

Using DWD Thin Client System

Internet Explorer is the preferred browser for the best user experience. (Slight variations in the screens below are possible with other browsers, for example Firefox, Chrome, Edge) If you are still in new pin mode or do not remember your pin refer to the bottom of this document.

*** Use the numbers above the letters and NOT from the keypad ***

**** The 1st login is username and password, the pin and fob combo (passcode) comes up after you select an application – different than the current thin Client system. ****

***** With the eventual migration to the "Accounts" domain, some staff will have a FOB attached to the DWD domain while others the Accounts domain. This means when logging in you must also enter the domain whenever you enter your username.**

1. Click the blue center button to start the login process and 2 factor authentication.



2. Next enter your DWD or Accounts username and password using the domain\username and click "Sign in'.



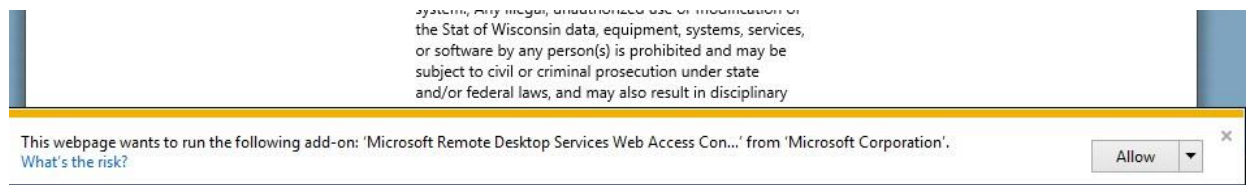
The screenshot shows the DWD login interface. At the top left is the DWD logo (Department of Workforce Development) and the text 'Wisconsin DWD RemoteApp and Desktop Connection'. Below this is a horizontal line. The user name field contains 'accounts\username' and has a small 'x' icon to its right. The password field is empty.

OR

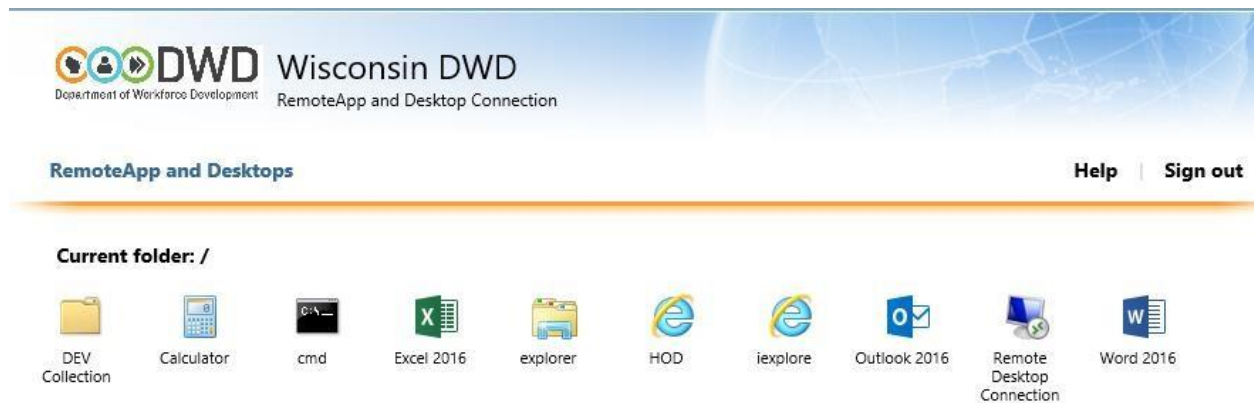


The screenshot shows the DWD login interface. At the top left is the DWD logo (Department of Workforce Development) and the text 'Wisconsin DWD RemoteApp and Desktop Connection'. Below this is a horizontal line. The user name field contains 'dwd\username'. The password field is empty.

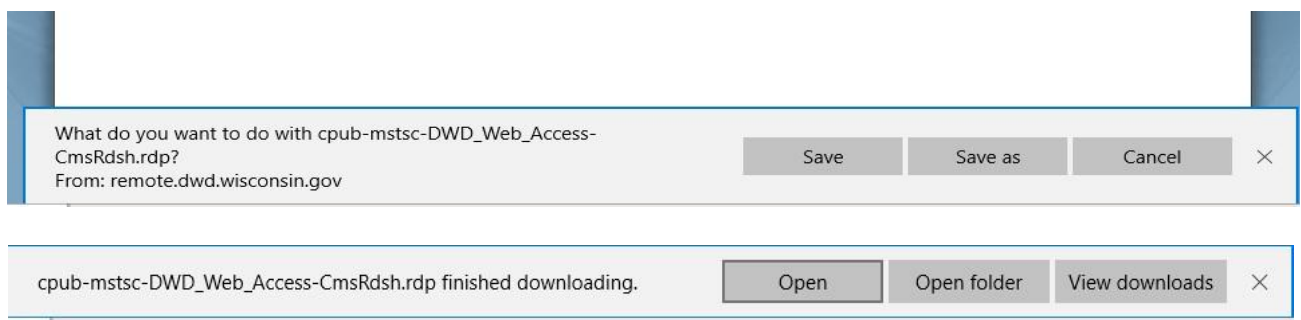
3. **Internet Explorer only** – you may get prompted to allow an active x control depending on your IE settings. Click "allow".



