* What do I need to get an NVD account?
  + Active Flank Speed account with a license
  + Active CAC
* How to request an NVD Account:
  + Fill out the [NVD Request form](https://forms.osi.apps.mil/pages/responsepage.aspx?id=AD4z43fIh0u2rUXpQt4XUKG2EMOzmc9OjiqIyB4P4hZUNjNJWjVJQldWVzVBV0VONkxLUVFRQVdWUy4u&origin=lprLink&route=shorturl).
  + You will receive an email notification when your account is created. If you do not receive a response within 72 hours, contact [CNRFC\_N14\_RESERVE\_SERVICES@US.NAVY.MIL](mailto:CNRFC_N14_RESERVE_SERVICES@US.NAVY.MIL)
* How to install and setup NVD:
  + Detailed instructions can be found on the [Navy Enterprise Service Desk (NESD) website](https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00046840/rkm). (CAC needed to access).
  + Search for knowledge article **KBA00046840 (Nautilus Virtual Desktop: Remote Desktop/ Windows App Installation Guide)** in the search bar.
  + Follow setup instructions. Contact the Navy Enterprise Service Desk at 1 833 NESDNOW if you experience issues during setup.
* How to validate your NMCI account using NVD:
  + Log in to NVD
  + Open Microsoft Edge
  + Go to the bookmarks bar and open the folder “virtual desktop support”
  + Select NMCI account validation
  + Log in using CAC & pin
  + If validation was successful, you will see a screen with a login timestamp.
  + If validation was not successful, you will see a 404 error.
    - Try several times. If error persists, try using the other server (ie try Nautilus Virtual West if you had been using Nautilus Virtual East).
    - If error persists after trying other server, your account is either locked or deleted.

**Nautilus Virtual Desktop (NVD) Portal – FAQs**

* What is NMCI?
  + The Navy/Marine Corps Intranet. This is the Navy’s server system that allows you to access unclassified data and communicate with the Navy at large.
* What is Flank Speed?

Flank Speed is the Navy's branded name for its Microsoft 365 cloud environment.

* Are NMCI and Flank Speed linked?
  + Yes. To access the systems and maintain user data security, both systems are linked.
* How do I maintain an active NMCI account?
  + Navy Reserve Sailors must log into their NMCI every 60 days by either:
    - Logging on to an NMCI computer

**OR**

* + - Utilize **Nautilus Virtual Desktop (NVD)** from your personal device **and** click on the NMCI reset option (NMCI Account Validation) from the “Virtual Desktop Support” folder on the Microsoft Edge Bookmarks bar.
* What is Nautilus Virtual Desktop (NVD)?
  + NVD emulates an NMCI terminal on your personal computer through the Remote Desktop Application.
  + NVD will allow you to maintain your NMCI account and will alleviate website access issues caused by accessing a DOD website from a non-DOD connection. It will also allow you to send and receive encrypted emails and use desktop versions of Flank Speed apps.
* What is required to create an NVD account?
  + Compatible device with internet connection.
  + Active Flank Speed Account with a license.
  + CAC Card
* What devices are compatible with NVD?
  + Windows Devices – Windows 7 and later
  + Apple Devices – macOS 10.12 and later
  + Apple Mobile Devices – iOS 13.0 and later
  + Android Mobile Devices – Android 4.1 and later
  + Chromebooks – ChromeOS 53 and later
  + Supported Web Browsers
    - Microsoft Edge – Version 79 and later
    - Apple Safari – Version 11 and later
    - Mozilla Firefox – Version 55 and later
    - Google Chrome – Version 57 and later
* Do I need a CAC to access NVD?
  + Yes, you will need a CAC and pin to access NVD.
* What if I am out at sea?
  + NVD can be accessed from anywhere with an internet connection once initial account set up is complete.
* What do I do if I am locked out of NMCI or my account has been deleted?
  + Complete SAAR-N Form along with the current FY Cyber Awareness Challenge & DOD Annual Privacy Training. Submit completed items to the N14 Ops/Training Dropbox.
    - How-to-Guide can be found under the SSO Tool Kit: <https://www.navyreserve.navy.mil/Resources/SSO-Tool-Kit/>
* What if I do not have an internet connection available?
  + If you are unable to access the internet to login to your virtual desktop for 60 days, your account will be locked. However, it will not be deleted until 180 days. If either occurs, submit SAAR-N form to the N14 Ops/Training Dropbox.
* What is a useful way to know if I am about to be locked out?
  + Send an email to [LoginReminder@us.navy.mil](mailto:LoginReminder@us.navy.mil) , complete the returned questionnaire, and agree to receive SMS texts to receive text message reminders.
* How do I prepare myself to maintain NMCI activity while sailing?
  + Gain access to NVD and familiarize yourself on using the application with your personal computer, mobile device, and/or a web browser. If you have cell service or internet, you’ll be able to maintain your account.