

How to use VCCCD's Secure Desktop

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<u>1 - Secure Portal vs Secure Desktop</u>

There are two options available for access to administrative applications beyond what is available in the basic my.vcccd.edu portal: 1) Secure Portal and 2) Secure Desktop.

Note: Secure Portal/Desktop require an app installed on your smart phone for extra security. <u>Instructions</u> and a <u>video</u> are available to help you set this up.

What is the difference between Secure Portal and Secure Desktop?

• Secure Portal:

Secure Portal is JUST the web portal and includes access to all the things you normally find in the My VCCCD web portal including:

- o Banner
- o Canvas
- Argos
- o Starfish
- OnBase Web Client
- o Outlook Webmail

This option is ideal for people who just need Banner, Canvas or to periodically check their email.

• Secure Desktop:

Secure Desktop is a full desktop experience (i.e. a windows desktop with icons and a start menu). This includes the Secure Portal as a desktop link as well as:

- Full Office 2019 Suite (minus Skype)
- Full Outlook Desktop Software
- OnBase Unity Client
- Access to all department folders
- Access to your local documents folder on campus (OC/DAC Only)
- Integration with your OneDrive folders
- Local storage for your files
- Full Adobe Acrobat DC (edit PDFs)
- Full EMS Client

Note: Skype and Teams are not yet available for this platform, but both can be run from a work or personal laptop with your VCCCD email address. See <u>this link</u> for instructions on how to get a free copy of Office 365 for your personal device with your VCCCD email and setup Skype





2 - How to add OneDrive through Secure Desktop

After logging in to Secure Desktop, in the upper-left corner of Secure Desktop, click on the My Files Icon:



Click on "Add Storage"

Му	Files			×
	Select a folder to view files			Add Storage
	Name	Last Modified	Size	
Ľ	Home Folder	7/10/2020, 4:21:34 PM	-	
C	Temporary Files	7/10/2020, 4:21:33 PM	-	





Click on "OneDrive"

Му	Files			×
	Select a folder to view files			Add Storage
	Name	Last Modified	Size	la OneDrive
	Home Folder	7/10/2020, 4:21:34 PM	-	
	Temporary Files	7/10/2020, 4:21:33 PM	-	

Next, click on "@vcccd.edu"

Му	Files			×
	Select a folder to view files			Add Storage
	Name	Last Modified	<	Login accounts
6	Home Folder	7/10/2020, 4:21:34 PM		@vcccd.edu ▶
	Temporary Files	7/10/2020, 4:21:33 PM	-	

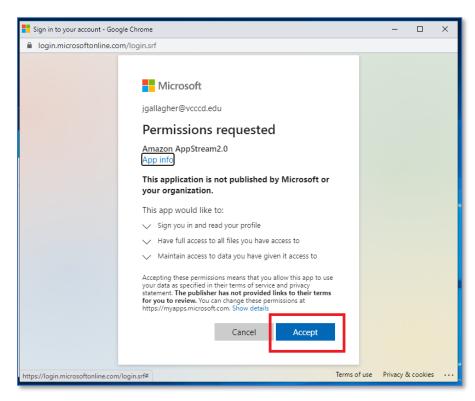




It may prompt you to login to the web portal. <u>Note</u>: You might not see this if your credentials are already cached



It will ask you for permissions to add your OneDrive to Secure Desktop, click "Accept"







That's it! You should now see your OneDrive files/folders in the MyFiles view:

Му	Files				×
	Select a folder to view files				
	Name	Last Modified	Size		
	Home Folder	7/13/2020, 2:24:33 PM	-		
	OneDrive	7/13/2020, 2:25:17 PM	-		
	Temporary Files	7/13/2020, 2:24:31 PM	-	•	

You can also access it in Windows Explorer from the list on the left-hand side:

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 ← → · ↑ → This PC → OneDri ✓ This PC → Downloads → Home Folder → OneDrive > OneDrive > Temporary Files > MyDocs (I:) > District Shared Drive (Q:) > MOV Drive (S:) 	ve > ^ ^ ^	Date modified 7/9/2020 8:12 PM 7/13/2020 2:26 PM	Type File folder File folder	Size	v 0	Search OneDrive		Q
2 items							[:::

It will now sync your OneDrive account automatically every time you log in to Secure Desktop.



