HVD on VMware Horizon

How to determine if your HVD is on VMware Horizon

On the Virtual Workspace Services Portal landing page, if your HVD is on VMware Horizon, it will be listed under the **Horizon** section and below the machine name you will see a label that indicates **VMware View Desktop**

HVD on VMware Horizon

How to connect to your VMware Horizon HVD from a bank-owned Windows device
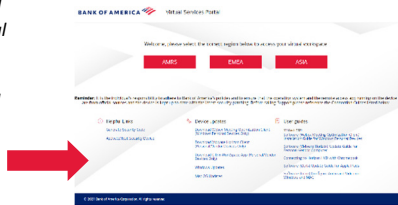
❶ 🖥 VMware Horizon Client

- If you use a **bank-owned device** to connect, the Horizon Client software should already be installed. To request VMware Horizon Client software install for a bank-owned endpoint device click here. If you currently use a **bank-managed Chromebook** to access your HVD, your Chromebook will already be provisioned with Horizon Client. For more information about Horizon on Chromebook, click here.
- Note - If you connect to your HVD from a **non-bank-owned device**, you will need to install VMware Horizon Client on that non-bank-owned device. For step-by-step instructions click here.

❷ **Logon to a portal** – With your bank-owned device connected to the bank network, logon to a Virtual Workspace Services portal by typing one of the portal web addresses into the browser bar on your endpoint device

Choose a portal to logon, you can connect via the global link (left) <u>OR</u> via one of the direct regional links (right)

GLOBAL PORTAL LINK   https://portal.bankofamerica.com

Note – the global portal page provides additional instructions and guides, but you will still have to click one of the regional connect buttons to proceed to a regional logon page.

DIRECT LINKS – REGIONAL PORTALS

AMRS   https://portal-us.bankofamerica.com
APAC   https://portal-asia.bankofamerica.com
EMEA   https://portal-emea.bankofamerica.com

Note – you may connect directly to your regional portal logon page using the above URLs. When connecting remotely, you must provide your temporary Security Code on this page to proceed.
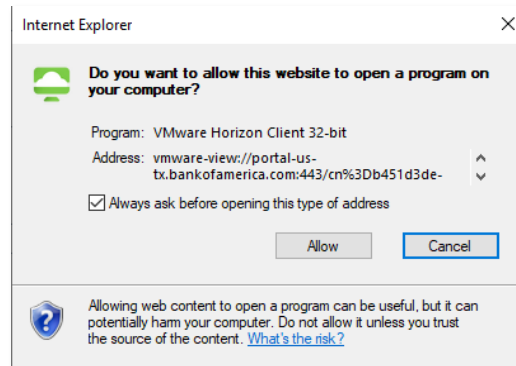
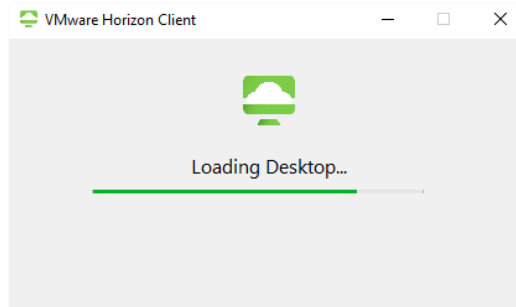**❸** **Click on your HVD under the Horizon section to connect**

HVD on VMware Horizon

How to connect to your VMware Horizon HVD from a bank-owned Windows device (continued)
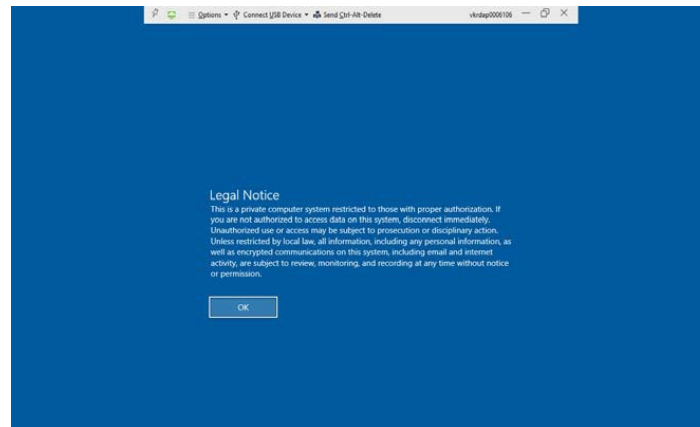
5 Choose **Allow**

