Novo Nordisk
Cloud Desktop user guide

Version 1.0
April 30th 2024

Content

What is Cloud Desktop service?

Cloud Desktop service is a virtual desktop that allows users to securely access Novo Nordisk environment without needing a physical Novo Nordisk laptop.

The end user only needs to have the citrix workspace app installed on their device, NN initials, MS authenticator app on personal device or Yubikey and a stable internet connection.

The primary target audience for this service are NN externals who do not have a NN physical laptop.

The Cloud Desktop environment is 'Qualified infrastructure' as per NN QMS and therefore can be used to access NN GxP systems.

How to access Cloud Desktop

Prerequisites:

For first time Cloud Desktop users:

- All steps mentioned in "User guide – Setup MS authenticator app on personal phone" should have been completed.

- 'Basic IT Access' request must be approved in novoAccess.
- 'Cloud Desktop' access must be approved in novoAccess.
- Citrix workspace app must be installed on your PC or Mac device.

- If you have the citrix workspace app that is being managed by your company's IT team, please do not attempt to upgrade the app on your own. Please request your IT to upgrade the citrix workspace app on your PC.

    NN requires using the latest version of the Citrix Workspace App to access this service.
    Windows devices: Click here to download the Citrix Workspace App.
    MacBook devices: Click here to download the Citrix Workspace App.

For existing Cloud Desktop users:

- MS authenticator app configured on NN phone or personal phone
- Citrix workspace app must be installed on your PC or Mac device.

- If you have the citrix workspace app that is being managed by your company's IT team, please do not attempt to upgrade the app on your own. Please request your IT to upgrade the citrix workspace app on your PC.

    NN requires using the latest version of the Citrix Workspace App to access this service.
   Windows devices: Click here to download the Citrix Workspace App.
    MacBook devices: Click here to download the Citrix Workspace App.
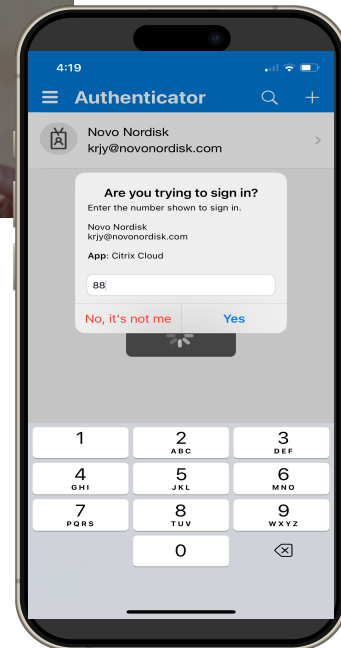
How to access Cloud Desktop

