

# VA | Remote Access Information and Media Portal

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## AVD Quick Start

### Introduction

AVD is available on Windows 10, Windows 11, MacOS 12.0 (or newer), iOS 16.0 (or newer), and iPadOS 16.0 (or newer) devices. Remote access to AVD must be authorized via the Remote Access Portal (RAP). See FAQ "**How do I request access to AVD?**" for additional details.

### Connecting to AVD

**Note:** Click "+" sign below **to expand** detailed instructions for your device.

#### VA Government Device (GFE) Users

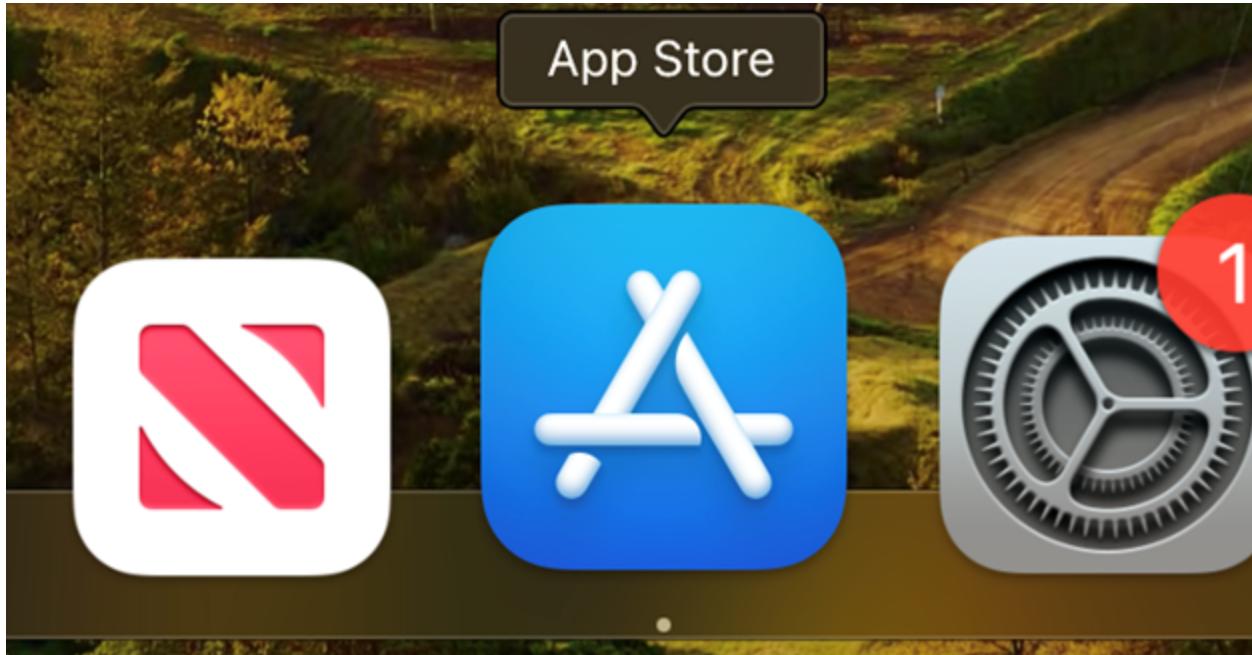


#### Windows Devices (OE) Users

#### MacOS (GFE, POE, OE) Users

1. Using your Mac (MacOS 12 (Monterey) or newer), go to **App Store**

**Note:** Previously, Mac OSX version 10.x to 11.x were supported. Now, Windows App is only supported on devices running MacOS 12 or later. Refer to: <https://learn.microsoft.com/en-us/azure/virtual-desktop/users/connect-remote-desktop-client?tabs=macos>



