

***Microsoft Remote Desktop Application  
for EDU's Azure Virtual Desktops  
Installation Instruction***



**Information Technology & Education Technology**

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## Document Change History

The following table is a record of changes to this document. Version numbers are in X.X format. The numeral to the left of the decimal point indicates a major revision, and the numeral to the right indicates a minor revision.

Major Revision: intent or process changed to such an extent that previous version is obsolete. Alternatively: 20 minor revisions are treated as a major revision (e.g., 1.18, 1.19, then 2.0).

Version	Date	Author / Editor	Document Owner	Change Description
1.0	20231024	Rafe Croce	Kelvin Freeman	Initial Draft
1.1	20231024	Gary Montgomery	Kelvin Freeman	Put into Template. Technical Writer Review.
1.2	20231031	Rafe Croce	Kelvin Freeman	Added: instructions on where to check for various versions of windows, note that Admin Rights not required to install and run, and Remote Desktop to MECM/SCCM for all users to download.
1.3	20231031	Gary Montgomery	Kelvin Freeman	Technical Writer Review.

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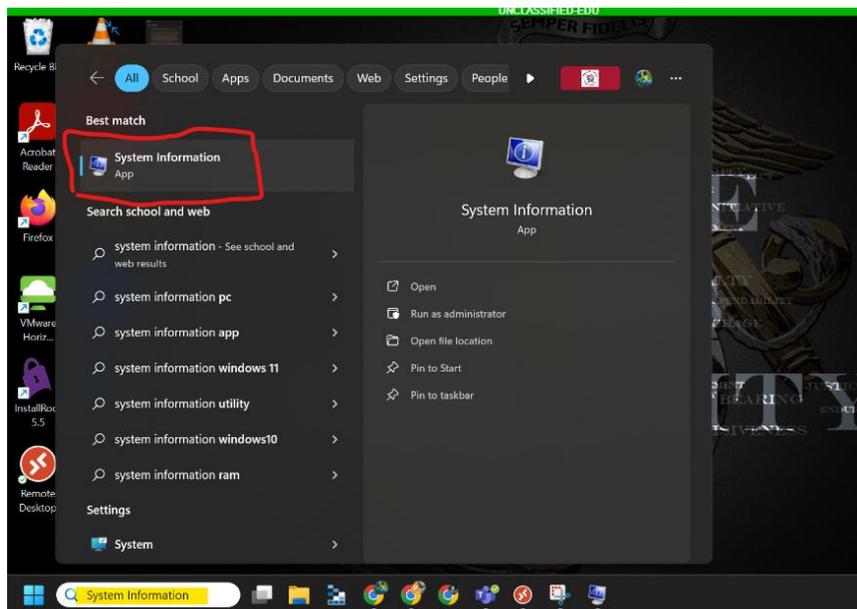
## 1. INTRODUCTION

This document provides step-by-step instructions and illustrations for downloading the Microsoft Remote Desktop application and, if necessary, troubleshooting installation.

