Azure Virtual Desktop (AVD) Desktop Work Instructions

How to Login with the Desktop Client

Baxter

The RDC client will provide the best experience when accessing a AVD (Azure Virtual Desktop). This is the preferred method of accessing AVD.

- Microsoft Instructions are located @Get started with the Windows Desktop client | Microsoft Docs
- x

Instructions in a NutShell
- Install Desktop Client @ https://go.microsoft.com/fwlink/?linkid=2068602 (no admin rights are required)
- launch it from the Start menu by searching for **Remote Desktop**
- Click on the Subscribe button and sign in with your Vantive Email
- Launch the Desktop or Application Resource by clicking on Icon
- Enter in your credentials and login

How to login to Web Access

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If the RDC client is having issues, or is not available, the HTML5 (web browser) client is an easy way to gain access to AVD (Azure Virtual Desktop) in a pinch.

- Microsoft Instructions are located @Connect to Azure Virtual Desktop with the web client - Azure | Microsoft Docs

Instructions in a NutShell
- Go to the URL: https://client.wvd.microsoft.com/arm/webclient/index.html
- Login in with your Vantive Email
- Launch the Desktop or Application Resource by clicking on Icon
- Enter in your credentials and login

Install the Remote Desktop client on Windows - RDC
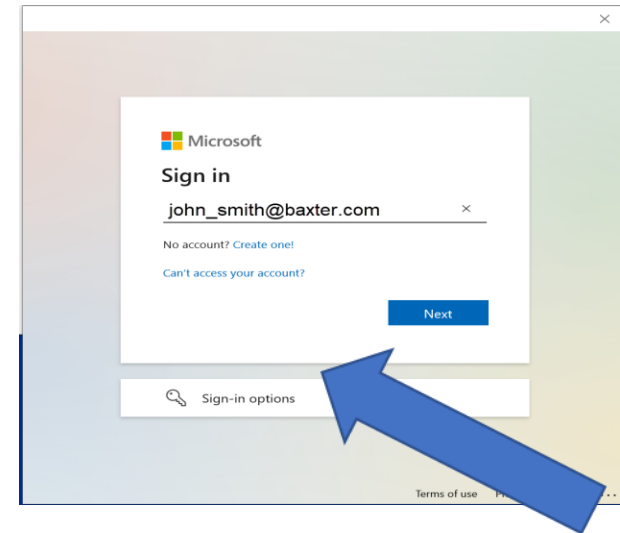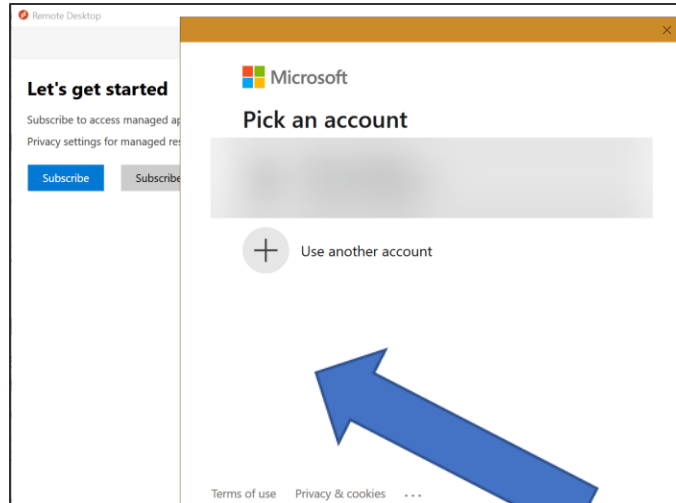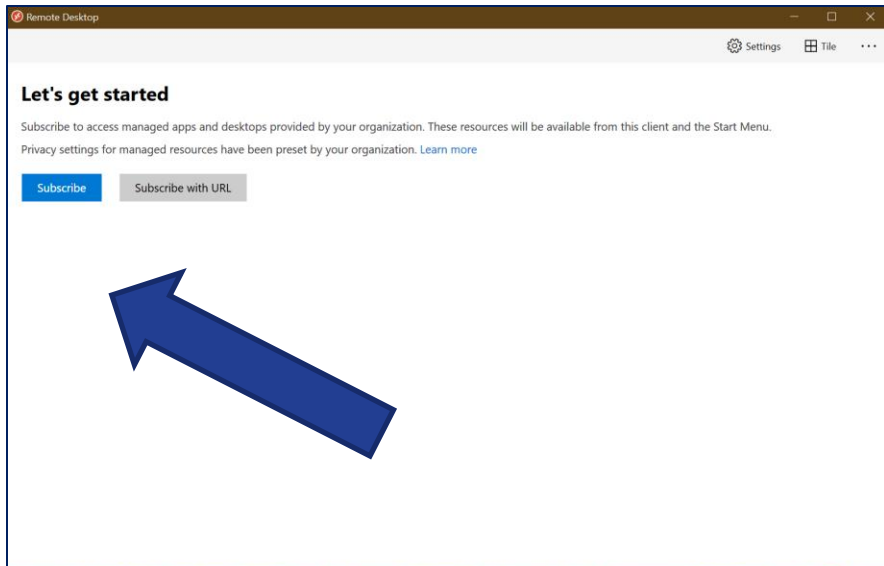
Baxter