2. Search for **Windows App**, then download and install.

# Results for “Windows App”

Mac Apps

iPhone & iPad Apps



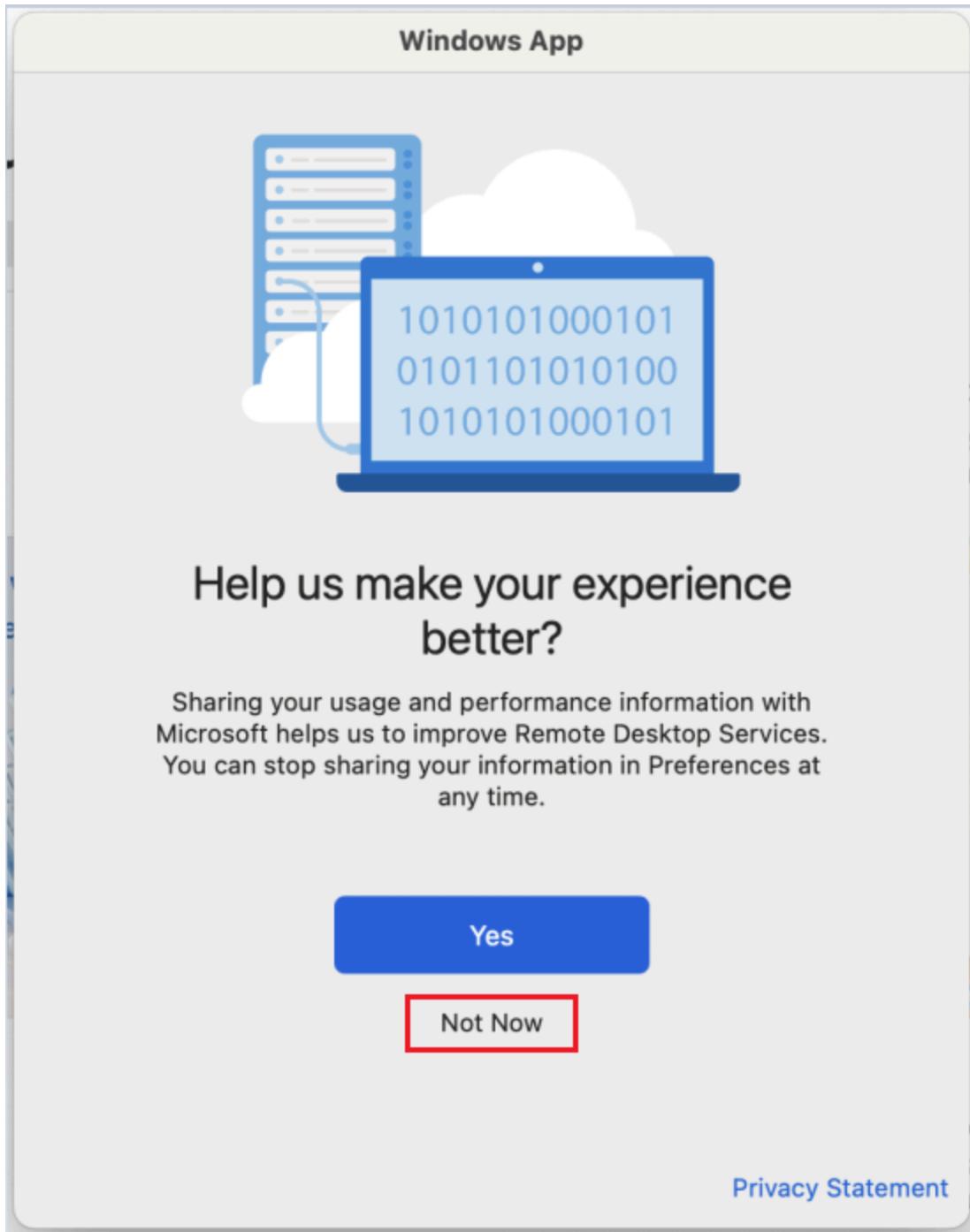
Windows App

Previously Remote Desktop

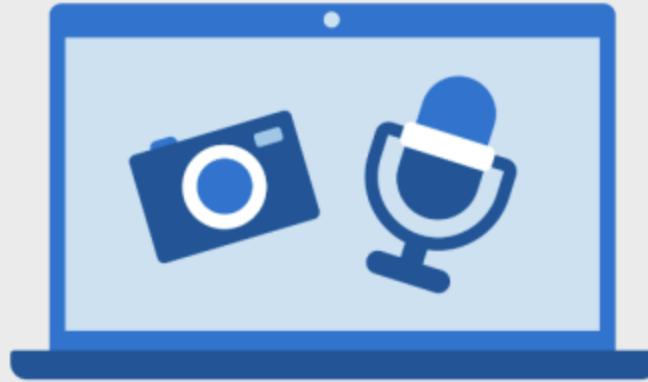
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3. When the **Help us make your experience better?** screen displays, select **Not Now**.