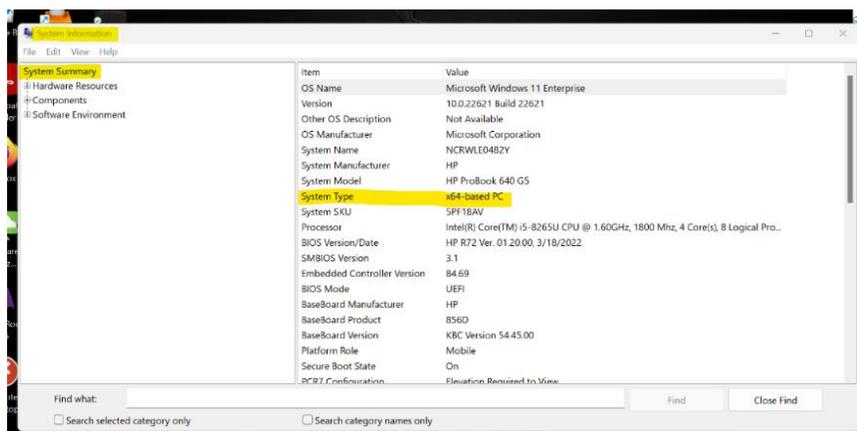
## 2. INSTALLATION PROCEDURES

**IF INSTALLING THIS APPLICATION ON YOUR .EDU COMPUTER, SKIP TO STEP 9.**

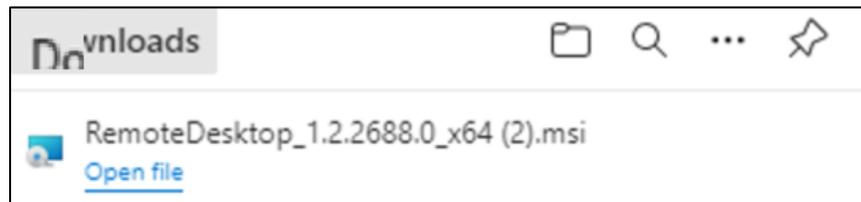
1. Check your **System Type**. In the search box located on your Taskbar, type **System Information**.



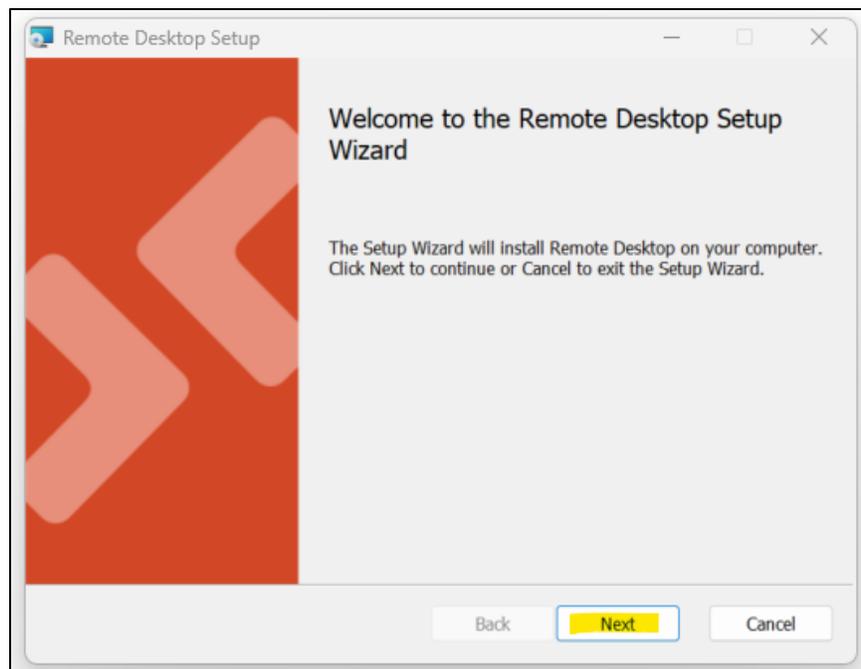
2. Open the **System Information** app. In the System Summary section, look for **System Type**. This will display your **System Type** for your computer.



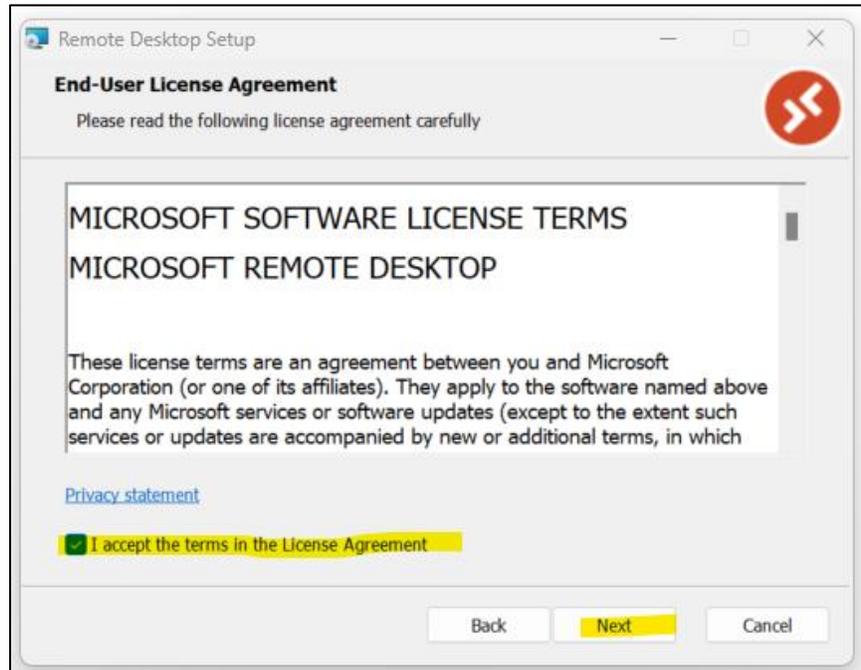
3. Download the client, based on your Windows version (**Ctrl+Click on link**):  
**ADMIN RIGHTS ARE NOT NEEDED FOR THIS INSTALL**
  - [Windows 64-bit](#)
  - [Win 32-bit](#)
  - [Windows ARM64](#)
4. Once the Microsoft Remote Desktop application installer is fully downloaded, open the installer.



