


Logging in to the Box Hill Institute network for the first time for Mac 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:



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




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. ! \$ # %)

Note: 'Current Password' is your temporary password.

Click **Submit** once you have set your new password.



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



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".

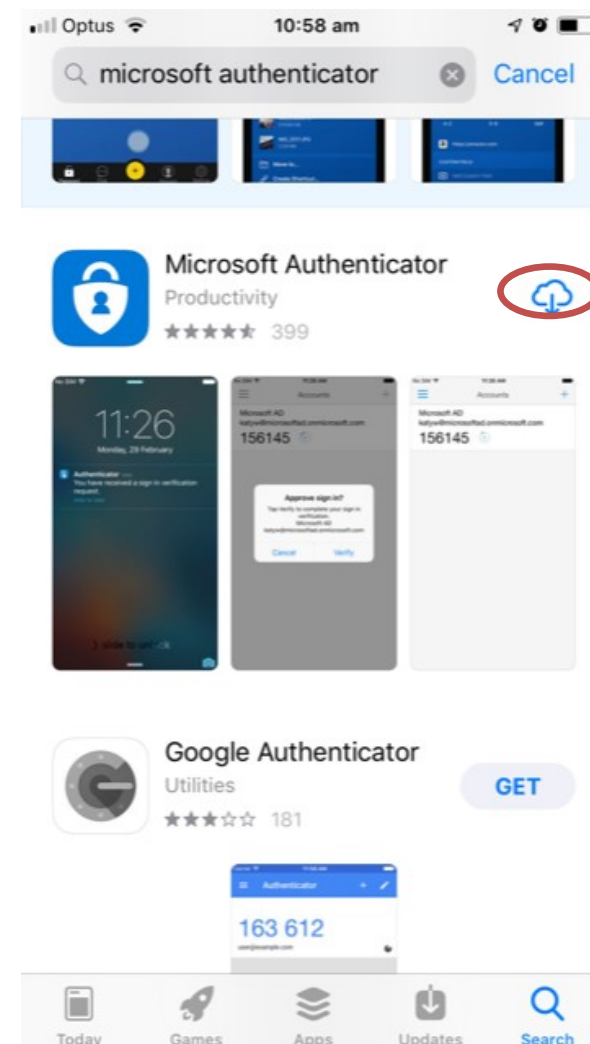
[I want to use a different authenticator app](#)

Next

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

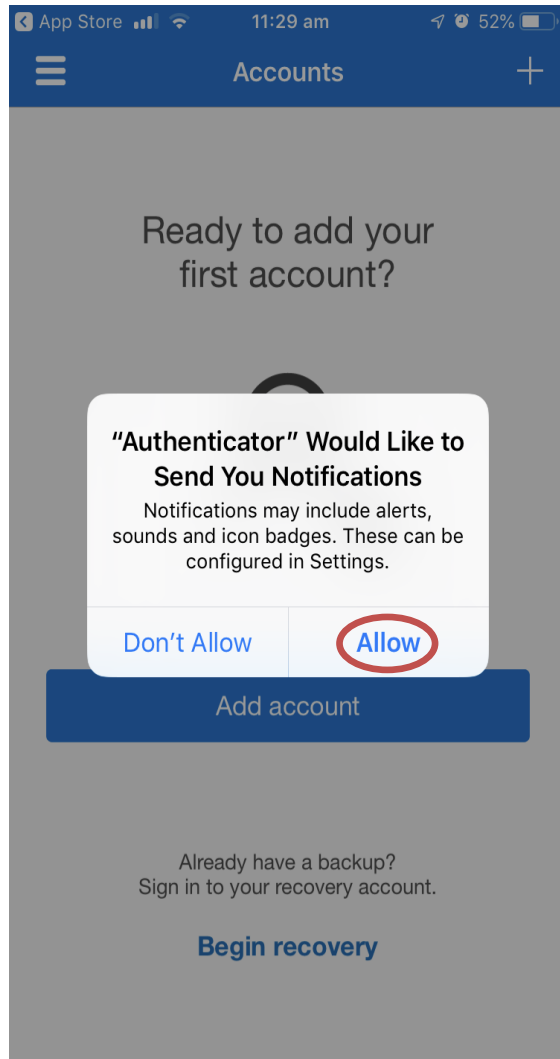
4. How to install Microsoft Authenticator on your iPhone:

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

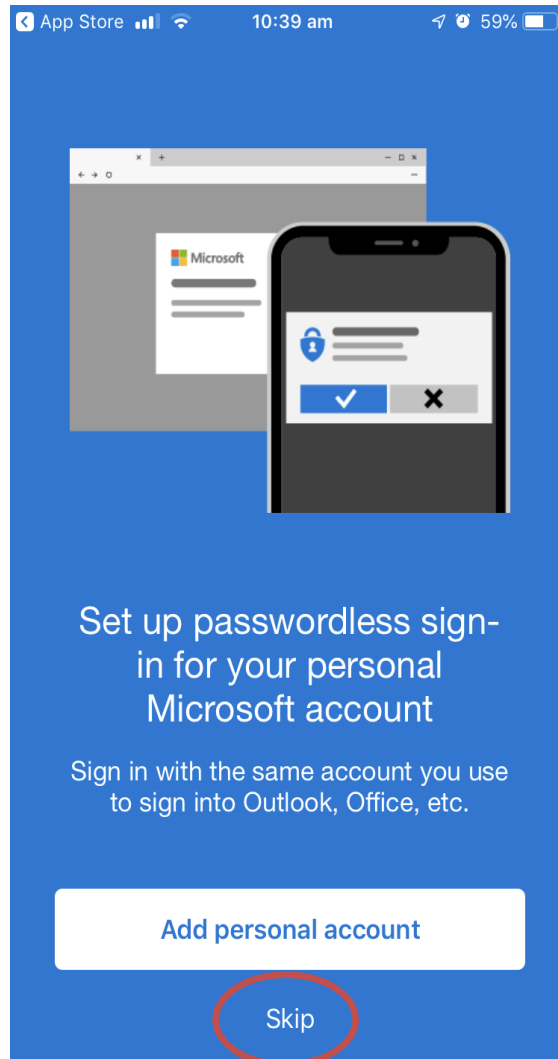


Microsoft Authenticator App setup on an iPhone

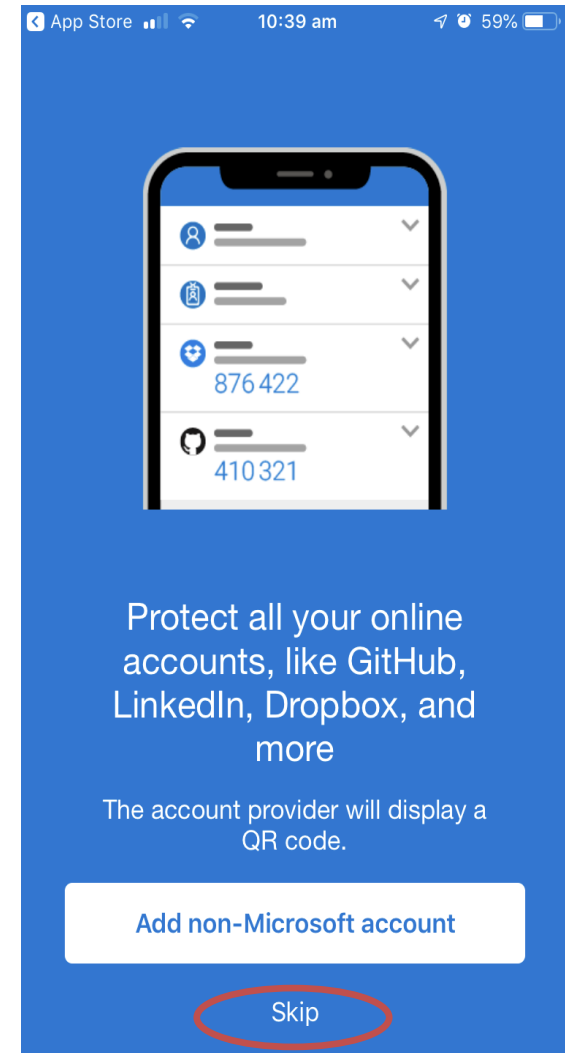
5. Select **Allow**



6. Select **Skip**

