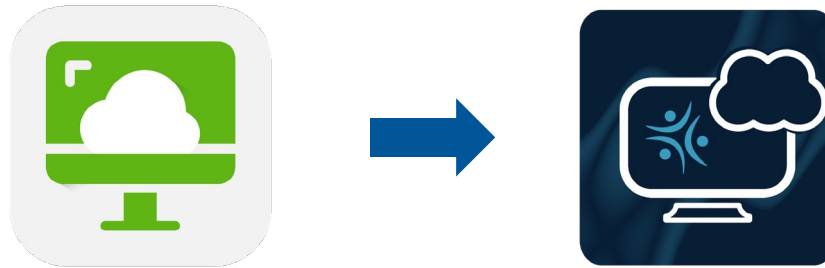


Launching NHEverywhere (AVD) from the Microsoft My Apps portal: **User Guide**



What is NHEverywhere?

NHEverywhere Azure Virtual Desktop (AVD) provides physicians, clinicians and staff reliable and secure access to the Northern Health applications needed to care for patients (i.e., Cerner, CMOIS, PACS) or business (i.e., Access for Call Centre Staff).

What is the Microsoft My Apps portal?

The Microsoft My Apps portal is a website used to group and launch your applications. It is the starting place to launch NHEverywhere.

You can get to the My Apps portal from the most up-to-date browser compatible with your operating system.

- Microsoft Edge
- Google Chrome
- Safari

Note: You will need to enroll in Multi-factor Authentication (MFA) to access the My Apps portal, and subsequently, NHEverywhere. Please reference the step-by-step MFA setup guide for instructions on enrolling.

[IT support | Northern Health](#)

LAUNCHING NHEVERYWHERE VIA THE MICROSOFT MY APPS PORTAL.

On your computer (Windows or Mac)

1. Open your web browser of choice and navigate to the following web site:
myapplications.microsoft.com
-

2. Enter your **Northern Health** email address (i.e. user.name@northernhealth.ca).



HealthBC

Sign in

@northernhealth.ca

[Can't access your account?](#)

[Sign-in options](#)

Next

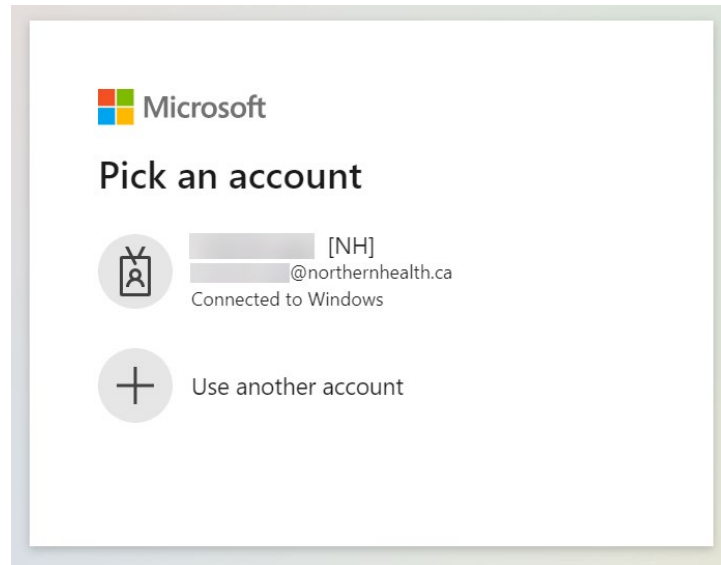
3. Click **Next**
 - Enter your password and click Sign In.
-

4. Click on the **NHEverywhere** icon



Note: You may receive a notification from the Microsoft Authenticator app. Approve the sign-in to continue.

