Set up Multi-Factor Authentication (MFA) for Remote Desktop - Microsoft Authenticator App

If your account has been configured to use Multi-Factor Authentication (MFA) for Remote Desktop connections, follow the instructions below to configure MFA.

Pre-requisite

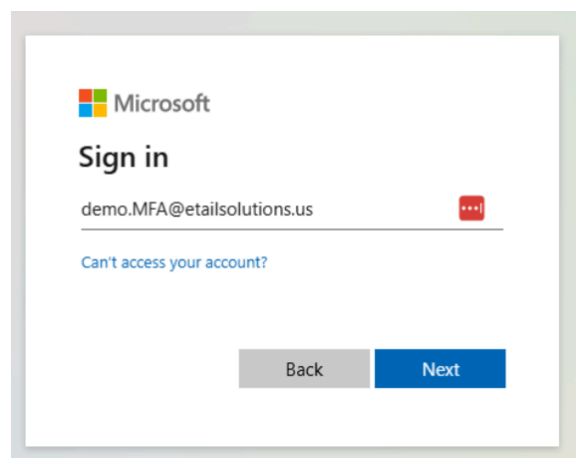Install the Microsoft Authenticator app on your phone (for iOS or Android).

Initial Log-in

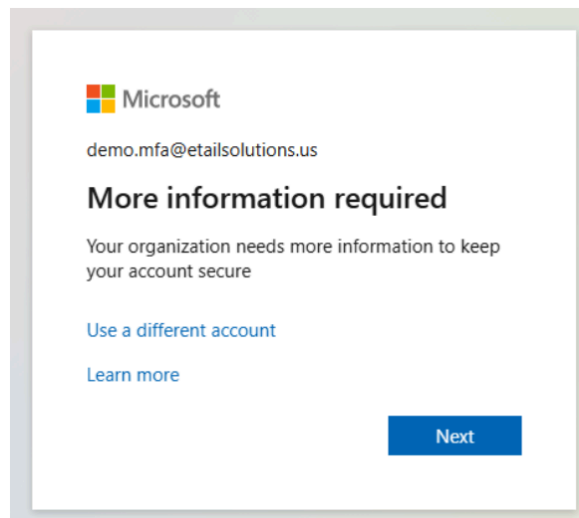https://myprofile.microsoft.com

If it logs you in with other MS account, click the user icon in the upper right corner and select "Log in as a different user"

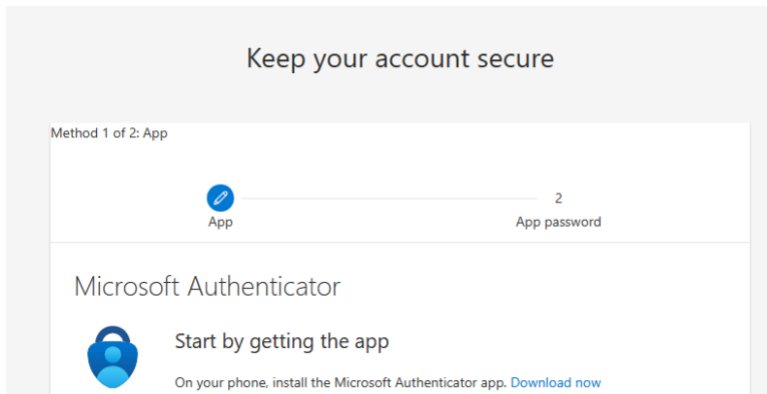Login using your EVP username and password using domain @etailsolutions.us as the email suffix:
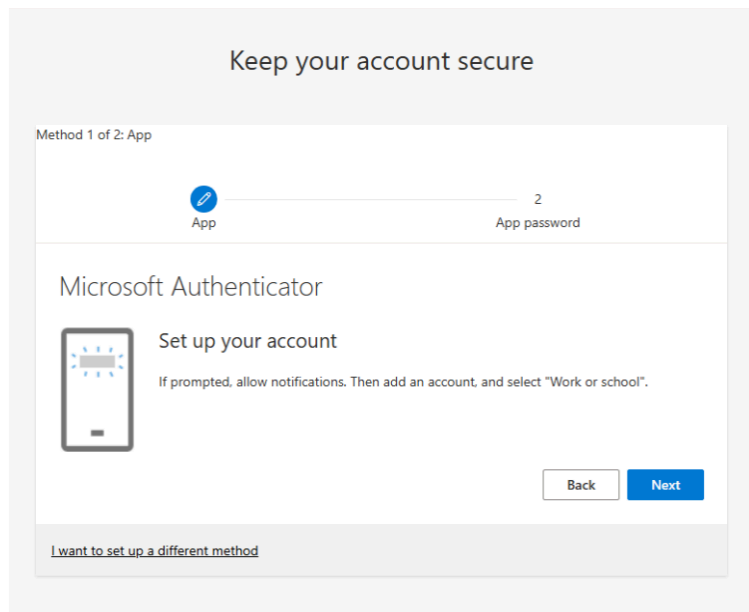EVP.username@etailsolutions.us

