



PRHC INFORMATION SYSTEMS

Azure Virtual Desktop (AVD) Remote Access Guide Full Desktop - Client

Audience: PRHC Staff requiring remote access to Epic Resources.

Change Log

Version	Date	Change
1.0	March 19, 2025	Initial remote access instructions for azure virtual desktop (AVD)
1.0	March 25, 2025	Updated scanning instructions.

How to connect to AVD to Access Epic Resources?

Access your Azure Virtual Desktop resources from the Windows App.

Before you can access your resources, you will require Internet access, and a supported operating system. The Windows App is supported on the following operating systems:

Platform	Supported operating system	Notes
Windows	Windows 10 22H2 and later, Windows 11	Scanning is supported via third-party software. FabulaTech Scanner Redirection. Full list of supports features: Platform Features
MacOS	MacOS 12.0 or later	Scanning is not supported. Full list of supports features: Platform Features
IOS/iPadOS	IOS/iPadOS 17.0 or later.	Scanning is not supported. Full list of supports features: Platform Features
Android/ChromeOS	Android 10 or later, Chrome OS 126 or later.	Scanning is not supported. Full list of supports features: Platform Features

Connecting to a AVD Workspace

When you sign in to the Windows App client, you'll see your workspaces. A workspace combines all the desktops and applications that have been made available to you. You sign in by following these steps:

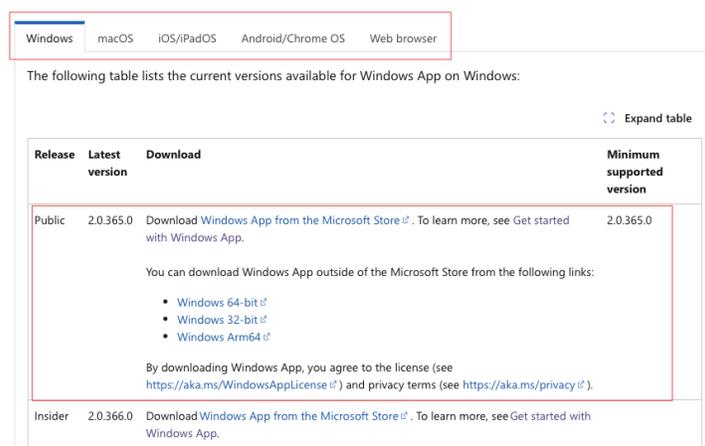
NOTE: To access AVD, you must first be registered for Multi-Factor Authentication (MFA). If you have not yet completed this registration, please reach out to the PRHC Service Desk for assistance.

Step 1

Open your Web browser and browse to:

<https://learn.microsoft.com/en-us/windows-app/whats-new?tabs=windows#latest-release>

Here you will download and install the latest version of the Windows App.

