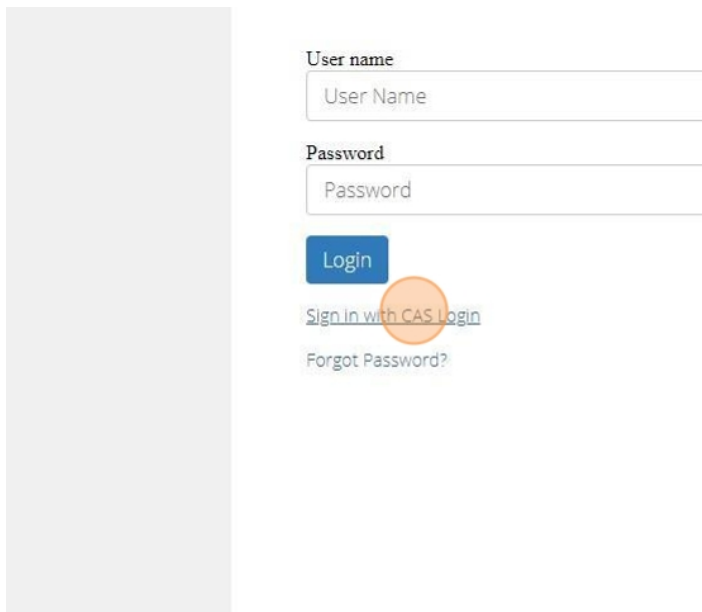


How to request support for Horizon

Rebecca Tucker - 2024-10-22 - Horizon VDI

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

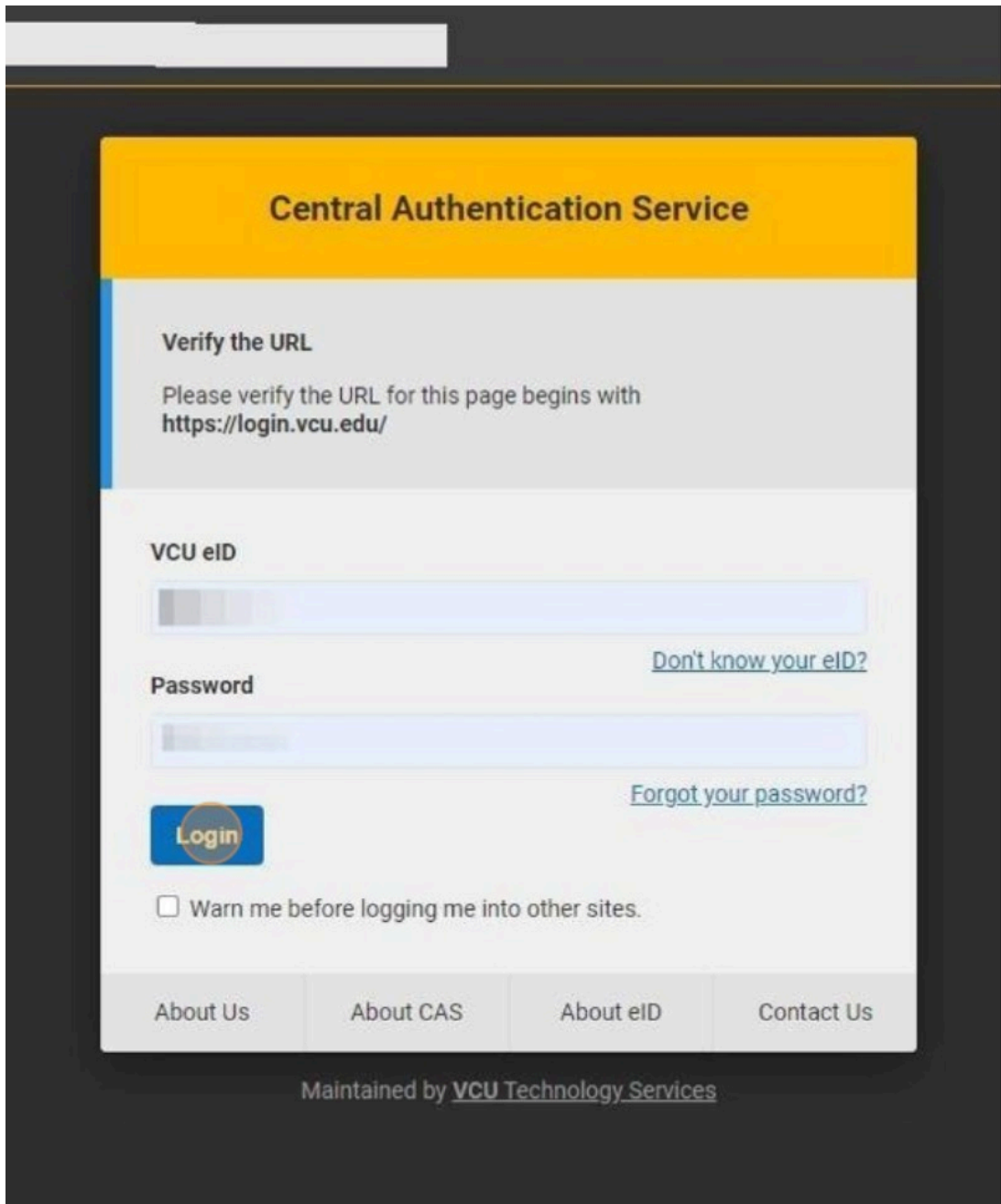
1. Go to [RamsCentral](#)
2. Click "Sign in with CAS Login"



