Microsoft Remote Desktop
Work from anywhere

MICROSOFT AZURE
VIRTUAL DESKTOP (AVD) INFRASTRUCTURE

REQUIREMENTS

SETUP
FOR
WINDOWS
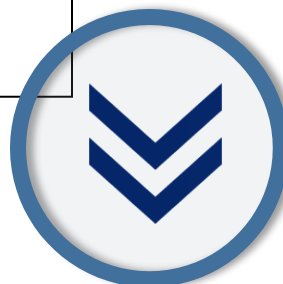
MULTIUSER
SETUP

MULTIFACTOR
AUTHENTICATION

SETUP
FOR
MAC

SKIP TO CONDENSED SETUP INSTRUCTIONS

SEE ADDITIONAL GUIDE FOR TROUBLESHOOTING INFORMATION

MICROSOFT AZURE VIRTUAL DESKTOP INFRASTRUCTURE

BACK TO MENU

PLEASE BE ADVISED OF THE FOLLOWING

MULTIFACTOR AUTHENTICATION

- **AVD requires the use of Multifactor Authentication (MFA).**
- **Mobile** devices are recommended for **MFA**.
- **All** users with AVD access **are setup** with **NS Health** email *Style* accounts. See Credentials column.

CREDENTIALS

ACCOUNT CREDENTIALS ARE EMAIL STYLE

Username will be in one of the email style accounts listed below (depending on the domain you use):

- username@nshealth.ca
- username@cdha.nshealth.ca
- accountname@nshealth.ca
- FirstName.LastName@ nshealth.ca
- username@iwk.nshealth.ca
- VENNAME@nshealth.ca Once you have accessed the virtual desktop, passwords can be reset via the **Password Reset** shortcut on your virtual desktop.
- If you are not on the virtual desktop, the Network password can be reset via Update Remote Access Password

OTHER NOTICES

- Download remote **desktop client version** for full functionality and **best performance**.
- **Do not save any files** on this desktop as they'll be deleted after you logoff/shutdown. Please save any files needed to your **mapped network** and **shared drives** if it is necessary.

RESTRICTIONS

- You will not be able to save to USB or Print to a local (home) printer from this window.
- The Remote Desktop client/app is **not compatible** with **Windows 8** or **Windows 8.1**.
- For Mac users, the Remote Desktop client application version is dependent on the macOS version.
- The mac store does provide older versions that may be compatible with your older macOS.

CONDENSED SETUP INSTRUCTIONS

BACK TO MENU

Step 1
VERIFY
the Windows **operating system version**

Step 2
DOWNLOAD via link
appropriate Windows Remote **Desktop Client** install for your devices

Step 3
SETUP
Multifactor Authentication for enhanced security

Step 4
START
Using the remote Desktop Connection via the virtual desktop Infrastructure (VDI)

1. Press the **Windows + X** keys together
2. Find **Device Specifications** heading
3. See **System Type**

1. **Windows 64-bit**
2. **Windows 32-bit**
3. **Windows ARM64**

See appendix for comprehensive step by step instructions and information on multifactor authentication.

See next pages for step by step instructions to begin using the AVD environment.

Device specifications

Device name	CH145586
Processor	AMD PRO A10-8730B R5, 2.40 GHz
Installed RAM	8.00 GB (7.43 GB usable)
Device ID	e0b35aad-3c39-4e08-92...
Product ID	00329-00000-00003-AA5...
System type	64-bit operating system,
Pen and touch	No pen or touch input is...

How to Setup Multifactor Authentication Video

Remote Desktop

Let's get started

Subscribe to access managed apps this client and the Start Menu.

Privacy settings for managed resou...

Subscribe   Subscribe w...

CONDENSED

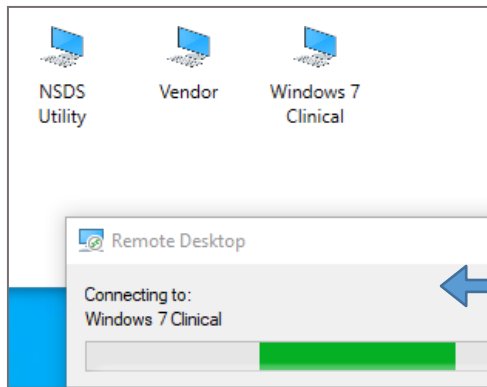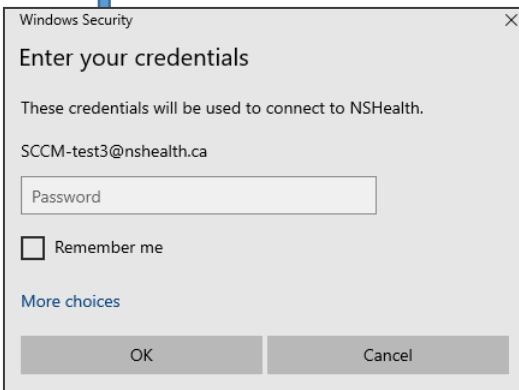## MICROSOFT REMOTE DESKTOP ⊗ LOGIN STEPS

Open the Microsoft **Remote Desktop Client** ⊗ to connect to your virtual desktop.

SIGN IN

This will **bring you** to your assigned **Virtual Desktops.** Click on your virtual desktop. This will open the Windows Security pop up enter your **password** and

This will load the virtual desktop.

