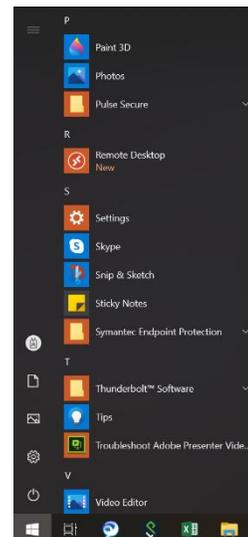


PLEASE NOTE: To ensure the optimal user experience for AVD, we recommend using **Windows 10**. If using a computer with an earlier version of Windows, users may experience slight differences in screens from those illustrated in this Guide. For example, icons may appear in different places, or users may be prompted to enter their password multiple times.

Part 1: Azure Virtual Desktop Set-Up

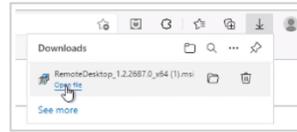
1. Confirm if Remote Desktop has been installed on your device. To do this:
 - a. Click on the **Start** icon from the bottom taskbar.
 - b. Scroll down through the list to 'R'.
 - c. Check to see if Remote Desktop is listed.
 - i. If Remote Desktop is installed, see '**Azure Virtual Desktop Initial Set-Up**' on page 3 below.
 - ii. If Remote Desktop is not installed, continue to Step 2.
2. Go to: <https://aka.ms/wvdclient>



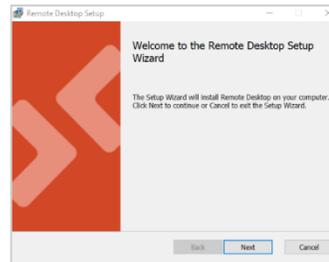
Please note, if you receive an error message throughout the installation process, you can go to <https://go.microsoft.com/fwlink/?linkid=2098960> to download the Remote Desktop.

3. To start installation, you will be prompted with one of the following options depending on the browser you are using:

- Click [Open file](#) or;
- Click on [RemoteDesktop](#) at the bottom of your screen or;
- Click [Run](#).



4. Click [Next](#).



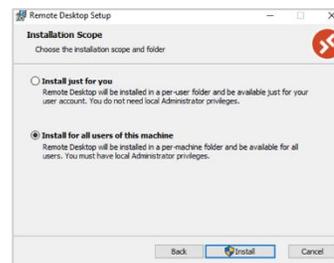
5. Review, and select 'I accept the Terms in the Licence Agreement'.

6. Click [Next](#).

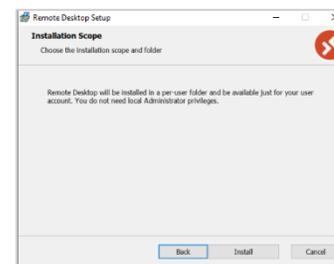


7. Select 'Install for all users of this machine'.

8. Click [Install](#).

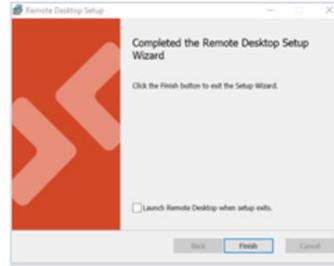


9. Click [Install](#).



10. Click the box to remove the check mark for 'Launch Remote Desktop when setup exits'.

11. Click **Finish**.

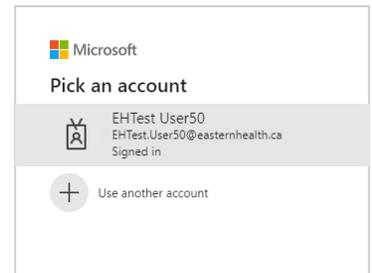
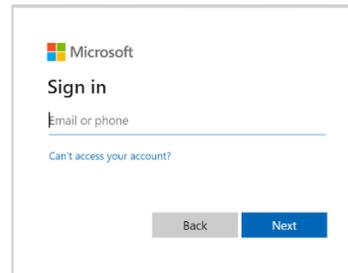