1. Open browser on your company or personal PC or Mac and go to
   https://nnclouddesktop.cloud.com

2. Enter your NN credentials in the format XXXX@novonordisk.com and click next.

How to access Cloud Desktop
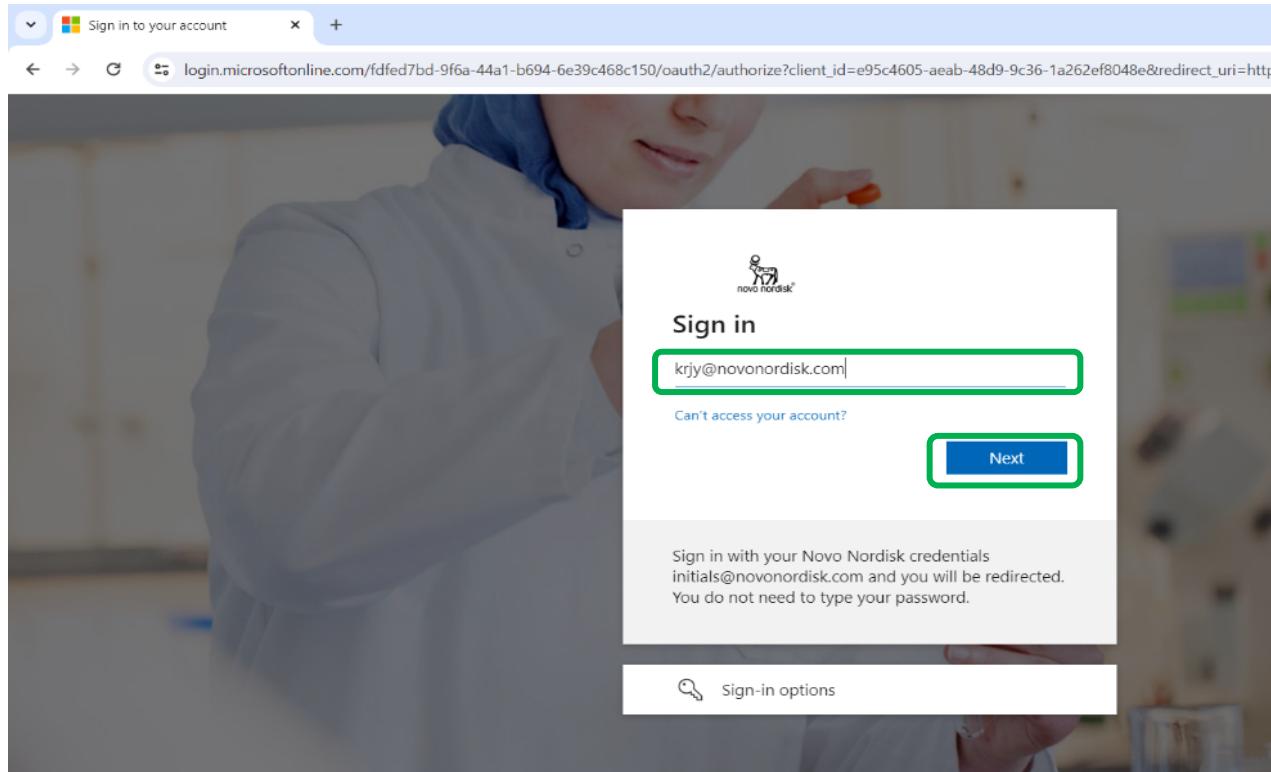
3. Enter your NN password on this page and click on 'Sign in'
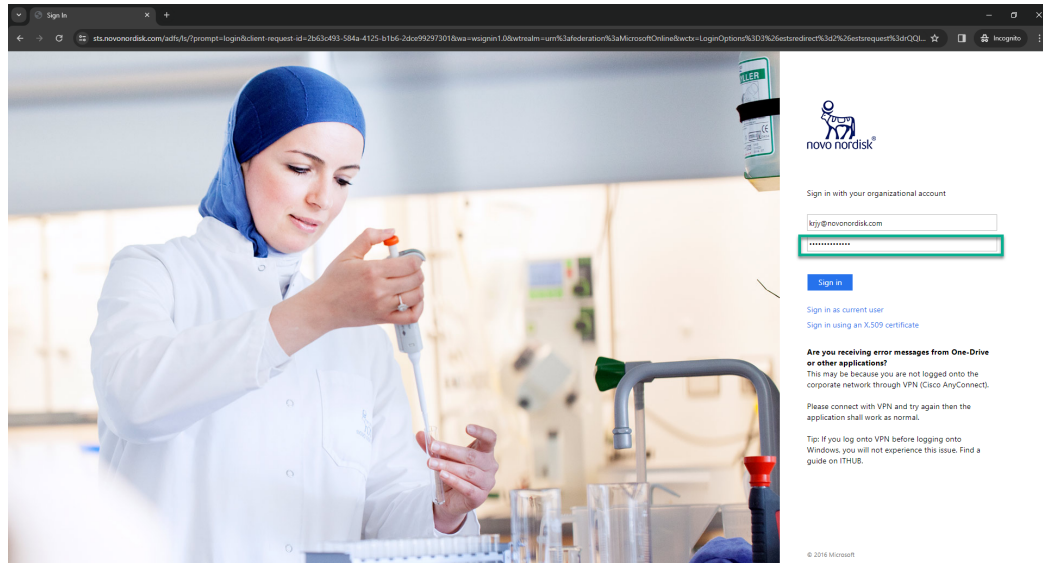
4. When you see below screen, open the 'MS authenticator' app on your phone and enter the number in app and click yes.
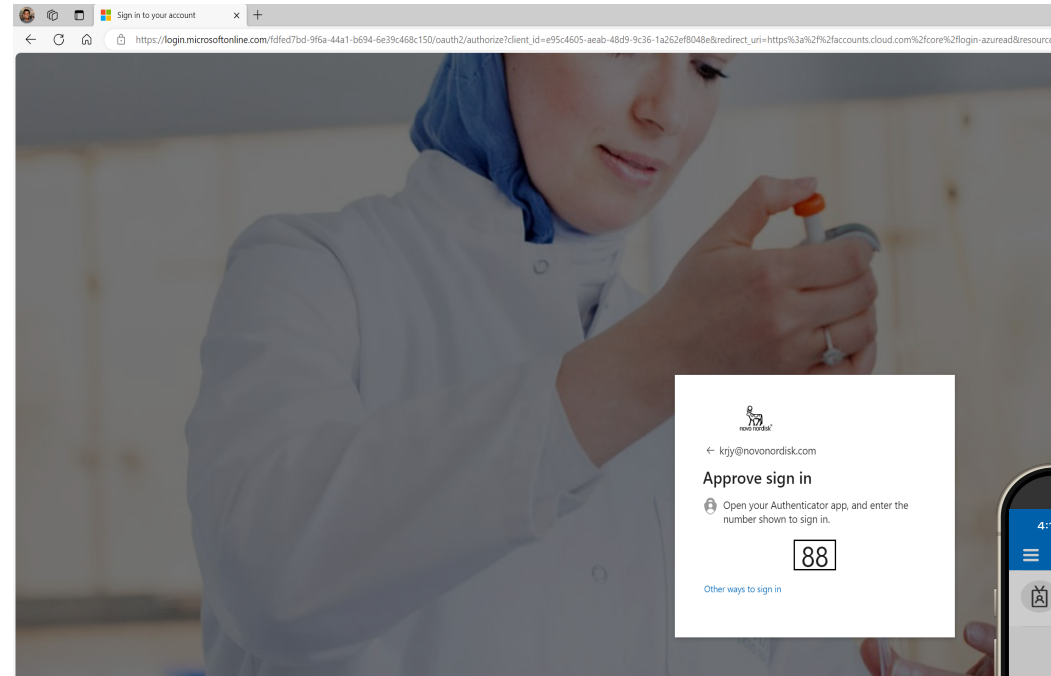
How to access Cloud Desktop

4. Click on Detect workspace.
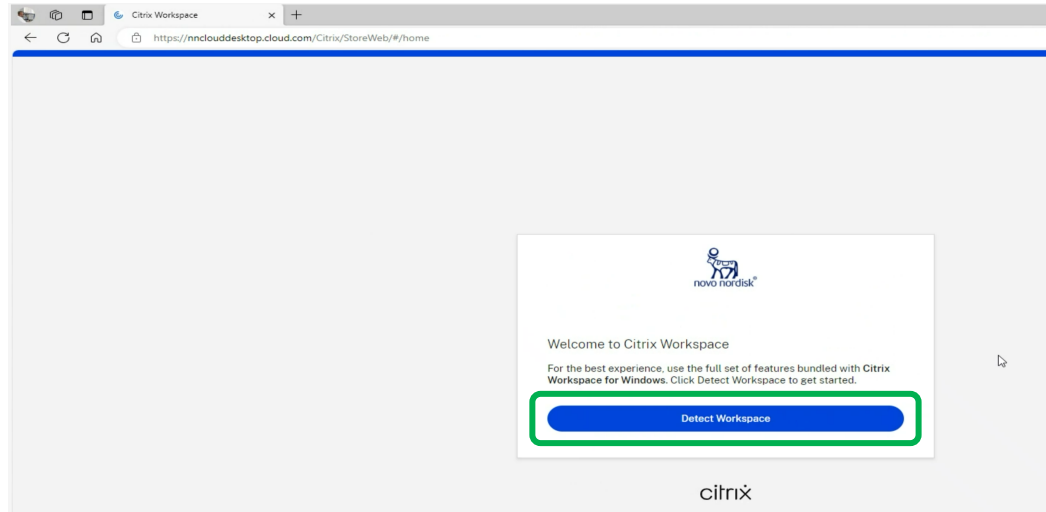
5. Select 'Always allow nnclouddesktop.cloud.com to open links of this type in the associated app' and click 'Open Citrix Workspace Launcher'.