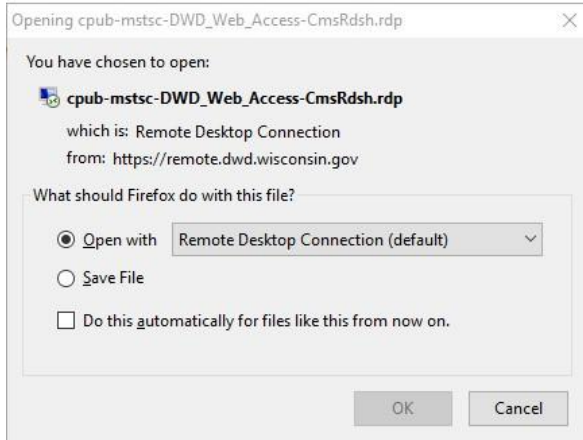
4. At this point all applications or functions you are authorized for will appear as icons on the screen. Click whichever application you want to use.



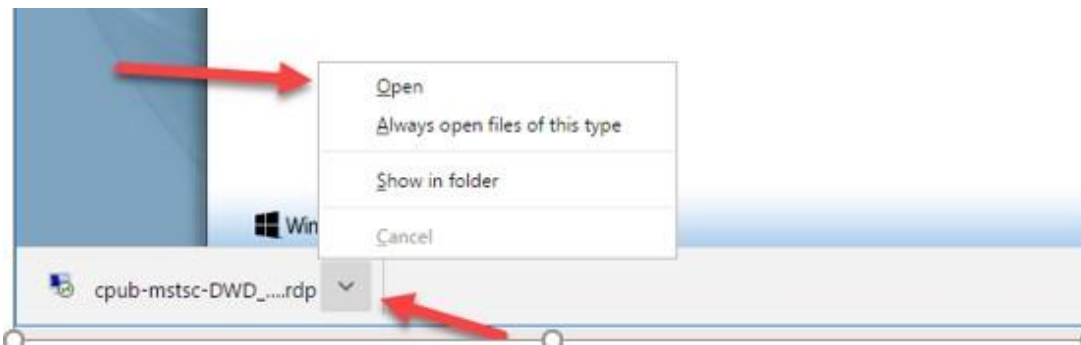
5. **Skip for Internet Explorer** – for Edge, Firefox and Chrome you will be prompted to save and open the file – see a-c below.
- a. **Edge** – on the bottom of the screen you may get these prompts. Select "save as" to copy it to your desktop and then "open" on the next screen.



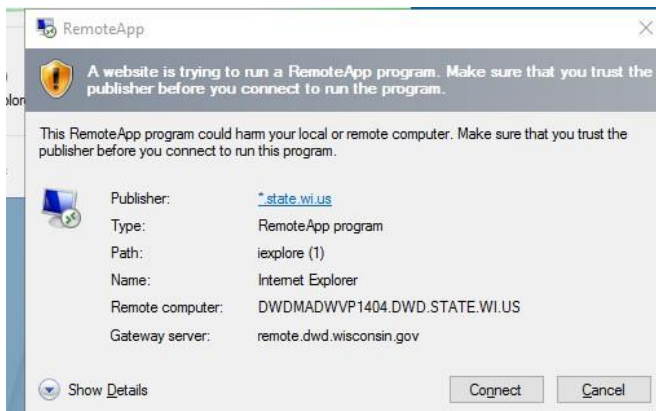
b. **Firefox** will display this screen, leave "open with" selected and click "ok".



c. **Chrome** – Click the drop down arrow on the status bar and select "open"