Remote Desktop installation is now complete. This will allow you to print from eHealth systems on your virtual desktop. **Please proceed to Step 12 to continue with the initial set-up.**

12. Go to: <https://rdweb.wvd.microsoft.com/arm/webclient/index.html>

13. On sign in you may be prompted with one of two screens:

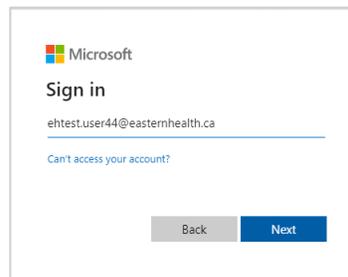
- Enter the log in account provided to you or;
- select your log in account if it appears or;
- select **Use another account** and enter your log in account credentials.



14. Click **Next**.

15. Confirm your log in account.

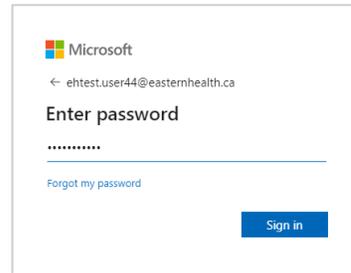
16. Click **Next**.



17. Enter the password provided to you in the onboarding email.

18. Click [Sign in](#).

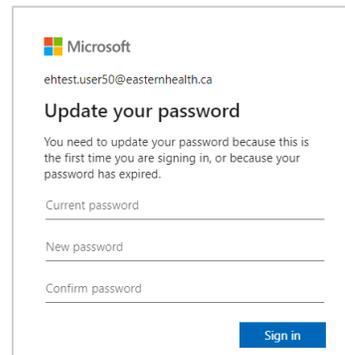
NOTE: If prompted to save password on your computer, always click **No** or **Never**.



19. Update your password:

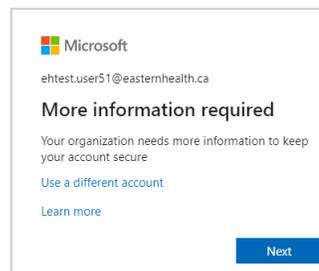
NOTE: Passwords must be 15 characters, alphanumeric, with at least one uppercase and lowercase. We recommend using a passphrase.

- Enter 'Current password'.
- Enter 'New password'.
- 'Confirm password'.



20. Click [Sign in](#).

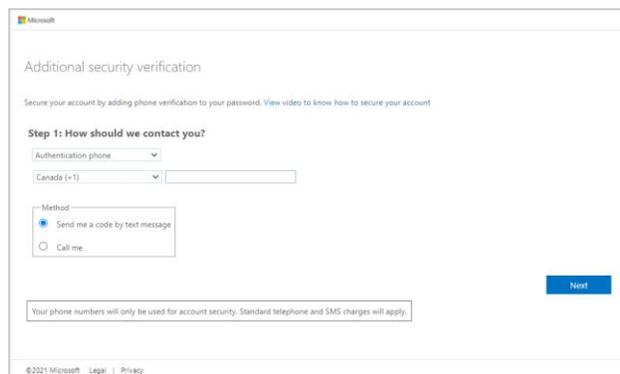
21. Click [Next](#).



22. Click on the drop-down box showing United States and select [Canada +1](#).

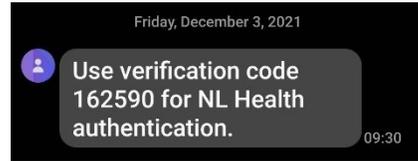
23. Enter your 10 digit mobile device number to receive SMS text messages with the verification code.

