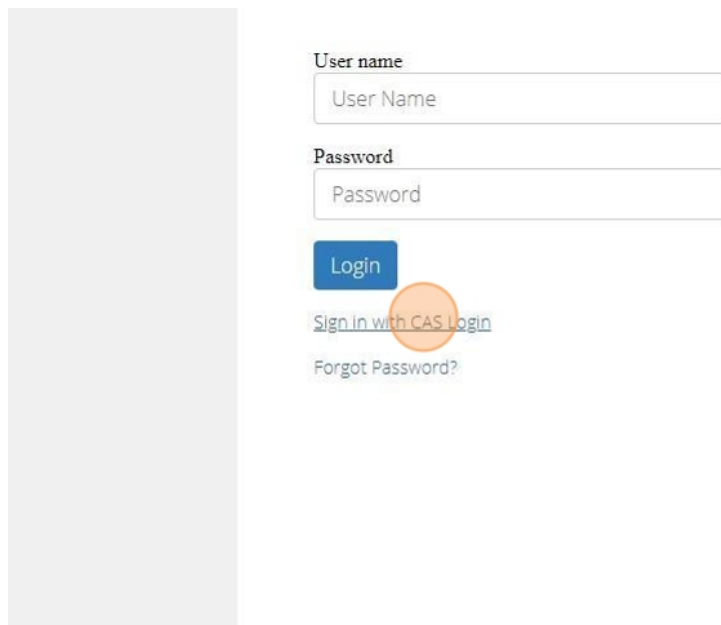# How to request support for Horizon

Rebecca Tucker - 2026-01-29 - [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"

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

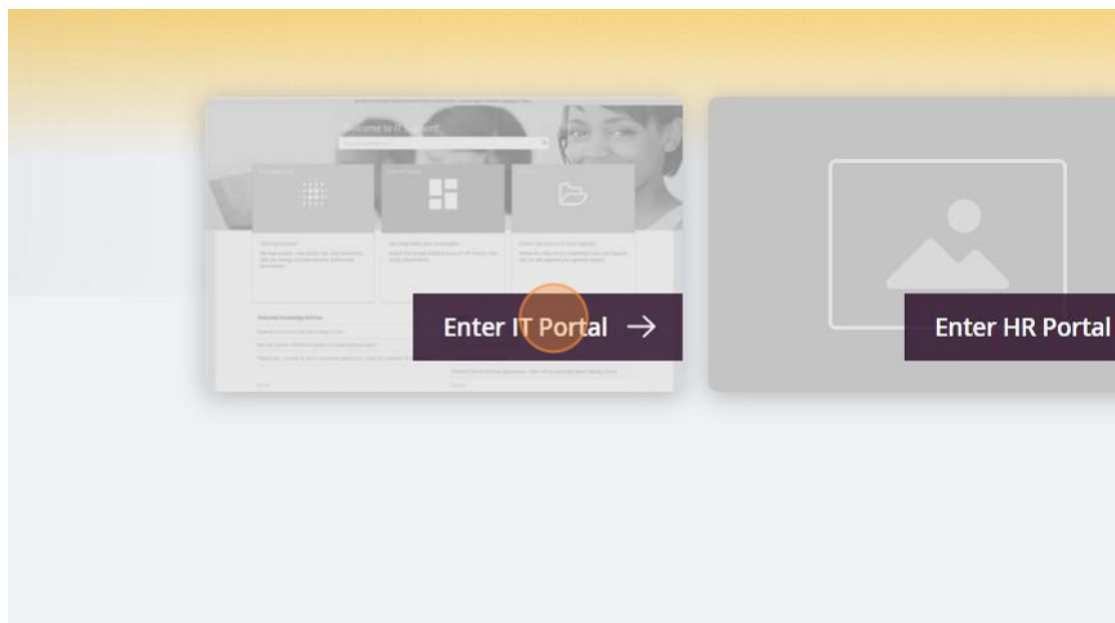4. Select "VCU IT Self Service"

