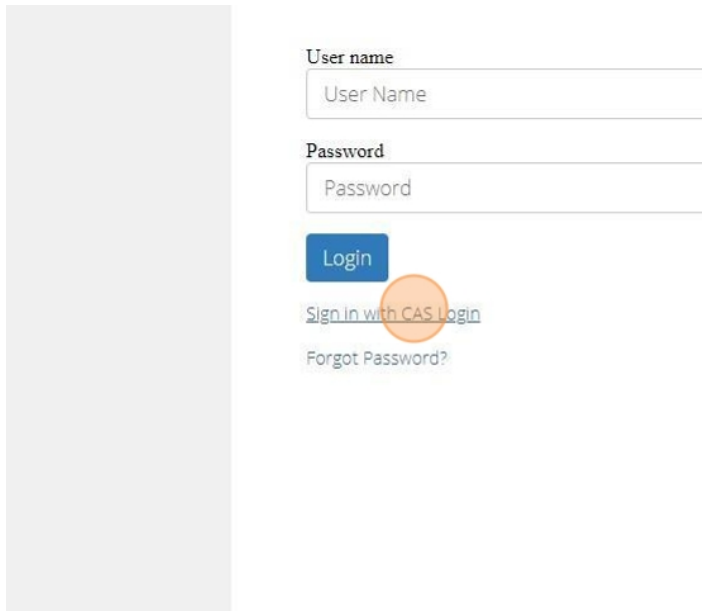


## How to request support for SOM Horizon VDI in RamsCentral

Rebecca Tucker - 2024-10-02 - Horizon VDI

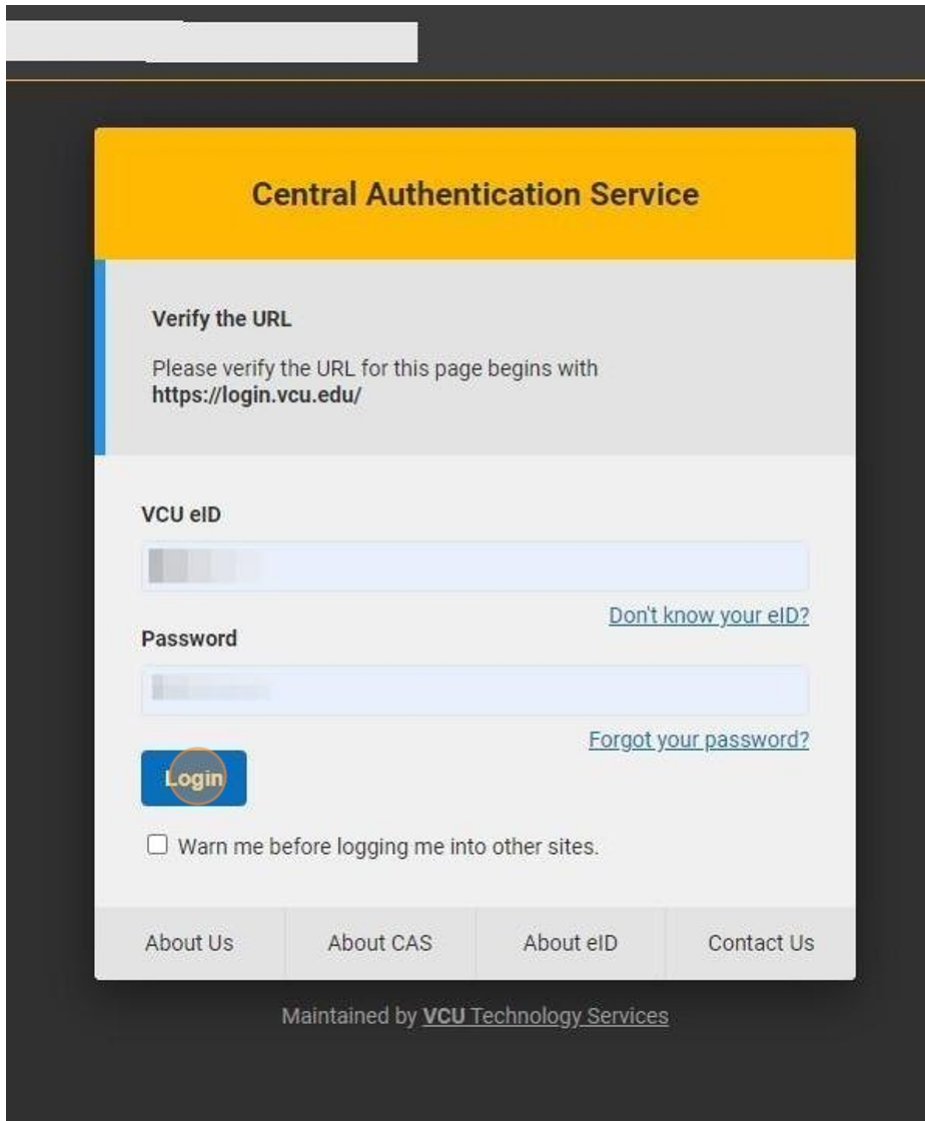
How to request support for SOM Horizon VDI in RamsCentral

