

SAH Modern Desktop (SMD)

First Setup and Login

Production Version 1.2
Updated 29th Nov 2022

Contents

- 1. SMD introduction 3
 - Microsoft multi-factor authentication (MFA) 3
- 2. Laptops and PCs 4
 - 2.1 SAH Windows 10 PCs and laptops..... 4
 - 2.2 Personal (non-SAH) Windows 10 devices 5
 - 2.3 SMD application guide and set up..... 5
 - Changing initial display settings 9
- 3. Apple devices..... 11
 - Teams SMD media optimisation on iPad 16
- 4. Android devices 17
 - How to install the Microsoft Desktop Client app 17
- 5. Microsoft authentication for Apple and Android devices..... 23
- 6. Access via browser 24

1. SMD introduction

This user guide explains how to connect to the SMD service from different types of computing devices. Depending on the device you use, you may only need to refer to some sections of this document.

- SAH Windows 10 PCs and Laptops - [See section 2.1](#)
- Personal devices (non-SAH) Windows 10 PCs and laptops - [See section 2.2](#)
- Apple devices - [See section 3](#)
- Android devices - [See section 4](#)
- Optional Microsoft Authenticator for Apple and Android - [See section 5](#)
- To access the services via a web browser - [See section 6](#)

Microsoft multi-factor authentication (MFA)

If you are connecting to SMD from outside of a SAH network, you will be prompted for additional login information. This is called MFA and is used for a variety of Microsoft logins, and not just SMD.

This guide assumes you have already set up MFA for your user account. Depending on how you have configured your MFA settings, you will either receive a phone call, a text message or you can use the Microsoft Authenticator app to authorise your login request (refer to section 5).

You will be prompted once a day for MFA if:

- You are using a SAH device and you are connecting to it directly from the internet (not on a SAH network).
- You are using a personal device (laptop/PC/Apple/Android).

You will not be prompted for MFA if you are using a SAH device and you are working from the following locations:

- A SAH office or hospital network.
- From home via a VPN connection or a RAP.

After completing the MFA, enter your username and password as normal and proceed with the login.

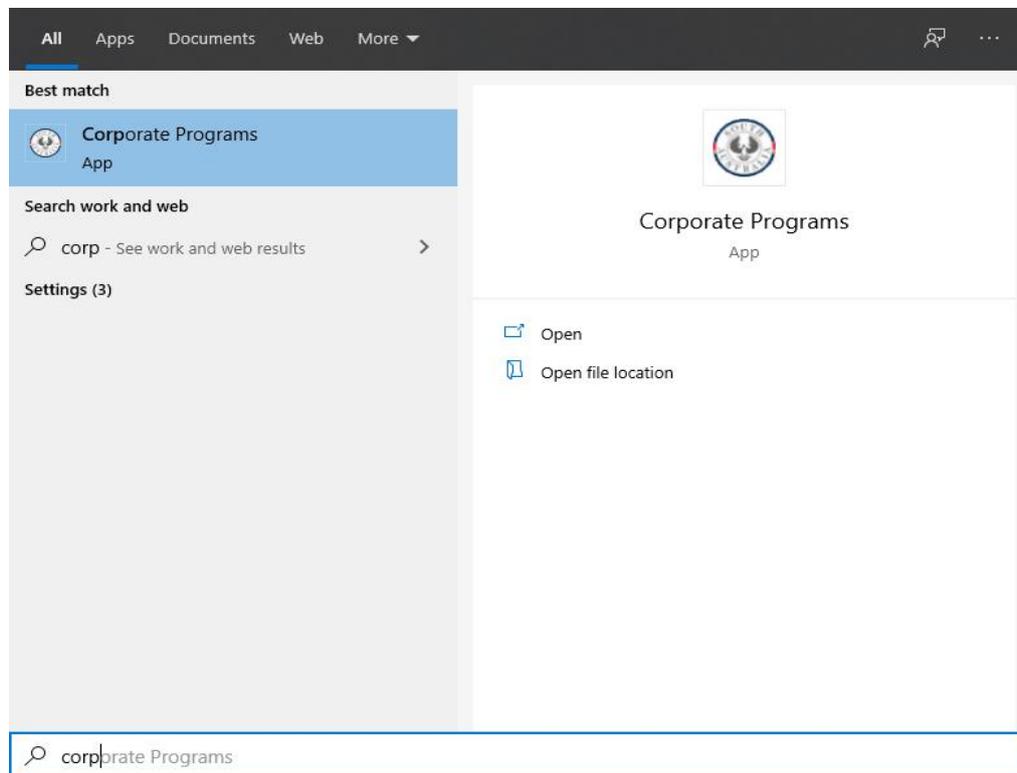
2. Laptops and PCs

2.1 SAH devices - Windows 10 PCs and laptops

This section is for users who have a SAH device. These are normally identified with an asset sticker that has a serial number on it, i.e SAH123456 or DXC22423.

To access the SMD application, click on the Windows button and search for Corporate Programs.

Once found, click on the 'Corporate Programs' icon.



Click on the 'SAH Modern Desktop' icon, as shown below.



If the application has not been installed on your device, please contact the Service Desk.

As a note, for SAH devices, you can also manually install the application. However, manual installation will not create a shortcut in the Corporate Applications folder, and the application will be called Remote Desktop, and not SAH Modern Desktop.

Skip to section 2.3 to continue the installation.

2.2 Personal devices - Windows 10 PCs and laptops

If you have a personal Windows 10 PC or laptop, you can download the application from the Microsoft website: <https://go.microsoft.com/fwlink/?linkid=2068602>

Note: Do not go to the Microsoft Store to download the application.

Once you have installed the application, the instructions are the same whether you have a SAH device or a personal device. The only difference is that the application on personal devices will be called Microsoft Remote Desktop, but it will still have an icon that looks like this:



Once you have installed the software on you device, double click on the icon and proceed to section 2.3 to continue with the setup.

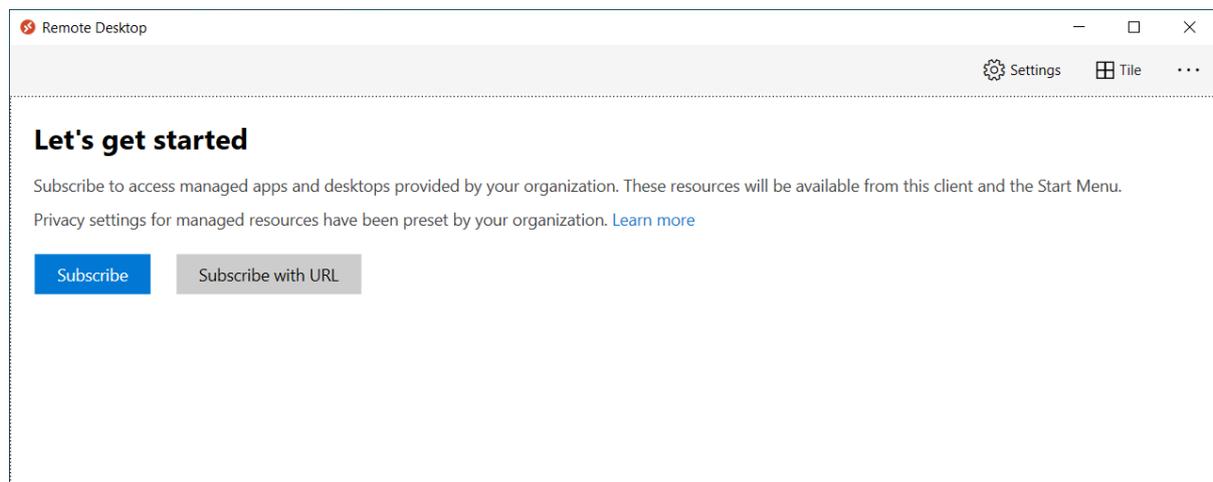
Access from other operating systems

The Remote Desktop application is not supported on Windows 7 computers. Other versions, such as Windows 10 32bit and ARM, are available from the link below:

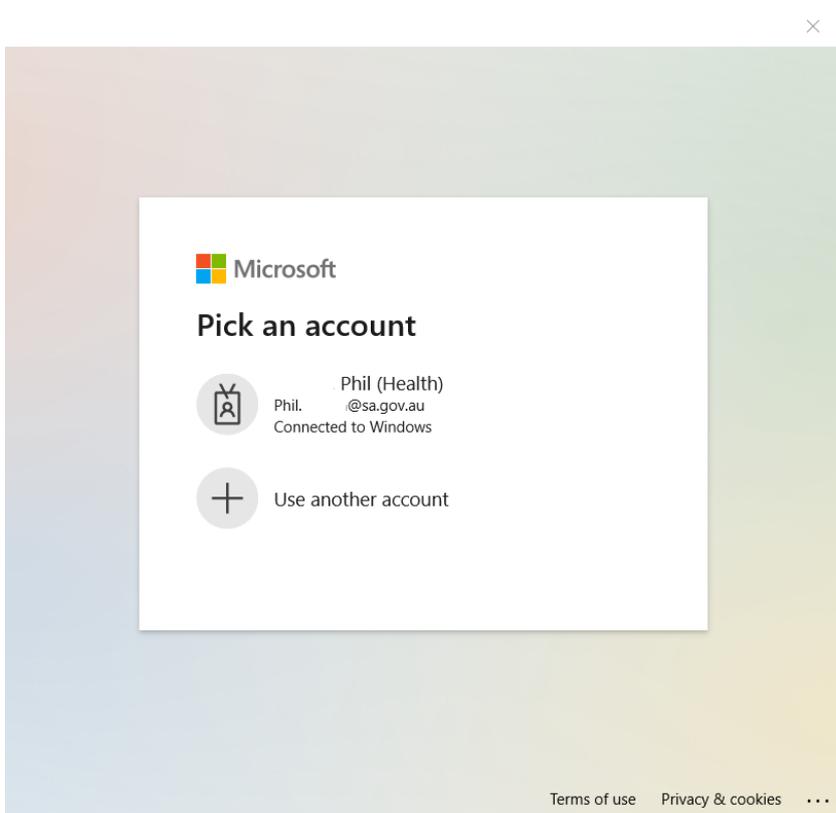
<https://docs.microsoft.com/en-us/windows-server/remote/remote-desktop-services/clients/windowsdesktop>