6. You will now see the Citrix workspace home screen from where you can launch the Cloud Desktop sessions.

Click on Cloud Desktop icon to launch the Cloud Desktop.
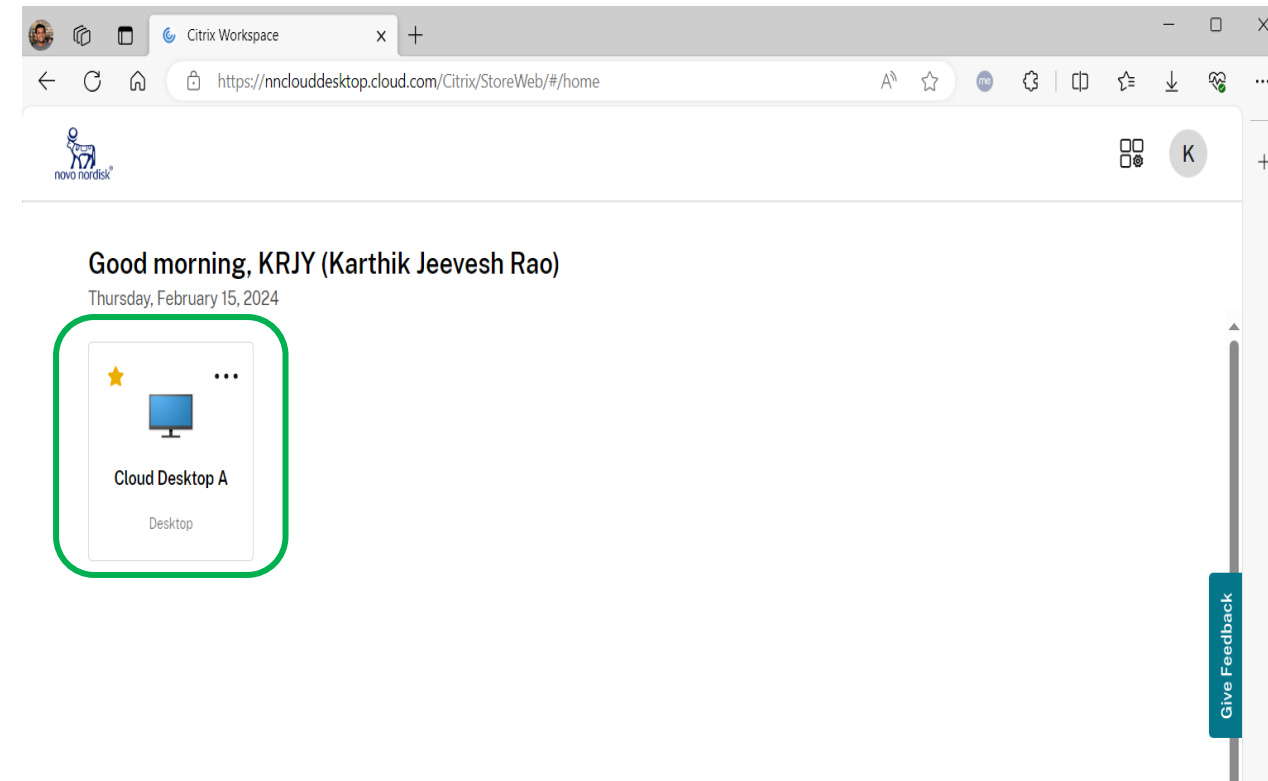
How to access Cloud Desktop

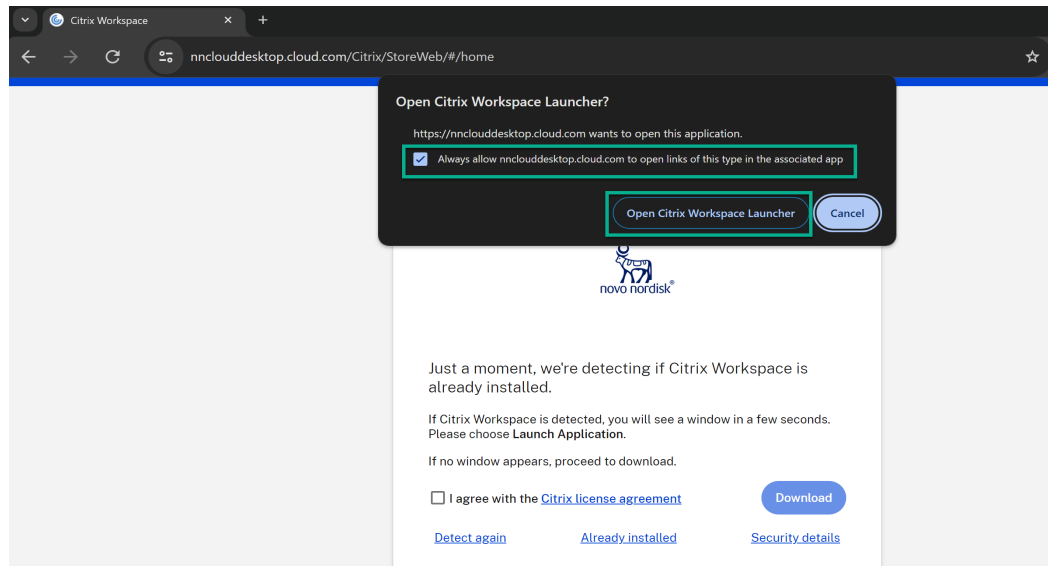7. Click on OK to accept service usage acceptance.
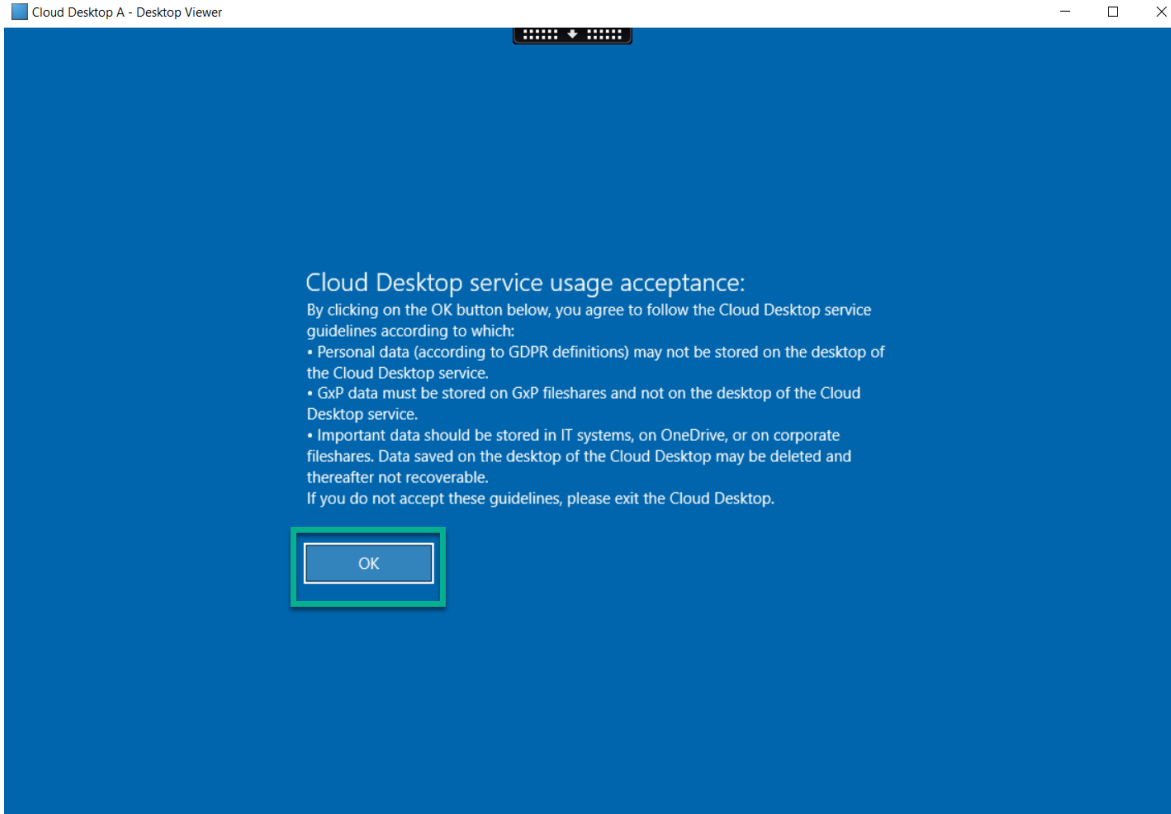
8. Select *'Do not ask me again for this site'* and click on *'Permit use'*