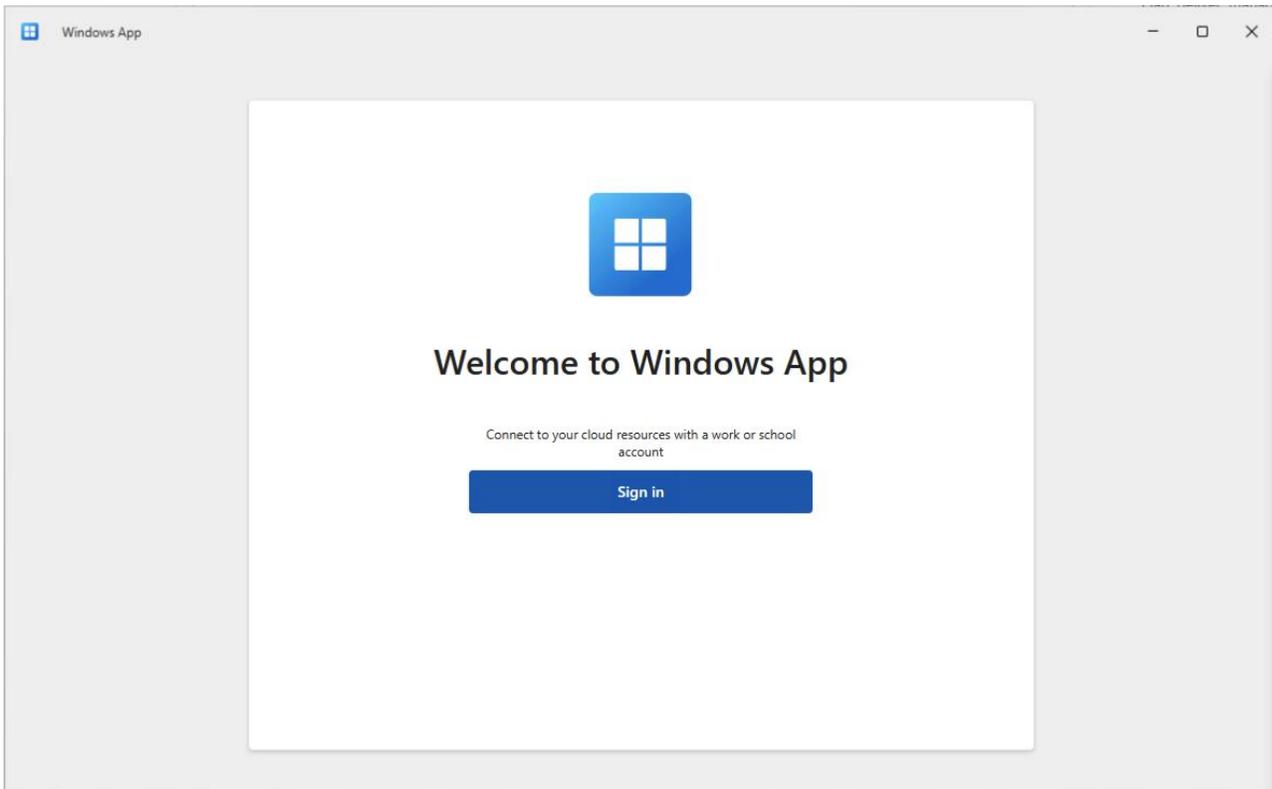


The screenshot shows a web browser interface with a navigation bar containing links for Windows, macOS, IOS/iPadOS, Android/Chrome OS, and Web browser. The main content area displays a table of current versions available for Windows App on Windows. The table has columns for Release, Latest version, Download, and Minimum supported version. The 'Public' release is highlighted with a red box, showing the latest version 2.0.365.0 and providing download links for Windows 64-bit, 32-bit, and Arm64. Below the table, there is a note about agreeing to the license and privacy terms.

Release	Latest version	Download	Minimum supported version
Public	2.0.365.0	Download Windows App from the Microsoft Store [ⓘ] . To learn more, see Get started with Windows App. You can download Windows App outside of the Microsoft Store from the following links: <ul style="list-style-type: none">Windows 64-bit [ⓘ]Windows 32-bit [ⓘ]Windows Arm64 [ⓘ] By downloading Windows App, you agree to the license (see https://aka.ms/WindowsAppLicense [ⓘ]) and privacy terms (see https://aka.ms/privacy [ⓘ]).	2.0.365.0
Insider	2.0.366.0	Download Windows App from the Microsoft Store [ⓘ] . To learn more, see Get started with Windows App.	

Step 2

Select **Sign in** to start the login process.