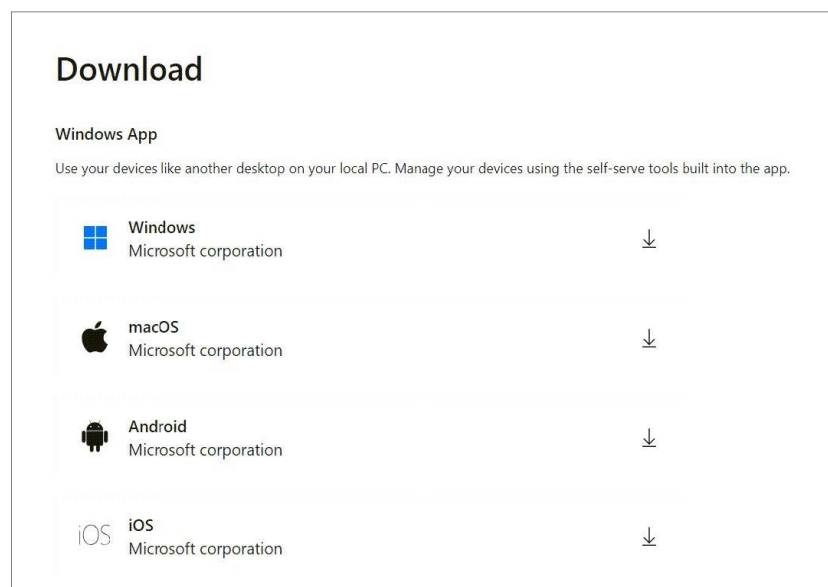
-
5. This will open another tab.
Select your Northern Health account:



-
6. On the bottom of the left column, click **Download**.



-
7. Click on the operating system of the device you are using and install the [Windows App](#).



8. Open the Windows App and select **Add a Work or School Account**

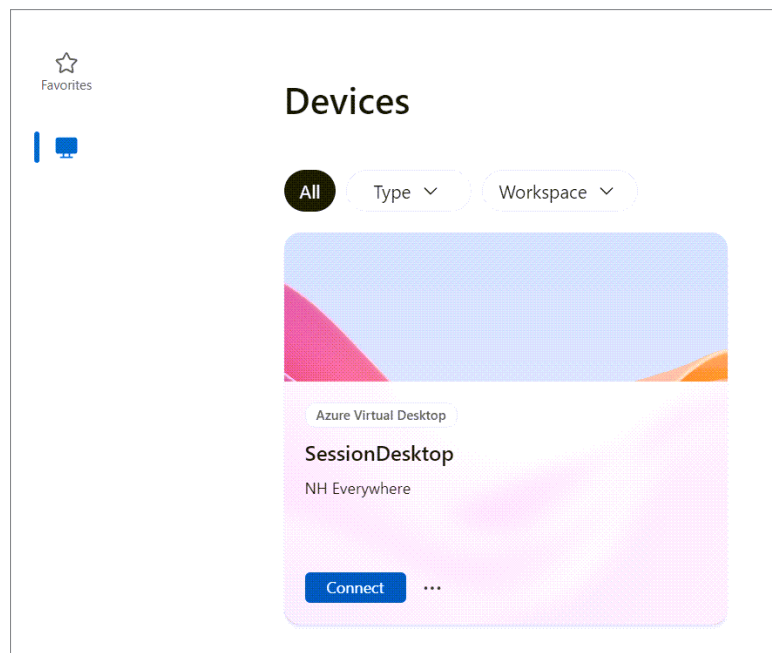
- You may need to click on the plus (+) icon in the top right of the app.

9. Enter your Northern Health email address (i.e. user.name@northernhealth.ca).

10. Click **Next**.

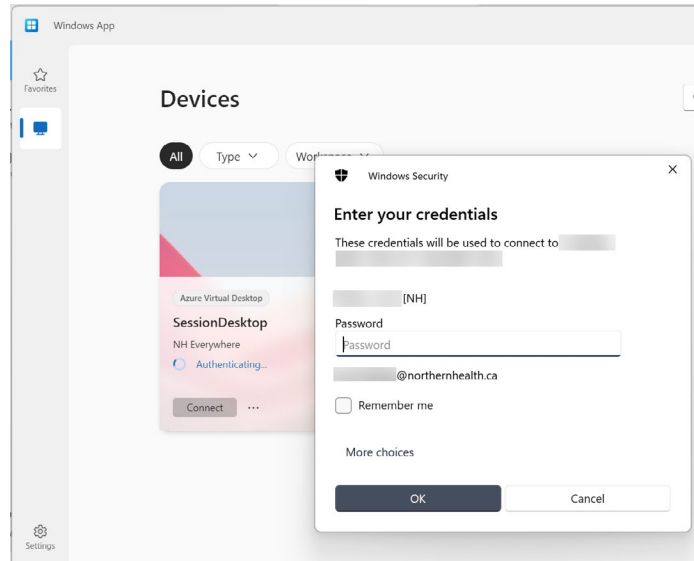
- Enter your password and click **Sign In**.