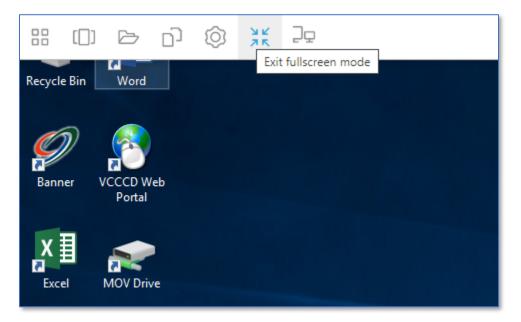


3 - How to go Fullscreen and/or use Dual Monitors

To go into Fullscreen Mode, in the upper-left corner of Secure Desktop you'll see a banner with a "crossed arrows" icon. Click on that icon to go Fullscreen:



Once in Fullscreen Mode, the banner up top will disappear. To bring it back and leave Fullscreen mode, hover your mouse near the top and the banner will popup once again, giving you access to the "Exit Fullscreen Mode" button



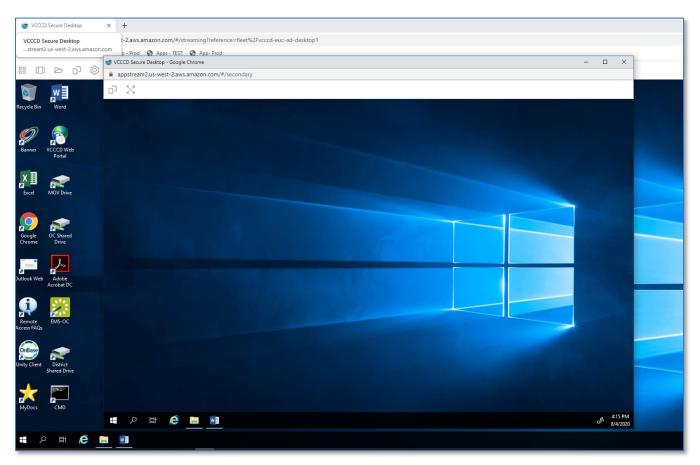




<u>To use a second monitor</u>, go back to that banner and you'll see an Icon with a picture of two monitors. Click that button to open up a second Secure Desktop screen in a second browser window



It might be difficult to tell in this picture, but here's a second window it opened on top of my main Secure Desktop window. I can then drag that second window over to my second monitor.



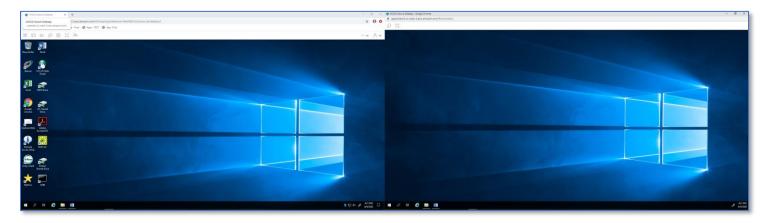




Once it's on the second monitor, maximize that second browser window with the browser window's "Maximize" button



Now, you should see both windows side-by-side on each monitor. By default, Secure Desktop will make the "Main Desktop" the Left Monitor and the secondary window the Right Monitor (for the purposes of dragging and dropping things from one monitor to the other)



Here you can see me dragging and dropping a Microsoft Word window between the two screens. Unfortunately, because I have two different sized monitors, it doesn't quite line-up correctly, but this doesn't affect the functionality as every program should be fully in one window or the other during normal use.

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If you want to go completely Fullscreen with both windows, just hit the "crossed arrows" button on each window.



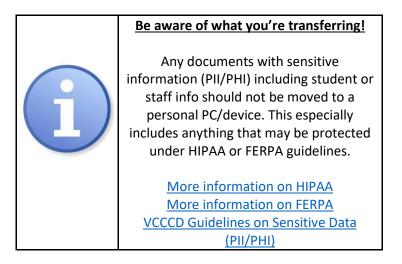


You now know how to go Fullscreen and use a Dual Monitor Setup with Secure Desktop.





4 - How to Import/Export files with Secure Desktop



To upload non-sensitive (no PII/PHI) files to Secure Desktop

In the upper-left corner of Secure Desktop, click on the My Files Icon:







Now click on "Temporary Files" on the left-hand side

My	Files			×
	Select a folder to view	files		
	Name		Last Modified	Size
	OneDrive		1/19/2021, 1:29:41 PM	-
	Temporary Files		9/15/2020, 12:22:46 PM	-
		I		

Next, open the folder on your local computer that contains the file you want to move into Secure Desktop. In the screenshot below, you can see the "2018 Sick Leave Pool Form.pdf" on my laptop.

