

# Training Environment – Handbook

Training Environment connection methods:

- [Method1 – Remote Desktop Application](#)
- [Method2 – Browser Based Access](#)
- [Troubleshooting](#)

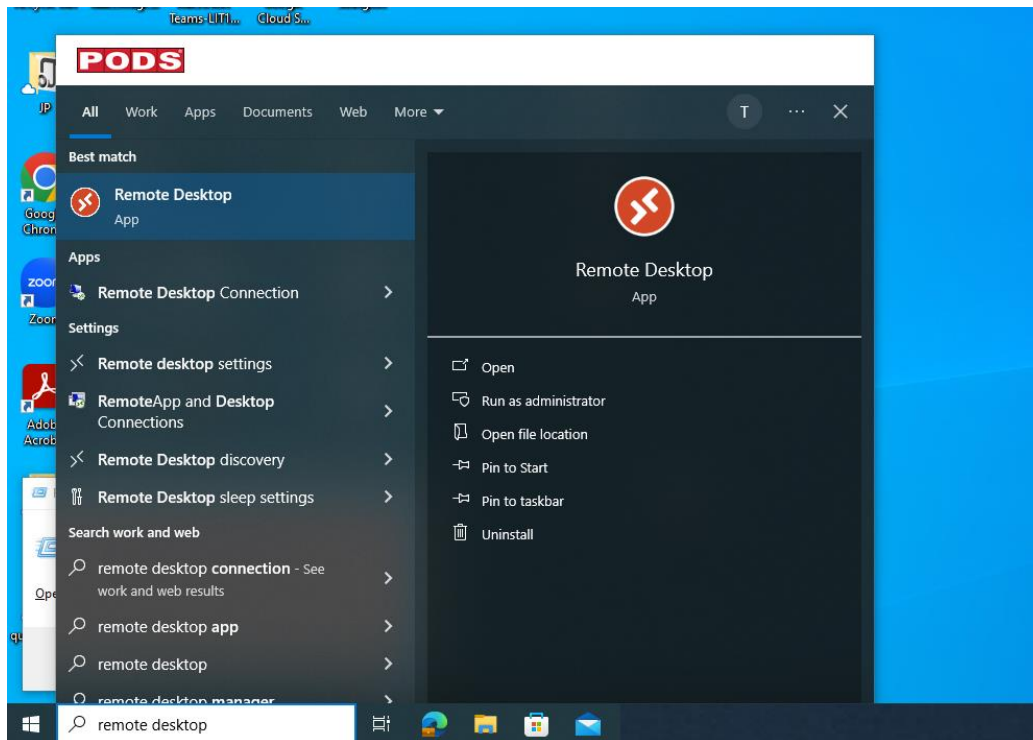
## Method 1: (Recommended method to access the Training Environment)

**Prerequisites: Remote Desktop Application (previously installed by Service Desk staff)**

**Step 1:**

Launch the **Remote Desktop Application**

Click "Start" -> Remote Desktop

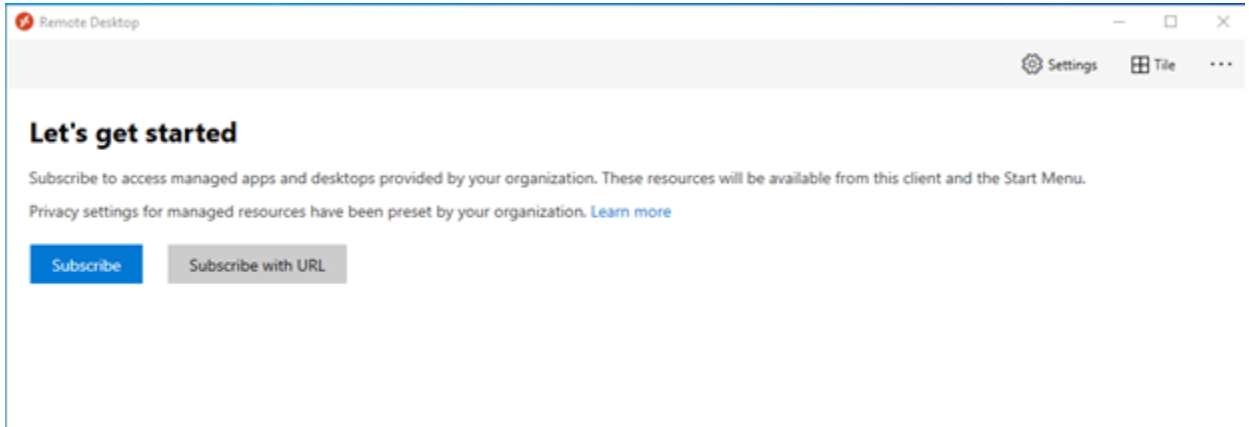


**Step 2:**

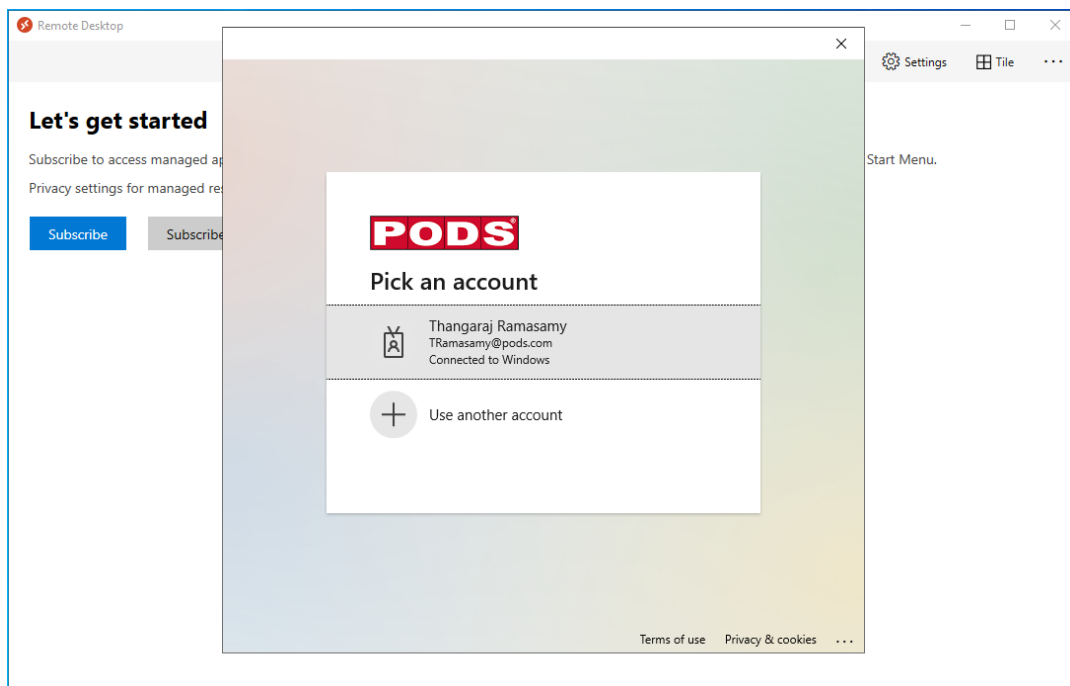
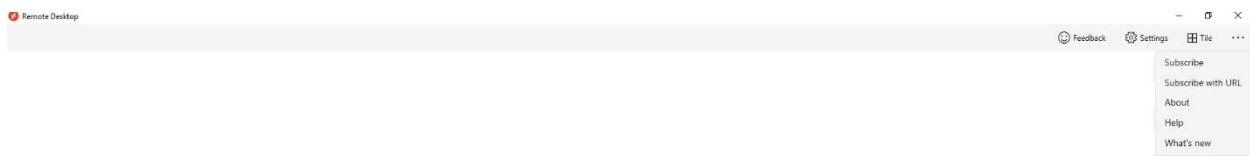
Launch the application, then click "Subscribe" to join the PODS network using PODS SSO.

