

# Logging in to the Box Hill Institute network for the first time for PC and iPhone users



1. You will receive two network account creation emails from ITservices@boxhill.edu.au providing your username and temporary password.
2. Go to <https://myremote.boxhill.edu.au> and sign in with your new username and temporary password:

Work Resources  
RemoteApp and Desktop Connection

sign in

Username john.citizen

Password .....

Log on >>

3. Click the [here](#) link to update your new password

Work Resources  
RemoteApp and Desktop Connection

sign in

Username

Password

Log on >>

Your password is expired. Click [here](#) to change it.

4. Follow the conditions below to create your new password as pictured:
- Be at least 10 characters
  - Must not contain your account name or full name
  - Must be changed every 90 days
  - Must contain to 3 of the following 4 conditions:
    - Upper case characters (A-Z)
    - Lower case characters (a-z)
    - Numerals (0-9)
    - Non-alphabetic characters (i.e. ! \$ # %)



Work Resources  
RemoteApp and Desktops

Change Password

User name: john.citizen

Current password: .....

New password: .....

Confirm new password: .....

Submit Cancel

5. Click **OK** and now follow the instructions on the next page.

Work Resources  
RemoteApp and Desktops

Change Password

User name: john.citizen

Current password: .....

New password: .....

Confirm new password: .....

OK

Your password has been successfully changed.

You can now setup your Microsoft Authenticator, instructions are below.

# Microsoft Authenticator App setup on an iPhone (computer required)



1. **On your computer** visit this site to begin your Multi Factor Authentication (MFA) setup <https://aka.ms/ssprsetup>  
**AND LOGIN WITH YOUR USERNAME BUT ADD @BOXHILL.EDU.AU TO THE END OF IT.** and password and select **Next**



## Sign in

user.name@boxhill.edu.au

No account? [Create one!](#)

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

Next

2. Select **Next**

## More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

STUDENT\_USER\_EXAMPLES:  
SXXXXXXX@student.bhtafe.edu.au  
BHIXXXXXXX@student.bhtafe.edu.au  
CAEXXXXXXX@learner.cae.edu.au  
STAFF\_USER\_EXAMPLE: username@boxhill.edu.au

3. Follow the on screen instructions and install the Microsoft Authenticator Application on your iPhone (Refer to step 4).

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App

App

2 App password

### Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

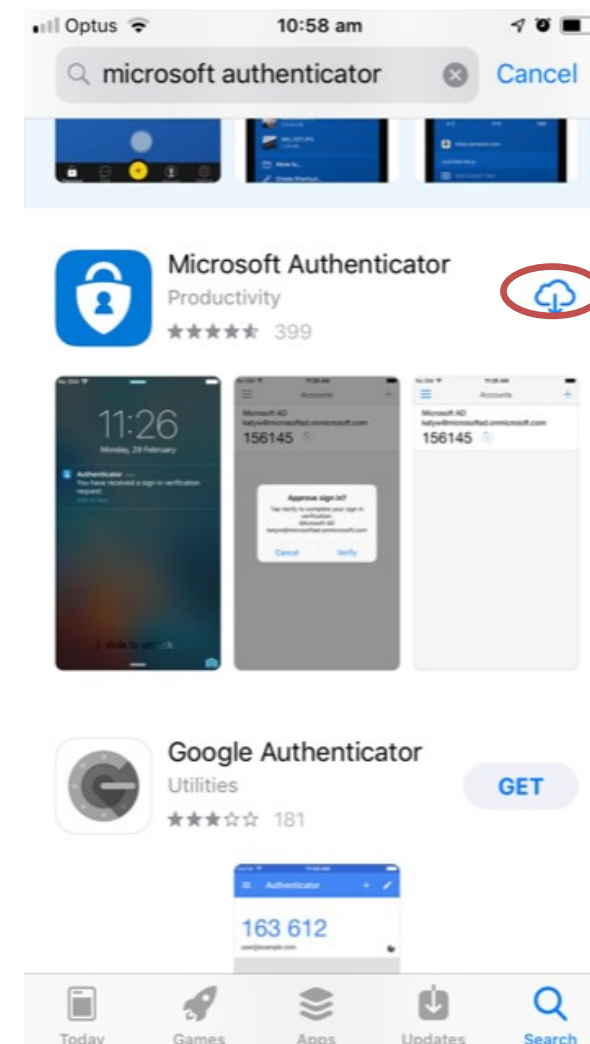
[I want to use a different authenticator app](#)