1. Navigate to <https://vcu-amc.ivanticloud.com/>
2. Click "Sign in with CAS Login"

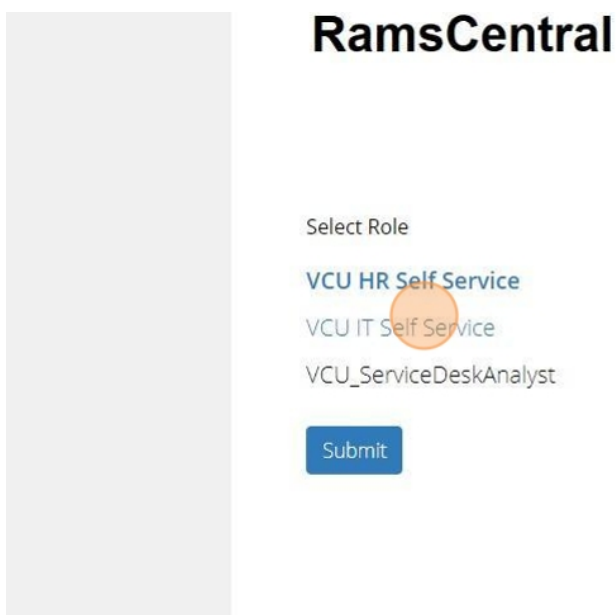


The screenshot shows a login interface. On the left is a large grey rectangular area. To its right is the login form. The form contains the following elements from top to bottom: a label 'User name' above a text input field containing 'User Name'; a label 'Password' above a text input field containing 'Password'; a blue button labeled 'Login'; a link labeled 'Sign in with CAS Login' which is circled in orange; and a link labeled 'Forgot Password?'.

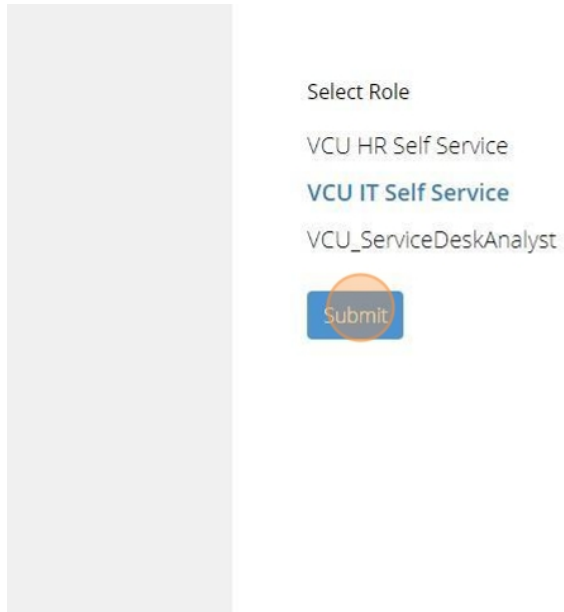
3. Enter your credentials and click "Login"



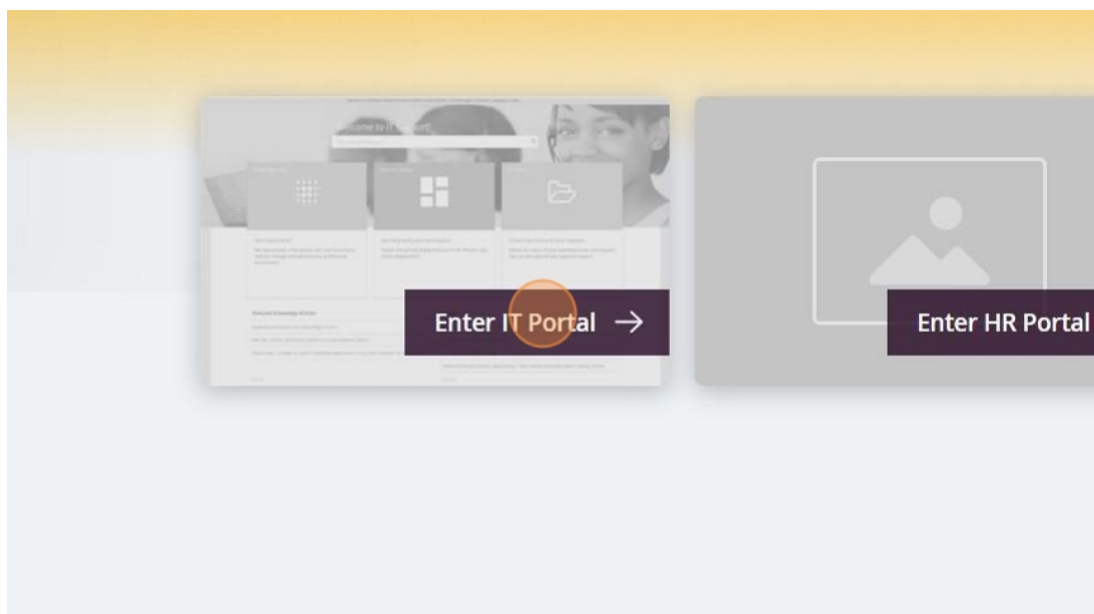
4. Click "VCU IT Self Service"