Download the Desktop Client @ https://go.microsoft.com/fwlink/?linkid=2068602. for Windows Desktop
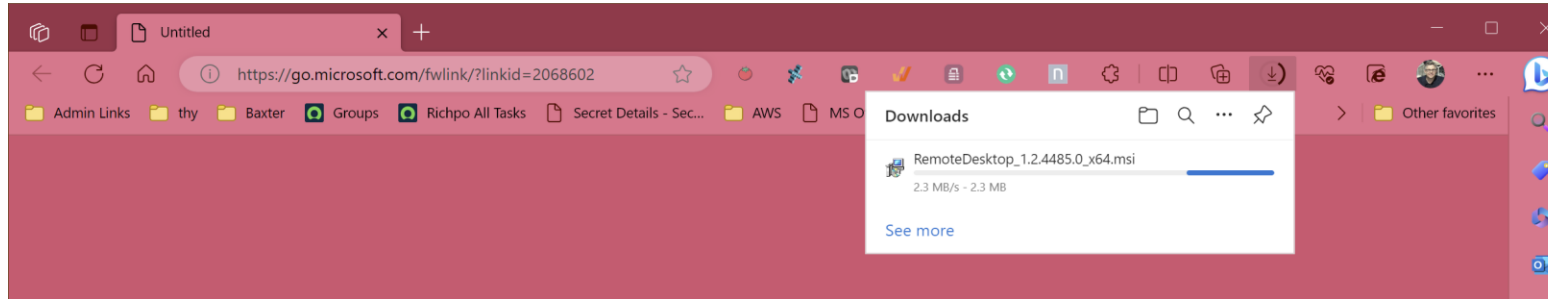
1. Run the installer by double-clicking the file you downloaded.
2. On the welcome screen, select **Next**.
3. To accept the end-user license agreement, check the box for **I accept the terms in the License Agreement**, then select **Next**.
4. For the Installation Scope, select one of the following options:

    1. **Install just for you**: Remote Desktop will be installed in a per-user folder and be available just for your user account. You don't need local Administrator privileges.

    2. **Install for all users of this machine**: Remote Desktop will be installed in a per-machine folder and be available for all users. You must have local Administrator privileges
5. Select **Install**.
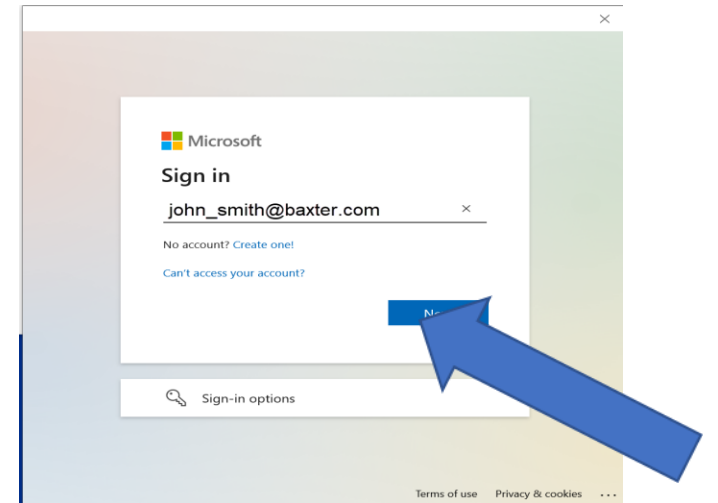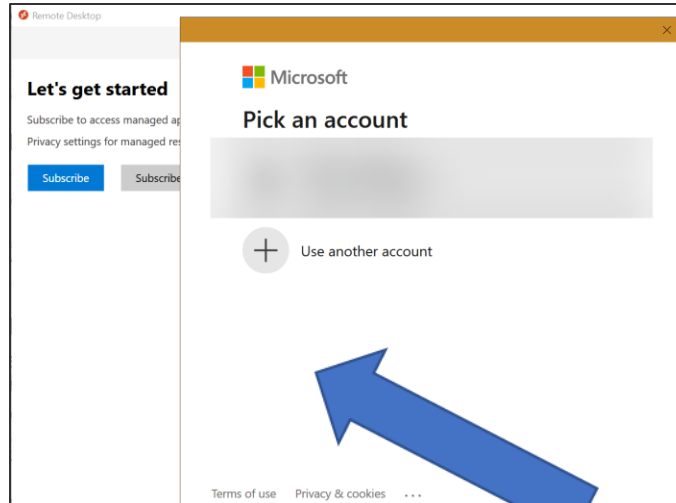6. Once installation has completed, select **Finish**.

