

Logging in to the Box Hill Institute Network for the First Time for Mac and Android 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)

Note: 'Current Password' is your temporary password.

Click [Submit](#) once you have set your new password.

Work Resources
RemoteApp and Desktops CAE

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 CAE

Change Password

User name: john.citizen

Current password:

New password:

Confirm new password:

Your password has been successfully changed.

OK

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

Authenticator App Setup and Reset Using an Android Device

1. **On your computer** Visit this site to begin your password reset 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

No account? [Create one!](#)

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

Next

2. follow the steps provided:

Your administrator has required you to verify your contact info. You can use this to reset your password if you ever lose access to your account.

verify now

3. Click the **Set up** Button



Keep your account secure

Sometimes, your organisation needs more info to make sure that it's you. Set up the security info below so you can prove who you are.

Authenticator app
Set up the mobile app and approve a notification

Set up

4. Click **Next** twice



Get the app

On your mobile device, install the Microsoft Authenticator app. [Learn more](#)

Cancel

Next

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



Set up your account

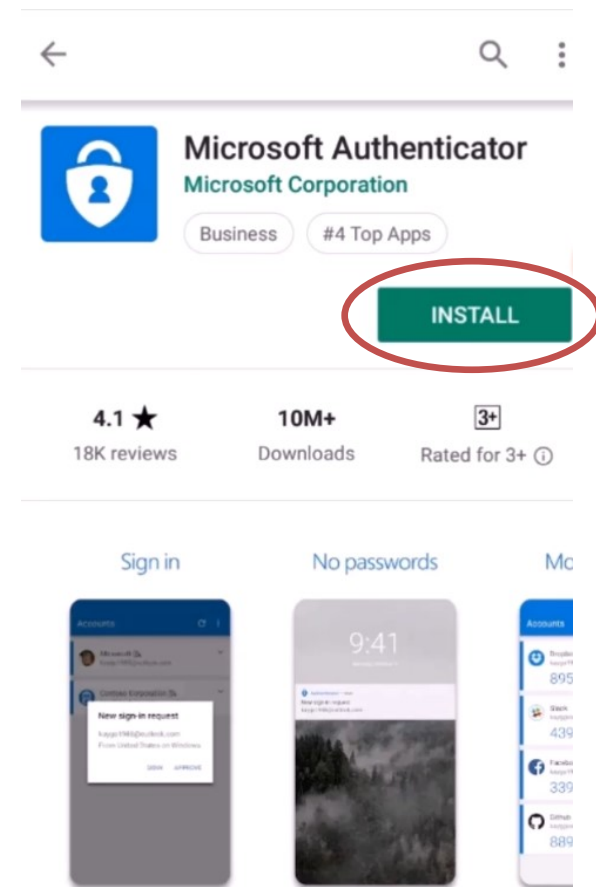
If prompted, allow notifications. Then add an account, and choose "Work or school account".

Cancel

Next

4. How to install Microsoft Authenticator on your Android device:

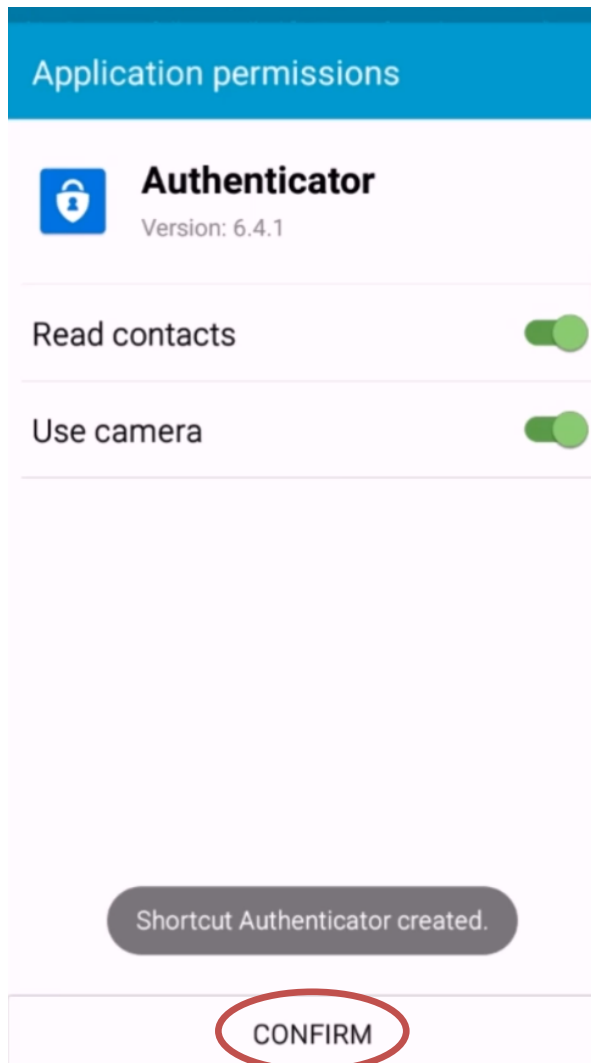
Download and open Microsoft Authenticator on your mobile device in the Google Play store