*Note: Shortcuts to **Nova Scotia Health Intranet** web apps can be accessed via Web Apps short-cut on your Virtual Desktop.*

Multifactor Authentication:
Step by Step Instructions

Enhanced Security – Multifactor Authentication (MFA):

To protect the NSHealth and IWK environments, you will be asked to register Additional Security information the first time you log into the new Virtual Desktop.
This information will be used to confirm (authenticate) your NSH/IWK account every time you connect to AVD.
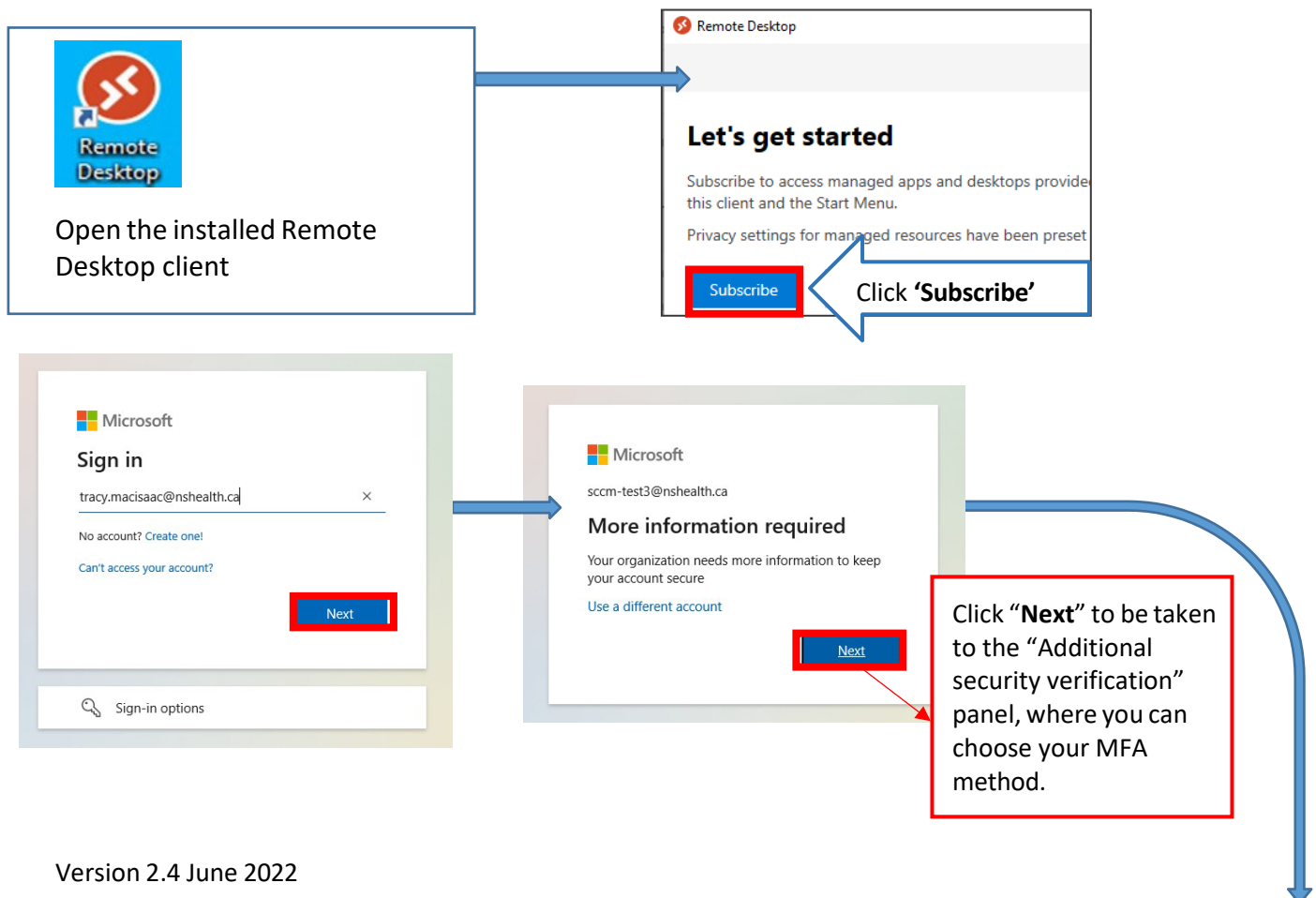*Once you have selected your authentication method and completed the set-up steps, you will only be prompted to re-authenticate should something about your profile change (Ex. Password reset). This is a great way to protect against credential theft.*

- For more detail on MFA go to Microsoft Azure Multifactor Authentication.
- For more detail on Microsoft Remote Desktop Client🔴 Installs and configuration, go to the Microsoft Virtual Desktop Resource Page.

> **The following outlines Multifactor Authentication and login steps**
>
> ▷ *You can also follow this video tutorial on how to setup MFA.*

Open the installed Remote Desktop client

Remote Desktop

Let's get started

Subscribe to access managed apps and desktops provide this client and the Start Menu.

Privacy settings for managed resources have been preset

Subscribe

Click **'Subscribe'**

Microsoft

Sign in

tracy.macisaac@nshealth.ca

No account? Create one!

Can't access your account?

Next

Sign-in options

Microsoft

sccm-test3@nshealth.ca

More information required

Your organization needs more information to keep your account secure

Use a different account

Next

Click "**Next**" to be taken to the "Additional security verification" panel, where you can choose your MFA method.

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 1: How should we contact you?