Next

[I want to set up a different method](#)

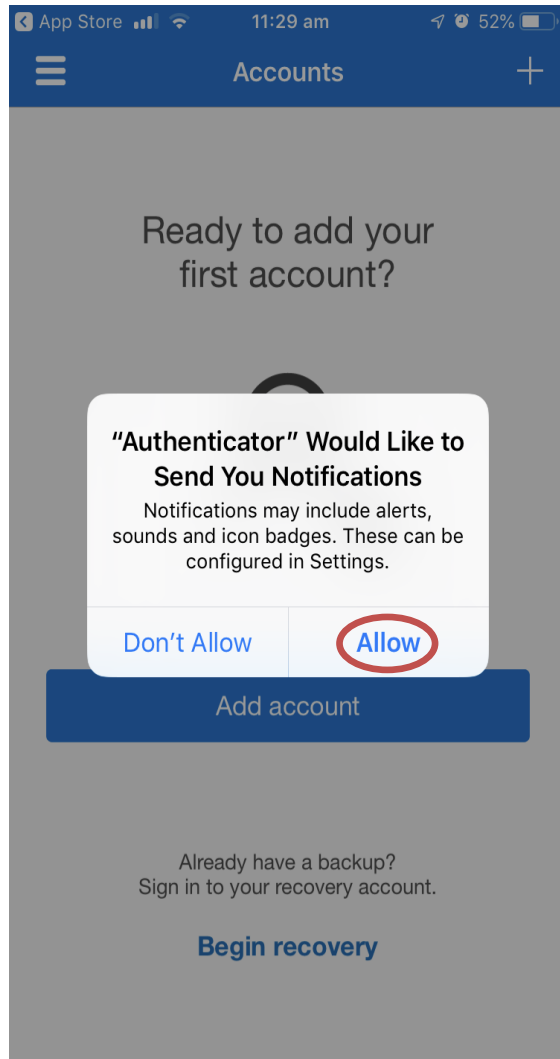
4. How to install Microsoft Authenticator on your iPhone:

Download and open Microsoft Authenticator on your mobile device in the App store:

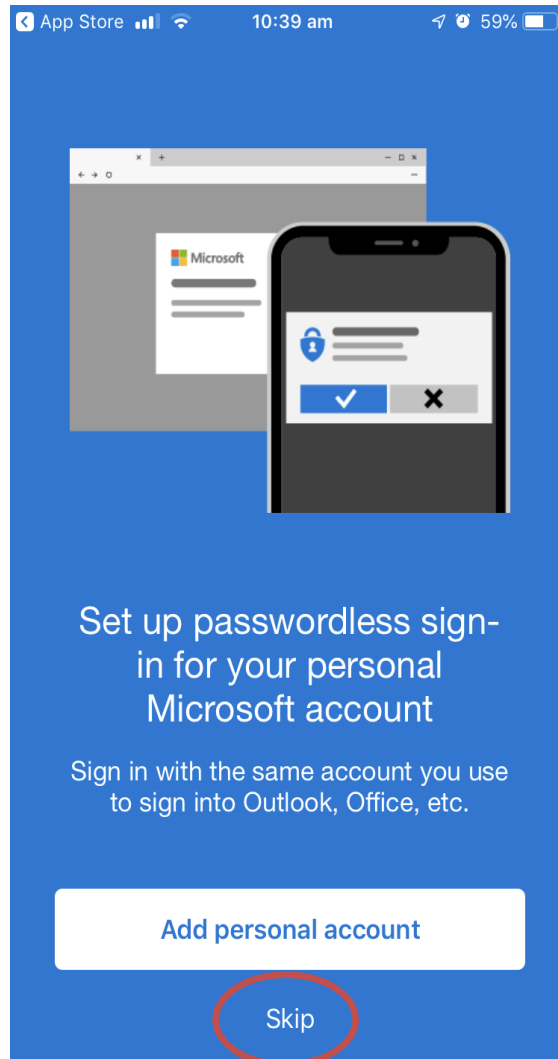


# Microsoft Authenticator App setup on an iPhone

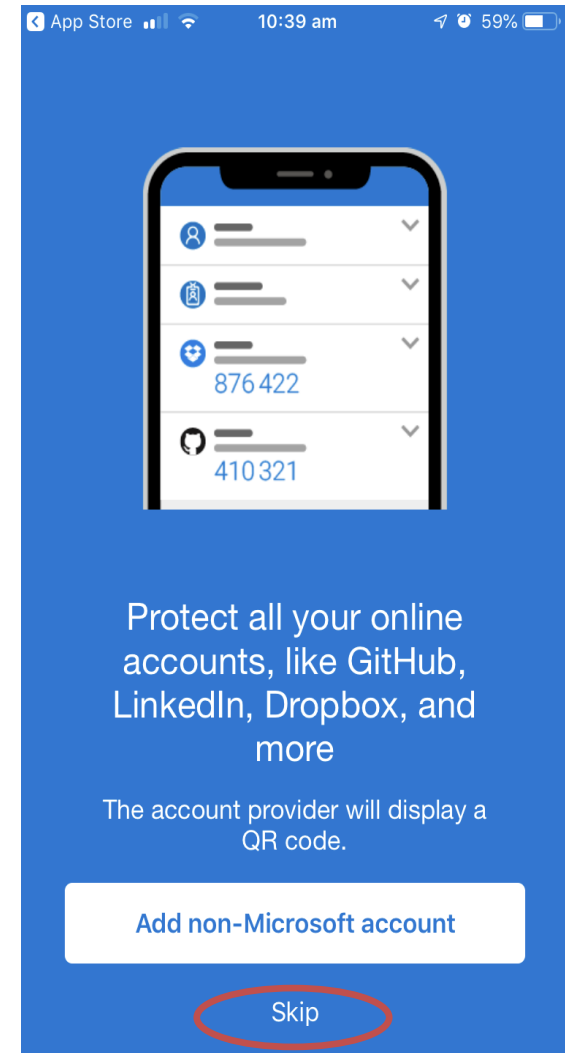
5. Select **Allow**



6. Select **Skip**

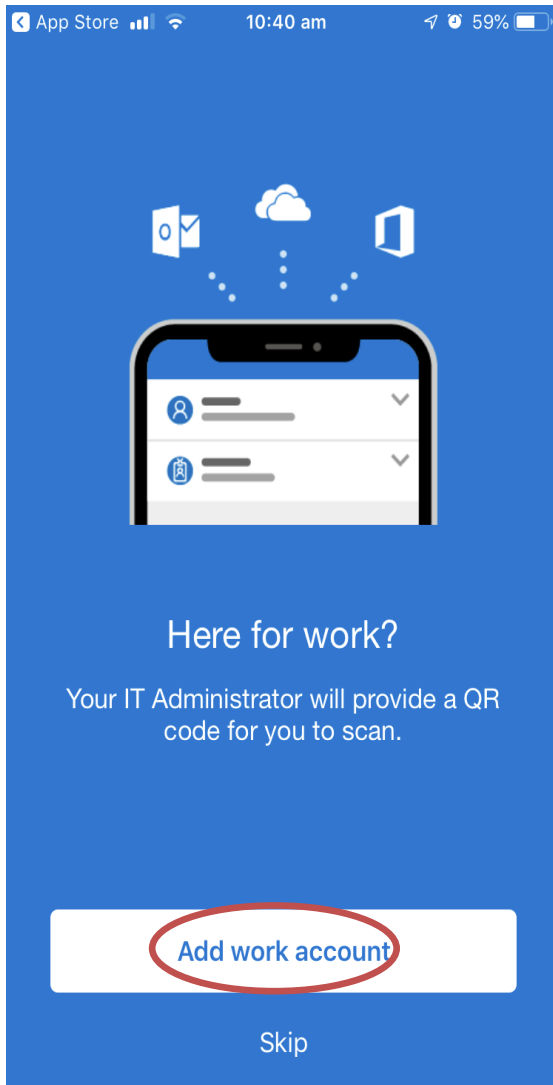


7. Select **Skip**

