



MICROSOFT AZURE VIRTUAL DESKTOP (AVD) INFRASTRUCTURE

REQUIREMENTS

SETUP
FOR
WINDOWS

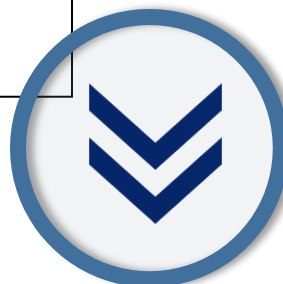
MULTIUSER
SETUP

MULTIFACTOR
AUTHENTICATION

SETUP
FOR
MAC

SKIP TO CONDENSED
SETUP INSTRUCTIONS

SEE ADDITIONAL
GUIDE FOR
TROUBLESHOOTING
INFORMATION



MICROSOFT AZURE VIRTUAL DESKTOP INFRASTRUCTURE

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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

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Step 1

VERIFY
the Windows
operating
system
version

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

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 |

Step 2

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

1. [Windows 64-bit](#)
2. [Windows 32-bit](#)
3. [Windows ARM64](#)



Step 3

SETUP
Multifactor
Authentication
for enhanced
security

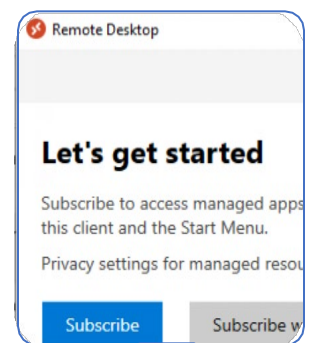
See appendix for comprehensive step by step instructions and information on multifactor authentication.


[How to Setup Multifactor Authentication Video](#)

Step 4

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

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



CONDENSED

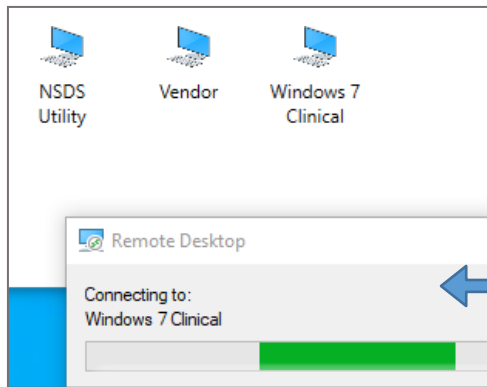
MICROSOFT REMOTE DESKTOP LOGIN STEPS

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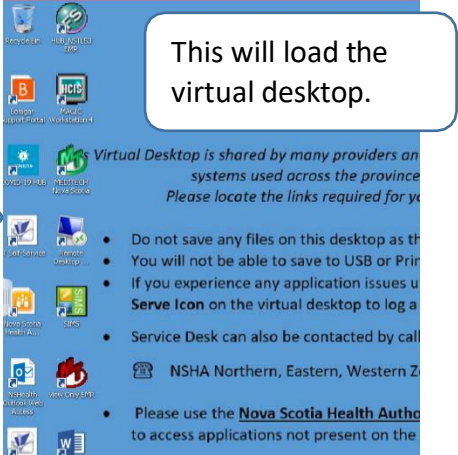
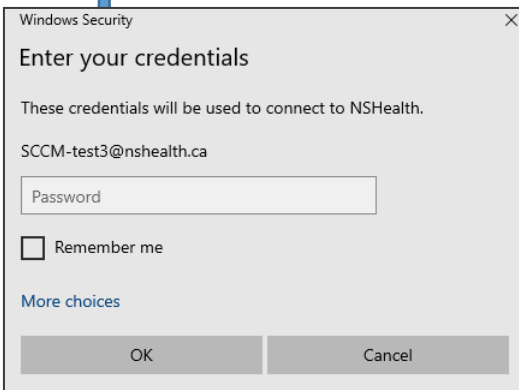


Open the Microsoft **Remote Desktop Client** to connect to your virtual desktop.

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


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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.