5. Click "Submit"

Select Role

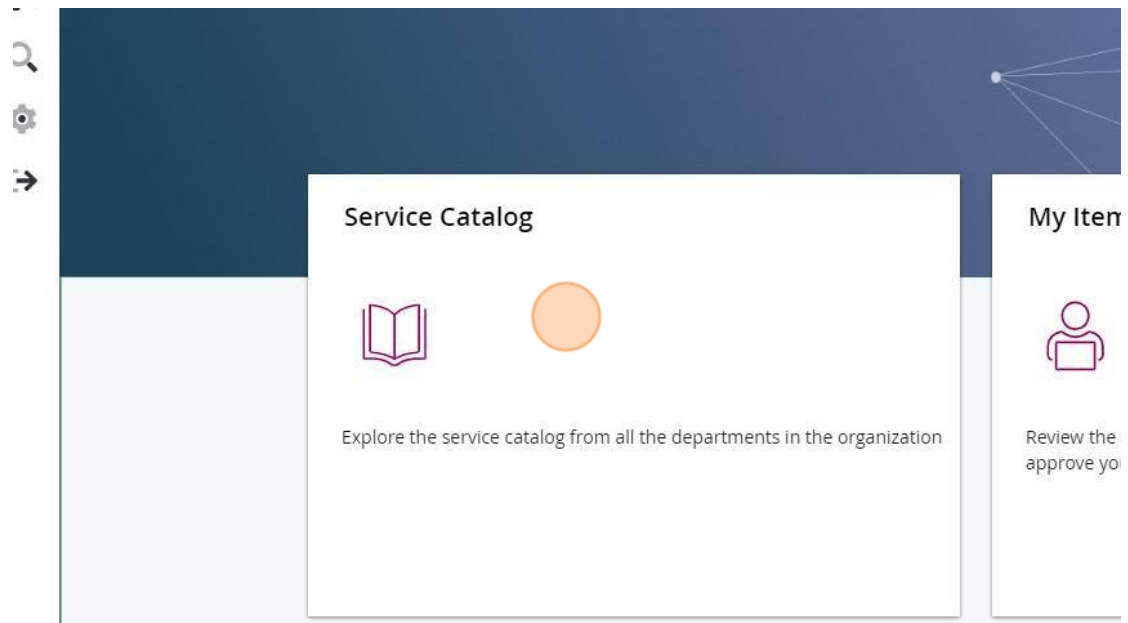VCU HR Self Service
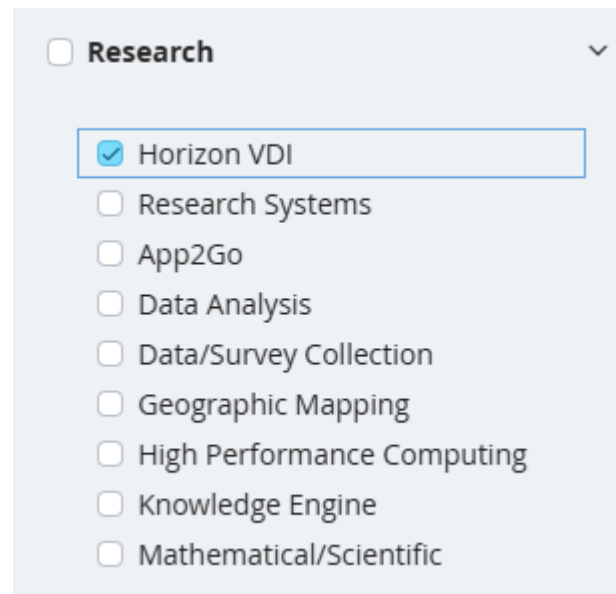
VCU IT Self Service

VCU_ServiceDeskAnalyst

Submit

6. Click "Enter IT Portal"

Enter IT Portal →

Enter HR 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...