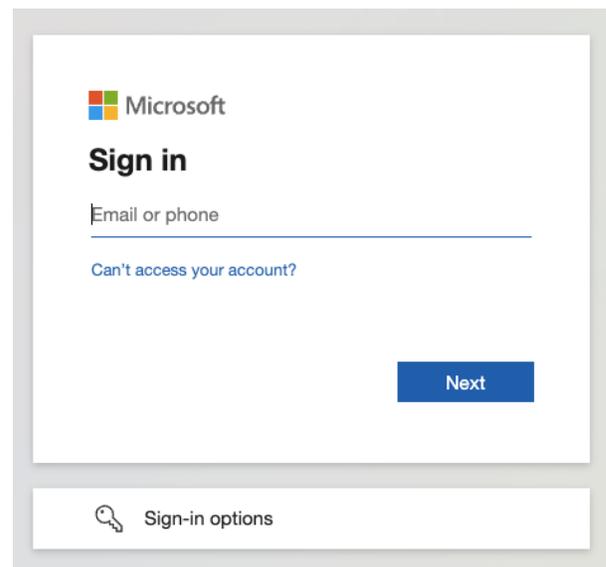


Step 3

Enter your email@prhc.on.ca and click **Next**

NOTE: To access AVD, you must first be registered for Multi-Factor Authentication (MFA). If you have not yet completed this registration, please reach out to the PRHC Service Desk for assistance.

Additional information can be found on the prhc.on.ca website under Staff Resources.



Step 4

You will be redirected to the SSO Sign in page. Enter your PRHC provided **username** and **password** in the following format username@prhc.on.ca.

This is the login ID that was provided by the PRHC ServiceDesk.

At this point after selecting **Sign in** you will be prompted to **Approve** the push notification on your mobile device.

Open your **Microsoft Authenticator** app on your mobile device to accept the MFA prompt.



PRHC

Single-Sign On (SSO)

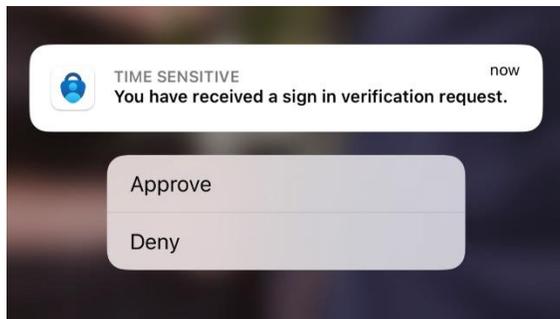
Sign in with your organizational account

Sign in

Sign-in to PRHC requires MFA registration. Click [here](#) to register.

Step 5

From your mobile device (iPhone / Android) select **Approve** when prompted from either the push notification or by opening the **Microsoft Authenticator** app.



Approve sign in request

 Open your Authenticator app, and enter the number shown to sign in.

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No numbers in your app? Make sure to upgrade to the latest version.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

Step 6

If you receive the following message, you have not been granted remote access to AVD. Please contact your manager to request approval.