Click Next on the More information required page.

Click Next on the Keep your account secure page:

On your mobile device, open Microsoft Authenticator follow the instruction on the page and then click Next:

Using your mobile device, scan the QR code as instructed and click Next:

Method 1 of 2: App

App   2
App password

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

Can't scan image?

Back   Next

I want to set up a different method

On your mobile device, you should be prompted to enter the number displayed on the page. Enter it and click "Yes".

Keep your account secure

Method 1 of 2: App

App   2
App password

Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

83

Back   Next

I want to set up a different method

Click Next on the notification approved page:

Enter a name for your app password, like Etail EVP MFA:

Although you are unlikely to ever need it, copy the password provided and save it, preferably in a password manager you should be using as a best practice. Click Done.

Click Done and you should be logged into your Etail Solutions account.
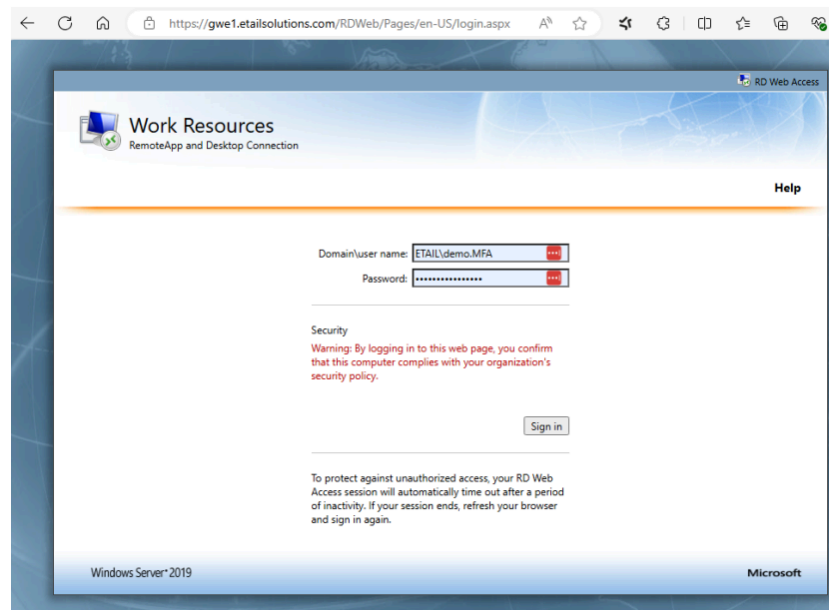