Note:

1. MFA authentication will happen only for the first time while setup of the PODS remote desktop application.
2. Remote Desktop will take some time for the first time launch as it must configure the user profile.

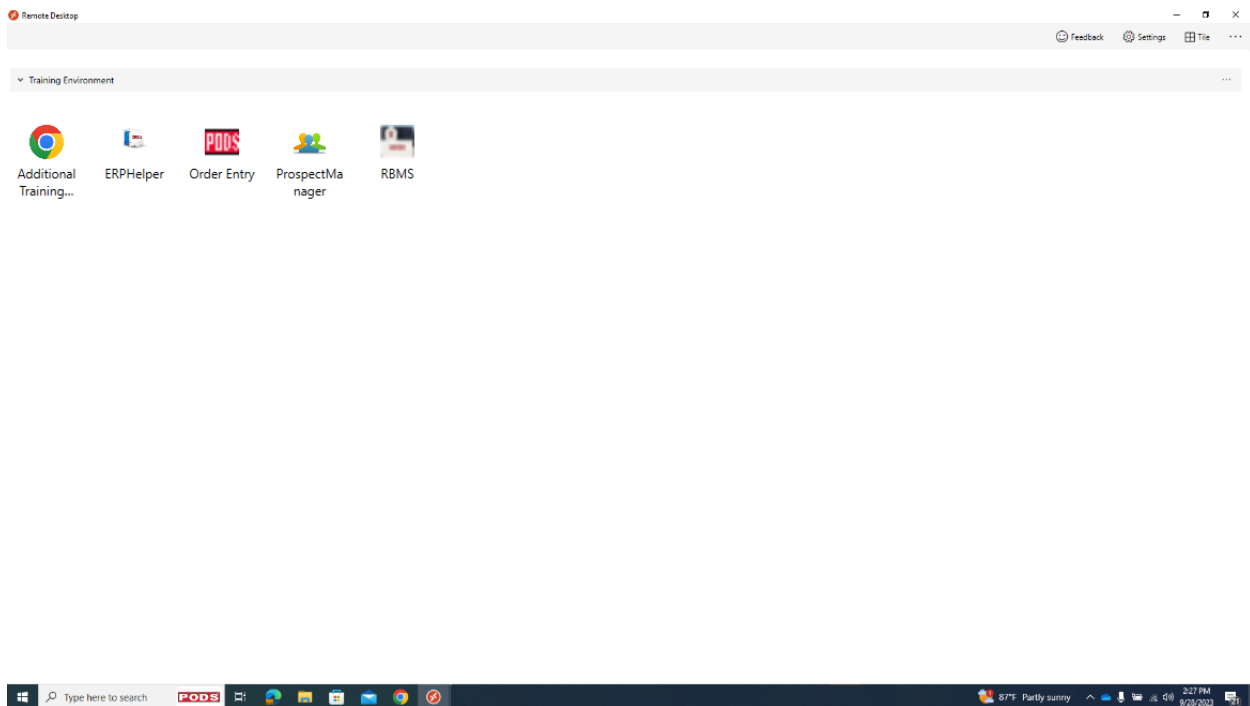


OR if you missed a chance to register in. An option to subscribe is displayed when you click the three dots in the right-hand top corner of the app.



### Step 3:

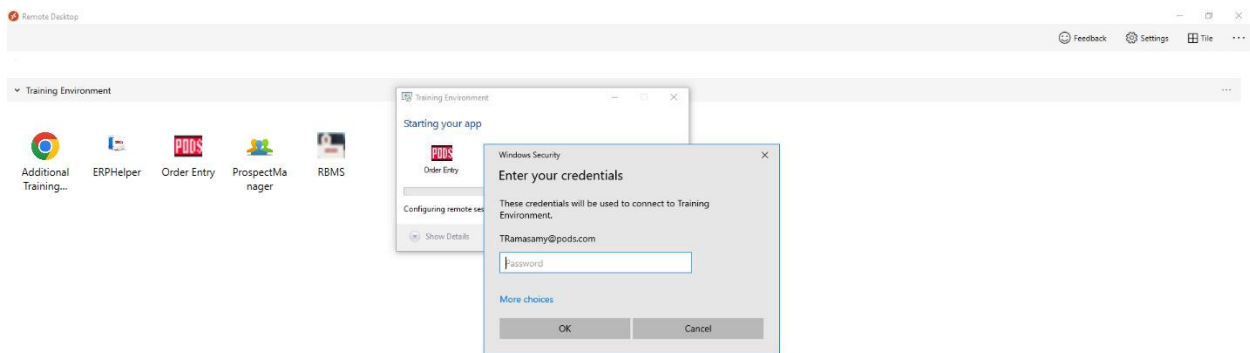
After logging in, the Remote Desktop application will display Training Environment