24. Select 'Send me a code by text message'.

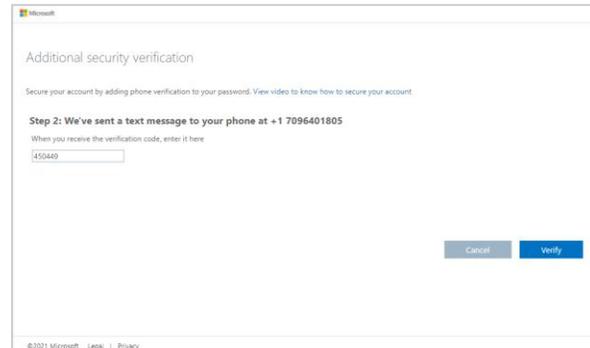


25. Click [Next](#).

26. A SMS text message will be sent to your mobile device. Check your mobile device for the 6 digit verification code.

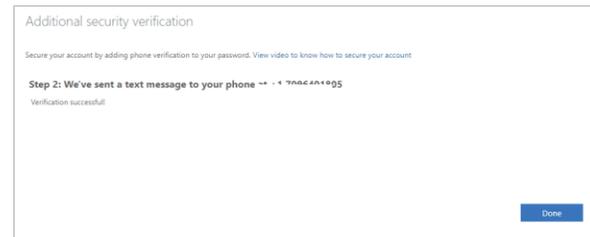


27. Return to the AVD setup on your computer to enter the 6 digit verification code from your SMS text message.



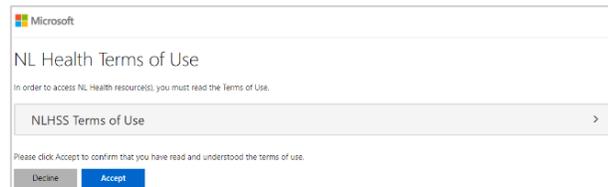
28. Click [Verify](#).

29. Once completed, you will receive a message stating 'Verification successful!'

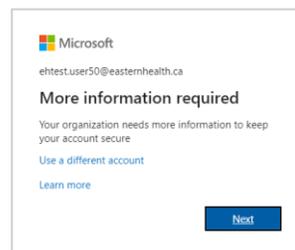


30. Click [Done](#).

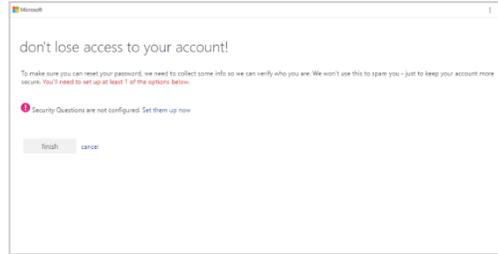
31. Read the 'NL Health Terms of Use' and click [Accept](#).



32. Click [Next](#).



33. To set up your security questions, click [Set them up now](#).



34. Choose a security question from the drop-down menu provided.

35. Enter your answer.

36. Repeat until 5 security questions have been selected and answered.

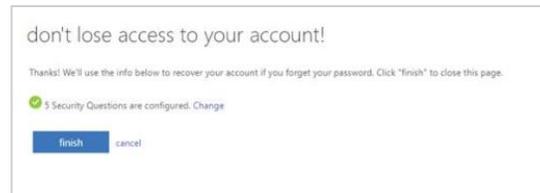
37. Click [Save answers](#).

A screenshot of the security question setup form. The title is "don't lose access to your account!". Below the title, it says "Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long." There are five "Security question" sections, each with a drop-down menu and a text input field. Each input field has a red exclamation mark icon. At the bottom, there are "save answers" and "back" buttons.

38. Your security questions are now set-up.

39. Click [Finish](#).

40. Click [No](#).



41. You will now see your virtual desktop. **Note:** Do not open HEALThe NL, Meditech, or PACS. Proceed to Step 42 to continue the initial set-up.



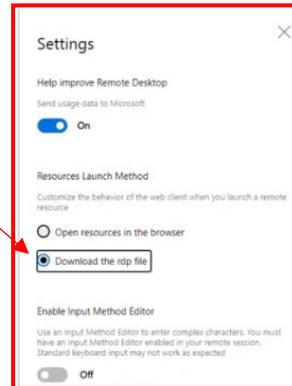
42. Click on the **Settings** icon in the top right corner.

