LA COUNTY TELEWORK

REMOTE ACCESS

USER GUIDE

FOR ASSISTANCE OR SUPPORT
ISD HELP DESK   562.940.3305

OPEN A TICKET ON THE ISD SELF-SERVICE PORTAL
HTTP://MYSELFSERVICE.LACOUNTY.GOV

LA COUNTY TELEWORK
ACCESS OPTIONS

As part of Los Angeles County's ongoing work to respond effectively to the rapidly evolving coronavirus (COVID-19) public health emergency, the Internal Services Department has established a comprehensive preparedness plan to manage the large and immediate need for remote working capacity, focused on providing staff with remote access solutions that enable and support the continuity of services to the public as well as critical business and administrative support functions.

Many ISD customers already leverage solutions such as Mypc.lacounty.gov (VMware Horizon Virtual Desktop) and Pulse Secure (SSL VPN) to support their current remote workforce. For these users, the current technology remains available and will continue to be the primary means to access their Department's critical business applications and files. ISD has added the use of two new solutions identified below to support remote access Countywide and this User Guide provides instructions for using these solutions.

1
If you are already using mypc.lacounty.gov continue to use it.

VMWARE HORIZON

mypc.lacounty.gov

page 3

✔ **County device**
✔ **non-County device**

Allows access to your virtual desktop

Use VMware Horizon View Client or web browser to access

RSA token or RSA token-less required if accessing externally

Must have VDI account

2
If you are using a County issued device, use ZScaler.

ZSCALER

ZScaler remote access app

page 5

✔ **County device**
✘ **non-County device**

Must have MFA

Interface is identical to the County interface

Scaled up to 80k users

Security is pass-through

Available only on County-issued devices

3
If you are using a non-County device, use AppStream
(also works on County-issued devices)

APPSTREAM 2.0

myapps.lacounty.gov

page 7

✔ **County device**
✔ **non-County device**

Allows you to stream desktop applications from AWS

Alternate remote access for non-County devices

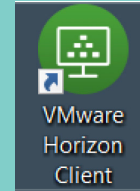**Works on most devices and browsers**

Does not work on mobile phones

Also available at office.com

VMWARE HORIZON VIEW CLIENT: ACCESS VIRTUAL DESKTOP

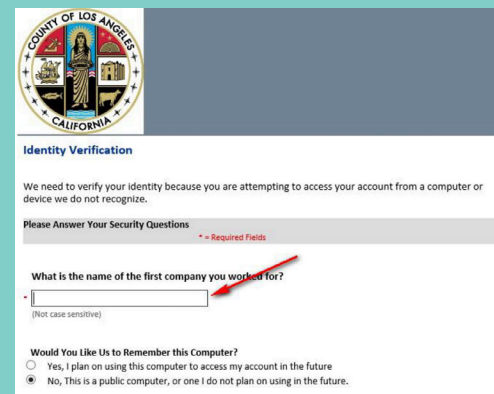**1** INSTALL THE VMWARE HORIZON CLIENT IF IT IS NOT ON YOUR DEVICE

VMware Horizon Client

2 OPEN YOUR BROWSER AND TYPE IN THE URL

https://mypc.lacounty.gov

3 WHEN THE LAC HVD PAGE IS DISPLAYED, ENTER YOUR EMPLOYEE LOGIN ID AND HOSTED PASSWORD

https://mypc.lacounty.gov/my.pc
File Edit View Favorites Tools Help

Los Angeles County
Hosted Virtual Desktop

e+EmployeeID

Hosted Password

Logon

4 ANSWER SECURITY QUESTIONS

Identity Verification

We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.

Please Answer Your Security Questions
* = Required Fields

What is the name of the first company you worked for?

(Not case sensitive)

Would You Like Us to Remember this Computer?
○ Yes, I plan on using this computer to access my account in the future.
◉ No, This is a public computer, or one I do not plan on using in the future.