4. On the **We need to request access to your microphone and camera** window, select **Continue**.

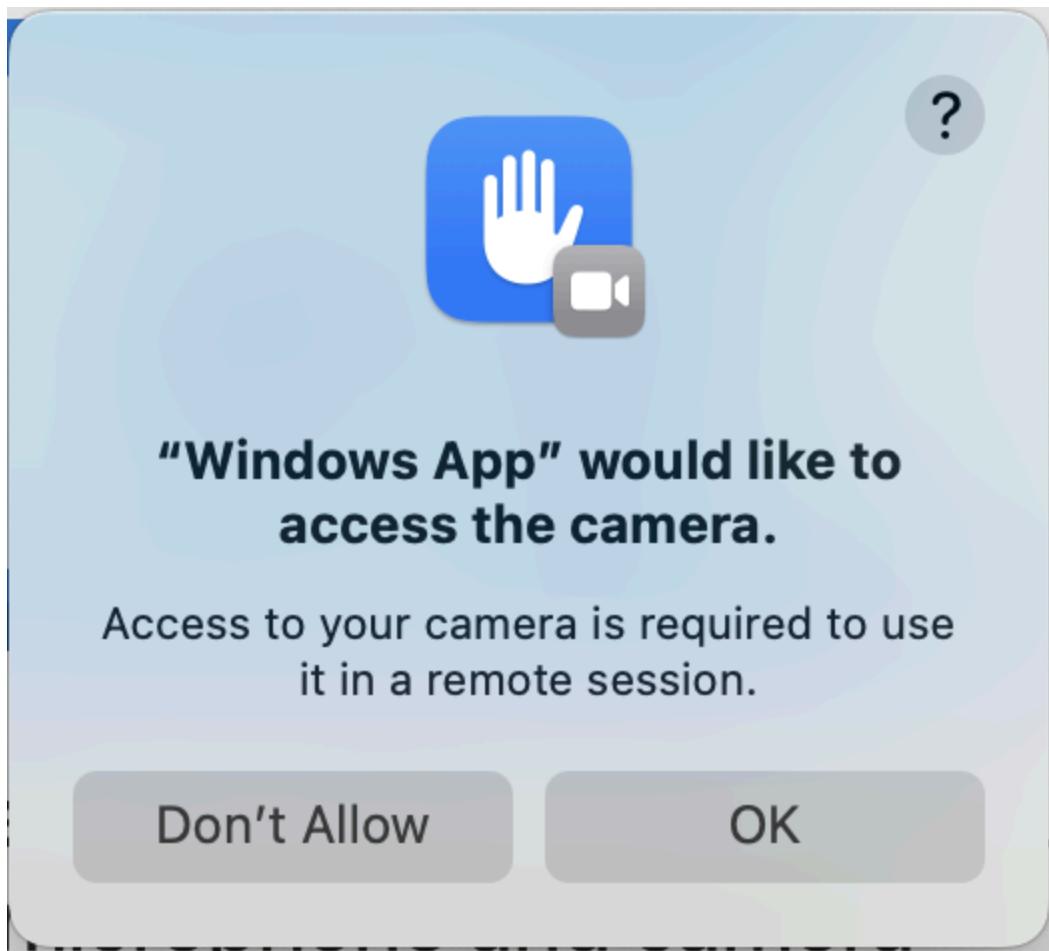
**Windows App**

## We need to request access to your microphone and camera

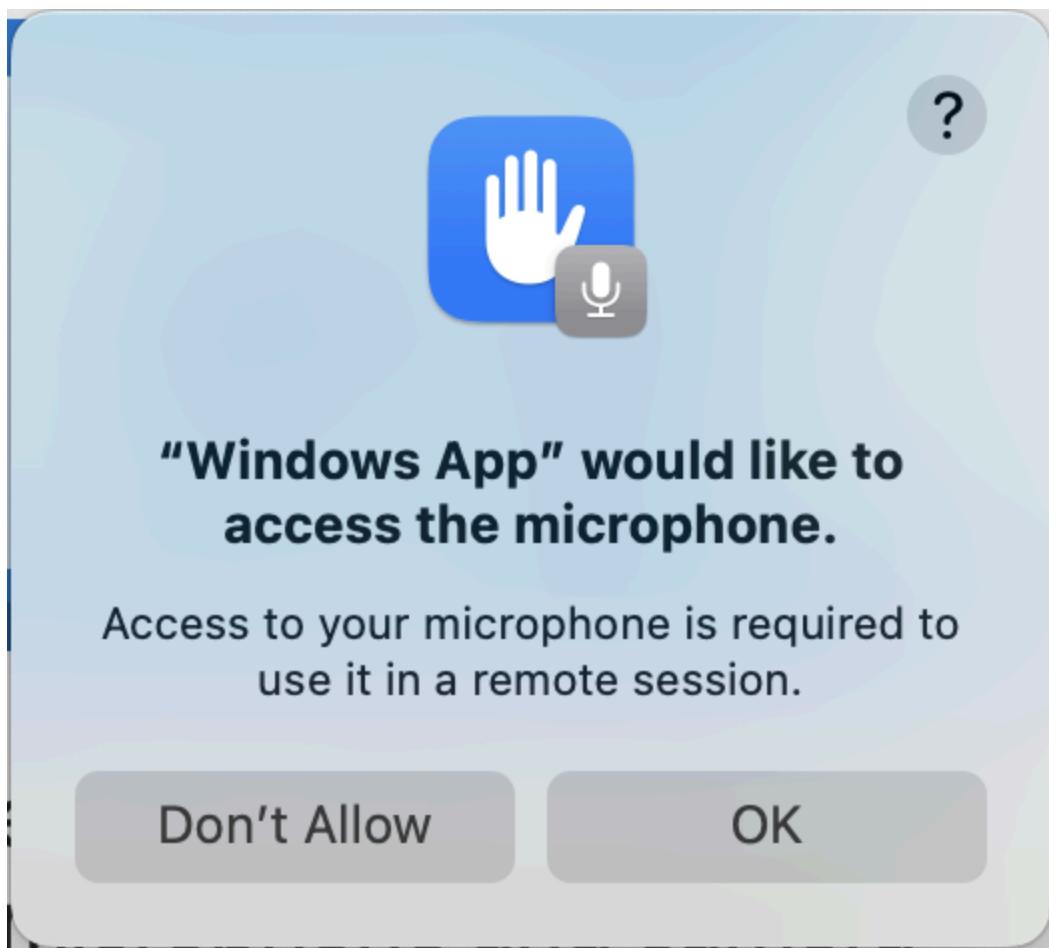
Access to your microphone and camera is required to use them in a remote session. You can change microphone and camera permissions in the macOS Security and Privacy settings at any time.

**Continue**

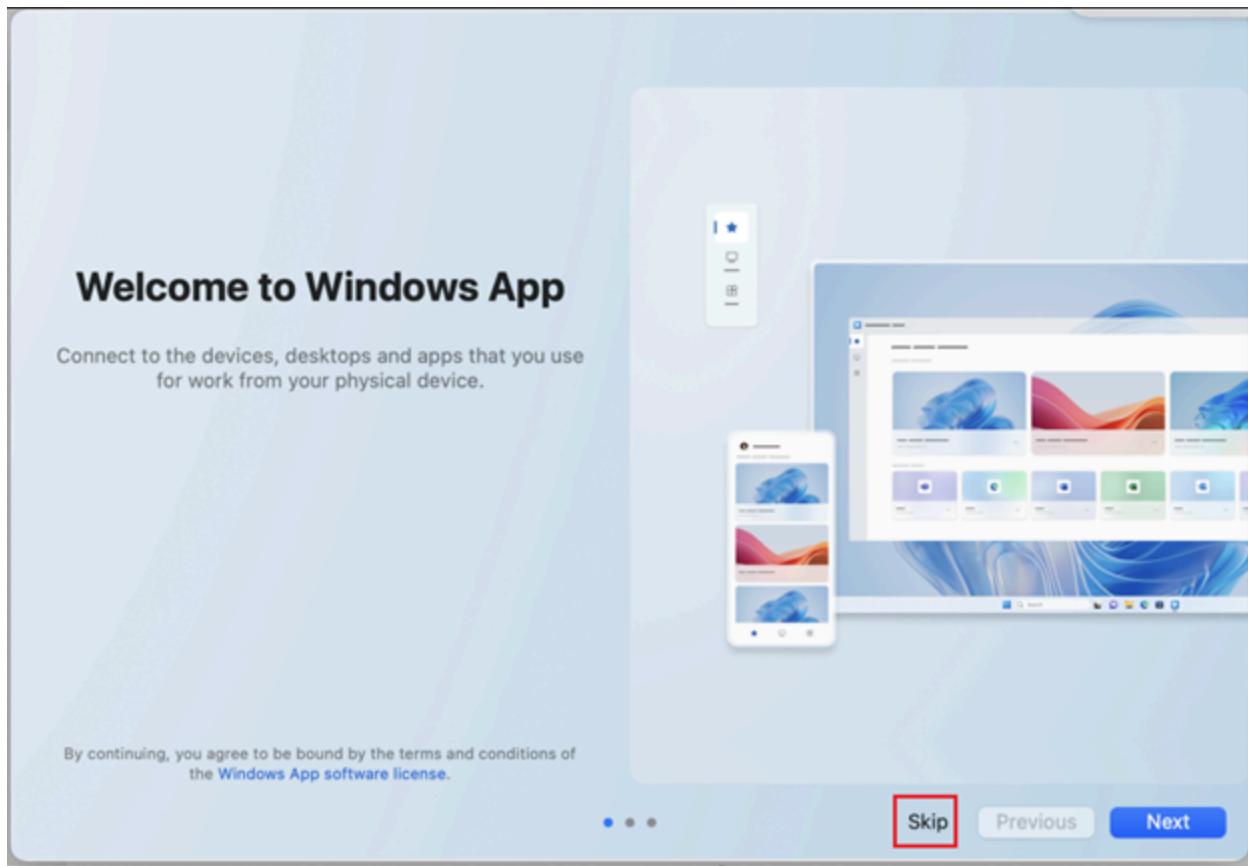
5. On the access your camera prompt, select **OK**