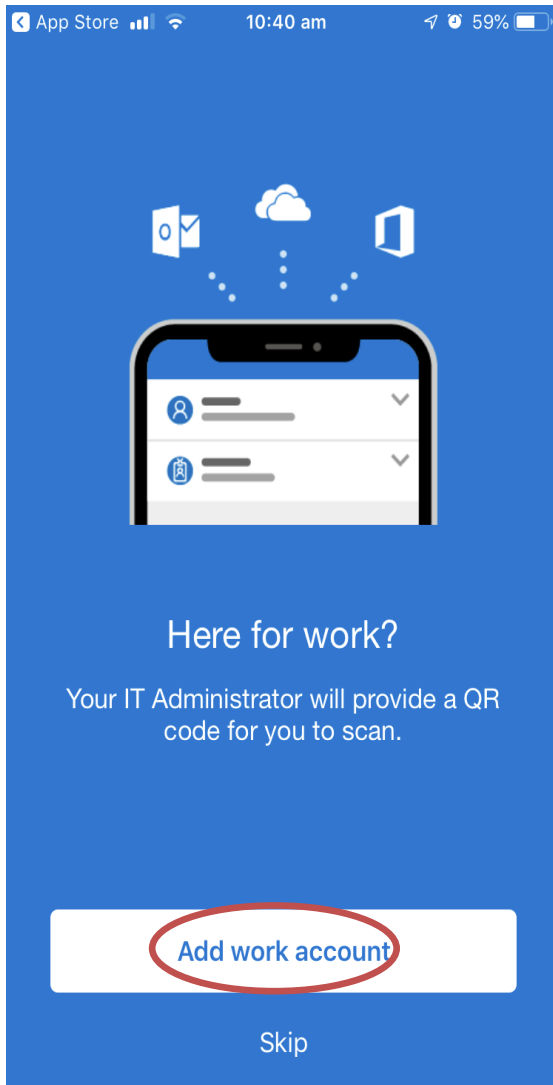


7. Select **Skip**

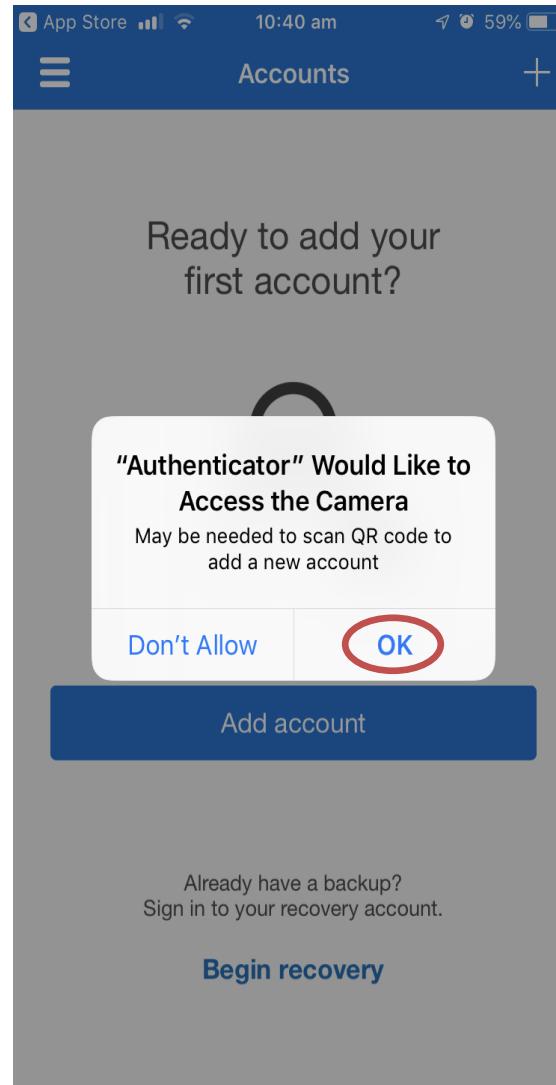


Microsoft Authenticator App setup on an iPhone

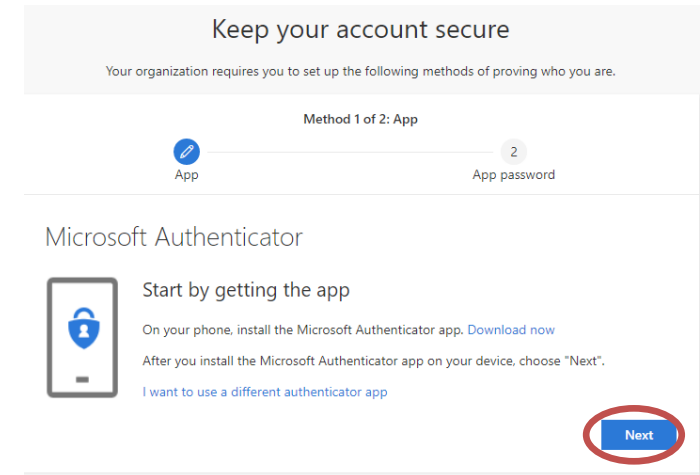
8. Select **Add work account**