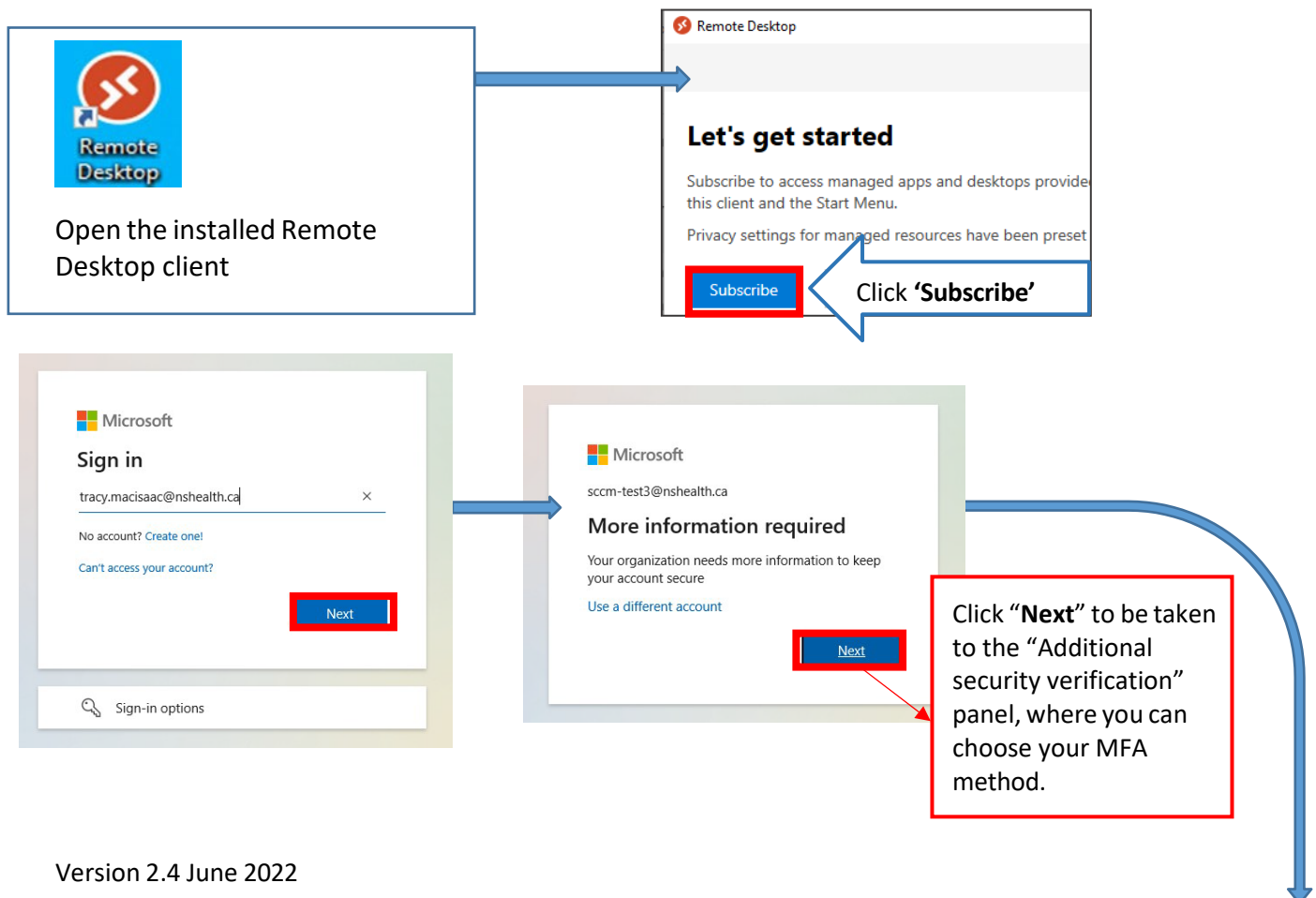
Once you have selected your authentication method and completed the set-up steps, you will only be prompted to re-authenticate should something about your profile change (Ex. Password reset). This is a great way to protect against credential theft.

- 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.



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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)

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

- 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'.

CALL

- 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'.

APP

- 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 know how to secure your account

Step 2: We've sent a text message to your phone at +1 902 [REDACTED] 9

When you receive the verification code, enter it here


Detailed Authenticator App steps

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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.



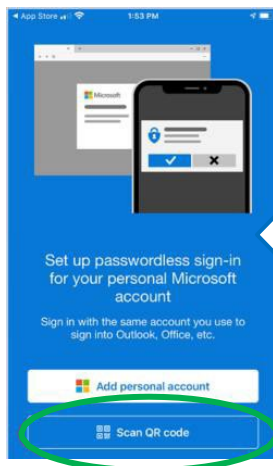
Configure app without notifications

Windows Store

Android Store



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'**

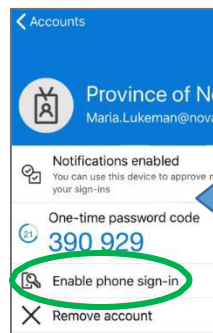


This will load your account into the application:



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 Nova Scotia
Maria.Lukeman@novascotia.ca