2.3 All PCs and laptops – first setup and login

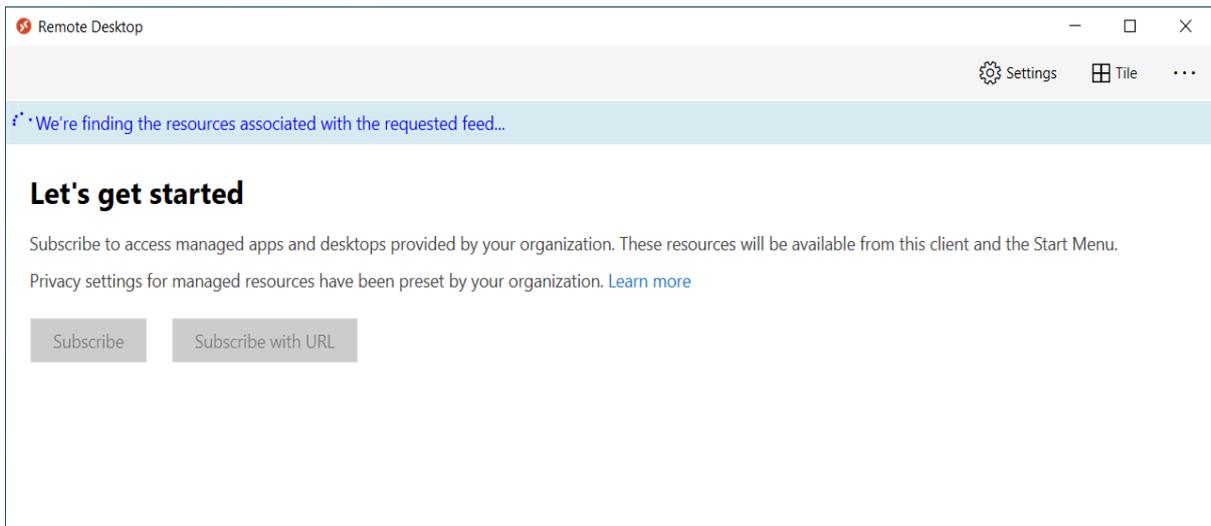
When you first open the application, it will ask you to subscribe. Click on the blue subscribe button.



If your account shows up, select it. If not, enter your SA Health account details (username and password).



Please note that on first login, it will search for any SAH Modern Desktops that you already have been granted access to.



For SAH devices, it will normally subscribe automatically.

On personal devices, if you are prompted to enter the workspace URL or feed, enter the following:

<https://rdweb.wvd.microsoft.com/api/arm/feeddiscovery>

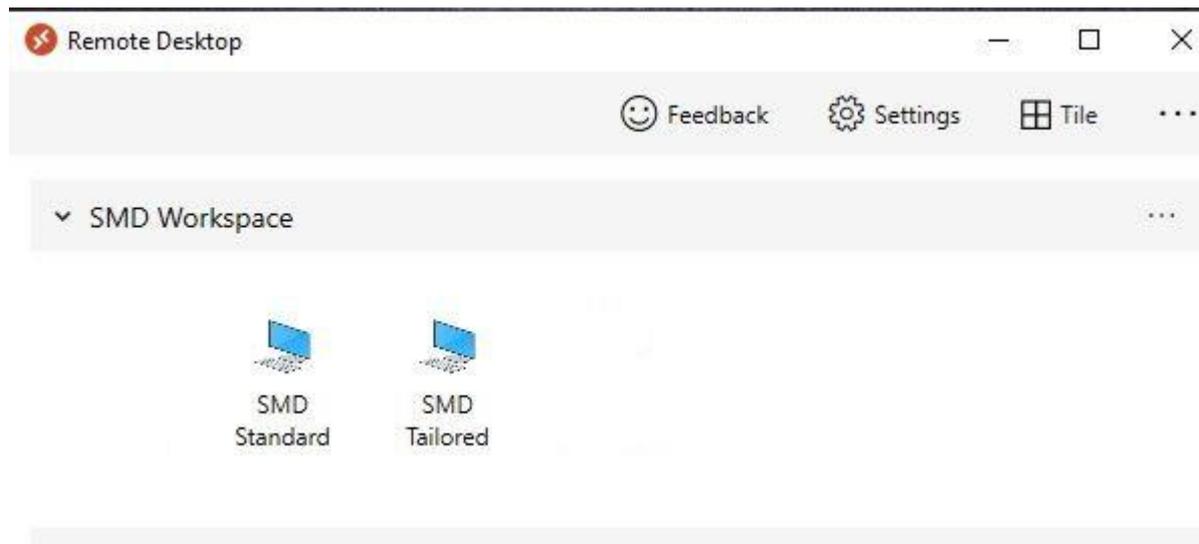
If you have not been granted permission to use SAH Modern Desktop, the following message may appear.



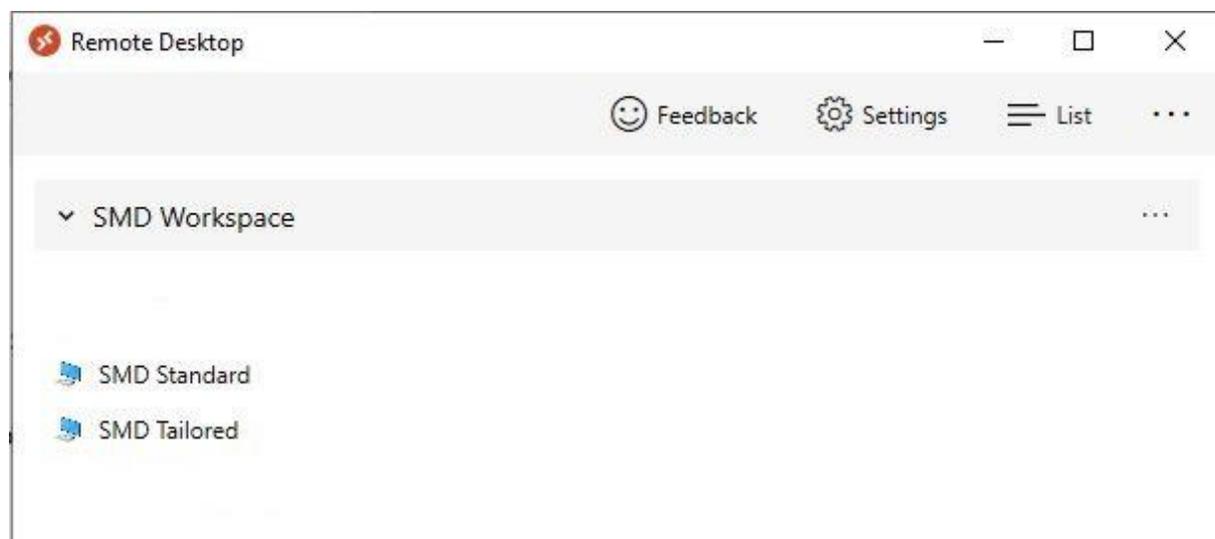
If this occurs, please log a case with the SAH Service Desk and ask to be added to the SMD Standard or SMD Tailored group that allows access.

If you have permission to access an SMD service, you will see an image similar to the one below.

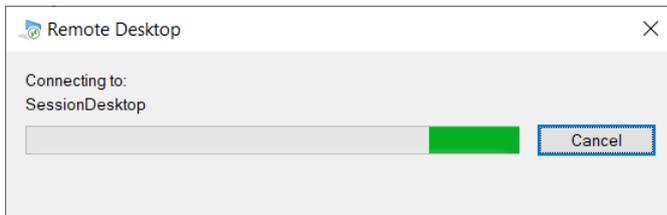
Note: To read the names easier select Tile and change to List View.



You then should see an icon called 'SMD Standard' or "SMD Tailored'.



Click on the 'SMD Standard' icon and this progress box should appear.