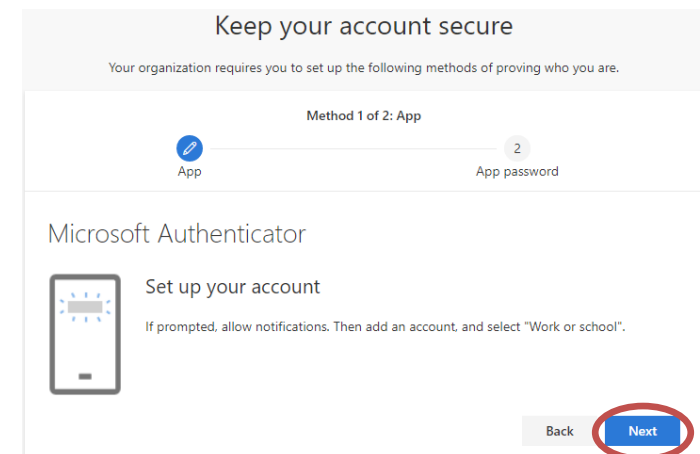
9. Select **OK**



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

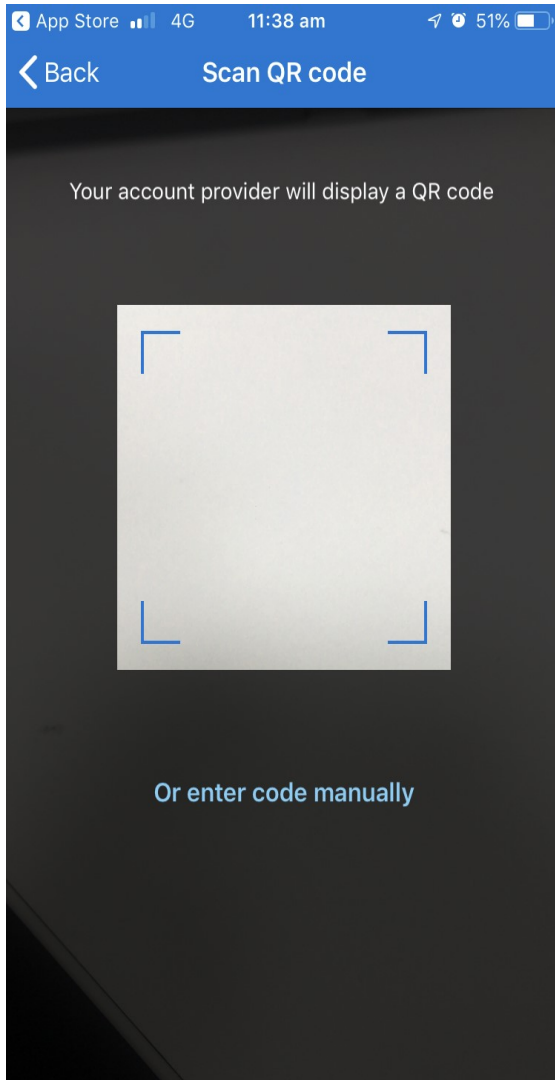


11. Select **Next** again

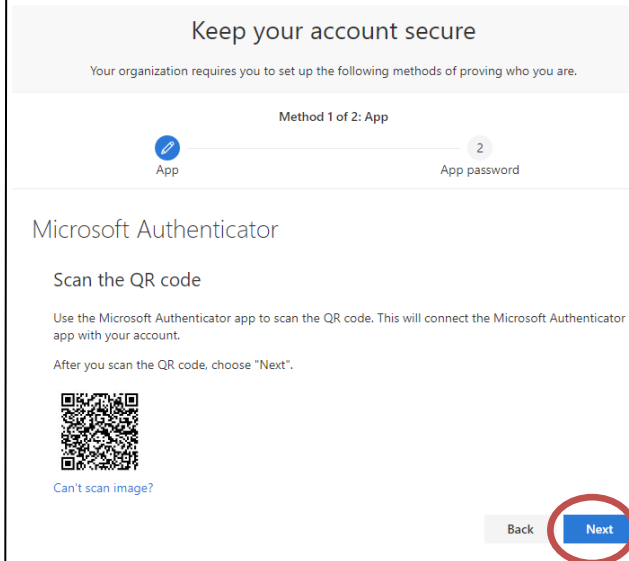