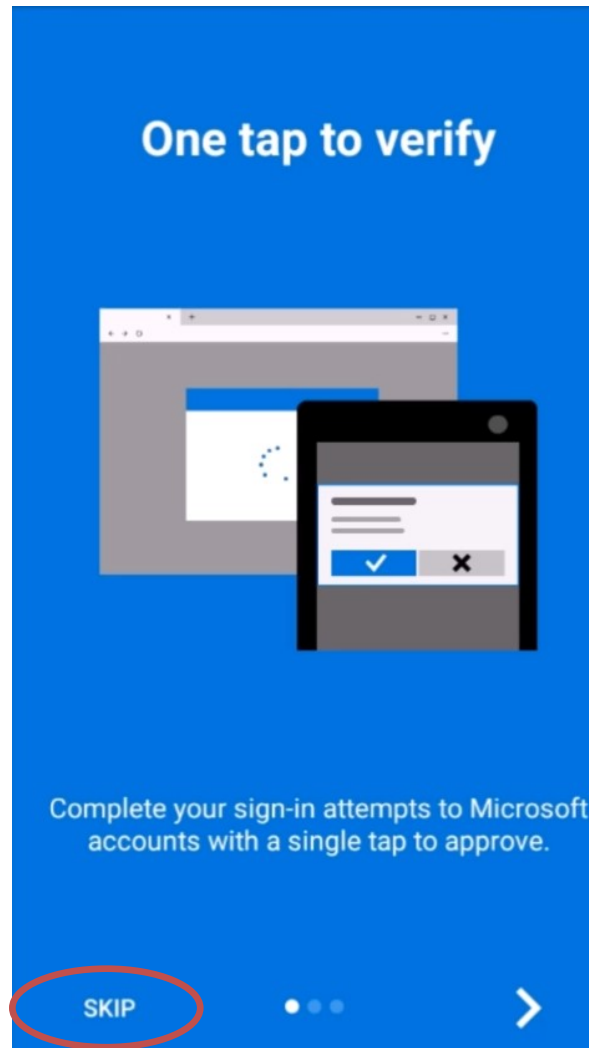
Use Microsoft Authenticator to sign in easily and