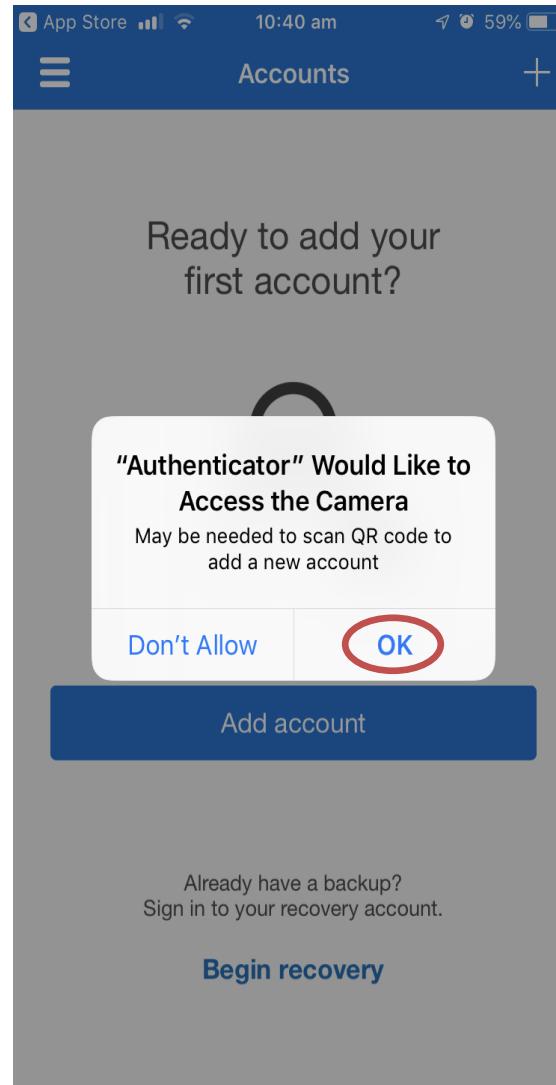


# Microsoft Authenticator App setup on an iPhone

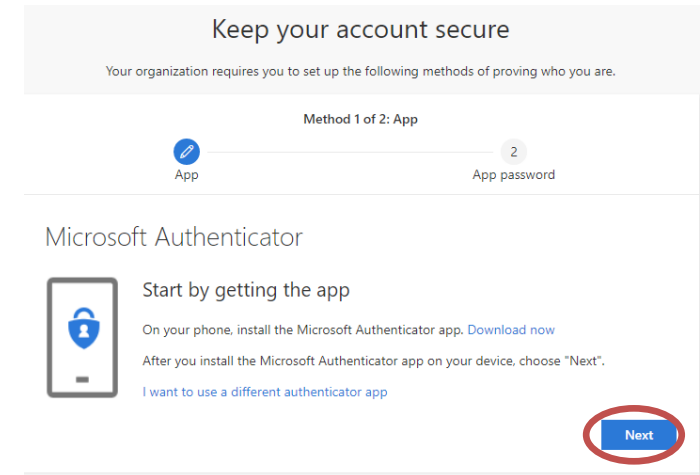
8. Select **Add work account**



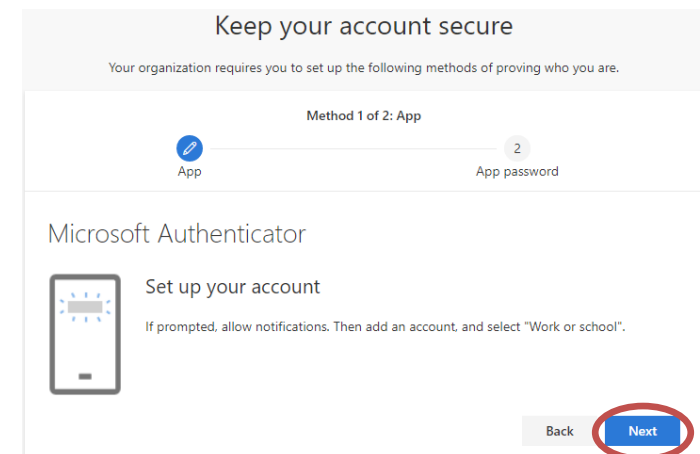
9. Select **OK**