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

One-time password code
390 929

Enable phone sign-in

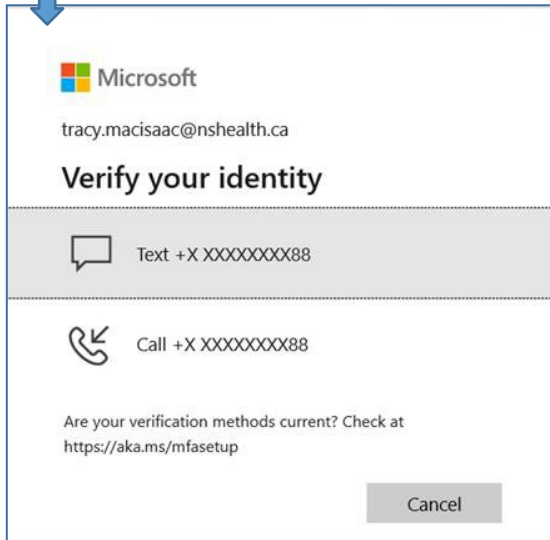
Remove account

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**.


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Microsoft
tracy.macisaac@nshealth.ca

Verify your identity

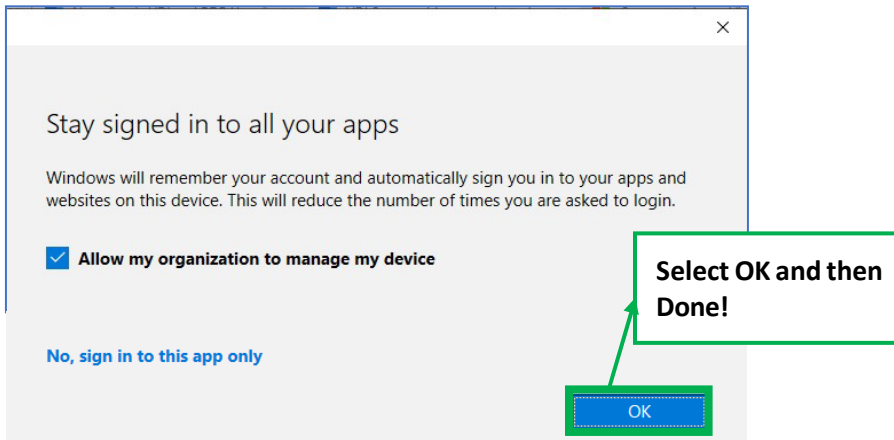
 Text +X XXXXXXXX88

 Call +X XXXXXXXX88

Are your verification methods current? Check at <https://aka.ms/mfasetup>

Cancel

Once the Six Digit Code is entered you will see the final MFA pop-up.



Stay signed in to all your apps

Windows will remember your account and automatically sign you in to your apps and websites on this device. This will reduce the number of times you are asked to login.

Allow my organization to manage my device

No, sign in to this app only

OK


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

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

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

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

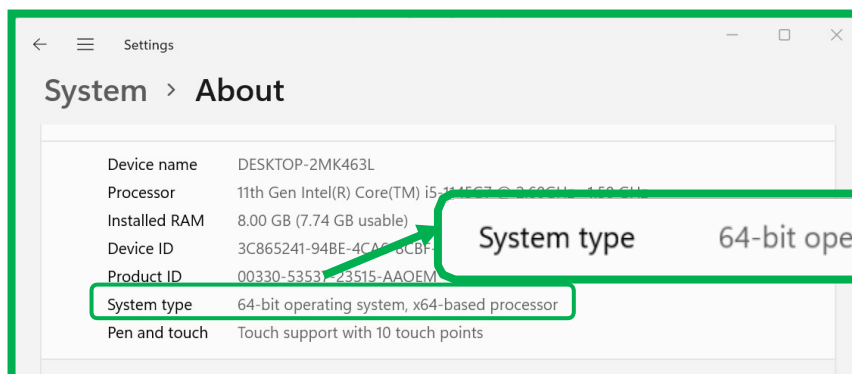
If web browser access is needed for troubleshooting use the following URL.

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



Use the following steps to find your Windows version:

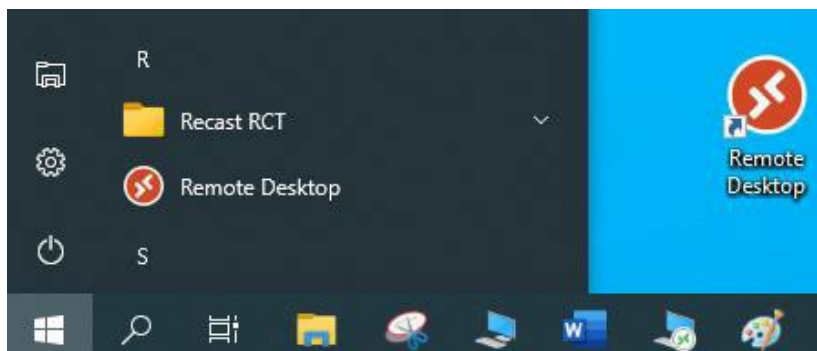
1. Press the **Windows + X** keys together
2. System > **About**
3. Find Windows Specifications > **Operating System**