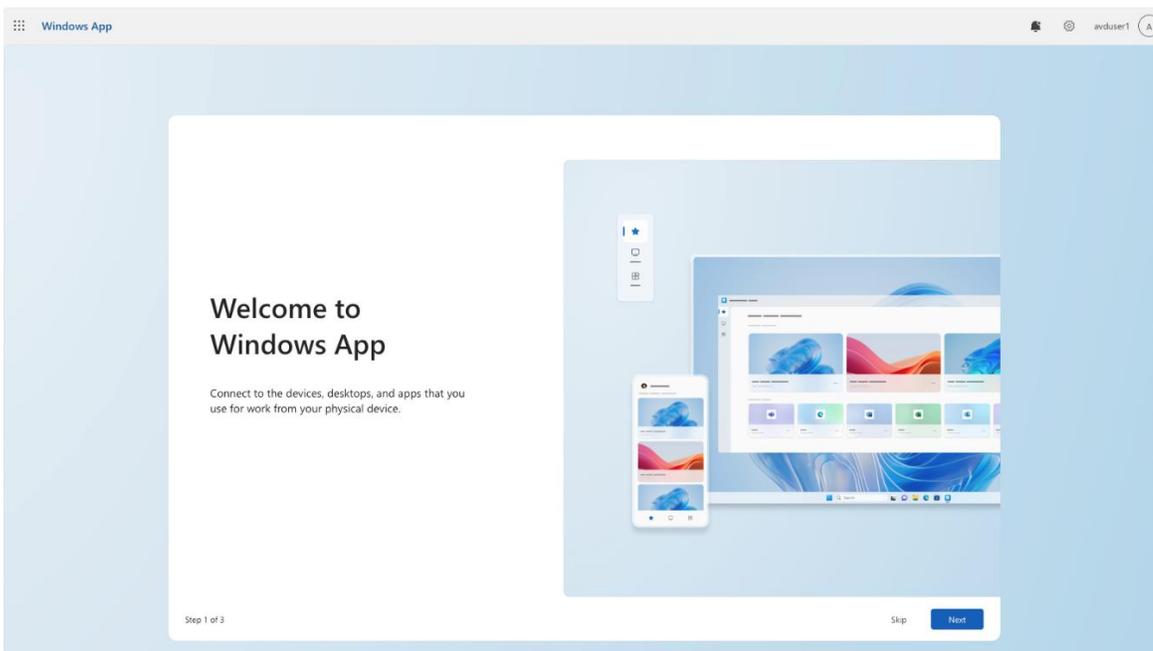
You cannot access this right now

Your sign-in was successful but does not meet the criteria to access this resource. For example, you might be signing in from a browser, app, or location that is restricted by your admin.

[More details](#)

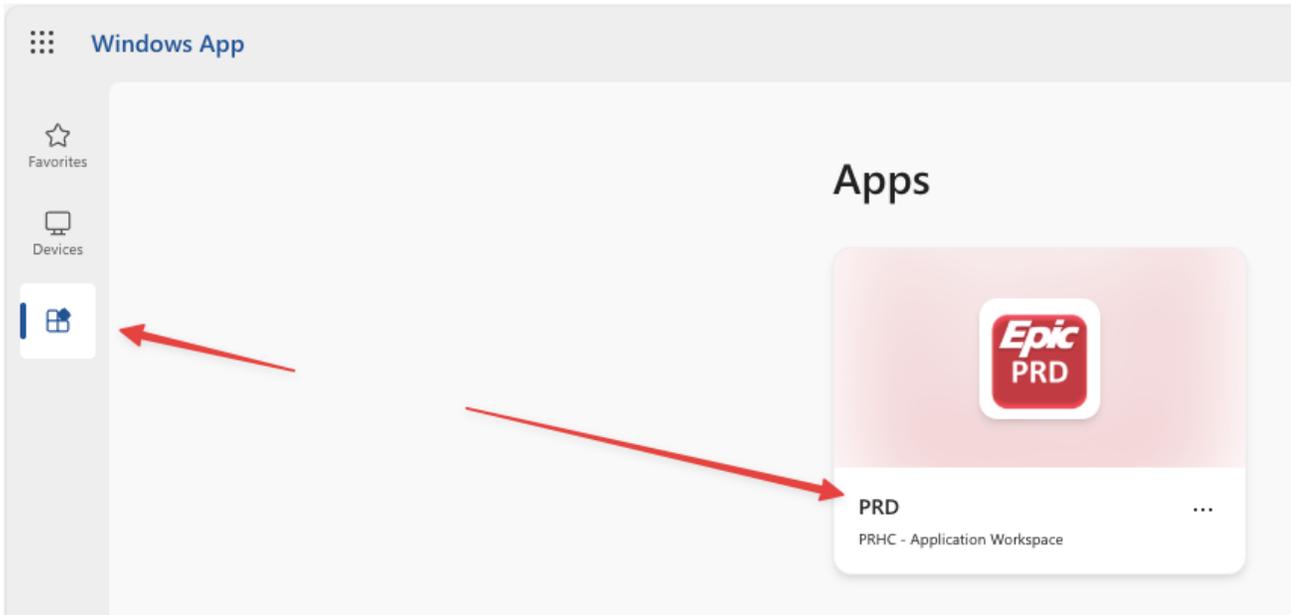
Step 7

Please take a moment to review the **Welcome to Windows** app by selecting **Next** to go through the guided introduction. If you prefer to skip this step, you can click **Skip** to proceed directly to your desktop.



