

# Launching NHEverywhere (VDI) from the Microsoft My Apps portal: User guide



## WHAT IS NHEVERYWHERE?

NHEverywhere is a virtual desktop solution that allows physicians, clinicians and staff to reliable and secure access to the Northern Health applications you need to care for patients (eg.Cerner, CMOIS, PACS) or business (eg. Access for Call Centre Staff)

*Note: When accessing NHEverywhere from outside a Northern Health facility you must always access it via the Microsoft My Apps portal at:*

*<https://myapplications.microsoft.com/>*

## WHAT IS THE MICROSOFT MY APPS PORTAL?

The Microsoft My Apps portal is a website used to group and launch your applications. It's also used to launch and load NHEverywhere.

You can get to the My Apps portal from any of the following web browsers:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox, version 26.0 or later

## WHAT IS MULTI-FACTOR AUTHENTICATION (MFA)?

Multi-Factor Authentication is a method of confirming a user's claimed identity by utilizing a combination of two different factors:

1. Something you know (your computer login username and password)
2. Something you have (a one-time passcode configured to be received on your mobile phone)

Multi-Factor Authentication (MFA) helps keep data secure by validating your access when working from home, at work and on the go.

## WHAT IS THE MICROSOFT AUTHENTICATOR?

Microsoft Authenticator is an app that provides a second layer of security after your password. When logging in, you'll enter your NH password, and then you'll be asked for an additional way to prove it's really you. Either approve the notification sent to the Microsoft Authenticator, or enter the verification code generated by the app.

You enroll with in Microsoft MFA through the Microsoft Authenticator app and add your work account. This will let Northern Health know that the sign-in request is coming from a trusted device and help you seamlessly and securely access additional Microsoft apps and services without needing to log into each one. Because Microsoft Authenticator supports single sign-on, once you have proven your identity once, you will not need to log in again to other Microsoft apps on your device.

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

## LAUNCHING NHEVERYWHERE VIA THE MICROSOFT MY APPS PORTAL.

*On your computer (Windows or Mac)*

1. Open your web browser of choice (e.g., Microsoft Edge, Google Chrome, Mozilla Firefox, version 26.0 or later) and load the following web site:  
<https://myapplications.microsoft.com/>
2. Enter your **Northern Health** email address (i.e. user.name@northernhealth.ca).

# HealthBC

## Sign in

someone@northernhealth.ca

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

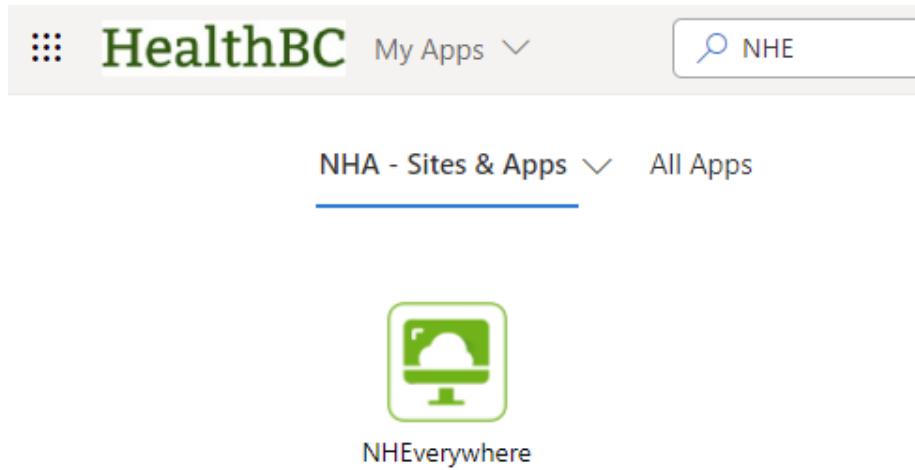
[Sign-in options](#)