This access is required for applications such as Teams to work properly as it needs to interact with your local PC resources.
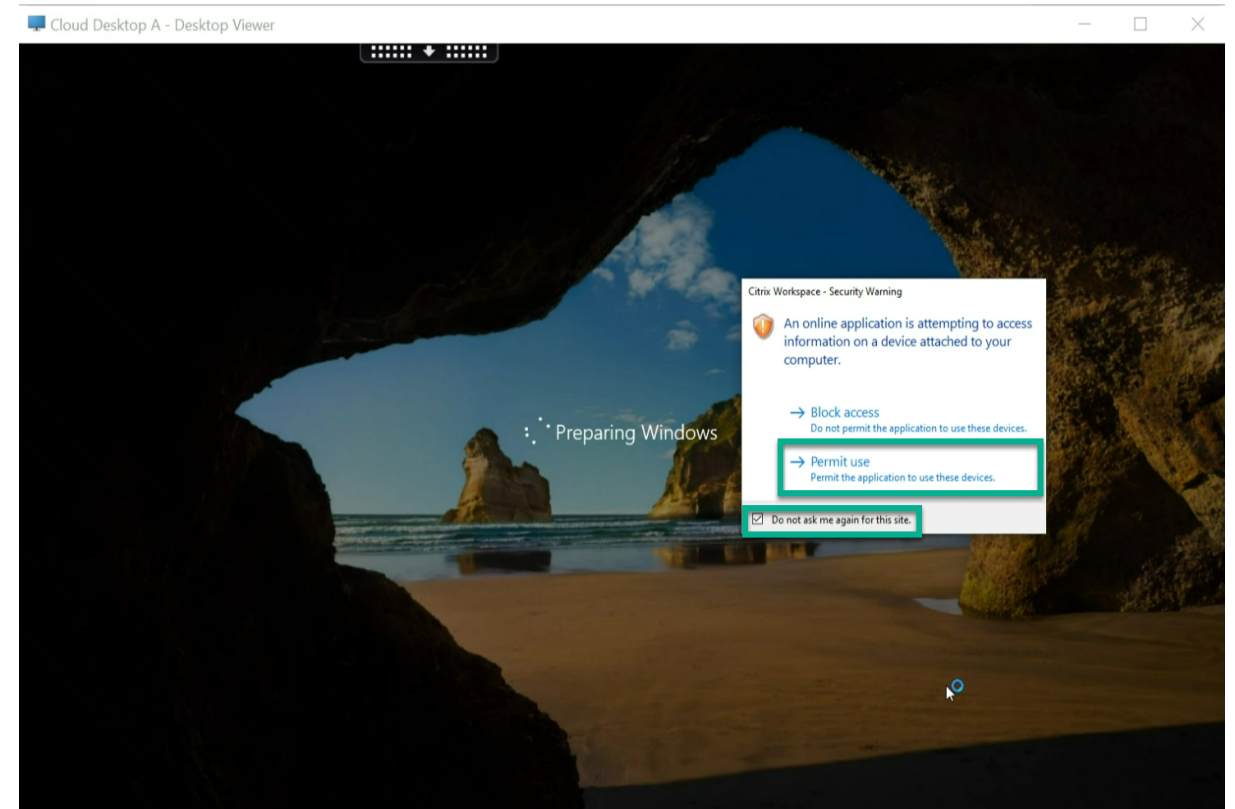
How to access Cloud Desktop

