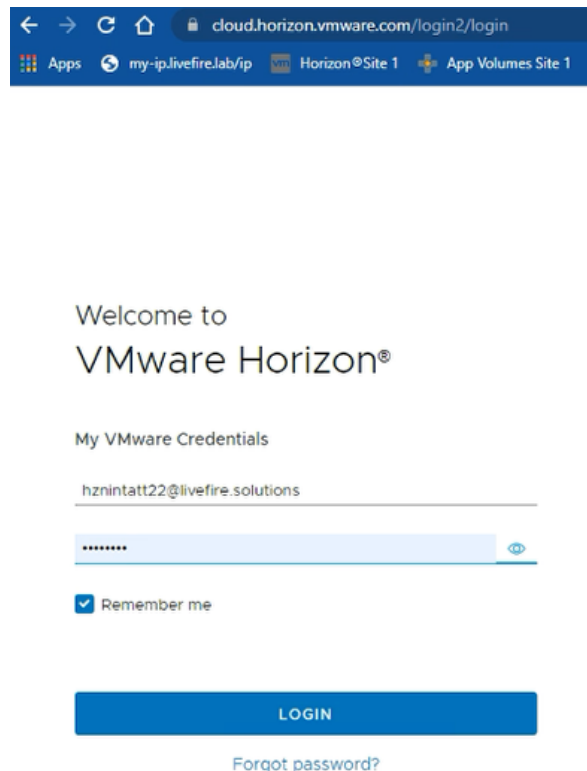


Getting started with Horizon Cloud Assist

VMware Workspace ONE Assist for VMware Horizon is a real-time remote employee support solution that enables IT and help desk staff to support employees with virtual desktop task and issues remotely. With Workspace ONE Assist for Horizon, support staff can quickly launch support sessions and remotely view and control virtual desktop directly from the Horizon Universal console.

Part 1: Assign Helpdesk Group for Horizon Assist in Site-1

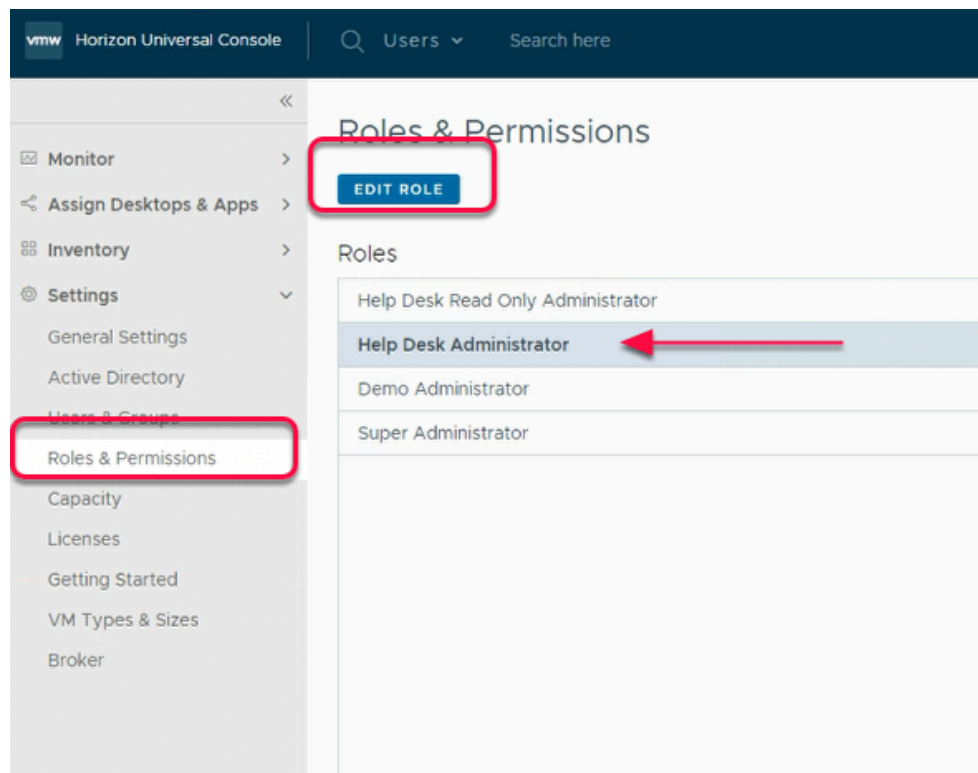
Part 1: Assign Helpdesk Group for Horizon Assist in Site-1.



1. From the **ControlCenter Desktop**

- **Launch Google Chrome Site1 profile**
- **In the address Bar Navigate to <https://cloud.horizon.vmware.com>** access Horizon Universal Console.
 - **Username: [hznintattxx@livefire.solutions](#)**
 - Where **xx** is the number assigned to you or the team.
 - **Password: [VMware1!](#)**
- In the next login page in Active Directory Credentials.
 - **Username: [administrator](#)**
 - **Password: [VMware1!](#)**

- Domain: **EUC-LIVEFIRE**
- Click **LOGIN**



2. From the Horizon Universal Console
 - **Expand** the **Settings** from the left hand menu
 - Go to **Roles & Permissions**
 - Under **Roles** menu
 - **Select Help Desk Administrator**
 - **Click** on **EDIT ROLE**
 - This opens a new Edit Help Desk Administrator window

Edit Help Desk Administrator

User Group:

The screenshot shows a form with a 'User Group:' label. Below it is a search bar containing the text 'help'. A dropdown menu is open, showing a list of user groups. The first item is 'HelpDesk' in blue text, with a small icon of two people to its left. Below the name is the LDAP path: 'CN=HelpDesk,OU=HelpDesk,OU=Corp,DC=euc-livefire,DC=com'. Below the search bar is another 'User Group:' label, followed by a search bar containing 'Active Directory Search'. Below that is a 'Selected User Group:' label, followed by a dropdown menu showing 'EUC-LIVEFIRE\ HelpDesk' with a close button (X) on the right.

3. Under User Group
 - Add **HelpDesk Group**
 - Click **Save**

Roles & Permissions

EDIT ROLE

Roles

Help Desk Read Only Administrator

Help Desk Administrator

Demo Administrator

Super Administrator

Help Desk Administrator

Admin Users

 EUC-LIVEFIRE\helpdesk

4. Under **Roles** Menu
 - Select **Help Desk Administrator**
 - On the right hand side
 - Confirm that **EUC-LIVEFIRE\helpdesk** group is added
 - **Logout** from Universal Console Page

Welcome to
VMware Horizon®

My VMware Credentials

hznintatt22@livefire.solutions

☒ Remember me

LOGIN

[Forgot password?](#)

Welcome to
VMware Horizon®

Active Directory Credentials

Kevin

EUC-LIVEFIRE

LOGIN

5. From the **ControlCenter Desktop**

- **Launch Google Chrome Site1 profile**
- **In the address Bar Navigate to <https://cloud.horizon.vmware.com>** access Horizon Universal Console.
 - **Username:** [hznintattxx@livefire.solutions](#)
 - Where **xx** is the number assigned to you or the team.
 - **Password:** **VMware1!**
 - In the next login page in Active Directory Credentials.
 - **Username:** **Kevin**
 - **Password:** **VMware1!**
 - **Domain:** **EUC-LIVEFIRE**
 - **Click LOGIN**