6. On the access your microphone prompt, select **OK**



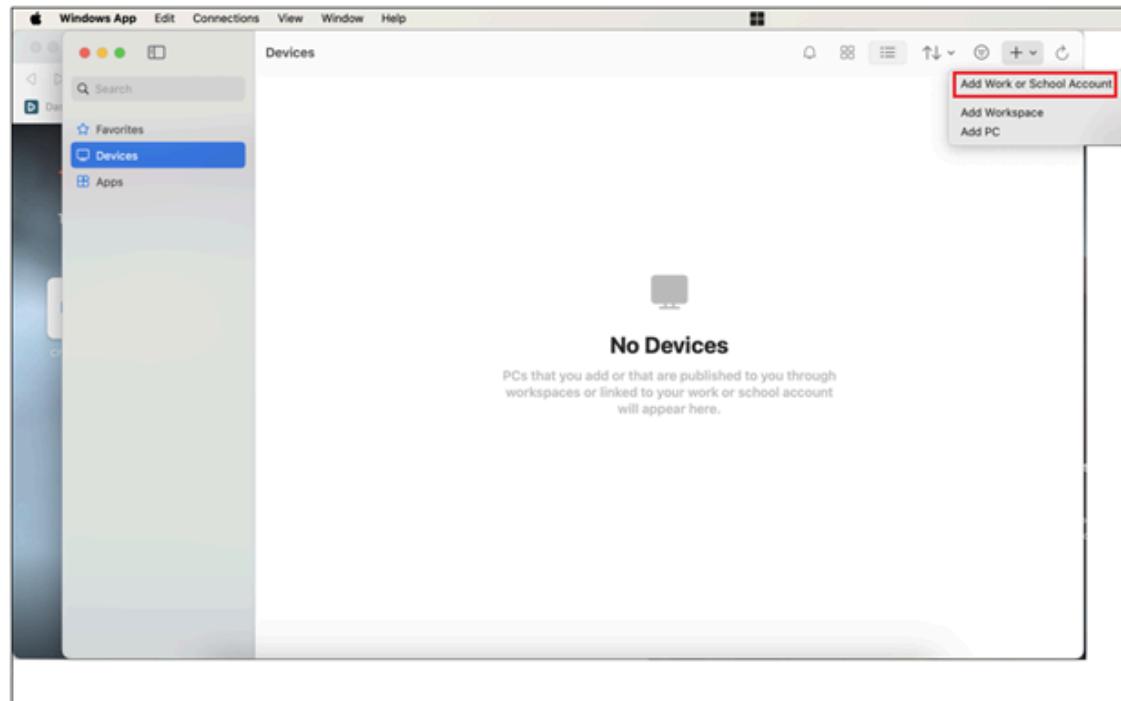
7. [OPTIONAL] On the **Welcome to Windows App** page you are welcome to read each page using **Next** or select **Skip**.



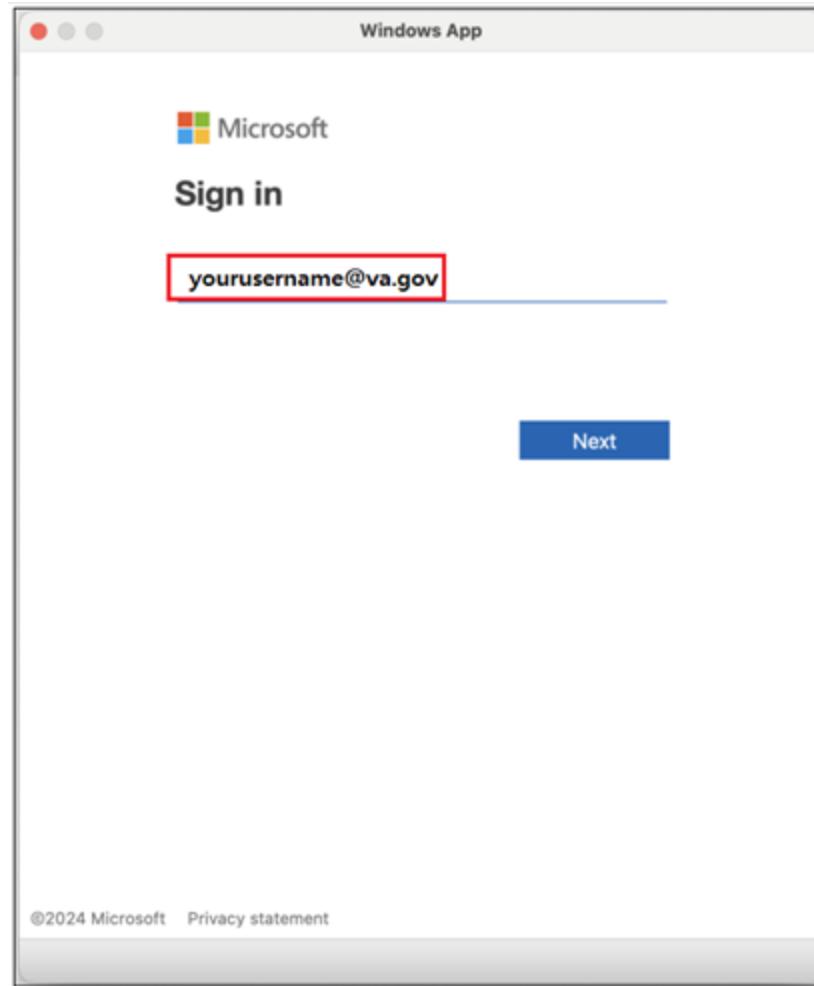
8. Add the VA AVD subscription using one of the following options below. While either option is supported, Option A is the most user friendly:

**NOTE:** Ensure your VA PIV smart card is inserted and readable.

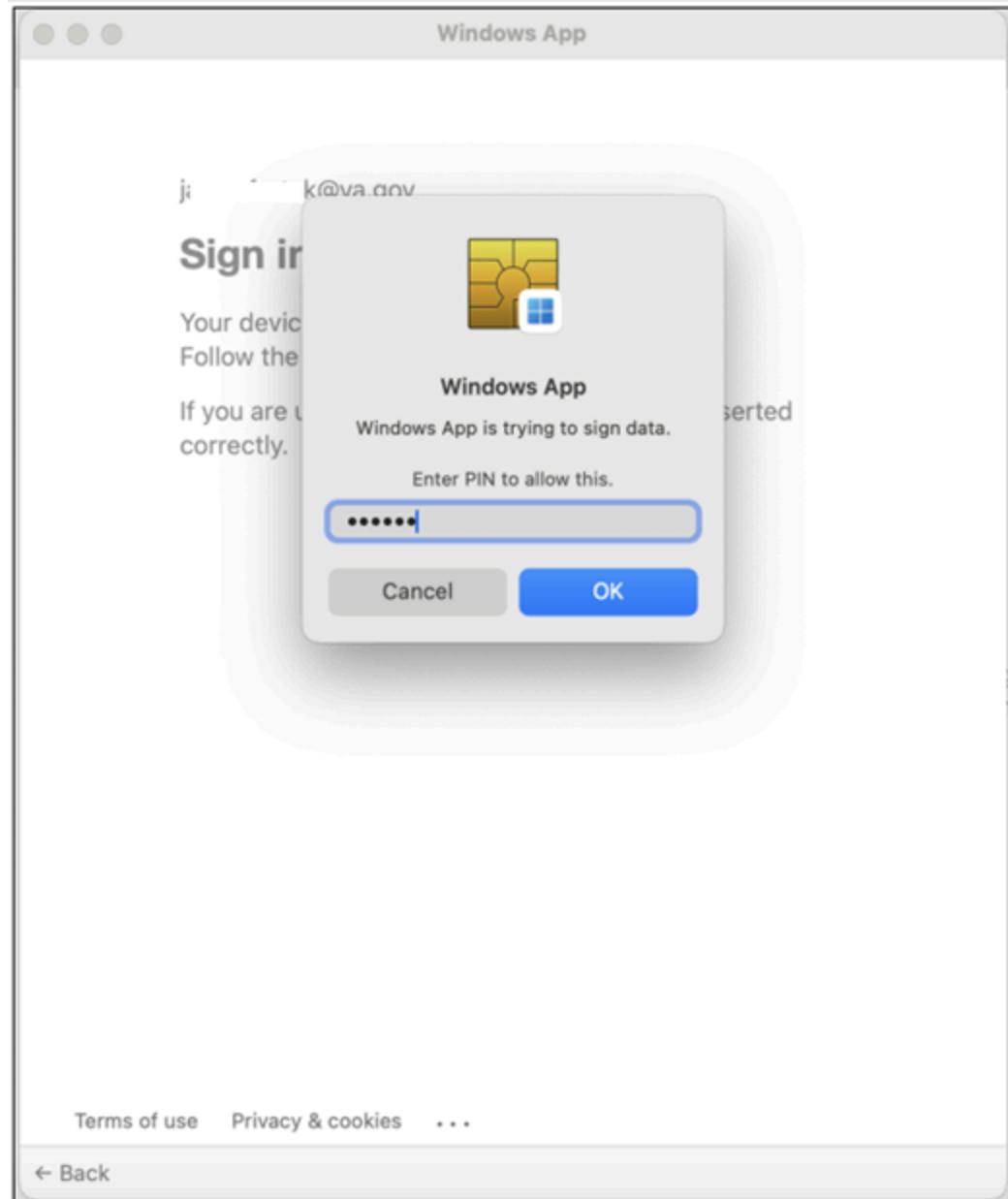
- Option A:
  - A. Select **Add Work or School Account** from the (+) drop-down selector in the upper right hand corner.



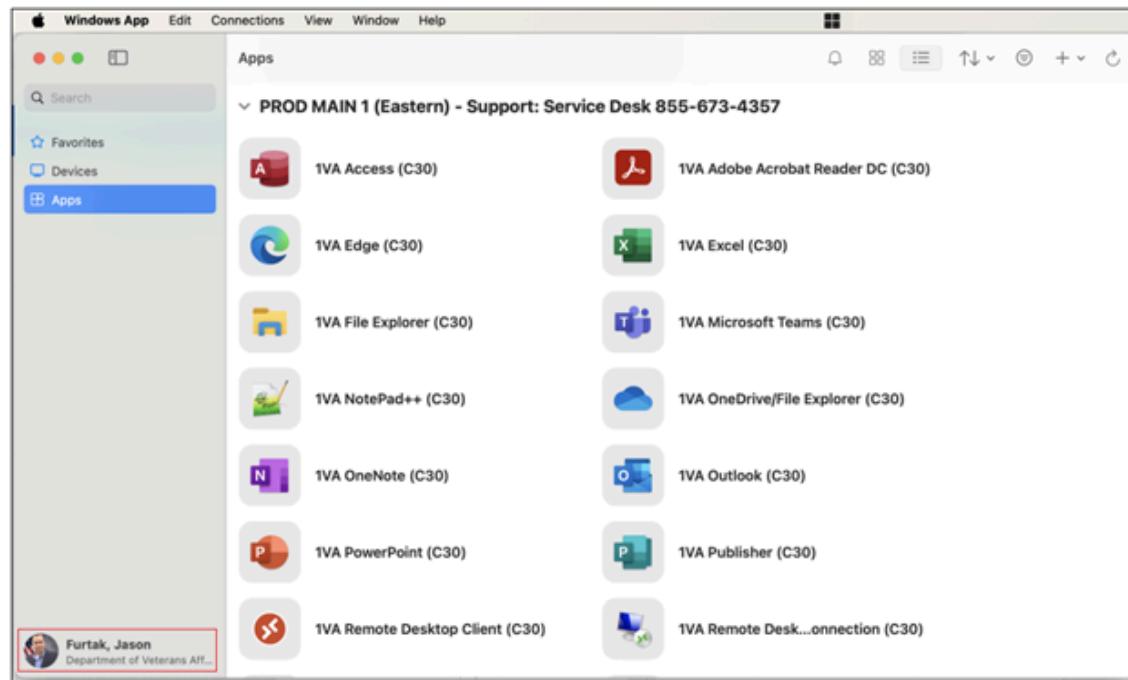
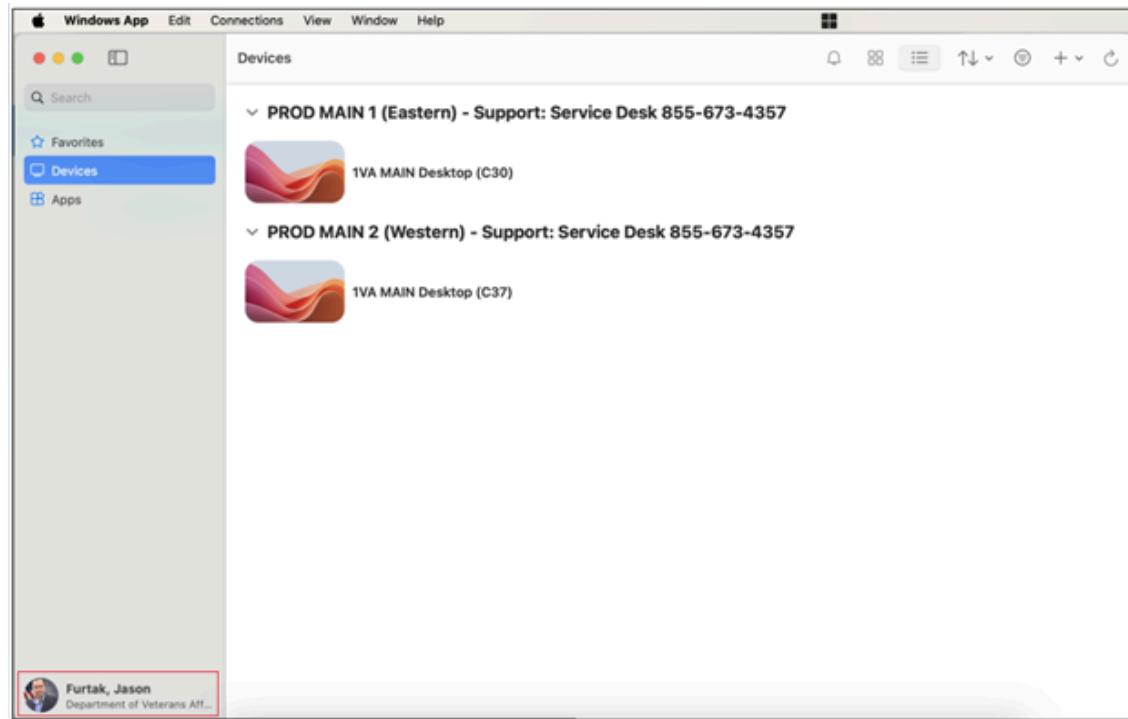
B. Enter your VA email address in the Sign in dialog box and select **Next**.



