

PRHC INFORMATION SYSTEMS

Azure Virtual Desktop (AVD) Remote Access Guide Full Desktop - Client

Audience: PRHC Staff requiring remote access to Epic Resources.

Change Log				
Version	Date	Change		
1.0	March 19, 2025	Initial remote access instructions for azure virtual desktop (AVD)		
1.0	March 25, 2025	Updated scanning instructions.		

How to connect to AVD to Access Epic Resources?

Access your Azure Virtual Desktop resources from the Windows App.

Before you can access your resources, you will require Internet access, and a supported operating system. The Windows App is supported on the following operating systems:

<u>Platform</u>	Supported operating system	Notes
Windows	Windows 10 22H2 and later,	Scanning is supported via third-party software.
	Windows 11	FabulaTech Scanner Redirection.
		Full list of supports features: Platform Features
MacOS	MacOS 12.0 or later	Scanning is not supported.
		Full list of supports features: Platform Features
IOS/iPadOS	IOS/iPadOS 17.0 or later.	Scanning is not supported.
		Full list of supports features: Platform Features
Android/ChromeOS	Android 10 or later,	Scanning is not supported.
	Chrome OS 126 or later.	
		Full list of supports features: Platform Features

Connecting to a AVD Workspace

When you sign in to the Windows App client, you'll see your workspaces. A workspace combines all the desktops and applications that have been made available to you. You sign in by following these steps:

NOTE: To access AVD, you must first be registered for Multi-Factor Authentication (MFA). If you have not yet completed this registration, please reach out to the PRHC Service Desk for assistance.

Step 1

Open your Web browser and browse too: https://learn.microsoft.com/en-us/windowsapp/whats-new?tabs=windows#latest-release

Here you will download and install the latest version of the Windows App.



Select Sign in to start the login process.

🗄 Windows App		-	×
	Welcome to Windows App Connect to your cloud resources with a work or school account Sign in		

Step 3

Enter your email@prhc.on.ca and click Next

NOTE: To access AVD, you must first be registered for Multi-Factor Authentication (MFA). If you have not yet completed this registration, please reach out to the PRHC Service Desk for assistance.

Additional information can be found on the prhc.on.ca website under Staff Resources.

Microsoft	
Sign in	
Email or phone	
Can't access your account?	
	Next
	Next

You will be redirected to the SSO Sign in page. Enter your PRHC provided **username** and **password** in the following format username@prhc.on.ca.

This is the login ID that was provided by the PRHC ServiceDesk.

At this point after selecting **Sign in** you will be prompted to **Approve** the push notification on your mobile device.

Open your **Microsoft Authenticator** app on your mobile device to accept the MFA prompt.



Sign in with your organizational account

someone@example.com

Password



Sign-in to PRHC requires MFA registration. Click here to register.

Step 5

From your mobile device (iPhone / Android) select **Approve** when prompted from either the push notification or by opening the **Microsoft Authenticator** app.



Approve sign in request



Open your Authenticator app, and enter the number shown to sign in.



No numbers in your app? Make sure to upgrade to the latest version.

I can't use my Microsoft Authenticator app right now

More information

Step 6

If you receive the following message, you have not been granted remote access to AVD. Please contact your manager to request approval.

You cannot access this right now

Your sign-in was successful but does not meet the criteria to access this resource. For example, you might be signing in from a browser, app, or location that is restricted by your admin.

More details

Step 7

Please take a moment to review the **Welcome to Windows** app by selecting **Next** to go through the guided introduction. If you prefer to skip this step, you can click **Skip** to proceed directly to your desktop.







Click **Connect** to establish a connection and access your Remote App.

You have successfully connected to Azure Virtual Desktop (AVD) and can now access your virtual app.

Hyperspace – Application Server odb-pro	-app02 – PRD	- 🗆 X
	Hyperspace® February 2024 Featuring EpicCare	C.
	User ID Password Log In Cancel	
	This system contains personal health information. Access to personal health information is only permitted for patient care purposes and/or for the performance of other authorized work related duites. Access to information in this system is audited regularly. Unauthorized access, use and/or disclosure will not be tolerated. Breaches of privacy will be managed in accordance with your hospital's privacy policy. If you have questions about your authority to access this system and/or any information contained within it you must contact your manager and/or your hospital's privacy officer.	
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OnBase Scanning in AVD

Scanning in AVD is controlled via a Third-Party Remote Desktop Software. You will need to download and install the software on your local machine to support scanning into OnBase.