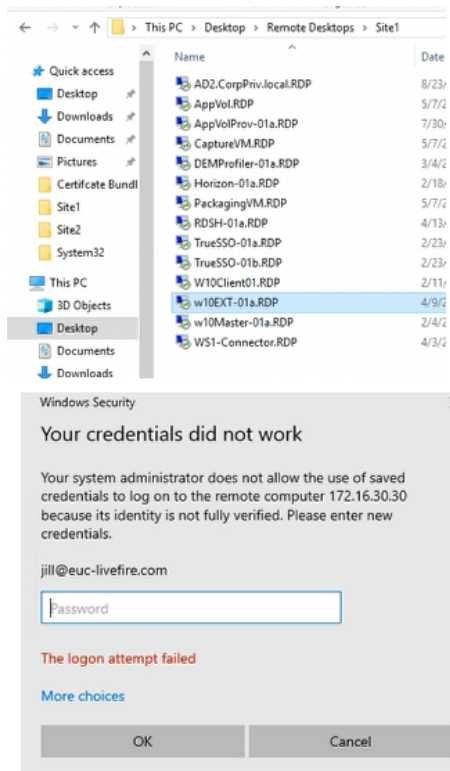


It might help you if you launch the browser session in a **NEW INCOGNITO Mode** session



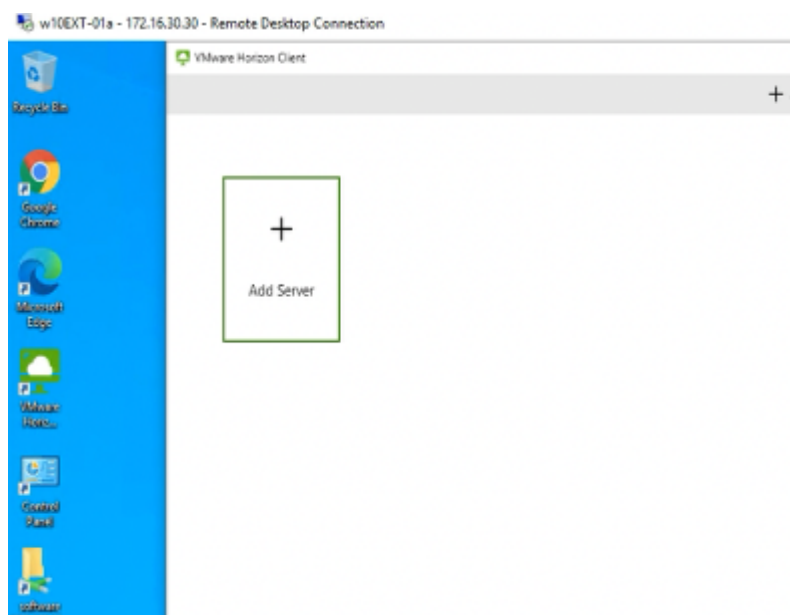
Part 2: Testing Horizon Assist in Site-1

Part 2: Testing Horizon Assist for A User in Site-1



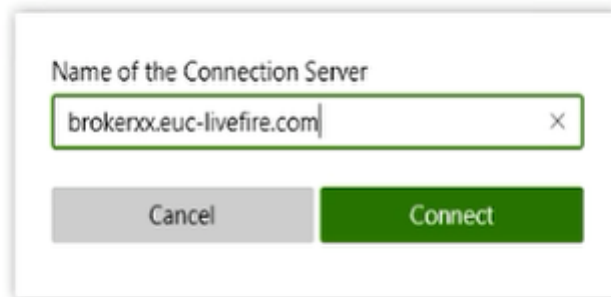
1. In the ControlCenter

- Navigate Desktop > Remote Desktops > Site1
- Launch the RDP session to **w10EXT-01a.RDP**
 - Username: **Jill@euc-livefire.com**
 - Password: **VMware1!**



2. On the **W10EXT-01a** desktop

- Launch **Horizon Client**
 - In Horizon Client, Click on **+ Add Server**

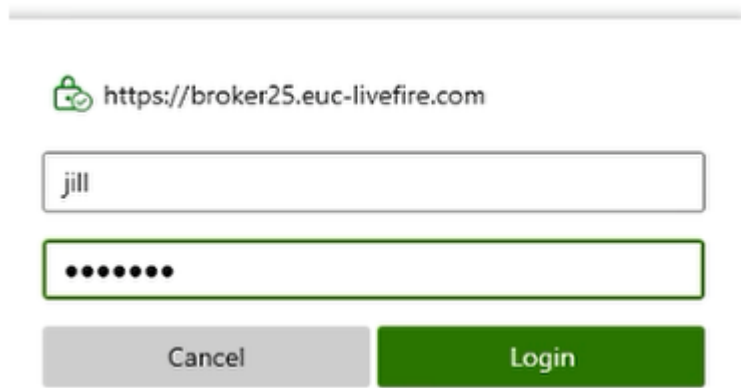


Name of the Connection Server

brokerxx.euc-livewire.com

Cancel Connect

3. In the **Name of the Connection Server** window
 - Enter *YOUR assigned broker FQDN*
 - **brokerxx.euc-livewire.com**
 - Where **xx** is your assigned number
 - Select **Connect**



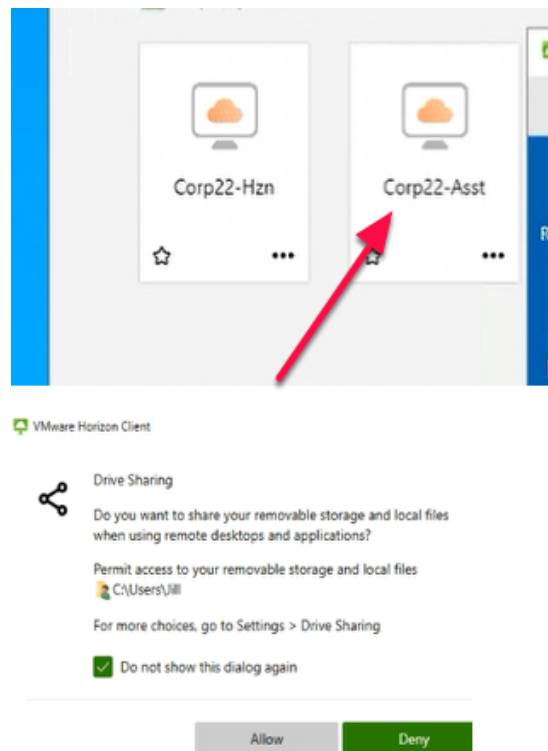
https://broker25.euc-livewire.com

jill

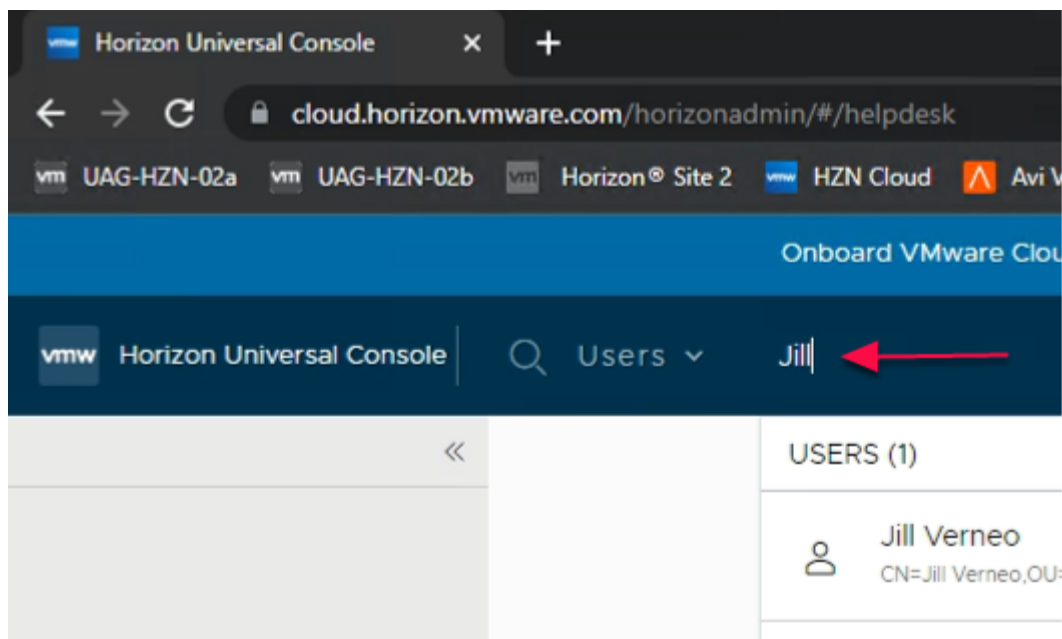
.....