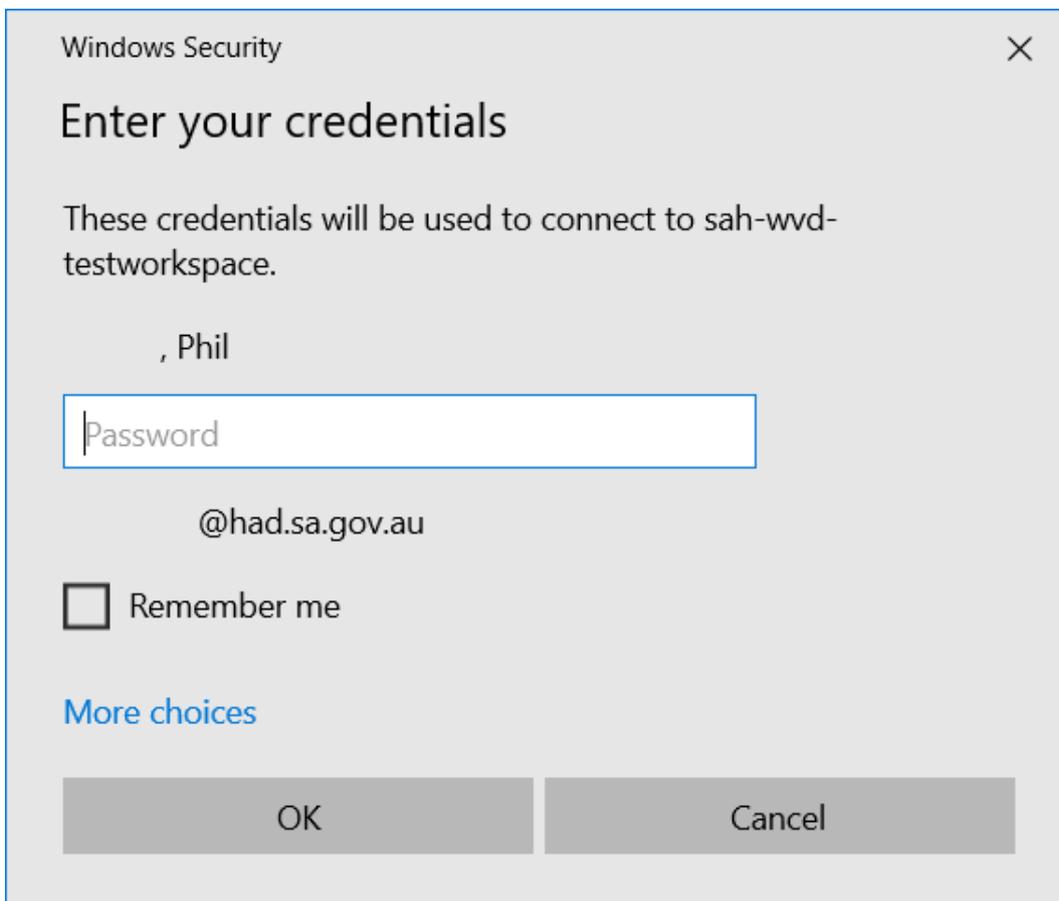
You may be prompted for additional MFA login information at this point, as outlined in section 1.

Follow the MFA login prompts to validate your accounts. Note: Details on how to use and set up MFA are not covered in this help guide.

You will next be prompted to login again. Enter your HAD password

It may prompt you twice to access the workstation. If so, select 'More choices' and change the username to your HAD ID, i.e jsmith1 and enter your password.

Make sure to select the 'Remember me' box, so that you don't get prompted to enter your password every time you login.

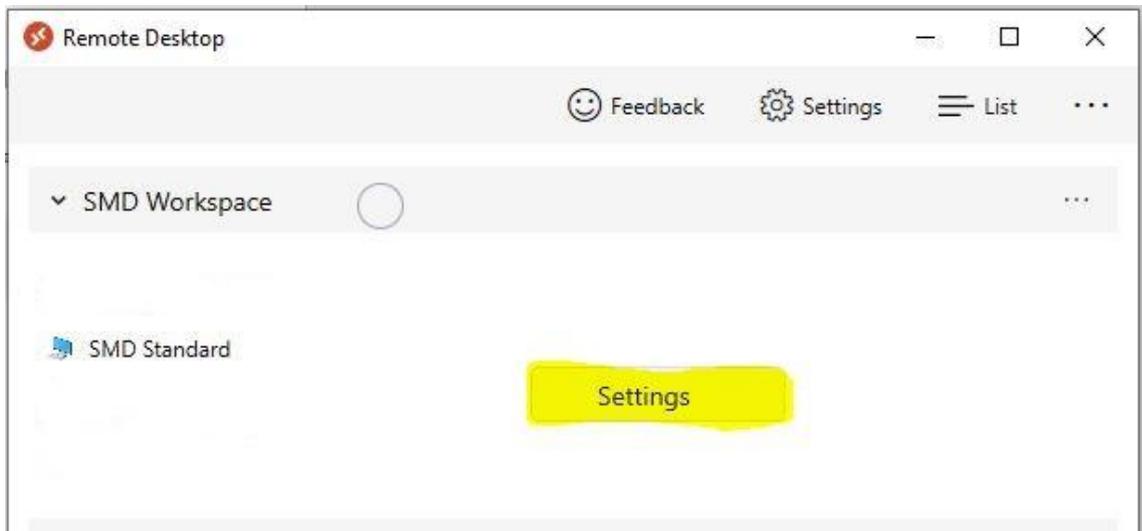


The desktop should open up and logon automatically.

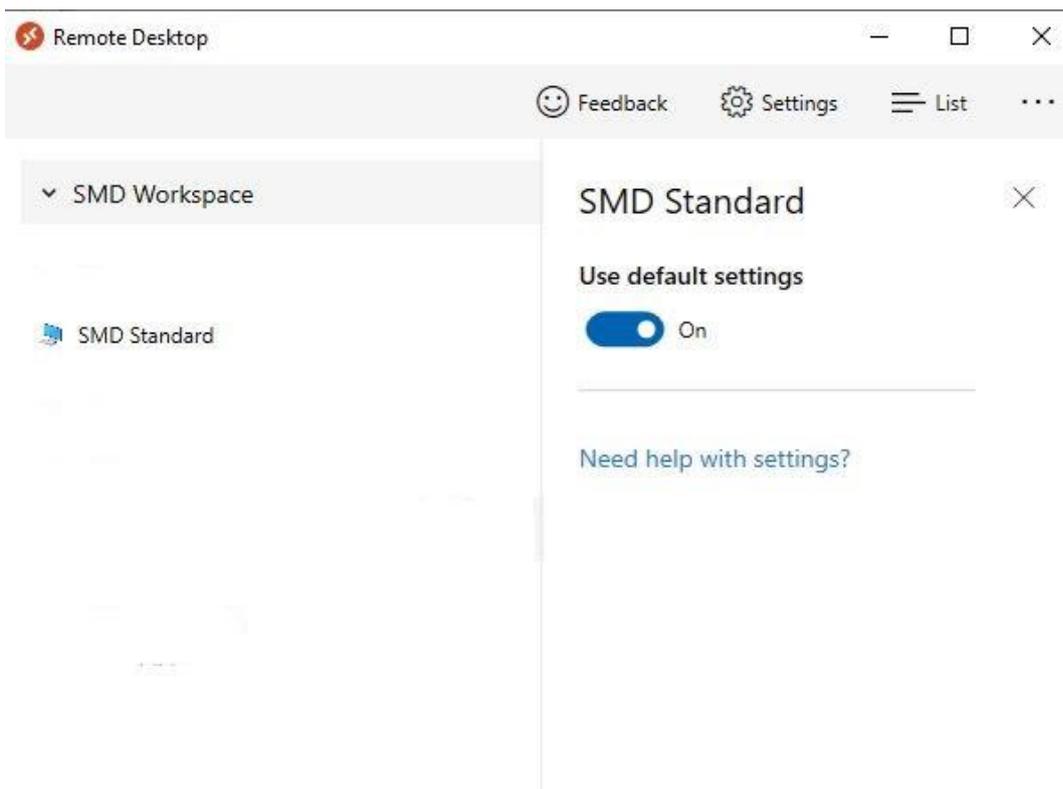
Changing initial display settings

The SMD application initially defaults to a full screen, which may then extend and display on all your physical screens. For example, if you have a laptop screen and one or two monitors, the SMD session will stretch across all three screens.

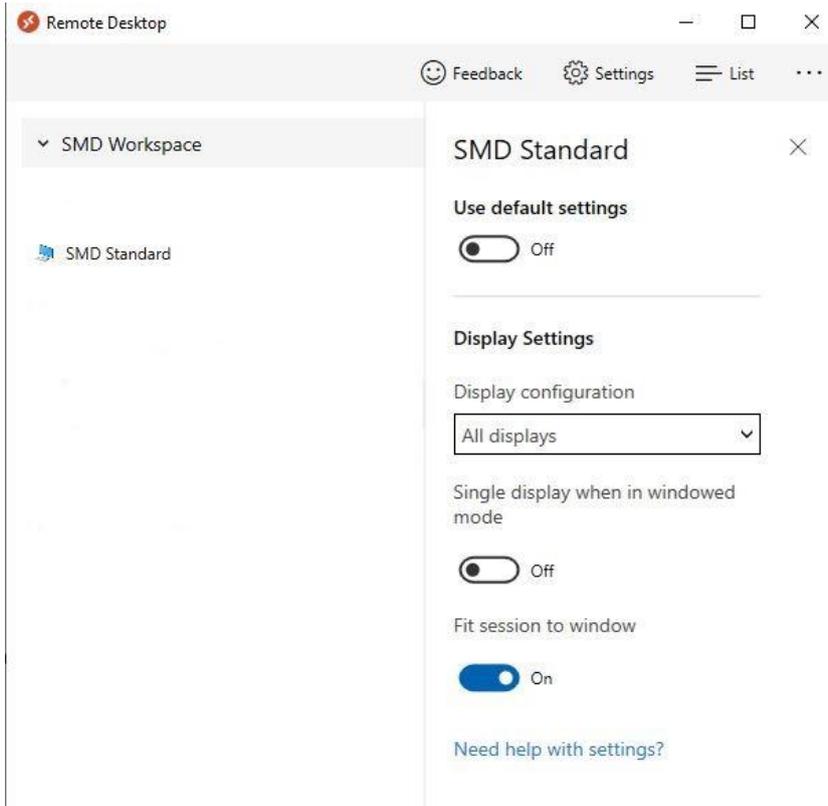
To change this so it only presents to one screen, **right click** the 'SMD Standard' icon and then click 'Settings'.