A workspace combines all the desktops and applications that have been made available to you by your admin. To be able to see these in the Remote Desktop client, you need to subscribe to the workspace by following these steps:

1. The first time you subscribe to a workspace, from the **Let's get started** screen, select **Subscribe.**

2. Select "Use another Account"

3. Enter in the Vantive email address. Example john.smith@vantive.com in the Sign in and click Next

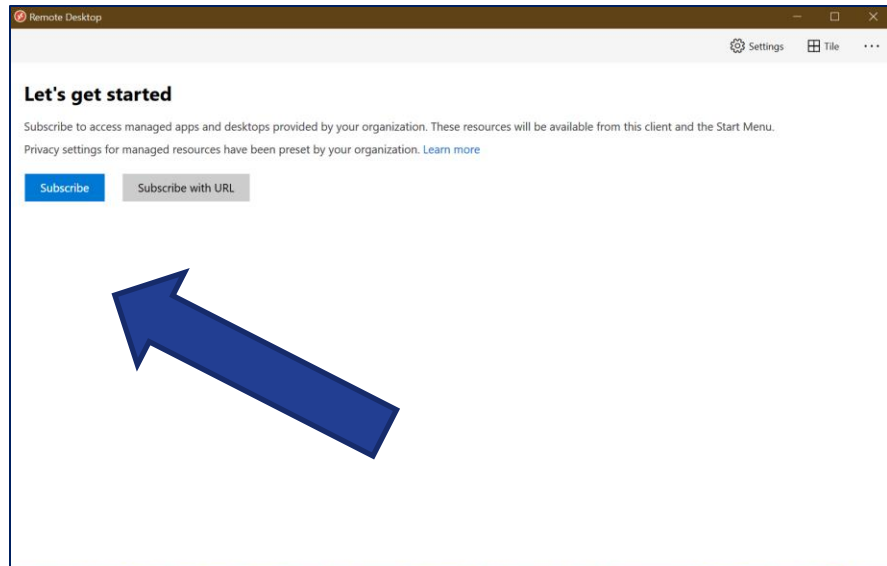# Subscribe to the Desktop - RDC

A workspace combines all the desktops and applications that have been made available to you by your admin. To be able to see these in the Remote Desktop client, you need to subscribe to the workspace by following these steps:

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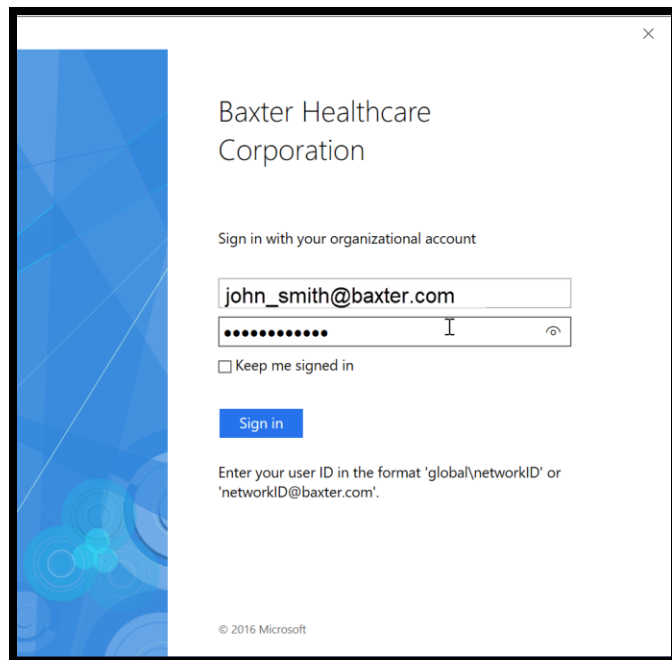
Baxter

1. Sign with your Vantive email ID and your password (The password is the same password as your global account also known as a 6+1 ID.

2. You may be prompted for a two-factor authentication. (Your two-factor authentication might be slightly different than what is depicted.)

