RDP Install and Setup User Guide for macOS

The Trialworks Hosting Environment is migrating all systems to Microsoft® Azure. This global, cloud-based system will provide enhanced security, reliability, and data redundancy. Included with your new environment is built-in Multifactor Authentication that works with the Microsoft Authenticator App to add an extra layer of protection. To access your new Azure Virtual Desktop, please follow the steps below.
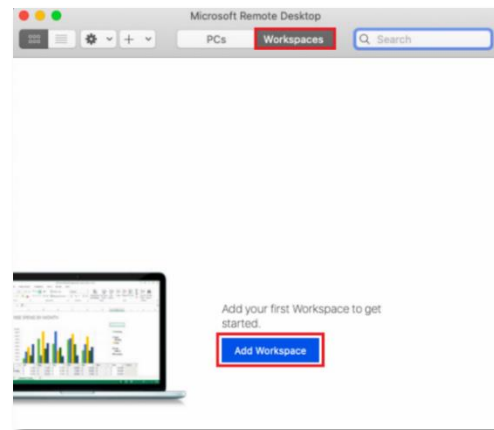
Install the client

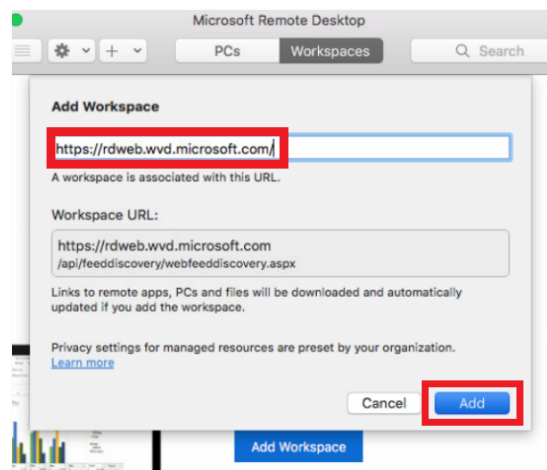To get started, download and install the client on your macOS device.

Subscribe to a feed

To subscribe to a feed:

1. Select **Add Workspace** on the main page to connect to the service and retrieve your resources.
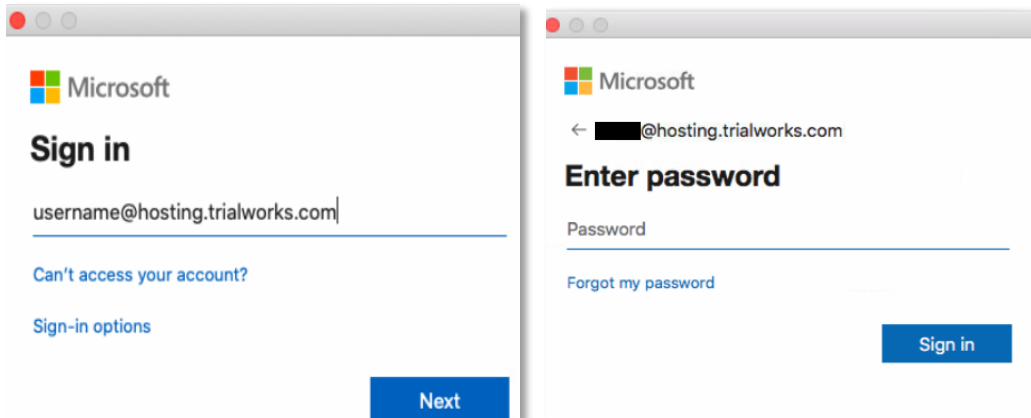

2. Enter the Feed URL: https://rdweb.wvd.microsoft.com/
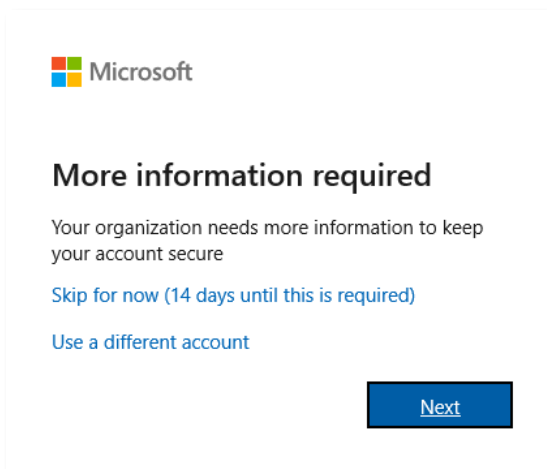
3. Click the **Add** button.

4. Sign in with your user account when prompted.

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- Any Microsoft accounts already connected to Windows will automatically appear in the list. If your Hosting account is not shown (<username>@hosting.Trialworks.com), click on the "Use another account" button.
- Enter your new Hosting account (<username>@hosting.Trialworks.com) and the same password you used for the previous hosting environment.

5. If you have not configured Multi-Factor Authentication (MFA) on this account, you will receive a prompt to do so after the correct password has been entered.
   - Select **Next** and then Download the Microsoft Authenticator App on your phone

NOTE: You will be given the option to "Skip for now", but after 14 days from your first login, MFA will become mandatory and enforced; not allowing you to access your environment until MFA has been configured for your user account.

- Select the type of notification you would like to receive on your PC.

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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?

Mobile app ⌄

How do you want to use the mobile app?

○ Receive notifications for verification

○ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

[Set up]   Please configure the mobile app.

[Next]

- In the app on your phone, select Scan QR Code and scan the QR code on your computer screen.

- Once your screen displays a code, click **Next** and your account will verify.

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.

If you are unable to scan the image, enter the following information in your app.
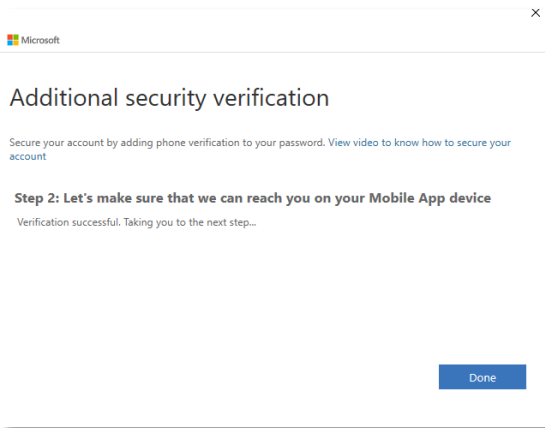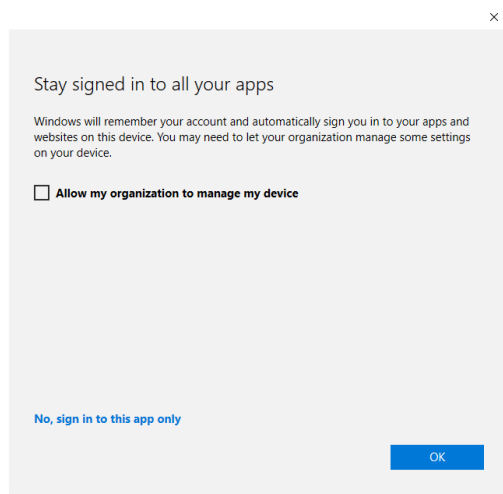Code:
Url: https://mobileappcommunicator.auth.microsoft.com

If the app displays a six-digit code, choose "Next".

[Next]

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- When you see Verification Successful, click **Done**.

- You can uncheck "Allow my organization to manage my device".

6. After you have signed in, you should see a list of available resources. Double-click the resource icon and enter your password.