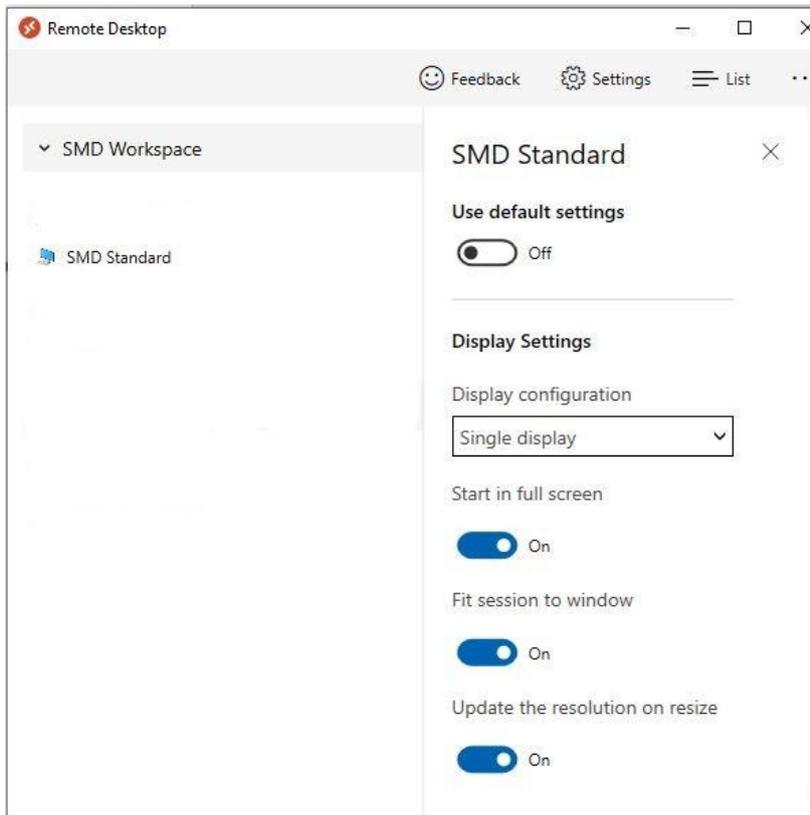
Next, toggle the 'Use default settings'.



In the 'Display configuration' change it to your preferred setting.



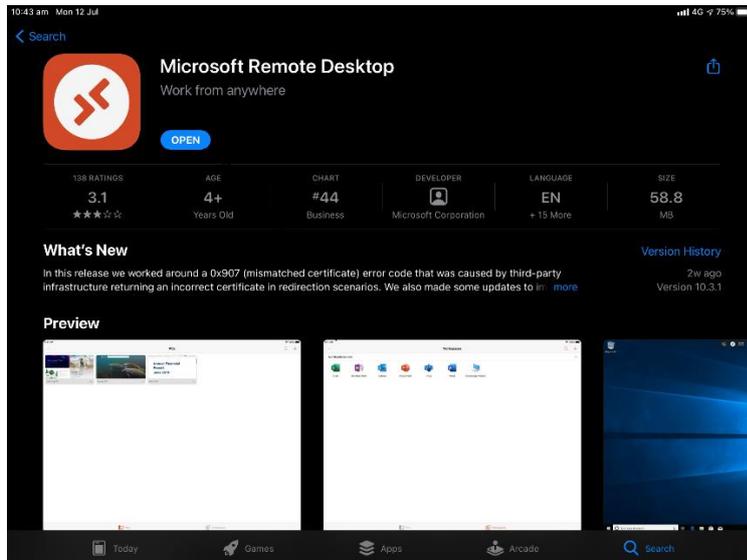
In the image below, 'Single display' has been selected. This means that the SMD desktop will only display on one of your screens.



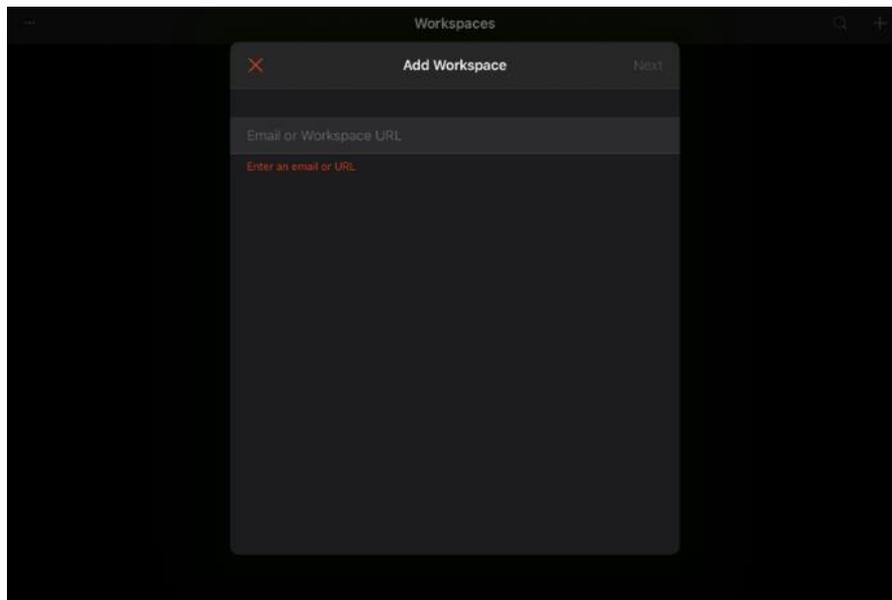
3. Apple devices

Depending on your Apple profile selected (dark/light etc), your screen may display different images or colours to those below.

Open the Apple app store and download the Microsoft Remote Desktop app.



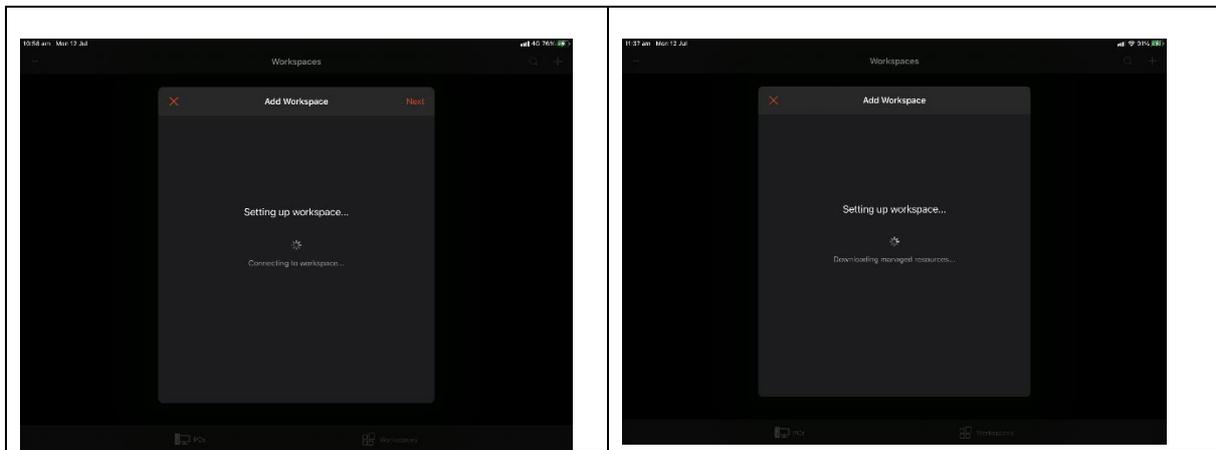
Once you have opened the app, add a Workspace.



When asked to enter the Workspace URL, you will have to type (or cut and paste) <https://rdweb.wvd.microsoft.com> and then click the 'Next' option.

Some users find they need to enter the full URL: <https://rdweb.wvd.microsoft.com/api/arm/feeddiscovery>

First time connections may take a minute or two, and you may be presented with a couple of status screens.

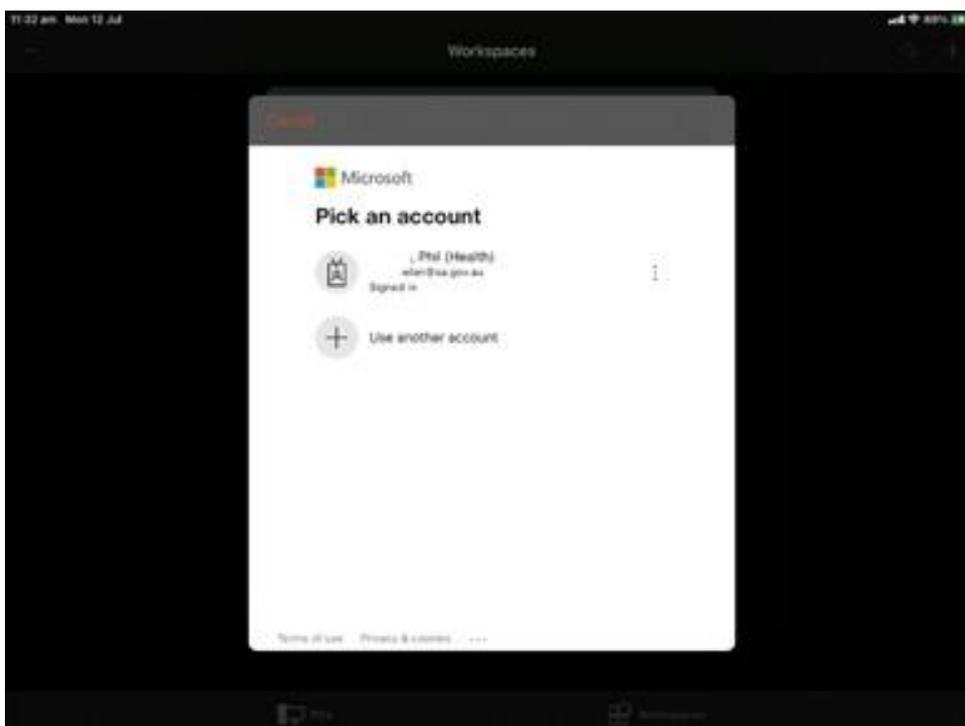


It will then prompt you to enter your SA Health email address. If you have already logged into a Microsoft account on this device, it may be prepopulated with your email address.