Microsoft Authenticator App setup on an iPhone

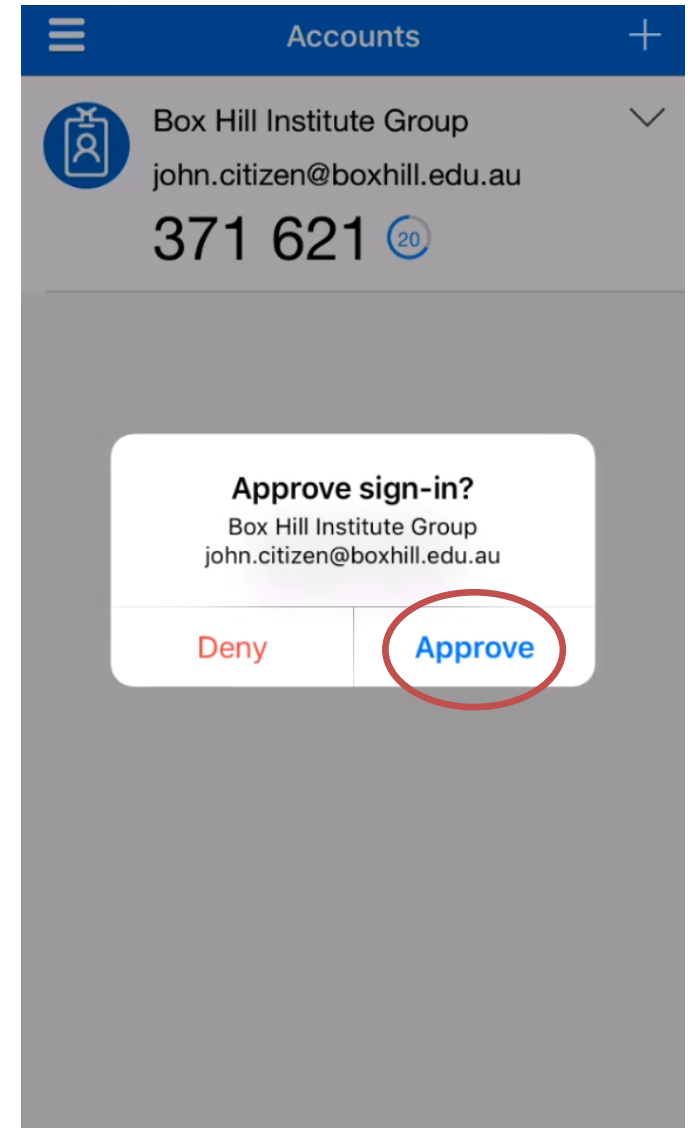
12. Your iPhone should look like the picture below, use this square to scan the QR code now showing on your computer.