System type 64-bit operating system, x64-based processor

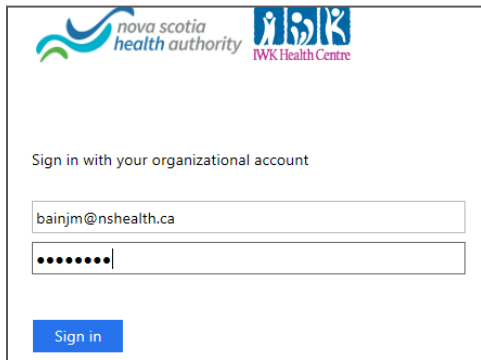
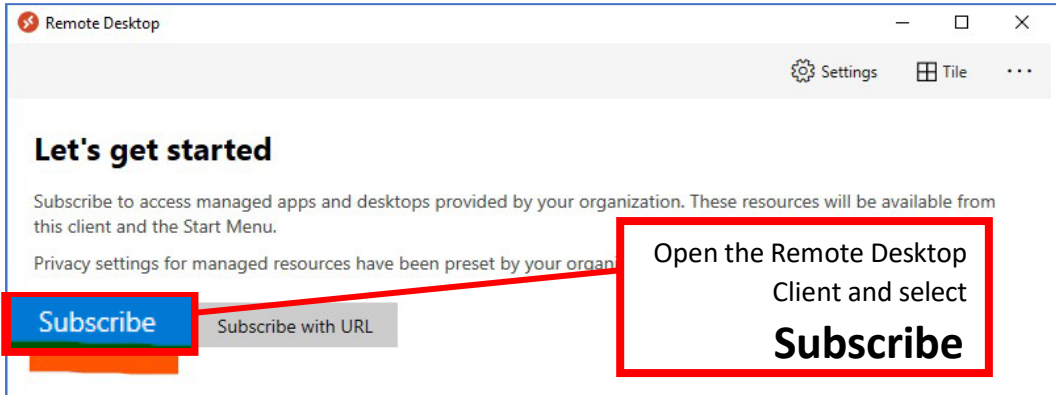
Click on your download link above, save when prompted and double-click on the downloaded file to install, Click Next and select **Install just for you when prompted** and click OK to any prompts.

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

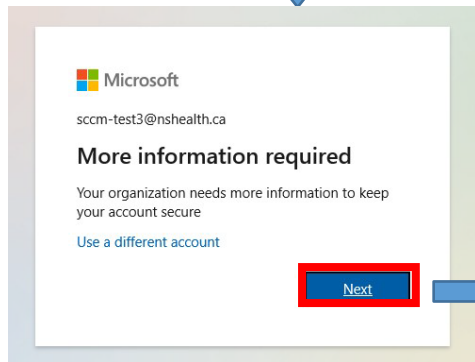
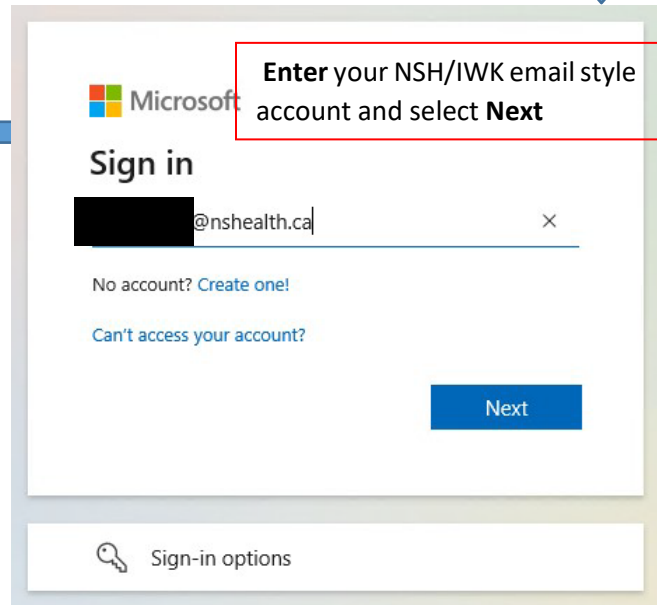


When you open the Remote Desktop client you will be prompted to Subscribe. This will let you access your Virtual Desktop.

