## Revision History

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1 Overview

The Census Virtual Desktop (VDI) environment provides a new way for RDC researchers to log into the RDC servers. Instead of logging directly in through the NX client application as before, RDC researchers will now log into VDI from the thin client desktop before logging into the NX client application. This training guide provides information on how to log into the VDI network and how to log into the NX client from within VDI. It also provides special instructions for first-time users and instructions on how to change passwords for both VDI and the NX client.

Useful Terms: In addition to your RDC project User ID and password, you will now also have a VDI User ID (JBID) and password. These User IDs and passwords are separate from each other and must be reset separately. This Training Guide will provide instructions on how to reset the passwords for each type of User ID. The following table provides the terms that will be used in this Training Guide.

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
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<tr>
<td>JamesBondID (JBID) (or Census Network Account)</td>
<td>This is your Census Network Account. You will use it to connect to VDI from the thin client desktop. The JBID is the last 8 characters from your RDC project User ID. For example, if your RDC project ID is ch001bond0007, then your JBID is bond0007.</td>
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| Census Network Password               | You will use this password with your JBID when logging onto VDI from the thin client desktop. Current password restrictions are available through the Enterprise Password Self-Service Console (https://pss.tco.census.gov/PSS/), but at a high level, include the following requirements:  
  • Passwords must contain at least twelve (12) non-blank characters.  
  • Characters must meet at least three (3) of the following four (4) categories:  
    o English upper-case characters (A-Z)  
    o English lower-case characters (a-z)  
    o Base 10 digits (0-9)  
    o Non-Alphanumeric (e.g., !, $, #)  
  • At least one character must be changed when new passwords are created,  
  • Passwords cannot contain your account name, your first name, or your last name. |
| RDC Project User ID                   | This is the User ID for your RDC research project. It has the form ch001bond0007. If you have more than one RDC project, you will have separate User IDs for each project. |
RDC Project Password | You will use this password with your RDC Project User ID to login to your RDC project account through the NX client.

**Accessing VDI:** The VDI environment is only accessible through the Census thin client desktops at the RDC/SSDC locations. To access VDI from the Census thin client desktops, use the [https://internal.vdi.census.gov/Citrix/Research/](https://internal.vdi.census.gov/Citrix/Research/) link. This link will appear as an icon labeled VDI on the Census thin client desktop.

**Accessing Files:** The data for your projects are only available by logging in to your RDC project through the NX client. Please do not try to save any work to the VDI desktop. These files cannot be released and cannot be transferred into your RDC project space via the NX client.

**Available Applications**
Please note that Census applications are updated on a regular basis. The latest list of available applications in the environment is accessible through the [https://collab.ecm.census.gov/div/ltso/DVB/VDITeleworkApplications/SitePages/Home.aspx](https://collab.ecm.census.gov/div/ltso/DVB/VDITeleworkApplications/SitePages/Home.aspx) link.

<table>
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<th>Census Virtual Desktop – Available Applications</th>
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<tr>
<td>Adobe Acrobat Reader XI 11.0.08</td>
</tr>
<tr>
<td>Adobe Flash Player 14.0.0.176</td>
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<tr>
<td>Enterprise Password Self-Service</td>
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<tr>
<td>Internet Explorer 9</td>
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<tr>
<td>Microsoft Access 2010 *</td>
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<td>Microsoft Excel 2010 *</td>
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* Limited Distribution Applications (SSDC Customers)

**Quick References on Time Outs, Lock Outs, Expirations, and IT Service Desk Support**
- **VDI Session Lock Out – 15 Minutes**
  - Inactivity of 15 minutes in a VDI session will cause your session to **Lock**
  - Your unsaved work will still be available
  - Use your Census Network Password to log back into the VDI session
- **VDI Session Log Off – 3 Hours**
  - Inactivity of 3 hours in a VDI session will cause your session to **Log Off** or **Shut Down**
  - All unsaved work will be lost
- **Census Network Password Expires - 60 Days**
  - You must change your Census Network password every 60 days
  - Three (3) unsuccessful attempts will lock your Census Network Account (VDI).
• Contact the IT Service Desk to unlock your Census Network Account (VDI).
• See instructions in Section 2 for the information you will need to provide when contacting the IT Service Desk to unlock your account.

