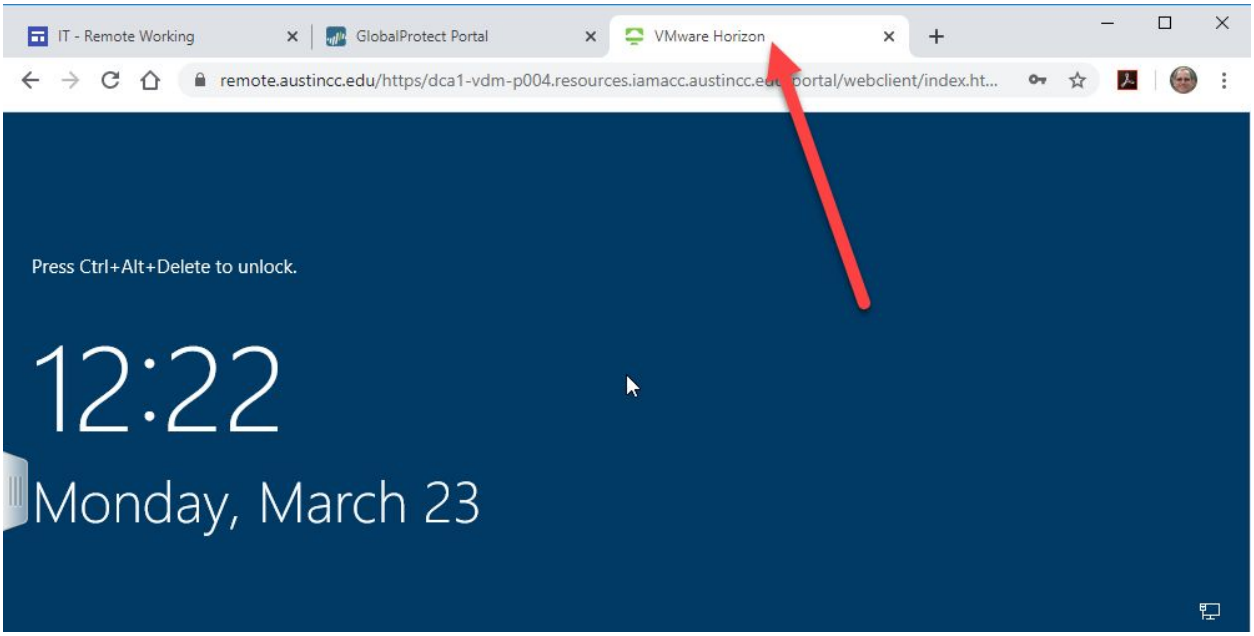
Your ACCelerator Virtual Desktop is locked. A locked desktop will automatically be logged out of and destroyed after an hour.

Important: After one hour of inactivity the virtual desktop shuts down, and returns to its starting state for the next student; all files you put on the virtual desktop are lost.

Unlocking an ACCelerator Virtual Desktop

If you have locked your ACCelerator Virtual Desktop, you need to unlock it to use it again. The process is very similar to locking the virtual desktop.

1. Access the ACCelerator Virtual Desktop tab in your browser.



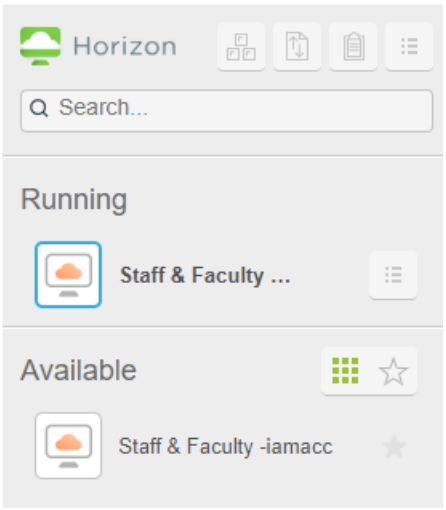
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Important ► Ignore the prompt to press Ctrl+Alt+Delete. Doing so would lock or unlock your local Windows desktop, not the virtual desktop.

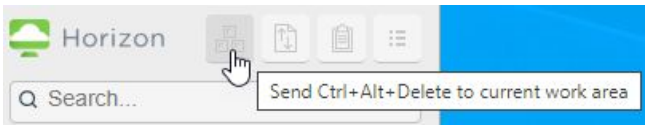
3. Click the grey tab on the left side of the virtual desktop screen.



The Horizon control panel opens.



4. Click the first icon to the left of Horizon.



This invokes the Windows login screen.

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5. Enter your password and press **Enter**.

Your ACCelerator Virtual Desktop opens.