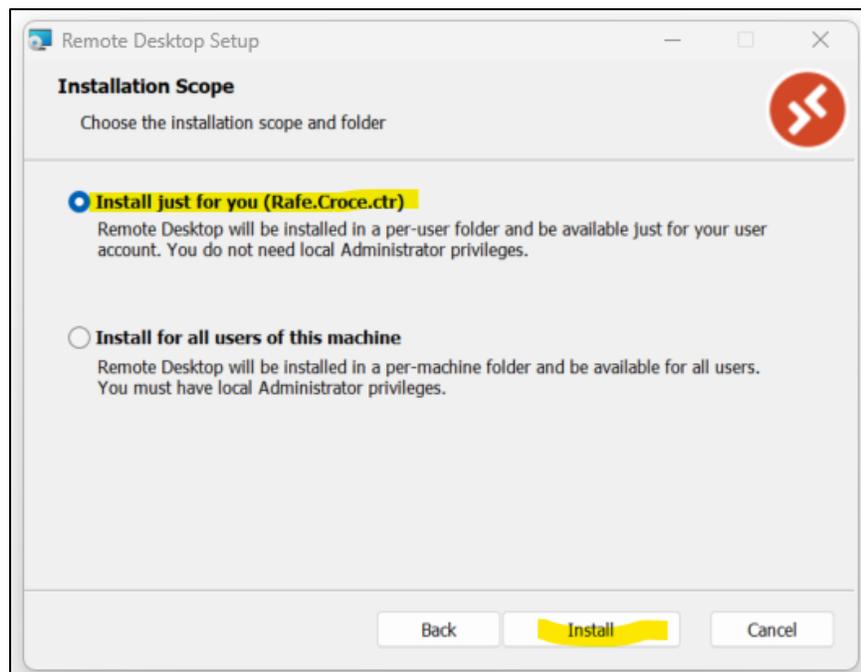
5. Click **Next**.



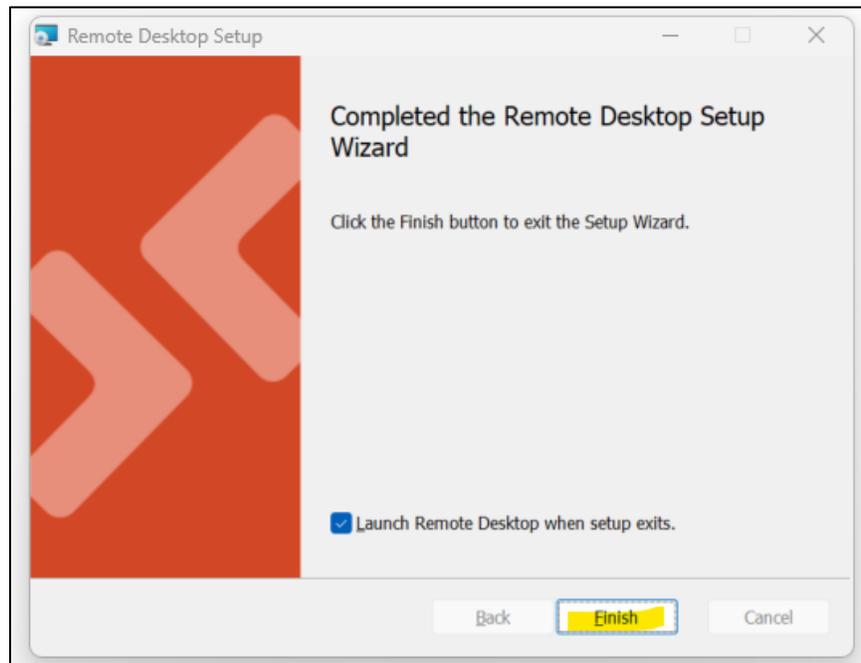
6. Check the **License Agreement** box, and then click **Next**.