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.
- Sign In with CAS Login**: A link highlighted with an orange circle.
- Forgot Password?**: A link.

3. Enter your **VCU eID and Password** and click "Login"



4. Click "VCU IT Self Service"

RamsCentral

Select Role

VCU HR Self Service

VCU IT Self Service

VCU_ServiceDeskAnalyst

Submit

5. Click "Submit"

Select Role

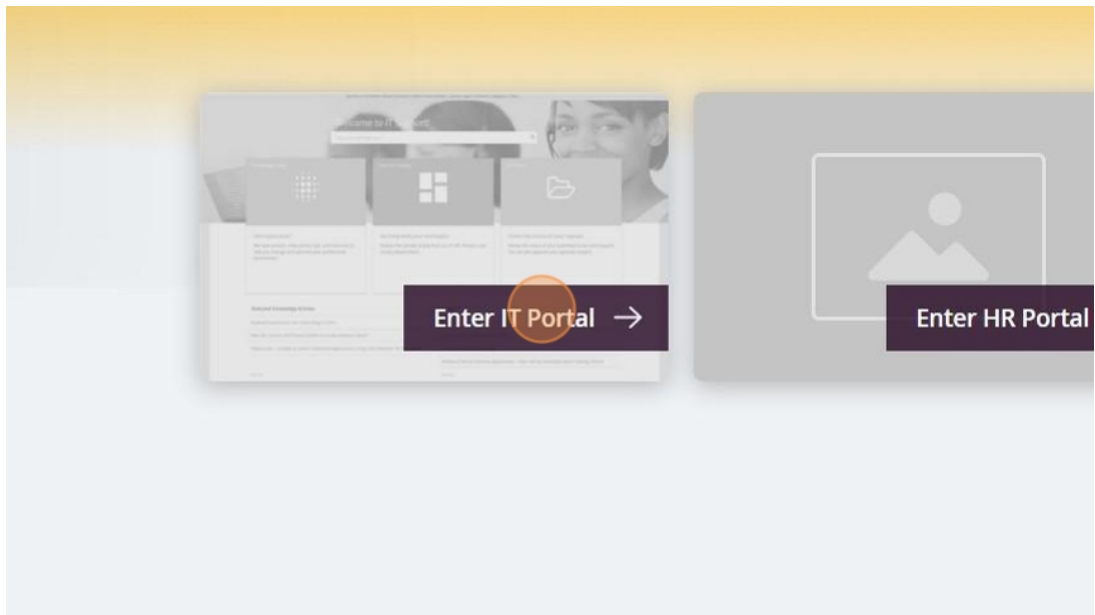
VCU HR Self Service

VCU IT Self Service

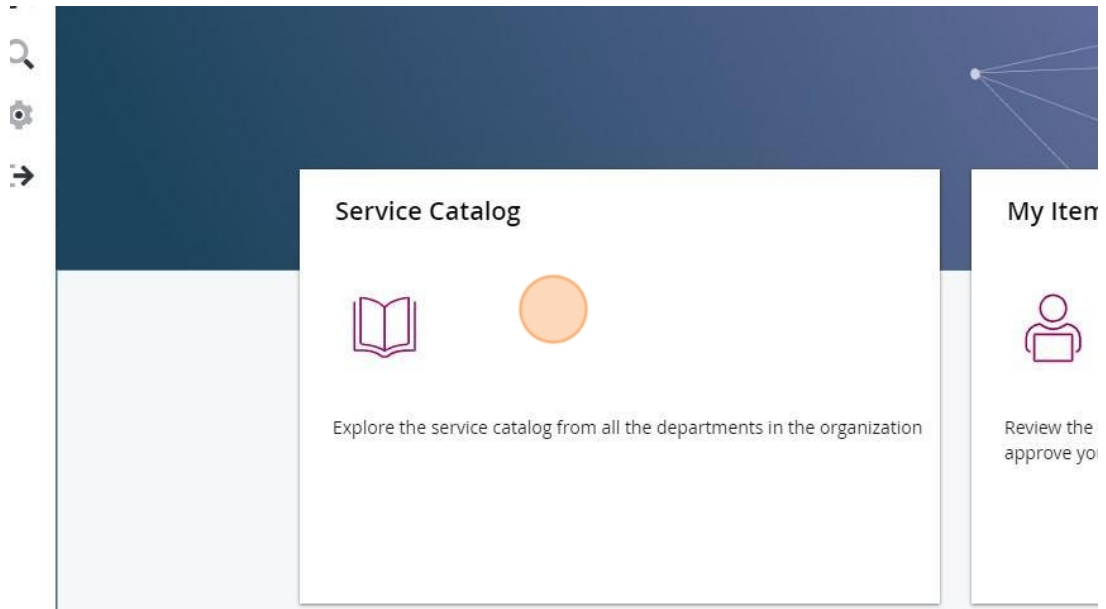
VCU_ServiceDeskAnalyst

Submit

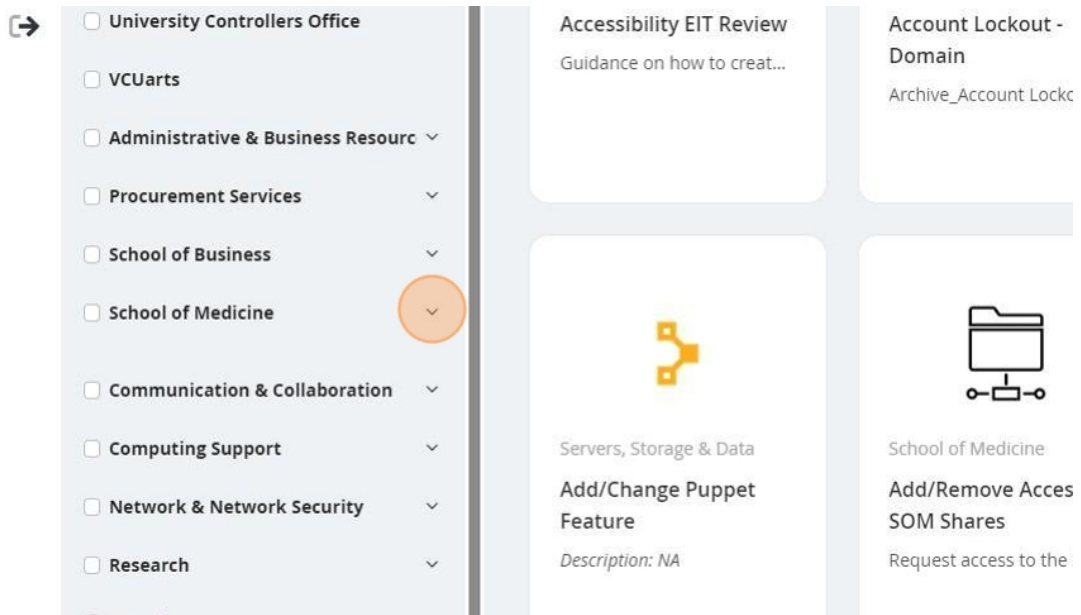
6. Click "Enter IT Portal"



7. Click "Service Catalog" card



8. Expand "School of Medicine" filter option



9. Click "SOM Horizon VDI"

