How to Reset your VDI Remotely & At Work

**Challenge:** User is unable to access their VDI due to: Frozen, Resource Unavailable, Desktop is currently logging off another session, bad behavior, etc. Techniques for Windows, MAC computers and Thin-clients at work are displayed.

**Resolution:**
*This guide will allow you to attempt to reset your VDI before contacting the Service Desk.*

**Remote Method 1:**

1. Click VDI.NNSS.GOV
2. Click **Accept**
3. Enter smart card PIN and Login
4. Right click on **Windows 10 Workstation** and click **Reset Desktop**. Wait 10 minutes and try to reconnect.  
   **Please try this a couple of times before calling 5-1800, sometimes more than one attempt is needed.**
Remote Method 2:

1. Hover your cursor at the top of your screen until this drop down menu appears.

2. Click **Options**. Then click **Reset Desktop**. Wait 10 minutes then try to reconnect.
**MAC Computer:**

1. Use 3 fingers to switch to your desktop or use 4 to open Mission Control and switch to your desktop.
2. If the swipes did not work, hover your cursor at the top of your screen. Select Window and then select **vmWare Horizon Client**.

**Three finger drag**
Use three fingers to drag items on your screen, then click or tap to drop. Turn on this feature in Accessibility preferences.

**Mission Control**
Swipe up with four fingers\(^2\) to open Mission Control.
3. Right click on **Windows 10 Workstation** and click **Reset Desktop**. Wait 10 minutes and try to reconnect.

**Please try this a couple of times before calling 5-1800, sometimes more than one attempt is needed.**
**Thin-Client (Small Black Box) At Work:**

1. Enter your smart card PIN and click **Login**
2. Click the **two curved arrow** next to your Windows 10 Workstation.
3. Wait 10 minutes then try to connect again.

**Please try this a couple of times before calling 5-1800, sometimes more than one attempt is needed.**