10. Now come back to your **computer** and select **Next**

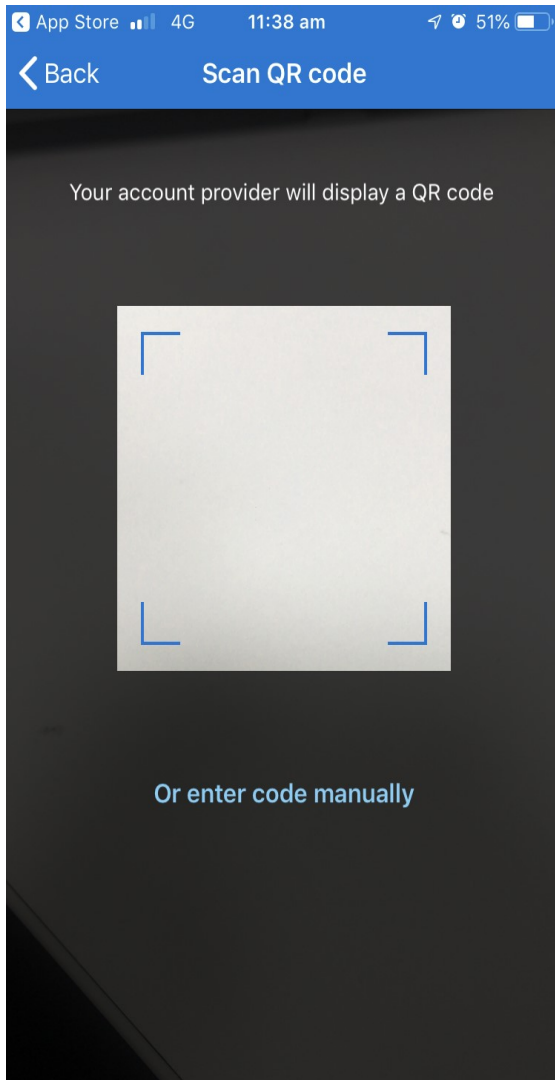


11. Select **Next** again

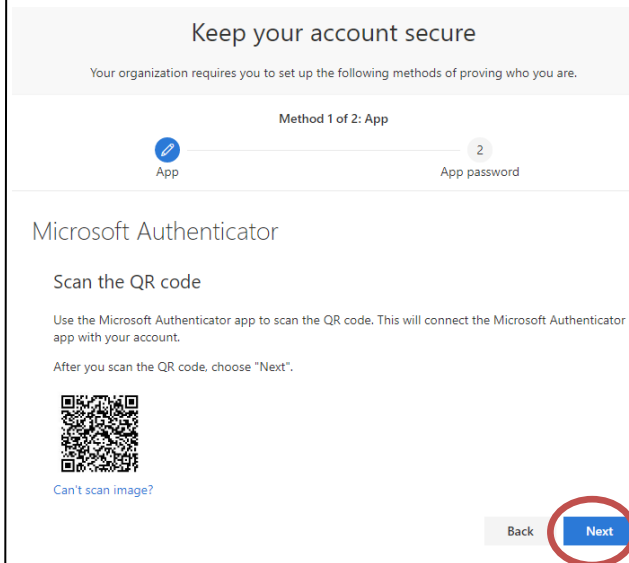


# Microsoft Authenticator App setup on an iPhone

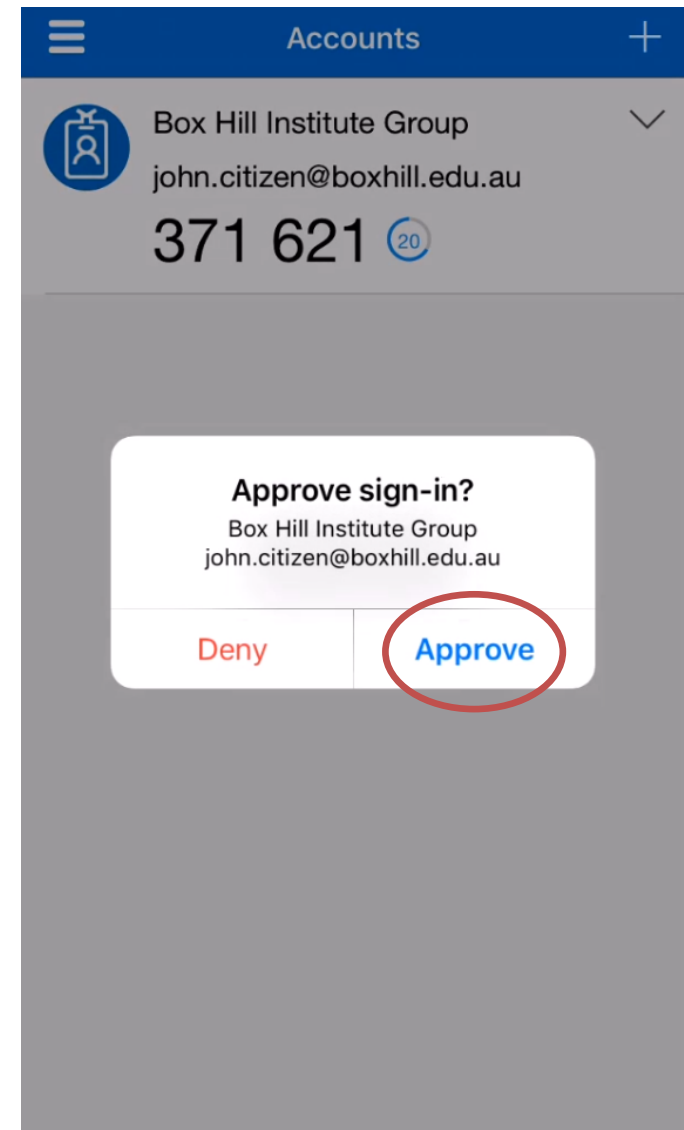
12. Your iPhone should look like the picture below, use this square to scan the QR code now showing on your computer.



13. Scan the QR code on your computer screen with your iPhone and select **Next** (Do not scan the QR code in these instructions)