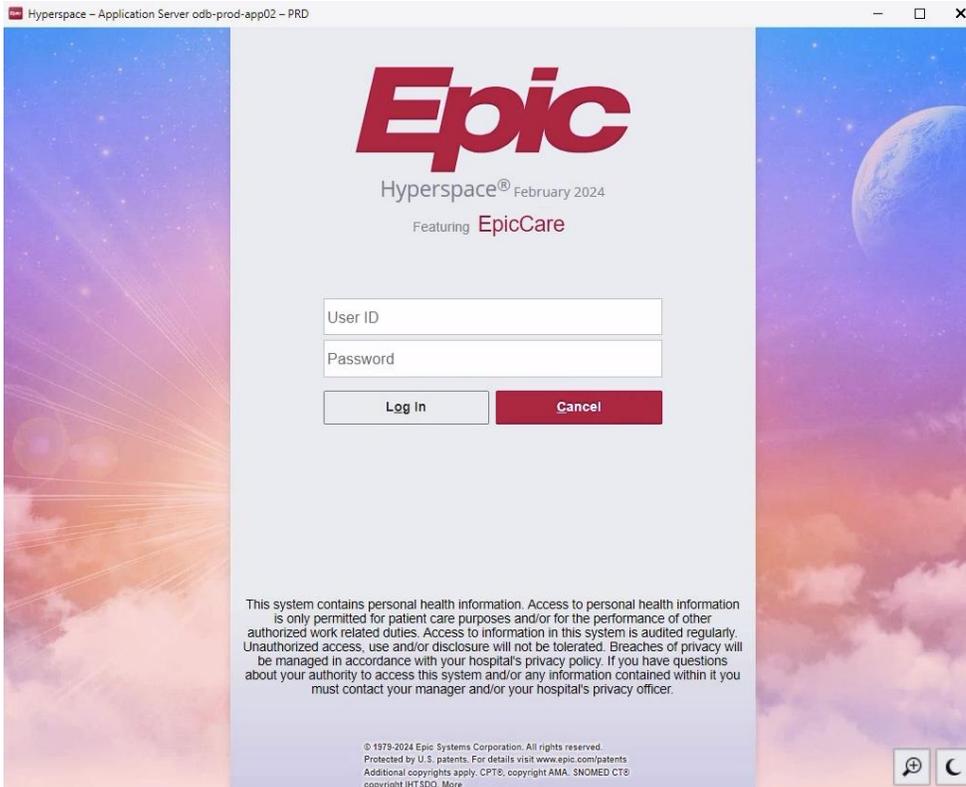
Step 8

Click **Connect** to establish a connection and access your Remote App.



Step 9

You have successfully connected to **Azure Virtual Desktop (AVD)** and can now access your virtual app.



OnBase Scanning in AVD

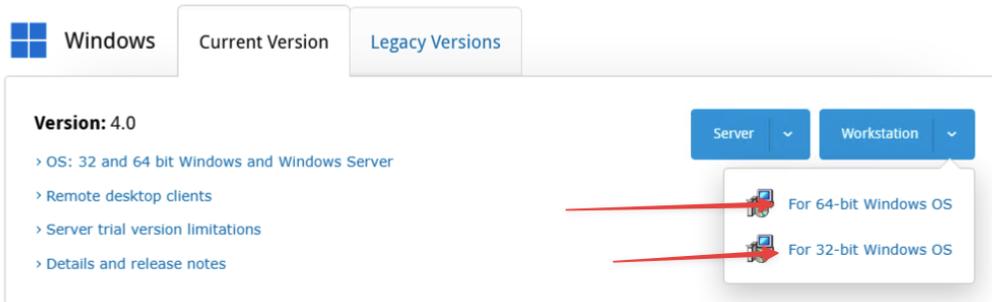
Scanning in AVD is controlled via a Third-Party Remote Desktop Software. You will need to download and install the software on your local machine to support scanning into OnBase.