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

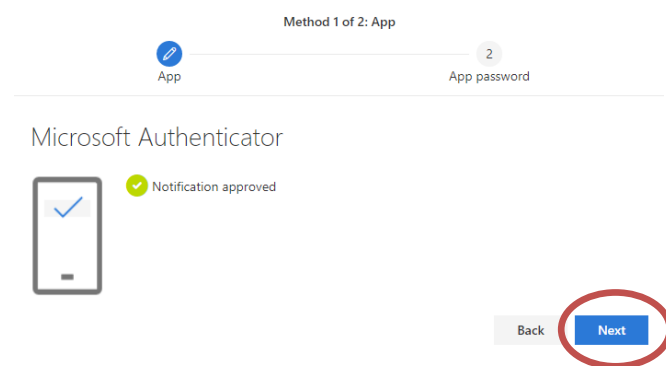


14. Select **Approve** on your iPhone

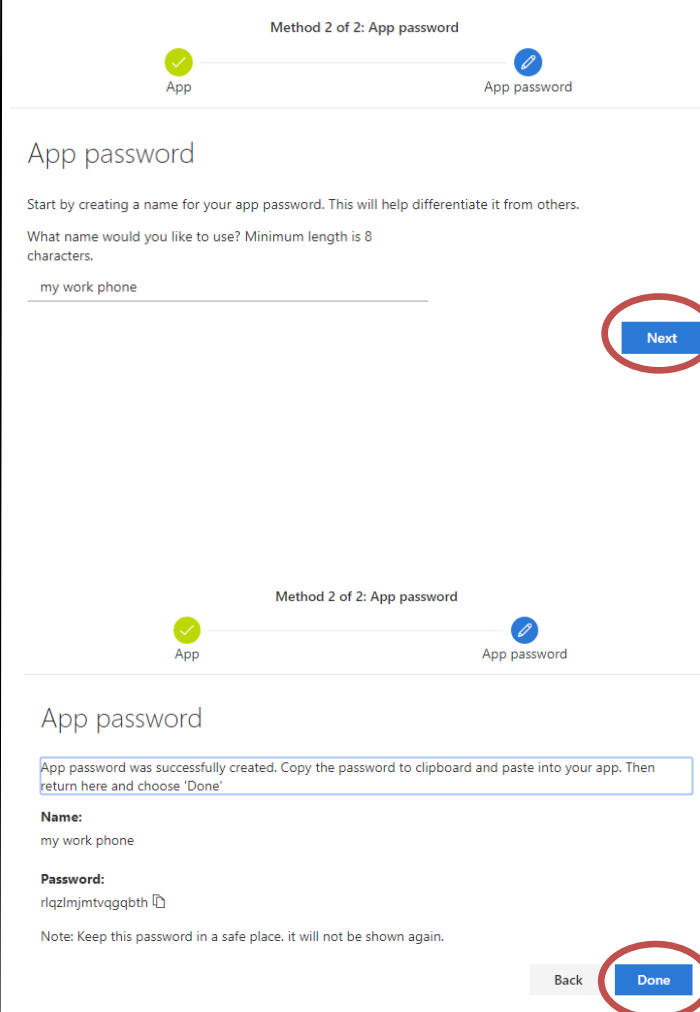


Microsoft Authenticator App setup on an iPhone

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 Mac (Once registered for MFA)

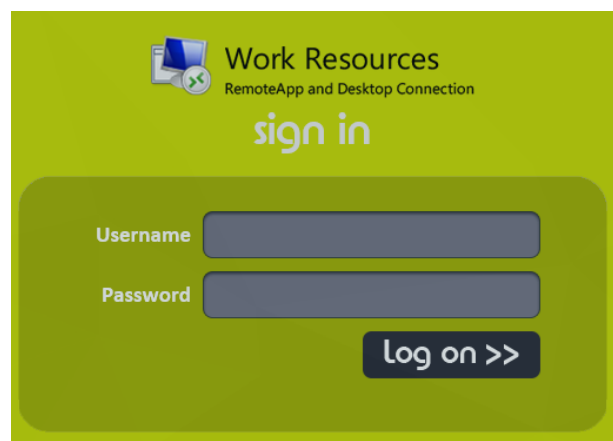


Once you have registered for Microsoft Azure Multi factor authentication (MFA), you can follow the below instructions to connect to the BHIG network via Remote Desktop.