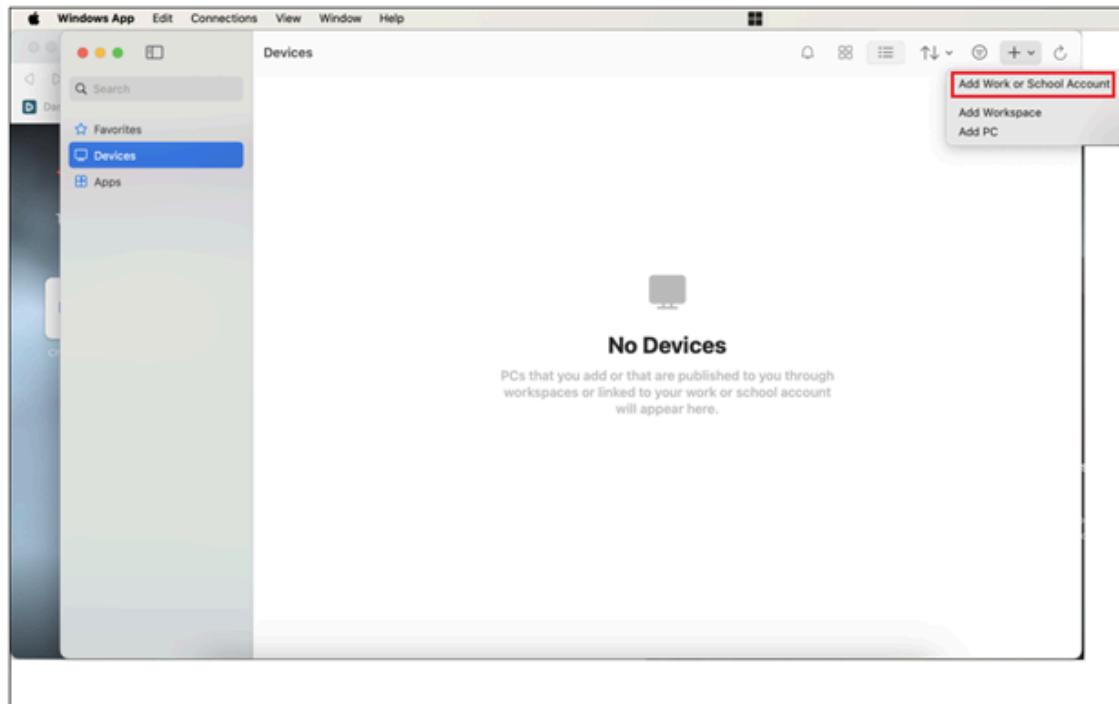
C. In the **Windows App** enter PIV smart card **PIN** and click **OK**.



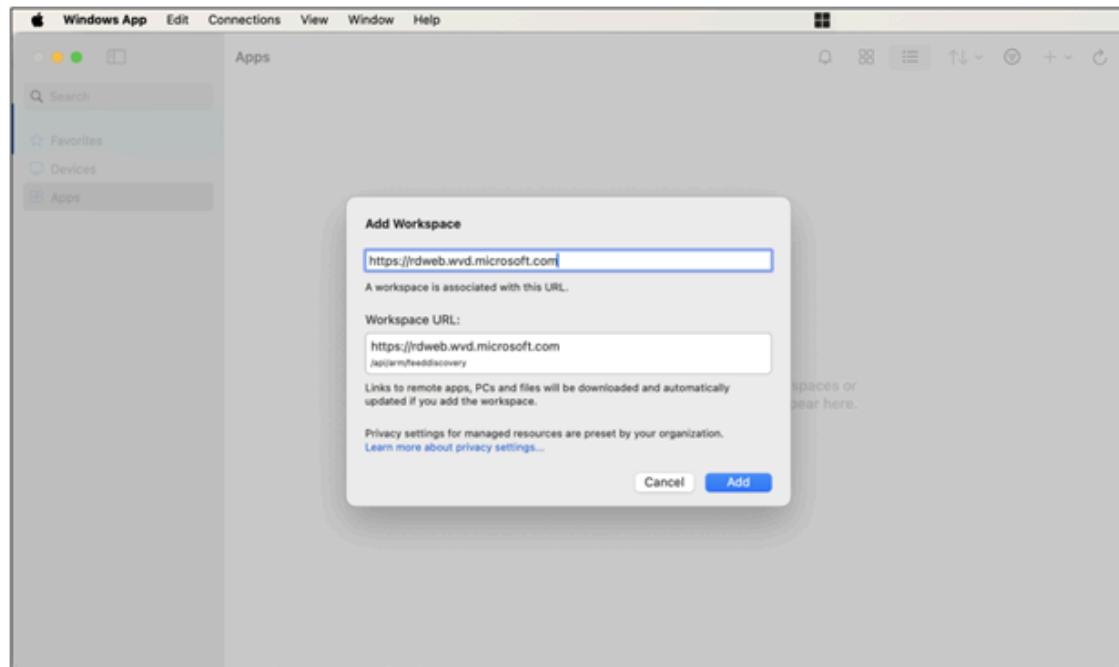
D. If the logon is successful, the **Devices** and **Apps** tab on the left will show resources when clicked and the logged on user account is shown at the bottom.