This is a critical step for the rest of the set-up and for the ability to print.



43. Select **Download the rdp file** if not already selected.

- This enables printing when using the eHealth systems on your virtual desktop.
- This is required to be completed one time. It will automatically default with future sign in.



44. Click the **X** to close 'Settings'.

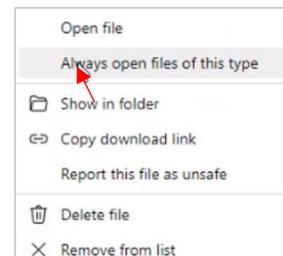
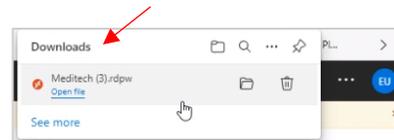
45. Click on the **Meditech** icon.

- You will receive a 'Downloads' prompt. Depending on your browser, proceed to the process that applies to you:



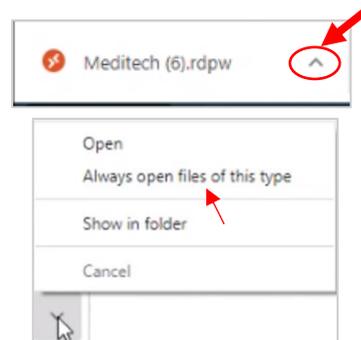
a. If you receive the 'Downloads' prompt at the top right corner:

- Right click on the 'Downloads' prompt.
- Select **Always open files of this type**.

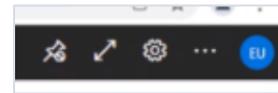


b. If you receive the 'Downloads' prompt at the bottom left corner:

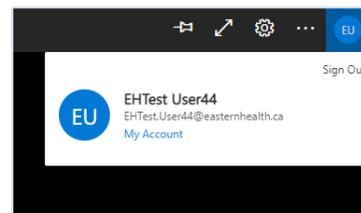
- i. Click the 'downward arrow'.
- ii. Select **Always open files of this type**.



46. Click on your **Initials** in the top right corner.



47. Click **Sign Out** and click the **X** on the top right corner to exit the internet browser.



Initial set-up for AVD is now complete, please continue to 'Part 2: Navigating Azure Virtual Desktop' for further information.

Part 2: Navigating Azure Virtual Desktop

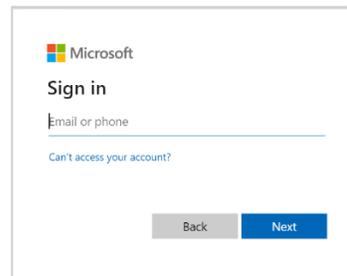
Once you have your AVD account initial set-up complete, you will be able to access your AVD.

1. Go to: <https://rdweb.wvd.microsoft.com/arm/webclient/index.html>

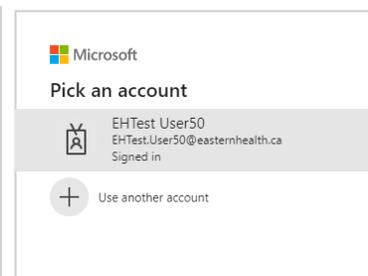
Please note, if you would like to create a short cut to access AVD from your desktop, please refer to the 'Additional Features' section for further instructions.

2. You will be prompted with one of two screens:

- Enter the log in account provided to you or;
- Select your log in account if it appears or;
- Select **Use another account** and enter your log in account credentials.



