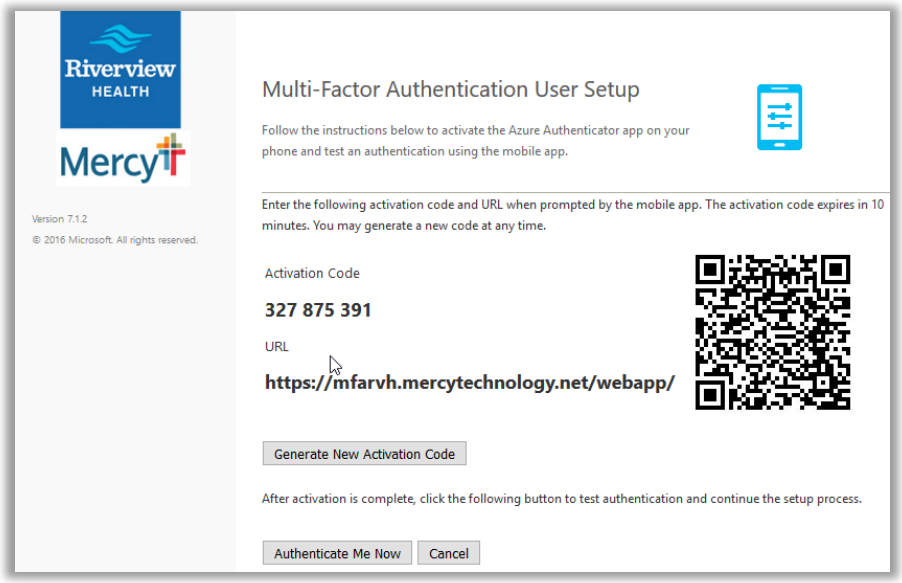
Step 1: How to Enroll in Multi-factor Authentication (https://mfarvh.mercytechnology.net/portal/)

You must first enroll in multi-factor authentication before you may connect remotely. MFA may prompt you by a phone call or by a mobile application.

MFA via Mobile App (recommended)

If you chose this option, MFA can notify up to three mobile devices.

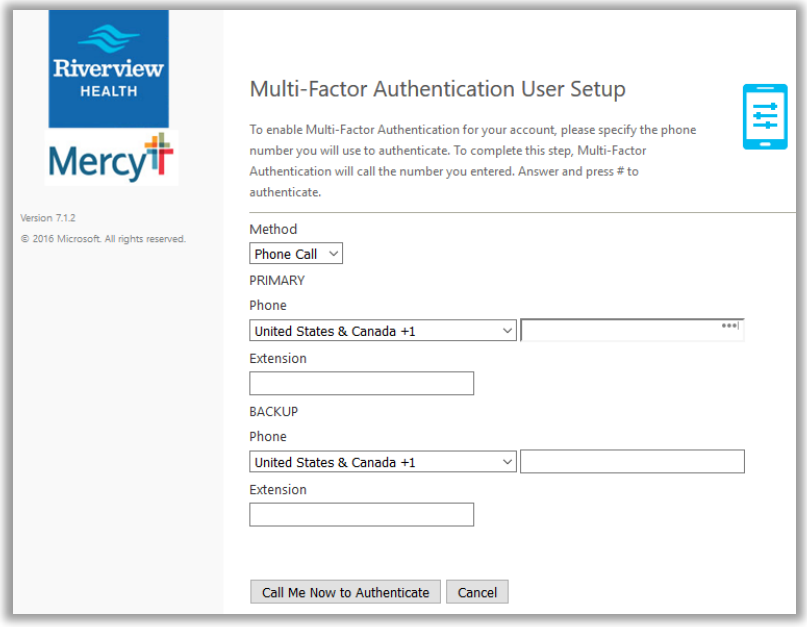
- First **install Microsoft Authenticator** on your mobile device
- On your computer, open **Internet Explorer** or **Safari**
- Visit **https://mfarvh.mercytechnology.net/portal/**
- Enter your **credentials** (SAM username and password)
- For **Method**, select **Mobile App**
- Select **Generate Activation Code**
- On your mobile, open **Microsoft Authenticator** (permit camera use)
- Use Microsoft Authenticator to scan the **MFA barcode** (QR code)



MFA via Phone Call (easy)

If you chose this option, MFA can call up to two phone numbers.