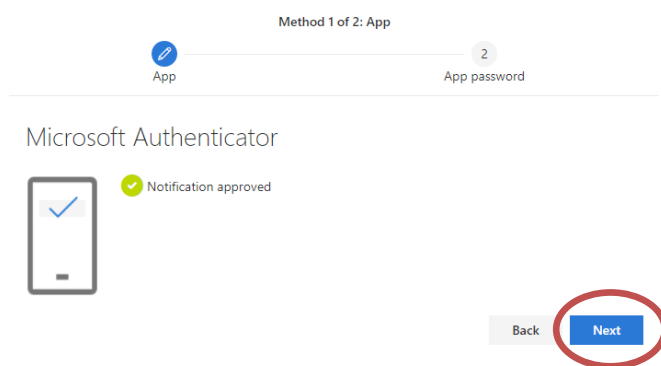


14. Select **Approve** on your iPhone

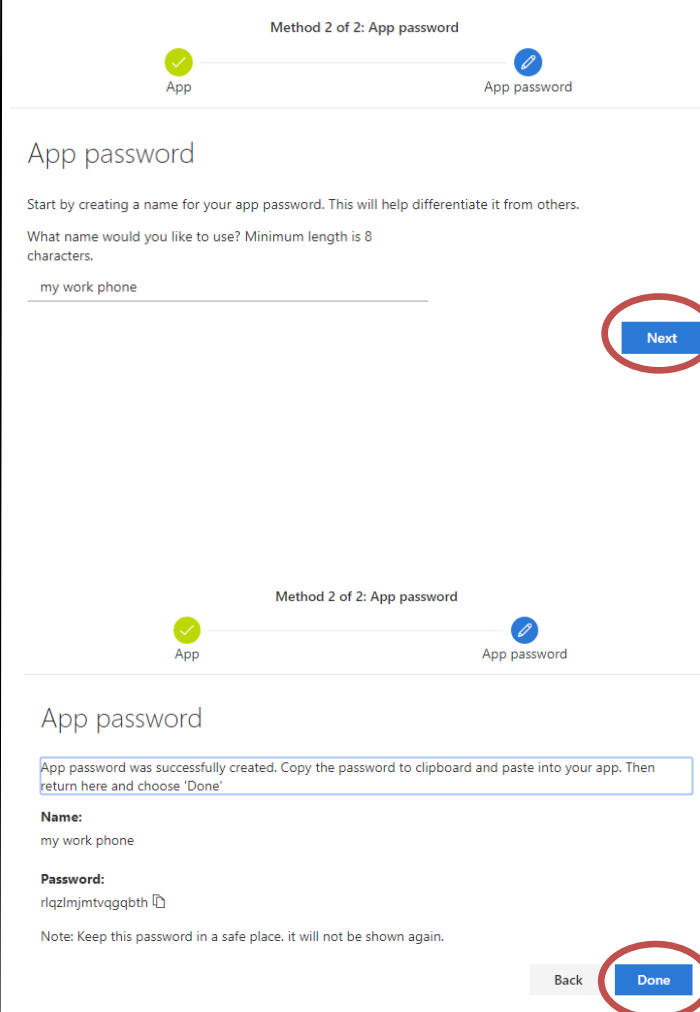


# Microsoft Authenticator App setup on an iPhone

15. Back on your computer select **Next** when it shows the notification is approved button



16. Create a name for your app password of your own choosing and select **Next**



You have now setup your Microsoft Multi Factor Authenticator (MFA) app on your iPhone and can use this to:

- reset your password
- connect to Remote Desktop
- connect to VPN

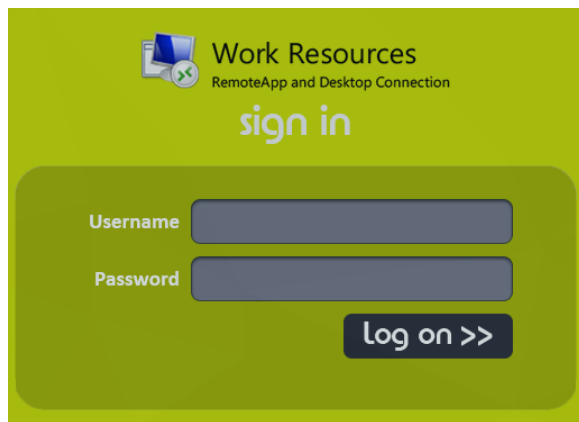
**You are now able to connect to our Remote desktop system by following the instructions below**

# Accessing Remote Desktop From a PC (Once registered for MFA)

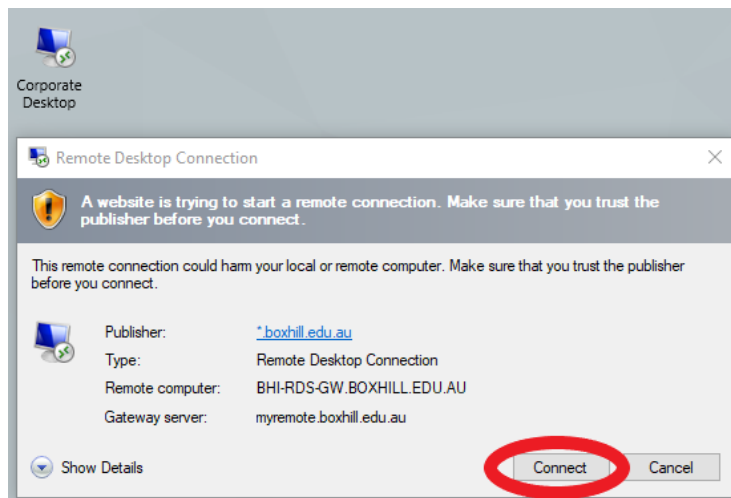


Once you have registered for Microsoft Azure Multi factor authentication (MFA), you can follow the below instructions to connect to the BHIG network via Remote Desktop.