Cancel Login

4. In the Login window
 - In the **Username**, area
 - Type **jill**
 - In the **Password**, area
 - Type **VMware1!**
 - Select **Login**

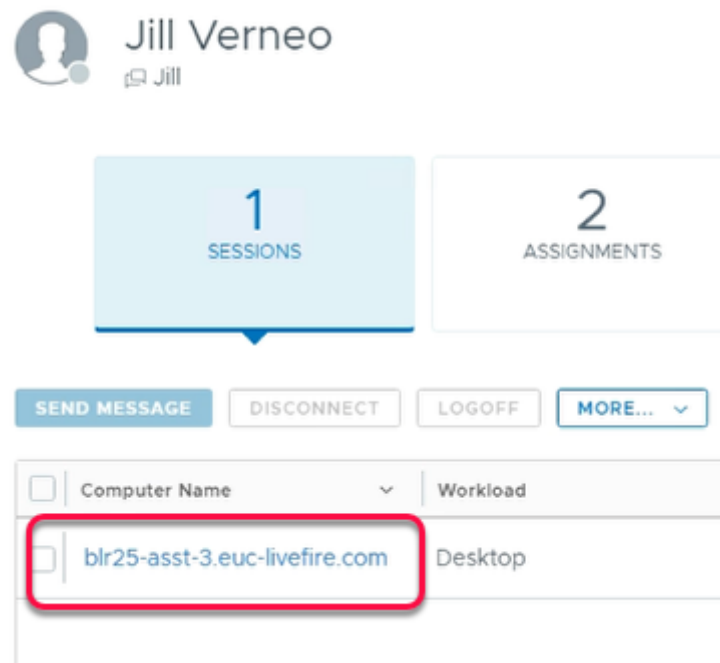


5. In the VMware Horizon Client
 - Select your **CorpXX-Asst** desktop assignment
 - Where **xx** is your assigned number
 - Wait for the User login is complete.
 - In the **Drive Sharing** prompt
 - Select **Allow**



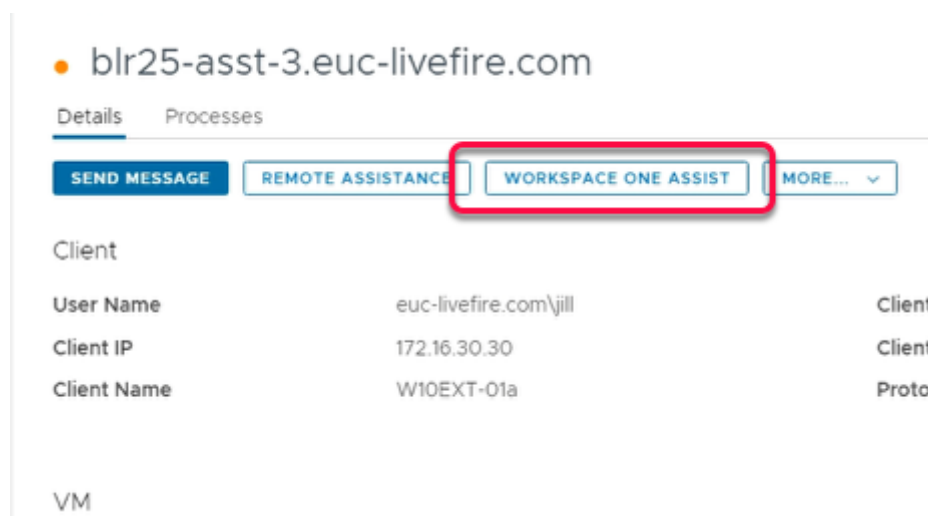
6. In the **ControlCenter** Desktop

- From **Google Chrome**
 - Ensure User **Kevin** Logged In Universal Console as **Helpdesk Administrator**.
 - In the **Top** Next to **Users**, In the **Search here**
 - Type **Jill**
 - Click on **Jill Verneo** user
 - This opens a new window for **Jill Vernio** Session Information



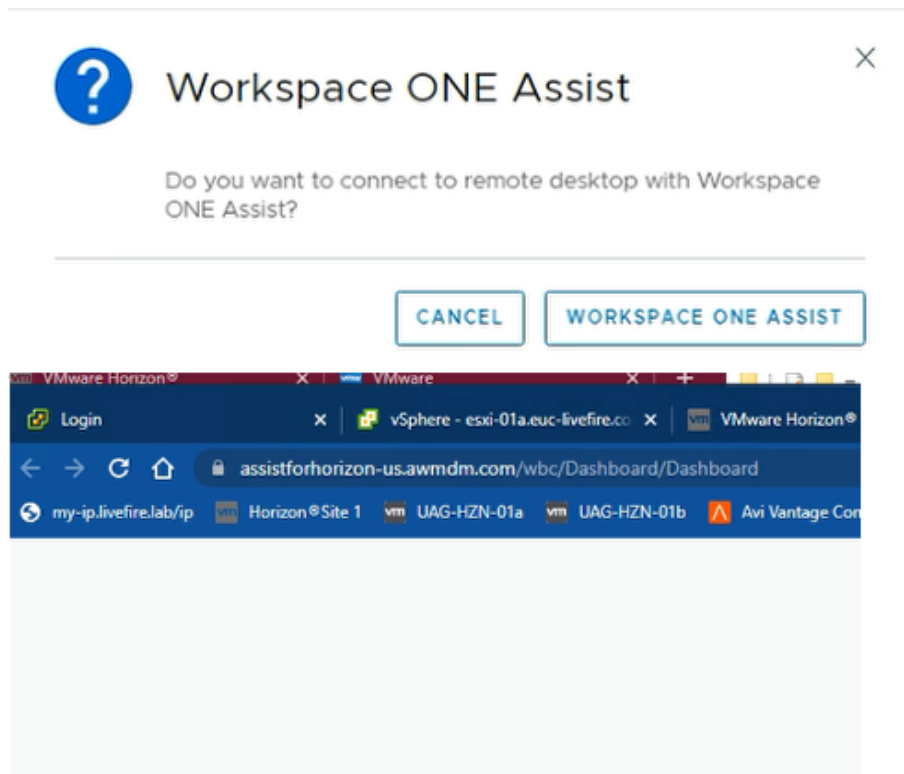
7. Under **Computer Name** column

- Click on the **blrXX-asst-X.euc-livewire.com**
 - Where **x** is the unique Virtual Desktop for allocated to Jill
 - In our **example** it is **blr25-asst-3.euc-livewire.com**
- This opens a **New Window** with the desktop information.



