Windows RDP Install and Setup

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, click the following link to download the Remote Desktop Client based on your computer's CPU architecture. Most likely your computer is 64-bit but to check, go to the Control Panel and click System and Security, then System.   Here's where you will see:

Here are the download links:

- o [32-bit](#)
- o [64-bit](#)
- o [ARM](#)

Once you have downloaded the client, open your Downloads folder and find installer.   Its name will begin with *RemoteDesktop* and will look like this (the name will vary with the exact version number):
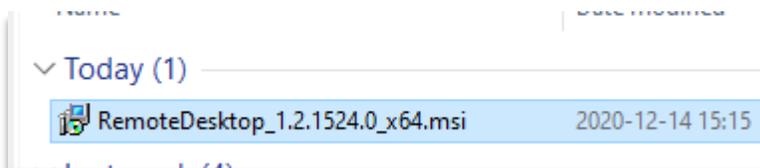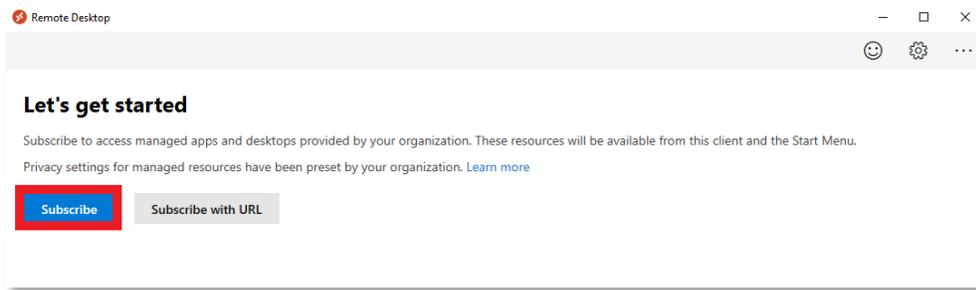

The new Remote Desktop App should automatically open after installation. If not, search your Start Menu for Remote Desktop and open the App with this icon .

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Subscribe to a feed

To subscribe to a feed:

1. Launch the new Remote Desktop App ![icon] and select **Subscribe**.

2. A separate window will open with a Microsoft Login prompt.

   - 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 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
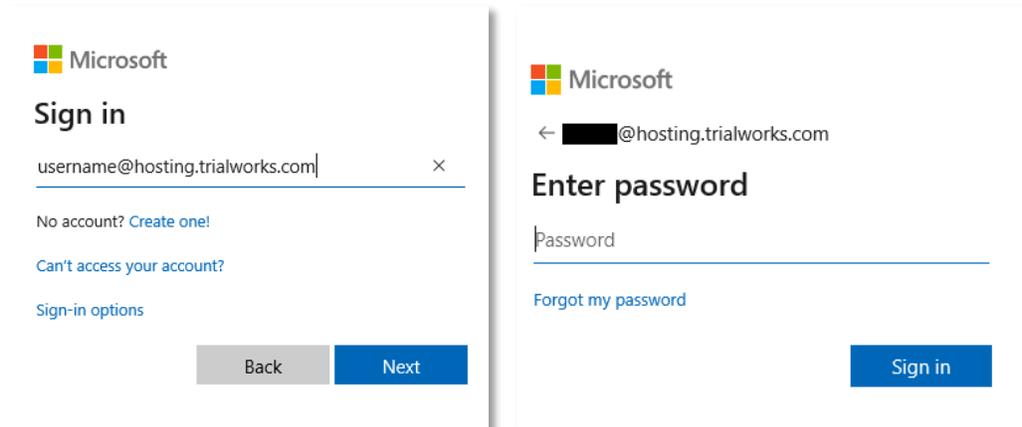

3. If you have not configured Multi-Factor Authentication (MFA) on this account, you will receive a prompt to do so after the correct password has been entered.

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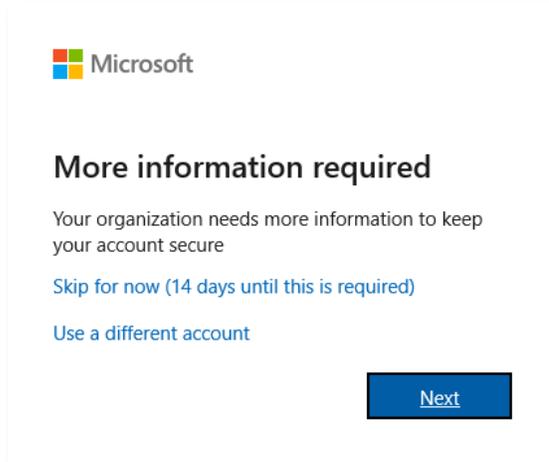
- Select Next and then Download the Microsoft Authenticator App from you Cell Phone App Store