5 CLICK ON YOUR ASSIGNED DESKTOP

County of Los Angeles [US] https://mypc.lacounty.gov

Applications and Links

DCFS DT Test Win 10 Desktop CP
VMware View Desktop

DCFS B1 Win 10 Desktop CP
VMware View Desktop

5 SELECT THE OPTION TO ACCESS YOUR DESKTOP:
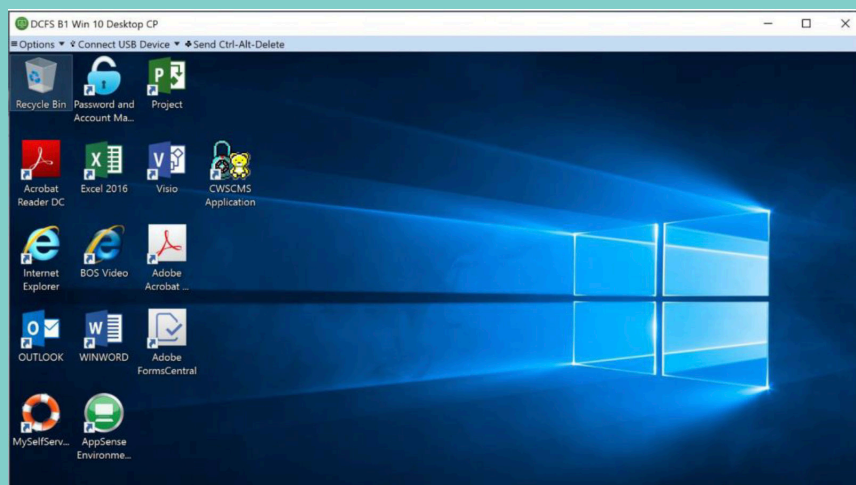**OPEN VMWARE VIEW CLIENT**

Open VMware Horizon Client?

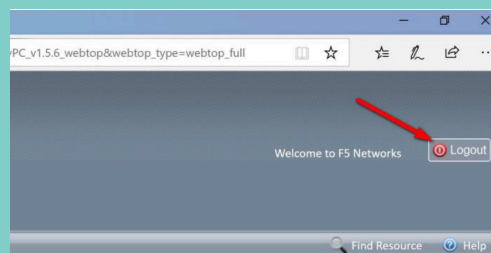https://mypc.lacounty.gov wants to open this application.

Open VMware Horizon Client   Cancel

YOUR HVD DESKTOP WILL BE DISPLAYED

Allow at least 1 minute for your desktop to fully disply before using any applications while the system secures permissions for use.

! **ALWAYS REMEMBER TO LOGOUT** FROM HTTPS://MYPC.LAOUCNTY. GOV WHEN YOU FINISH YOUR SESSION

FAILURE TO LOGOUT COULD GIVE AN UNAUTHORIZED USER ACCESS TO YOUR NETWORK.

ZSCALER

ZScaler allows your County-issued device to work outside the County network at remote locations as if it were inside the County network. By simply having the ZScaler app (or agent) installed on your device, when working remotely, you will have access to all applications just as if you were inside the County network.

The following instructions will allow you to install the app on your device and access the service.
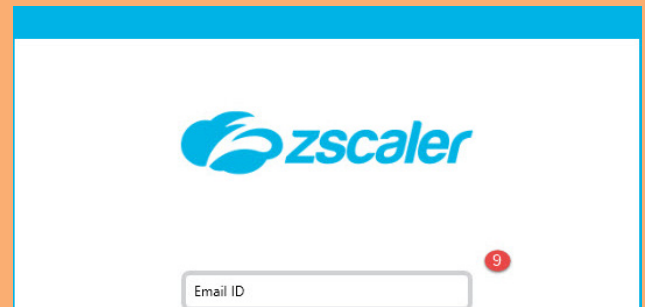
ZSCALER: INSTALLATION

If you do not have the ZScaler agent installed on your device, the instructions below will guide you in downloading and installing the app.