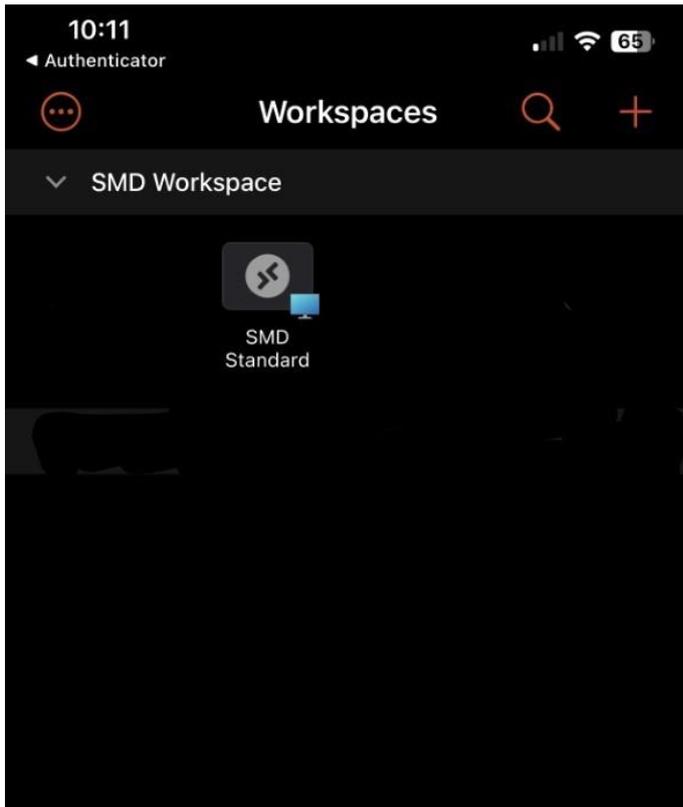
For example: fred.smith@sa.gov.au

Enter your SA Health email address and password and follow the authentication steps. Based on how you have previously set up your MFA access, it will call or text you for authentication.

This MFA prompt will occur once a day. Subsequent connections within the same day should not prompt you again.



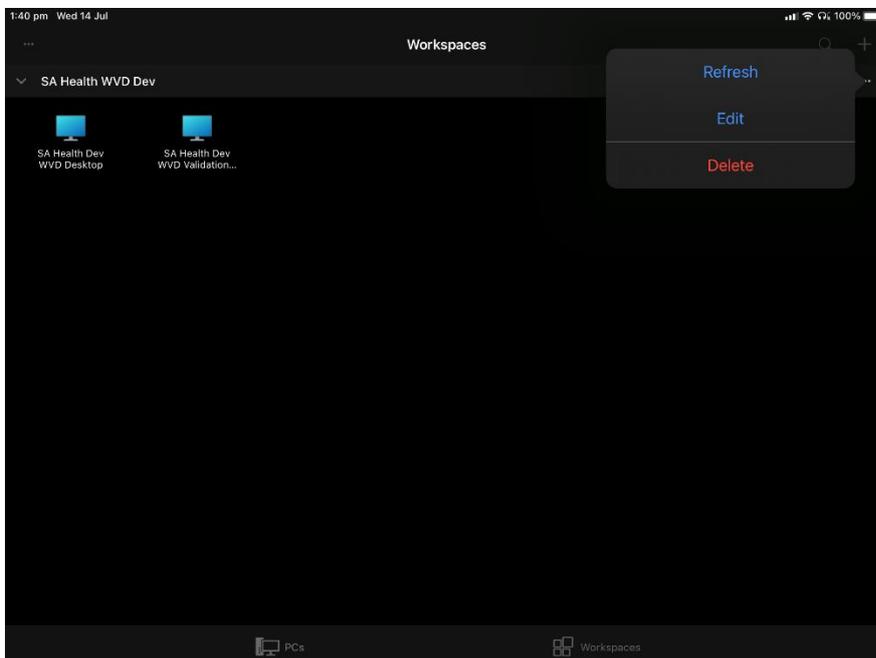
Once you have completed MFA, you will now see the SMD icon in your Workspace. Most users will only see SMD Standard.



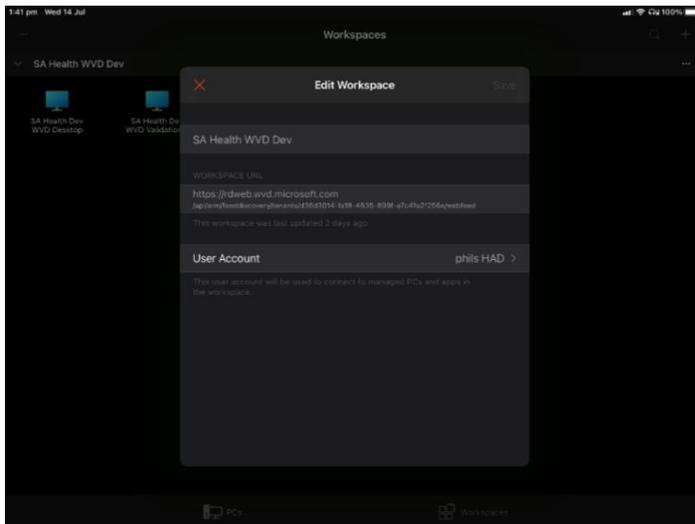
Automate your login and save your HAD account details

If you wish to login to SMD without entering your HAD ID and password every time, follow these steps. Note, IOS versions and different device types will change the appearance and options listed below.

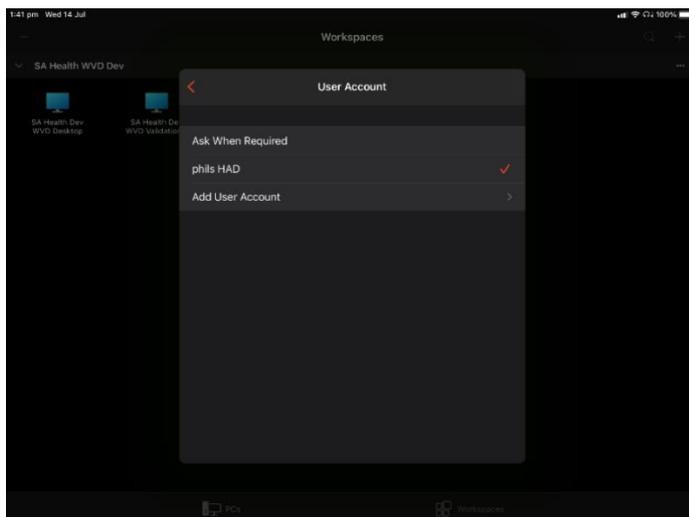
Click the three dots in the top, right-hand corner, and then click 'Edit'.



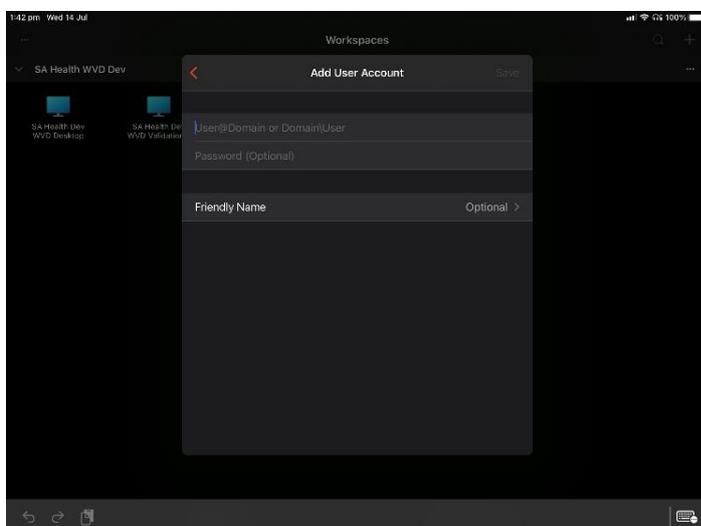
Then click 'User account'.



Click on 'Add user account'.

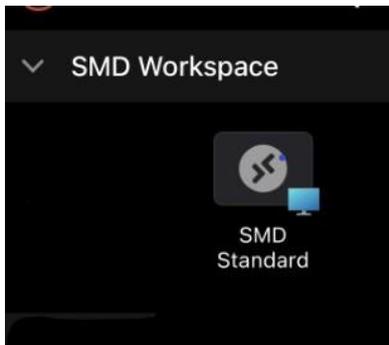


Enter your HAD ID details.

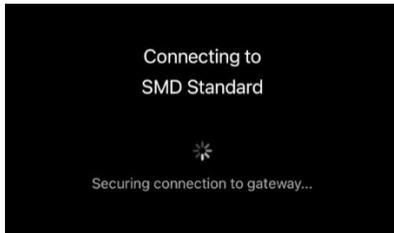


Save and return to the main screen.