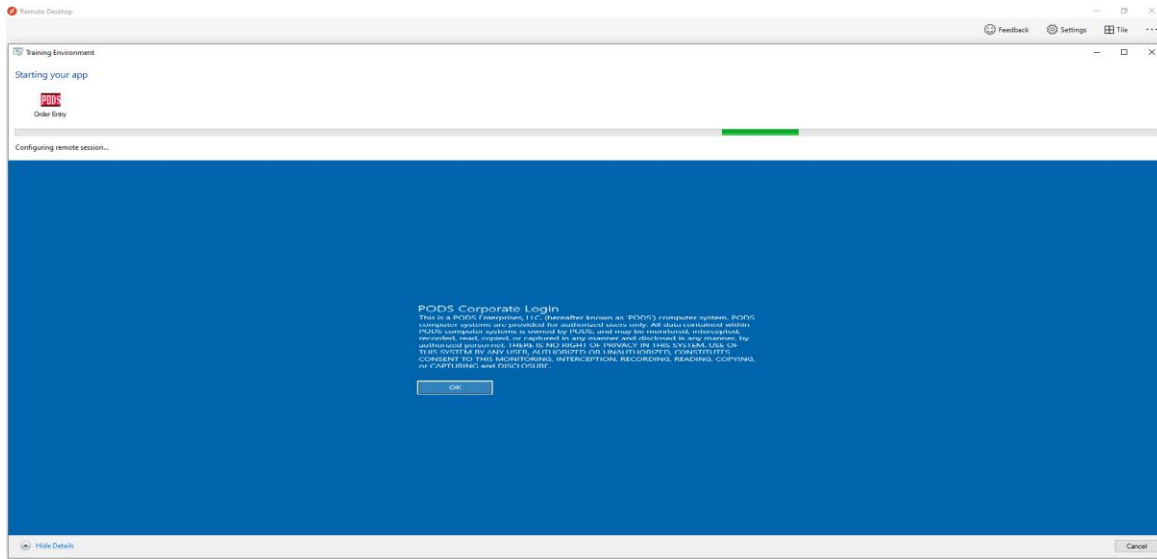
### Step 4:

To start the application, click on its icon. When prompted, enter your PODS AD credentials. (For instance, starting an OE application.)

After the application loads, fill out the authentication prompt with your SSO information.

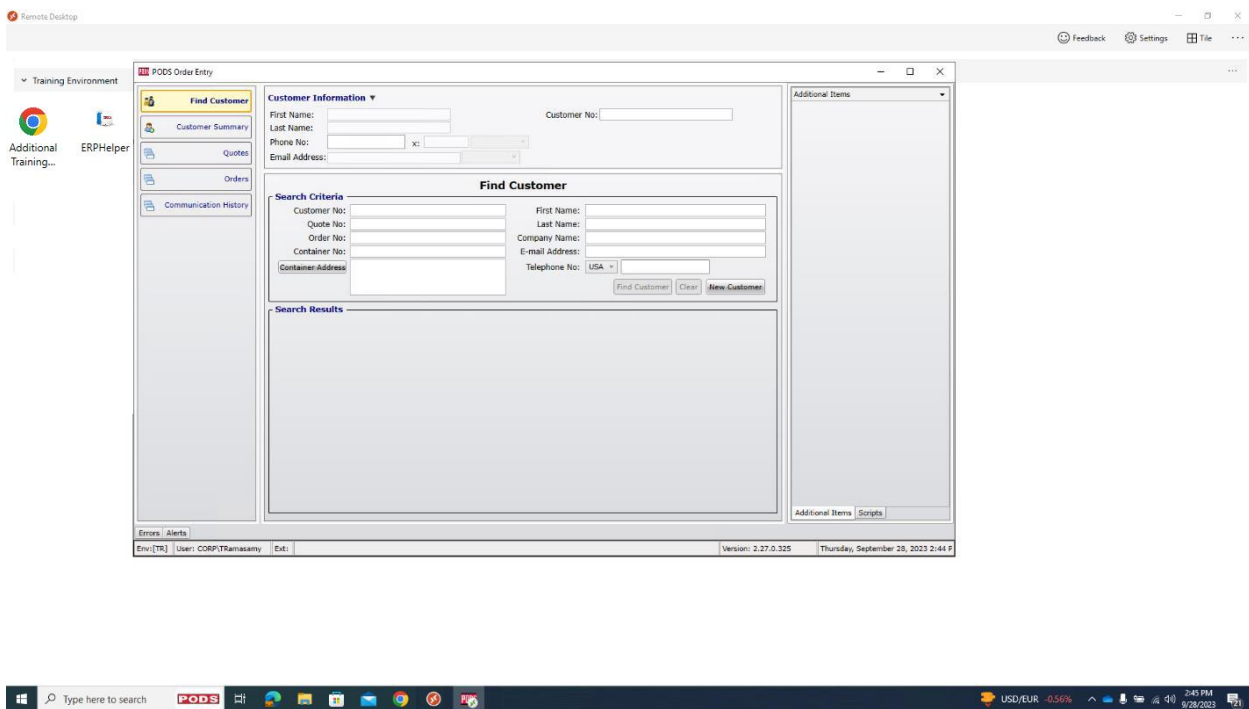


After entering credentials in, click OK to proceed.



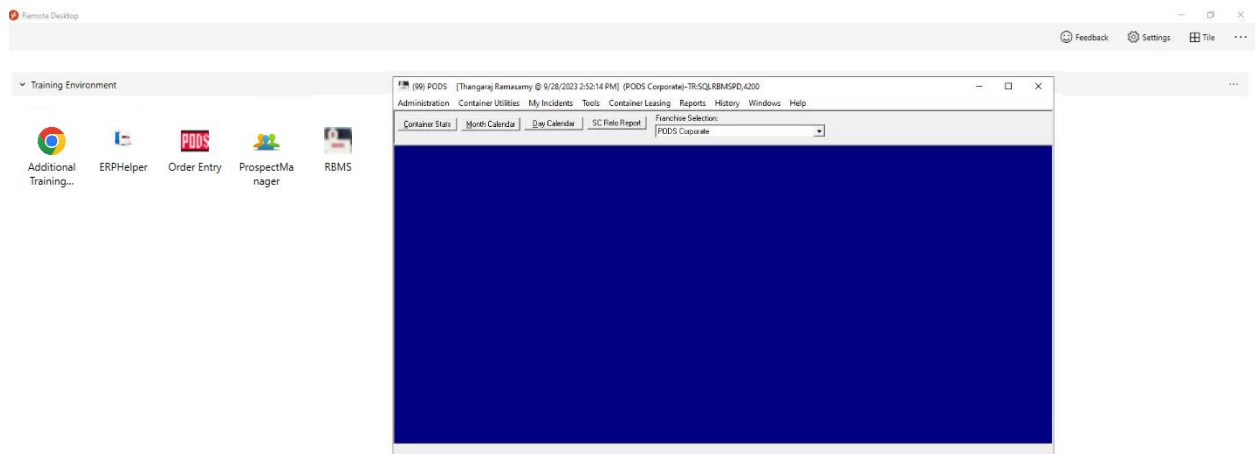
## Step 5:

The order entry application will be launched as below.