Just drag that file (or multiple files) into that "Temporary Files" in Secure Desktop

My Files			×				
< Temporary Files	庄 Add I	Folder 🕞 Upload File	25				
PDF + Copy This folder i Drag files here or up	A Quick access	r View s PC → Local Disk (C:) → temp → Name A 2018 Sick Leave Pool Form (00		Date modified 1/12/2018 8:38 AM	▼ ♂ Se Type Adobe Acrobat Docum	- D arch New folder Size 98	
SECURE DESKTOP BROWSER WINDOW	 Documents * Documents * Pictures * Documentati * Desktop Docs* Scripts * DNS logs System32 Zoom Creative Cloud Fil This PC 3D Objects Desktop * 		LOCAL	COMPUTE	R		
	1 item 1 item selected 97	7.1 KB					





Alternatively, if you'd prefer not to drag and drop, you can hit the "Upload Files" button from the Home Folder window and a new window will pop up asking for the files you want to upload

My Files	×	
Contract	🗈 Add Folder 🕞 Upload Files	
This fold Drag files here or	© Open ← → ← ↑ ↑ ↑ This PC → Documents Organize ▼ New folder Pictures ↓ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑	10/17/2019 3:44 PM File folder 4/6/2020 12:28 PM File folder 8/23/2020 11:46 AM File folder 1/12/2018 8:16 AM File folder 6/19/2019 10:15 AM File folder 9/3/2020 6:07 PM File folder 4/6/2020 12:24 PM File folder 9/1/2020 7:34 PM File folder 9/1/2020 7:34 PM File folder
		Open Cancel

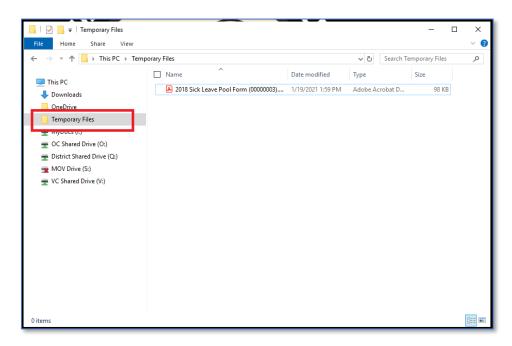
Regardless of which method you use, after a few seconds, the file(s) should show up in your "Temporary Files" folder

Му	Files		×
<	Temporary Files	庄 Add Folder	[_↑] Upload Files
	Name	Last Modified	Size
	2018 Sick Leave Pool Form (00000003).pdf	1/19/2021, 1:36:58 PM	97.2 kB 🗸 🗸



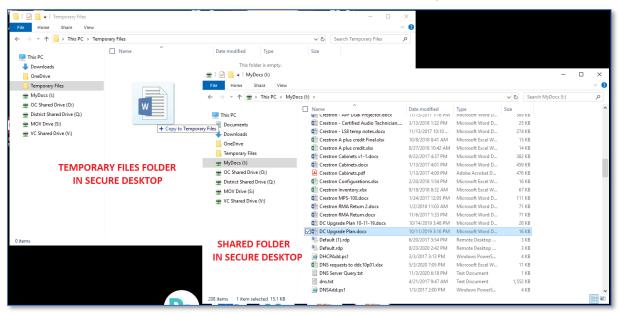


Now, just open File Explorer inside Secure Desktop and click on the "Temporary Files" on the left-hand side and you should see your document(s). You can then open the file(s) and do what you need to do with them inside Secure Desktop.



To export non-sensitive (no PII/PHI) files from your Secure Desktop to your PC, we're going to do the same process in reverse. Just add the documents you want to move FROM Secure Desktop into that "Temporary Files"

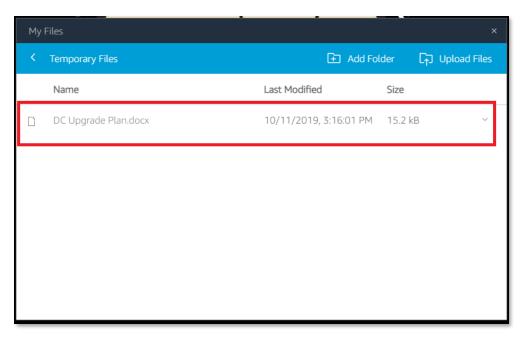
In the example below, I'm moving the file "DC Upgrade Plan.docx" into my Temporary Files from a network shared drive inside Secure Desktop





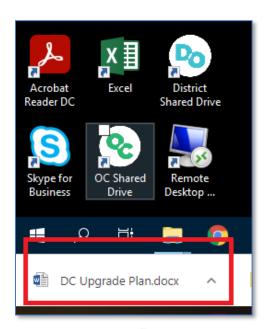


Now, if we open up "My Files" again, we can see the file that I copied. To download it to your local computer, just click on the file name.