7. Select **Install just for you**, and then click **Install**.

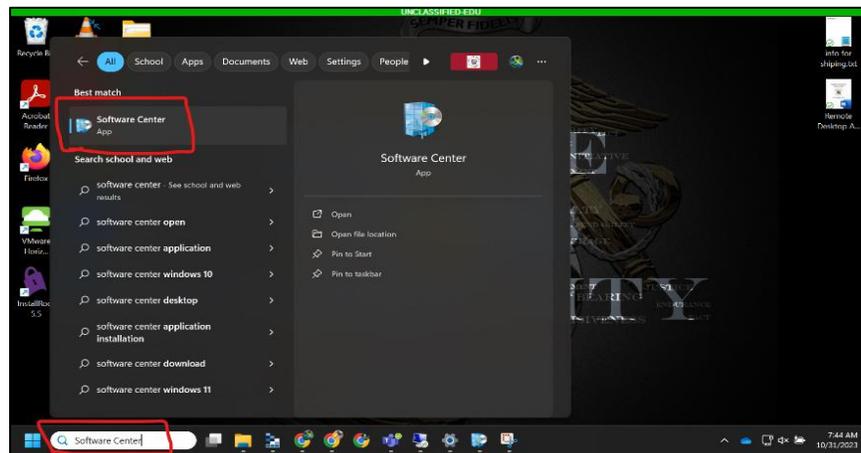


## 8. Select **Finish**.

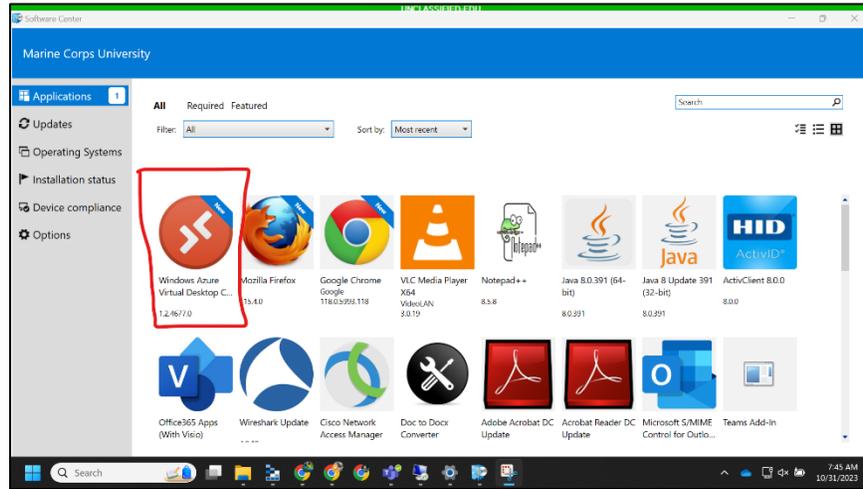


**IF INSTALLING THIS APPLICATION ON YOUR PERSONAL COMPUTER, SKIP TO STEP 13.**

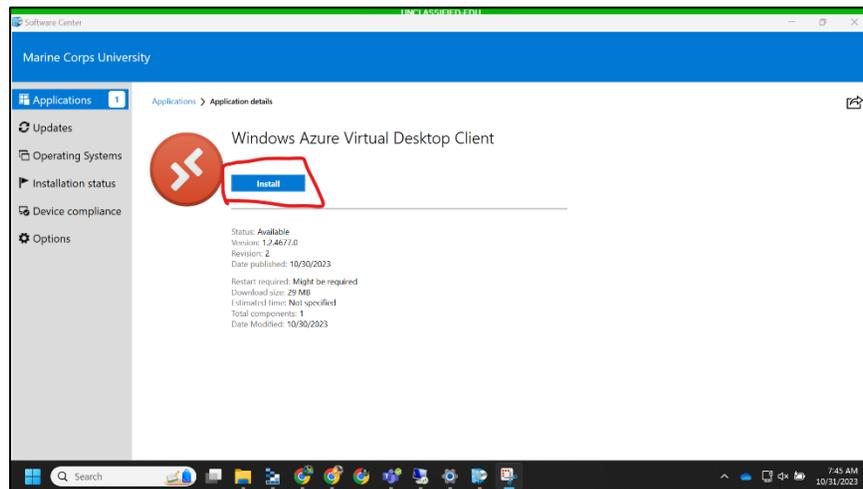
## 9. Type **Software Center** in the Windows Search bar on your Taskbar and then press the **Enter** key.