Next

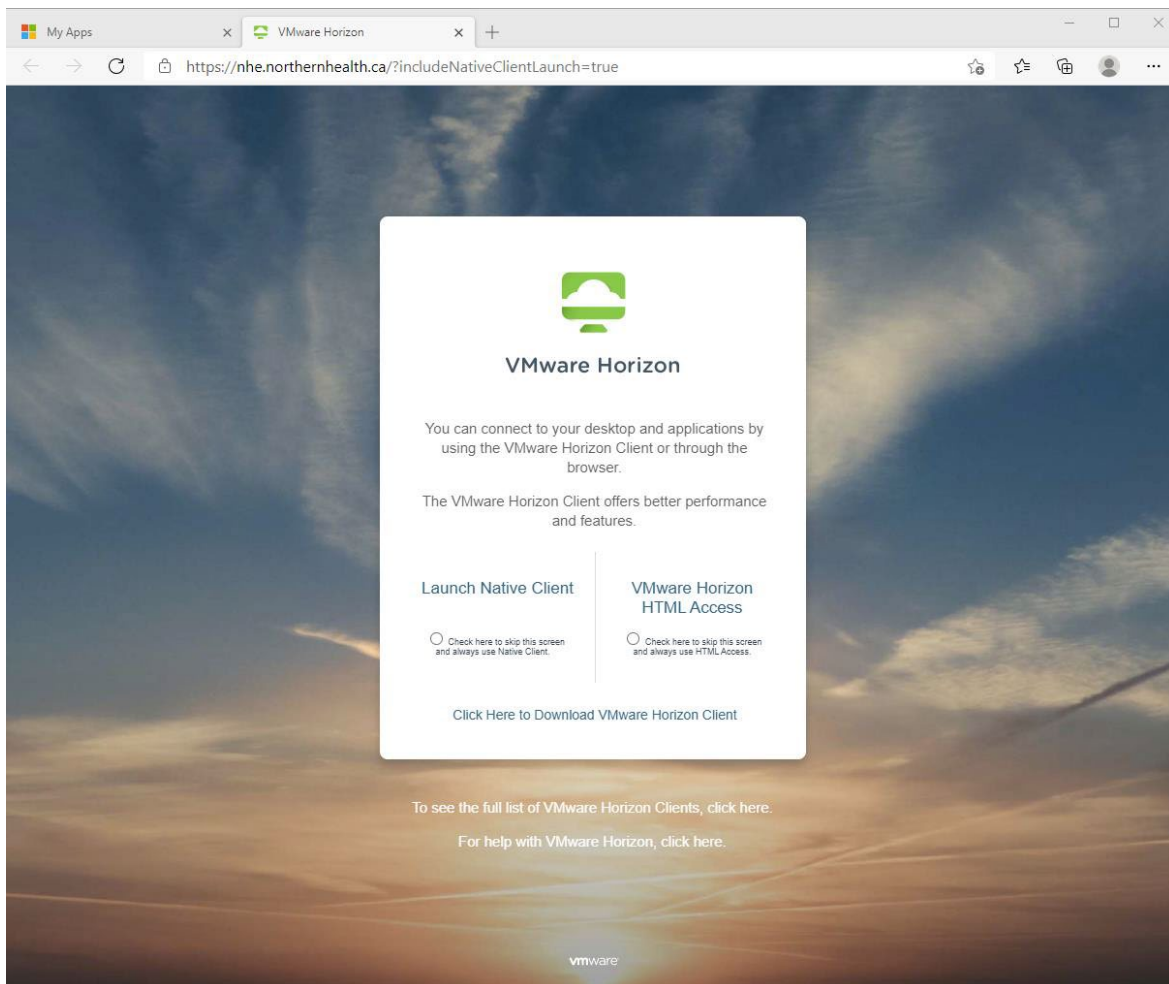
3. Click **Next**.
  - a. Enter your password and click **Sign In**.

*Note: You may receive a mobile notification from the Microsoft Authenticator app on your mobile device. Enter the code displayed on screen in order to complete the MFA approval.*

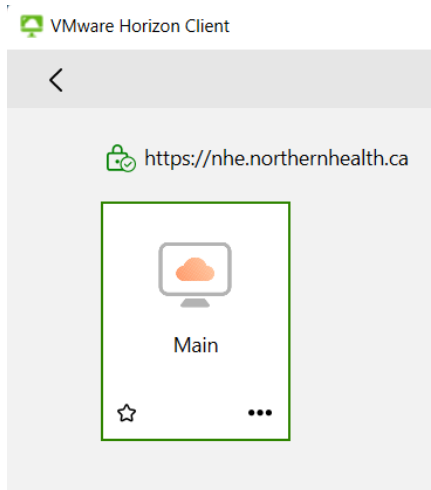
4. Click on the **NHEverywhere** tile to launch it.



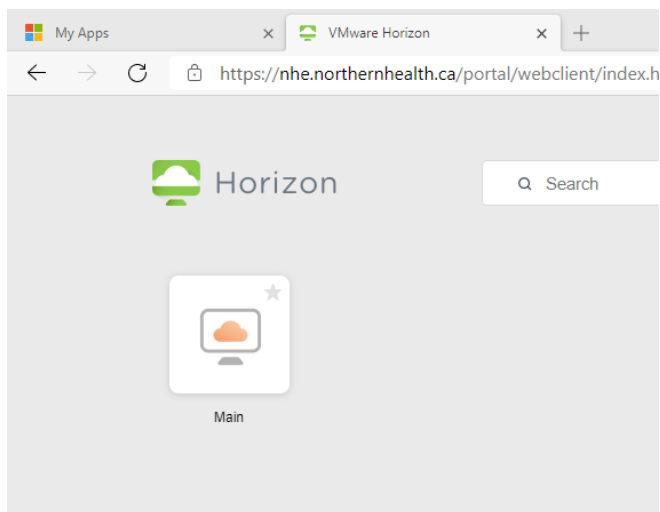
5. This will open a new web browser tab that looks like this:



6. Select one of the two options: Launch Native Client or VMware Horizon HTML Access
  - a. The Horizon Client will need to be downloaded and installed on your device. **The Native Horizon Client is the recommended selection** when possible and supports multiple monitors.
  - b. The HTML Access is a great option for devices that you don't have rights to install applications on by displaying the virtual desktop within a tab in your browser.
7. Selecting the **Launch Native Client** will prompt you to open the VMware Horizon Client. Click on the option to open the app. This will load the installed application to a window that looks like this:



8. Alternatively, selecting the **VMware Horizon HTML Access** will load a web page that looks like this:

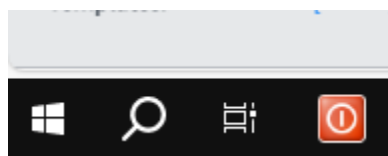


9. Click on **Main** to launch your VMware Horizon Virtual desktop!
10. When prompted, enter your Northern Health username and password in the following log on box.



*Note: You must sign in with your NH username, same as if you were signing into a computer within a Northern Health facility.*

11. When done using the desktop, click on the logoff icon on the taskbar to disconnect from the virtual desktop:



## FREQUENTLY ASKED QUESTIONS (FAQ)

### Tips to try before calling Service Desk!

- Have your mobile device in hand with the Microsoft Authenticator app open before logging on.
- Clear Internet cache by pressing Ctrl+F5.
- Try a different Internet browser (Microsoft Edge, Google Chrome or Firefox).
- Start an in-private or incognito session.

Still unable to sign into NHEverywhere after following this guide?  
Call the ITS Service Desk at 1-888-558-4357