Your Etail Solutions My Account page will look like this:
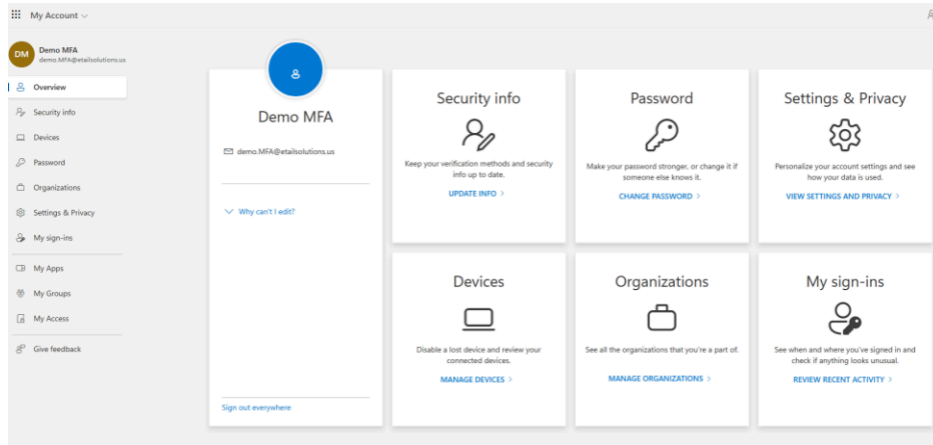
Click on the user icon in the upper right hand corner and "Log Out".

Navigate to https://gwe1.etailsolutions.com and enter your EVP username and password using the ETAIL\username format:


Click on the EVP icon to download the RDA shortcut to your browser Downloads folder. You can then use this shortcut to login to EVP anytime. When prompted, enter your EVP credentials again using the ETAIL\username format.

Note: On your local machine, you can move the *EVP.rdp file from downloads to a more convenient place (your desktop) which allows you to skip the RDWeb login/download for future connections. You only have to download a new shortcut from the RDWeb if we notify you to do so.
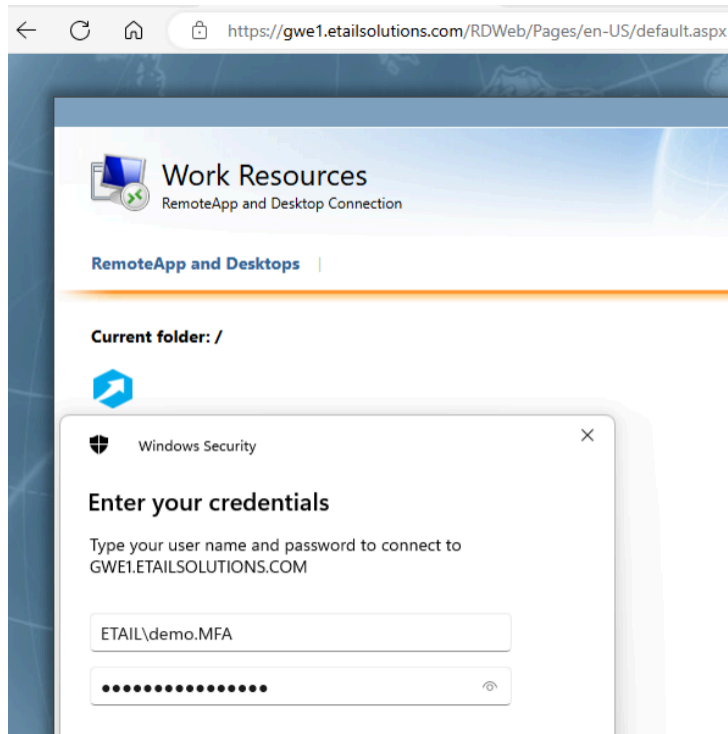
The RemoteApp will initiate your connection and prompt you for approval on your mobile device configured for MFA in the first section of this document and will continue to configure your remote session and open the EVP application.
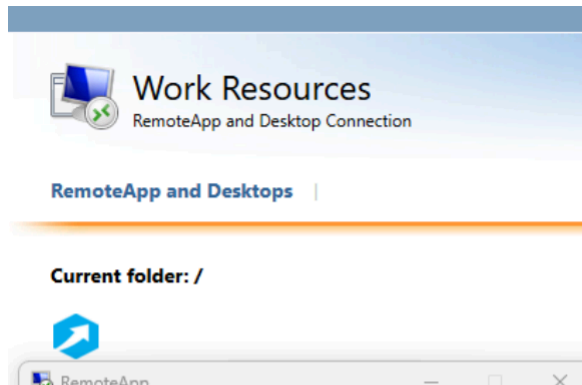
Alternately, you may authenticate MFA via phone call. Click for separate instructions.