Authenticator App Setup and Reset Using an Android Device

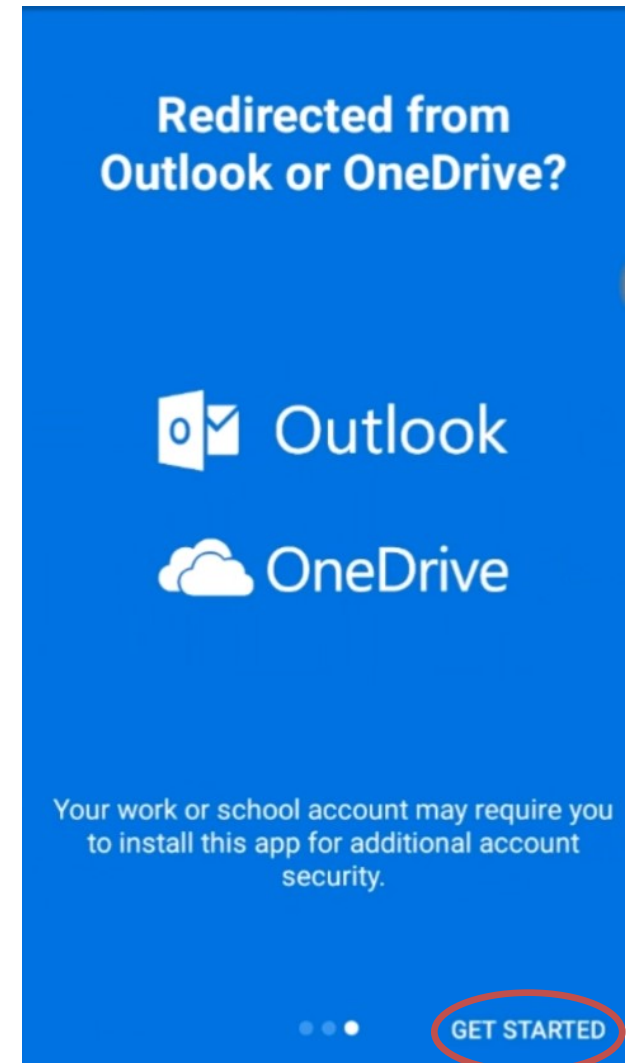
5. Press **Confirm**



6. Swipe to the right 3 times or press the **Skip** option at the bottom of the screen

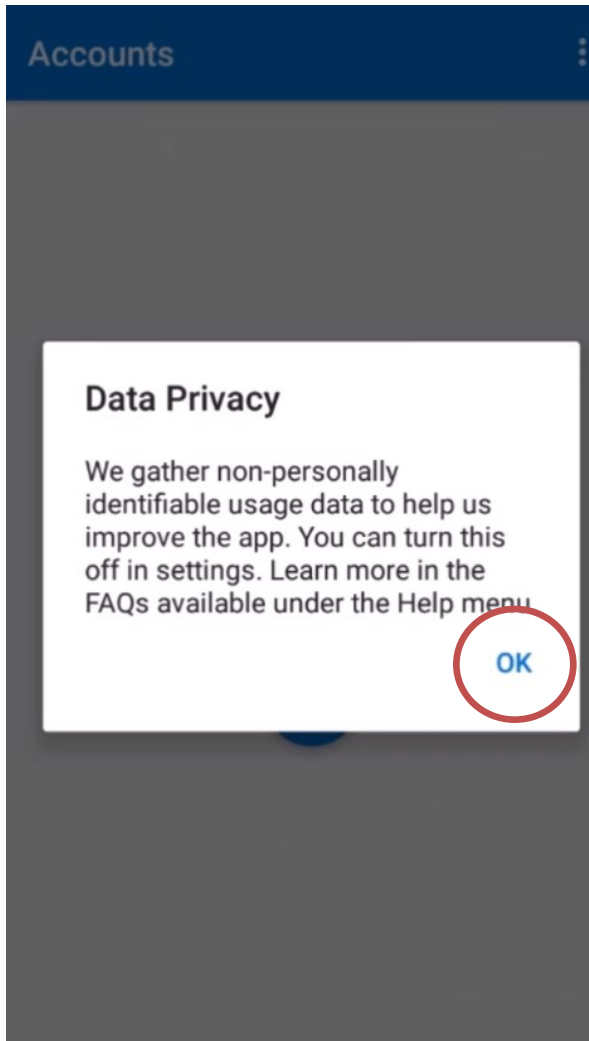


7. Press **Get started**

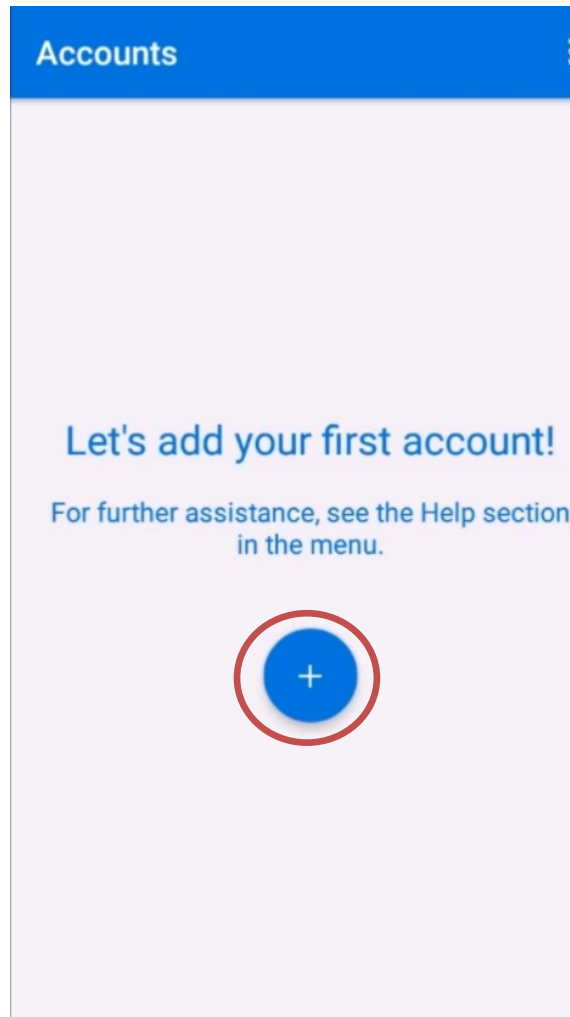


Authenticator App Setup and Reset Using an Android Device

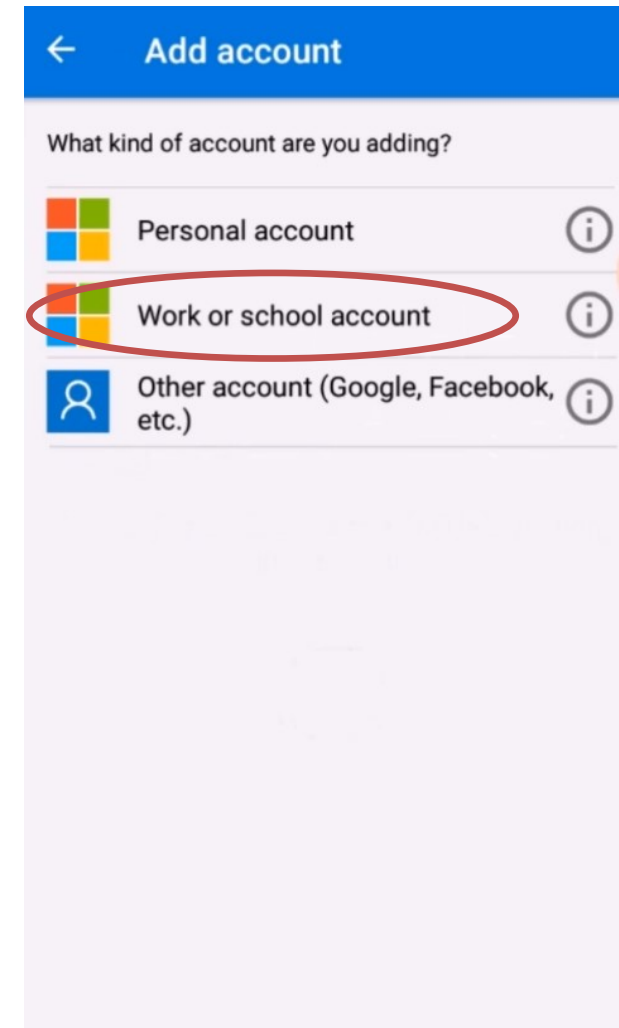
8. Press **OK**



9. Press **Add account plus button**

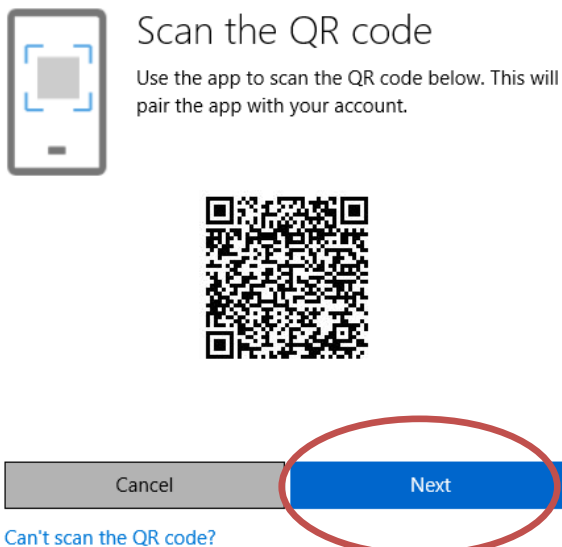