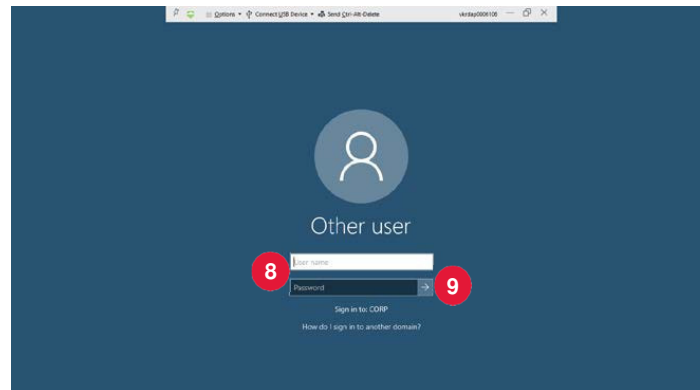**6** The HVD session will open in the VMware Horizon Client

HVD on VMware Horizon

How to connect to your VMware Horizon HVD from a bank-owned Windows device (continued)

7 Click **OK** to proceed through the Legal Notice

8 Enter your standard ID in the **Username** field and your password in the **Password** field

9 Hit **Enter** or **click the right arrow button** on the right side of the Password field to submit your credentials and logon to the HVD

HVD on VMware Horizon

How to connect to your VMware Horizon HVD from a bank-owned Chromebook

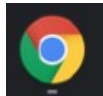**1** Wait for the Horizon Client icon to appear

Note – you must **wait for the Horizon Client icon** to appear on your Chromebook before you connect to your HVD. This can take 3-5 minutes to appear.
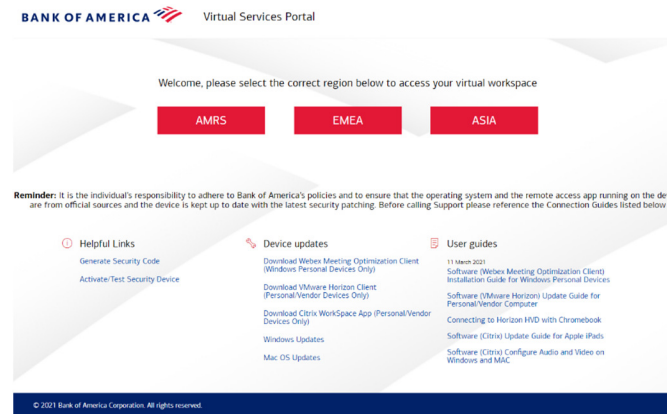
Horizon Client Icon

2 Open the Google Chrome browser

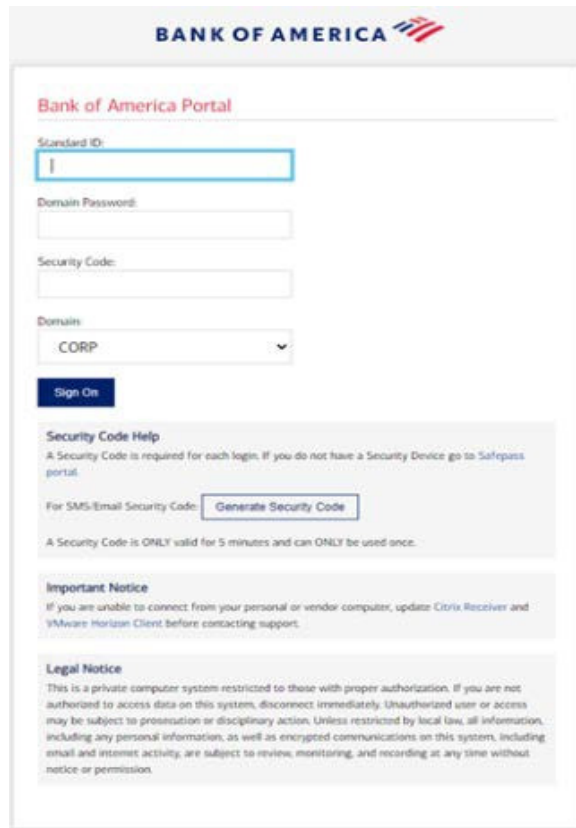**After the Horizon Icon appears**, open the Google browser

