

<u>Knowledgebase</u> > <u>Horizon VDI</u> > <u>How to request support for Horizon</u>

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"

User Name	
Password	
Password	
Login Sign in with CAS Login	
Forgot Password?	

- 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

Ç Ş		
€	Service Catalog	My Iten
		ß
	Explore the service catalog from all the departments in the organization	Review the approve yo

8. Expand the "Research" filter option and select "Horizon VDI" $% \mathcal{V}$

0	Research	~
	Horizon VDI]
	🗌 Research Systems	_
	🗌 App2Go	
	🗌 Data Analysis	
	Data/Survey Collection	
	 Geographic Mapping 	
	High Performance Computing	
	Knowledge Engine	
	Mathematical/Scientific	
	 Knowledge Engine Mathematical/Scientific 	

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...