Authentication phone

Canada (+1)   9025555555

Method
- ● Send me a code by text message
- ○ Call me

Next

*Microsoft recommends using the **Authenticator app** but choose the method that works best for you in the first dropdown box.*

Once you choose your MFA method, you will be authenticated via the following methods:

TEXT	CALL	APP
•Enter your Cell phone number and a code will be sent to you by text. Input the **SIX DIGIT CODE** into the authentication screen and hit 'Next'.	•Enter the phone number you want to receive a call on. Your phone will ring and you will be given an automated code to enter into the prompt. Once you enter the code, hit 'Next'.	•You will be presented with a QR code to help you download the Microsoft authenticator app on your smart phone. **See Page 7 for details.**

■■ Microsoft

Additional security verification

Secure your account by adding phone verification to your password. View video to k   ecure your account

Step 2: We've sent a text message to your phone at +1 902_____9

When you receive the verification code, enter it here

Version 2.4 June 2022

Detailed Authenticator App steps

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.

Configure app without notifications

Windows Store

Android Store

Microsoft Authenticator
Microsoft Corporation • Business

Free / Get

Introducing the updated Microsoft Authenticator! One app to quickly and securely verify your identity online, for all of your accounts.

More

Downloading the Microsoft authenticator app: Go to the relevant application store on your phone and search for **'Microsoft Authenticator'**.

Set up passwordless sign-in for your personal Microsoft account

Sign in with the same account you use to sign into Outlook, Office, etc.

Add personal account

Scan QR code

After downloading, open the mobile application on your device, and select '**Scan QR code**'

This will load your account into the application:
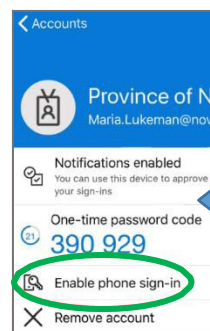
Accounts

Province of Nova Scotia
Maria.Lukeman@novascotia.ca

If you click on your account you will see additional options to verify your account and verify your phone as a sign in method.

Any attempts to sign in (from a previously unknown location, or device, with your credentials) will be flagged as needing to re-authenticate with this registered device.

Accounts

Province of No
Maria.Lukeman@nova

Notifications enabled
You can use this device to approve notifications for your sign-ins

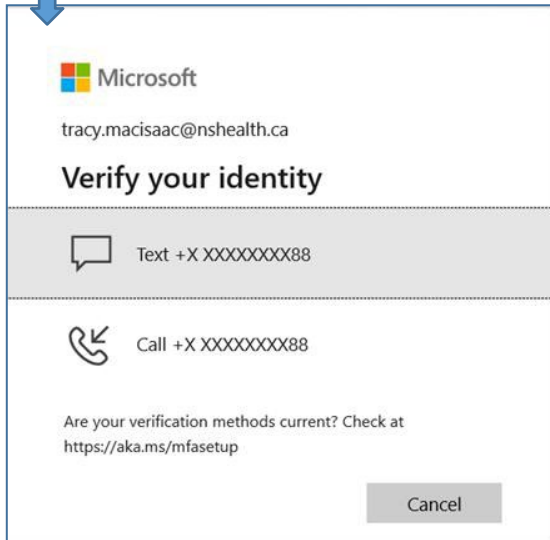One-time password code
390 929

Enable phone sign-in

Remove account

Microsoft will then send you a text to link the account and your phone so that you can be authenticated on your phone in the future.

If the code is successful, you will see a "**Verification successful!**" message. This means your phone/app is setup for MFA.

You will be redirected again and be prompted to select a method to receive the **authentication code.**
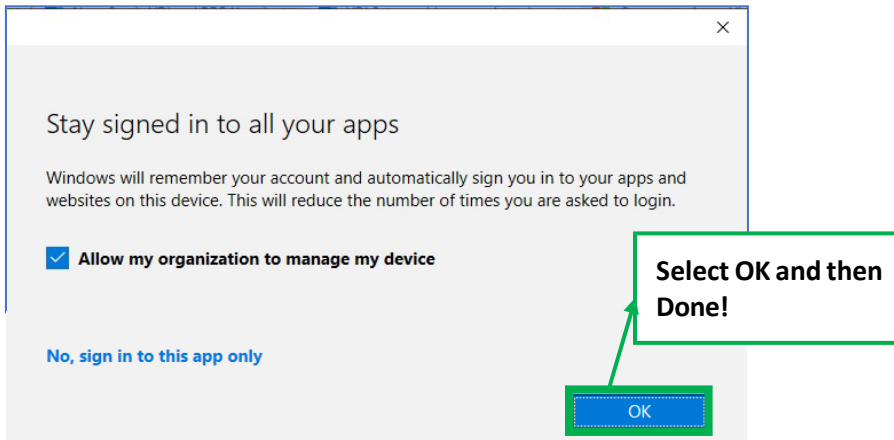
Once the Six Digit Code is entered you will see the final MFA pop-up.

Select OK and then Done!

==Congratulations you have completed the set up for Authentication and are ready to access the Microsoft Azure Virtual Desktop environment!==

WINDOWS OS VIRTUAL DESKTOP
STEP BY STEP INSTRUCTIONS

BACK TO MENU

Use the following links to download your version of Remote Desktop client 🔴 :

For **best performance** it is **recommended** that clients use the ***FULL REMOTE DESKTOP** Client* 🔴

4. [Windows 64-bit](#)
5. [Windows 32-bit](#)
6. [Windows ARM64](#)

If web browser access is needed for troubleshooting use the following URL.
https://client.wvd.microsoft.com/arm/webclient/index.html