3 US Teammates click on **CORP Portal-US** to log in
ASIA Teammates click on **ASIA Portal-ASIA** to log in
EMEA Teammates click on **EMEA Portal-EMEA** to log in

BANK OF AMERICA   Virtual Services Portal

Welcome, please select the correct region below to access your virtual workspace

AMRS   EMEA   ASIA

Reminder: It is the individual's responsibility to adhere to Bank of America's policies and to ensure that the operating system and the remote access app running on the device are from official sources and the device is kept up to date with the latest security patching. Before calling Support please reference the Connection Guides listed below

ⓘ Helpful Links
Generate Security Code
Activate/Test Security Device

✎ Device updates
Download Webex Meeting Optimization Client (Windows Personal Devices Only)
Download VMware Horizon Client (Personal/Vendor Devices Only)
Download Citrix WorkSpace App (Personal/Vendor Devices Only)
Windows Updates
Mac OS Updates

📄 User guides
11 March 2021
Software (Webex Meeting Optimization Client) Installation Guide for Windows Personal Devices
Software (VMware Horizon) Update Guide for Personal/Vendor Computer
Connecting to Horizon HVD with Chromebook
Software (Citrix) Update Guide for Apple iPads
Software (Citrix) Configure Audio and Video on Windows and MAC

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HVD on VMware Horizon

How to connect to your VMware Horizon HVD from a bank-owned Chromebook (continued)

3 Click the link on the logon page to generate a Security Code

4 Provide your standard ID and password then click Sign On

Bank of America Portal

Standard ID:

Domain Password:

Domain:

CORP

Sign On

Legal Notice

This is a private computer system restricted to those with proper authorization. If you are not authorized to access data on this system, disconnect immediately. Unauthorized user or access may be subject to prosecution or disciplinary action. Unless restricted by local law, all information, including any personal information, as well as encrypted communications on this system, including email and internet activity, are subject to review, monitoring, and recording at any time without notice or permission.

HVD on VMware Horizon

How to connect to your VMware Horizon HVD from a bank-owned Chromebook (continued)

5 Choose your preferred delivery method (SMS or email), and click **Sign On**

   Note: Once received, the Security Code is good for 10 minutes

Generate Security Code

Standard ID:

[   ]   Get Standard ID ⤤

Password:

[   ]   Manage Password ⤤

Sign On

Need help?

Legal Notice

This is a private computer system restricted to those with proper authorization. If you are not authorized to access data on this system, disconnect immediately. Unauthorized user or access may be subject to prosecution or disciplinary action. Unless restricted by local law, all information, including any personal information, as well as encrypted communications on this system, including email and internet activity, are subject to review, monitoring, and recording at any time without notice or permission.

6 Go back to the main login screen by closing the browser tab and enter the OTP token # in the highlighted box and click **SIGN ON**