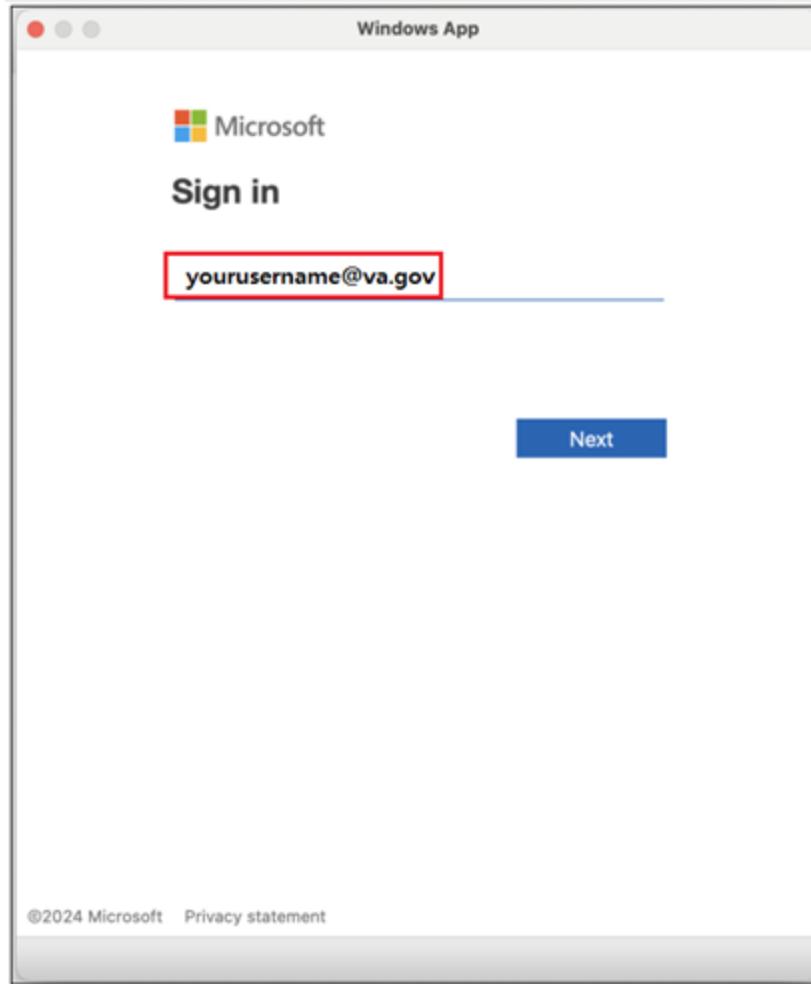
- Option B:
  - A. Select **Add Workspace** from the (+) drop-down selector in the upper right hand corner.



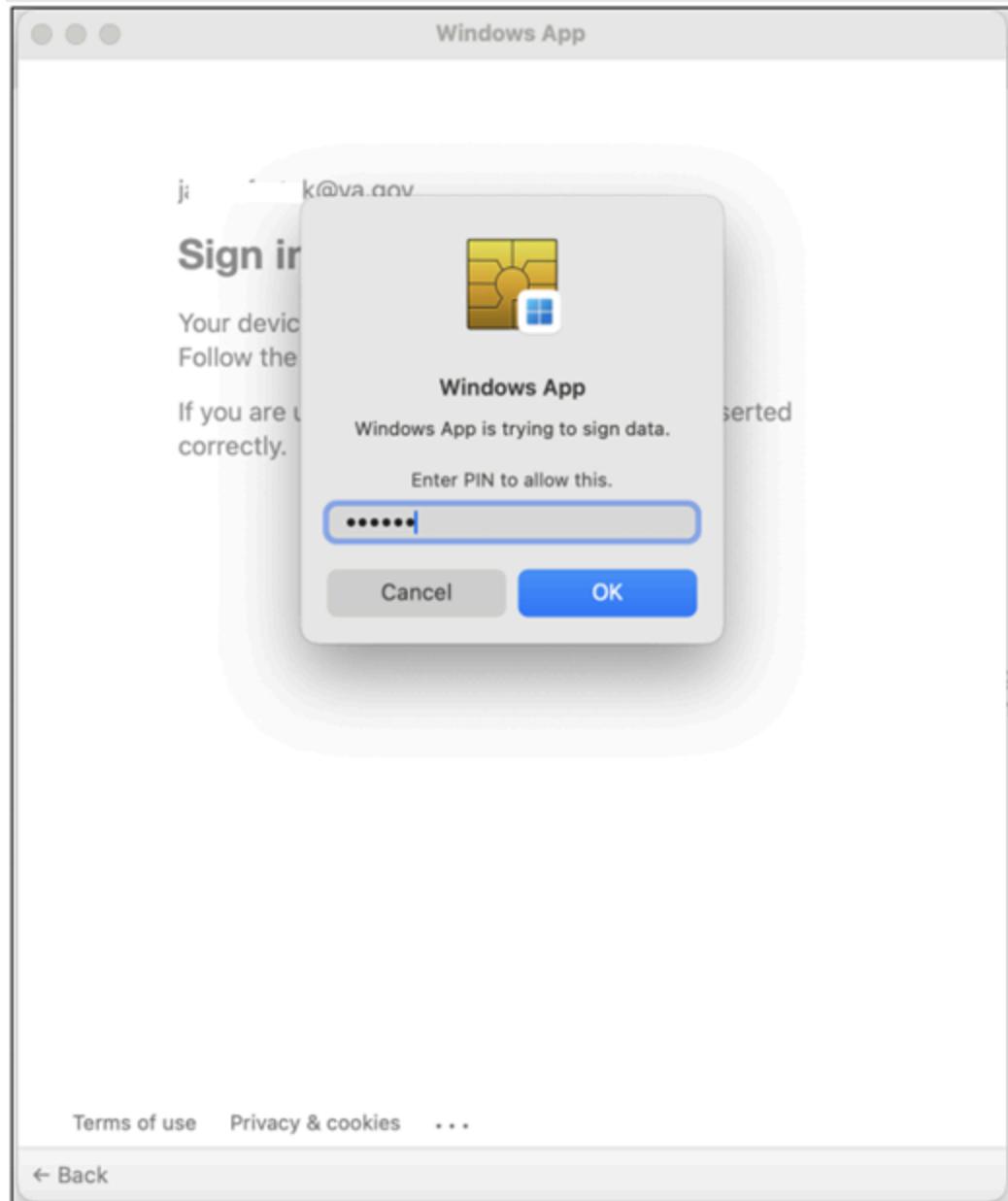
B. Enter AVD Workspace URL - <https://rdweb.wvd.microsoft.com>, click **Add**.