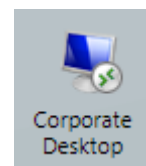
1. Go to the App Store and download 'Microsoft Remote Desktop 10', select **Get**



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

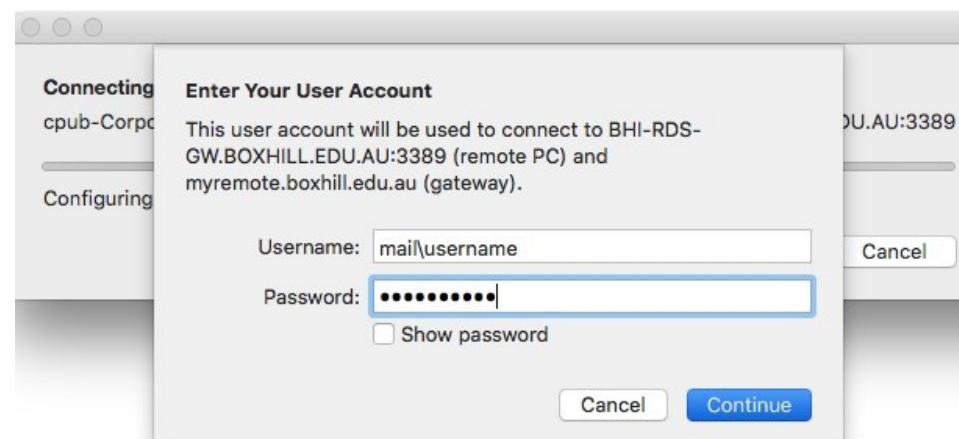


4. Once signed in, you should see an icon named 'Corporate Desktop'.
NOTE: If you do not see this icon, you will need to request access by logging a job with ITS via the [portal](#).



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.

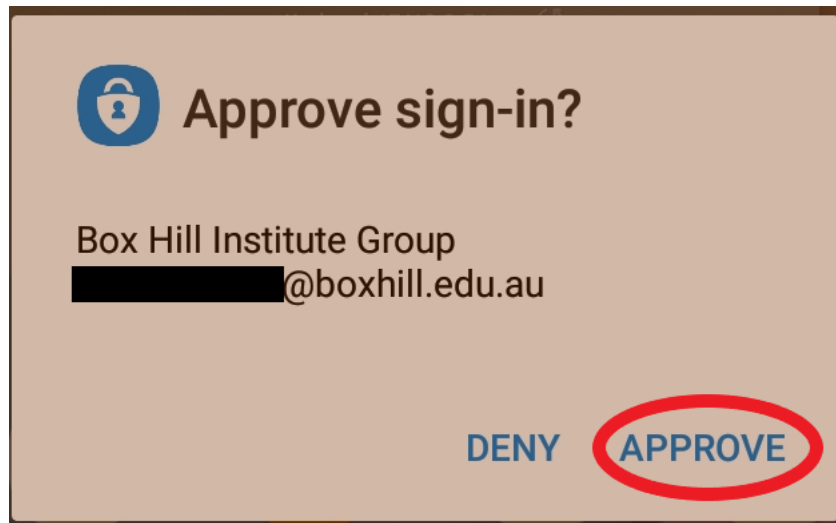
NOTE: Enter your user account/password in the format: **mail\username**



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

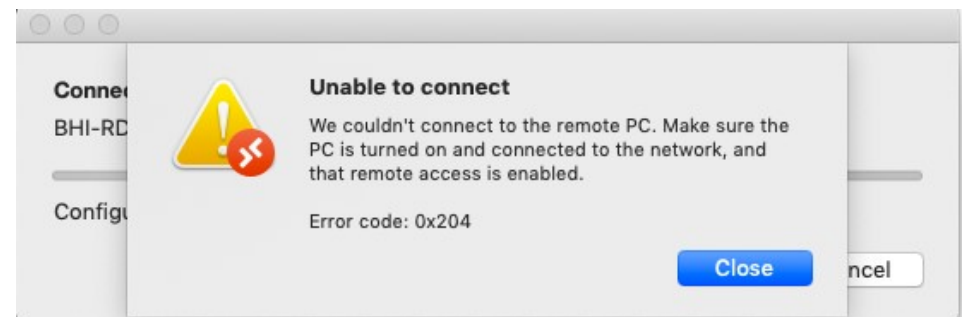


7. You will be prompted to approve log in as seen below on the mobile device you have configured MFA on, select **Approve**:



8. 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.



For help and advice contact Technology Solutions

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

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