- On your computer, open **Internet Explorer** or **Safari**
- Visit **https://mfarvh.mercytechnology.net/portal/**
- Enter your **credentials** (SAM username and password)
- For **Method**, select **Phone Call**
- Enter up to two **phone numbers** (home, mobile)
- Select **Call Me Now to Authenticate**
- Answer your phone and **press # to verify**



Complete MFA Security Questions

To complete MFA enrollment, select and answer four security questions. You may later answer these questions to reset or recover your account.

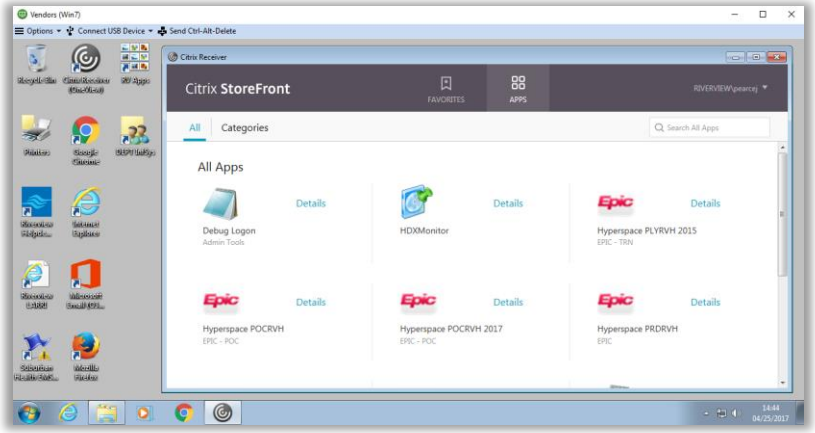
Step 2: How to Connect Remotely to a Virtual Desktop (https://desktops.riverview.org/)

You may remotely access a virtual desktop from any internet-connected device. You must have valid credentials and be enrolled in MFA.

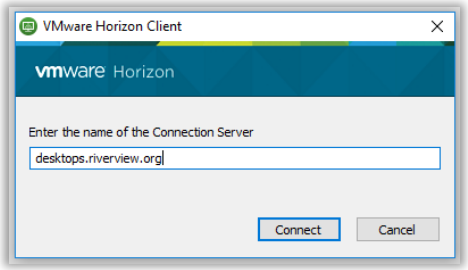
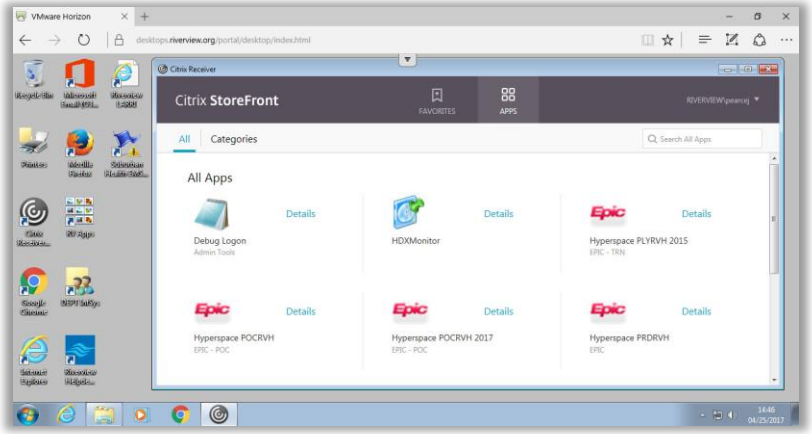
Virtual Desktops via a Browser (easy)

This is the most convenient option (you don't have to install anything).

- Open a modern **browser** (Chrome, Firefox, Edge, or IE11)
- Visit **https://desktops.riverview.org/**
- Select **VMware Horizon HTML Access** (on the right)
- Enter **credentials**, verify and approve **MFA**, re-enter **credentials**
- Select a **virtual desktop** pool
- You are now running **Windows 7 in a browser**



Virtual Desktops via VMware Horizon Client (recommended)

This option provides the best experience (but requires installation).

- Open a modern **browser** (Chrome, Firefox, Edge, or IE11)
- Visit **https://desktops.riverview.org/**
- Select **Install VMware Horizon Client** (on the left)
- Download and **install the client** for your device (Win, Mac, etc.)
- Launch the **VMware Horizon Client** you just installed
- Select New Server > Add Server > **desktops.riverview.org**
- Enter **credentials**, verify and approve **MFA**, re-enter **credentials**
- Select a **virtual desktop** pool
- You are now running **Windows 7 in an application**
- Note: You may even do this on your mobile phone or tablet