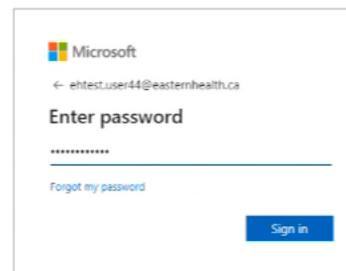
Microsoft
Sign in
Email or phone
Can't access your account?
Back Next



Microsoft
Pick an account
EHTest User50
EHTest.User50@easternhealth.ca
Signed in
+ Use another account

3. Enter your password.

4. Click **Sign in**.



Microsoft
ehctest.user44@easternhealth.ca
Enter password

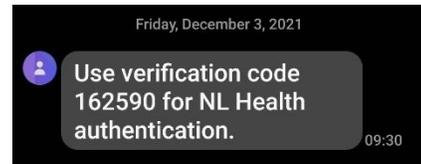
Forgot my password
Sign in

5. Select **'Text'**.

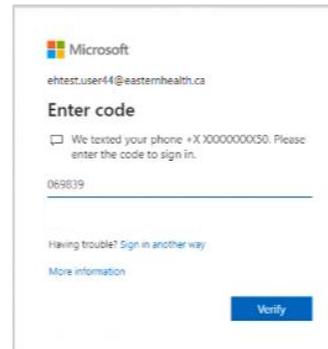


Microsoft
ehctest.user44@easternhealth.ca
Verify your identity
Text +X XXXXXXXXXX50
Call +X XXXXXXXXXX50
More information
Cancel

6. Check your mobile device for the SMS text message with the verification code.

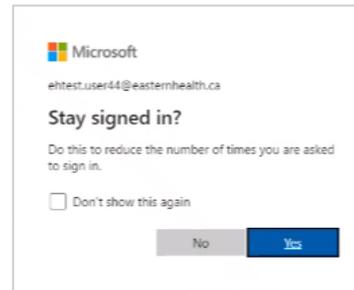


7. Return to the AVD on your computer and enter the 6 digit verification code.



8. Click **Verify**.

9. Click **No**.



10. Your eHealth systems icons will display on your virtual desktop.



11. Click on the icon for the application you want to access.

Please see the example below for accessing Meditech:

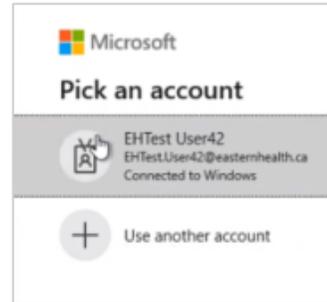
MEDITECH

- Click on the **Meditech** icon.

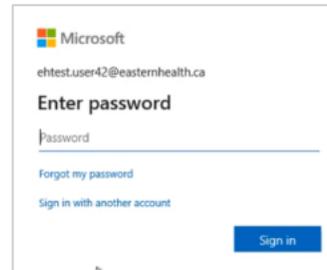




- Select your account.



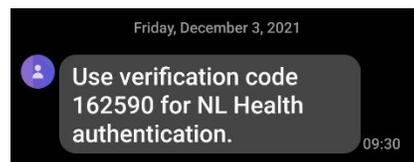
- Enter your password.
- Click [Sign in](#).



- Select 'Text'.



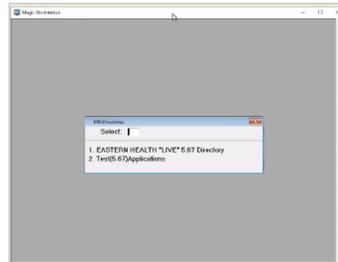
- Check your mobile device for the SMS text message with the verification code.



- Return to the AVD on your computer and enter the 6 digit verification code.
- Click **Verify**.



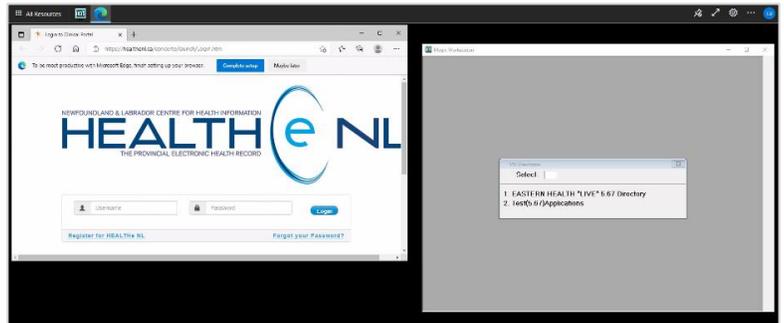
- Continue to use Meditech as you normally would.