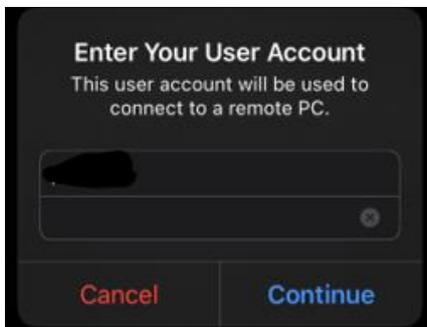
Click the 'SMD Prod' icon to start the SMD session.



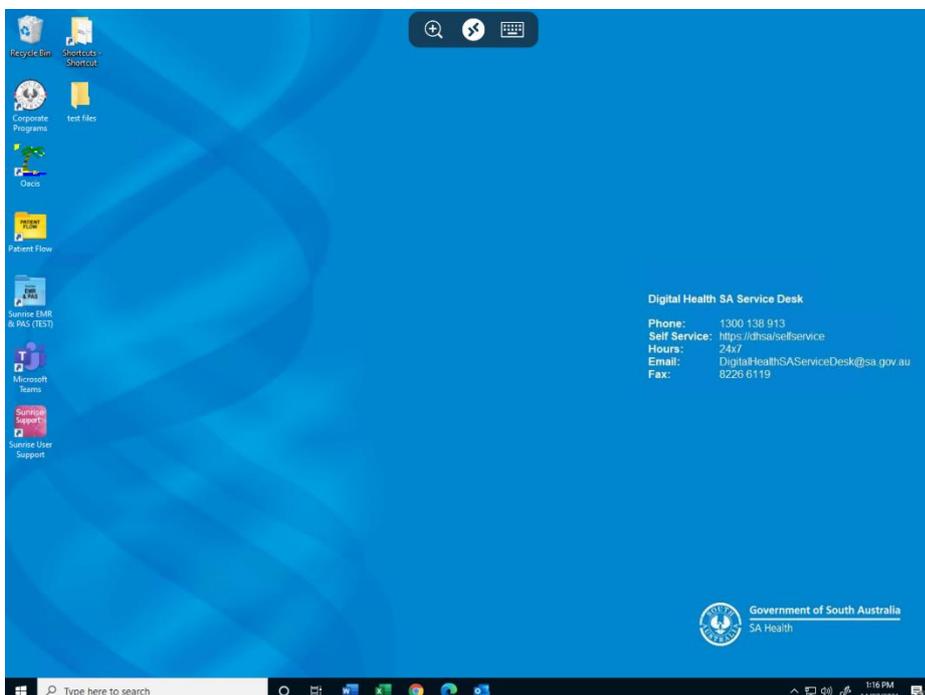
It will start connecting.



If you skipped the section above related to saving HAD ID details, it will ask you for your user account and password. As this is the Windows login, use your HAD ID and not your email address.



You should then see the SAH Modern Desktop and you can commence working as normal.

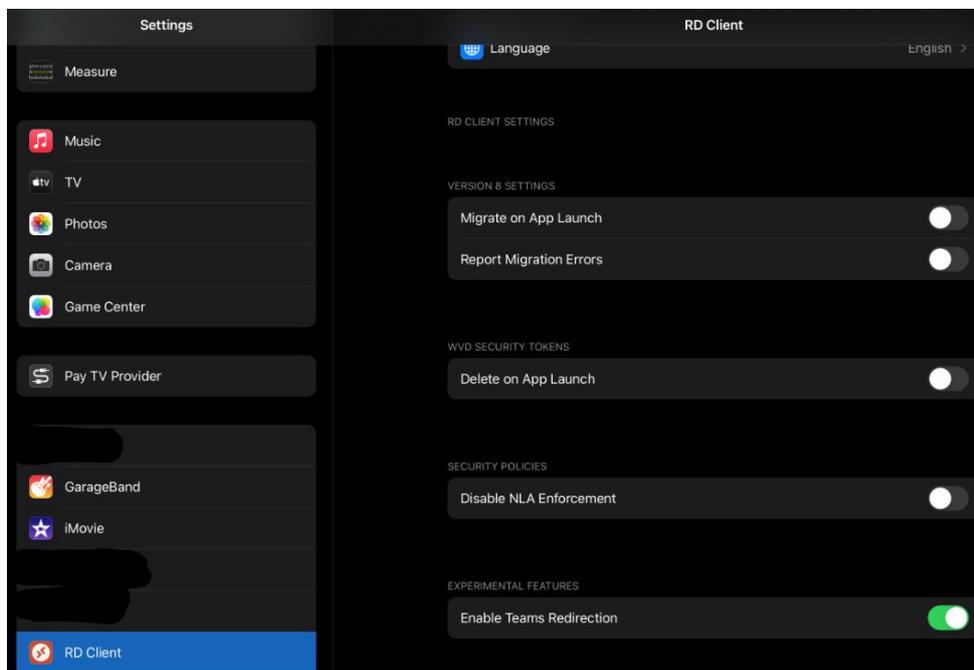


Teams SMD media optimisation on iPad

When using teams in SMD on iPads, you might not automatically receive SMD media optimisation. This means your audio or video may not function correctly – or it might not work at all.

The following is currently an experimental feature for some Apple devices and allows for Teams audio and video traffic to route directly to your device and significantly improve performance.

Go to Settings -> RD Client -> and turn on the 'Enable Teams Redirection' toggle.



4. Android devices

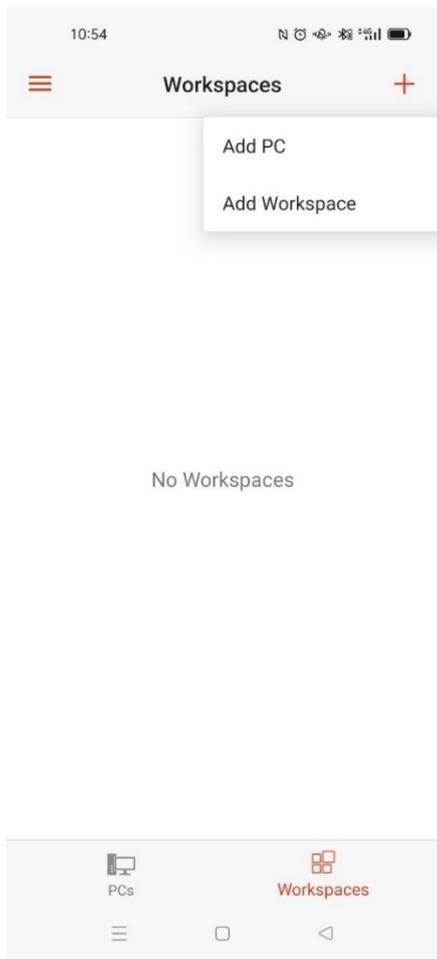
How to install the Microsoft Desktop Client app

Go to the relevant Android app store and download the Remote Desktop app with this icon:

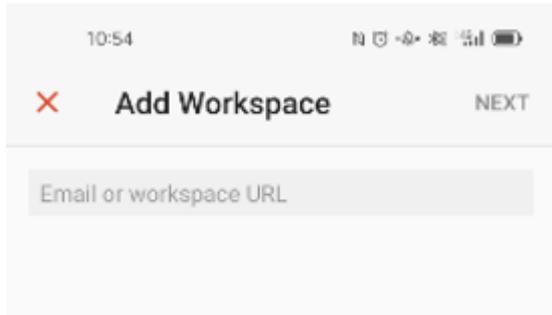


Then follow these steps, noting that screens may look different depending on the device type.

The screen shots below were taken from an Android phone. Your Android device may look different.

<p>1. Once opened, it may default to the PC screen. Click on the 'Workspaces' icon at the bottom.</p> 	<p>2. Click the red + icon in the top right corner, then 'Add workspace'.</p> 
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------

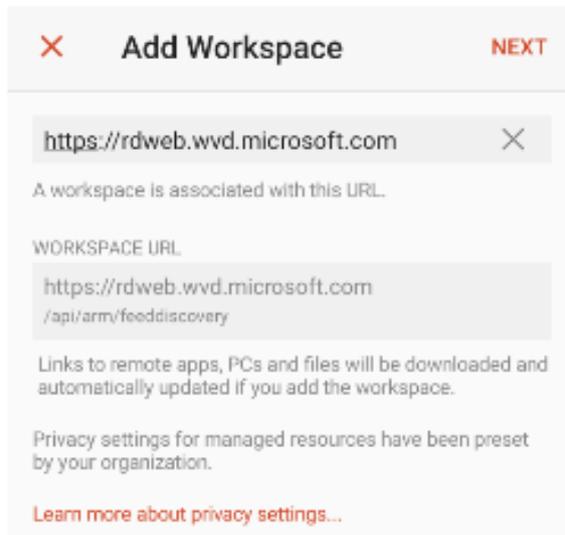
3. Enter the URL as shown below.



Enter: <https://rdweb.wvd.microsoft.com>

Some devices may need to enter the full URL:

<https://rdweb.wvd.microsoft.com/api/arm/feeddiscovery>



Click 'Next'.

4. You may be prompted to select your account. This should be your SA Health email address, which is also your Microsoft login ID.

