



Azure Virtual Desktop (AVD)

How to Access the DHA Azure Virtual Desktop Public Edition

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Table Of Contents

- Windows Clients..... 4
 - Checking for Pre-Installed Software4
 - Installing Windows App on a Personal Windows Device6
 - Installing Windows App on Government Furnished Equipment (GFE).....9
 - Configure Windows App and access Azure Virtual Desktop 11
- Apple MacOS Clients 16
 - Installing Windows App on Apple MacOS Clients..... 16
- Appendix 19
 - How To Customize Display Setting in Remote Desktop Client..... 19
 - Utilizing the AVD Client Taskbar 20
 - Client Taskbar 20
 - Icon Descriptions..... 20
 - Configuring Client Peripheral Device Permissions 22
 - How To Enable Virtual Keyboard When Using Touch Screen Capable Client 24
 - Determining optimal Azure Virtual Desktop Region..... 26
 - How to get Technical Support for Azure Virtual Desktop 28

Introduction

The DHA Azure Virtual Desktop (AVD) is a remote access tool for all Military Treatment Facility (MTF) and Program of Record (POR) users that have an active account. The remote desktops let users access various productivity and communication apps from both government and personal devices, without needing to be at the medical facility or connected to the VPN.

DHA AVD runs on Microsoft Azure's U.S. Government datacenters. It provides full Windows desktop experience containing all your favorite Microsoft 365 apps and access to MHS Genesis.

This guide explains how to meet the system requirements to connect to the DHA Azure Virtual Desktop (AVD).

Windows Clients

Checking for Pre-Installed Software

Before making any changes, check the Control Panel to see whether the software is already installed on your computer.

