



Access Course Software with Azure Virtual Desktop (AVD VirtualApps)

How to Access VirtualApps with Microsoft's AVD Remote Desktop Client (Recommended)



Accessing VirtualApps with Microsoft's AVD Remote Desktop Client is recommended over accessing via the web for performance and usability reasons.

The AVD Remote Desktop Client is pre-installed on all WVU Tech computer labs. For instructions on installing the AVD Remote Desktop Client on your personal machine, see the WVU knowledgebase article here:

<https://wvu.atlassian.net/servicedesk/customer/portal/5/article/300974286>

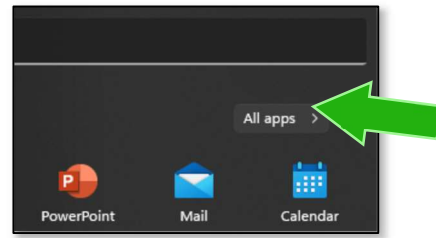
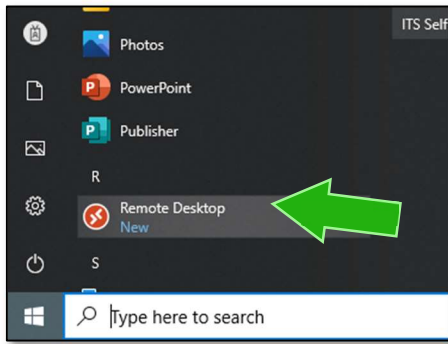
To access VirtualApps with the AVD Remote Desktop Client:

1. Open the start menu by clicking the Windows button on the task bar.

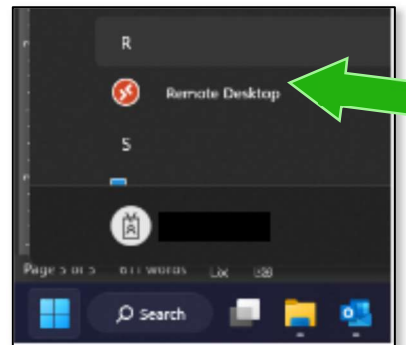
Windows 10	Windows 11
Click the  button on the task bar.	Click the  button on the task bar

2. Navigate to the 'R' section and click on the "Remote Desktop" app.

Windows 10	Windows 11
Scroll down to the 'R' section and click on the "Remote Desktop" icon.	Click "All apps."

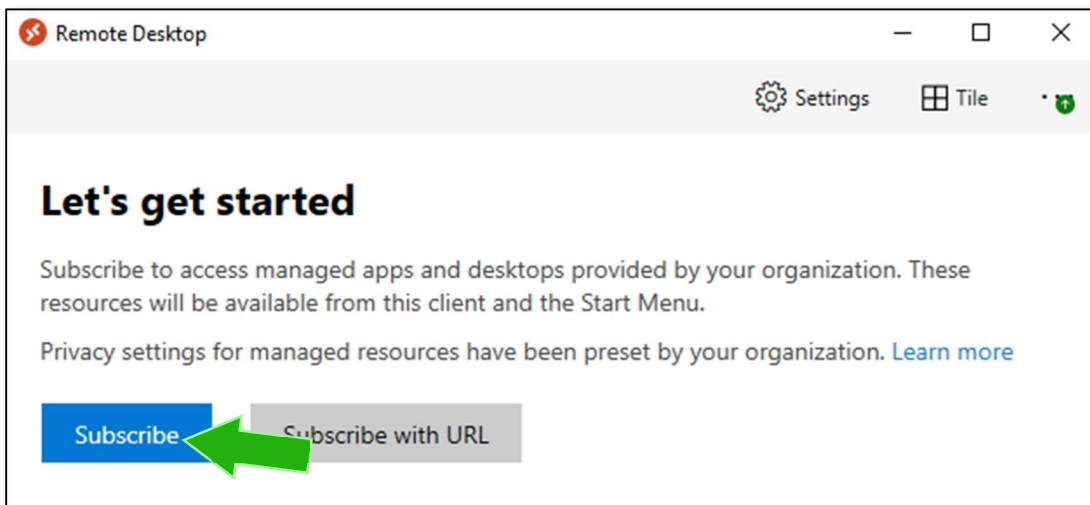


Then, scroll down to the 'R' section and click on the "Remote Desktop" icon (shown on next page).