Your browser will download the file and it will typically show up on the bottom of your browser window (depending on how you have your browser set up). It will also show up in the downloads folder on your computer.

You can now open that file and do whatever you need to on your local computer using your locally installed programs.







That's it!

You now know how to move files in and out of Secure Desktop without using OneDrive or any thirdparty tools.





As the name implies, the "Temporary Files" folder does not keep its contents between Secure Desktop sessions. Be sure to save any files in another location (for instance you can drag it onto the desktop if you like) before logging off of Secure Desktop or the files will be erased.

↑ Back to Top ↑

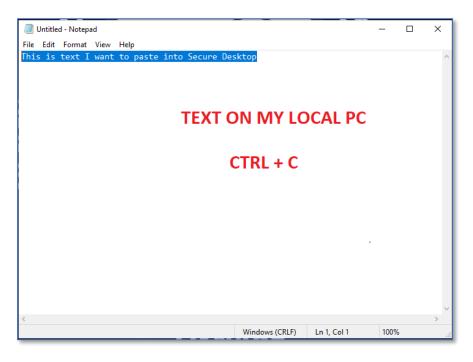




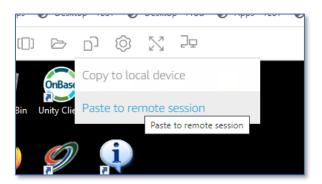
5 - How to Copy/Paste text with Secure Desktop

This is a fairly simple process, but it's not necessarily intuitive. For some modern browsers (Google Chrome in particular) you may be able to just do a normal copy and paste right into your Secure Desktop window. For other browsers (including Internet Explorer, Firefox and Opera) this may or may not work, so we'll go through the manual copy/paste method.

Here I have some text I want to paste into Secure Desktop. I'll highlight the text and hit CTRL + C or right click and choose "copy".



Now in Secure Desktop, go to the menu at the top of the window and choose the icon with the two files, and choose "Paste to remote session" from the dropdown menu.



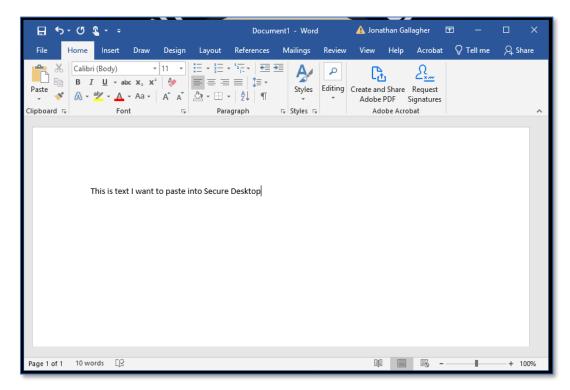




It'll open up this window. You can either Ctrl + V to paste or right click in the open area and choose "Paste".



Now that the text is copied over to the remote Secure Desktop session, I can now paste it into Microsoft Word.



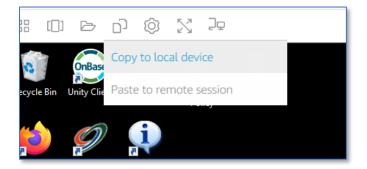




To go the other direction and take text from Secure Desktop back to your PC, we'll take some new text I've typed into Microsoft Word and copy it:

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File Home Insert Draw Design Layout	References Mailings	Review View	Help Acrobat	🖓 Tell me	P₄ Share
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	Translate Link New Comment				
Page 1 of 1 11 of 11 words □2		II.			

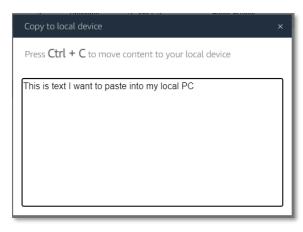
Then we'll go back to that menu at the top of the Secure Desktop window and choose "Copy to local device"







It'll open this window with your text, which you can either use Ctrl + C or highlight the text, right click and choose "copy"



You can now paste that text onto your local PC.