1. Open Internet Explorer and visit: <https://myremote.boxhill.edu.au>
2. Log in with your BHI Username and Password, select **Log On**

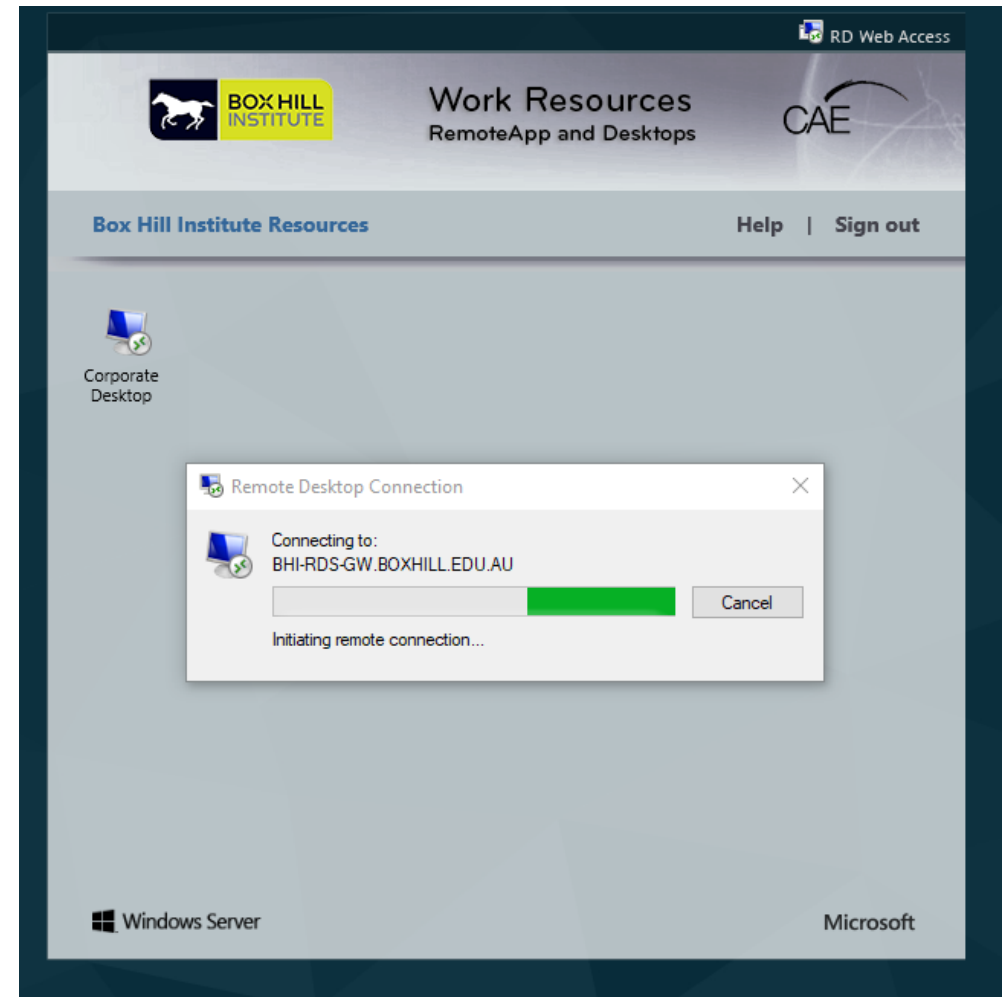


3. Select **Connect**:



4. You will see the following displayed:

**You will receive a request to approve login on your mobile device during this time.**



## Accessing Remote Desktop From a PC (Once registered for MFA)



5. You will be prompted to approve log in as seen below on the mobile device you have configured MFA on, select **Approve**:



6. You can now access remote desktop. Please note no documents should be saved outside G drive, Our space and other approved platforms to ensure no data loss.

**NOTE:** Should you receive the below error you have not correctly configured your account for multi-factor authentication. Please refer to the '**Microsoft Authenticator App Setup**' guides for **iPhone** and **Android** devices on the Technology Solutions How To page.

Remote Desktop Connection



Remote Desktop can't connect to the remote computer "BHI-RDS-GW.BOXHILL.EDU.AU" for one of these reasons:

- 1) Your user account is not authorized to access the RD Gateway "myremote.boxhill.edu.au"
- 2) Your computer is not authorized to access the RD Gateway "myremote.boxhill.edu.au"
- 3) You are using an incompatible authentication method (for example, the RD Gateway might be expecting a smart card but you provided a password)

Contact your network administrator for assistance.

OK

Help

### **For help and advice contact Technology Solutions**

Mon - Fri: 8:00 AM - 6:00 PM (excluding public holidays)

📞 +61-3-9286-9465 (Extension: 9465)