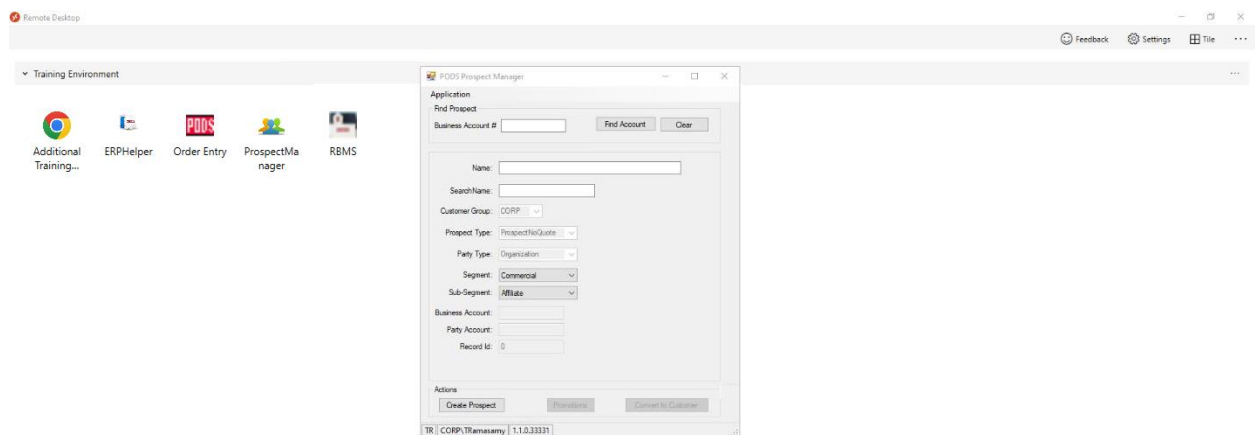
## Step 6:

Please use the appropriate application icon to start any other programs you wish to use. (For instance, starting the RBMS application.)



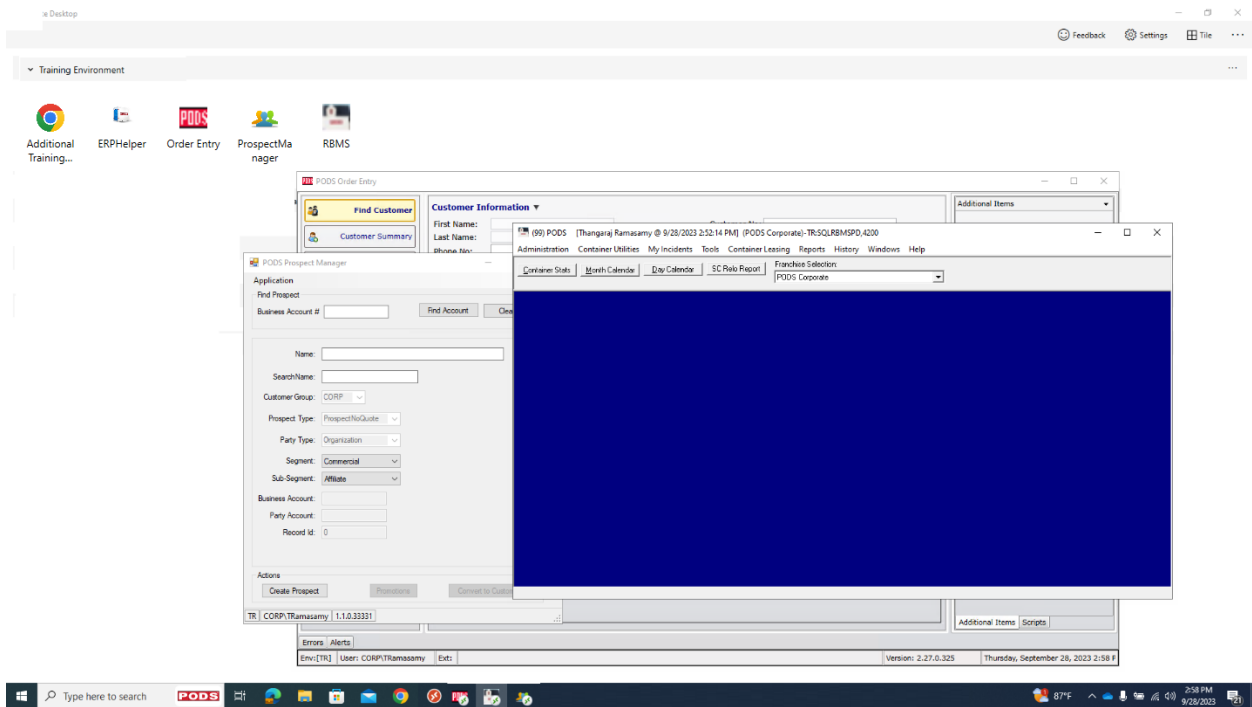
### Step 7:

Please click the appropriate application icon to start that application if you wish to run any further programs. (For instance, Launching PODS Prospect Manager)



### Step 8:

Like other Windows programs on your computer, you can quickly switch between every application.



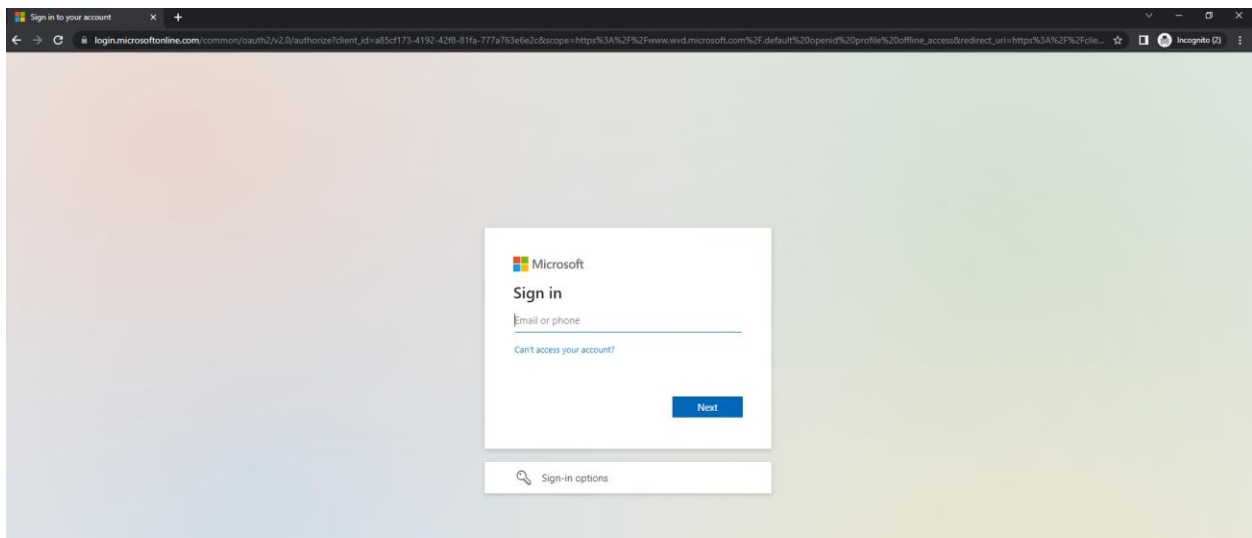
## Method 2:

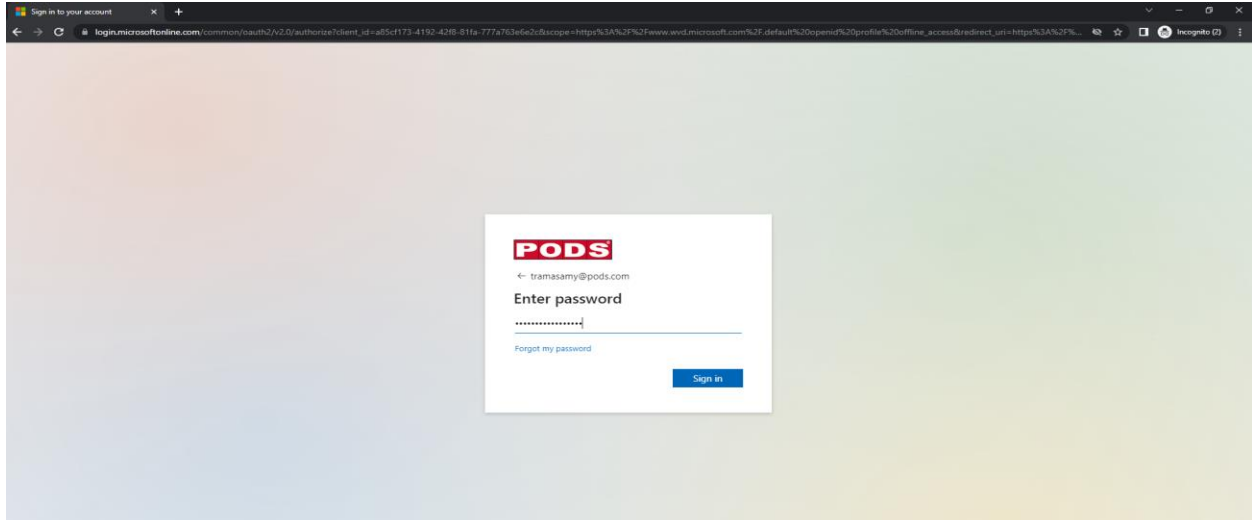
Access the below link for Training Environment.

<https://client.wvd.microsoft.com/arm/webclient/index.html>

### **Step 1:**

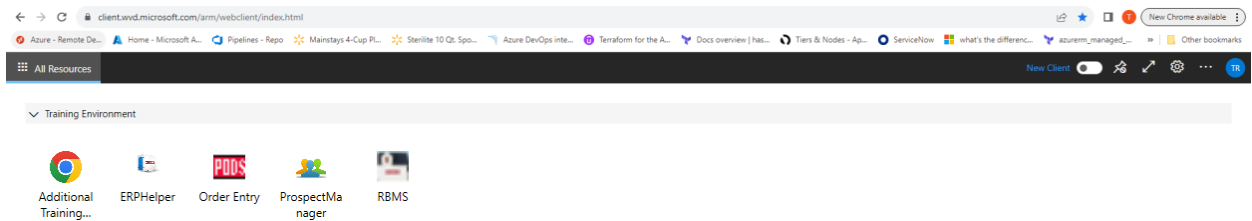
When you click the URL, it will ask for your login information. With your PODS credentials, you may continue.