Step 1

Download and install the FabulaTech Scanner for Remote Desktop Workstation install.

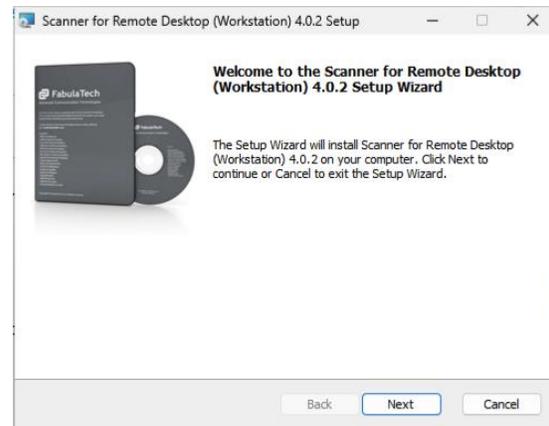
[Download Scanner for Remote Desktop](#)

Windows – Select the correct version for you Operating System.



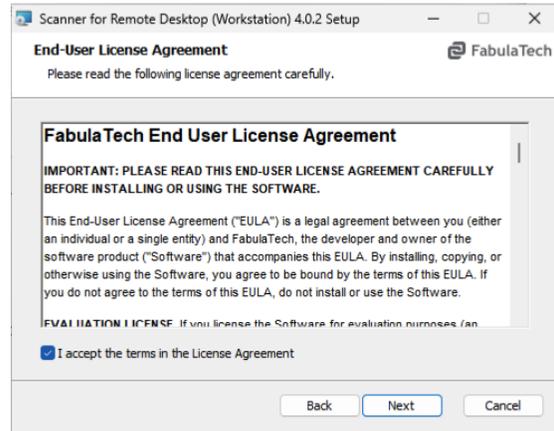
Step 2

After downloading the Scanner for Remote Desktop Workstation installed, run the executable and Select **Next**



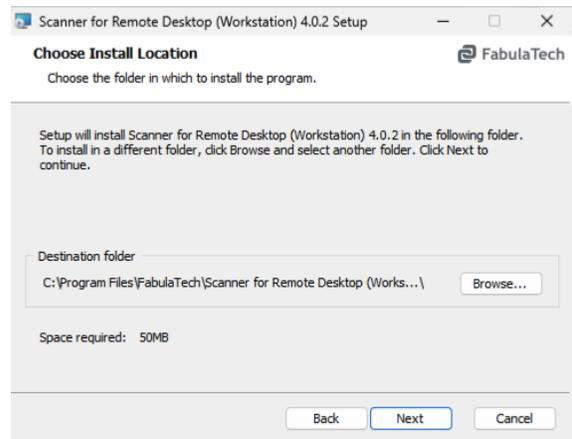
Step 3

Accept the License Agreement and select **Next**.