BANK OF AMERICA 🇺🇸

Preferences

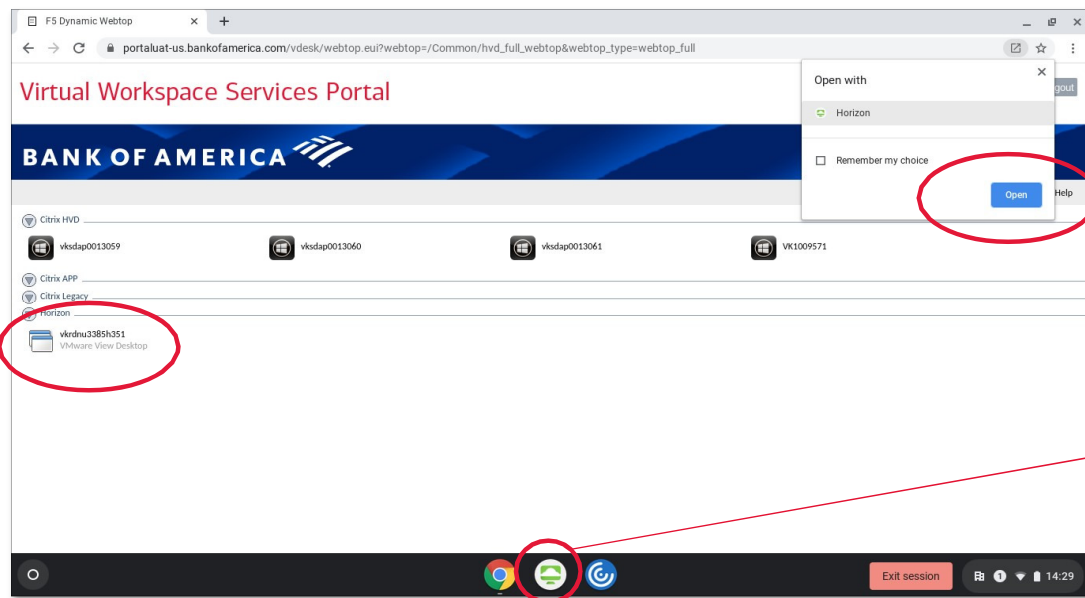Select a Security Code Delivery Method

Send to i*************3@gmail.com

Send to *************5306

HVD on VMware Horizon

How to connect to your VMware Horizon HVD from a bank-owned Chromebook (continued)

7 Your **Virtual (HVD)** will be displayed on one screen.
After clicking on your computer the website may pop-up asking if you want to open with Horizon. Click **'Open'**

Seeing this error?

NOTE – if you receive an error message after you click on your HVD that Google Chrome OS can't open this page, you need to wait until the VMware **Horizon Client icon** appears on your Chromebook and then try again. **See slide 5 for more details.**
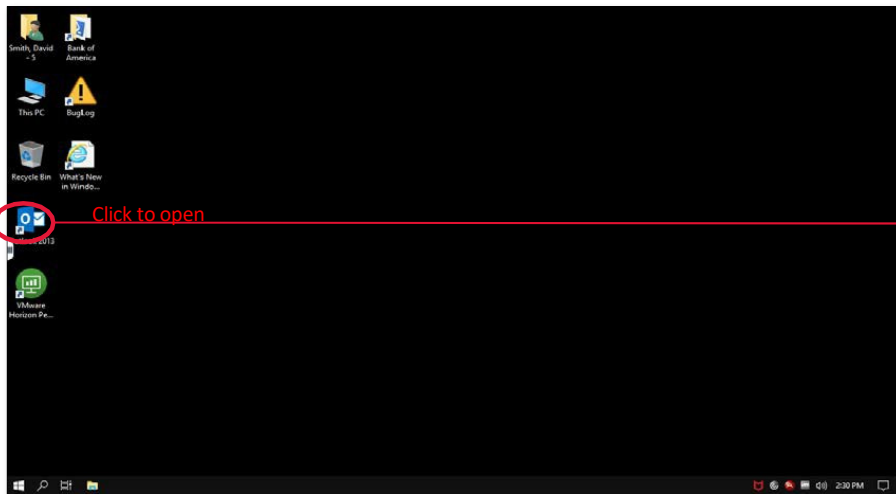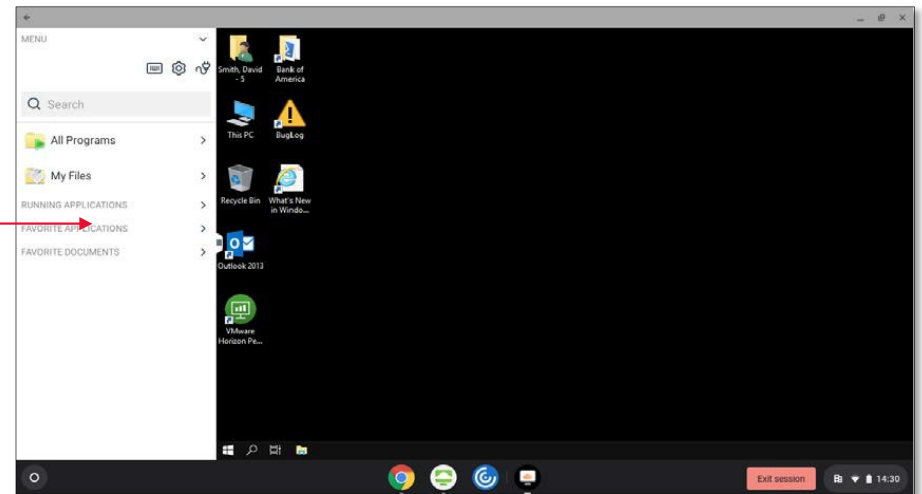
HVD on VMware Horizon

How to connect to your VMware Horizon HVD from a bank-owned Chromebook (continued)

8 Once you have successfully logged into the HVD session, the left of the screen will have a menu pull-out bar for preferences and disconnecting.
Note: First time set up depending on connection type Wi-Fi or LAN line your wait time could range from 2-10 minutes

Click to open

Use the 'Keyboard' item to access keyboard shortcuts on-screen
Use the 'Power cord' item to disconnect from your HVD

Once connected, if using a temporary password you should change this using Ctrl+Alt+Del as soon as possible.