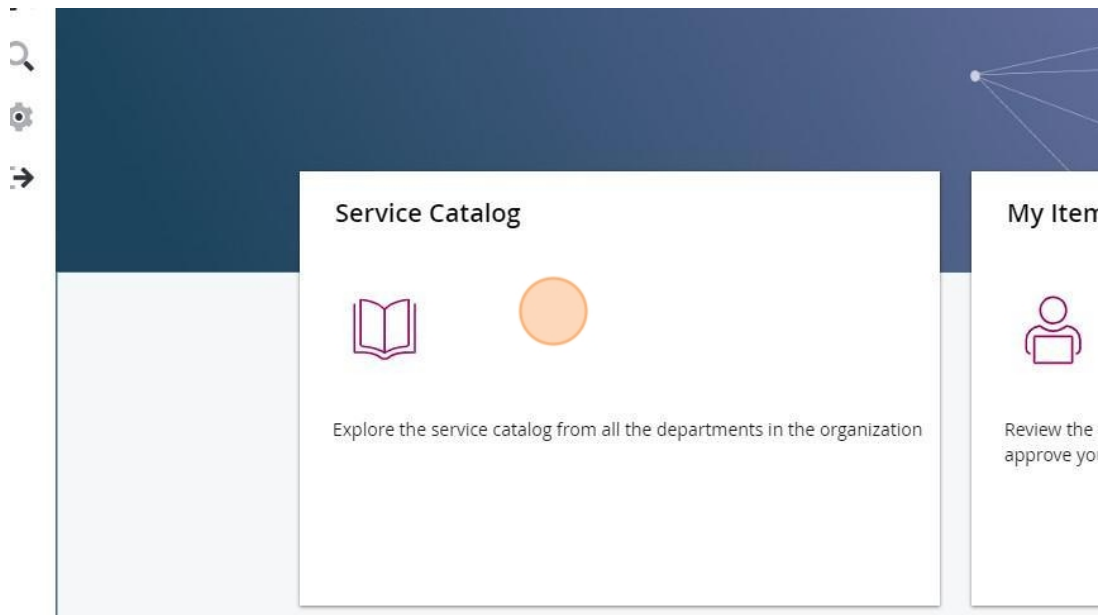
5. Click "Submit"



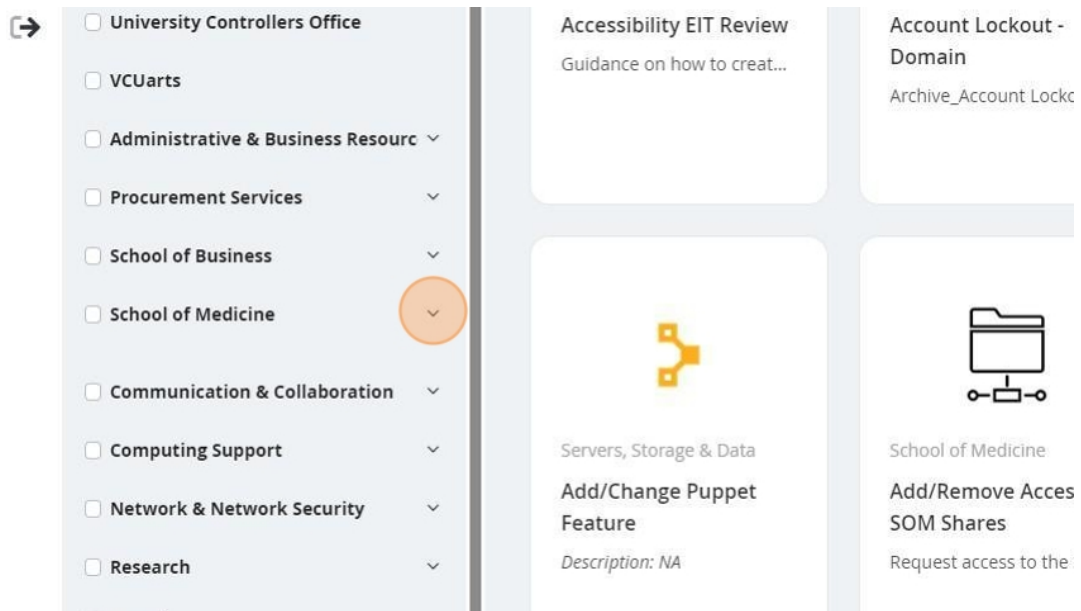
6. Click "Enter IT Portal"



7. Click "Service Catalog" card



8. Expand "School of Medicine" filter option

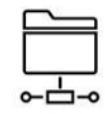


9. Click "SOM Horizon VDI"

- Administrative & Business Resources
- Procurement Services
- School of Business
- School of Medicine
  - SOM Application Services
  - SOM Client Services
  - SOM Horizon VDI
  - SOM Research Systems
  - SOM Simulation Technology
  - SOM Web Services
- Communication & Collaboration
- Computing Support
- Network & Network Security



Servers, Storage & Data  
**Add/Change Puppet Feature**  
*Description: NA*



School of Medicine  
**Add/Remove Access SOM Shares**  
Request access to the