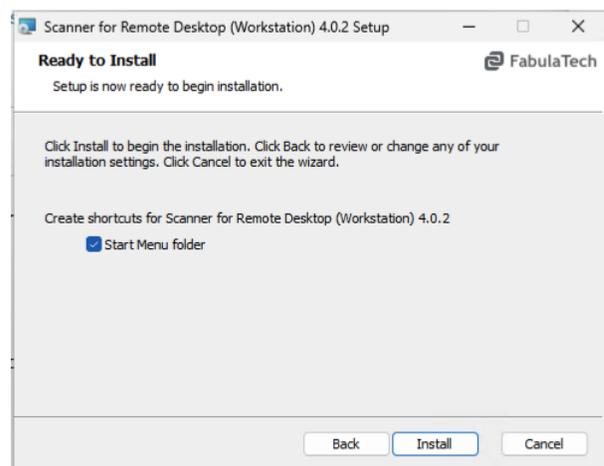
Step 4

Select **Next**



Step 5

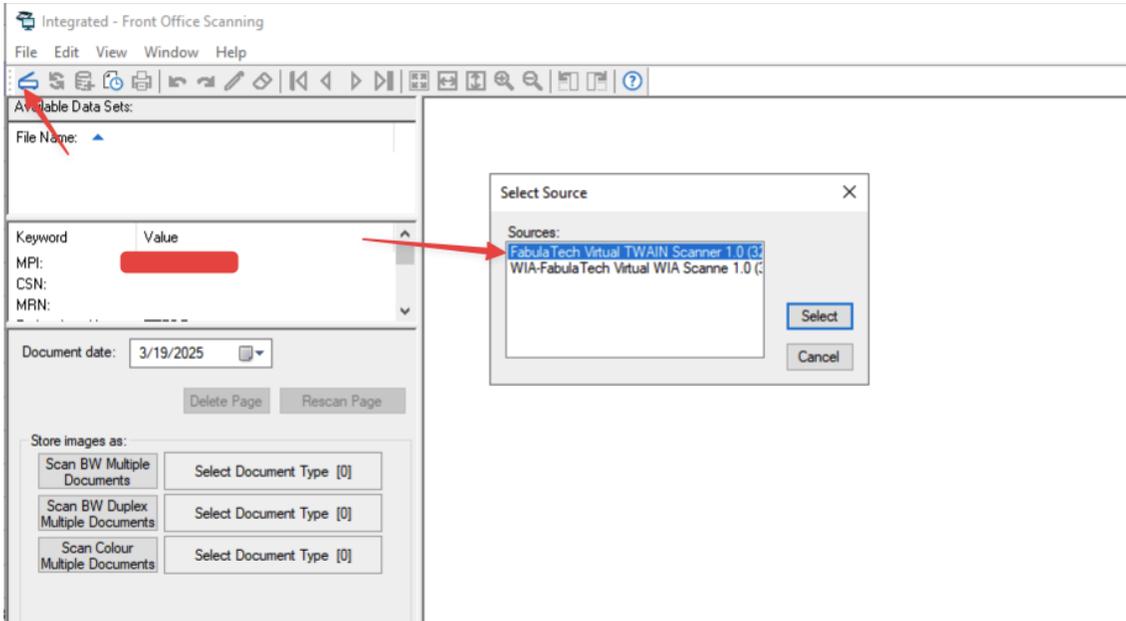
Select **Install**



Step 6

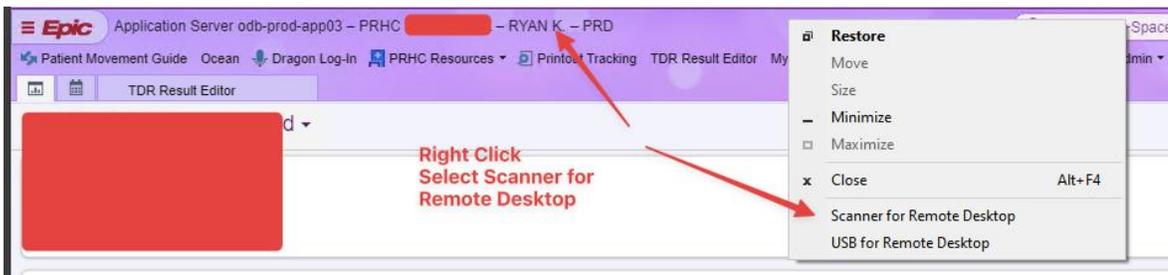
To confirm that scanner redirection is working properly, open **Media Manager** within **Hyperdrive**.