3. You will see the Remote Desktop Client updating the feed.
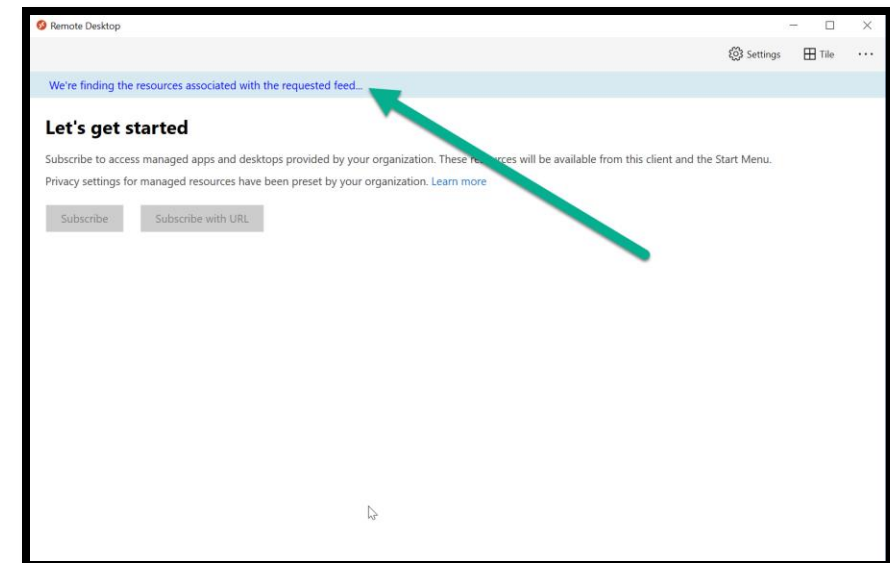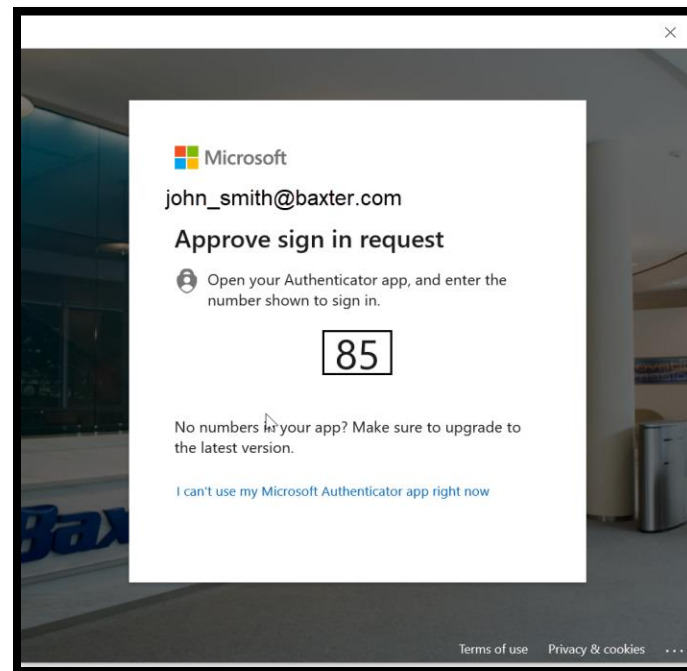
1. All the desktops and applications that are assigned to you will be displayed. Click on the desktop that you need to launch.

2. Sign into the Desktop with your Vantive email ID and your password (The password is the same password as your Active Directory global account also known as a 6+1 ID.)

3. Click OK to Login to the Windows Desktop

1. Open your web browser.

2. Go to one of the following URL: https://client.wvd.microsoft.com/arm/webclient/

3. Sign with your Vantive email ID and your password (The password is the same password as your global account also known as a 6+1 ID.)