https://lacounty.sharepoint.com/sites/ZScalerAgent/Shared%20Documents/Forms/AllItems.aspx
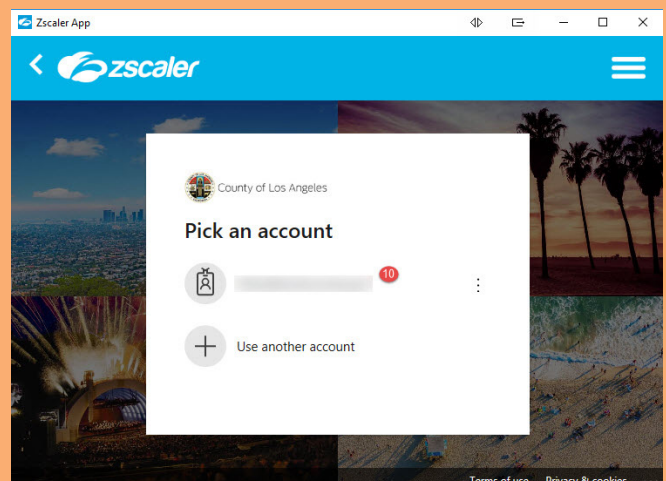
1 ENTER YOUR COUNTY EMAIL ADDRESS AND CLICK "LOGIN"

2 AUTHENTICATE USING COUNTY OF LOS ANGELES ACCOUNT

YOU CAN NOW ACCESS ALL APPLICATIONS AVAILABLE TO YOU IN YOUR NORMAL LOCAL AREA NETWORK ENVIRONMENT

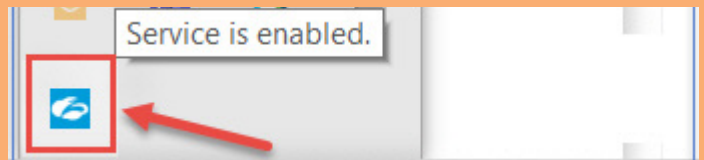**!** **ALWAYS REMEMBER TO LOGOUT** WHEN YOU FINISH YOUR SESSION

FAILURE TO LOGOUT COULD GIVE AN UNAUTHORIZED USER ACCESS TO YOUR NETWORK

ZSCALER: SESSION ACTIVATION

Once you have downloaded and installed the ZScaler app, follow these instructions to activate a session.
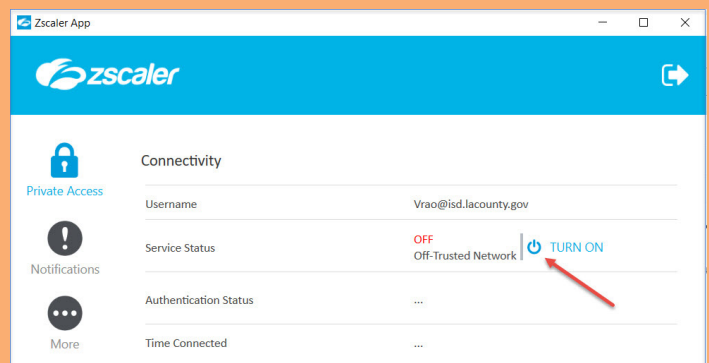
1 OPEN THE ZSCALER APP ON YOUR DEVICE

Service is enabled.

2 CLICK "**TURN-ON**"

APPSTREAM 2.0

AppStream 2.0 is a fully managed, secure application streaming service that allows you to stream desktop applications from Amazon Web Services (AWS) to any device, without rewriting them. AppStream 2.0 provides users with instant-on access to the applications they need, and a responsive, fluid user experience running in an HTML5 web browser.

With AppStream 2.0, you can run your desktop applications on any device. Applications are streamed to an HTML5 browser, and users can access them instantly from anywhere. Applications and data remain securely on AWS – only encrypted pixels are streamed over HTTPS to end users. You only need to maintain a single version of your apps, which makes application management easier, and ensures that your users always access the latest versions of their apps. You can scale instantly and globally, ensuring that your users always have the best possible experience.

Easily Accessible from any browser, Appstream can be accessed on most devices such as Windows and Apple based desktops/laptops and also tablets like iPads, Android based tablets and Chromebooks. Appstream is not compatible with mobile phones.

APPSTREAM 2.0: MYAPPS.LACOUNTY.GOV

http://myapps.lacounty.gov

1 ENTER YOUR COUNTY EMAIL ADDRESS

2 SELECT WORK OR SCHOOL ACCOUNT OPTION

3 ENTER YOUR PASSWORD & CLICK "SIGN IN"

4 ENTER THE VERIFICATION CODE SENT TO YOUR PHONE

5 CLICK YES TO STAY SIGNED INTO THE APP

Microsoft

Sign in

Email, phone, or Skype

No account? Create one!

