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INTRODUCTION

This Getting Started Guide provides you with instructions on how to access Lilly's Virtual Desktop Infrastructure (VDI) environment remotely from anywhere, at anytime, using any device.

Prerequisites

To access Lilly's VDI environment remotely, you must have completed the following before attempting to connect:

- You have a Lilly issued System ID (and associated password) and know your Lilly assigned account domain (AM, EMA, etc.).
- You have successfully registered for the myPassword@Lilly service with your Lilly issued System ID.
- You have been enabled with the Remote Access entitlement within Fieldglass by your Lilly Sponsor.
- You have been granted access to a Lilly VDI pool and your Lilly Sponsor or the Lilly VDI Pool owner has provided you with your assigned regional VDI server name (indyvdi.am.lilly.com, ukvdi.ema.lilly.com or sgvdi.ap.lilly.com).
- You have installed the latest version of the VMware Horizon Client. *(Note: The Windows installer will require administrative privileges on the PC and it will also require a reboot.)*
- You have a reliable connection to the internet.
- For those individuals managing connections on behalf of their organizations, firewall openings for TCP ports 80/443 and **UDP port 4172** are also required.

CONNECTING TO LILLY VDI USING A BROWSER

Once the above prerequisites have been met, follow these steps to connect to Lilly's VDI environment:

1. Launch your internet browser and type in the appropriate myDesktop URL from the following table:

Regional VDI Instance Name	Corresponding myDesktop URL
indyvdi.am.lilly.com	https://mydesktop.am.lilly.com
ukvdi.ema.lilly.com	https://mydesktop.ema.lilly.com
sgvdi.ap.lilly.com	https://mydesktop.ap.lilly.com

    IMPORTANT: It is recommend to use Internet Explorer (IE) on Windows. If using a Mac (which is supported), it will be required to use Safari. If you are using a Mac with Safari, click 'Cancel' if prompted to choose a certificate.

2. On the myDesktop Login page, enter your **Username** (a.k.a. Lilly System ID) and **password**.
3. Select **Login.**

4. Upon successful input of your credentials, you will be required to authenticate using Lilly's multi-factor authentication system (PingID).

5. Upon successful completion of Lilly's multi-factor authentication, you will be presented with the myDesktop web page displaying your allocated VDI Pool name(s). **Click on the appropriate icon** associated with your VDI pool name to launch your Lilly virtual machine.

   Note: the names associated with your icons will be different from what is displayed below.
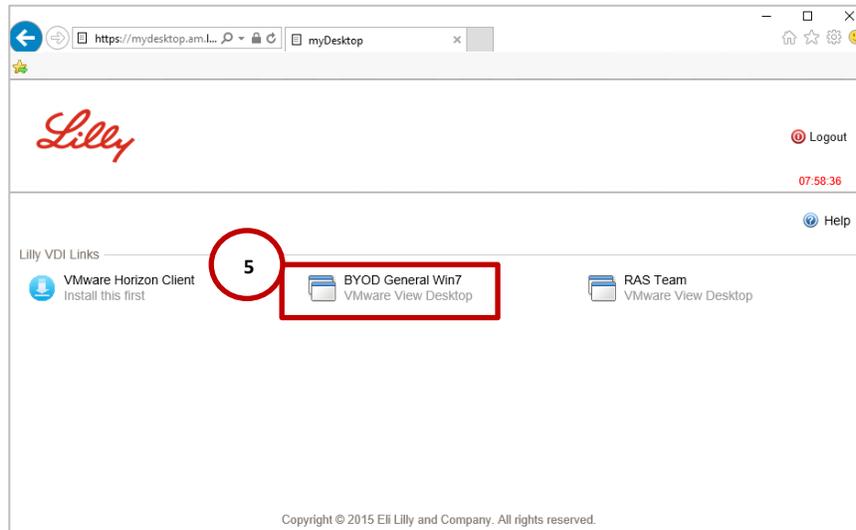
OPTIONAL: CONNECTING WITH THE HORIZON CLIENT

If you have successfully connected to Lilly's VDI environment following the steps in the previous section, you may connect directly via the VMware Horizon Client from your PC or Mac instead of connecting using a browser. To connect directly with the Horizon client, follow these steps:

1. Launch the VMware Horizon Client from your PC or Mac.

2. Click **New Server**
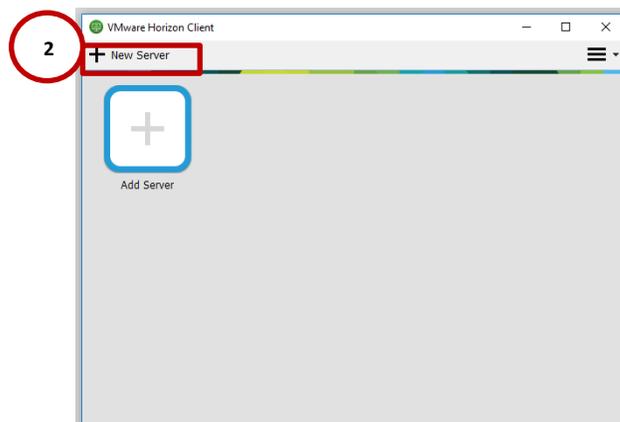
3. **Enter the name of the Connection Server** from the table below and then click **Connect**.