4. You may be prompted for a two-factor authentication. (Your two-factor authentication might be slightly different than what is depicted.)
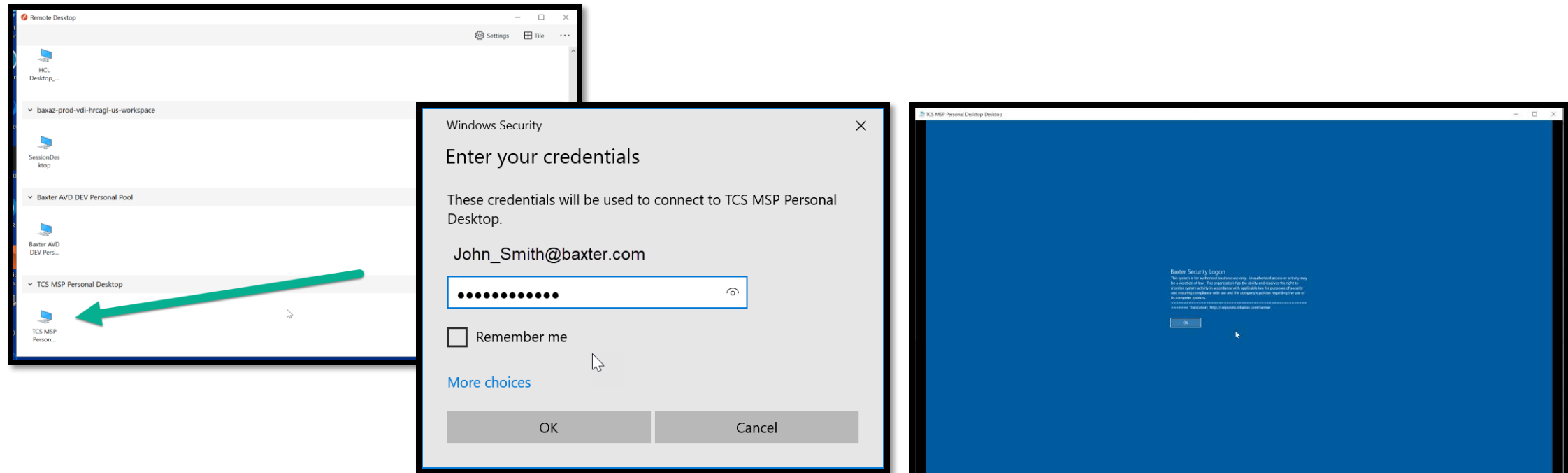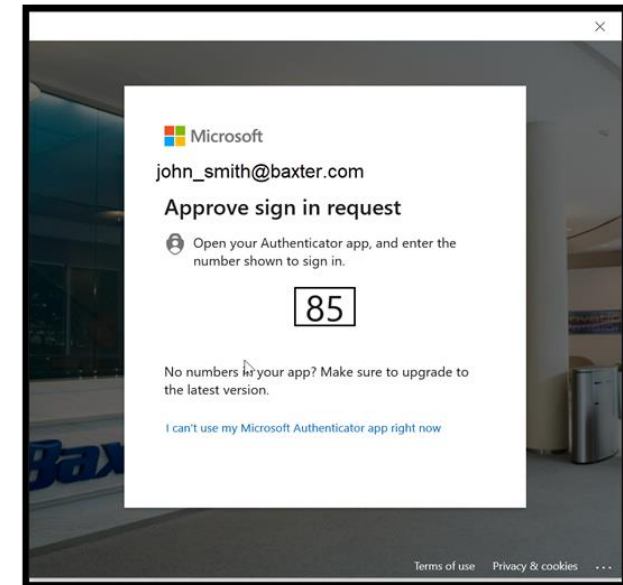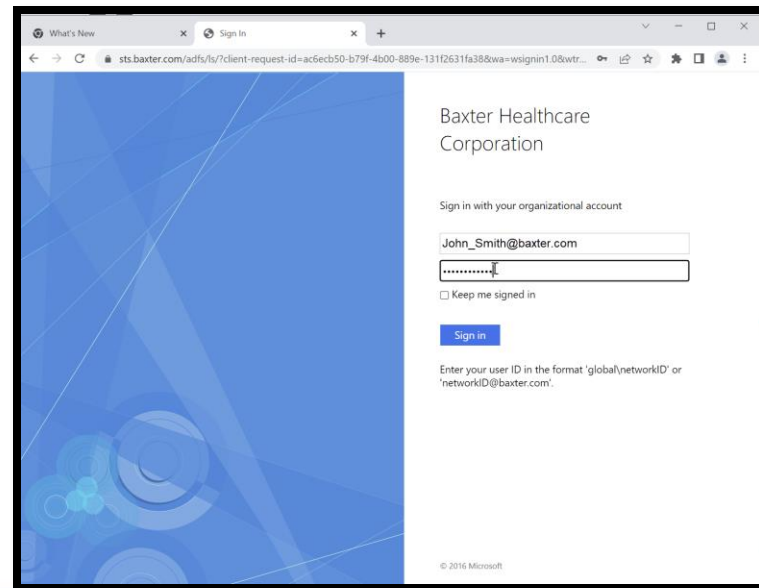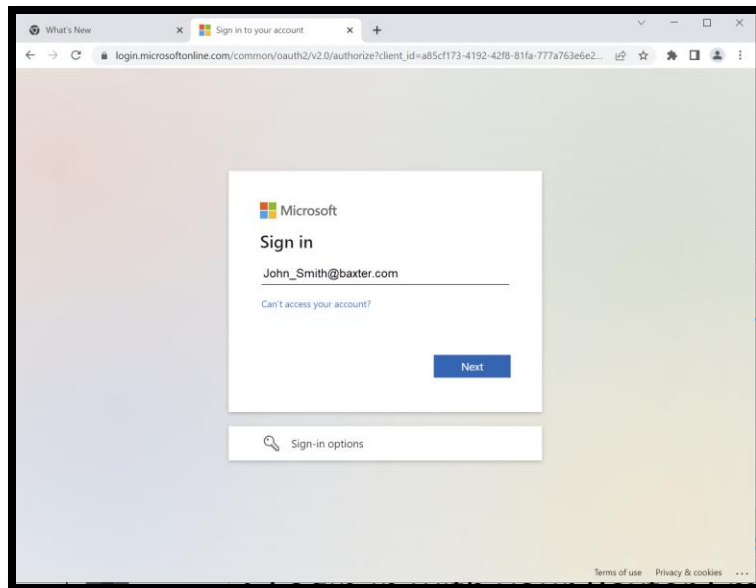
Remote Desktop Web client (Browser)

1. All the desktops and applications that are assigned to you will be displayed. Click on the desktop that you need to launch.

2. Sign into the Desktop with your Vantive email ID and your password (The password is the same password as your Active Directory global account also known as a 6+1 ID.)