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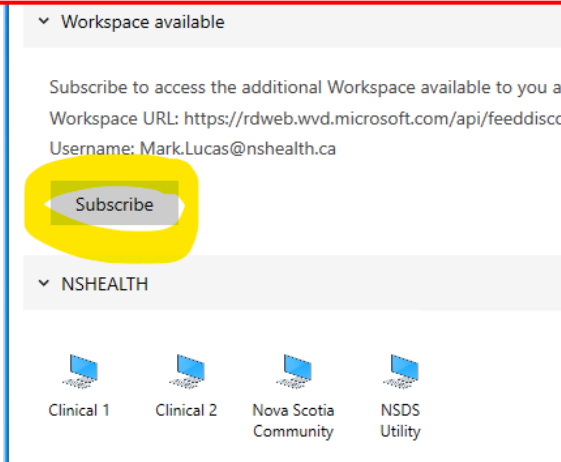
After entering your password, the following window will appear to start the Multifactor Authentication process.



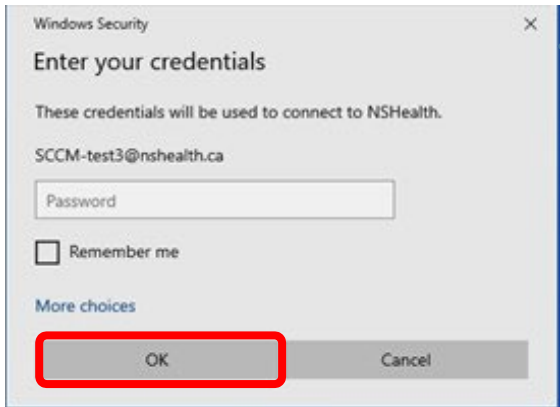
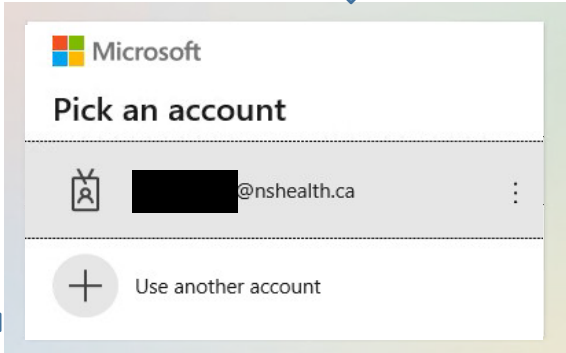
[Click here to go to the Multifactor Authentication \(MFA\) section \(Page 5\)](#)

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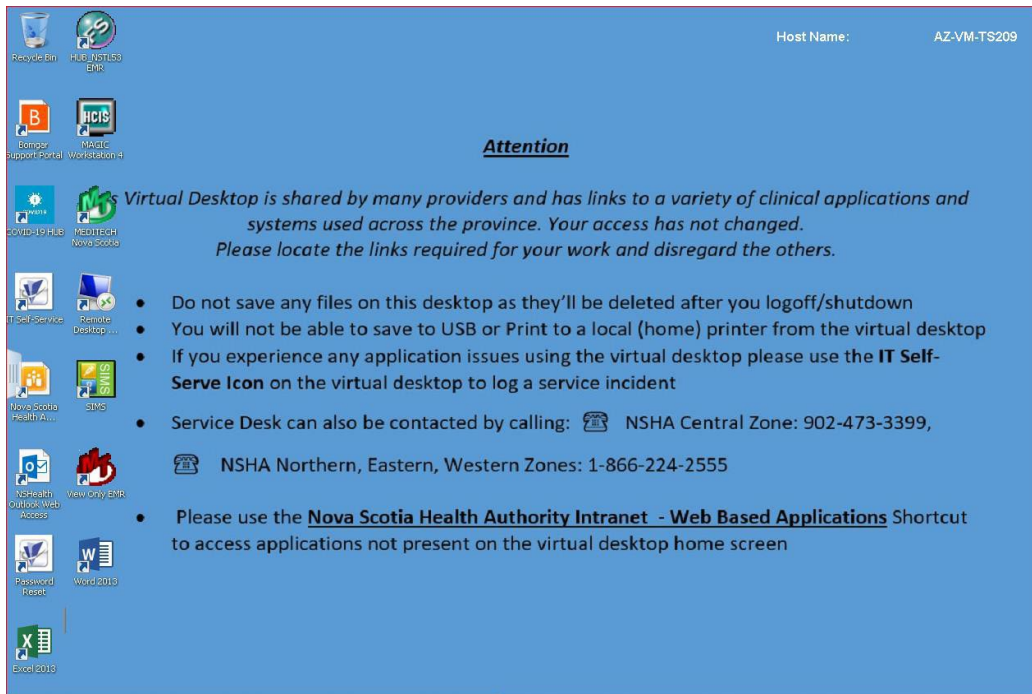
After completing the MFA, you will see your assigned Virtual Desktops (*examples below*)



