

# Getting started with the cuDesktop service

The cuDesktop service, also known as Virtual Desktop Infrastructure (VDI), allows you to access software applications used during courses, from your own device, laptop or tablet.

The website for this service is <https://carleton.ca/cudesktop/>

## ***Step 1) Download and install the VMware Horizon View Client for your device***

On the website for the cuDesktop service, there are links to the different clients available. Please install the client that matches your device. This website also has links support information for different platforms that you can reference if you have any questions during the install, as well as links to the client application documentation.

During the installation depending on your platform, it may ask for the Connection Server. This is "[cuDesktop.carleton.ca](https://carleton.ca/cudesktop/)" (without the quotes)

## ***Step 2) Run the VMware Horizon Client***

Launch the VMware Horizon View Client on your device. Add a Connection Server using "[cuDesktop.carleton.ca](https://carleton.ca/cudesktop/)" (without the quotes), if you do not already have one defined. This is usually done by clicking on the button with a + symbol, or "Add Server" on it.

When prompted for your username and password use your myCarletonOne credentials (CUNET credentials), which are the same name and password that you use to login to cuLearn.

When using the virtual environment, please be sure to save your work to your network drive (P: drive). Any files saved or changes made inside the VM, i.e. to the desktop, will be lost when you logout.

If you encounter any problems or have any questions, please contact CTS by phone at 613-520-2600 x3815, or in person in at D283 Loeb Building, or contact the ITS Service Desk, by phone at 613-520-3700, by email [ITS.Service.Desk@carleton.ca](mailto:ITS.Service.Desk@carleton.ca) or in person on the 4th Floor MacOdrum Library.