

Remote Desktop Session in Browser



Problem logging into remote desktops

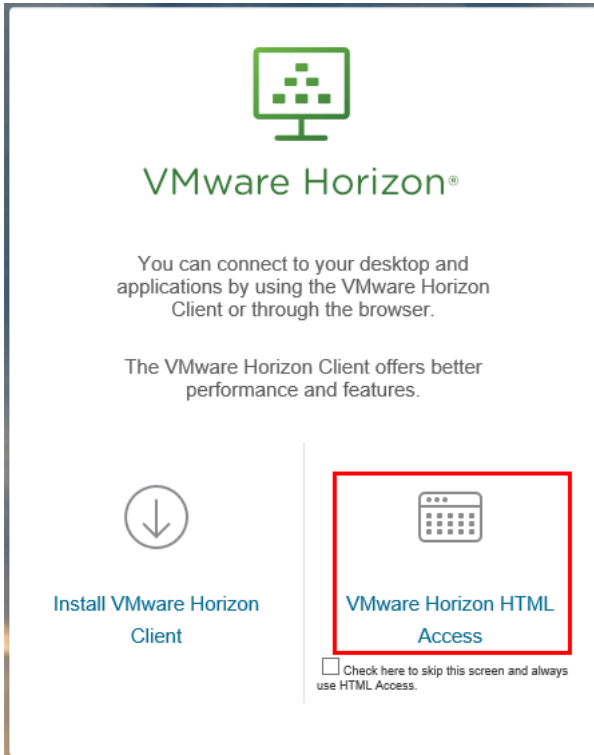
At the moment, remote Desktops cannot be accessed using a browser. Use VMware Horizon Client instead. Click [here](#) for detailed instructions.

Staff remote desktop for basic use can be opened in also in a web browser.

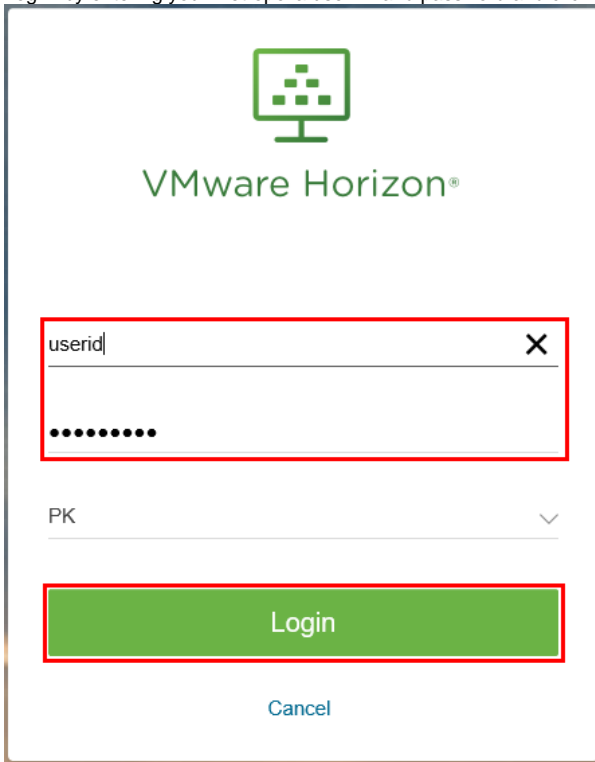
To access the desktop, browse to <https://securedesktop.metropolia.fi>. The address works only from outside of Metropolia network and VPN connection is required. If you are on campus, inside of Metropolia network, you can access remote desktops at desktop.metropolia.fi using [VMware Horizon Client](#).

Next, follow instructions:

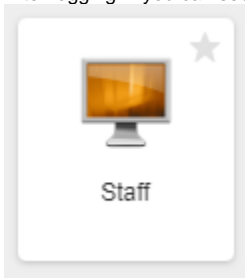
1. Click on **VMware Horizon HTML Access**.



2. Log in by entering your Metropolia user ID and password and click on **Login**.

The image shows the VMware Horizon login interface. At the top is the VMware Horizon logo, which consists of a green icon of a computer monitor with a grid of dots above the text "VMware Horizon®". Below the logo are two input fields: the first is for the user ID, with "userid" entered and a red rectangle highlighting it; the second is for the password, shown as a series of dots with a red rectangle highlighting it. Below these fields is a dropdown menu currently showing "PK". At the bottom of the login area is a large green "Login" button with a red rectangle around it, and a blue "Cancel" link below it.

3. After logging in you can see the remote desktops available in a browser. Select a remote desktop by clicking on its name.



4. The remote desktop opens now in the browser. Remember to log off (Log off/Sign out), when you close the session.

What to do in a problem situation?

1. Restart your computer and the device where the issue is occurring. Try the function again.
2. If the function you are attempting is happening in a web browser, try the function again in an incognito or private window and in a different browser.
3. Try searching for a solution on the site of the IT Services by using the following search methods:
 - a. navigation menu of the site (on the left)
 - b. search machine of the wiki (right upper corner)
 - c. a general search engine, for instance [Google Search](#)
 - d. [alphabetical index](#)
 - e. [FAQ](#)

If the problem is not resolved, please contact the helpdesk according to [best practices](#). Always include [a full screen screenshot](#) of the issue in your service request.

Contact method	Contact information
Form	https://hd.metropolia.fi
Email	helpdesk@metropolia.fi
Phone service	+358 9 7424 6777 (weekdays from 8 am to 4 pm)