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**



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!!**



MULTIUSER SETUP FOR REMOTE DESKTOP STEP BY STEP INSTRUCTIONS

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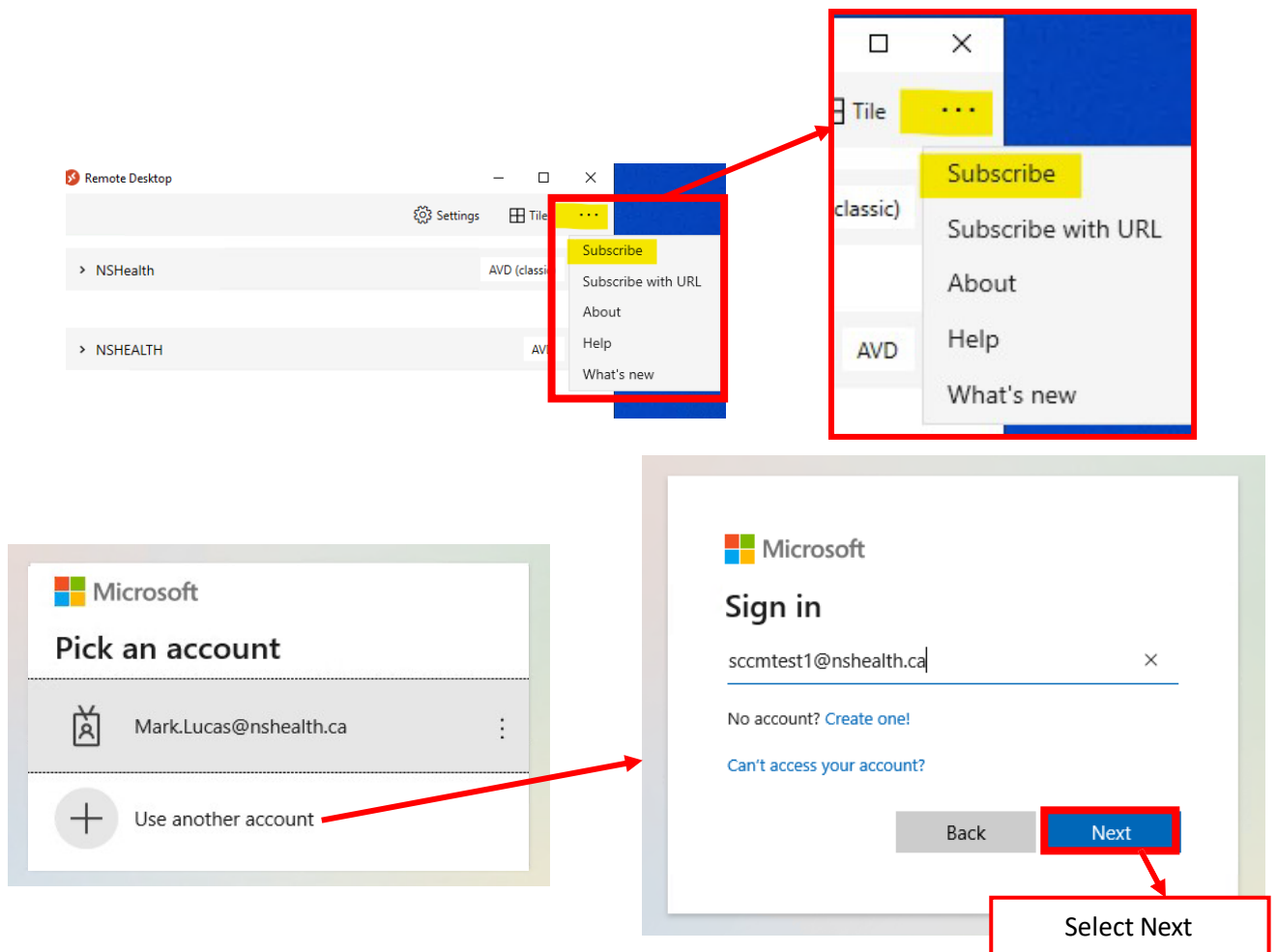
In situations where more than one person on the same computer has already completed the [Setup for Windows](#) section on page 9.

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.).



The image shows a sequence of three screenshots illustrating the process of adding a second account to the Remote Desktop Client.

- Remote Desktop Client Window:** The first screenshot shows the Remote Desktop client window with a list of accounts. A red box highlights the three-dot menu icon in the top right corner of the window title bar. A second red box highlights the 'Subscribe' option in the dropdown menu that appears.
- Pick an account dialog:** The second screenshot shows the 'Pick an account' dialog box. It lists the account 'Mark.Lucas@nshealth.ca' and a '+ Use another account' option. A red arrow points from the 'Use another account' option to the next screenshot.
- Sign in dialog:** The third screenshot shows the 'Sign in' dialog box. The email address 'sccmtest1@nshealth.ca' is entered in the text field. The 'Next' button is highlighted with a red box, and a red arrow points from it to a separate red box labeled 'Select Next'.