8. In the New Window

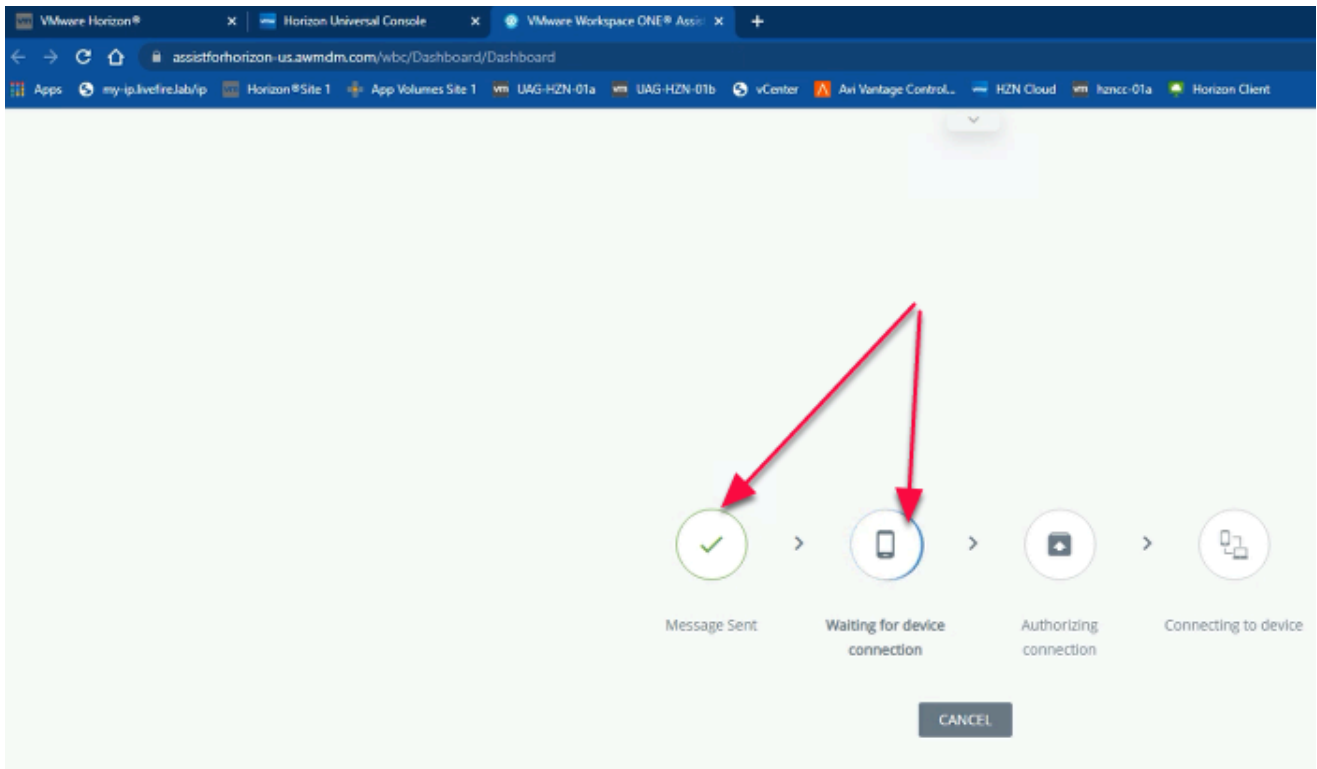
- Click on **WORKSPACE ONE ASSIST**



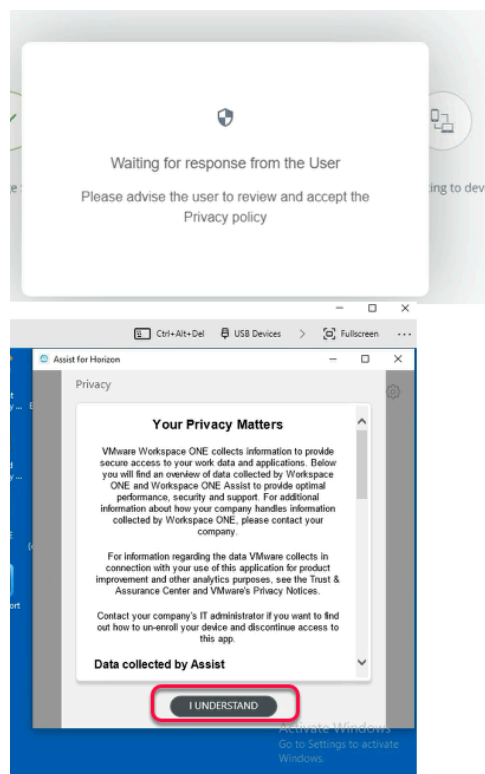
9. In the New **Workspace ONE Assist**

- Under **Do you want to connect to remote desktop with Workspace ONE Assist?**
 - Click on **WORKSPACE ONE ASSIST**
 - It will redirect to a new **assistforhorizon** Tab

- 💡 Note: Ensure to unblock the pop-up from the top right hand corner of google chrome
- Note: At times, clicking once may not work so if it doesn't work within 30 seconds to 1 minute, click again on Workspace ONE ASSIST button

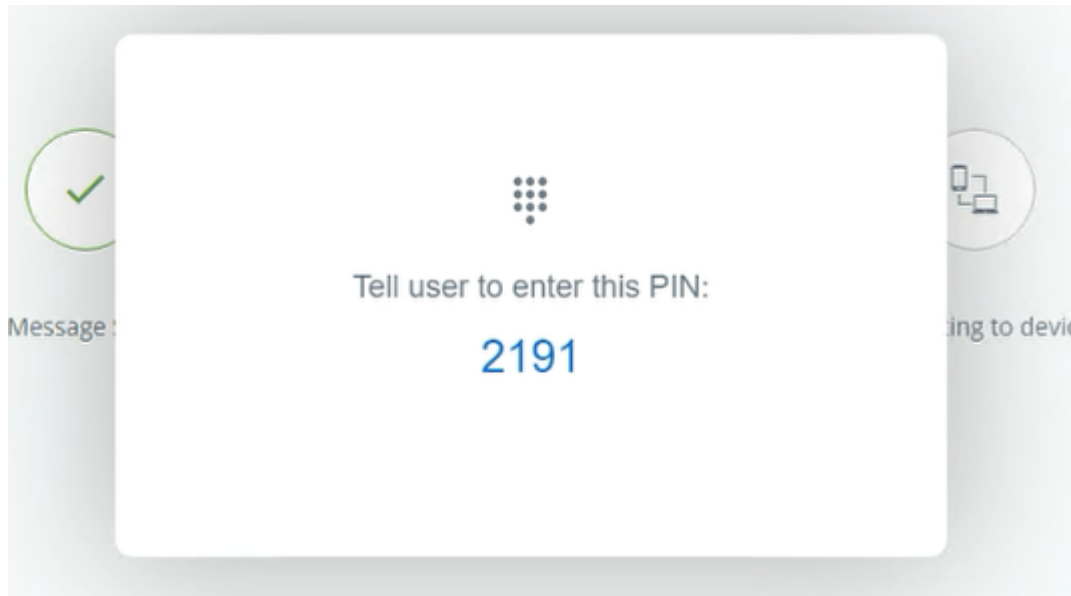


10. On your ControlCenter browser
 - In the new **assistforhorizon** tab
 - Wait for "**Message Sent**" and "**Waiting for device connection**" complete