That's it!





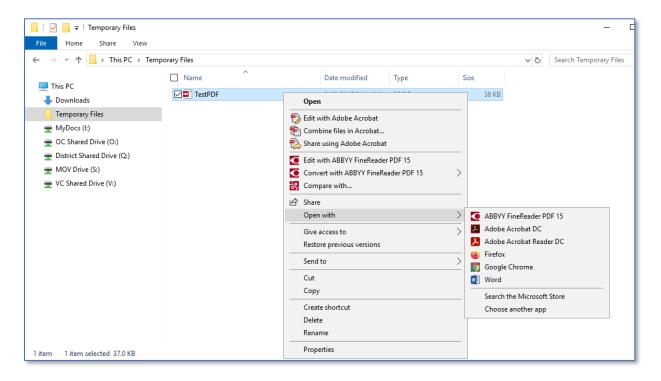
6 - How to set ABBYY FineReader as your default PDF viewer



Note to OnBase Unity Client Users: Changing the default PDF may interfere with your ability to open PDFs with the Unity Client

<u>Note</u>: By default, Adobe Acrobat <u>READER</u> is set as the default PDF viewer. If you simply double-click on a file, this is the software Secure Desktop will use to open any PDF files. This software will not allow you to make any changes to that PDF. You will need to use Adobe Acrobat DC (the full version) -or- ABBYY FineReader to alter a PDF.

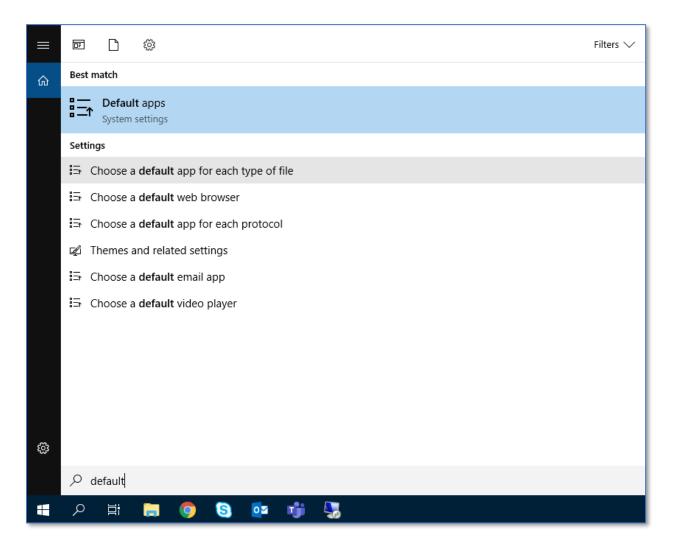
To open a file with a different PDF software without changing the default, right click on the file and choose "Open With", then select the software you want to use.







For those that don't use the OnBase Unity Client and want to change the default PDF software to ABBYY, open the search bar on your Windows start menu and type "Default". From the search results list, click "Choose a default app for each type of file"







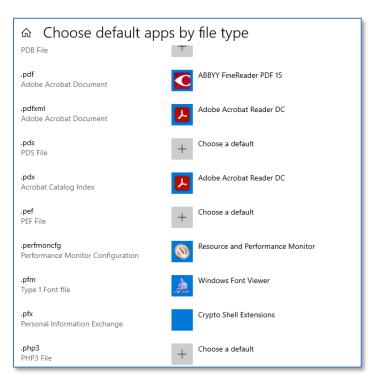
Next, scroll down alphabetically to ".pdf". Change that file type from "Adobe Acrobat Reader DC" to "ABBYY Fine Reader 15".

Note: the other two file types are proprietary to Adobe and can't be changed to FineReader

命 Choose default apps PDB File	by file type $^+$
.pdf Adobe Acrobat Document	Adobe Acrobat Reader DC
.pdfxml Adobe Acrobat Document	Adobe Acrobat Reader DC
.pds PDS File	+ Choose a default
. pdx Acrobat Catalog Index	Adobe Acrobat Reader DC
. pef PEF File	+ Choose a default
.perfmoncfg Performance Monitor Configuration	Resource and Performance Monitor
. pfm Type 1 Font file	Windows Font Viewer
.pfx Personal Information Exchange	Crypto Shell Extensions
.php3 PHP3 File	+ Choose a default

Before:

After:







Just close the window when you're done. All PDF files should now open in ABBYY FineReader by default.