11. On the Device tab, click **Connect**.



Note: You may receive a notification from the Microsoft Authenticator app. Approve the sign-in to continue

12. Enter your password and click OK to sign into **NHEverywhere**.



13. When done using the virtual desktop, click on the red logoff icon on the taskbar.



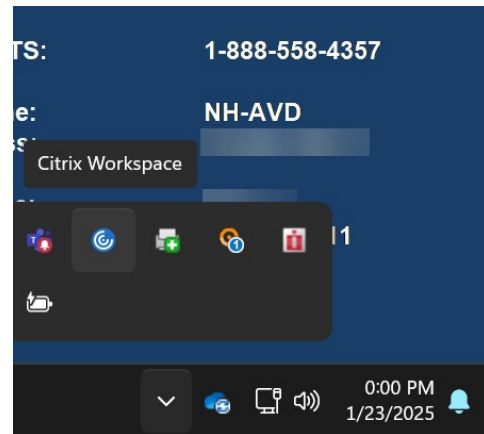
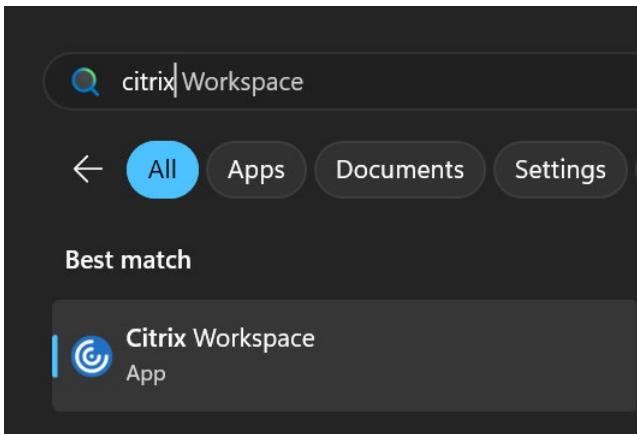
Frequently Asked Questions (FAQ)

1. What if I can't install the Windows App?

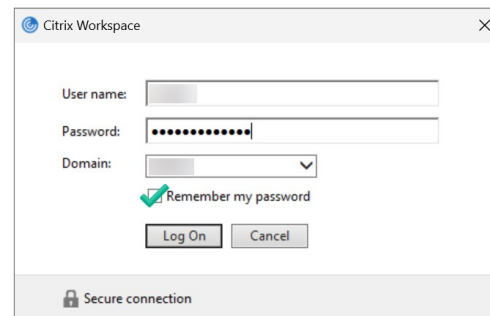
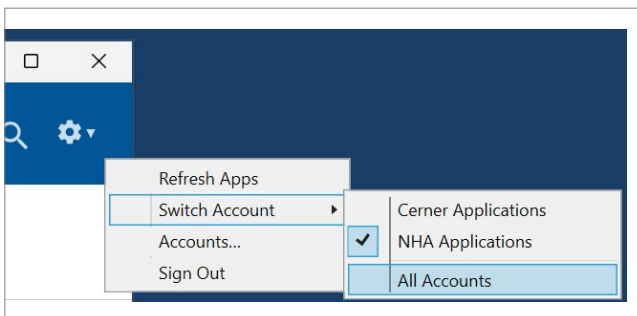
Alternatively, you can use the web version of **NHEverywhere** within your browser. Not all features from the Windows App are available in the browser.

2. What if I don't see my Citrix apps?

You may need to log into Citrix to get the icons on your desktop. Search for Citrix in the Start Menu, or open Citrix Workspace from the system tray.



Click on the settings gear in the top right > Switch Account > All Accounts.
Enter your username and password to sign in, checking 'Remember my password'.



3. What if I have issues or What if I have issues or questions?

Contact the IMIT Service Desk at **1-888-558-4357** or navigate to the Service Request Portal (healthbc.service-now.com) to Report an Issue, Make a Request or utilize the Live Chat.