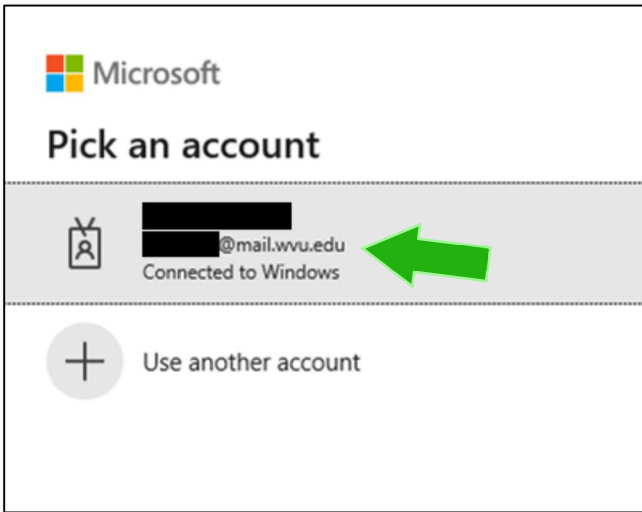


3. If you are opening the AVD Remote Desktop Client for the first time on a particular computer, you will need to go through the following prompts:

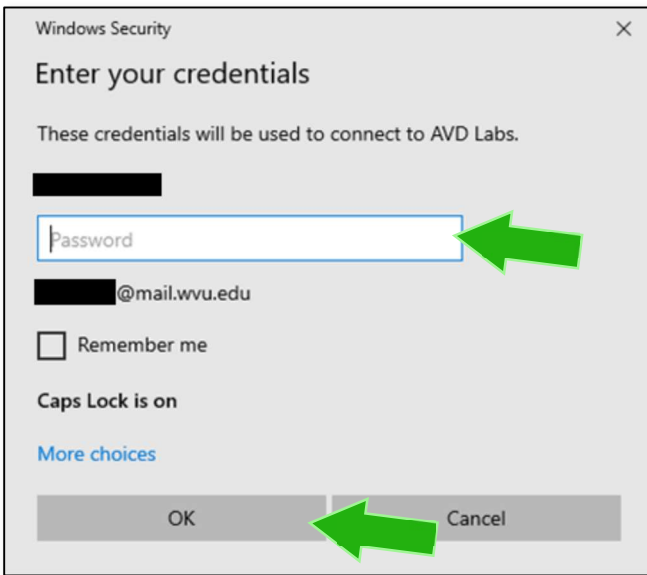
Click "Subscribe."



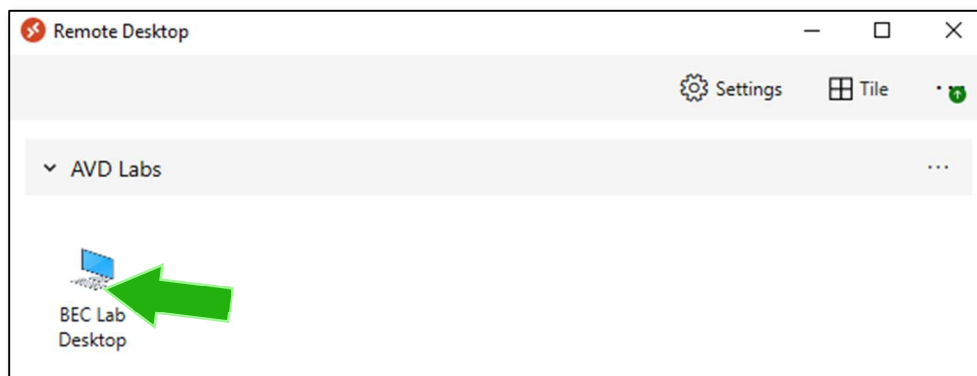
Click on your user information.



Enter your WVU password and click "Ok."