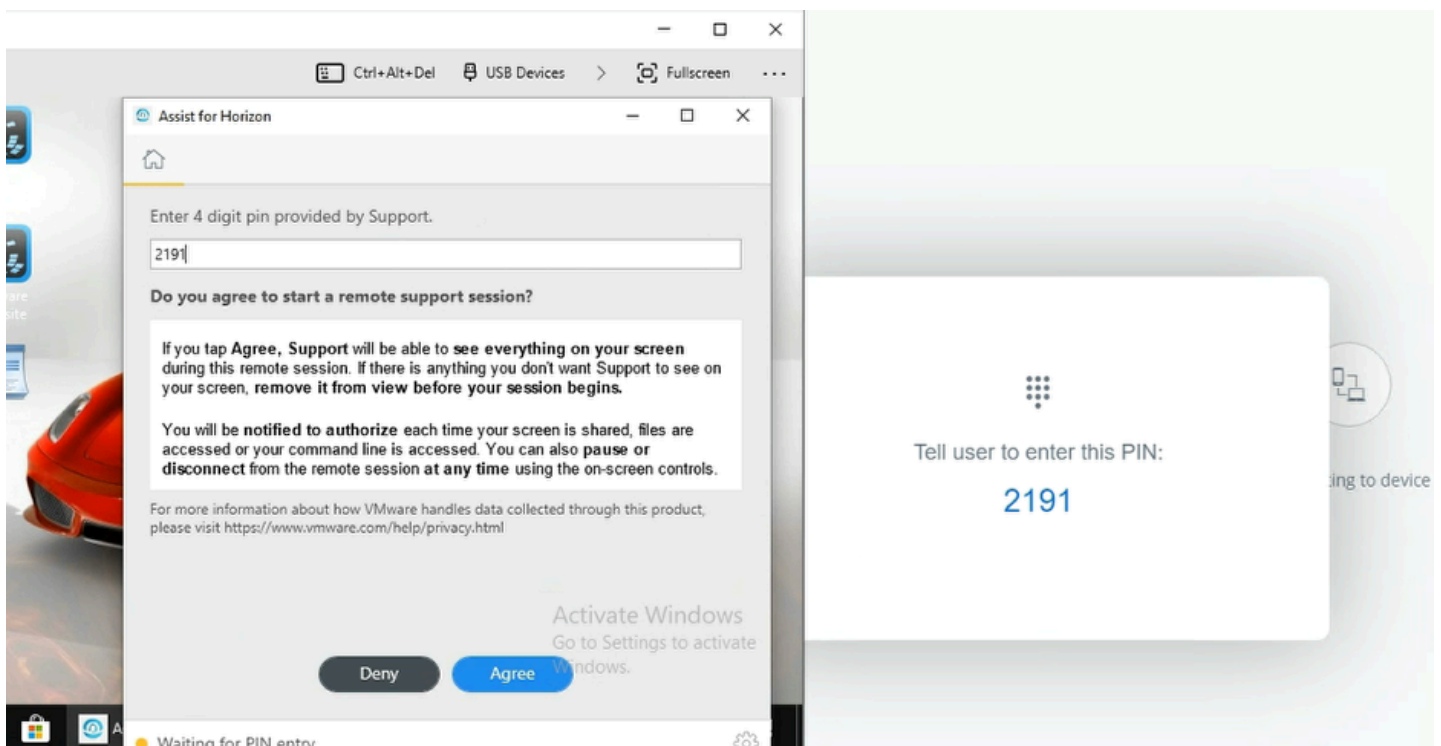


11. On the ControlCenter,
 - Switch to RDP Session of **w10EXT-01a**

- Within **Assist For Horizon** Window
 - Click on **I UNDERSTAND**

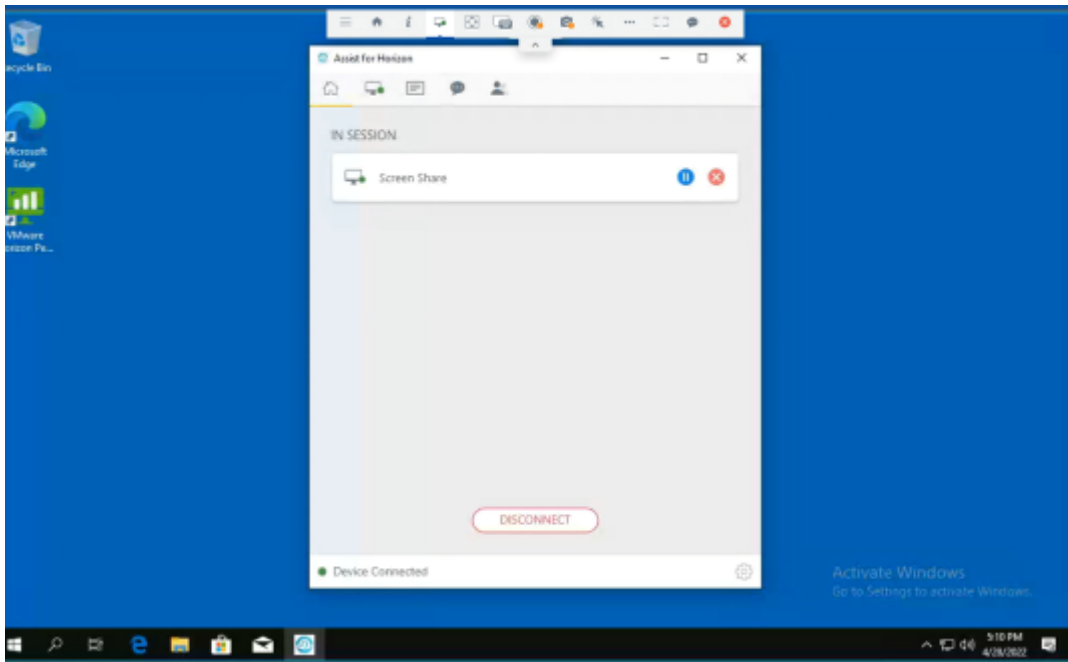


12. On your ControlCenter server
 - Switch back to your Chrome Browser
 - A **4 digit** pin will be displayed
 - **Make a note of the pin**



13. In the ControlCenter,
 - Switch back to **w10EXT-01a**
 - In the **Assist of Horizon** Window
 - Under **Enter 4 Digit Pin provided by support**

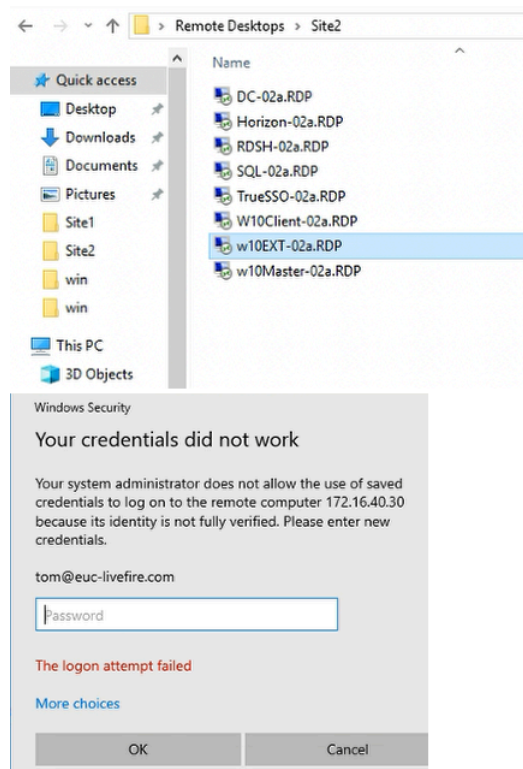
- Enter your **saved PIN**
- Click **Agree**
- **Minimize** the RDP Session of **w10EXT-01a**



14. From the **assistforhorizon** tab in Google Chrome
- **Kevin** can now control **Jill's** desktop session
 - In case, **Jill** has any technical issue in his VDI Session
 - Kevin will be able to Assist **Jill** with any technical issues

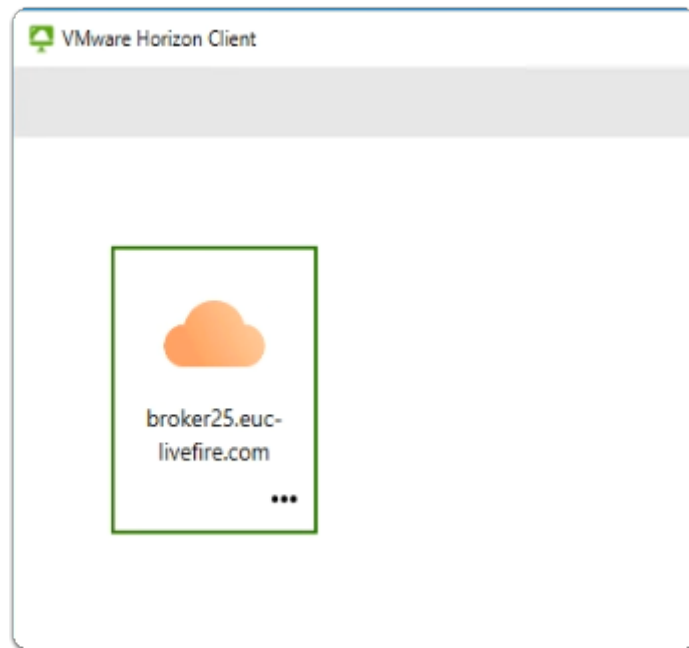
Part 3: Testing Workspace One Assist For Horizon in Site-2