10. Press **Work or school account**

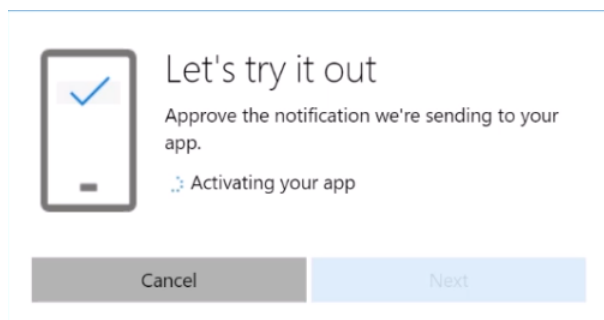


Authenticator App Setup and Reset Using an Android Device

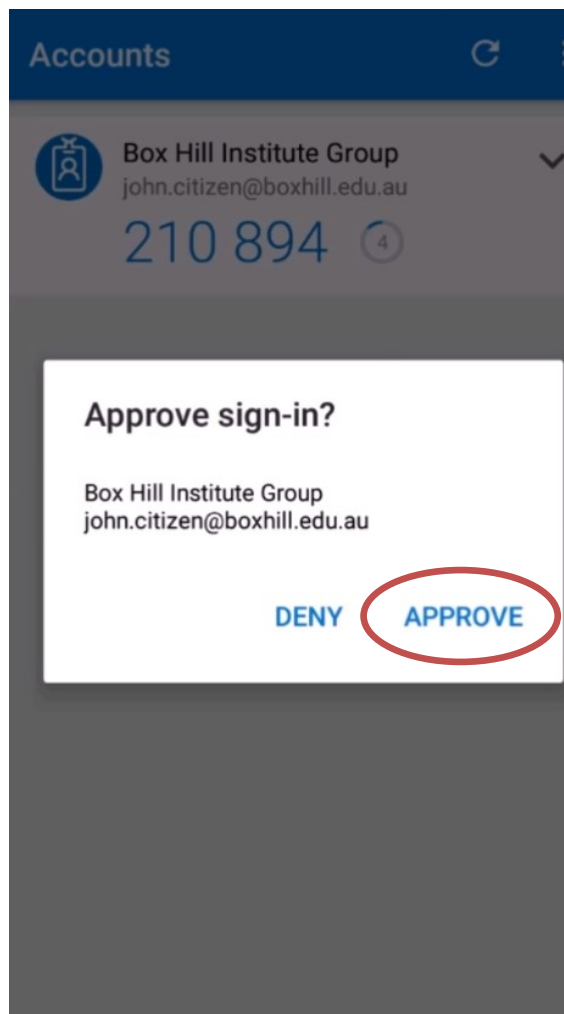
11. Scan the QR code with your iPhone and click **Next**



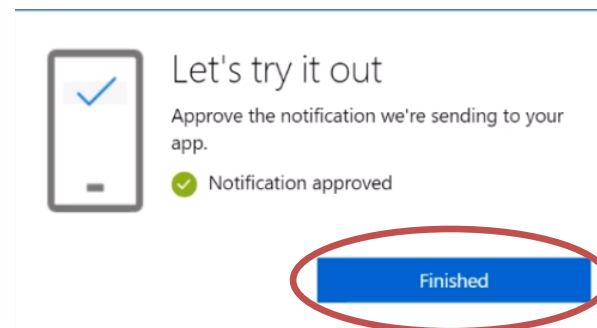
12. Your next screen should show as below



13. Press **Approve**



14. Back on your computer click the **Finished** button



Accessing Remote Desktop From a Mac (Once registered for MFA)



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

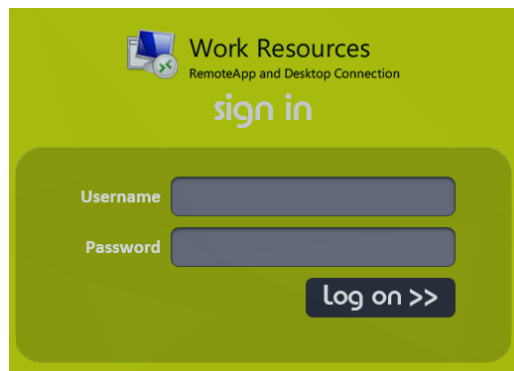
Yet to register for Multifactor authentication? Please refer to the '[Microsoft Authenticator App Setup Using an Android](#)' or '[Microsoft Authenticator App Setup Using an iPhone](#)' Guide on the Technology Solutions '**How To**' page.

1. Go to the App Store and download 'Microsoft Remote Desktop 10'.



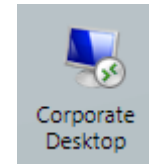
NOTE: If you already have Microsoft Remote Desktop 10 installed on your device. You will have to **uninstall it** and start from step 1.

