

## Horizon FAQ

**1. What is the basic software installed on the General desktops?**

We have installed all the basic software on these desktops including Microsoft Office 2016, Cornerstone, USALims, Qpulse, and Google Chrome. In addition we have added important websites to the desktop including LSU Libraries, COVID-19 Information from LSU, GROK, myLSU, and Workday.

**2. If the software I need is not installed on the General desktop, can I get it installed?**

Yes, but with a condition. If you have the software that is needed, including valid license, we can install it and it will show up on all of the desktops to be used. If you do not have a valid license, we may not have it either. In that case a copy would need to be purchased and installed on the General gold master.

**3. If I already have a Personal Desktop via Horizon, do I need to use the General desktop?**

No. If you have a personal desktop, simply click the personal icon. This will bring you to your desktop you use every day.

**4. Can I transfer all the icons from my work desktop to my general desktop?**

No. Each time you log out and log back into the general desktop, the system creates a new machine. Therefore any changes you make to those desktops are lost after each login.

**5. Can I access my network share and files on the general desktop?**

Yes. SVMIT has worked to move everyone over to automatically mapped network drives. Therefore any computer you log into at the Vet School should show your network drives.

**6. Does the Horizon Client work on Windows 10?**

Yes. You can download the Horizon Client for Windows and access the same information from home.

**7. Does the Horizon Client connect to the desktop in my office?**

No. The only way to have access to your desktop via the Horizon client is to convert your desktop to a Horizon desktop. If you wish to do this, we will have to purchase you a new terminal computer at a cost of ~ \$500. But, once converted, your desktop will be persistent and will be accessible through the Horizon client application or <http://vmed-connect.lsu.edu> from anywhere in the world where you can get Internet access.

**8. Is the Word application on the horizon client the same as the Word application on my desktop?**

No. The word application icon or any other horizon app is not the same as on your physical desktop. To access files remotely you need to add those files to your U: drive. Once the files you want to access via the Horizon client is on your U: drive, you will be able to open them from the remote applications of your choice.