Regional VDI Instance Name	Corresponding myDesktop Server Name
indyvdi.am.lilly.com	mydesktop.am.lilly.com
ukvdi.ema.lilly.com	mydesktop.ema.lilly.com
sgvdi.ap.lilly.com	mydesktop.ap.lilly.com
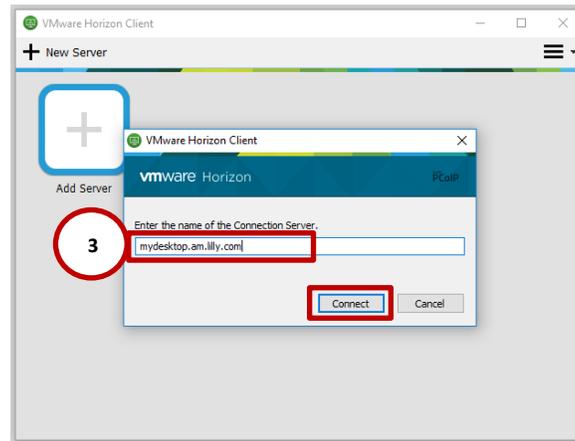
4. When prompted, enter your **User name** (a.k.a. Lilly System ID), **Password** and then select your **Domain** from the Domain drop down.
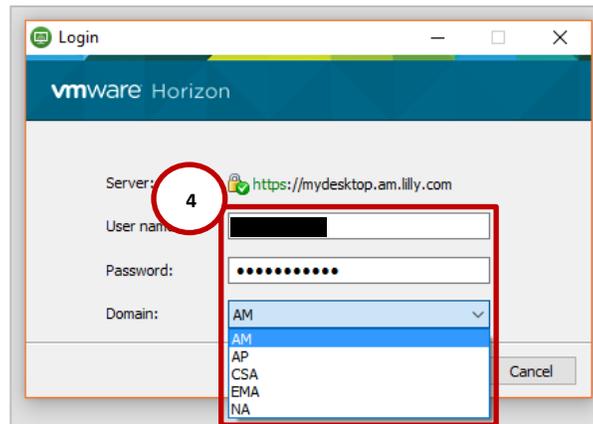
5. Select **Login**.
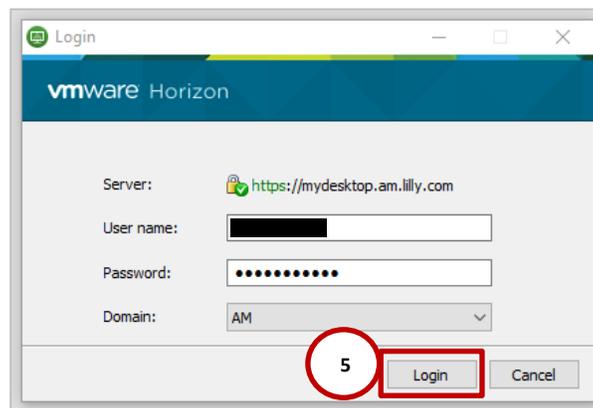
6. Upon successful input of your credentials, you will be required to authenticate using your **primary** multi-factor authentication device.

IMPORTANT

If your primary PingID device is the iOS/Android App, you will receive an alert on your device, and the Horizon client will wait until you successfully authenticate using the PingID app from your smartphone.
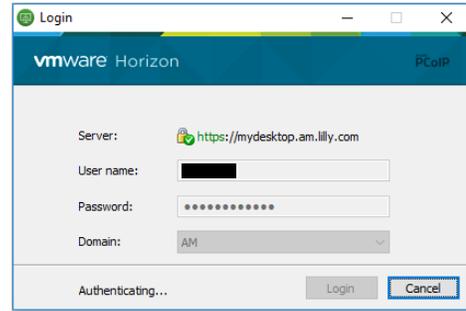
If your primary PingID device is SMS, Voice, or a YubiKey, you will be prompted to enter the passcode you receive for SMS/Voice or you will need to insert your YubiKey into your PCs USB port and touch the YubiKey.
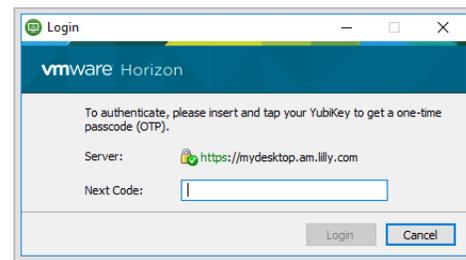
7. Upon successful completion of Lilly's multi-factor authentication, you will be presented with the page displaying your allocated VDI Pool name(s). **Double click on the appropriate icon** associated with your VDI pool name to launch your Lilly virtual machine

    Note: the names associated with your icons will be different from what is displayed below.
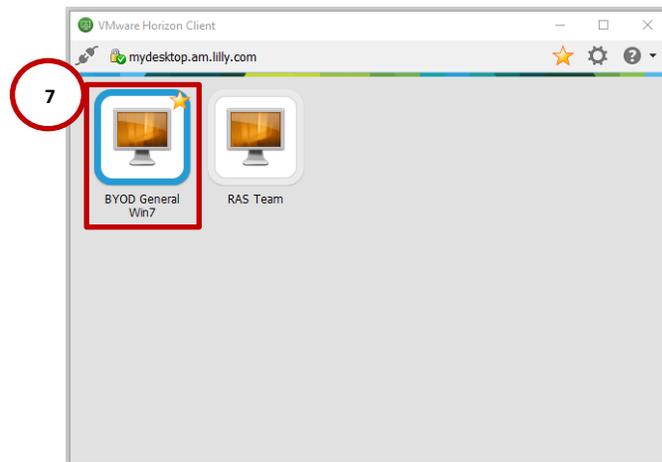
ADDITIONAL INFORMATION

If you require additional assistance connecting to Lilly's VDI environment remotely, contact your Lilly Sponsor. Alternatively, you can contact the Lilly Service Desk via phone or open an incident directly using Lilly's self-service portal.

Eli Lilly and Company