6. Click "connect" on the Remoteapp window.



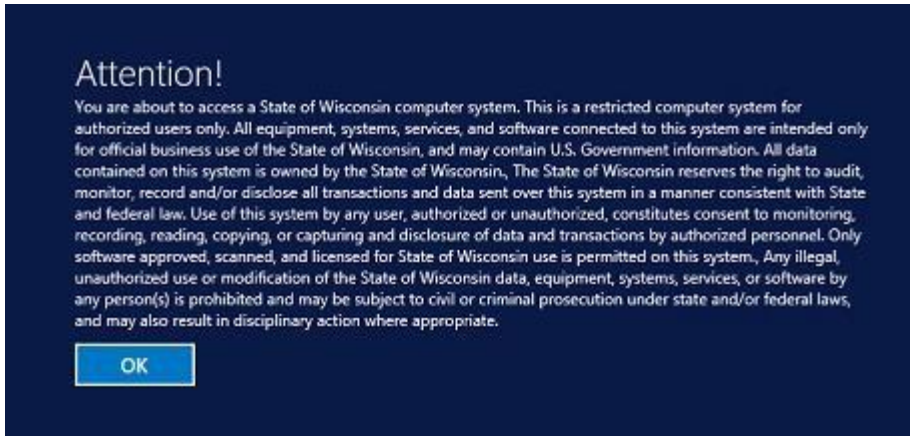
7. **Skip for Internet Explorer** – for Edge, Firefox and Chrome you will be prompted to log into another window. DWD or Accounts username and password using thedomain\username and click "ok".



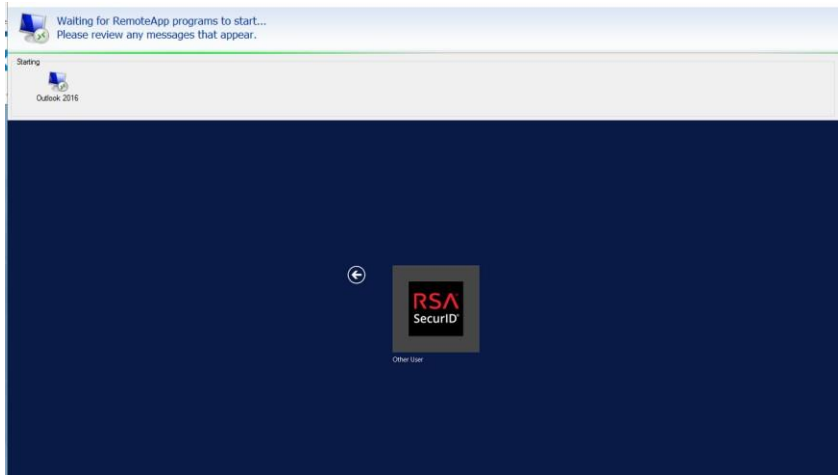
8. Outside the DWD network another window will pop-up that the identity of the remote computer cannot be verified. Click "yes" to continue. (This only appears for the 1st application you open)



9. At the Security Disclaimer click "ok" to continue.



10. You will now be prompted to log into the RSA Authentication with the fob. Click the RSA icon.



11. Enter your Username and pin/fob combination and hit enter or click the arrow.



OR



12. If this is your 1st time or you have changed your password since the last login you will get a screen telling you to enter your windows password with an "ok", click "ok" and you will get the screen to enter your username and password.



13. The application you selected should open. Office applications and HOD require more setup. See other documentation linked on the right side of the initial page.

Note: If it asks for passcode that is the pin/fob combination, password is DWD or Accounts password.



OR



*** **Office 365 Products require activation.** The login is your long email address in this format `firstname.lastname@dwd.wisconsin.gov`... ex david.buroker@dwd.wisconsin.gov with the same password you use for your IAM account (Outlook, Payroll)

*** The Outlook activation is more involved than the other applications, so you may want to do it first. See the link to Outlook first time activation.

DWD THIN CLIENT SYSTEM RESOURCES

[Using DWD Thin Client System](#)

[Using Remote Desktop Connection](#)

[Remote Desktop Testing](#)

[Remote Desktop Testing \(Word Doc
for Editing\)](#)

[Office/Outlook Activation](#)

[DWD Thin Client System FAQ](#)

[Host on Demand - First Time Use](#)

[Saving Documents in Office 365](#)

[Overview for Remote Desktop
Services](#)

[Thin Client/Remote Desktop User
Guide for Mac](#)

I do not remember my pin number. Contact the ITSC at 608-266-7252

I do not have a pin number set yet.

1. At the Passcode screen enter just the numbers on the fob and hit enter or click blue arrow.



OR



2. The next window will allow you to create a new PIN (5-8 alphanumeric characters – numbers and letters)



3. Enter a 5 – 8 digit pin and click "finish"



4. The next screen will ask for your new pin and the next set of numbers on the fob. Then click "ok".



5. Available applications will then come up.