Can't access your account?

Sign-in options

Next

Work or school account
Created by your IT department
dbacosa@isd.lacounty.gov

County of Los Angeles

← dbacosa@isd.lacounty.gov

Enter password

Password

Forgot my password

Sign in

County of Los Angeles

dbacosa@isd.lacounty.gov

Enter code

We texted your phone +X XXX-XXX-XX09. Please enter the code to sign in.

Code

☐ Don't ask again for 7 days

Having trouble? Sign in another way

More information

Verify

County of Los Angeles

dbacosa@isd.lacounty.gov

Stay signed in?

Do this to reduce the number of times you are asked to sign in.
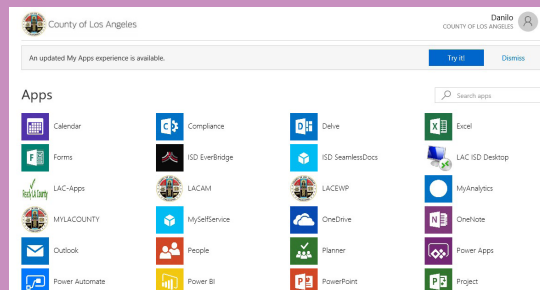
☐ Don't show this again

No   Yes

APPSTREAM 2.0: MYAPPS.LACOUNTY.GOV

YOU WILL BE REDIRECTED TO YOUR MICROSOFT OFFICE 365 PORTAL. THERE YOU WILL FIND THE LAC-ISD DESKTOP AND OR LAC-APPS OPTIONS.
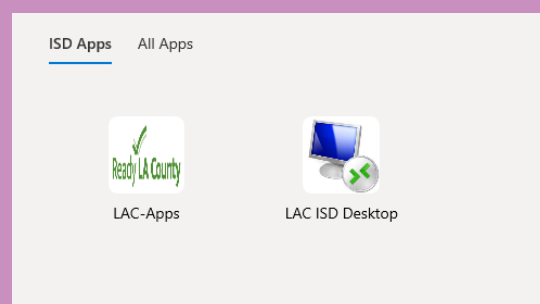
6 SELECT "TRY IT" TO SEE THE UPDATED **MYAPPS** EXPERIENCE

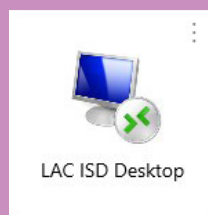**7** YOU CAN CHOOSE TO VIEW ONLY THE **ISD APPS** OPTION

8 FOR THE FULL DESKTOP, SELECT THE **LAC-ISD DESKTOP**

YOU MAY EXPERIENCE A WAIT AS YOUR DESKTOP IS BEING PREPARED. THE PROCESS COULD TAKE UP TO 3 MINUTES.

IF YOU EXPERIENCE A WAIT LONGER THAN 3 MINUTES PLEASE CONTACT THE SUPPORT DESK.