			Step 1
ownload and ins ownload Scanne	tall the Fabula er for Remote I	Tech Scanner f <mark>Desktop</mark>	or Remote Desktop Workstation install.
<u>′indows</u> – Select	the correct ve	ersion for you (Operating System.
Windows	Current Version	Legacy Versions	
Version: 4.0 > OS: 32 and 64 bit > Remote desktop cli > Server trial version > Details and release	Windows and Windows ients I limitations 2 notes	Server	Server Vorkstation For 64-bit Windows OS

Step 2

After downloading the Scanner for Remote Desktop Workstation installed, run the executable and Select **Next**

🖗 FabulaTech	Welcome to the Scanner (Workstation) 4.0.2 Set	for Remote up Wizard	e Deskto	op
	The Setup Wizard will install Sco (Workstation) 4.0.2 on your con continue or Cancel to exit the S	nner for Remo mputer. Click N etup Wizard.	te Deskto ext to	P

Step 3

Accept the License Agreement and select Next.

Fabula	ech End User L	icense Agreeme	nt	
IMPORTAN	• PI FASE READ THIS F		EMENT CAREFULLY	I
BEFORE INS	TALLING OR USING TH	IE SOFTWARE.		
This End-Us	er License Agreement ("	EULA") is a legal agreeme	nt between you (either	
an individual	or a single entity) and F	abulaTech, the developer	and owner of the	
otherwise u	oduct ("Software") that a sing the Software, you a	accompanies this EULA. B agree to be bound by the te	y installing, copying, or erms of this EULA. If	
you do not a	gree to the terms of this	EULA, do not install or use	e the Software.	

Step 4

Scanner for Remote Desktop (Workstation) 4.0.2 Setup – X Choose Install Location FabulaTech Choose the folder in which to install the program. Setup will install Scanner for Remote Desktop (Workstation) 4.0.2 in the following folder. To install in a different folder, click Browse and select another folder. Click Next to continue. Destination folder C:\Program Files\FabulaTech\Scanner for Remote Desktop (Works...\ Browse... Space required: 50MB Back Next Cancel

Step 5

Select Install

Select Next

Scanner for Remote Desktop (Workstation) 4.0.2 Setup	-		×
Ready to Install	2	Fabul	aTech
Setup is now ready to begin installation.			
Click Install to begin the installation. Click Back to review or change any installation settings. Click Cancel to exit the wizard.	ofyour		
Create shortcuts for Scanner for Remote Desktop (Workstation) 4.0.2			
Back Instal		Canc	el

Step 6

To confirm that scanner redirection is working properly, open Media Manager within Hyperdrive.

Navigate to the **Sources** tab, where you should see a generic driver listed as **FabulaTech Virtual TWAIN Scanner**. If no scanners are listed, verify that the software is installed correctly.

Integrated - Front O File Edit View Win	ffice Scanning dow Help	
🧲 S 🛱 🙆 🖶	<u>⊨</u> a / ⊘ { 4 ♦ }	
Available Data Sets:		
File Name: 🔺		Select Source ×
Keyword Valu MPI: CSN: MRN: Document date: 3/19/	2025 V Delete Page Rescan Page	Sources: Fabula Tech Vitual TWAIN Scanner 1.0 (3) WIA-Fabula Tech Vitual WIA Scanne 1.0 (2) Select Cancel
Store images as:		
Scan BW Multiple Documents	Select Document Type [0]	
Scan BW Duplex Multiple Documents	Select Document Type [0]	
Scan Colour Multiple Documents	Select Document Type [0]	

You can also verify that scanner redirection is functioning properly by doing the following:

In Hyperdrive, right-click your name and select 'Scanner for Remote Desktop'.

Patient Movement Guide Ocean I Dragon Log-In R PRHC Resources • D Printon Trackin	ھ g TDR Result Editor My	Restore Move	imt
TDR Result Editor		Size	
d-	-	Minimize	
Right Click		Maximize	
Select Scanner for	×	Close	Alt+F4
Remote Desktop		Scanner for Remote Des USB for Remote Deskto	sktop p

Make sure the correct scanner is selected for redirection.



OnBase File Import in AVD

Step 1

You can manually upload files from your local machine to OnBase by navigating to Media Manager > File > Import Files.

🔁 Integrated - Front Office Scanning File Edit View Window Help Select Scanner... Select Configuration ... Create Data Set Ctrl+Q Previous Data Set Delete Data Set Refresh Data Sets ^ Restart Pending Uploads View Perding Uploads... v Import File... Manage Signature On File... Ctrl+P Print... n Page Print Preview Exit h Documents Scan BW Duplex Multiple Documents Select Document Type [0] Scan Colour Multiple Documents Select Document Type [0]

Browse to This PC



You will see your local machine redirected drive. Click the Drive and select Open. Browse to your media and upload to OnBase.

Ĝ Open	×
Look in: 📃 This PC 🗸 🦻 😥 🖽 🗸	
Folders (6)	v
Redirected drives and folders (1)	~
C on DESKTOP	
File name:	Open
Hies of type: Image Files (".tif, ".tiff, ".jpg, ".jpeg, ".png, ".gif, ".bmp, ".img)	Cancel
Open as read-only	