HVD on VMware Horizon

How to connect to your VMware Horizon HVD from a personal, non-bank-owned device

1 🖥 VMware Horizon Client

2 **Bank of America Security Code Management – Formally known as SafePass** [Safepass® logo]
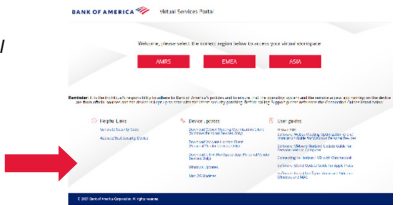
- A **Security Device** generates a **Security Code** which is used to grant appropriate access to bank resources (e.g., HVD/RemotePC, specific applications) each time you need it through multifactor authentication.
- Visit Flagscape for more information on Security Code
- Refer to this Virtual Productivity Guide on myTechnology portal for more information about using our technology products from home.

3 **Logon to a portal** - Once VMware Horizon Client software is installed, and you have registered and activated your Safepass token, you must logon to the Virtual Workspace Services portal by typing one of the portal web addresses into the browser address bar on your personal device

Choose a portal to logon, you can connect via the global link (left) <u>OR</u> via a direct regional link (right)

GLOBAL PORTAL LINK   https://portal.bankofamerica.com

Note – the global portal page provides additional instructions and guides, but you will still have to click one of the regional connect buttons to proceed to a regional logon page.

DIRECT LINKS – REGIONAL PORTALS

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EMEA   https://portal-emea.bankofamerica.com

Note – you may connect directly to your regional portal logon page using the above URLs. When connecting remotely, you must provide your temporary Safepass token on this page to proceed.
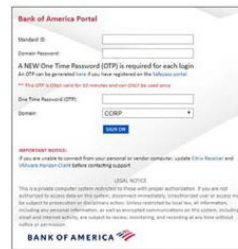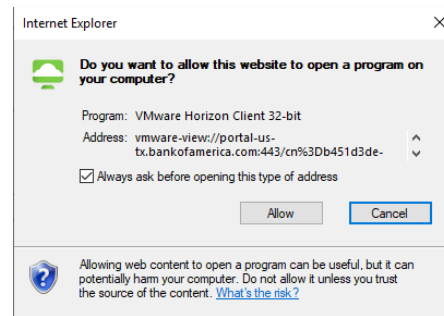
HVD on VMware Horizon

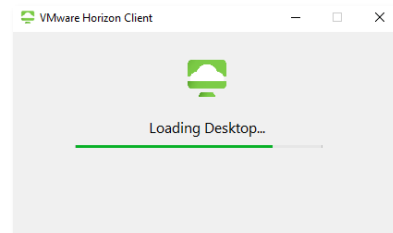## How to connect to your VMware Horizon HVD from a personal, non-bank-owned device (continued)

4 **Click on your HVD under the Horizon section to connect**
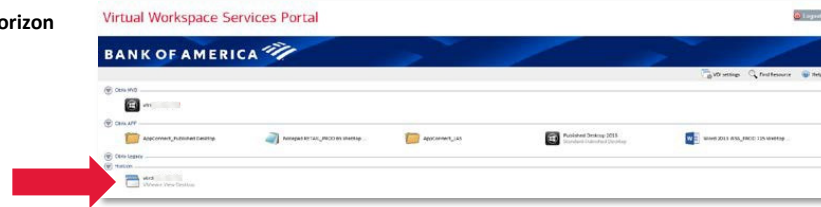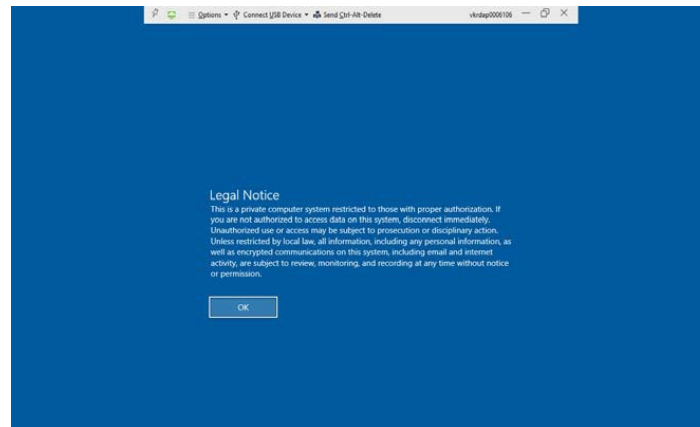