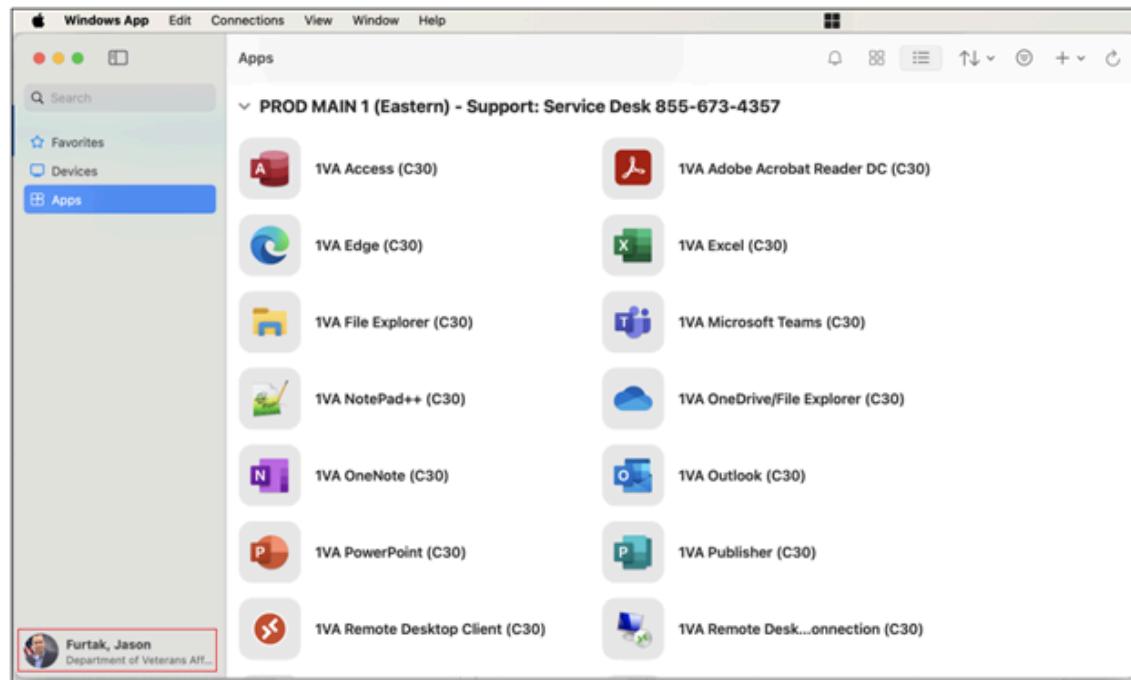
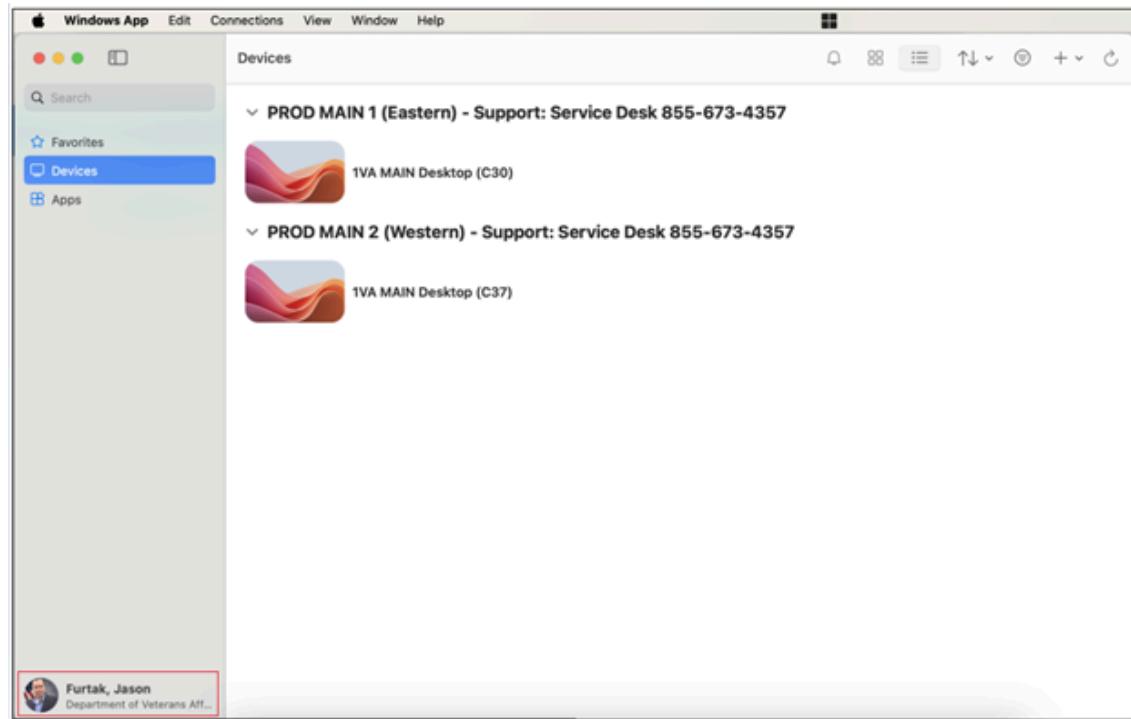
C. Enter your VA email address in the Sign in dialog box and select **Next**.



D. In the **Windows App** dialog enter PIV smart card **PIN** and click **OK**.



E. If the logon is successful, the **Devices** and **Apps** tabs on the left will show resources when clicked and the logged on user account is shown at the bottom.



## iOS/iPadOS (GFE) Users

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