9. Please wait until citrix workspace manager gets the environment ready. The logon process typically takes 60-90 secs. First logon might take longer.
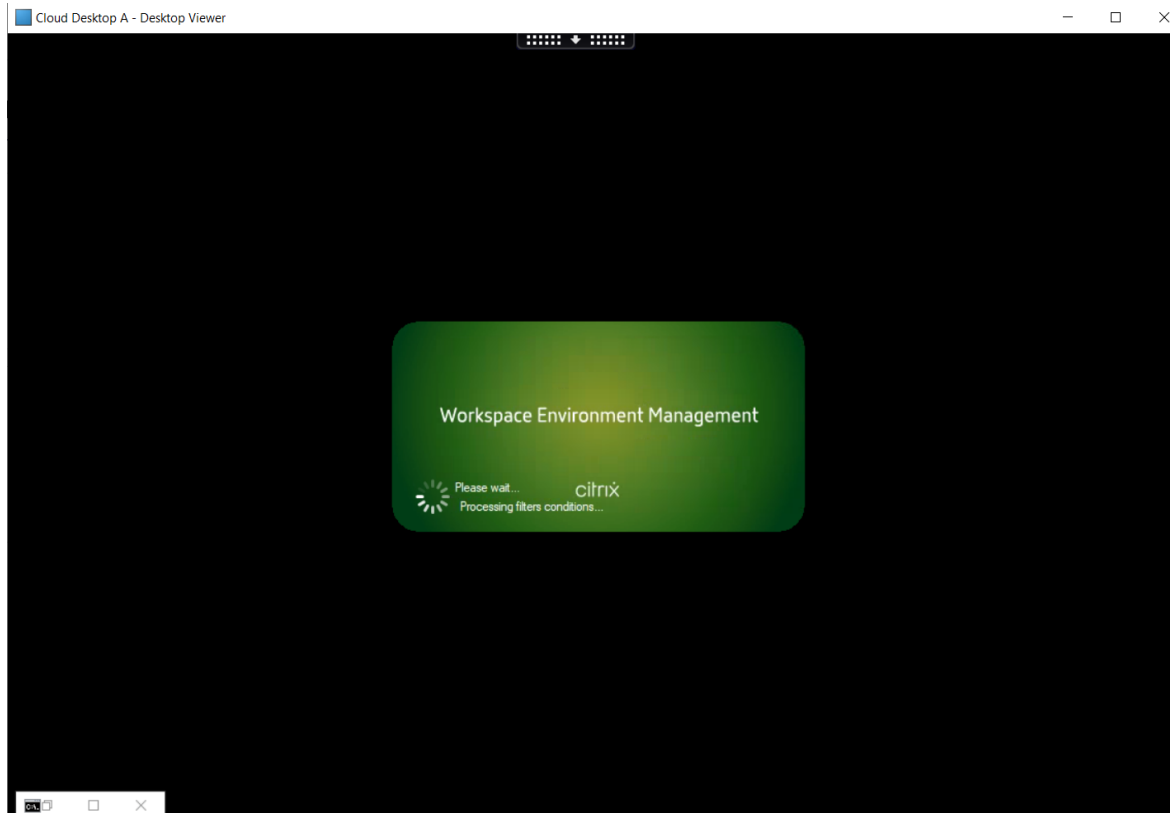
10. Your Cloud Desktop is now ready for use.

Once you finished working, please Log Off by using the **'Log Off'** button on the desktop of Cloud Desktop.

Self service
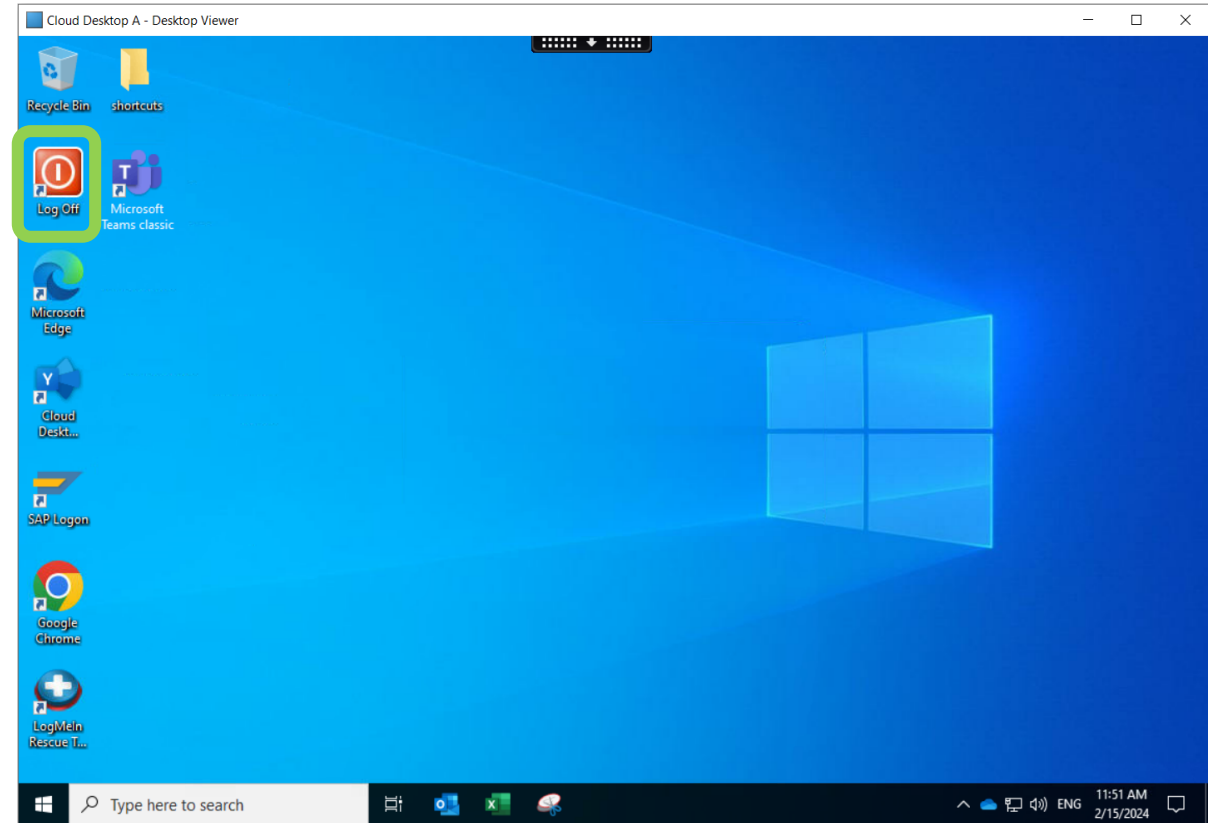
Log off and Log back in as first step of troubleshooting:

Cloud Desktop is a shared environment meaning multiple users are sharing the same server that you are using.