Part 3: Testing Workspace One Assist For A User in Horizon in Site-2



1. In the ControlCenter

- Navigate **Desktop > Remote Desktops > Site2**
 - Launch the **w10EXT-02a.RDP** shortcut
 - Username: **tom@euc-livefire.com**
 - Password: **VMware1!**

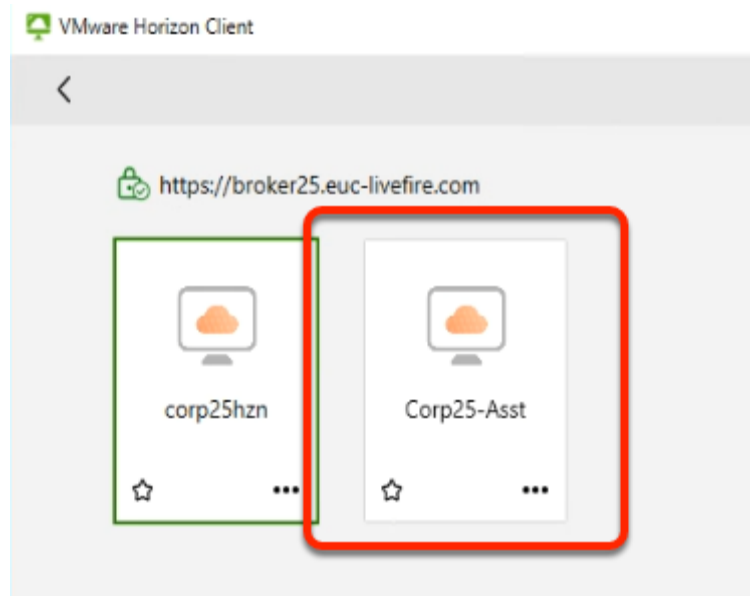


2. In the **W10EXT-02a** Desktop

- Launch the **VMware Horizon Client** Shortcut
- Select your **YOUR assigned broker FQDN**
 - *brokerxx.euc-livefire.com*
 - Where **xx** is your assigned number
- Select **Connect**

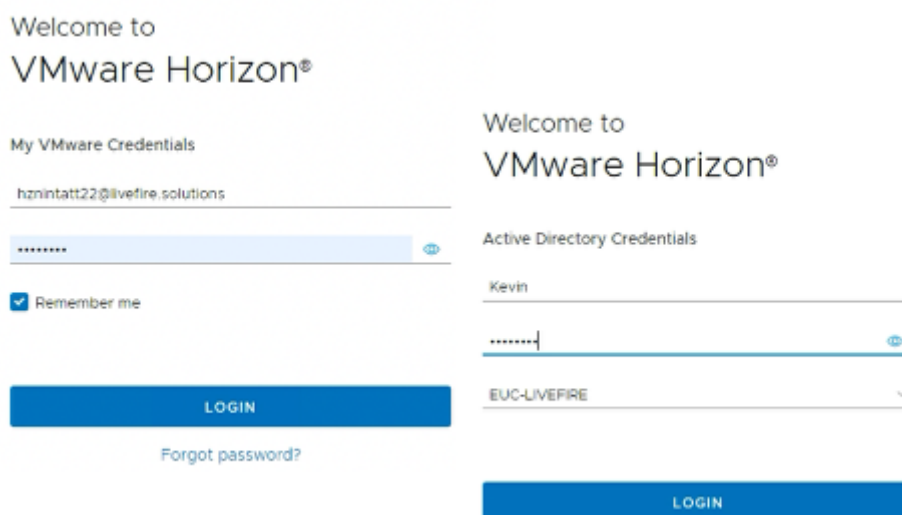
3. In the Login window

- In the **Username**, Type **Tom**
- In the **Password**, Type **VMware1!**
- Select **Login**



4. In the VMware Horizon Client

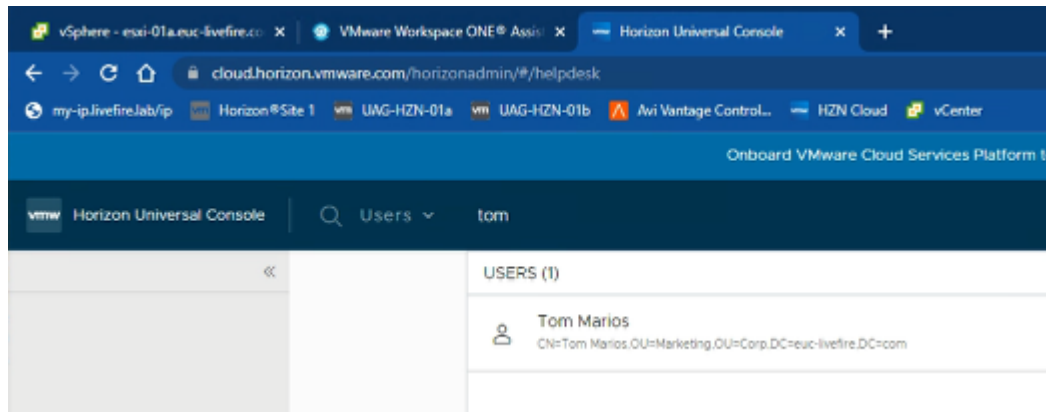
- Select your **CorpXX-Asst** desktop assignment
- Where **XX** is your assigned number



5. From the **ControlCenter Desktop**

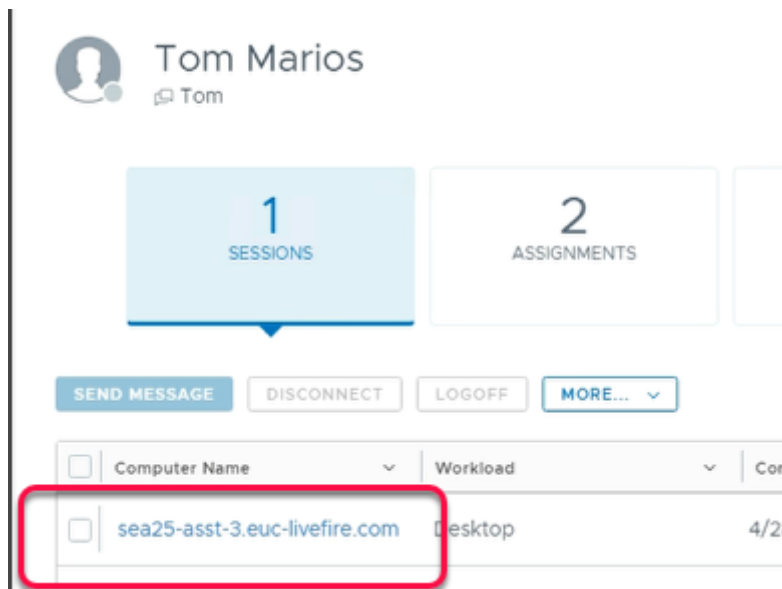
- Launch **Google Chrome**
- In the address Bar Navigate to <https://cloud.horizon.vmware.com> access Horizon Universal Console.
 - **Username:** [hznintattxx@livefire.solutions](#)
 - Where **xx** is the number assigned to you or the team.
 - **Password:** **VMware1!**
 - In the next login page in Active Directory Credentials.
 - **Username:** **Kevin**
 - **Password:** **VMware1!**
 - **Domain:** **EUC-LIVEFIRE**