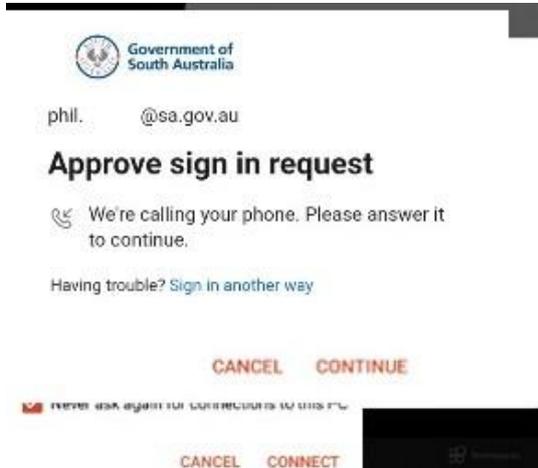


5. This screen is the start of MFA. Enter your password and click 'Sign in'.

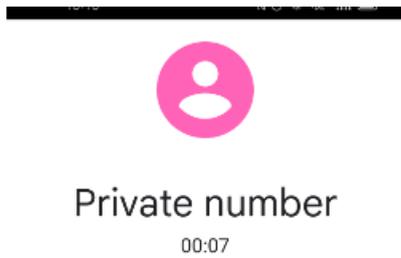


6. Depending on how you have set up MFA, it will ring you to confirm, or may send you a text message. You may also use the Microsoft Authenticator app to authenticate.

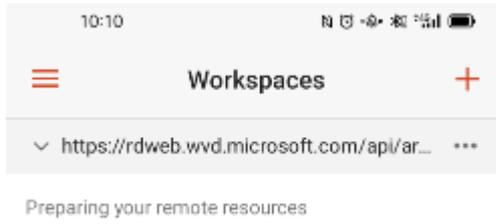
In this instance below, MFA is calling the user directly. The user will need to pick up and follow the voice prompts.



The call will usually be from a private number.



7. Once authenticated, it will take a moment to connect.

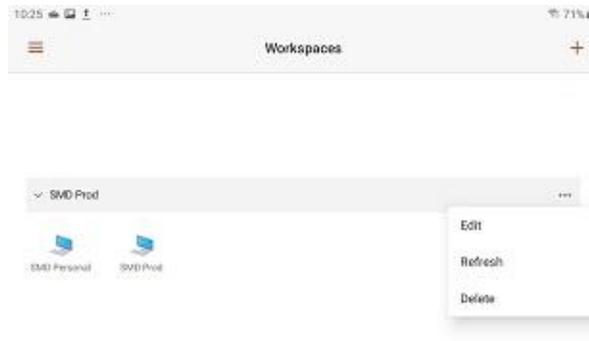


And you then should be presented with this screen:

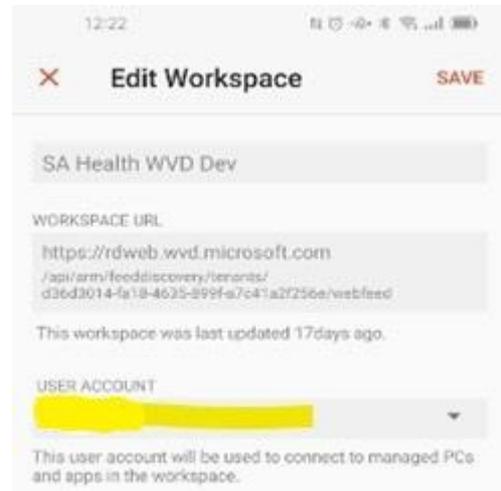


8. Next add your HAD ID to the Remote Desktop app. This ensures that it doesn't prompt you for your HAD ID every time you login.
 Note: When you change your HAD password, you will need to come back and re-save your password manually as per this section.

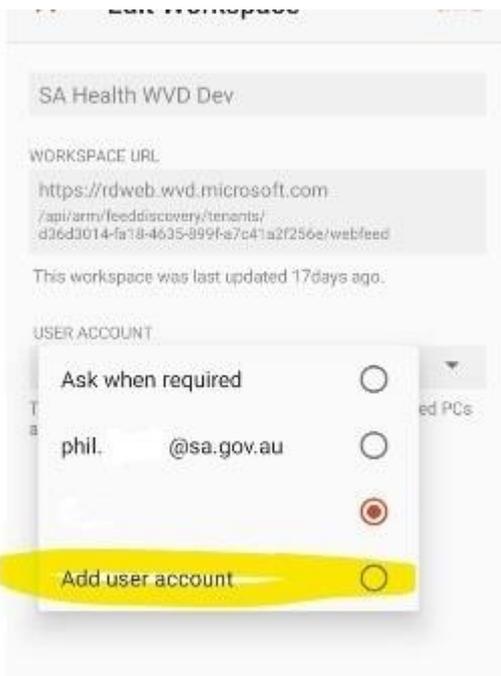
8.1 Click on the three dots, then click 'Edit'.



8.2 Next, click on the user account (a HAD ID is already shown in the example below).



8.3 Click 'Add user account'.



8.4 Enter your HAD ID username and password, i.e. jsmith01.

Be sure to enter your password correctly, as the password is not checked at this point.

Add User Account

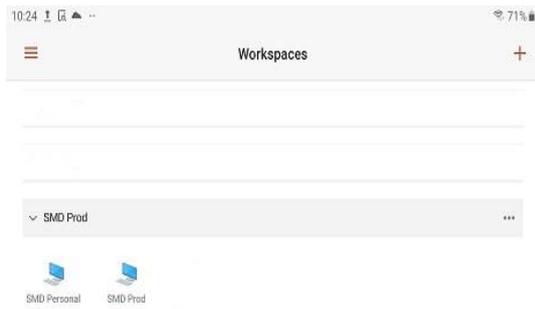
USERNAME
 User@domain or domain\user X

PASSWORD
 Optional X

CANCEL SAVE

Click 'Save' and then close the box.

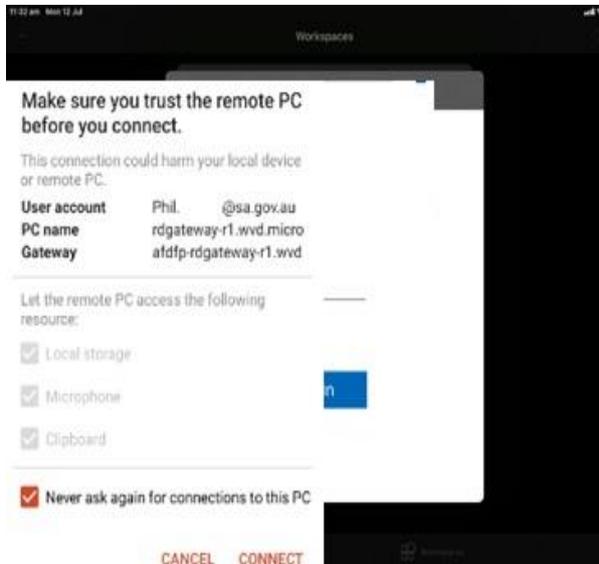
9. Click on the desktop you want to connect to.



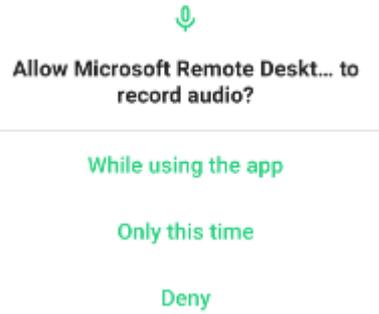
Most users will only see one icon, but you may have access to Dev or Pre-Prod as well.

Make sure all checkboxes as below are ticked and select 'Never ask again for connections to this PC'.

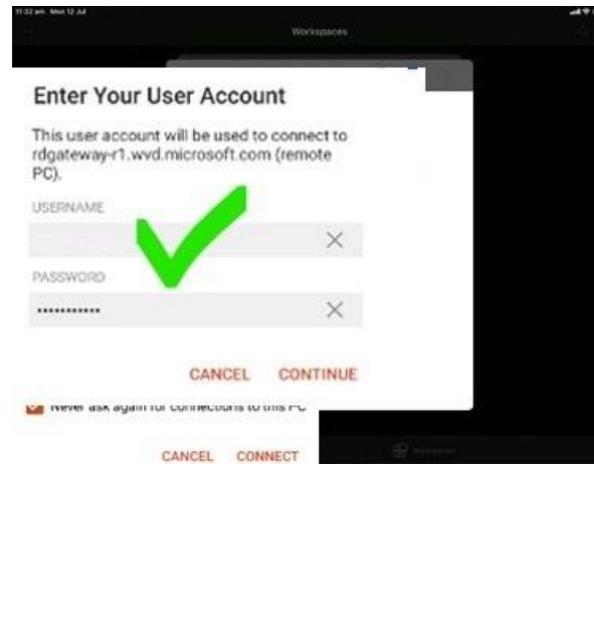
Then click 'Connect'.



10. If the message below appears, click on 'While using the apps'.



If you are prompted for another login (as below), return to step 8 and re-enter your HAD ID account correctly.



11. You should now see the Windows desktop and you can commence working normally.

The screen shots in this document are from a mobile phone. An Android tablet will have some differences to the display and resolution shown.



You disconnect or sign out of the desktop in the same way as a normal desktop.

When you disconnect, you will return to the workspace home screen within the remote desktop app:



5. Microsoft authentication for Apple and Android devices

Before you try to connect to SMD, it helps if you have already signed in to a Microsoft product with your SA Health Microsoft account (such as Edge, One Drive, Word, Excel etc).