If you encounter issues such as slow performance or hung applications within the Cloud Desktop, the easiest step to resolve them is by logging off your Cloud Desktop session.

You can do this simply by double clicking on the log off button within the Cloud Desktop.
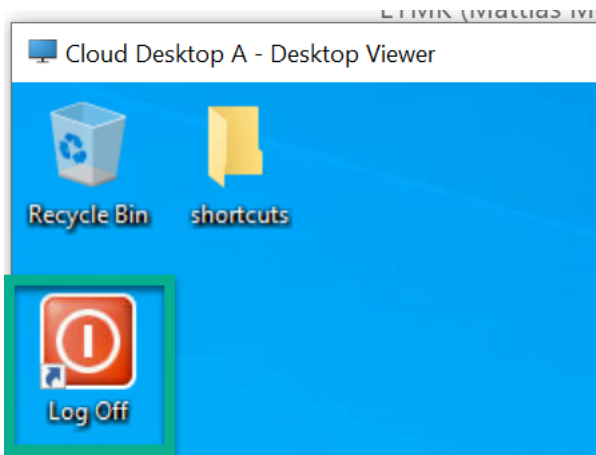
Log off sessions from Citrix workspace portal

If you are having trouble connecting to a Cloud Desktop, you could try logging off your session manually using the citrix workspace portal.

To do this, click on the activity manager icon at the right hand top corner, click on the 3 dots next to the session and click on Log out.
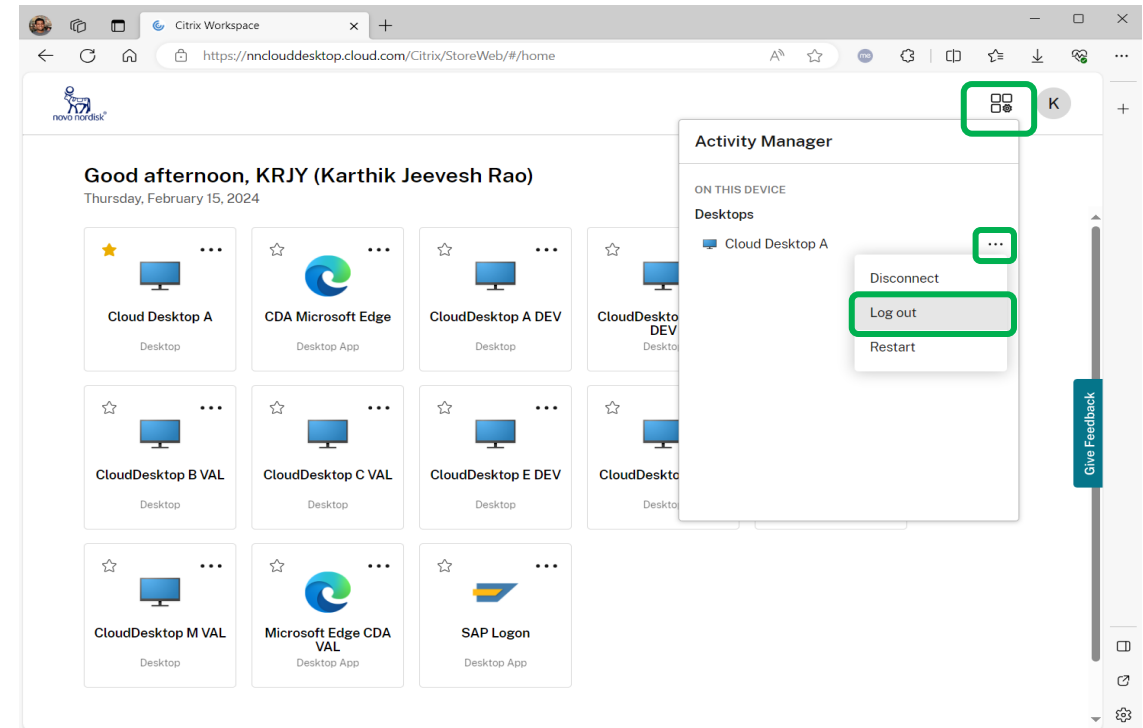
IT Support

Need help?
Contact IT Support (24/7)

Phone:
Please contact service desk via phone +45 4442 6000
or
Please refer here for local service desk phone numbers
My Local Service Desk - IT Portal (service-now.com)

Mail:
itsupport@novonordisk.com

Servicenow:
Raise incidents from ServiceNow Need Help - IT Portal (service-now.com)
Select **Cloud Desktop** as the affected system or hardware

Chat:
https://novonordisk.service-now.com/it

Escalation Contacts & feedback

Please reach out for escalation only when you have raised a service

ticket, and you are not satisfied with the response:

Service manager:

Baishali Mukherjee

blmj@novonordisk.com

Product Owner:

Karthik Jeevesh Rao

krjy@novonordisk.com

Service Health and Service announcements:

Viva Engage - Cloud Desktop (yammer.com)

Microsoft Teams

Teams is a fully supported on the Cloud Desktop including **Voice and Video calling and background blurring** as long as below 2 prerequisites are met:

Only when these 2 prerequisites are fulfilled, Citrix can offload video and audio processing from the Cloud Desktop's processor to your PC, which will make Teams call and meetings possible from the Cloud Desktop's Teams application.
If you are unable to fulfil the below requirements it is not permitted to use MS Teams on Cloud Desktop to make calls and attend meetings.

Prerequisite 1:
You must be using the latest available version of the citrix workspace app:

Windows devices: <u>Click here</u> to download the Citrix Workspace App.
MacBook devices: <u>Click here</u> to download the Citrix Workspace App.

If you have the citrix workspace app that is being managed by your company's IT team, please do not attempt to upgrade the app on your own. Please request your IT to upgrade the citrix workspace app on your PC.

Prerequisite 2:
When you make a Teams call from the Cloud Desktop you will receive the below prompt for Windows Defender Firewall settings on your own computer to allow access to HDX Overlay Teams. **This setting must be allowed.**
You may not be able to modify this setting if you don't have admin rights to your company issued computer.
In that case you must get your IT support to deploy the required setting.