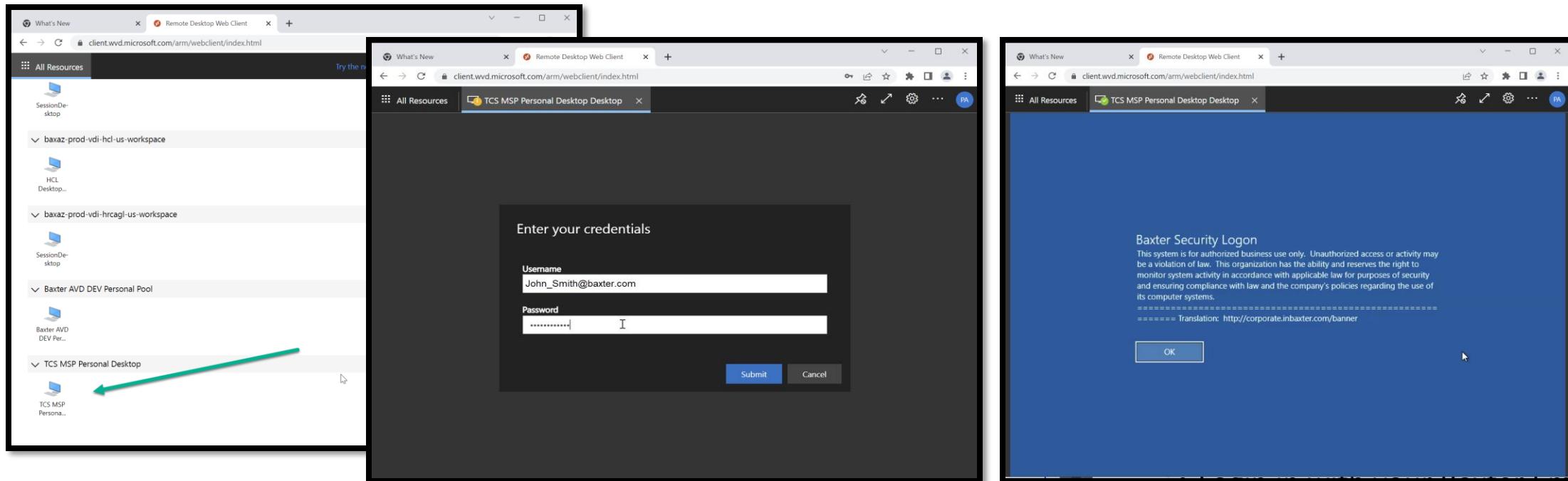3. Click OK to Login to the Windows Desktop

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If you can authenticate but you get a message like one from screenshot, This means your connection is restricted. Usually this is caused by not being on a trusted network, but it could also mean your device, or another attribute isn't allowed to connect as they don't meet a Baxter Security requirement