5 Choose **Allow**

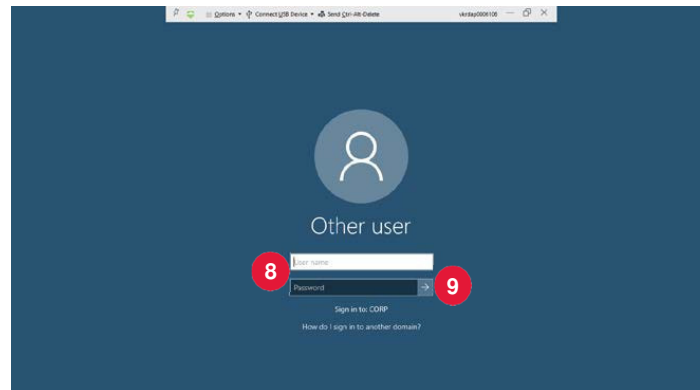**6** The HVD session will open in the VMware Horizon Client

HVD on VMware Horizon

How to connect to your VMware Horizon HVD from a personal, non-bank-owned device (continued)

7 Click **OK** to proceed through the Legal Notice

8 Enter your standard ID in the **User name** field and your password in the **Password** field

9 Hit **Enter** or **click the right arrow button** on the right side of the Password field to submit your credentials and logon to the HVD
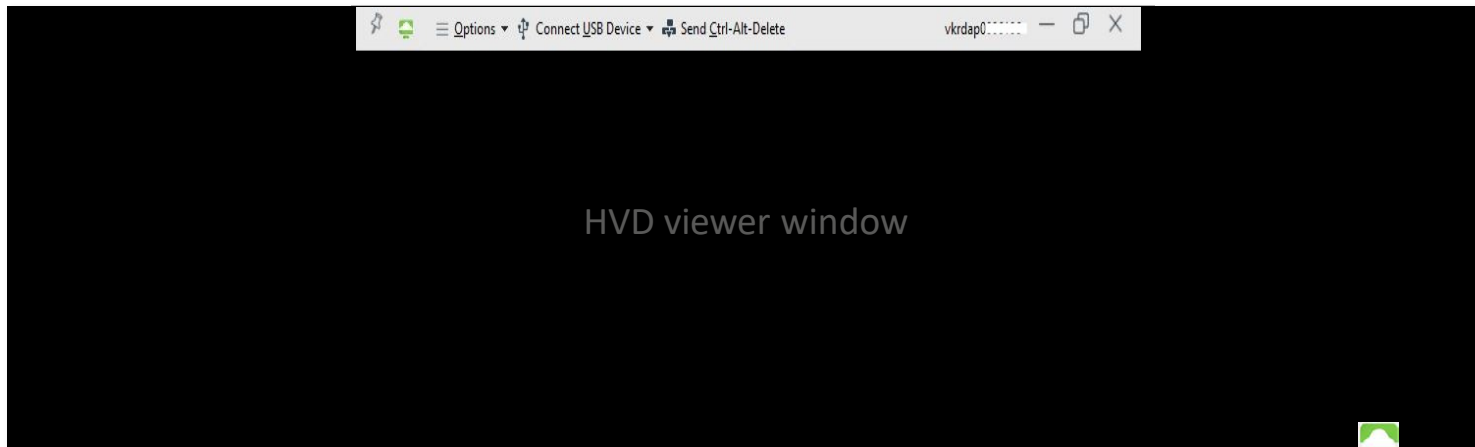
HVD on VMware Horizon

VMware Horizon Client Connection Viewer Window

After you provide your credentials and logon, your HVD will open in a VMware Horizon Client viewer window. There is a VMware Horizon Client ribbon menu at top edge of the HVD, and system tray icon on your endpoint device.

