

# Remote Desktop Session in Browser



## Problem logging into remote desktops

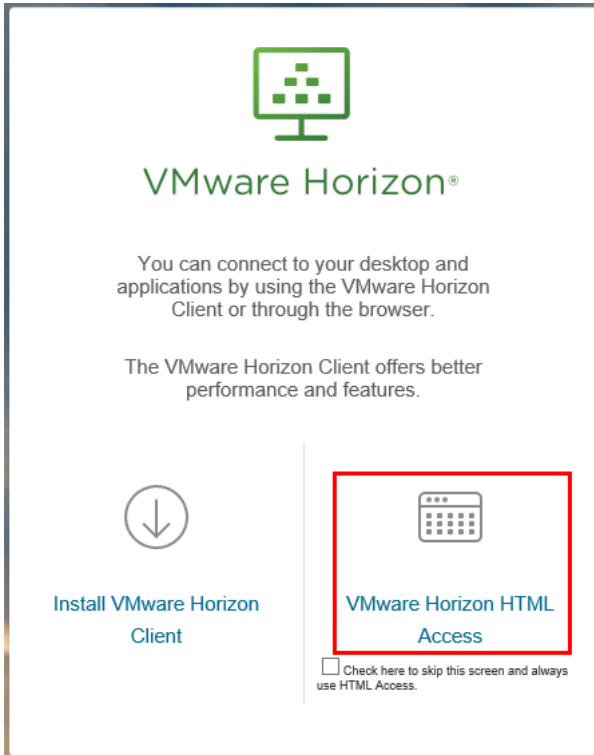
At the moment, remote Desktops cannot be accessed using a browser. Use VMware Horizon Client instead. Click [here](#) for detailed instructions.

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

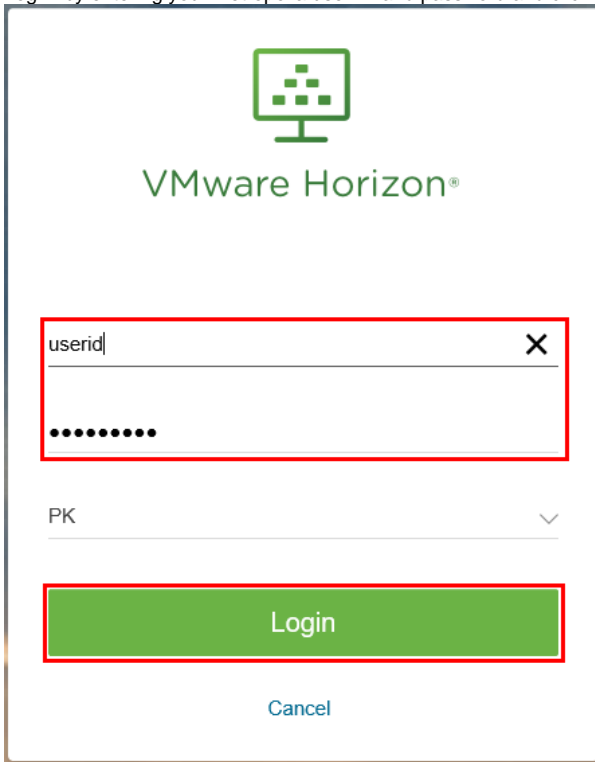
To access the desktop, browse to <https://securedesktop.metropolia.fi>. The address works only from outside of Metropolia network and VPN connection is required. If you are on campus, inside of Metropolia network, you can access remote desktops at [desktop.metropolia.fi](https://desktop.metropolia.fi)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

Next, follow instructions:

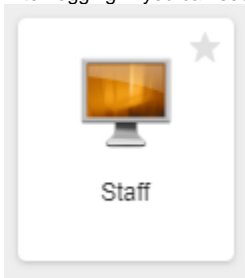
1. Click on **VMware Horizon HTML Access**.



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 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 border, and below that is a smaller blue "Cancel" link.

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
<a href="#">Form</a>	<a href="https://hd.metropolia.fi">https://hd.metropolia.fi</a>
<a href="#">Email</a>	<a href="mailto:helpdesk@metropolia.fi">helpdesk@metropolia.fi</a>
<a href="#">Phone service</a>	+358 9 7424 6777 (weekdays from 8 am to 4 pm)