- Click **LOGIN**



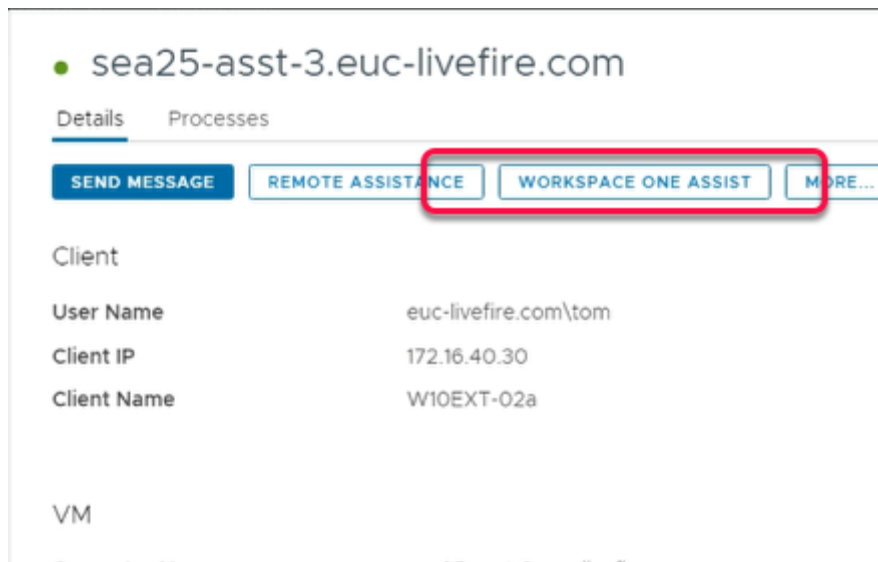
6. In the Top Next to **Users**, In the **Search here**

- Type **Tom**
 - Click on **Tom Marios** user
 - This opens a new window for **Tom Marios** Session Information



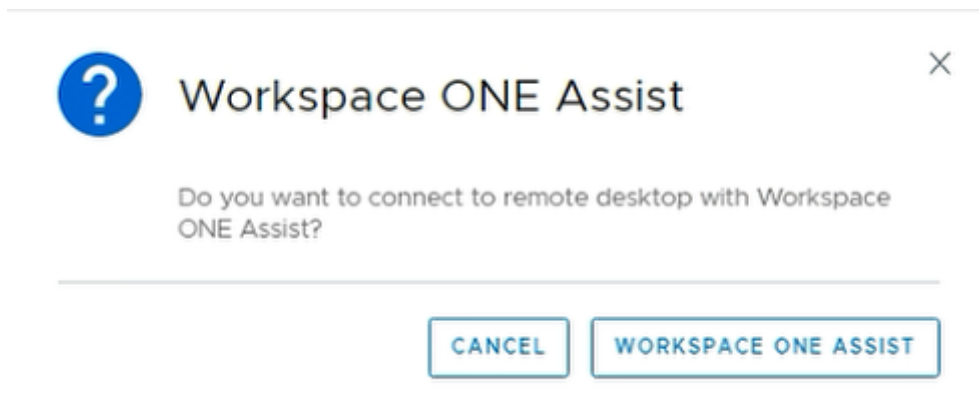
7. Under **Computer Name** column

- Click on the **seaXX-asst-X.euc-livewire.com**
 - Where **X** is the unique Virtual Desktop for allocated to Tom
 - In our **example** it is **sea25-asst-3.euc-livewire.com**
 - This Opens a **New Window** with the desktop information.



8. In the New Window

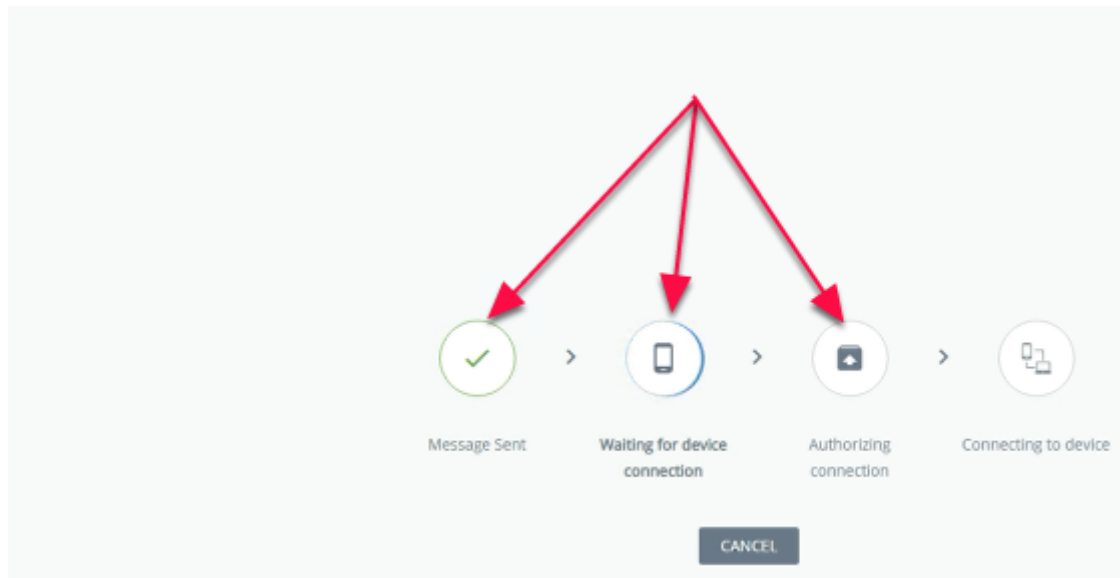
- Click on **WORKSPACE ONE ASSIST**



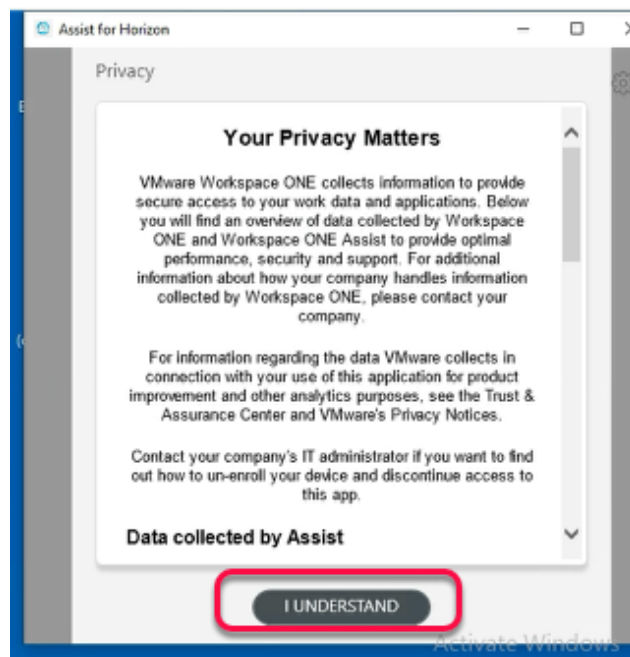
9. In the **Workspace ONE Assist** Window

- Under **Do you want to connect to remote desktop with Workspace ONE Assist?**
 - Click on **WORKSPACE ONE ASSIST**
 - It will redirect to a new **assistforhorizon** Tab

