Please take the following steps to download VDI Remote Access software for your <mark>Non-CG Imaged Computer</mark>. It is the user's responsibility to install VDI software on their personally owned devices.

Valuable information, announcements, and software will be found on the VDI Remote Access CGPortal page:
https://cg.portal.uscg.mil/units/tiscom/Services/SitePages_EISI/Virtual_Desktop.aspx
<mark>VDI Software download is located under the Software section in the TAR/Zip File.</mark>

KEY ITEMS
If it asks for you to add a server name. The default server is <mark>VDI-East.uscg.mil</mark> or <mark>VDI-West.uscg.mil</mark>
If you are trying to test the VDI connection while logged into the CG Network (i.e. at work) it will timeout.

1) Open the Installation Guide (located under "Installation Guide (IG)" in the "Guides" section)
For Microsoft Windows:
https://cg.portal.uscg.mil/units/tiscom/Services/Guides/VDI_Remote_Access_Installation_Instructions_Windows.pdf

For Apple Macintosh:
https://cg.portal.uscg.mil/units/tiscom/Services/Guides/VDI_Remote_Access_Installation_Instructions_MAC.pdf

2) Verify your system operating type, either 32-bit or 64-bit. (located under the "TAR/Zip File" section)

3) Open the appropriate Installation file based upon your system operating type (32-bit or 64-bit).

4) Install the DoD Install Root Certificates.

5) Install ActivClient.

6) Install the VDI Remote Access Horizon View Client.

7) Test Connection to VDI Remote Access with the Horizon View Client.

All CG personnel are required to follow established CG user regulations in Automated Information System (AIS) User Acknowledgement CG5500A and U.S. Coast Guard Cybersecurity Manual CG5500.13 (series) when using CGONE via VDI Remote Access. Given that VDI Remote Access enables users to access information stored within a USCG data center, users must safeguard all data shared via VDI Remote Access as if working on a USCG workstation at a secured physical USCG location. The connection of unauthorized USB devices to their VDI Remote Access enabled PC or Mac is strictly prohibited.

Centralized Service Desk (CSD) will provide USCG end-users with first line support (Tier 1) for VDI Remote Access. If you experience any issues, please submit a CGFIXIT ticket via the Lighthouse icon on your Coast Guard Standard Workstation or call 1-855-CGFIXIT