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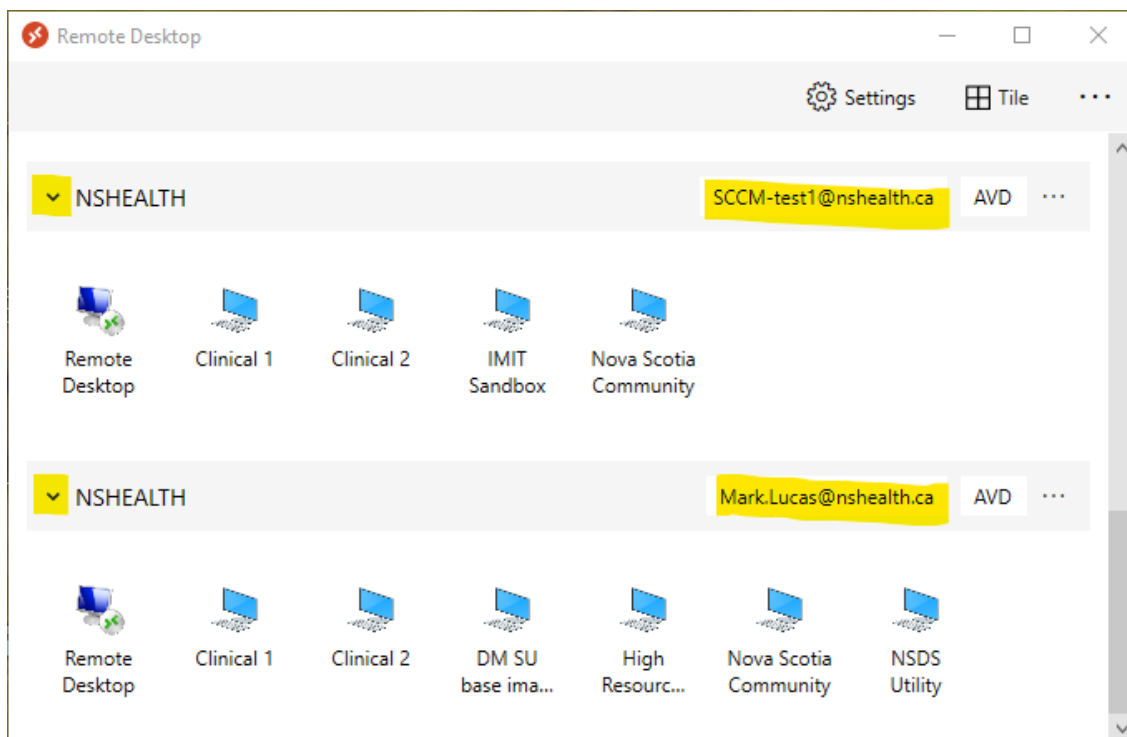
Sign in with your organizational account

sccmtest1@nshealth.ca

Password

Sign in

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

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

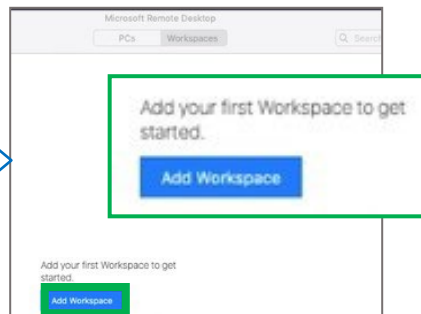


MacOS Remote Desktop Client
Install*
[DOWNLOAD](#)

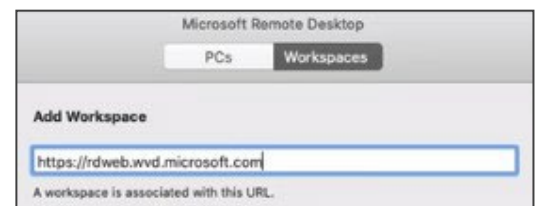
*If web browser access is needed
use the following URL.*

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

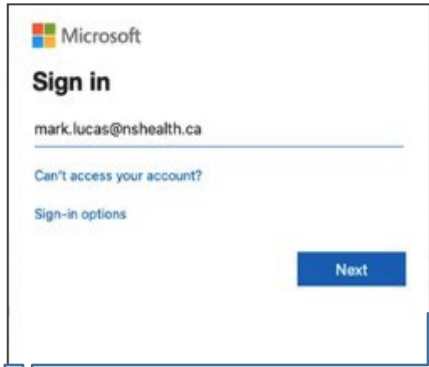
Once you have downloaded and opened the Remote Desktop Client 📱:
Select '**Add Workspace**'.