✱ Use the following steps to find your Windows version:
1. Press the **Windows** + **X** keys together
2. System > **About**
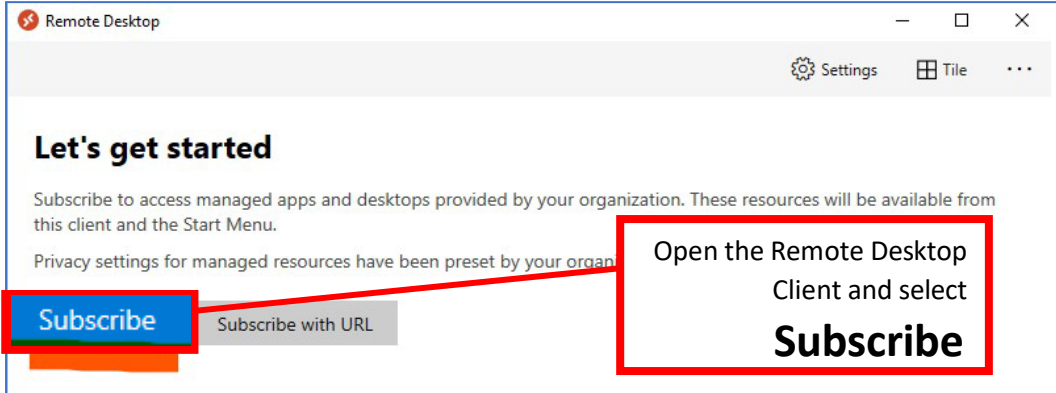3. Find Windows Specifications > **Operating System**
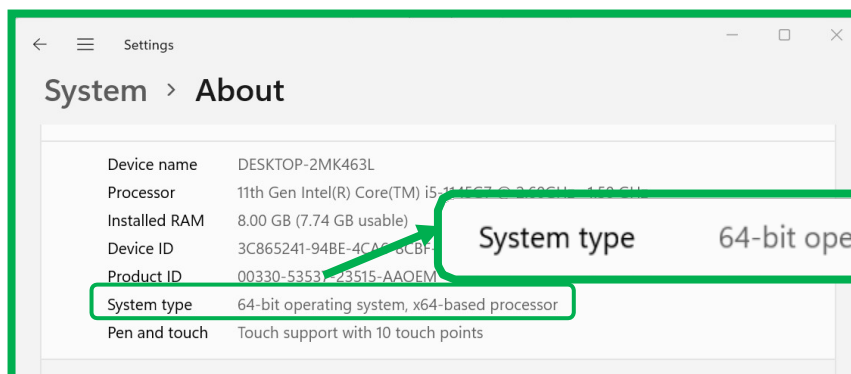
Click on your download link above, save when prompted and double-click on the downloaded file to install, Click Next and select **Install just for you when prompted** and click OK to any prompts.

This will put a Remote Desktop client 🔴 shortcut in your Start menu and on your desktop.

Version 2.4 June 2022
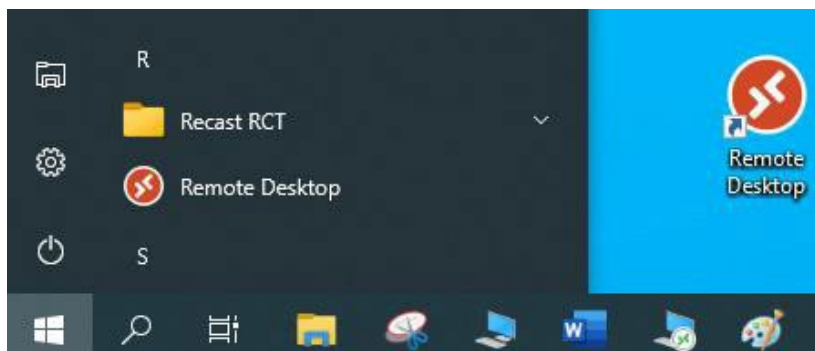
When you open the Remote Desktop client you will be prompted to Subscribe. This will let you access your Virtual Desktop.

Remote Desktop
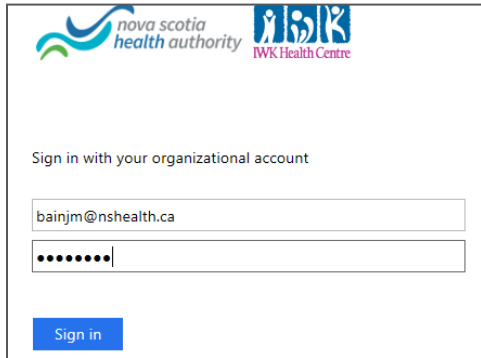
⚙ Settings   ⊞ Tile   ⋯

Let's get started

Subscribe to access managed apps and desktops provided by your organization. These resources will be available from this client and the Start Menu.

Privacy settings for managed resources have been preset by your organi

Subscribe   Subscribe with URL

Open the Remote Desktop Client and select
Subscribe
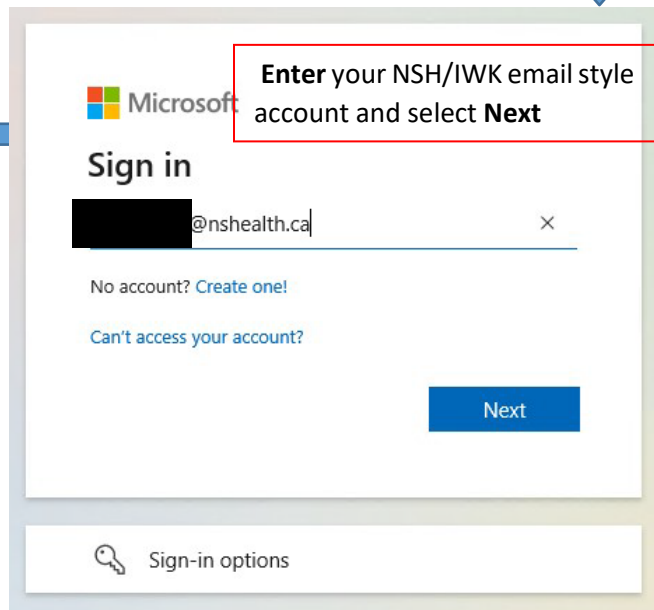
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nova scotia health authority IWK Health Centre

Sign in with your organizational account

bainjm@nshealth.ca

••••••••

Sign in

■ Microsoft

Sign in

███████@nshealth.ca   ✕

No account? Create one!