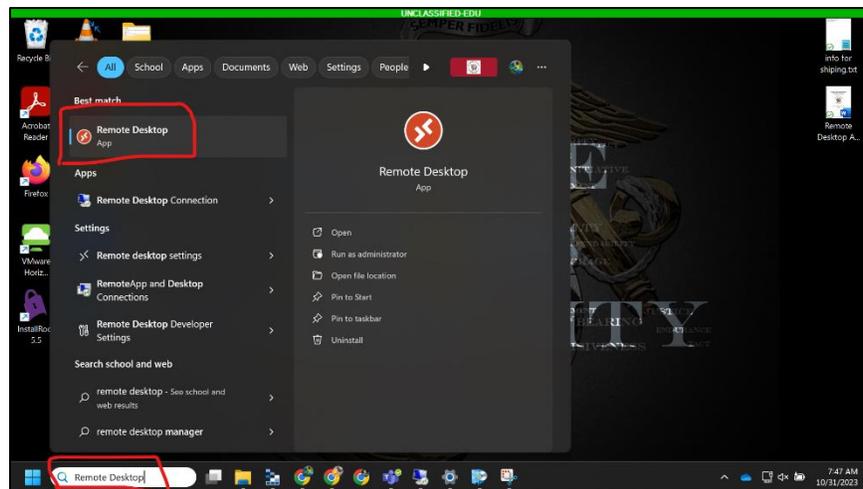
10. Select the **Windows Azure Virtual Desktop Client** application in Software Center.



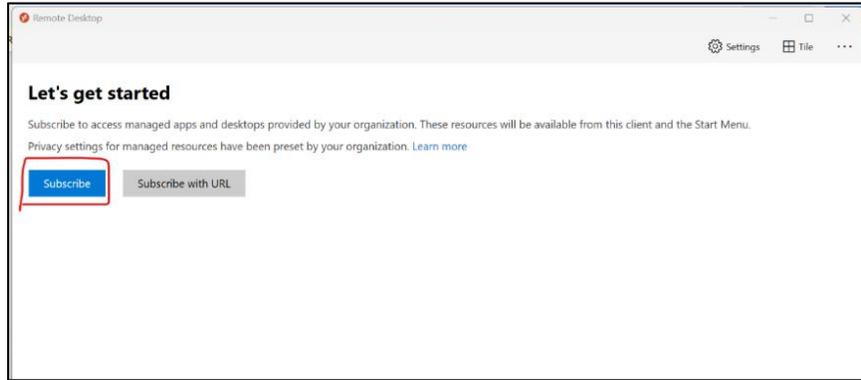
11. Select **Install**.



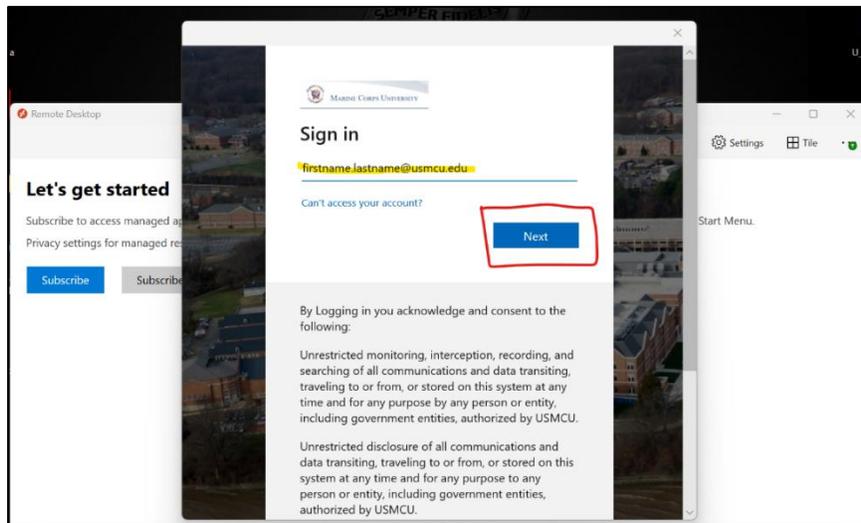
12. Type **Remote Desktop** in the Windows Search bar on your Taskbar and then press the **Enter** key.