• Census Network Account Disabled - 25 Days of Inactivity
  • Not logging into VDI for 25 days will cause your Census Network Account and therefore your ability to log onto VDI to be disabled.
    • CES Supervisor or RDC Administrator action is required to enable disabled Census Network Accounts.
  • To avoid having your Census Network Account disabled, either log into VDI from within the RDC lab once every 25 days or go to https://pss.tco.census.gov/PSS/ from a computer outside of the RDC Lab and use the Enterprise Password Self Service application to change your password at least once every 25 days.
  • If your Census Network Account does become disabled, contact the IT Service Desk to enable your Census Network Account.
    • See instructions in Section 2 for the information that you need to provide when contacting the IT Service Desk.

• IT Service Desk support 1-301-763-3333
  • Normal Hours: 6:30 AM – 6:30 PM ET
  • After Hours Support limited to best effort: 6:30 PM – 6:30 AM ET
2 Obtaining, Unlocking, and Enabling the Census Network Account

Please follow these steps to access the Census Virtual Desktop from the RDC for the first time and in cases where your account is locked or disabled.

Once you have changed your password and set up your security questions (see instructions below in Logging into a Census Network Account for the First Time), you can use the Enterprise Password Self Service website https://pss.tco.census.gov/PSS/ from any computer or thin client to:

1. Change a password that has not expired;
2. Reset your password if you have forgotten it.

You must contact the Census Bureau’s IT Service Desk for password assistance if:

1. Your Census Network account is locked after three unsuccessful attempts to log in;
2. Your Census Network password has expired and you need to have it reset;
3. Your Census Network account has become disabled.

Logging into a Census Network Account for the First Time

Your RDC Administrator will help you log into your Census Network Account for the first time with your JBID and a temporary password. Once you have successfully authenticated, see Section 5 to change your password and create your security questions. Creating your security questions allows you to access and reset your Census Network Password without needing to engage the Census IT Service Desk.

Once you have changed your temporary Census Network Password and created your security questions, go to Section 4 for information on navigating and using the Virtual Desktop.

Unlocking a Locked Census Network Account

Your Census Network Account may be locked if you attempt to log in unsuccessfully three times. When you call the IT Service Desk, follow these steps to obtain a temporary Census Network Password:

1. Call the IT Service Desk at 1-301-763-3333 during normal business hours (Monday to Friday, 6:30 AM to 6:30 AM Eastern Time).
2. When the IT Service Desk staff asks for your James Bond ID answer with the last 8 digits of your RDC Project Account number (e.g., bond0007 if you have James Bond ID if your RDC Project Account number is ch001bond0007).
3. When the IT staff asks what you are calling about, answer with:
a. “I am a RDC researcher and need to have my Census Network Account unlocked” if your Census Network Account has been locked.

4. The IT Service Desk staff will verify your identity by asking you a series of security questions that you created through the Enterprise Password Self Service console when you first logged into VDI.

5. The IT Service Desk staff may ask you if you are logging on to VDI through an internal or external connection. You should answer that you are using an internal connection through the RDCs.  
   **Note:** Indicating that you are using an internal connection will ensure that the IT Service Desk staff is working with the appropriate Census Network Password.

6. Once you have answered your questions correctly, the IT Service Desk staff will unlock the Census Network Account.  
   **Note:** If you are unsuccessful in answering your security questions then CES Supervisor or RDC Administrator action is required to unlock the Census Network Account.

7. The IT Service Desk staff will then provide you with a temporary password over the phone. This password will only be good for a short time, so you should log in to VDI immediately, following the instructions in Section 3. You will use this temporary password to log in to VDI in Step 2 of Section 3.

8. You must create a permanent password after you have logged in to VDI by following the instructions in Section 5.

### Enabling a Disabled Census Network Account

When you call the IT Service Desk, follow these steps to enable your Census Network Account after 25 days of inactivity:

1. Call the IT Service Desk at 1-301-763-3333 during normal business hours (Monday to Friday, 6:30 AM to 6:30 AM Eastern Time).

2. When the IT Service Desk staff asks for your James Bond ID answer with the last 8 digits of your RDC Project Account number (e.g., bond0007 is your James Bond ID if your RDC Project Account number is ch001bond0007).