Can't access your account?

Next

🔑 Sign-in options

Enter your NSH/IWK email style account and select **Next**
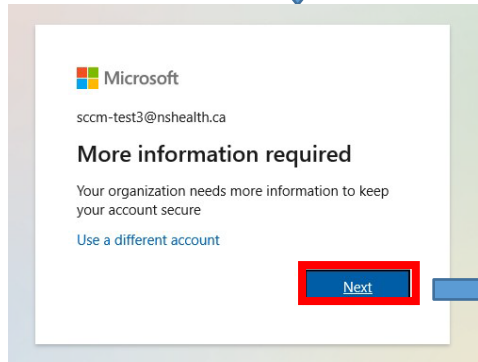
After entering your password, the following window will appear to start the Multifactor Authentication process.

■ Microsoft

sccm-test3@nshealth.ca

More information required

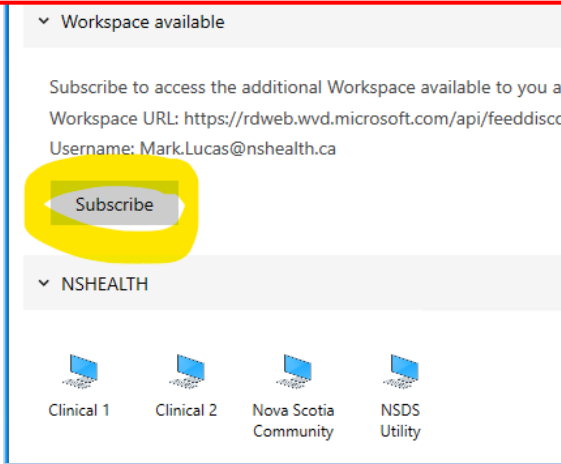Your organization needs more information to keep your account secure
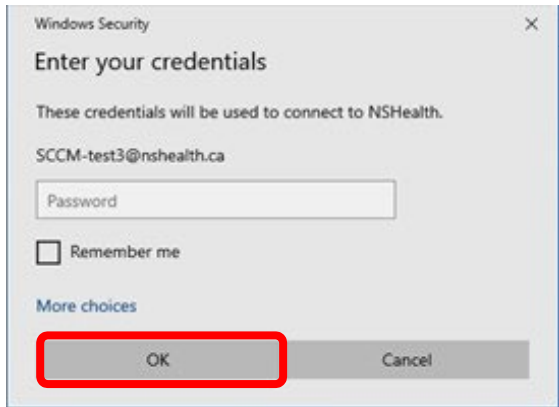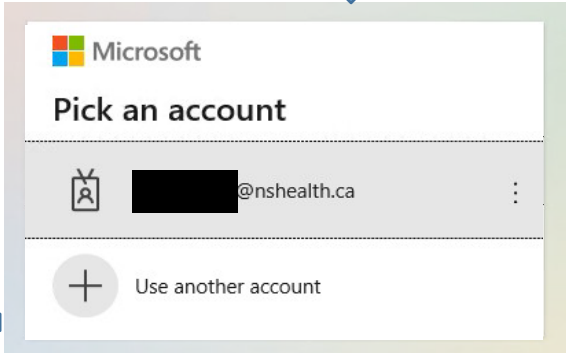
Use a different account

Next

Click here to go to the Multifactor Authentication (MFA) section (Page 5)
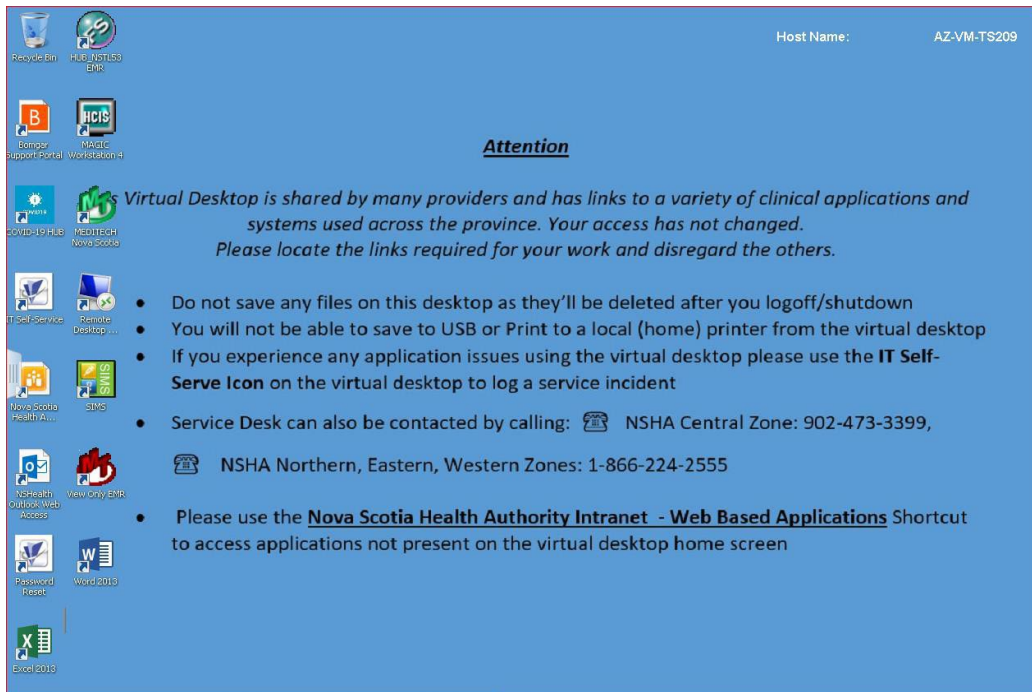
After completing the MFA, you will see your assigned Virtual Desktops (*examples below*)