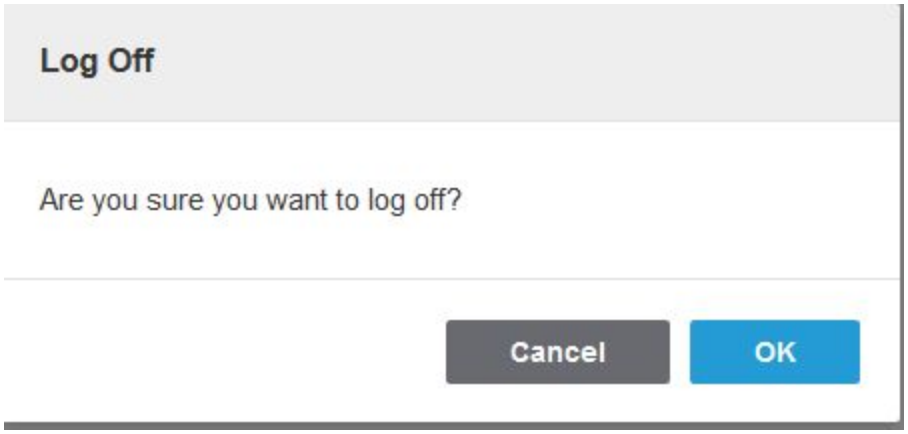
Ending your ACCelerator Virtual Desktop session

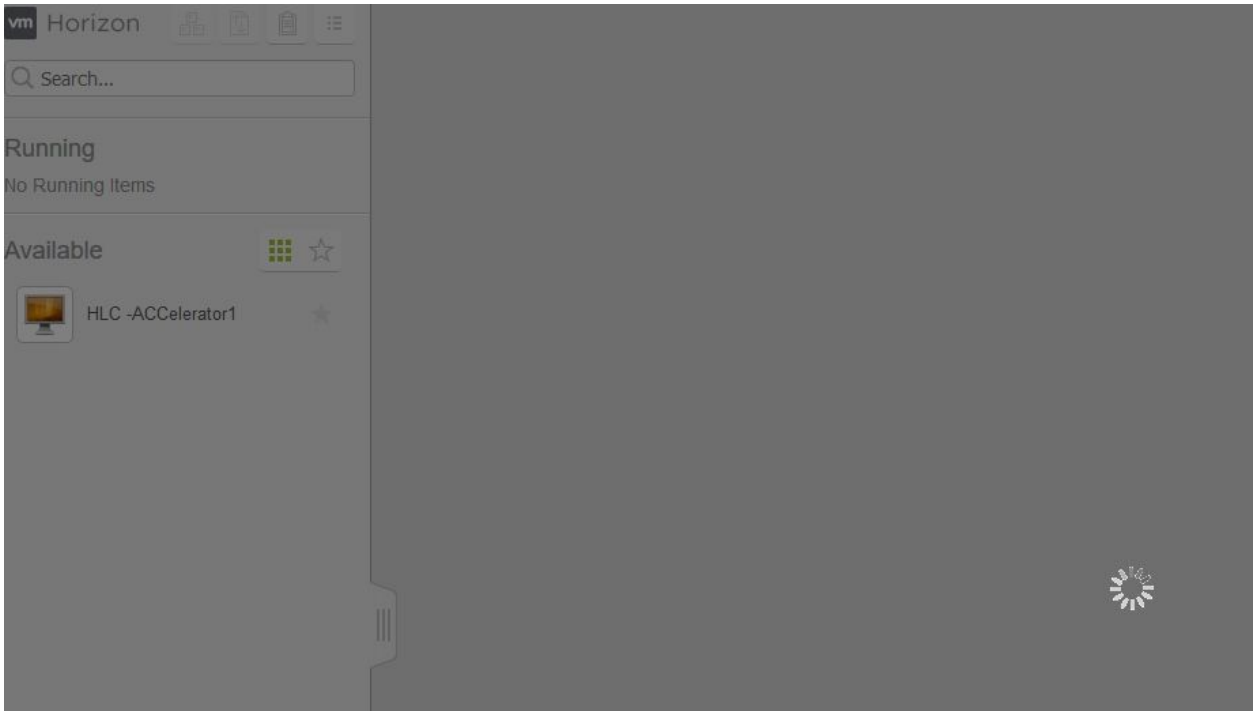
When you have finished working in your ACCelerator Virtual Desktop, double=click the LogOff icon on the desktop.

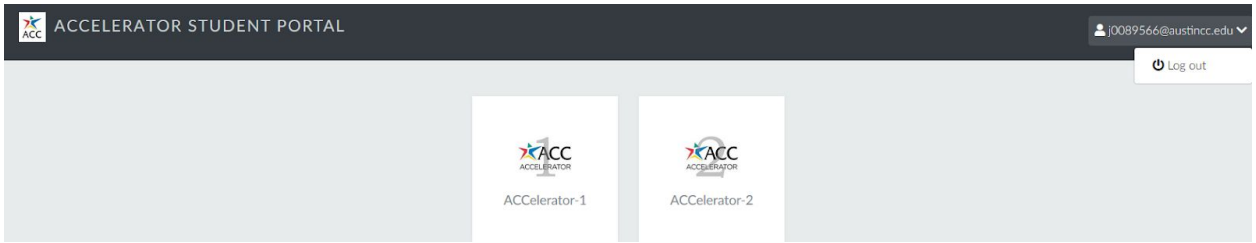




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You have successfully logged out and disconnected from your ACCelerator Virtual Desktop.

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