When users initiate an optimized call using the Microsoft Teams client for the first time, they might notice a warning with the **Windows firewall** settings. The warning asks for users to allow communication for HdxTeams.exe (HDX Overlay Teams).
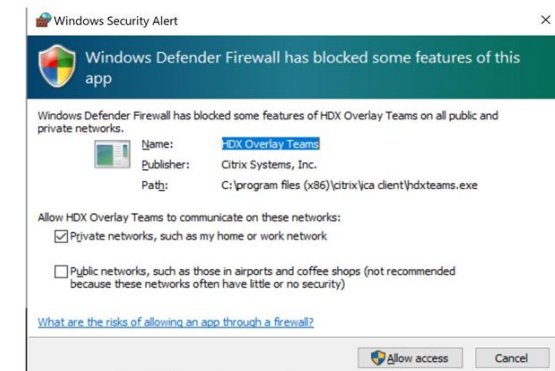
Prerequisite 2 (continued):
Alternately you could request your IT support to add these firewall rules on your PC https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/multimedia/opt-ms-teams.html

HDX Teams optimization verification:
If you meet the Citrix Workspace App version condition and the above firewall rule condition, then if you open Teams on Cloud Desktop, click on your image at top right corner, go to About – version, you should see – 'Citrix HDX Optimized'.
If you see this, your Teams on Cloud Desktop is optimized and you can use it to make calls.

Additional Software on Cloud Desktop

Cloud Desktop uses a central shared OS image to spin up virtual machines dynamically based on load. Due to this design, all software installations need to be done on the central image. This is why you cannot install software from software portal or by yourself.

This image has a standard set of software that is commonly used by most users, but it does not have every single software that all users would need. Based on these images, we have different versions of the Cloud Desktop, you can see the SW that we have installed on the different versions over **here.**
We generally don't install additional software unless it is needed by a large group of users, more than 20 at minimum.

If you do have the requirement for additional software that is needed by a large group of users, we would need you to inform the software owner to contact KRJY & BLMJ & SRSB with the request to install and we will evaluate the feasibility.

If it is a new software that you are requesting, we would need you to accept the software owner responsibility of the new software and we can then approach IT security and Sourcing for their approvals.

Possible workarounds:
•Executables that run as a user process are allowed but installations are not allowed
•You could request for a traditional windows server where you or your team can be the administrators and you can remote to this server from Cloud Desktop.

In the future, we will have a new type of the Cloud Desktop available – Single session Cloud Desktop.

This version will support software portal and software installs for individual users.
You could consider this if you have the need for many additional softwares to be installed.
Please follow our yammer channel to hear about our latest updates and releases.

Printing

Cloud Desktop supports printing to the local or network printer connected to your physical PC.
The default printer that is set on your physical PC gets mapped to the Cloud Desktop session.

Therefore, it is important that the correct printer you need is set as the default printer before you launch the Cloud Desktop session.

If you need to change the default printer on your PC:
- You may need to 'uncheck' – Allow Windows to manage my default printer
- Select required printer – click on manage and click on 'Set as default'
- Then log in to Cloud Desktop and you will find printer
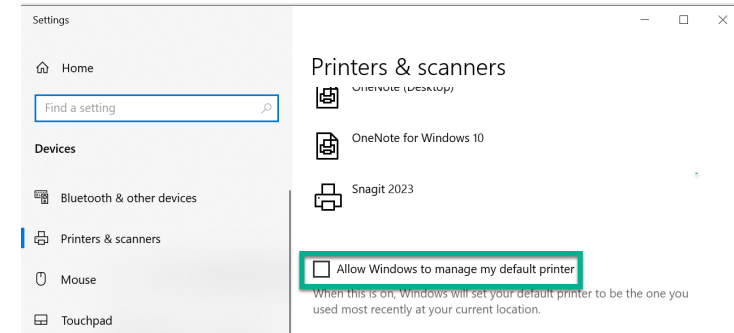
For NN internal users: Cloud Desktop also allows printing NN network printers. You can add a Network printer from control panel – Printers & scanners menu.

Session timeout behaviour

Citrix workspace portal timeout:
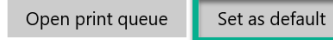
The Citrix workspace portal – nnclouddesktop.cloud.com from where you launch the Cloud Desktop has a timeout of **30 minutes.**
This timeout value does not affect the Cloud Desktop session.
The Citrix Portal is used only to launch a new session or re-launch a session when your Cloud Desktop session is disconnected.

Cloud Desktop A &C &M:

Idle timeout:
Cloud Desktop session A & C have an idle timeout of **1 hour 45 mins.**
During this period, you Cloud Desktop session remains active and you can continue the work anytime by just clicking the Cloud Desktop icon in the taskbar.
If your Cloud Desktop session has remained idle for 1 hour 45 mins without any activity, then the session is moved to disconnected state.

Disconnect timeout:
After the disconnection, Cloud Desktop A & C sessions have a disconnect timeout of 15 mins.
In this period, if you launch the Cloud Desktop again, you will be reconnected to your disconnected session. After the period of 15 mins your session will be forcefully logged off and any unsaved data will be lost.

Cloud Desktop B - Clinical systems desktop:
Idle timeout:
Cloud Desktop session A & C have an idle timeout of **2 hours.**
During this period, you Cloud Desktop session remains active and you can continue the work anytime by just clicking the Cloud Desktop icon in the taskbar.
If your Cloud Desktop session has remained idle for **2 hours** without any activity, then the session is moved to disconnected state.

Disconnect timeout:
After the disconnection, Cloud Desktop A & C sessions have a disconnect timeout of **2 hours.**
In this period, if you launch the Cloud Desktop again, you will be reconnected to your disconnected session. After the period of 15 mins your session will be forcefully logged off and any unsaved data will be lost.