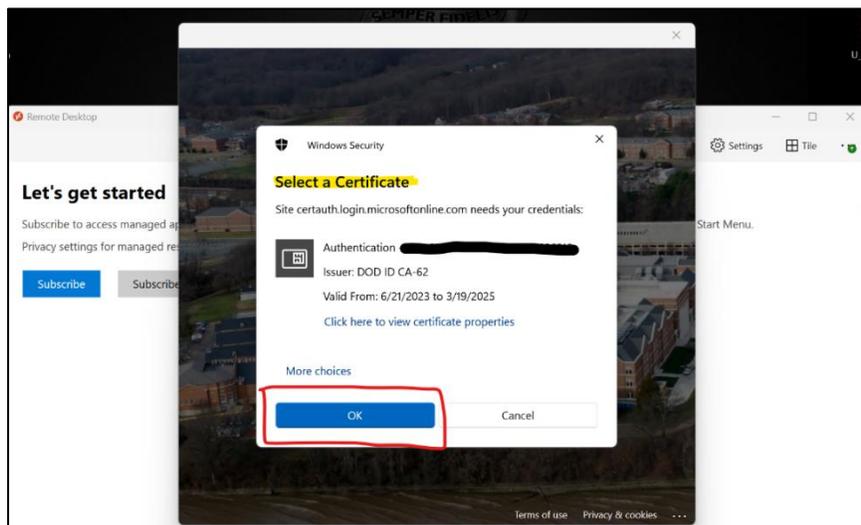
13. After the Remote Desktop application opens, click **Subscribe**.



14. A window will prompt you to sign in. Enter **your EDU email address**, then select **Next**.



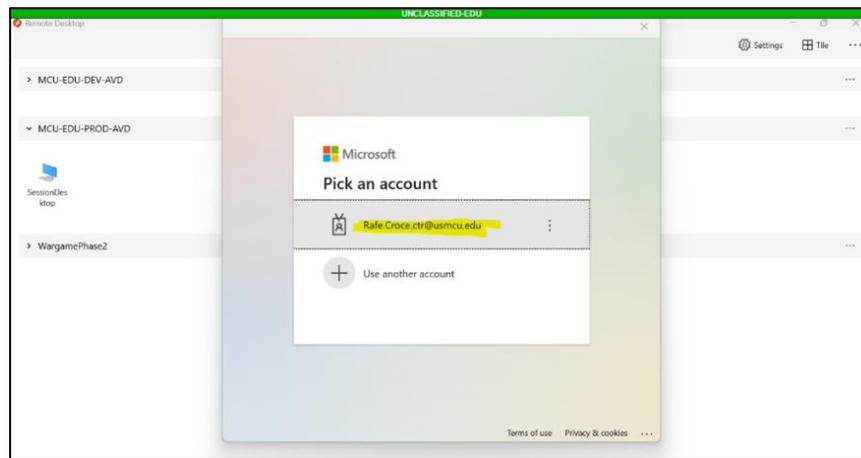
15. Select your **common access card (CAC) certificate**. Click **OK**. Then, enter your **CAC PIN**.



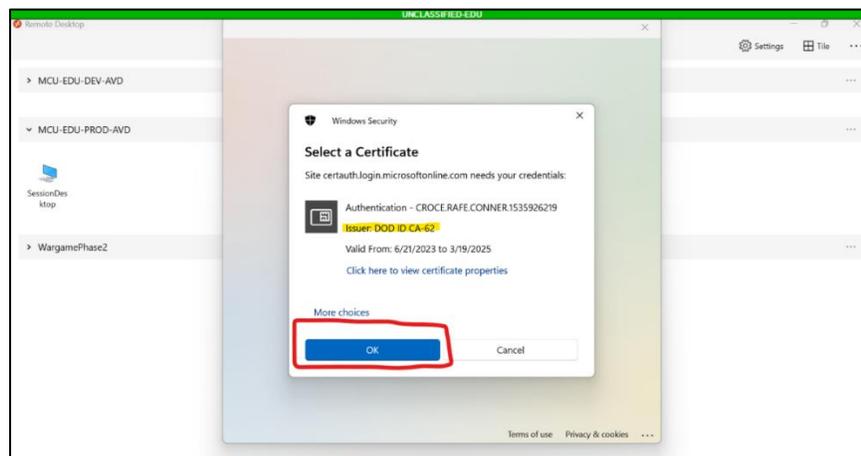
16. In order to access your virtual desktop, double-click the **computer icon** under the **MCU-EDU-PROD-AVD** banner.