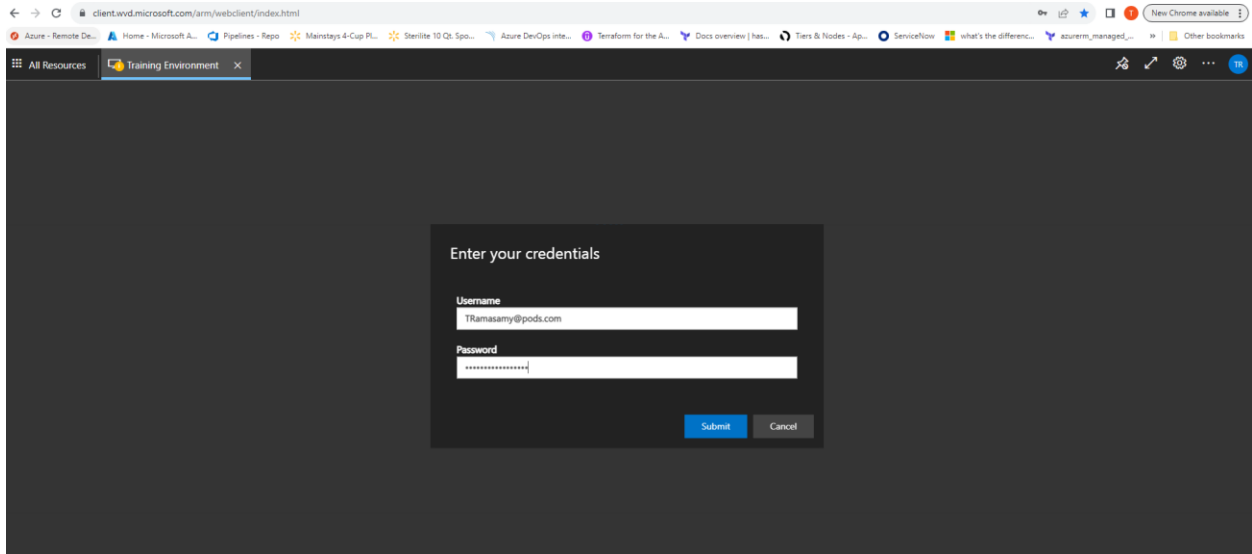




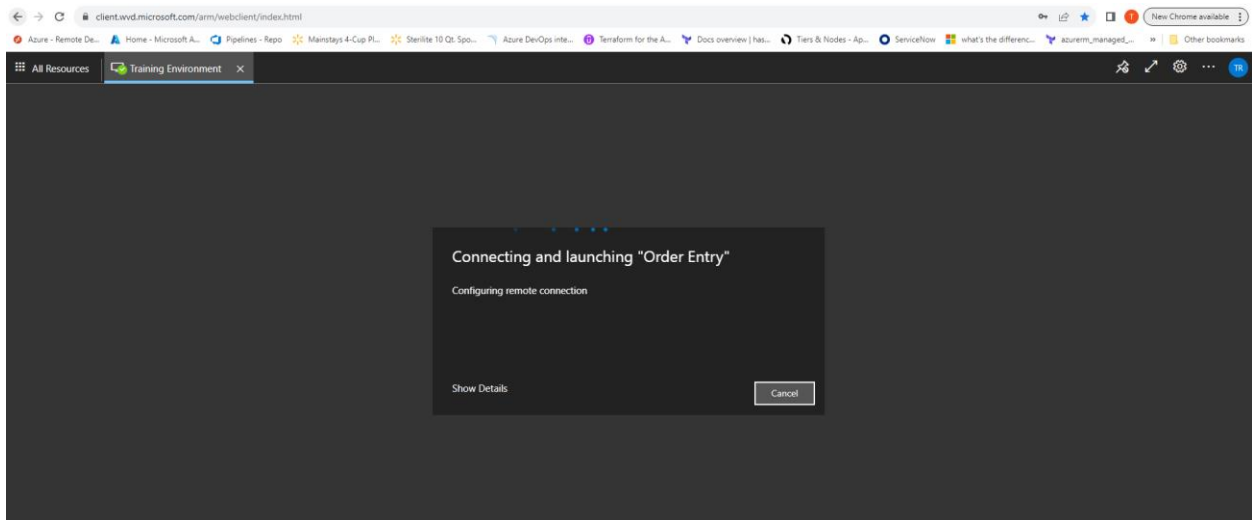
## Step 2:

When you click the application under Training Environment section, it will ask for your login information. With your PODS credentials, you may continue.



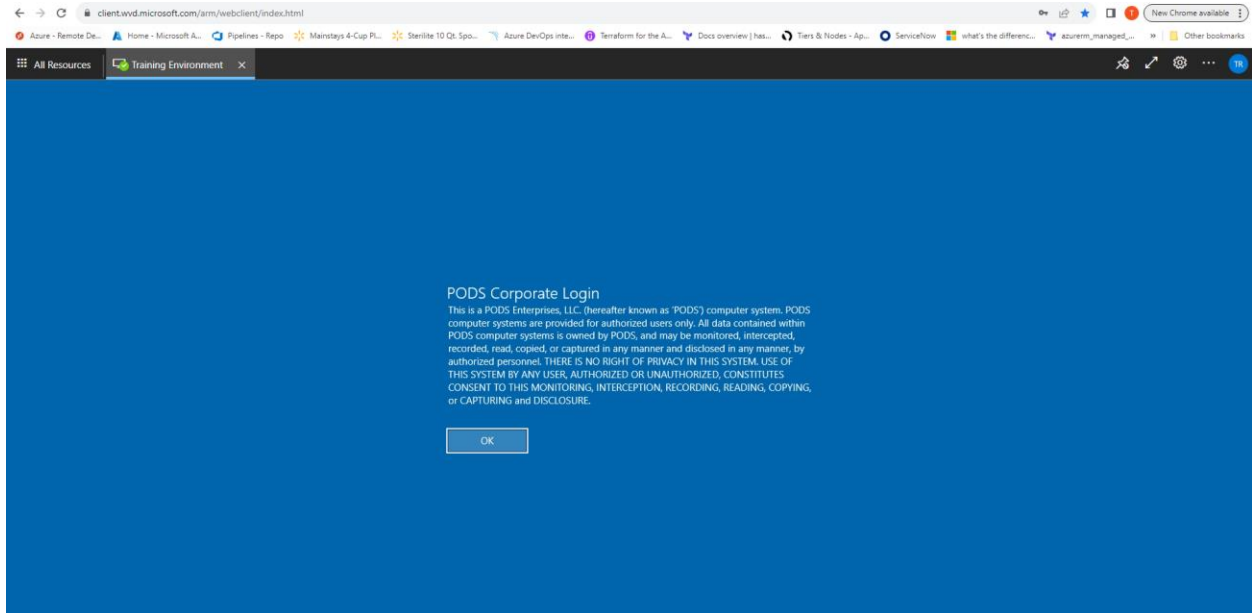


Click "Submit" to proceed.



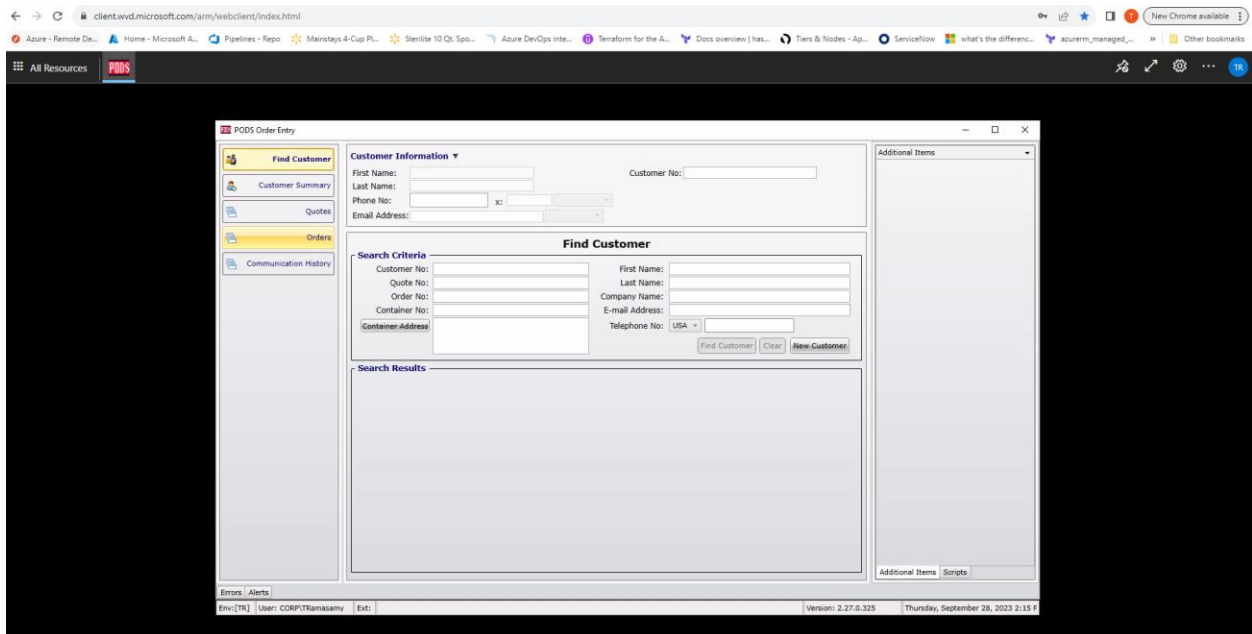
Click "Show Details" to proceed.