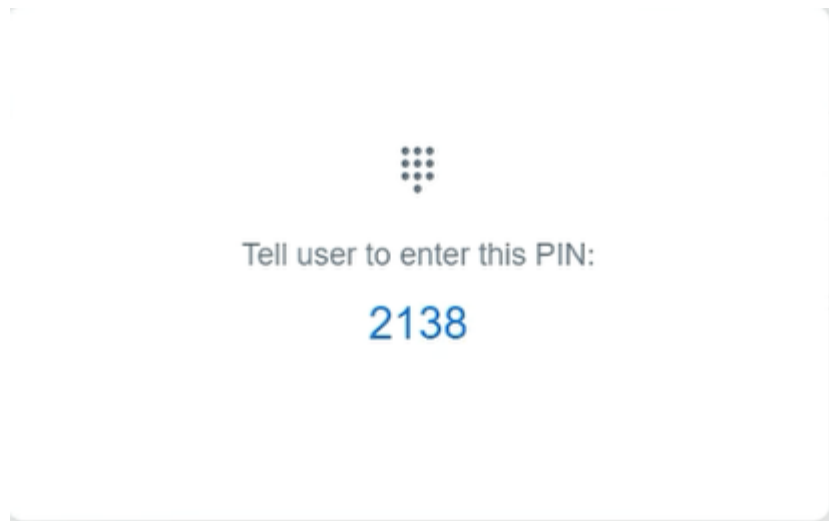
- **Note:** At times redirect takes 5 to 7 seconds to work.
- **Note:** Ensure to unblock the **Pop-ups** from the top right hand corner of google chrome
- **Note:** If there any error shows up, click again on **WORKSPACE ONE ASSIST**



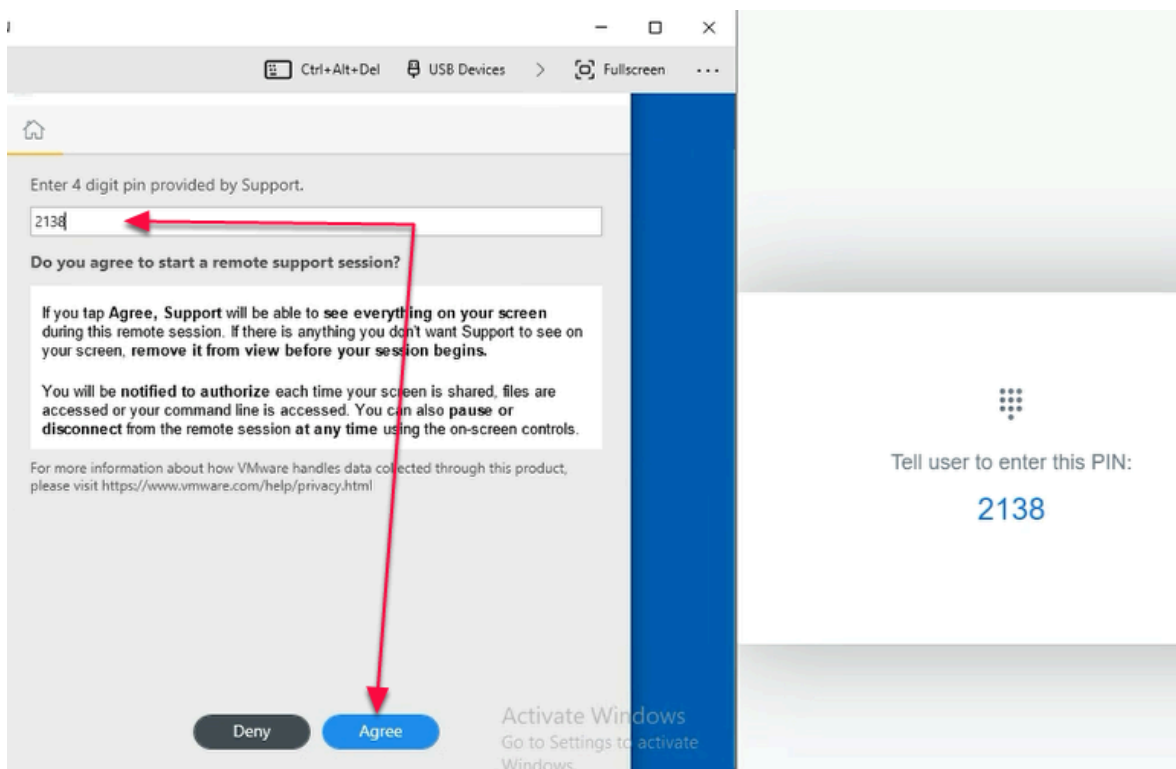
10. In the new **assistforhorizon** tab
- Wait for "**Message Sent**" and "**Waiting for device connection**" to complete



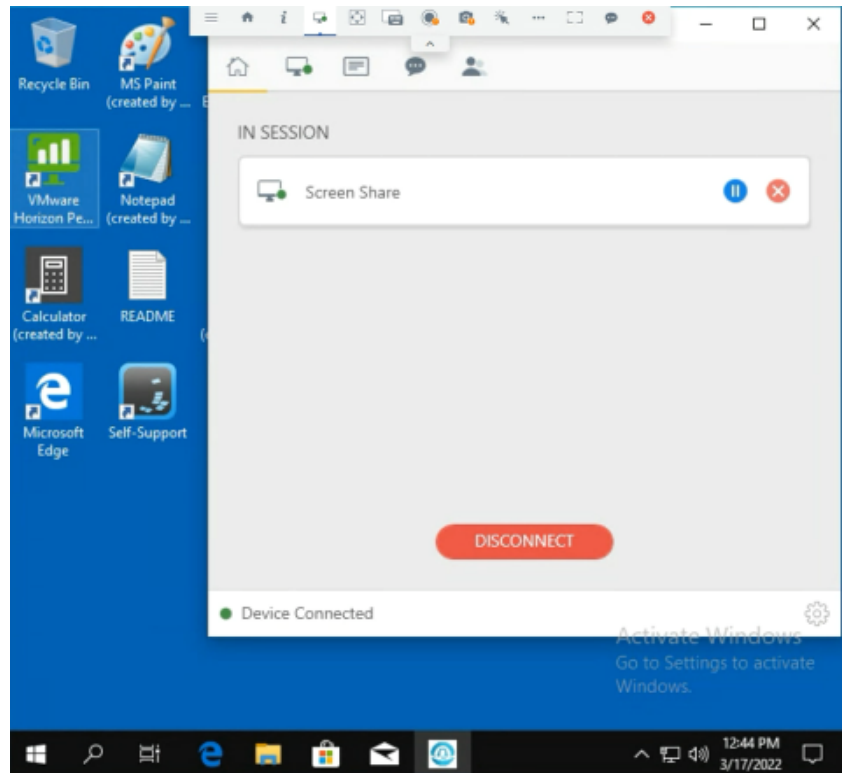
11. On ControlCenter,
- Switch to your **w10EXT-02a** RDP session
 - Inside **Horizon Client \ Tom Marios** session
 - Within **Assist For Horizon** Window
 - Click on **I UNDERSTAND**



12. On your ControlCenter Browser
- A **4 digit pin** will be displayed
 - **Make a note of the pin**



13. Switch back to the **w10EXT-02a** RDP Session
- Inside **Horizon Client \ Tom Marios** session
 - Under **Assist of Horizon** Window
 - Enter **4 Digit Pin** which was generated in **Step 11**
 - Click **Agree**
 - Minimize the RDP Session of **w10EXT-02a**



13. From **assistforhorizon** in Google Chrome
 - Kevin can now control Tom Mario's desktop session
 - Kevin will be able to Assist **Tom** with any technical issues within the Desktop session

Part 4 : Preparing for Day 3 labs

On your **ControlCenter** server complete the following tasks

- Logout of all **Horizon Desktop** sessions on both Site 1 and Site 2
- Logout of all **Windows 10 RDP** desktop sessions on both Site 1 and Site 2
- Logout of all **Administrative** Consoles
- Close all **Browser Profiles** for both Site 1 and Site 2
- Close any **CMD.exe** SSH sessions
- If a **DNS Manager** window is open, then close it
- Close all **File Explorer** windows sessions