VMware Horizon Client ribbon menu (hold mouse at top edge of screen in HVD window to access)

HVD viewer window

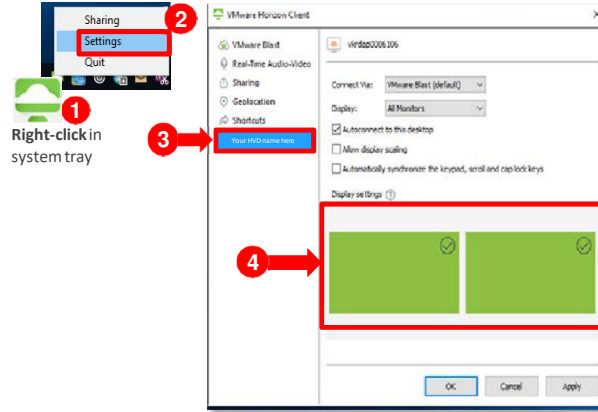*VMware Horizon Client icon (endpoint device system tray)*

HVD on VMware Horizon

How to configure monitor settings with VMware Horizon Client

Windows 10 endpoint device

1. **Right-click** on the VMware Horizon View icon in the system tray at the bottom right of the **endpoint** device's desktop window
2. Click on **Settings**
3. In the VMware Horizon Client settings window, **click on the HVD host name** in the left pane
4. Select the preferred display configuration by clicking the monitor icons in the bottom of the right pane, the monitors selected will show a check mark in the top right and turn green to indicate that the HVD will display on those monitors
5. Click **OK** to close the settings window

Right-click in system tray

Did you know?
HVD on VMware Horizon supports up to 4 x standard monitors (up to 1920 x 1200 resolution), or up to 3 x 4k monitors (3840 x 2160 resolution).

Mac OS endpoint device

1. From the VMware Horizon Client menu at the top of the Mac OS screen, select **Connection** and then **Settings...**
2. Verify the HVD is selected in the left-hand pane
3. Click on **Display** in the right pane
4. Choose the preferred display configuration in the **Full Screen** drop down field.
5. Close the Settings window to save the display settings and exit
6. From the VMware Horizon Client on the Mac OS endpoint device, select **Window**, then choose **Full Screen Display Mode** and check **All Displays**
7. In the VMware Horizon Client viewer Window, click on the **green maximize button** at the top left to expand the HVD to multiple displays
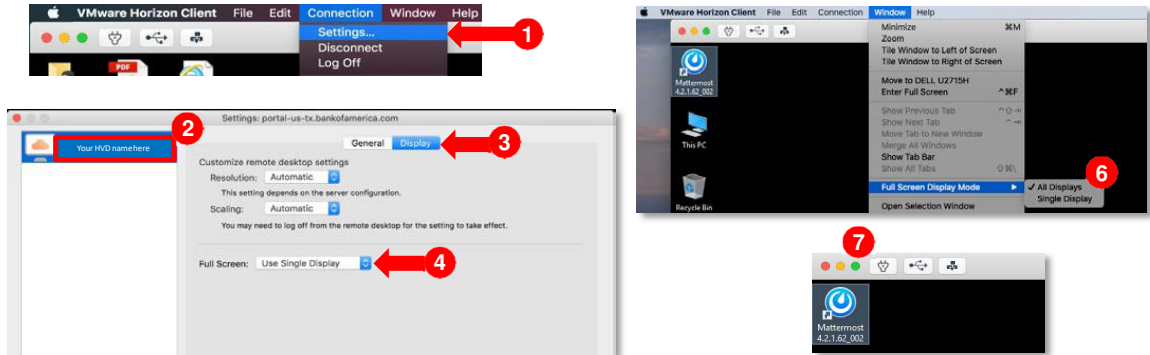
HVD VMware Horizon Client User Experience

How to configure USB settings with VMware Horizon Client on Mac OS

**USB redirection on Mac OS endpoint devices may not be enabled
by default in Horizon Client. If USB is not enabled on Mac OS:**

1. Open the VMware Horizon Client from Finder / Applications
2. On the VMware Horizon Client menu, click **Connection** then **USB** and then **Start remote USB services**
3. Choose **Continue**
4. Choose the preferred behavior for USB connections