When you are again presented with a *Subscribe option* as highlighted, select **Subscribe**. You will be then asked to *Pick an account*. Use your **NSH/IWK**

Workspace available

Subscribe to access the additional Workspace available to you a
Workspace URL: https://rdweb.wvd.microsoft.com/api/feeddisco
Username: Mark.Lucas@nshealth.ca

Subscribe

NSHEALTH

Clinical 1   Clinical 2   Nova Scotia Community   NSDS Utility

Microsoft
Pick an account

⌷   @nshealth.ca   ⋮

+   Use another account

Windows Security

Enter your credentials

These credentials will be used to connect to NSHealth.

SCCM-test3@nshealth.ca

Password

☐ Remember me

More choices

OK   Cancel

The Windows Security pop up will open. Enter your **password** and select '**OK'.** Your virtual desktop will begin to load and display like below. Congratulations, you're done. You have successfully opened your Virtual Desktop!!

Host Name: AZ-VM-TS209

Attention

Virtual Desktop is shared by many providers and has links to a variety of clinical applications and systems used across the province. Your access has not changed.
Please locate the links required for your work and disregard the others.

- Do not save any files on this desktop as they'll be deleted after you logoff/shutdown
- You will not be able to save to USB or Print to a local (home) printer from the virtual desktop
- If you experience any application issues using the virtual desktop please use the **IT Self-Serve Icon** on the virtual desktop to log a service incident
- Service Desk can also be contacted by calling: ☎ NSHA Central Zone: 902-473-3399,
  ☎ NSHA Northern, Eastern, Western Zones: 1-866-224-2555
- Please use the **Nova Scotia Health Authority Intranet - Web Based Applications** Shortcut to access applications not present on the virtual desktop home screen