2. Open Safari or any web browser and visit: **myremote.boxhill.edu.au**
3. Log in with your BHI Username and Password:



4. Once signed in, you should see an icon named 'Corporate Desktop'.

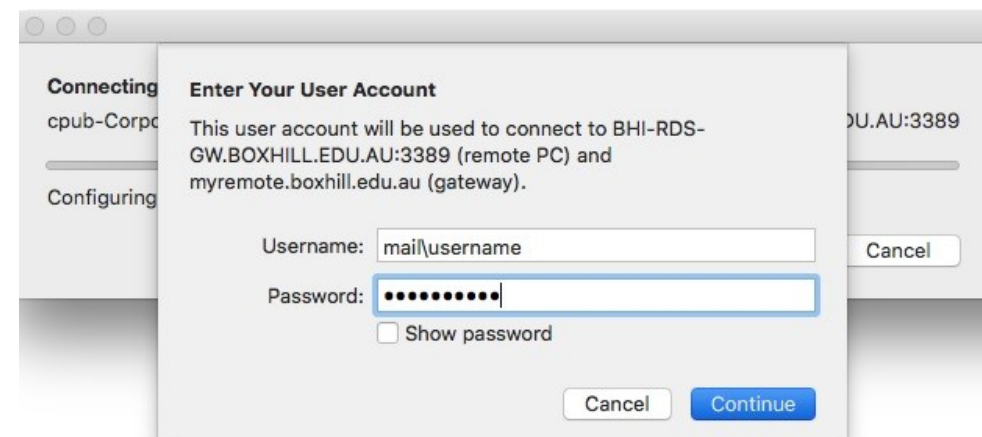
NOTE: If you do not see this icon, you will need to request access by logging a job with ITS via the [portal](#).



5. **PLEASE ENSURE YOU HAVE MICROSOFT AUTHENTICATOR OPEN ON YOUR PHONE BEFORE CLICKING Corporate Desktop**

6. Microsoft Remote Desktop 10 will open and prompt you for a sign in.

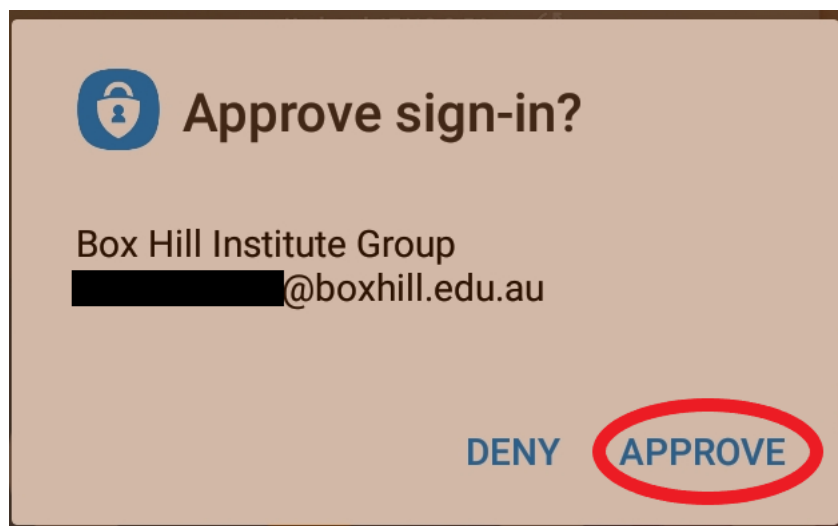
NOTE: Enter your user account/password in the format: **mail\username**



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

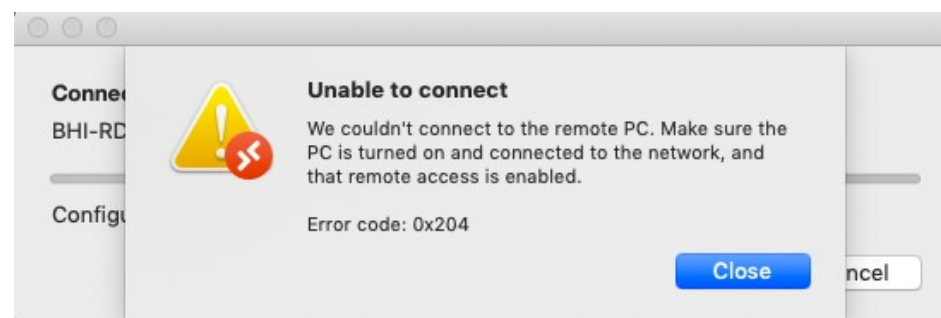


5. You will be prompted to approve log in as seen below on the mobile device you have configured MFA on, select **Approve**:



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 '**Staff Password Resets—Authenticator App**' guides for iPhone and Android devices on the Technology Solutions How To page.



For help and advice contact Technology Solutions

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

📞 +61-3-9286-9465 (Extension: 9465)