

Using Remote Desktops



Problem logging into remote desktops

At the moment, there is a problem connecting to remote Desktops using VMware Horizon Client for Mac or using a web browser on all computers. Connecting to remote desktops is successful only occasionally but you can retry again after a few minutes. Usually the connection can be opened eventually.

The connection opens on Windows with VMware Horizon Client with no problems.

I am...	My computer is connected to...	I can use Remote Desktop...
staff	- Metropolitan kiinteään verkkoon - You are connected to Metropolia fixed network when - your laptop is connected to a docking station or an ethernet cable on campus - in both cases Cisco AnyConnect client displays wired in Network panel. - you are using a desktop computer on campus. metropolia-secure wireless network	by logging in to desktop.metropolia.fi server in VMware Horizon Client
	- eduroam-network - metropolia-guest-network - another non-Metropolia network	Beginn on 12.12.2021: Please, start the VPN connection before logging in to securedesktop.metropolia.fi server. - by logging in to https://securedesktop.metropolia.fi server using VMware Horizon client. - by logging in at https://securedesktop.metropolia.fi using a web browser. (At the moment there are problems with browser connections. The connection works only occasionally.
student	Due to licencing reasons, students cannot use remote desktops from their own devices nor from outside or Metropolia.	- on a laptop from the laptop lending machine - the laptop opens automatically VMware Horizon Client - by logging in to desktop.metropolia.fi server in VMware Horizon Client on a classroom computer

Detailed instructions

Notice! Log in to wiki from the upper right corner in the browser to see content meant for Metropolia users only.

- [Add Connection Server to VMware Horizon Client](#)
- [How to Start a Remote Desktop Session Using VMware Horizon View Client](#)
- [Remote Desktop Main User](#)
- [Remote Desktop Session in Browser](#)
- [Signing Out of Remote Desktop](#)

What to do in a problem situation?

- Restart your computer and the device where the issue is occurring. Try the function again.
- 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.
- Try searching for a solution on the site of the IT Services by using the following search methods:
 - navigation menu of the site (on the left)
 - search machine of the wiki (right upper corner)
 - a general search engine, for instance [Google Search](#)
 - [alphabetical index](#)
 - [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
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Form	https://hd.metropolia.fi
Email	helpdesk@metropolia.fi
Phone service	+358 9 7424 6777 (weekdays from 8 am to 4 pm)

[Etätyöpöytien käyttö](#)