All Done!





7 - How to Print to a Local or Network Printer

	Be aware of what you're printing!
i	Any documents with sensitive information (PII/PHI) including student or staff info cannot be printed to your home printer. This especially includes anything that may be protected under HIPAA or FERPA guidelines.
	More information on HIPAA
	More information on FERPA
	VCCCD Guidelines on Sensitive Data
	<u>(PII/PHI)</u>

To print non-sensitive (<u>no PII/PHI</u>) documents when accessing Secure Desktop remotely, open the document you want to print in whatever application it uses.

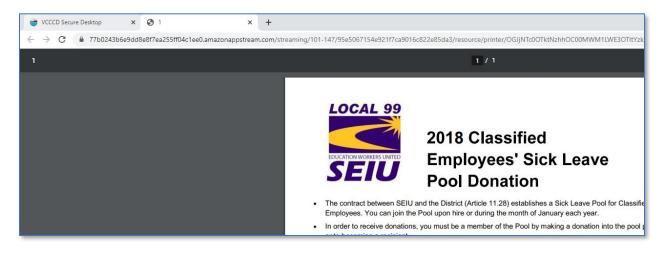
For example, here I have a blank Sick Leave Pool opt-in form. Now let's say that I wanted to print this form so that I could fill it out, sign it, scan it and send it along to HR. After I go to File -> Print in Adobe Acrobat, I would see an option called "DCV Printer".

2018 Sick Leave Pool Form (00000003).pdf - Adobe Acrobat Reader DC – File Edit View Sign Window Help							
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			Page Setup	Print		Cancel	
			mployees can donate any combination of accrued vacation, sick leave, or overtime compen- to the Pool. Donations must be in whole hour increments, with a minimum of eight (8) hours ch calendar year.				
			The dollar va donation.	alue of the donation will be based on the donating employee's hourly rate at the time of the		•	l→





After I click "Print", it will open the document in a new browser tab next to my Secure Desktop tab. You can then use the built-in print function in whichever browser you're using to print to a local printer attached to your PC.



Once I've filled out that form and scanned it back to my local computer, I would follow the process <u>here</u> to upload that file into Secure Desktop. I could then attach the completed form to an email in Outlook and send it along to HR for processing.

Alternatively, in this case I could send it directly from the <u>VCCCD Outlook Webmail</u> as an attachment from the local computer without going into Secure Desktop.

All Done!





Appendix A - Video Tutorials

Included in this section are some video tutorials (and a few documents) for remote work topics not covered in this document

Secure Portal

Secure Portal - How to do File Management with OneDrive

File Sharing and Remote Work Best Practices

Office 365

OneDrive - How to access OneDrive Online through Office 365

OneDrive - How to do File Sharing with OneDrive

Office 365 - How to get a free copy for your personal device and setup skype with your VCCCD email

Canvas and ConferZoom

Oxnard College Instructional Technology Youtube Channel

Adobe Creative Cloud

Adobe Suite - How to get the full Adobe suite on a personal device with your VCCCD email

Mobile Authenticator/One-Time Passcode Setup Mobile Authenticator - How to set it up and troubleshoot





Appendix B - Additional Resources

Note: Some of the are external links outside of the VCCCD

ConferZoom (external link)

ConferZoom - Signup for a free Zoom account with your VCCCD email address

Access Request Forms

Secure Desktop/Secure Portal Access Request Form

VPN Request Form

Note: The both of these request forms must be submitted by a Supervisor

Sensitive Data Sharing/Data Retention Policies and Laws

More information on HIPAA

More information on FERPA

VCCCD Guidelines on Sensitive Data (PII/PHI)

Graham-Leach-Bliley Act (GLBA)

IT Helpdesk by Campus

Site	Phone (click to call)	Email (click to email)	Chat (click to IM)
DAC	<u>805-652-7777</u>	districthelpdesk@vcccd.edu	DAC
MC	<u>805-553-4660</u>	mchelpdesk@vcccd.edu	
OC	<u>805-678-5898</u>	ochelpdesk@vcccd.edu	<u>OC</u>
VC	<u>805-289-6417</u>	vchelpdesk@vcccd.edu	<u>VC</u>