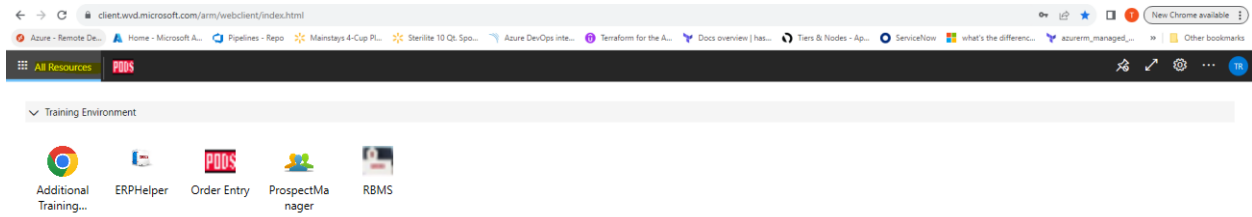
Click "OK" to proceed.

Selected application will be launched like below.

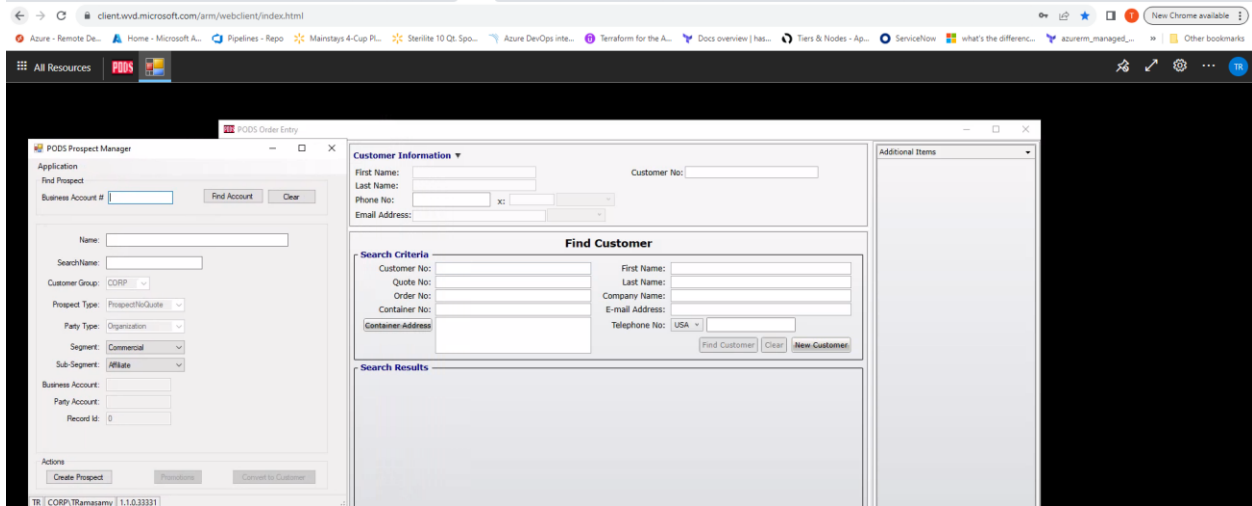


To launch Another application

Click Home (All Resources) button on the top left corner.

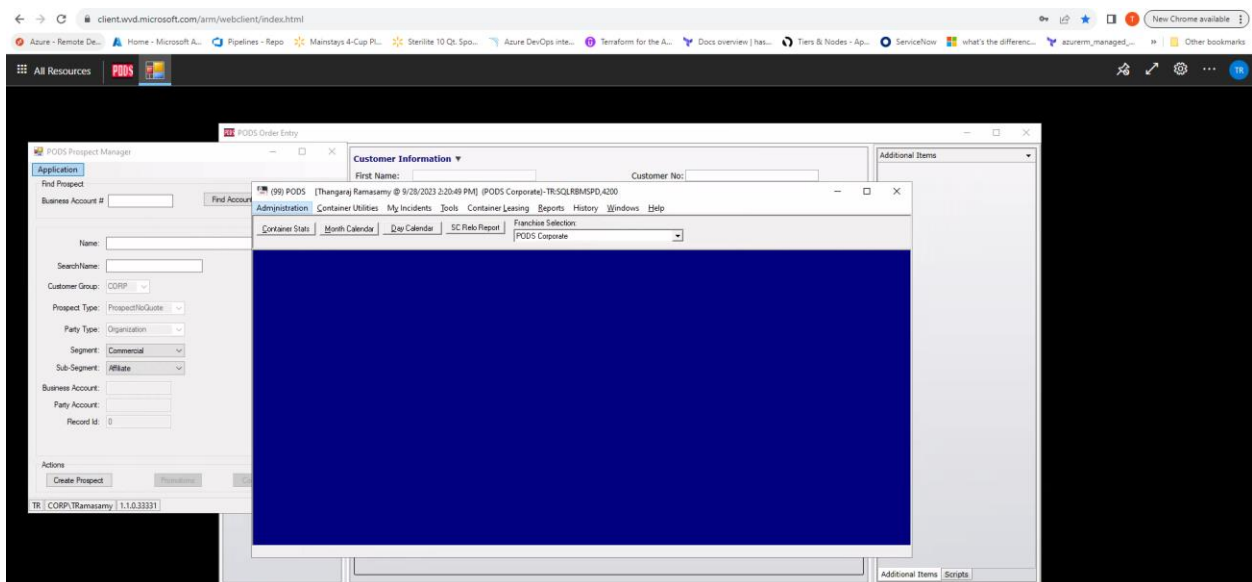


Select another application from Training Environment Section. (This time it won't ask for the credentials it will directly launch another application.)



### Known Issue: (Only in Connection Method 2)

You can toggle between all applications in method 2 except RBMS application. RBMS does not support toggle between applications.