Navigate to the **Sources** tab, where you should see a generic driver listed as **FabulaTech Virtual TWAIN Scanner**. If no scanners are listed, verify that the software is installed correctly.

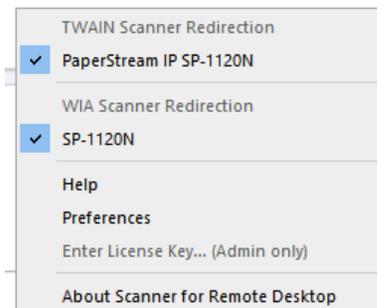


You can also verify that scanner redirection is functioning properly by doing the following:

In Hyperdrive, right-click your name and select '**Scanner for Remote Desktop**'.



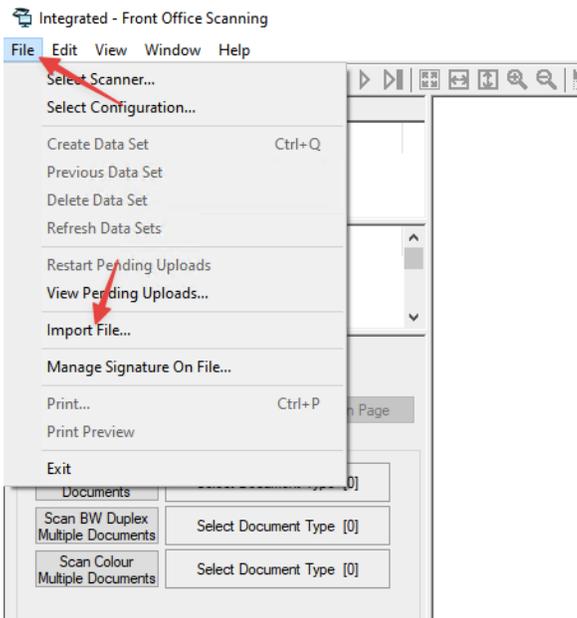
Make sure the correct scanner is selected for redirection.



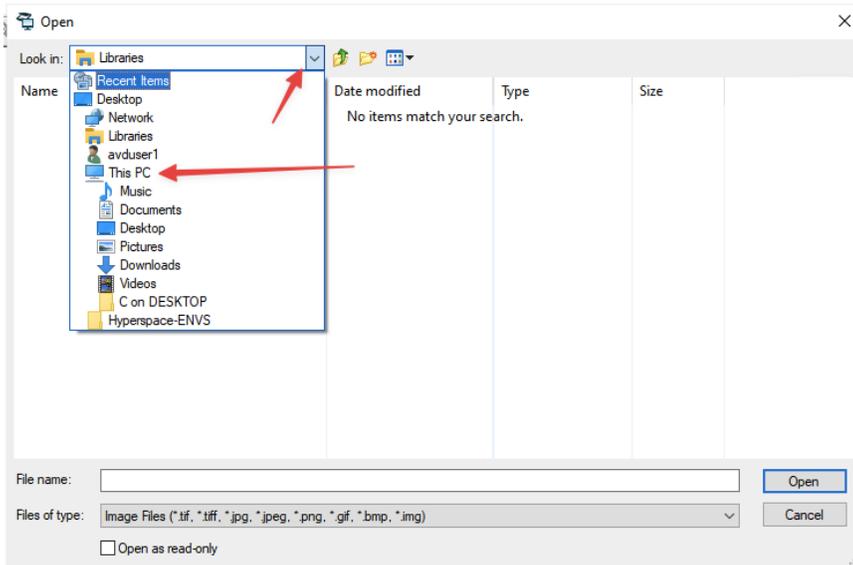
OnBase File Import in AVD

Step 1

You can manually upload files from your local machine to OnBase by navigating to **Media Manager > File > Import Files**.



Browse to This PC



You will see your local machine redirected drive. Click the Drive and select Open. Browse to your media and upload to OnBase.