Troubleshooting
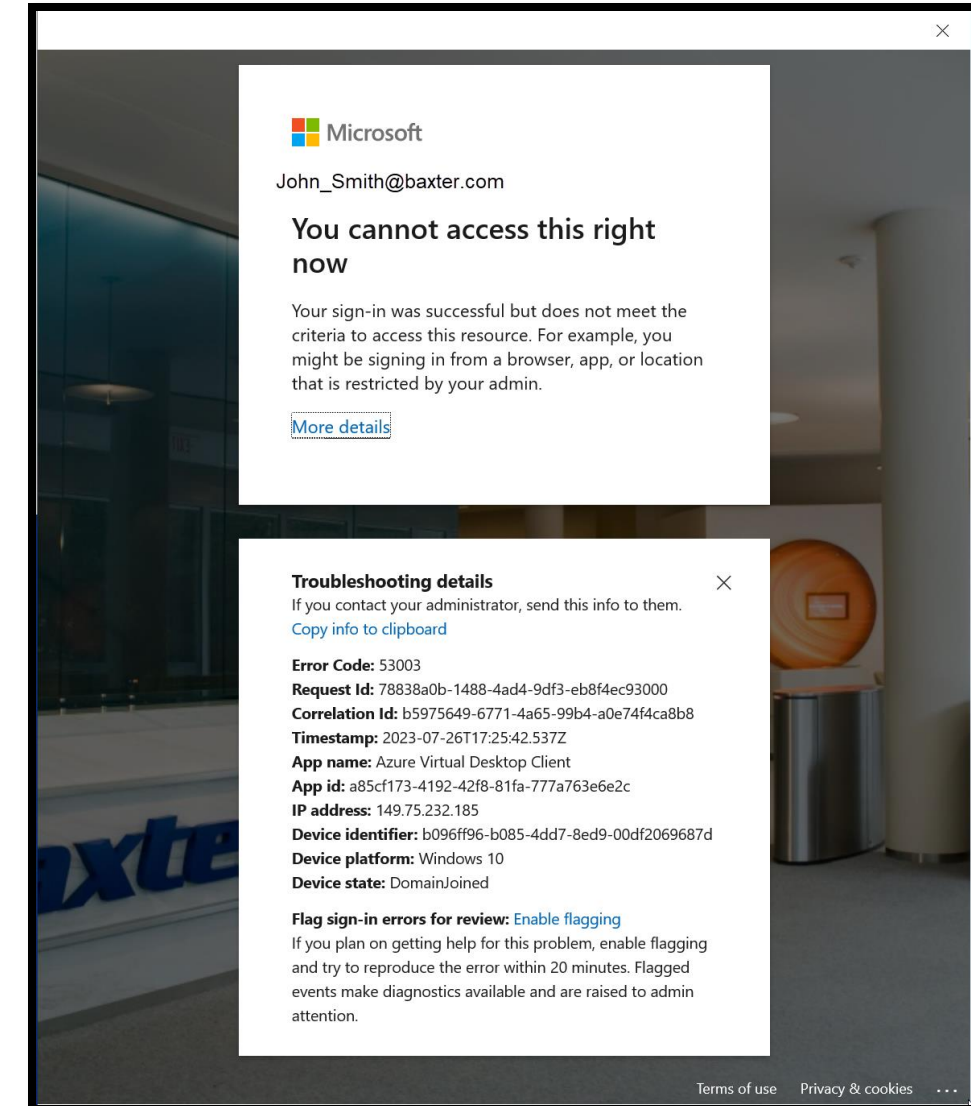
- Signing in using the wrong format will not allow you to connect to the AVD desktop.
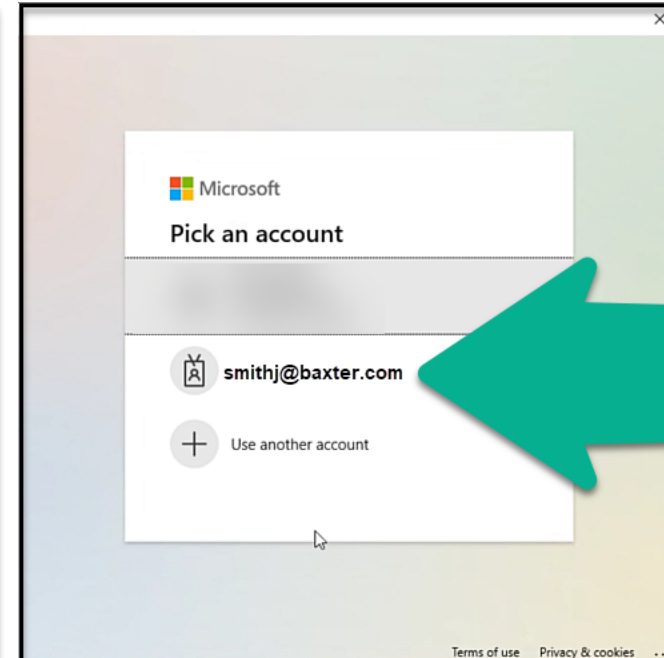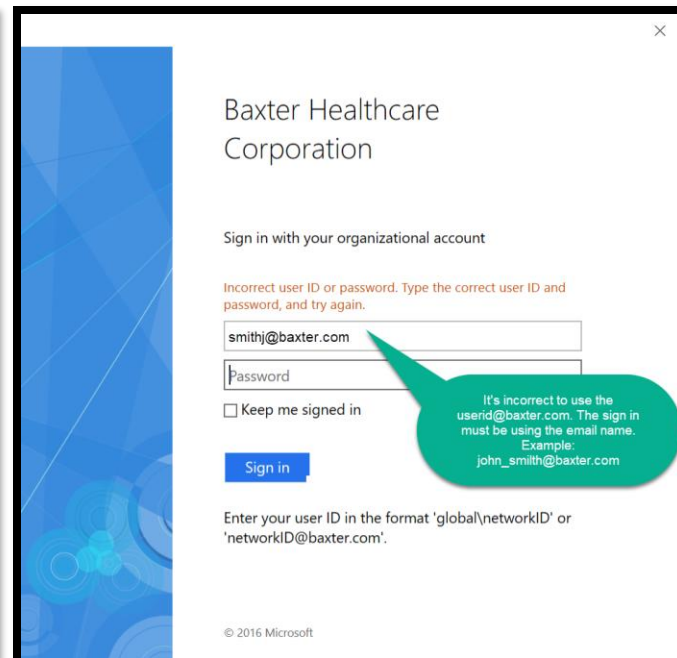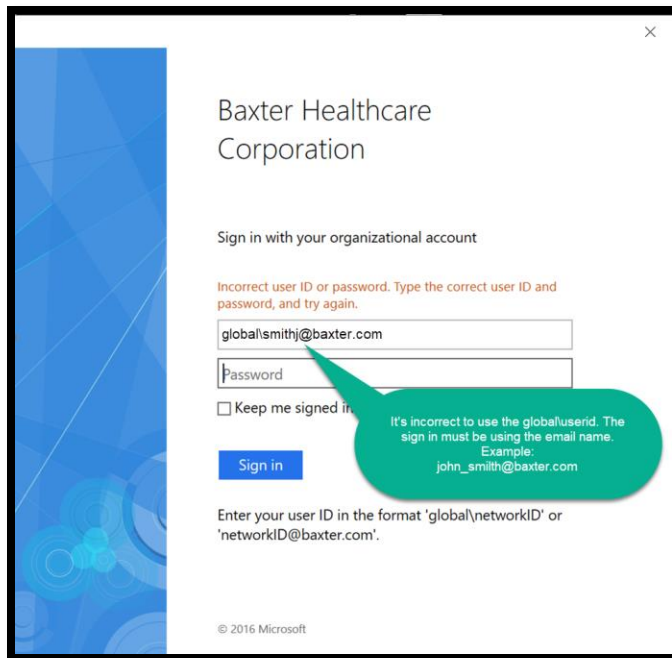
Troubleshooting

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- Bad Password. It's possible that you are typing in the incorrect password. Double check and if still doesn't work use the process below to reset your Baxter email password. Also known as the 6+1 account password or your global\username password.