- The App will look like:

- Ensure that Notifications and Camera Access are enabled when installing

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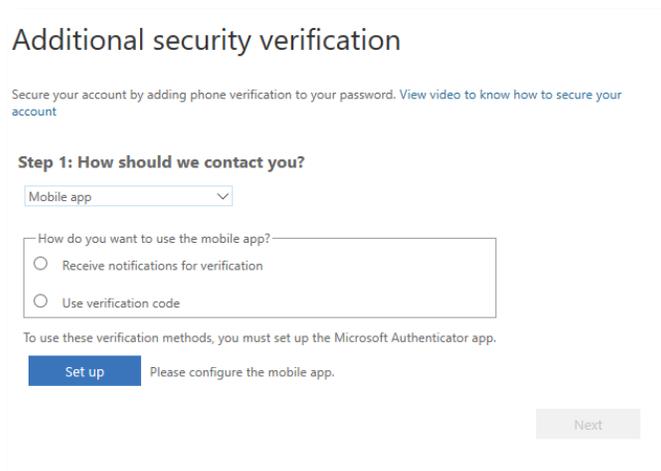
- Select the type of notification you would like to receive on your PC

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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.
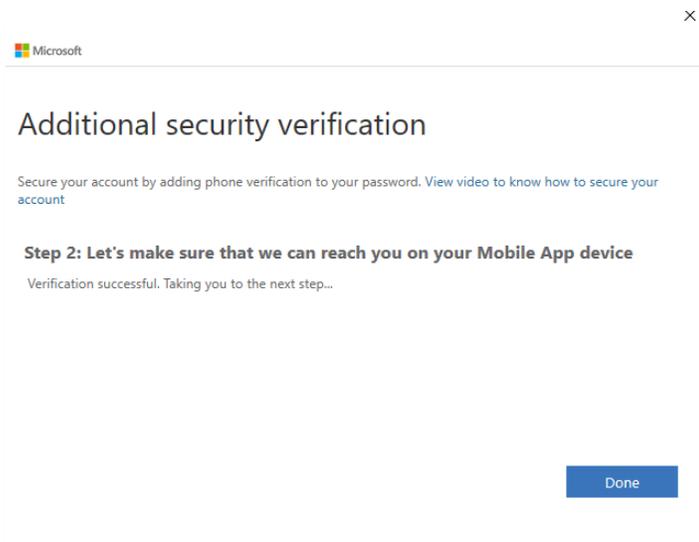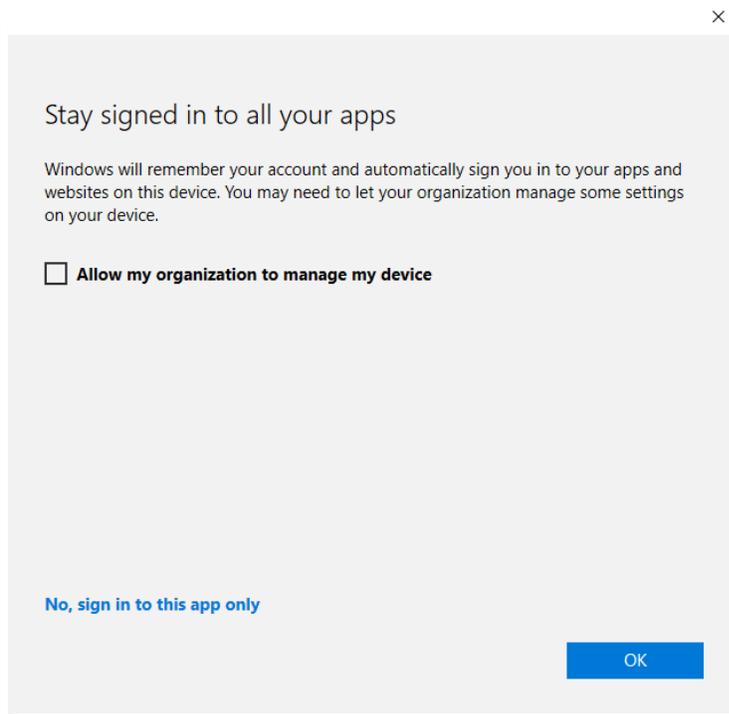Code:
Url: https://mobileappcommunicator.auth.microsoft.com

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

Next   can

- 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

- When you see Verification Successful, click Done

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

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: Let's make sure that we can reach you on your Mobile App device

Verification successful. Taking you to the next step...

Done

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

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