## Troubleshooting:

### 1. I can't find the Remote Desktop Application:

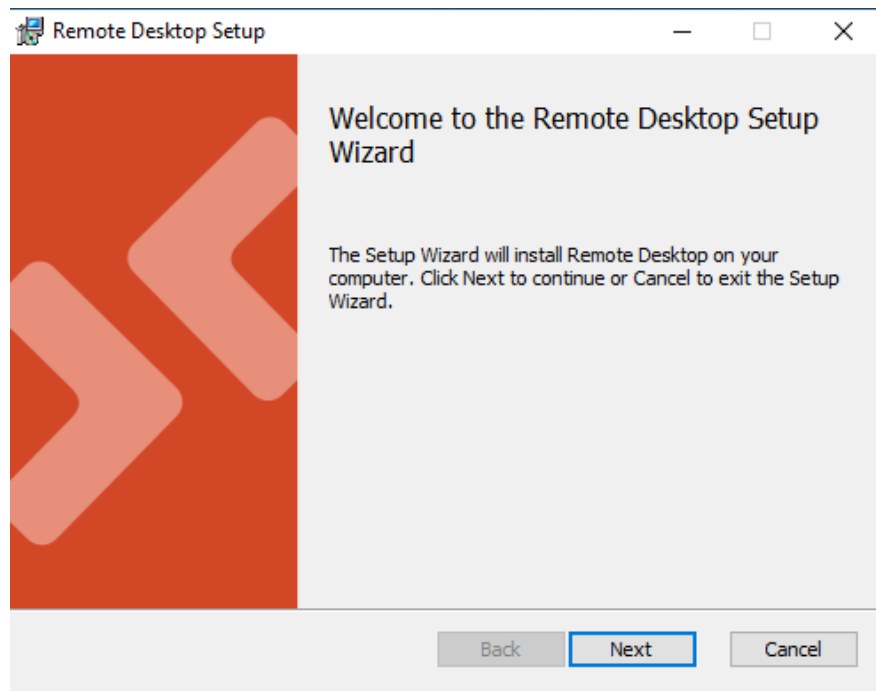
Please reach out to Service Desk and ask for assistance with installing the Remote Desktop Application

By internet – <https://pods.service-now.com/sp/> (self-service)

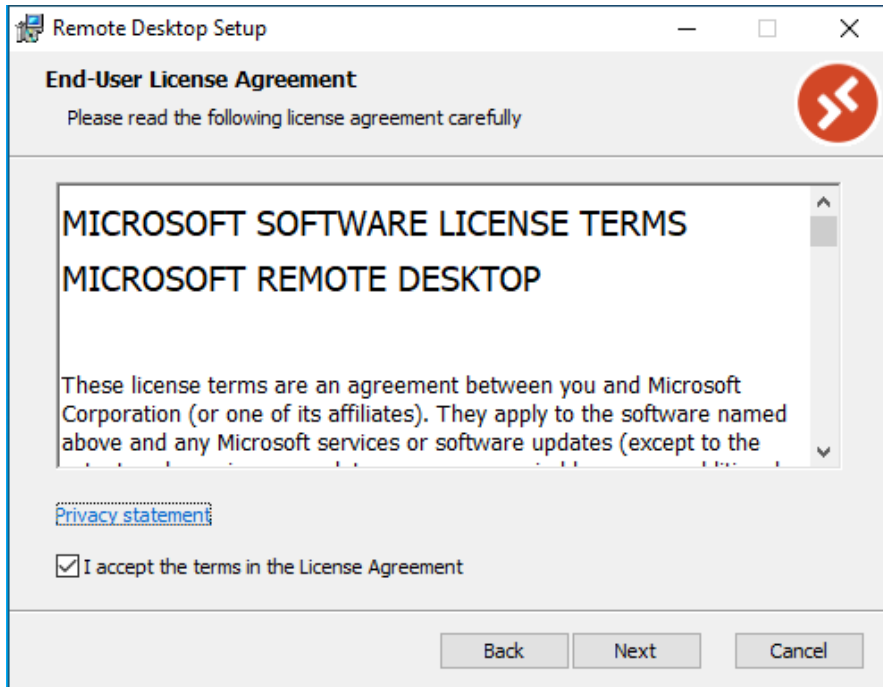
By phone – 866-310-6811

By email – [ITHelpdeskteam@pods.com](mailto:ITHelpdeskteam@pods.com)

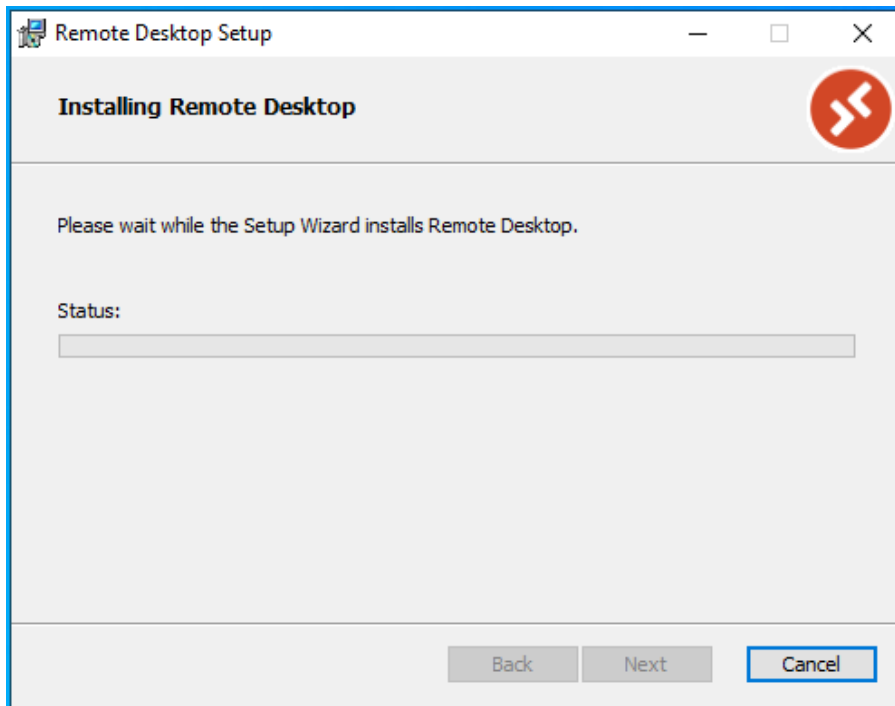
- a. Download the latest version of Remote Desktop client from below website.
- b. <https://go.microsoft.com/fwlink/?linkid=2139233>
- c. **Step 1: (Install Remote Desktop client)**
- d. Double Click the exe file.



- e. Proceed with Next to install.



Accept License Agreement and Proceed with Next to install.



Proceed with Next to install.