- **To Reset your password or Unlock your account from the Azure Self-Service Password Reset Portal.**
- **To change your network password in the Microsoft Azure Portal.**

- **NOTE:**
- **Important for Vantive users** - @vantive.com account passwords now sync with **@baxter.com** accounts. Change your @baxter.com account only and the password will be synchronized with your @vantive.com account.
- To register for Microsoft Azure Self-Service Password Reset, refer to KB0014350.
- To download the full SSPR Reference Guide click here.
-
- **To Reset your password or Unlock your Account from the Azure Self-Service Password Reset Portal**

1. Go to **https://aka.ms/sspr**

   - Enter your **Baxter email account** (**your password will be synchronized with your @hillrom.com account if applicable**) or your **6+1@baxter.com** and the **Captcha characters**, then click **Next.**

Help Desk Contact information

[Home Page - Service Portal (service-now.com)](service-now.com)

NA

Country (U.S. & Canada)	Toll Free Number	Language (Default)	MSC
USA Toll Free	8886614437	English	Manila
USA Toll Free	8665983967	English	Manila

APAC

Country	Toll Free Number	Language (Default)	MSC
Australia Toll Free	1800012320	English	Manila
Australia Toll Free (International)	1800654503	English	Manila
China Shared / Mobile	4008811276	Mandarin	Shanghai
China Toll Free (International) - Telecom	108007440265	Mandarin	Shanghai
Hong Kong Local / PSTN	+852 030714756	Mandarin	Shanghai
India Toll Free (International)	0008004401518	English	Manila
Indonesia	00780301 14689	English	Manila
Japan Toll Free	120926493	Japanese	Shanghai
Malaysia Toll Free (International)	1800813991	English	Manila
Mauritius Toll Free (International)	8020440007	English	Manila
New Zealand Toll Free (International)	8004406 55	English	Manila
Philippines Toll Free - Globe	18008908 6340	English	Manila
Singapore Toll Free (International)	8004481549	English	Manila
South Korea Toll Free	807610880	Korean	Manila
Taiwan Toll Free	800666312	Mandarin	Shanghai
Thailand	00180044 18755	English	Manila
Vietnam	88833613 67	English	Manila

EMEA

Country	Toll Free Number	Language (Default)	MSC
Austria Toll Free	800201058	English	Manila
Belgium Toll Free	80080981	English	Manila
Bulgaria Toll Free Direct	Two step dialing ACCESS TYPE TOLLFREE DIRECT - FOR 1st STAGE NUMBER FOLLOW ATT URL- http://www.business.att.com/bt/access.jsp then en after tone dial008662162072	English	Manila
Czech Republic Toll Free	800900472	English	Manila
Denmark Toll Free	80200082	English	Manila
Finland Toll Free	80096527	English	Manila
France Toll Free	800970094	English	Manila
Germany Toll Free	8007523479	English	Manila
Greece Toll Free (International)	80044141091	English	Manila
Hungary Toll Free	680981349	English	Manila
Ireland Toll Free	1800946199	English	Manila
Israel Toll Free	+972 1809217490	English	Manila
Italy Toll Free (International)	800929099	English	Manila
Malta Toll Free (International)	80062413	English	Manila
Netherlands Toll Free	8000200170	English	Manila
Norway Toll Free	80040956	English	Manila
Poland Toll Free (International)	8004411585	English	Manila
Portugal Toll Free	800206714	Portuguese	Campo Grande
Russia Toll Free (International)	4957885282	English	Manila
Slovakia Toll Free (International)	800004450	English	Manila
Spain Toll Free	900810340	Spanish	Bogota
Sweden Toll Free	0200810331	English	Manila
Switzerland Toll Free	800000745	English	Manila
United Kingdom Local / PSTN - EMEA Travel	+44 02034502828	English	Manila
United Kingdom Toll Free	8000280537	English	Manila

LATAM

Country	Toll Free Number	Language (Default)	MSC
Argentina	8003330521	Spanish	Bogota
Brazil Toll Free	8007286012	Portuguese	Campo Grande
Chile	12300205470	Spanish	Bogota
Colombia	18009440876	Spanish	Bogota
Costa Rica	08000122179	Spanish	Bogota
Dominican Republic Toll Free	80075101 25	Spanish	Bogota
Ecuador Toll Free	1800000337	Spanish	Bogota
Guatemala Toll Free Direct	Two step dialing 999-9190, then 85569821 83 after the tone	Spanish	Bogota
Mexico Toll Free	8005229948	Spanish	Bogota
Puerto Rico Toll Free	18666323304	Spanish	Bogota