9 ENTER YOUR PASSWORD AGAIN AND CLICK "LOG IN"

WAIT 30 MORE SECONDS

YOUR NEW APPSTREAM DESKTOP WILL BE DISPLAYED
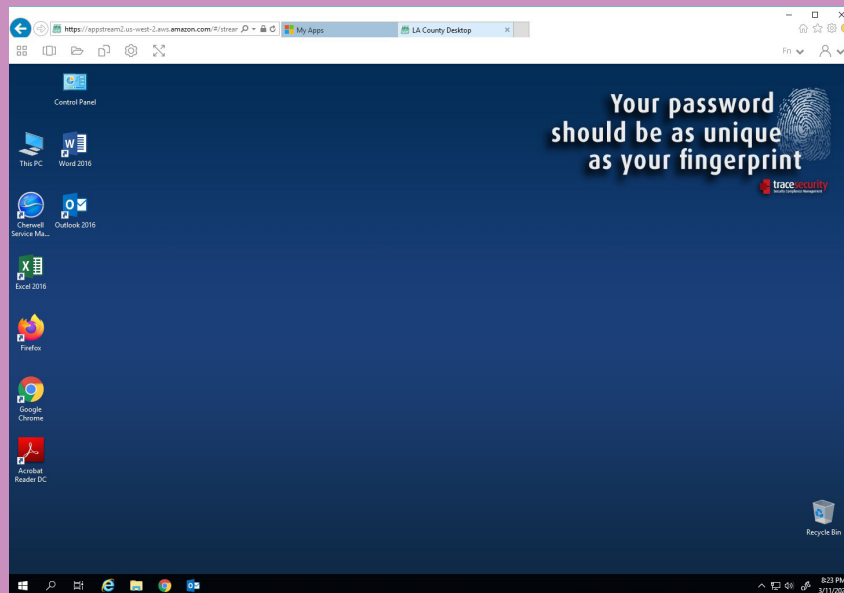
The Icon bar across the top of your session will work the same as the Windows functions:

a. ⊞ Application Catalog (Start Menu) – Unused for the desktop, however application users will get this functionality.

b. ▢ Running Applications - Switch Windows

c. 📁 My Files – List the Home Folder and Temporary File folders assigned to your Workspace.

d. ⧉ Clipboard to and from local device – If allowed by Security Policy.

e. ⚙ Session Settings
   i. Enable Microphone – Reserved for future use
   ii. Streaming Mode – Best Responsiveness (Performance) or Best Quality (Best Image)

f. ⤡ Full Screen Mode – Retains the Browser Tab and Location Bar. To exit full screen mode, point to the dropdown arrow at the top of the screen and the icon will have changed to inward pointing arrows.

👤 ⌄ Hover over this icon and the End Session command will appear. Click the End Session to end your Session.

Please note: When accessing your Appstream internally on LANET, you will bypass the logon sequence and you will SSO (single-sign on) directly into your MyApps page

APPSTREAM 2.0: OFFICE.COM

You may also access your Appstream Desktop or Application directly from the Microsoft O365 Portal using the instructions below.

https://www.office.com

1
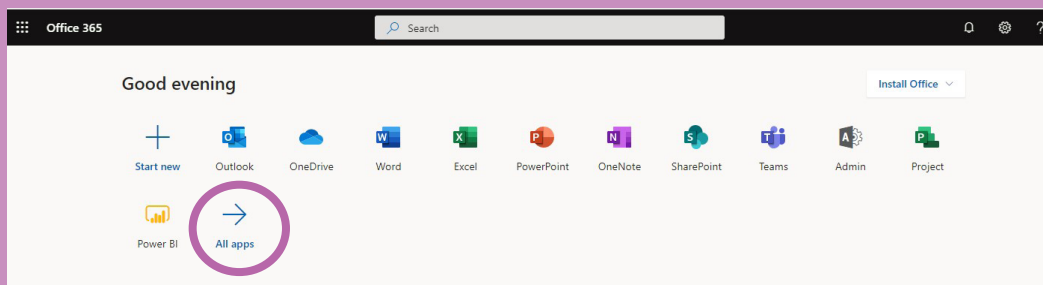
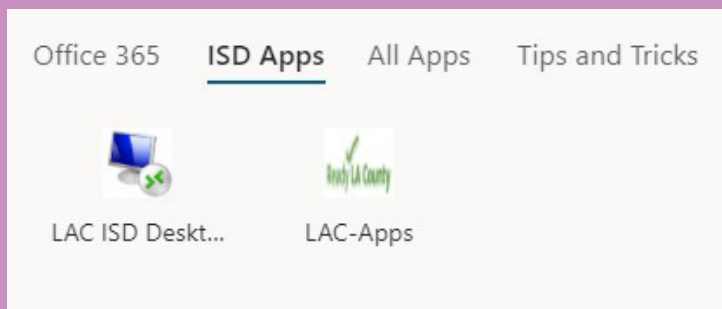LOGIN TO THE O365 PORTAL (USE MFA PROCESS)

SELECT THE "ALL APPS" OPTION

2

SCROLL DOWN TO ISD APPS TO SEE "LAC ISD DESKTOP" AND "LAC-APPS"