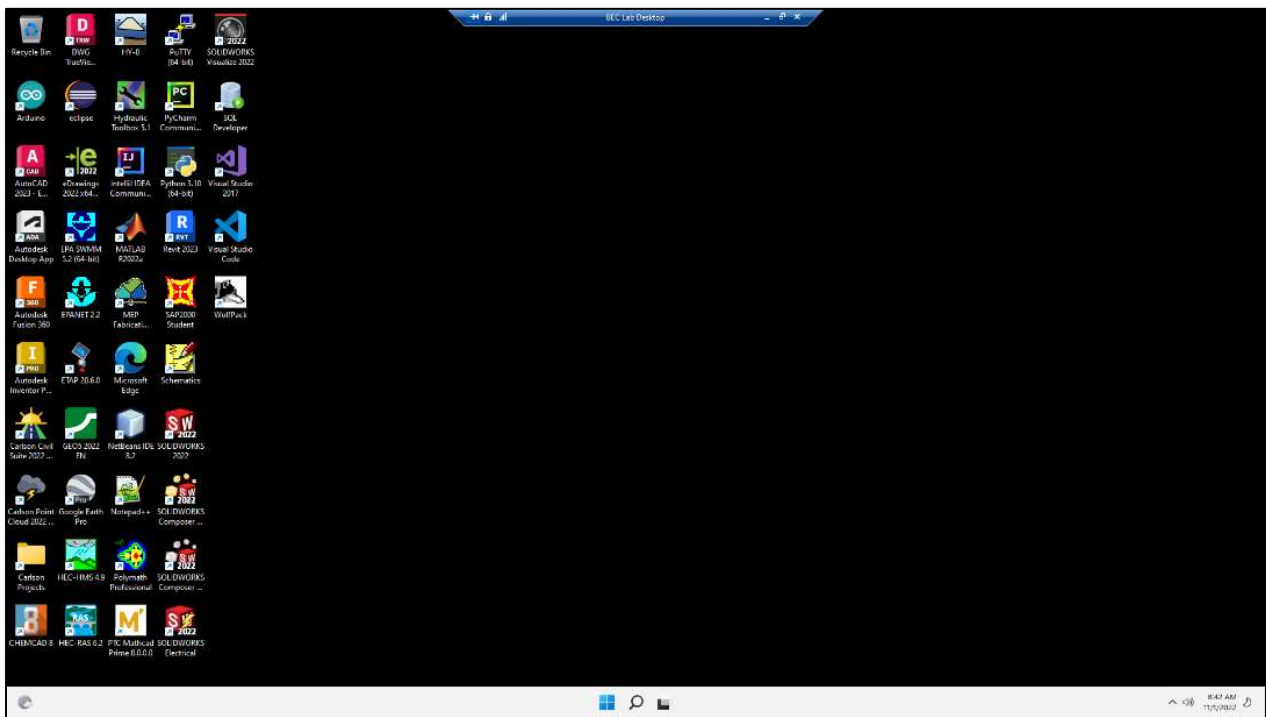
4. Click on "BEC Lab Desktop" to open a connection to the VirtualApps virtual computer.



If you do not see “BEC Lab Desktop” this means either:

- You are not enrolled in any courses for which the instructor has requested VirtualApps access (if you are a student). Talk to your instructor about requesting VirtualApps access for your course(s).
- You did not request VirtualApps access for any of the courses that you are instructing (if you are faculty). Send an email to itshelp@mail.wvu.edu with the CRN# of the course requesting VirtualApps access for your course.

5. After clicking “BEC Lab Desktop,” a window will open where you are connected to the VirtualApps desktop and you can begin using your course software.



The VirtualApps desktop window will open in fullscreen mode by default. You can use the blue bar at the top of the VirtualApps desktop to minimize and close your VirtualApps session.



The blue bar will automatically hide itself. To make it reappear, hover your mouse in the middle of the top edge of the screen.

How to Access VirtualApps Via the Web (Not Recommended)

If you are in a pinch or unable to install the Microsoft AVD Remote Desktop Client, you can also access VirtualApps through a web browser (Google Chrome or Microsoft Edge are recommended). To access VirtualApps via the web:

1. Go to virtualapps.wvu.edu.
2. Enter your WVU Login username followed by @mail.wvu.edu (*username@mail.wvu.edu*), then click **Next**.
3. Enter your WVU Login password and click **Sign In**.
4. Authenticate with Duo.
5. You will see icons for all of the virtual desktops and applications you have access to. Double-click the name of the desktop/application you want to open.
6. You will be asked if you wish to allow access to local resources. Click **Allow** or **Cancel** to continue.
 - **Clipboard** allows you to use copy/paste functionality.
 - **Printer** allows you to print to your local printer (both are checked by default.)
7. You will be asked to log in again. Enter your WVU Login username and password, then click **Continue**. You now have access to your virtual desktop or application.

Reporting Issues with VirtualApps

Reporting any issues you encounter while using VirtualApps is critical to helping WVU IT Staff to improve user experience. Please report any issues with VirtualApps ASAP including:

- Software stability issues (crashing, freezing)

- Software usability or performance issues (software running slowly)
- General problems accessing or using VirtualApps

To report an issue with VirtualApps, send an email to itshelp@mail.wvu.edu and cc tech-it@mail.wvu.edu with a detailed description of the issue. Make sure to include:

- If you are a faculty or student
- Which course you are instructing or enrolled in
- What days of the week and time of day you are accessing VirtualApps when the issue occurs
- As much detail about the issue as possible including any error messages

Requesting Assistance with VirtualApps

For immediate assistance with VirtualApps, call the WVU ITS service desk at **(304) 293-4444**. You will speak with an ITS service technician who can assist you if you encounter any issues accessing or using VirtualApps.