3. When the IT Service Desk staff asks what you are calling about, answer with:
   a. “I am a RDC Researcher and need to have my Census Network Account enabled to log on to VDI.”

4. The IT Service Desk staff will advise the RDC researcher that supervisory approval is needed to re-enable the account.

5. The IT Service Desk staff will indicate that they will need to engage a CES Supervisor or RDC Administrator for authorization to enable your disabled account. When they ask you for the name of your supervisor, you may give them the name of the RDC administrator that you are working with or the name of Barbara Downs, the Lead RDC Administrator.
**Note:** The IT Service Desk staff cannot enable an account based off of a customer simply answering their questions correctly or a customer request, as there are multiple reasons why a Census Network Account may be disabled. The IT Service Desk staff is required to engage your identified supervisor to enable your disabled Census Network Account.

6. Once the authorization is granted the IT Service Desk staff will enable the Census Network Account and provide you with a temporary password over the phone. This password will only be good for a short duration, so you should log in to VDI immediately, following the instructions in **Section 3**. You will use this temporary password to log in to VDI in **Step 2 of Section 3**.

7. You must create a permanent Census Network Password after you have logged in to VDI by following the instructions in **Section 5**.
3 Accessing and Using Virtual Desktop from the RDC/SSDC

Please follow these steps to access the Census Virtual Desktop from the RDC. For first time customers, your RDC administrator will assist you with logging into VDI.

1. Open the VDI shortcut on the thin client desktop. You will be automatically sent to 
   https://internal.vdi.census.gov/Citrix/Research/.

2. When the login box appears, type the requested information:
   a. Type your James Bond ID in the User name field.
   b. Type your Census Bureau network password in the Password field.
   c. Click the Log On button.

   **Note:** If the IT Service Desk staff provided you with a temporary password, you will need to change it immediately upon log in by following the instructions in Section 5.

   **Note:** If you are unable to log in with the temporary password, please see your RDC administrator.

3. Click the Census Virtual Desktop icon.

   **Note:** Only click the Census Virtual Desktop icon once to launch the VDI session.
If a Tip pop-up box appears:

a. Check the **Do not show the dialog box again** checkbox so it does not continue to pop-up in the future.

b. Click the OK button.

4. Read and accept the **Census Legal Notice**.

5. Click the OK button.

**Note**: The desktop will turn black for approximately 30 seconds before changing to the Census Virtual Desktop.

You are now on the Census Virtual Desktop (VDI)

Proceed to **Section 4** on the next page to learn how to navigate and use the Census Virtual Desktop.

**Note**: A Card Reader Not Detected warning will temporarily appear. Ignore this warning and let it disappear on its own (approximately three (3) seconds) or click on the **Continue what I was doing** button.
4 Navigating and Using the Virtual Desktop

The Census Virtual Desktop allows remote access to the Census Bureau network.

**Note:** Although you may see many applications in the Census Virtual Desktop Start Menu, most of these applications are only available to Census Bureau employees, not RDC Researchers.

**Note:** The three relevant applications for RDC Researchers are the NX Client for Windows application which allows you to log in to your RDC Project Account, the Enterprise Self-Service Password which allows you to change your Census Network Password, and Internet Explorer which also allows you to change your Census Network Password by navigating to [https://pss.tco.census.gov/PSS/](https://pss.tco.census.gov/PSS/).

**VDI Toolbar:** Located at the top of your VDI desktop is a VDI Toolbar. Clicking on this will open the XenDesktop toolbar and provide you with special features within the VDI environment.
Home: Minimizes your VDI desktop to your computer’s taskbar, giving you access to the thin client desktop.

Ctrl-Alt-Del: Locks or logs off your VDI desktop session, but you will still have access to your thin client desktop. This is different from pressing Ctrl-Alt-Del keys on your keyboard. Pressing the Ctrl-Alt-Del keys on your keyboard locks your computer; you will not have access to your thin client desktop until you log back on again.

Preferences: Allows you to make changes to the resolution and “look” of your virtual desktop.

Display: Allows you to modify the way your VDI environment is displayed. The options include Scale to Fit, Actual Size, and Change Resolution.

HDX: Allows you to modify the way your VDI environment interacts with the client. The options include File Access, Microphone, and Flash Acceleration.