MULTIUSER SETUP FOR REMOTE DESKTOP 🚫
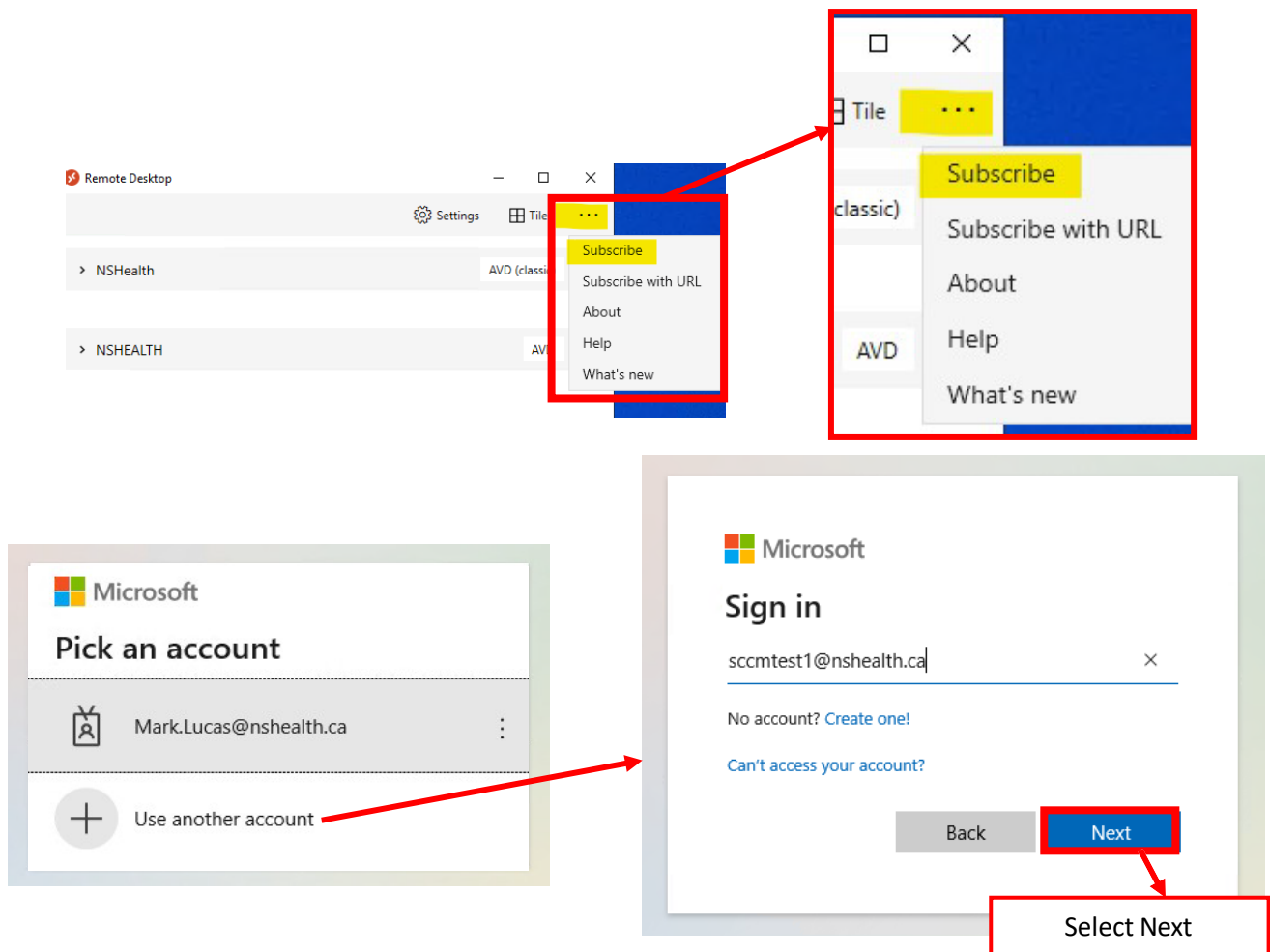# STEP BY STEP INSTRUCTIONS

BACK TO MENU

In situations where more than one person on the same computer has already completed the **Setup for Windows** section on page 9.

To ADD a second account to the Remote Desktop Client 🚫

For an additional person using the Remote Desktop client🚫 on the same computer**, select the " ● ● ● "** at the top right of the Remote Desktop client🚫 and click **Subscribe** as highlighted below.

You will be asked to **pick an account**. If your account is listed, **select it**. and enter your password when prompted.

- If it's not listed, select **Use another account** and enter your email style NSH/IWK account (username@nshealth.ca, VENNAME@nshealth.ca, etc.).

Select Next

Select Sign in

When there are 2 or more users added, each user account will appear in the list such as highlighted below.

Select your account to connect to your virtual desktop. Use the little down arrow at the far left to expand or collapse your list of available Virtual Desktops.

SETUP VIRTUAL DESKTOP
STEP BY STEP INSTRUCTIONS

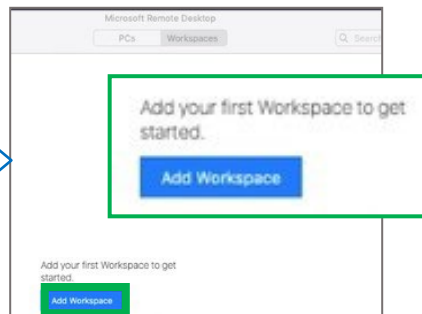For **best performance** use the recommended **Remote Desktop client (app) for macOS** .

MacOS Remote Desktop Client Install*
DOWNLOAD

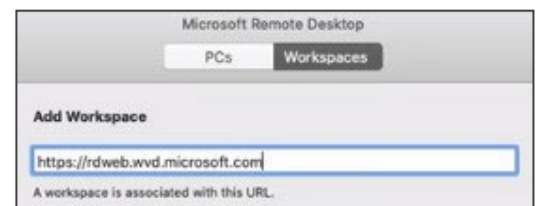*If web browser access is needed use the following URL.*
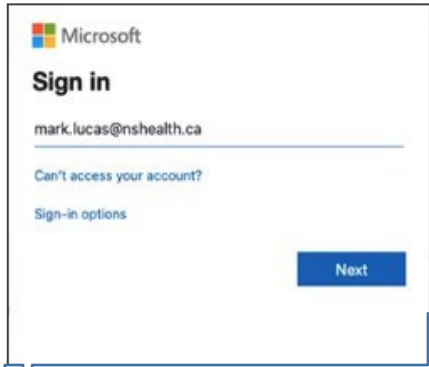**https://client.wvd.microsoft.com/arm/webclient/index.html**

Once you have downloaded and opened the Remote Desktop Client : Select '**Add Workspace**'.

In the Add Workspace field add the following Workspace URL:
https://rdweb.wvd.microsoft.com
select **Add.**

Microsoft

Sign in

mark.lucas@nshealth.ca

Can't access your account?

Sign-in options

Next

nova scotia
health authority   IWK Health Centre

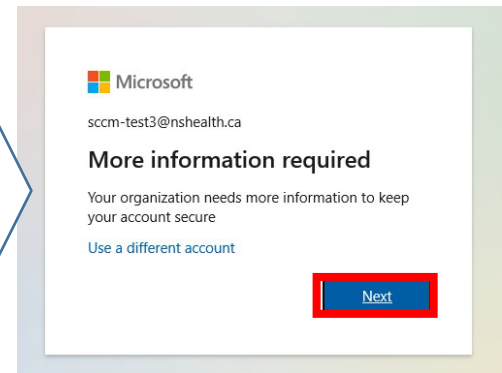Sign in with your organizational account

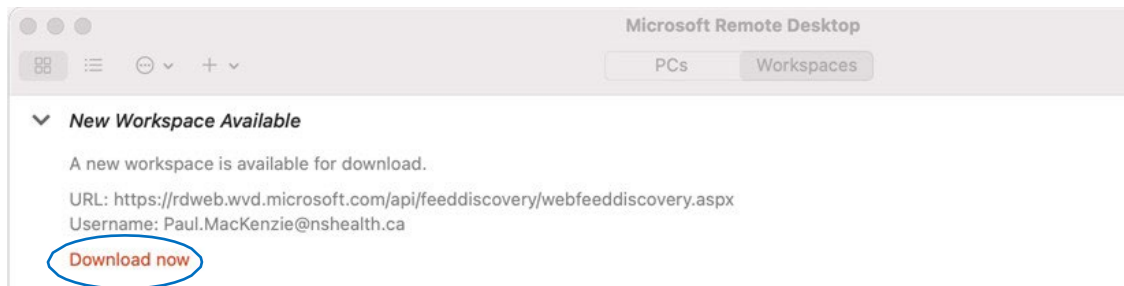mark.lucas@nshealth.ca

•••••••••

Sign in

Enter your NSHA email style
account and select **NEXT.**
Enter your password and **Sign in.**

You will be prompted for Additional
information to begin Multifactor
Authentication (MFA) **details on page 5**

Microsoft

sccm-test3@nshealth.ca

More information required

Your organization needs more information to keep
your account secure

Use a different account

Next

After MFA is completed, you will be
prompted with a *New Workspace
Available* message. Click **Download now**
to continue.