Additional Features

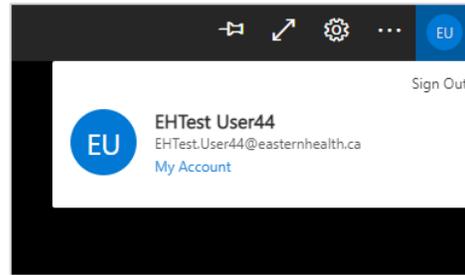
HOW TO VIEW APPLICATIONS

- You can open and view multiple applications on your virtual desktop at the same time.
- To minimize and maximize an application, click on the application icon located at the top taskbar.



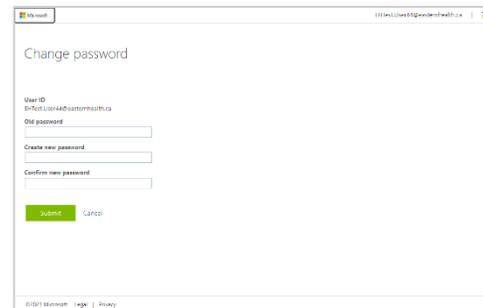
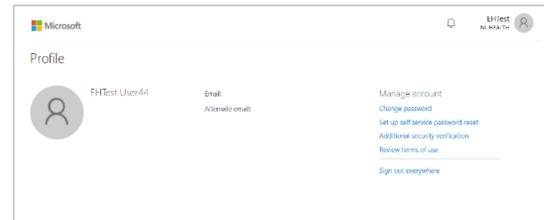
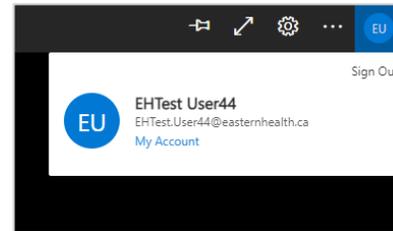
HOW TO SIGN OUT OF AVD

- Click on the **Initials** icon located on the top right taskbar.
- Click **Sign Out**.



HOW TO CHANGE YOUR PASSWORD

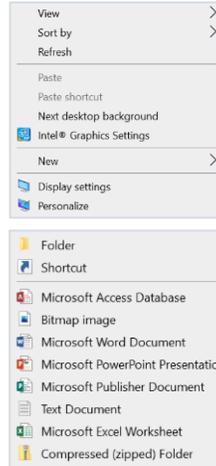
- Click on the **Initials** icon located at the top right taskbar.
- Click on **My Account**.
- Click **Change Password**.
- Enter your old password.
- Enter your new password in both fields.
- Click **Submit**.



HOW TO CREATE A SHORT CUT TO AVD ON YOUR DESKTOP

- Right click on your desktop screen.

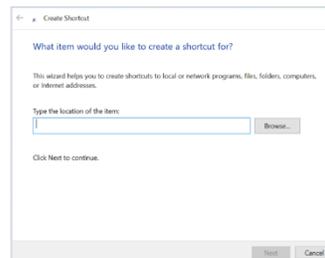
- Select **New**.



- Select **Shortcut**.

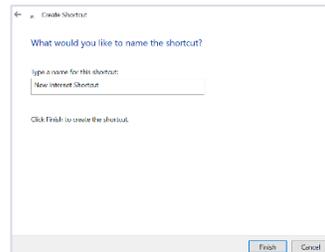
- Enter the URL: <https://rdweb.wvd.microsoft.com/arm/webclient/index.html>

- Click **Next**.



- Enter a name for the shortcut (i.e., AVD).

- Click **Finish**.



HOW TO ENSURE PRINTING IS ENABLED

- Click on the **Settings** icon in the top right corner of the taskbar.



- Ensure **Download the rdp file** is selected.
- This enables printing when using the eHealth systems on your virtual desktop.
- This is required to be completed one time. It will automatically default with future sign in.
- Click the **X** to close 'Settings'.