Note: File Access Between the VDI Environment and the Thin Client are Prohibited!

Full-screen: Expands the desktop to completely fit the monitor. Alternatively, the Window button will resize the VDI desktop within your PC desktop when in Full-screen mode.

Note: to make the VDI desktop stretch across two monitors, make sure the window is partially displayed on both monitors before selecting the Full-screen option.

Disconnect: Closes the VDI session window while keeping the VDI session running in its current state. The following message will appear when initiated.

Note: Check the Don’t ask me again checkbox and click the OK button to avoid this message in the future.
Note: Data accessed through your RDC Project Account may only be saved to your RDC Project Space, not to the Census Virtual Desktop. In addition, you do not have the ability to save data from the Census Virtual Desktop to your local computer hard drive or thumb drive, or from your local computer hard drive or thumb drive to the Census Virtual Desktop.
5 Changing the Census Network Password from the Virtual Desktop

Please follow these steps to change your Census Network Password within the Census Virtual Desktop (VDI) environment. These instructions only apply to password resets, and will not unlock a locked account.

These instructions should be followed immediately following access to the Census VDI environment. These instructions allow customers to access and reset their Census Network passwords without needing to engage the Census IT Service Desk.

1. Click on the Start button.

2. Click the Enterprise Password Self Service icon.

   Note: Alternatively browse to https://pss.tco.census.gov/PSS/ to access the Enterprise Password Self Service console. This site is accessible from within the VDI session, as well as externally through the Internet.

3. You have three menu options:
   a. Forgot My Password
   b. Change Password
   c. Update My Security Questions
4. Upon choosing any of these three options, you will be asked to enter your username.

   **Note:** This is your JBID (e.g., bond0007).

   a. If you have forgotten your password, you will need to create a new one. Upon choosing the **Forgot My Password** menu option and entering your username, you will be required to enter the answers to your three security questions (the answers are not case sensitive). Upon successfully answering the three questions, you will be prompted to enter and confirm your new password. Once your updated password is accepted, you can log in to the NX client application in order to access your RDC project account.

   b. If you know your Census Network password and want to change it, type your old password, a new password, and confirm the new password. Upon choosing the **Change Password** menu option and entering your username (your JBID), you will be prompted to enter the password entries. Once your new password is accepted, you have successfully reset the password and can log in to the NX client application in order to access your RDC project account.

5. If you will not be logging in to VDI on a regular basis through the RDC lab, it is highly recommended that you access the Enterprise Password Self Service site via the external website to keep your Census Network password active at least once every twenty-five (25) days. You may go to [https://pss.tco.census.gov/PSS/](https://pss.tco.census.gov/PSS/) from an external Internet connection to change your Census Network password as described above.

   a. Updating your Census Network Password through the external website will ensure your Census Network Account remains active, and allow you to successfully log in to the VDI environment the next time that you are in the RDC.

   b. If you do not log in to VDI or update your Census Network Password within a twenty-five (25) day period, your Census network account will be disabled.

   c. If you are unable to log in to VDI or change your Census Network Password within a twenty-five (25) day period, you will need to call the IT Service Desk (1-301-763-3333) to enable
your Census Network Account. The IT Service Desk staff will advise the RDC researcher that supervisory approval is needed to re-enable the account. The IT Service Desk staff will indicate that they will need to engage a CES Supervisor or RDC Administrator for authorization to enable your disabled account. Once the authorization is granted the IT Service Desk staff will enable the Census Network Account.

**Note:** The IT Service Desk staff cannot enable an account based off of a customer simply answering their questions correctly or a customer request, as there are multiple reasons why a Census Network Account may be disabled. The IT Service Desk staff is required to engage your identified supervisor to enable your disabled Census Network Account. Follow the instructions provided in Section 2 for [Enabling a Disabled Census Network Account](#).
6 Accessing and Using the NX Client

Using the NX Client in the Census Virtual Desktop environment is no different than using the NX Client in the typical RDC environment. However, accessing the NX Client from the Census Virtual Desktop requires a few additional steps. Please follow these steps to access and close the NX Client in the Census Virtual Desktop.