Outlook setup

First time setup

When you open Outlook for the first time, click on options and select 'Set as default profile'
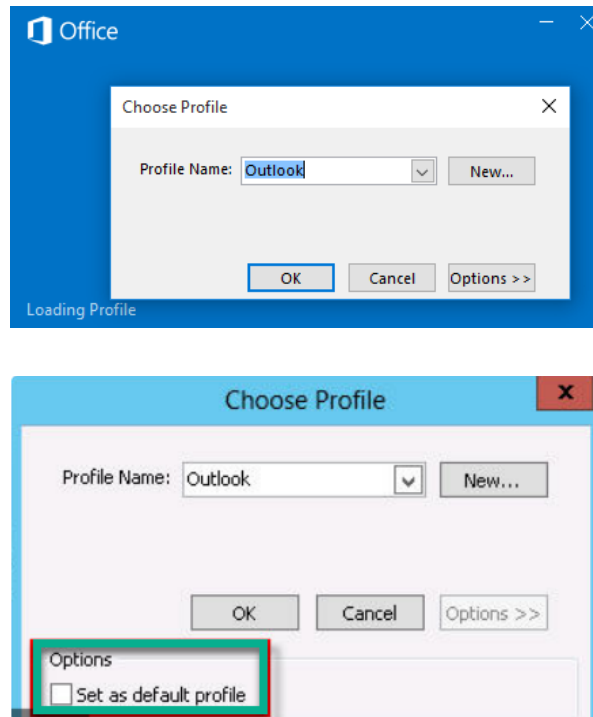
Email signature

E-mail signatures are handled by the Templafy application.
Please complete the Templafy setup at first use.
You will be prompted for Templafy setup every time you open outlook if you do not complete this step.

You can adjust your email signature information in the window if needed.
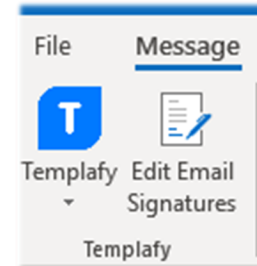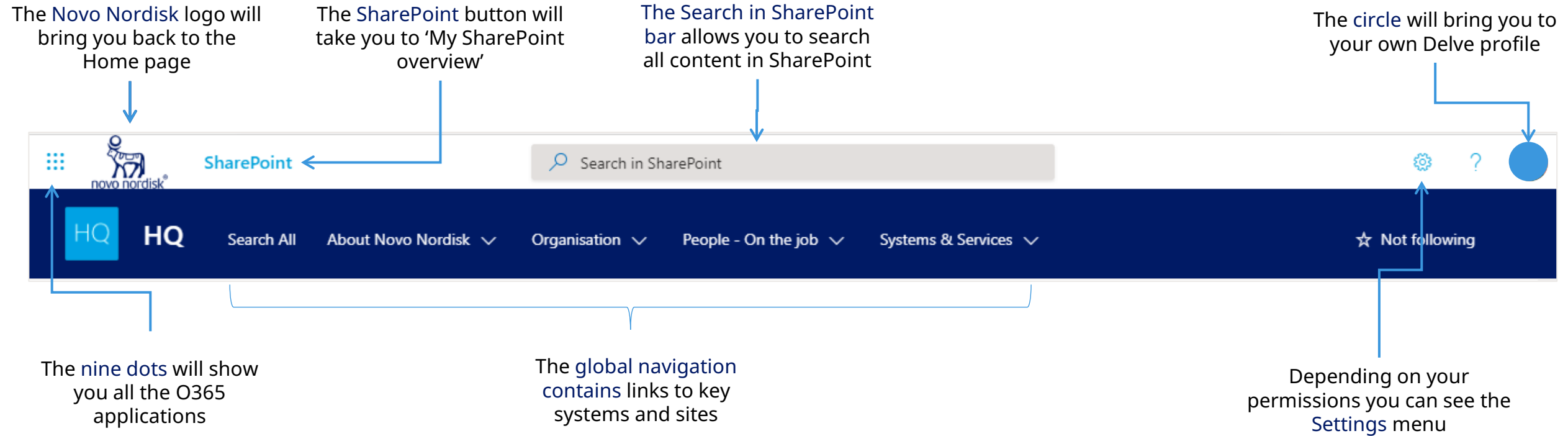
Saving files

- Do NOT store data on your desktop of Cloud Desktop. This data may be deleted and thereafter not recoverable.
- C drive access is blocked by design
- All data should be stored in OneDrive or on Corporate file shares
- You can access your network files by opening file explorer and then clicking on 'This PC'.
- GxP Data must be stored only on GxP fileshares only.

SharePoint – Navigating Novo Nordisk's intranet

The Novo Nordisk logo will bring you back to the Home page

The SharePoint button will take you to 'My SharePoint overview'

The Search in SharePoint bar allows you to search all content in SharePoint

The circle will bring you to your own Delve profile

The nine dots will show you all the O365 applications

The global navigation contains links to key systems and sites

Depending on your permissions you can see the Settings menu

How to reset expired password from personal device?

- Please Open a browser on your company/personal PC or Mac in "InPrivate" (Edge) / "Private" (Safari) / "Incognito" (Chrome) mode and go to https://passwordreset.microsoftonline.com/

- The Novo Nordisk password policy for your corporate password for regular user accounts (not PSnet) only has two requirements:

    1.Passwords must be at least 14 characters long (including any spaces)
    2.Passwords must be changed every 120 days (or earlier)

    You do not need capital letters, numbers or special characters. Instead, use a passphrase.

- What is a passphrase?

A passphrase is a longer password composed of a sentence or a combination of random words. Passphrases are easy to remember and quick to type and a simple way to make passwords stronger. As passphrases tend to be longer and more complex than the average password, it increases overall security. Passphrases are simply harder to guess.

Really good passwords are long and complex, like ro9lKU(9)Jamb0kai#3_72Vu - but these are hard to remember and slow to type. A passphrase can be just as long, but doesn't have to be hard to remember or type.

Passphrases build mental images
Passphrases can create pictures in our minds that make them easier to remember. Can you for example imagine purple nose on a brick wall? If so, you have a memorable passphrase. Here are some examples of passphrases that would take a long time to guess:

swiftest tropical downhill ski
walking on oranges
BrieflyMoreDiamond

Common issues:

Session gets disconnected before the idle timeout period has been reached

This can happen if the network card on your PC is configured to disconnect when your PC goes to sleep mode.
Please request your IT dept to change this setting or follow instructions mentioned in below link:
https://www.top-password.com/blog/prevent-windows-10-from-disconnecting-network-during-sleep/

Mic not working on HP laptops

Please follow steps mentioned in below article:
https://support.citrix.com/article/CTX341471/microphone-not-detected-in-ms-teams-through-hp-laptop