Microsoft Remote Desktop

PCs   Workspaces

∨ *New Workspace Available*

A new workspace is available for download.

URL: https://rdweb.wvd.microsoft.com/api/feeddiscovery/webfeeddiscovery.aspx
Username: Paul.MacKenzie@nshealth.ca

Download now

The following window will
appear briefly.

Setting up workspace...

Connecting to workspace...

Cancel
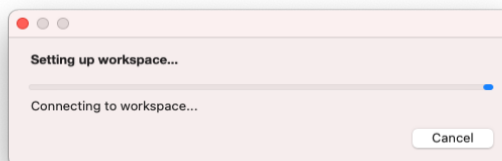
After the Workspace setup is completed, your available Virtual Desktops will appear as below.
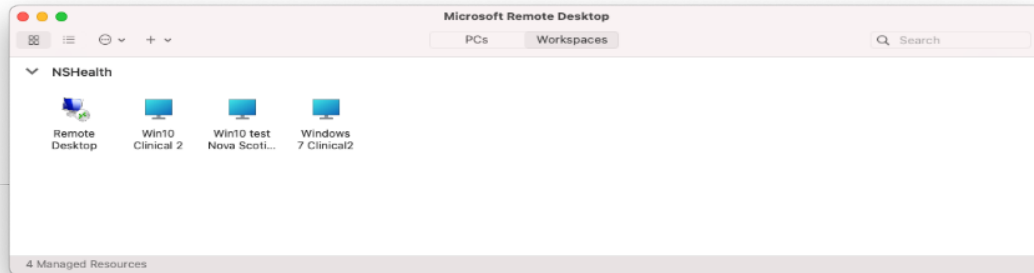
Once you click on your virtual desktop, you will be prompted to log in one more time, using your NSHealth/IWK account. Your virtual desktop will begin to load and display like below.

Congratulations, you're done. You have successfully opened your Virtual Desktop!
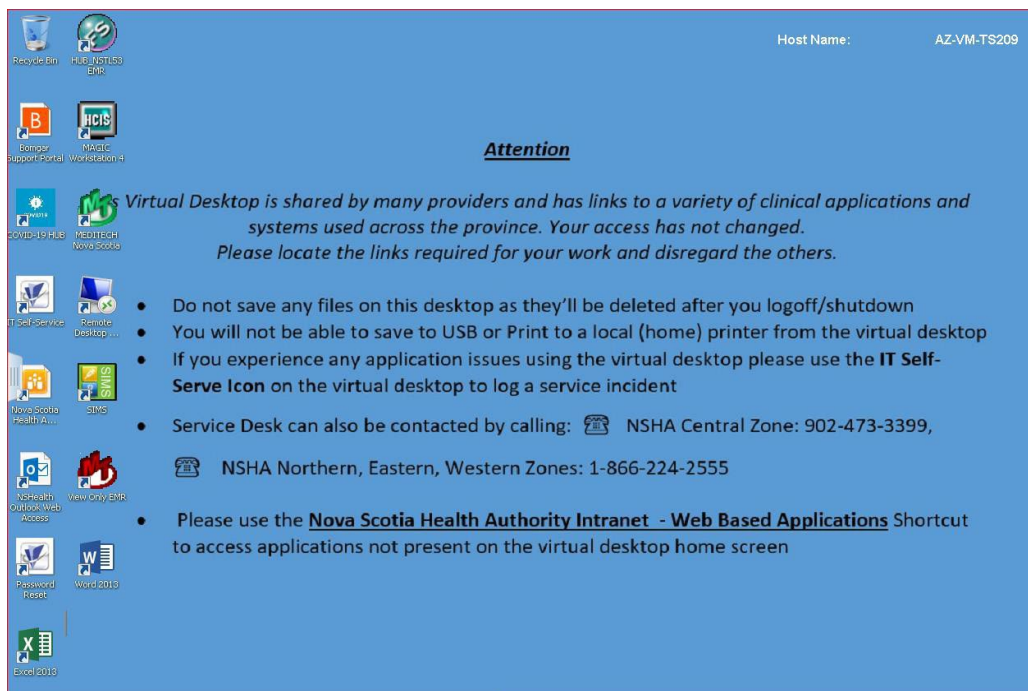
Microsoft Azure Virtual Desktop Web Client Login

Please use the recommended installed Remote Desktop client.
The web client should be used **FOR TROUBLESHOOTING** only.

Open the Microsoft Remote Desktop web client URL.
https://client.wvd.microsoft.com/arm/webclient/index.html

This will open the Organization account log in. Enter your complete NSHA/IWK email address and Password, select "Sign In" (you can save the User details/password in the browser password cache to remember the credentials for future log-ins at this step):

Sign in with your organizational account

james.bain@nshealth.ca

••••••••

Sign in

At this point, if you had successfully connected before, **follow the Windows OS Virtual Desktop Instructions on Page 10 .**

At this point, if you have **not** successfully connected before, **follow the Multifactor Authentication steps,** starting with the **More Information Required screen** on the bottom of Page 5.