

Frequently Asked Questions

Azure Virtual Desktop (AVD) with Multi-Factor Authentication (MFA)

1. Who is being transitioned to Azure Virtual Desktop (AVD) with Multi-Factor Authentication (MFA)?

Eastern Health private clinic users who access Regional Health Authority eHealth systems (i.e., Meditech, PACS, etc.) via VPN and Remote Desktop. This does not apply to private clinics in Central Health, Western Health, or Labrador-Grenfell Health at this time.

2. Is it mandatory to transition to AVD by December 17th?

Yes. It is **mandatory** that all Eastern Health private clinics transition to AVD with MFA by end of day Friday, December 17th, 2021. You will receive an email with your new credentials and step-by-step instructions on how to set-up AVD with MFA. It is important to complete the steps prior to December 17th, 2021.

3. What happens after December 17th, 2021?

As of Saturday, December 18th, 2021, all users will be required to use AVD with MFA. Current access via VPN and Remote Desktop will not be accessible as of this date. Your ability to access HEALTHe NL and Med Access will not be impacted by this change.

4. What is Multi-Factor Authentication (MFA)?

MFA is a security feature that adds an additional layer of protection and validation to user authentication during the login process.

5. What is SMS Authentication?

SMS text messaging is the chosen method of delivery for second level authentication. A passcode is texted to your mobile device, which will be used to access AVD.

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6. What is Azure Virtual Desktop (AVD)?

AVD is replacing Remote Desktop and accessed via the Internet. You simply enter the website address (<https://rdweb.wvd.microsoft.com/arm/webclient/index.html>), your credentials, and SMS passcode to access eHealth systems in one convenient location.

7. Will I receive support during transition to AVD and MFA?

NLCHI will have a support team in place until Friday, December 17th, 2021 to assist all users during this transition. If you require additional information, we will be contacting clinics commencing Monday, December 13th, 2021.

8. What do I need to transition to AVD and MFA?

Once your clinic submits the registration form to request access, you will receive an email with the implementation details including your credentials and quick reference guides outlining step-by-step instructions on how to set-up AVD. You will need your mobile device to receive a SMS passcode required for set-up.

9. What are the browser requirements for AVD?

To access AVD, any of the following modern browsers are supported:

Microsoft Edge, Google Chrome, Safari, or Mozilla Firefox (v55.0 and later).

10. Can I access AVD on a mobile device?

No. You are unable to access AVD on a mobile device.

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11. Can I access my AVD on multiple devices in the clinic?

Yes. When you sign into AVD on another device at the clinic, your connection to AVD on the first computer will automatically disconnect and your session will continue on the new connection.

12. Will my AVD session timeout after it is idle for a period of time?

Yes. If your AVD session is left open but not active for 15 minutes, your session will automatically disconnect. To reconnect, you will be required to sign-in again.

13. I am unable to print from an application within AVD? (i.e.,HEALTHeNL, Meditech, etc.)

Please refer to the Quick Reference Guide for more information.

14. I am a locum, do I need a new username and password for each clinic I work at?

No. You will only need one set of credentials to access your AVD from any clinic you work at.

15. I am seeing the following message 'This password does not meet the length, complexity, age, or history requirements of your corporate password policy', what is the password criteria?

Enter 15 characters, alphanumeric with at least one uppercase and lowercase. We recommend using a passphrase.

16. Who do I contact for support after transitioning to AVD (i.e., password locked)?

Please contact the Eastern Health Service Desk.