17. Select **your account**. If it does not automatically appear, sign in to your EDU account.



18. Select your **certificate**, and enter your **CAC PIN**.

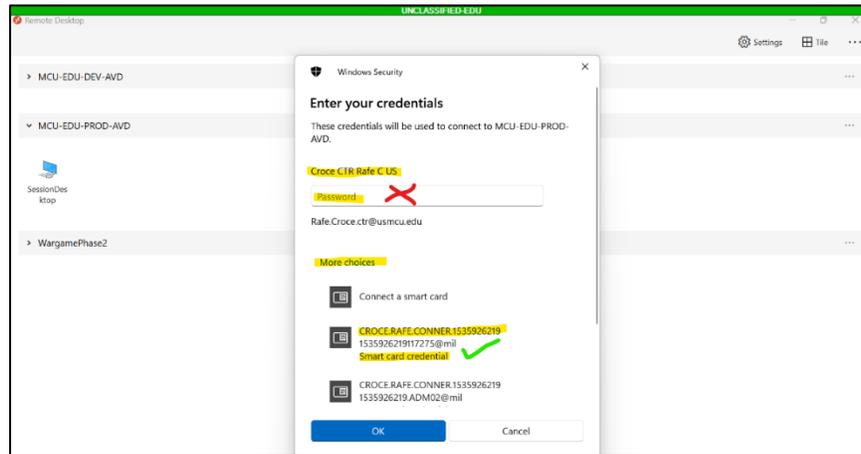


**You should now be automatically signing in to the virtual desktop and have access to the EDU network. If you did not automatically sign in to the virtual desktop, follow the troubleshooting steps in section 3.**

### 3. TROUBLESHOOTING STEPS

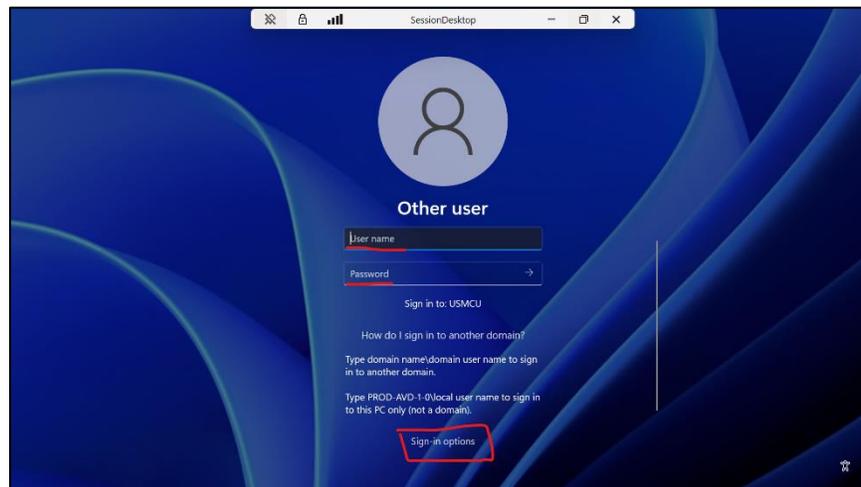
#### 3.1 If you are being prompted for a password:

1. Click **More choices**.
2. Select your **Smart card credentials**.
3. Enter your **PIN**.
4. Click **OK**.



#### 3.2 If you did not automatically sign in to the virtual desktop:

1. Click **Sign-in options**.
2. Select your **CAC**.
3. Enter your **PIN**.
4. Press the **Enter** key.



**APPENDIX A                      REFERENCES**

<b>Title or Description</b>	<b>Date</b>	<b>Location</b>
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A

**APPENDIX B                      ACRONYMS, ABBREVIATIONS, AND DEFINITIONS**

<b>Term</b>	<b>Definition</b>
CAC	Common Access Card
EDU	Education (domain)
MCU	Marine Corps University