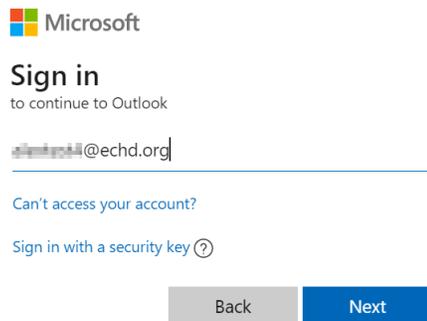


# Multifactor Authentication (MFA) for Citrix Virtual Apps and Desktops

## Setting up MFA for the first time:

1. Go to the website that you want to access like you normally do.
  - a. Virtual Desktop (VDI): <https://mchvdi.echd.org>
  - b. Virtual Apps (XenApp): <https://mchapps.echd.org>
2. Enter your **MCH username** with “**@echd.org**” at the end. Click **Next**.



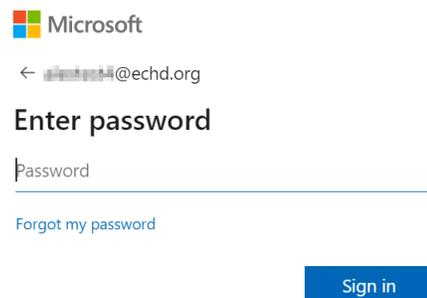
Microsoft

**Sign in**  
to continue to Outlook

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

[Sign in with a security key ?](#)

3. Enter your **MCH password**. Click **Sign in**.



Microsoft

<

**Enter password**

[Forgot my password](#)

4. Click **Next**.



msc@echd.org

### More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

5. Select one of the following phone verification mode. Choose a method. Click **Next**.
- a. Authentication phone (Cell phone)
  - b. Office Phone (Note: Only select if you never access account outside of MCHS)
  - c. Mobile app (Microsoft Authenticator)



## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 1: How should we contact you?

Authentication phone

United States (+1)

XXXXXXXXXX

Method

Send me a code by text message

Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

7. Follow the instruction on the screen for security verification. If available, click **Verify**.



## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 2: We've sent a text message to your phone at +1 9295480158**

When you receive the verification code, enter it here

Cancel

Verify



## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 2: We're calling your phone at +1 9295480158**

 Answer it to continue...

8. Click **Done**.



## Additional security verification

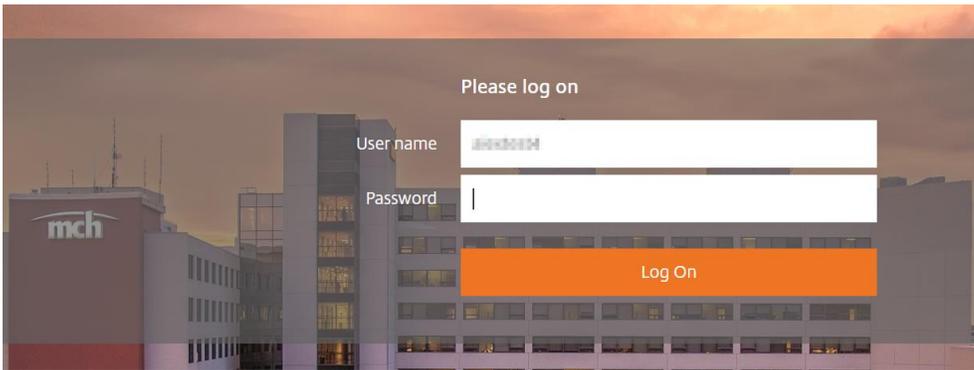
Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 2: We've sent a text message to your phone at +1 9295480158**

Verification successful!

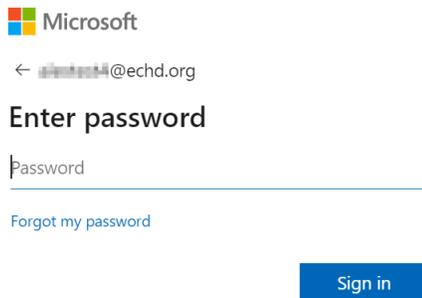
Done

9. Enter your **MCH password**. Click **Log On** then follow screen instructions like you normally do.

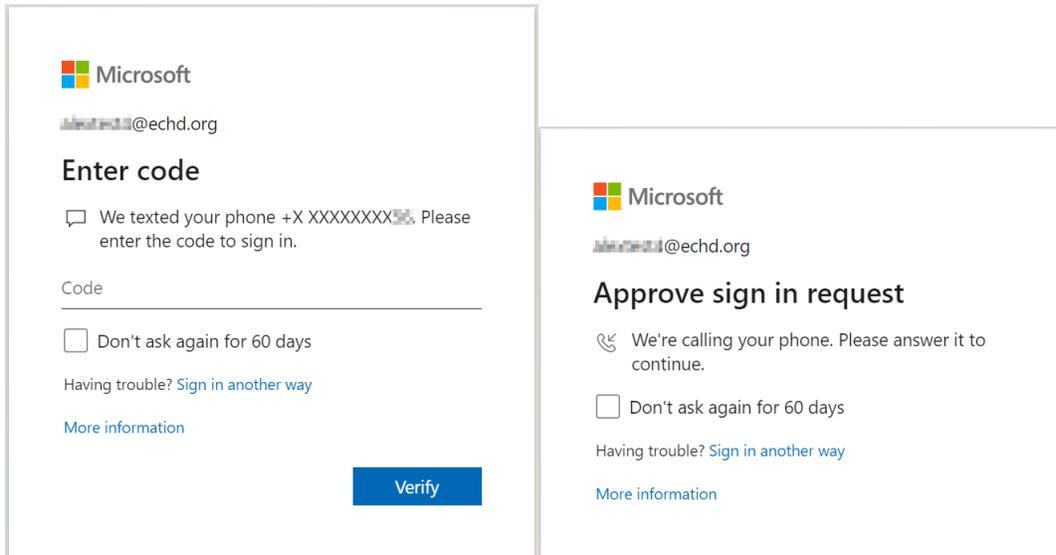


## For subsequent logins:

1. Go to the website that you want to access like you normally do.
  - a. Virtual Desktop (VDI): <https://mchvdi.echd.org>
  - b. Virtual Apps (XenApp): <https://mchapps.echd.org>
2. Enter your **MCH password**. Click **Sign in**.



- If the device used to access account is a trusted device, you will be given an option to save device by selecting the box **“Don’t ask again for 60 days”**; otherwise, option will be prompted each time you access account. If available, click **Verify**.



- Enter your **MCH password**. Click **Log On** then follow screen instruction like you normally do.