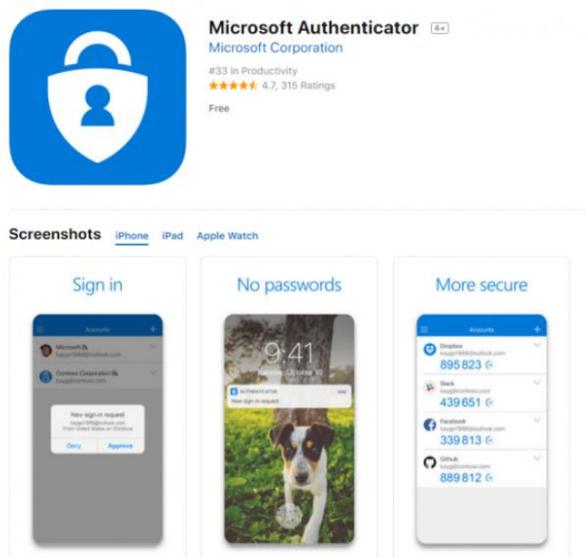
Then your SAH Microsoft credentials (i.e. fred.smith@sa.gov.au) are cached on your device and are referenced by the Microsoft Remote Desktop client.

You may also choose to download the Microsoft Authenticator application from the Apple or Android store. This will ensure that Multi-Factor Authentication (MFA) credentials are stored on the device, and you only have to perform MFA once a day for all different Microsoft applications. For example, Teams installed directly on your device and the SMD application are classed as different applications.

Apple and Android devices are not 'managed' by SAH, so you will need to perform MFA each day regardless of the location you are connecting from.

If you do not have the authenticator app installed, the Microsoft Remote Desktop app may prompt you to approve login every time you open a desktop session. It may also prompt you for multiple different applications.

This document doesn't cover the installation of the Microsoft Authenticator application. It can be downloaded from the relevant app store. Look for the following icon:



6. Access via browser

While this access method is available, it is not recommended due to the number of limitations when compared to the application versions and should only be for occasional use.

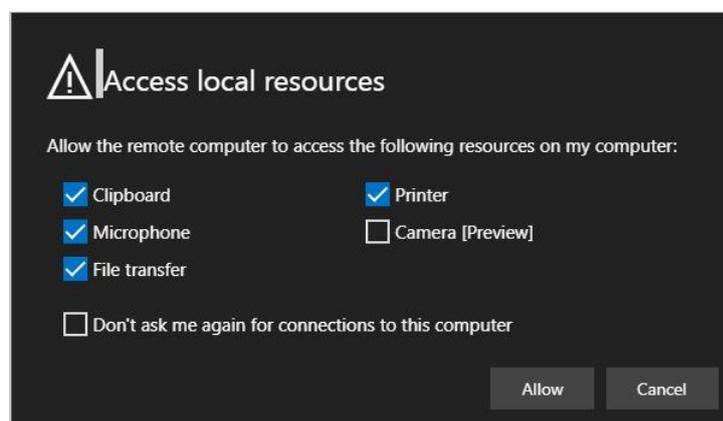
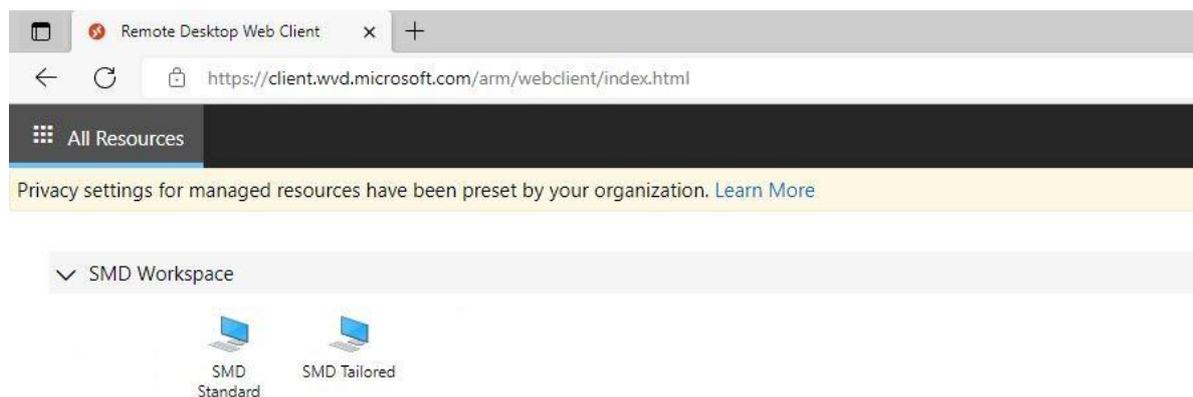
To access the SAH Modern Desktop from a web browser (Chrome, Edge or Internet Explorer), first open your browser and enter the following URL:

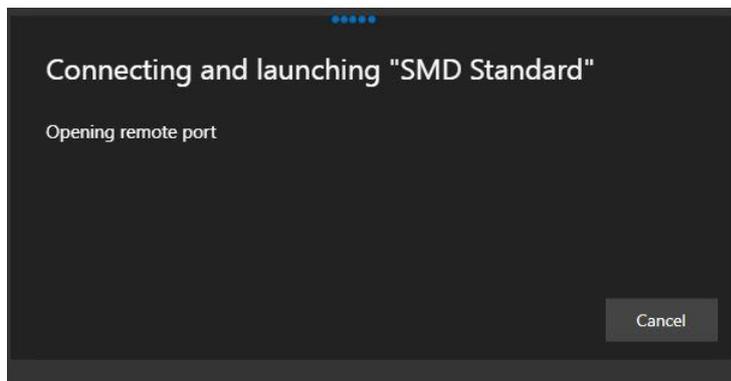
<https://rdweb.wvd.microsoft.com/arm/webclient/index.html>

If prompted for Multi-Factor Authentication, enter your SA Health Microsoft login, i.e John.Smith@sa.gov.au.

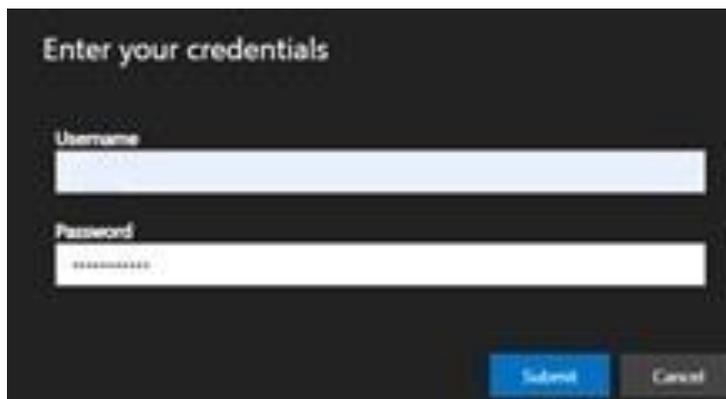
You will receive a call or a text message in order to authenticate.

Once authenticated, you may see one or two icons. Click your preferred icon for the SMD environment you want to connect to.

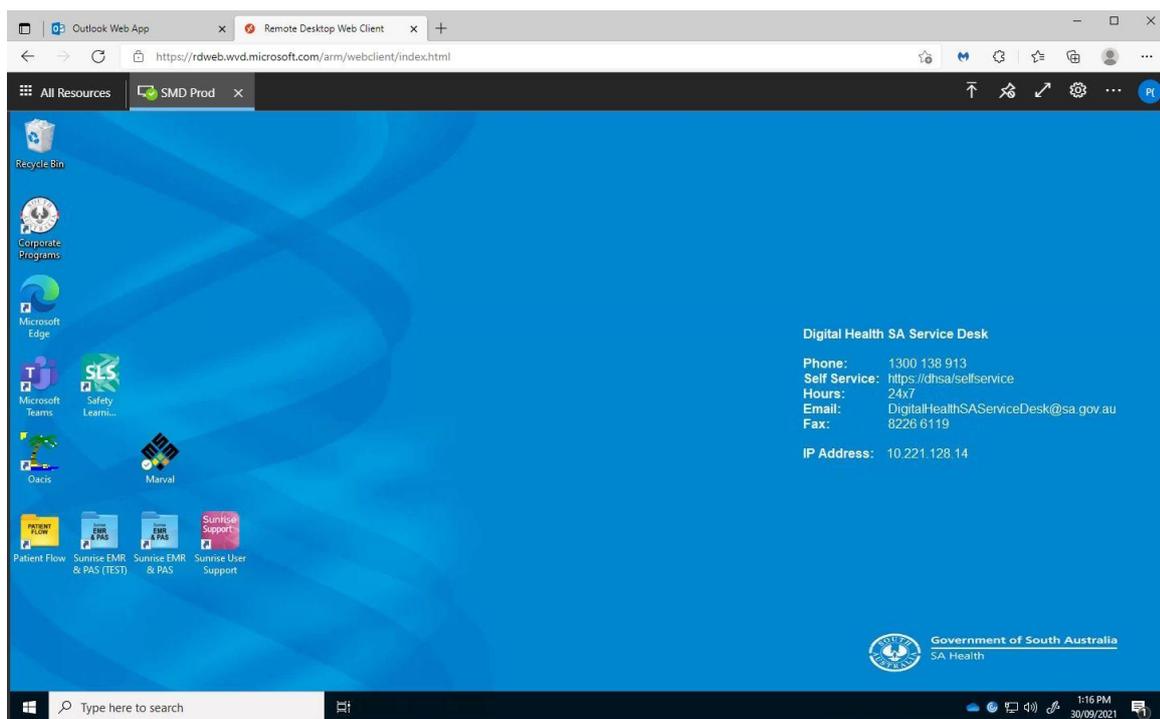




Use your HAD ID for the next login, as this is logging onto the actual Windows workstation. It may default to your email address, but you need to change it back to your HAD ID.



You should have access to the desktop.



Note that a number of limitations exist in the web browser version of remote desktop. For example, in the Teams application, media is not optimised and you will have lower quality voice calls.