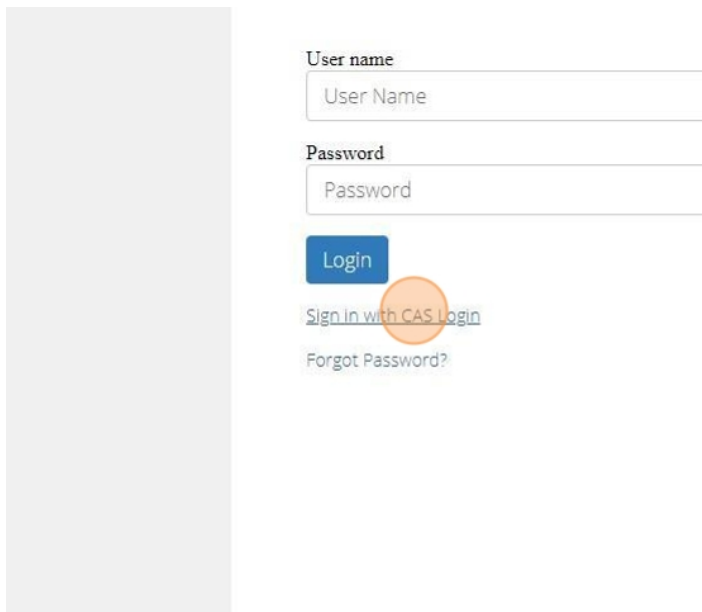


How to request support for Horizon

Rebecca Tucker - 2025-03-19 - Horizon VDI

This article will walk you through the steps for requesting support for Horizon.

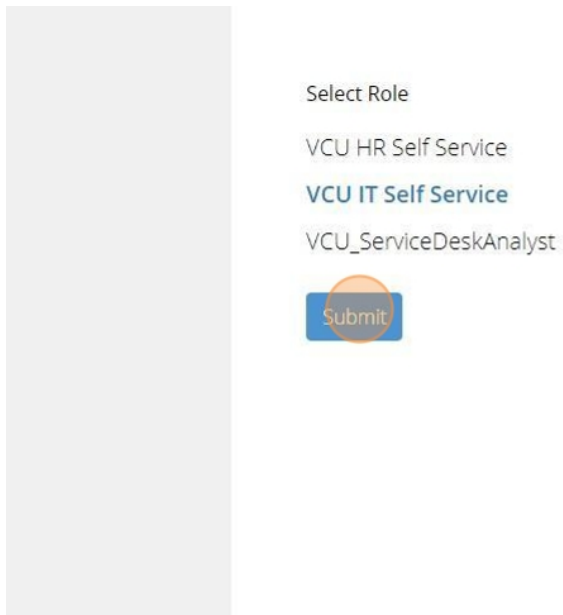
1. Navigate to [RamsCentral](#)
2. Click "Sign in with CAS Login"



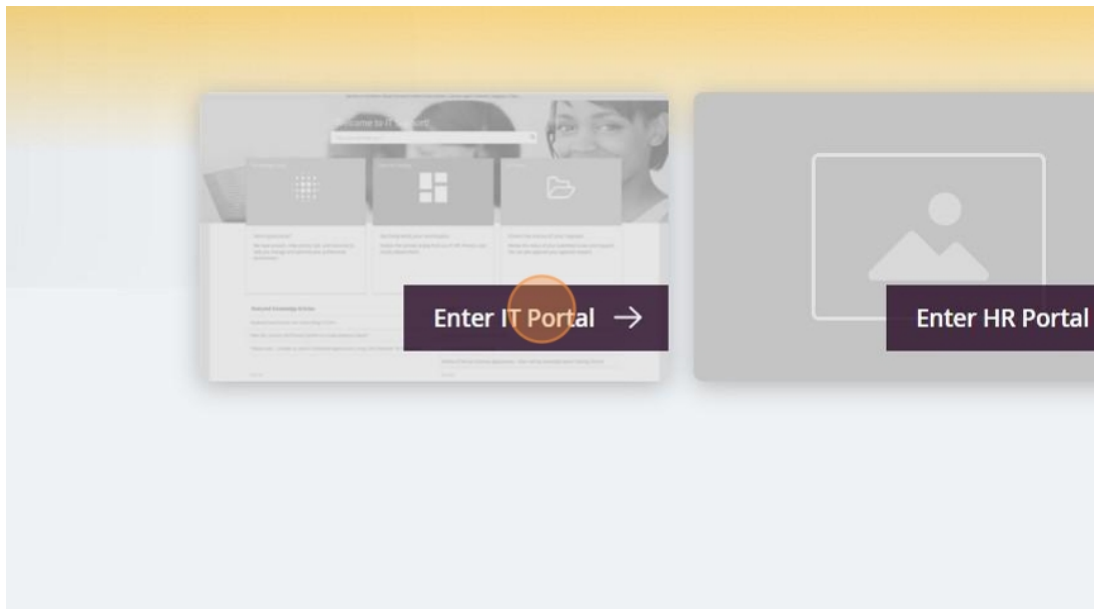
The screenshot shows a login interface with the following elements:

- User name**: A text input field containing the placeholder text "User Name".
- Password**: A text input field containing the placeholder text "Password".
- Login**: A blue button with white text.
- Sign In with CAS Login**: A link with a blue underline, highlighted by an orange circle.
- Forgot Password?**: A link with a blue underline.

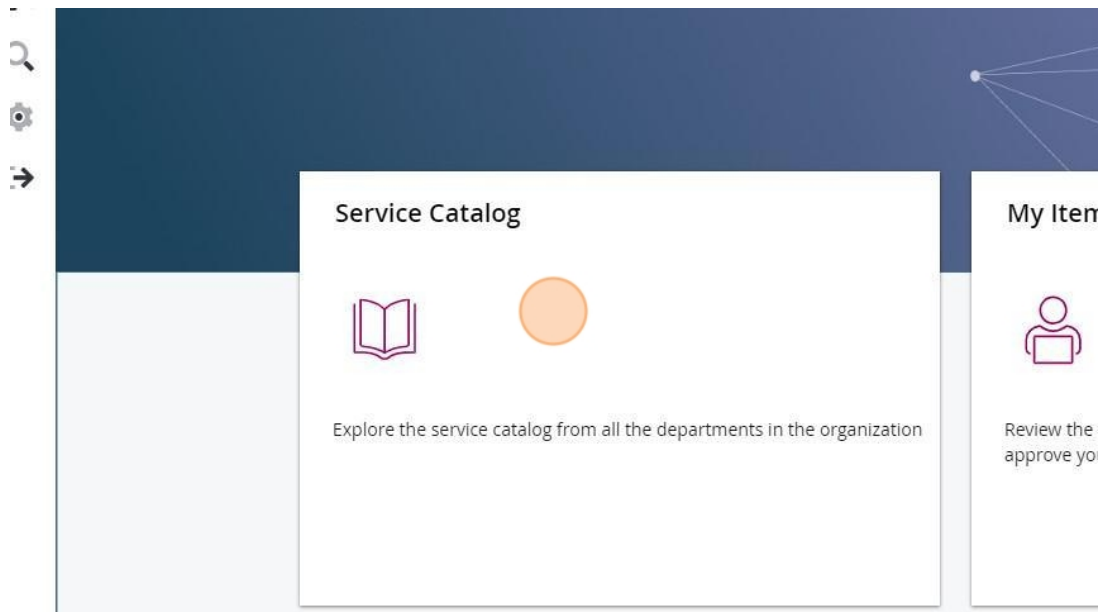
3. Enter your **VCU eID and Password** and click "Login"
4. Select "VCU IT Self Service"
5. Click "Submit"



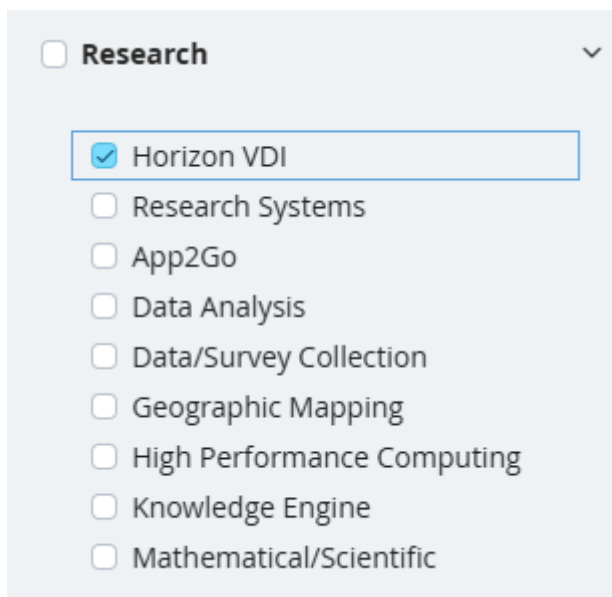
6. Click "Enter IT Portal"



7. Click "Service Catalog" card



8. Expand the "Research" filter option and select "Horizon VDI"



9. Click the card to request a New VDI, Service, or Software for your VM.

*Note: Research Systems will schedule a consultation for any new VDI requests



Research

Horizon New VDI Request

New to Horizon? Request a...



Research

Horizon Service Request

Request routine se...



Research

Horizon Software Request

Request software t...