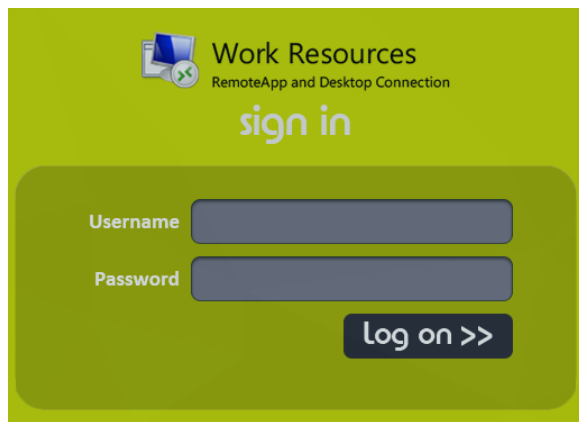


Accessing Remote Desktop From a PC (Once registered for MFA)

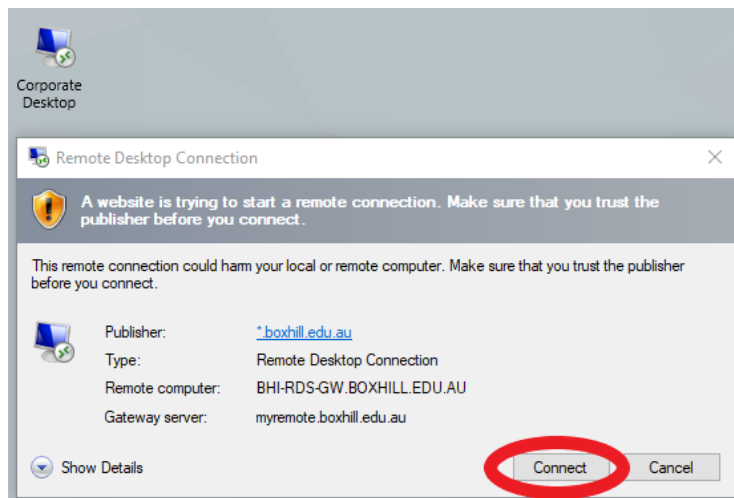


Once you have registered for Microsoft Azure Multi factor authentication (MFA), you can follow the below instructions to connect to the BHIG network via Remote Desktop.

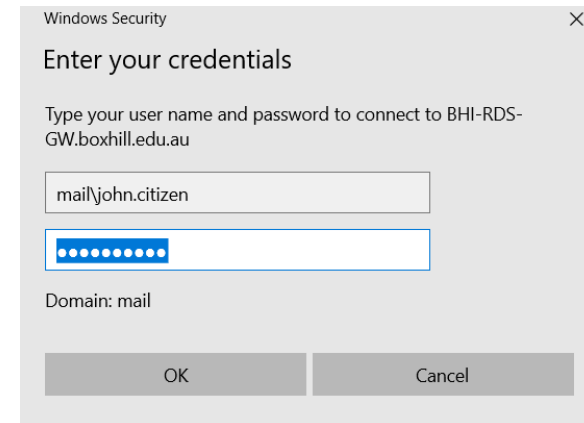
1. Open Internet Explorer and visit: <https://myremote.boxhill.edu.au>
2. Log in with your BHI Username and Password, select **Log On**



3. Select **Connect**:

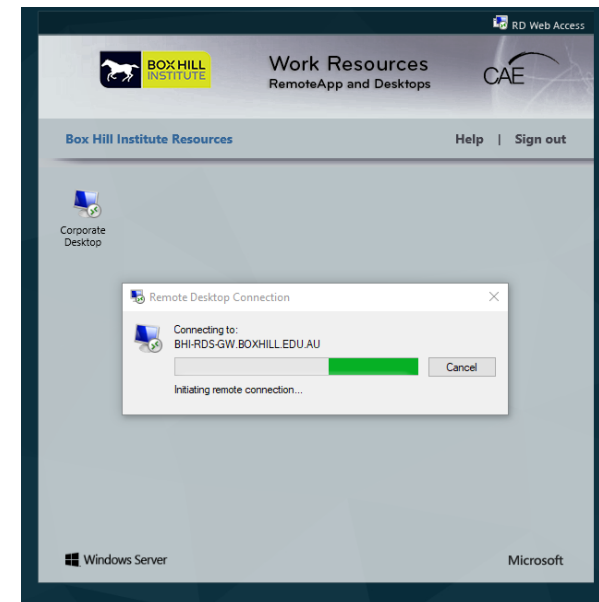


4. Enter your user account/password in this format: **mail\username**



5. You will see the following displayed:

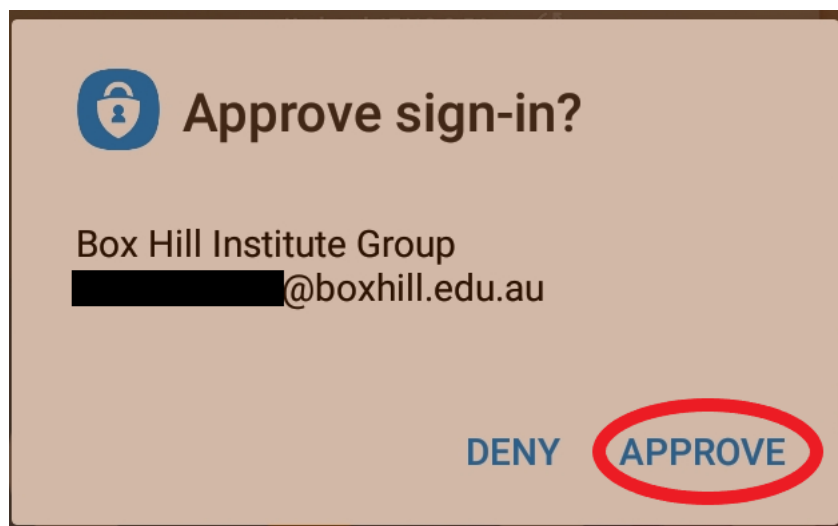
You will receive a request to approve login on your mobile device during this time.



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)