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



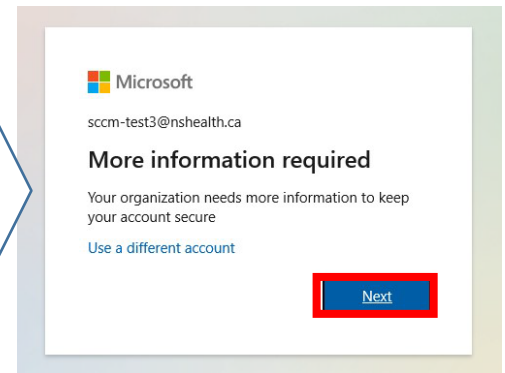
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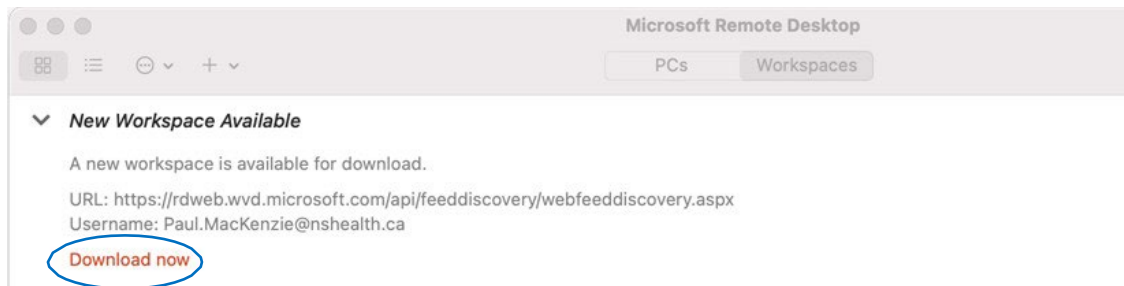
Enter your NSHA email style account and select **NEXT**.
Enter your password and **Sign in**.



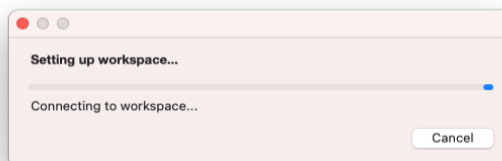
You will be prompted for Additional information to begin Multifactor Authentication (MFA) [details on page 5](#)



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



The following window will appear briefly.



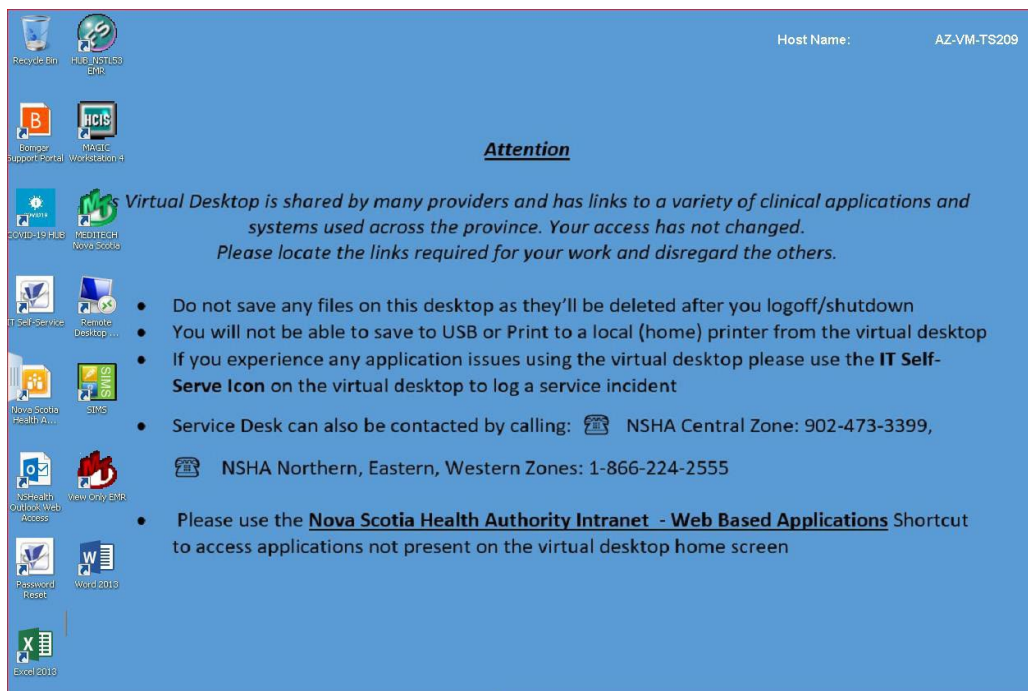
After the Workspace setup is completed, your available Virtual Desktops will appear as below.

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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

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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):



nova scotia
health authority IWK Health Centre

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](#).