

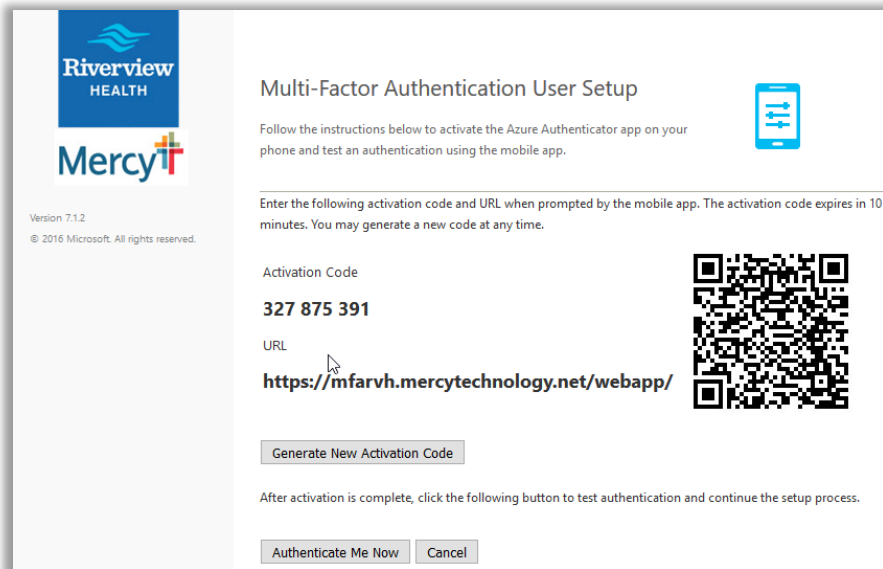
Step 1: How to Enroll in Multi-factor Authentication (<https://mfarvh.mercytechnology.net/portal/>)

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)

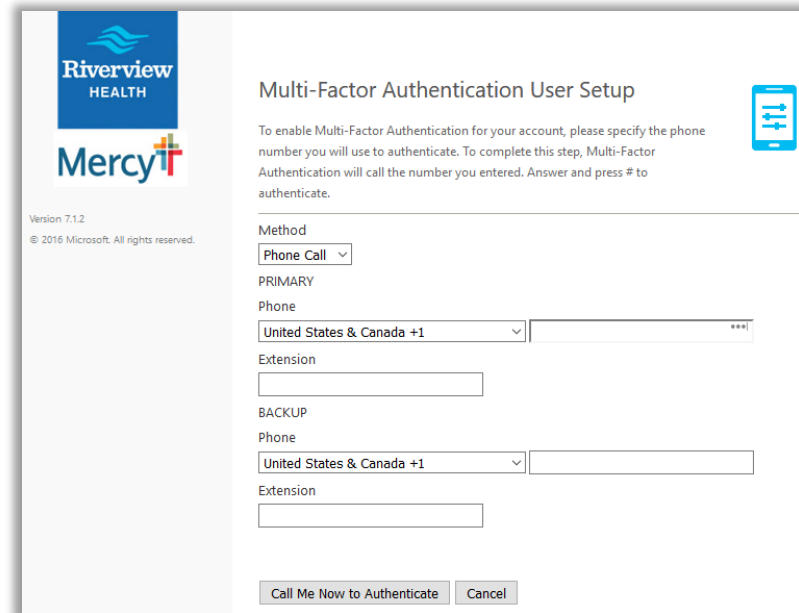


The screenshot shows the 'Multi-Factor Authentication User Setup' page for the Mobile App method. It features the Riverview Health and Mercy logos. The page instructs the user to activate the Azure Authenticator app on their phone and test an authentication. It displays an activation code '327 875 391' and a URL 'https://mfarvh.mercytechnology.net/webapp/'. A QR code is provided for scanning. There is a 'Generate New Activation Code' button and an 'Authenticate Me Now' button. The page also includes a 'Cancel' button and a note about the activation code's 10-minute expiration.

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**



The screenshot shows the 'Multi-Factor Authentication User Setup' page for the Phone Call method. It features the Riverview Health and Mercy logos. The page instructs the user to specify the phone number to use for authentication. It includes a 'Method' dropdown menu set to 'Phone Call'. There are two sections for entering phone numbers: 'PRIMARY' and 'BACKUP'. Each section has a 'Phone' field with a dropdown for 'United States & Canada +1' and an 'Extension' field. There are 'Call Me Now to Authenticate' and 'Cancel' buttons at the bottom. The page also includes a version number '7.1.2' and copyright information.

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