1. After logging into VDI, click the Start button from the VDI desktop.

2. Click the All Programs icon.

3. Click the NX Client for Windows icon.

   **Note:** On your first NX Client for Windows log on attempt, the NX Client for Windows application will prompt you to configure the session. Please see Section 7 for NX Client for Windows configuration instructions.

4. The NX Client for Windows application will launch and the login box will appear.

5. Type your RDC Project User ID in the Login field (e.g., ch001bond0007).

6. Type your RDC Project Password in the Password field.

7. Click the applicable session name in the Session drop-down field (e.g., RDC or rdc1-1).

8. Click the Login button.

9. The NX Client for Windows application will now open and maintain the standard functionality.
7 Configuring the NX Client Session

Please follow these steps to configure the NX Client in the Census Virtual Desktop.

1. From the VDI desktop, click the Start button.
2. From the Start menu, click All Programs.
3. From the All Programs menu, click NX Client for Windows.
   **Note:** Selecting the NX Client for Windows icon will launch the NX Connection Wizard. If it does not, log out of VDI completely and then log back in and try again.
   **Note:** You should only have to complete these steps on your initial use of the NX Client within the Census Virtual Desktop environment.

4. Click the Next button.

5. The Session window will appear. Complete each field with the following information:
   a. Session: Any descriptive name (e.g., RDC or rdc1-1).
   b. Host: rdc1-1.ces.census.gov
   c. Port: 22
   d. Type: LAN

6. Click the Next button.

7. Leave the default settings in the Desktop window.

8. Click the Next button.
9. The **Configuration Completed** window will appear.  
   **Note:** The **Create Shortcut** checkbox will be checked and will create an icon on the desktop. At present, this function does not work.

10. Click the **Finish** button.

11. Click the **Configure** button to configure the **NX Client for Windows** application for dual monitor use.  
   a. On the **General** tab, check the **Spread Over Multiple Monitors** checkbox (if unchecked).  
   b. Click the **Advanced** tab.  
   c. Check the **Disable Direct Draw for Screen Rendering** checkbox (if unchecked).  
   d. Click the **OK** button.

12. The NX Login window will appear. Complete each field with the following information:  
   a. **Login:** Enter the RDC Project User ID (e.g., ch001bond0007).  
   b. **Password:** Enter the RDC Project Password.  
   c. **Session:** This will be populated with the session name you created earlier (e.g., RDC or rdc1-1).

13. Click the **Login** button.  
   **Note:** The RSA Key fingerprint dialog box will appear.

14. Click the **Yes** button.  
   **Note:** You should now connect to your session.
8 Locking, Logging Off and Closing VDI

Previously, you were able to lock the **NX Client for Windows** from the NX start menu or by clicking the “Lock\Log Out” applet when leaving your terminal for a short amount of time (< 1 hour). Now, when you leave your thin client for a short amount of time, you **must lock the Census Virtual Desktop**, not the NX Client for Windows (locking the Census Virtual Desktop prevents anyone from using your Census Network Account and your NX session).

To lock the **Census Virtual Desktop**, you can do one of the following:

1. **Lock the Census Virtual Desktop from the start menu.**
   a. Click **Census Virtual Desktop** start button in the bottom left.
   b. Place your cursor over the arrow button to the right of the words “Log Off.”
   c. Click **Lock**.

2. **Lock the Census Virtual Desktop from the VDI toolbar.**
   a. Click on the downward arrow of the **VDI toolbar** at the top of the **Census Virtual Desktop** screen.
   b. Click on the **Ctrl+Alt+Del** option.
   c. Click **Lock this computer**.

Previously, you were able to log out of the **NX Client for Windows** and leave the lab. Using VDI introduces a few additional steps that you must take prior to leaving your workstation.

3. **Log off of the NX Client for Windows session.**
   a. Click **Redhat**.
   b. Click **Log Out**.
   c. Click **End Current Session** to end your **NX Client for Windows** session.

4. **Log off of the VDI session.**
   a. Click the **Start** button.
   b. Click **Log Out**.
   c. This will prompt the **Census Virtual Desktop** to close.

5. **Log off of the VDI Web Interface.**
   a. On the VDI Web Interface (the white page with the **Census Virtual Desktop** icon), click the **Log Off** button.
   b. Click **File**.
   c. Click **Exit**.

6. **Logging off is complete and you may now exit the lab.**