1. Open Start menu and type “Control Panel” in the search bar of the start menu.

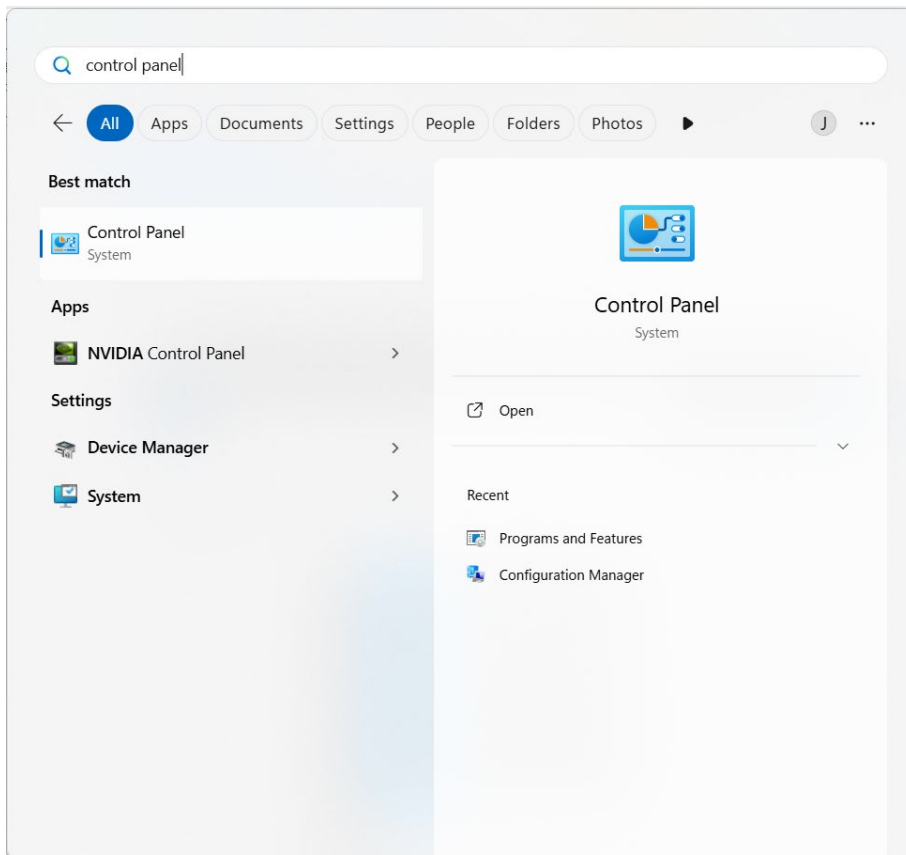


Figure 1: Opening Control Panel from Search Bar

2. If your Control Panel opens in the Category view (upper right), click on “Programs.”

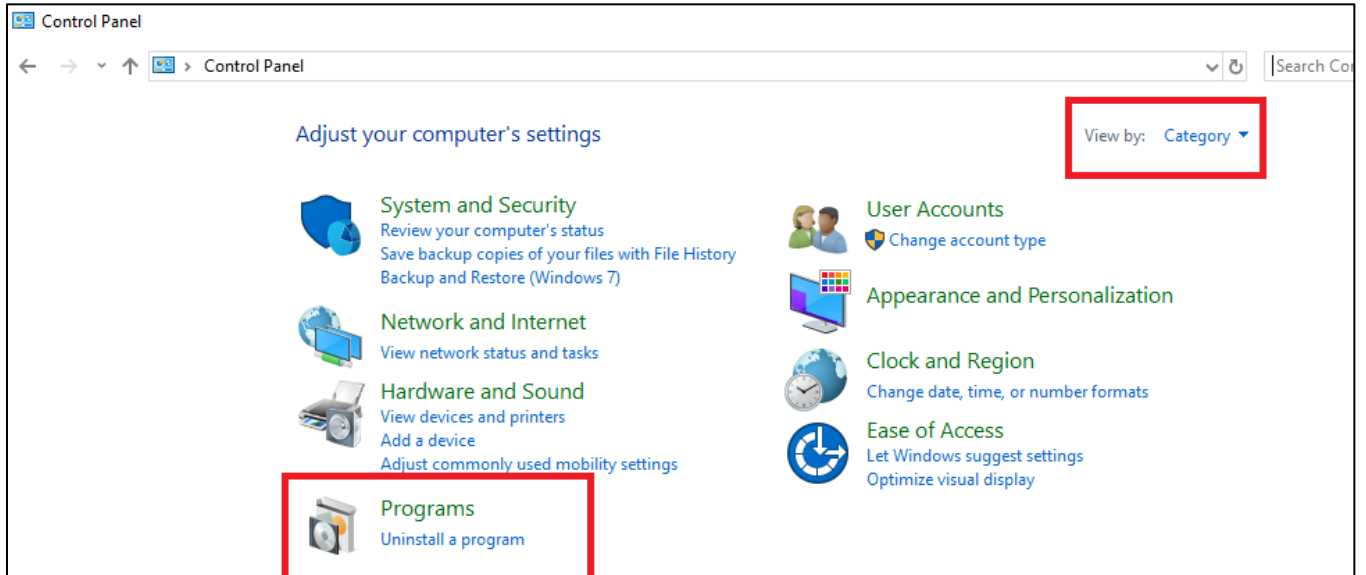


Figure 2: Control Panel – Category View

3. If your Control Panel opens in the Large Icons view (upper right), click on “Programs and Features.”

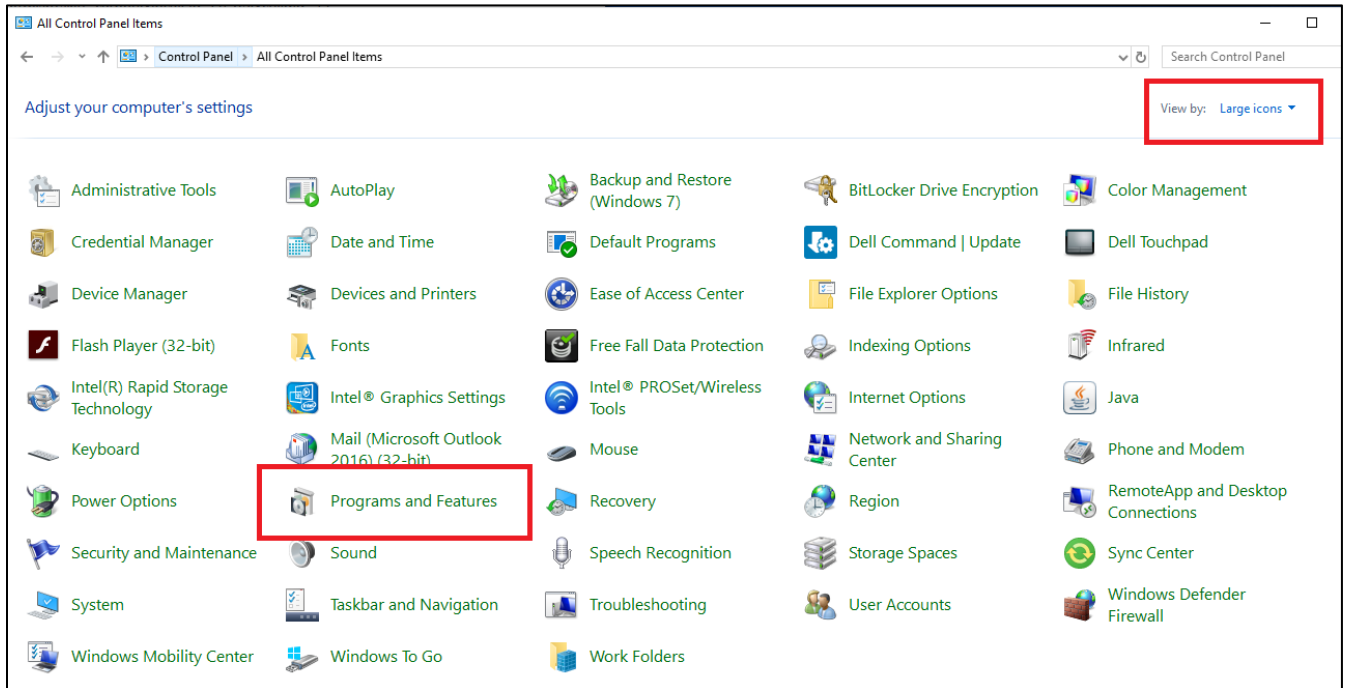


Figure 3: Control Panel – Large Icons View

4. Once the list of software loads, check for the following software, which is outlined in the screenshot below:
 - ActivClient
 - **INFORMATION:** ActiveClient is **not required**. If installed it must be at version 7.1.0 at a minimum
5. Open Start menu and type “Window App” in the search bar of the start menu.

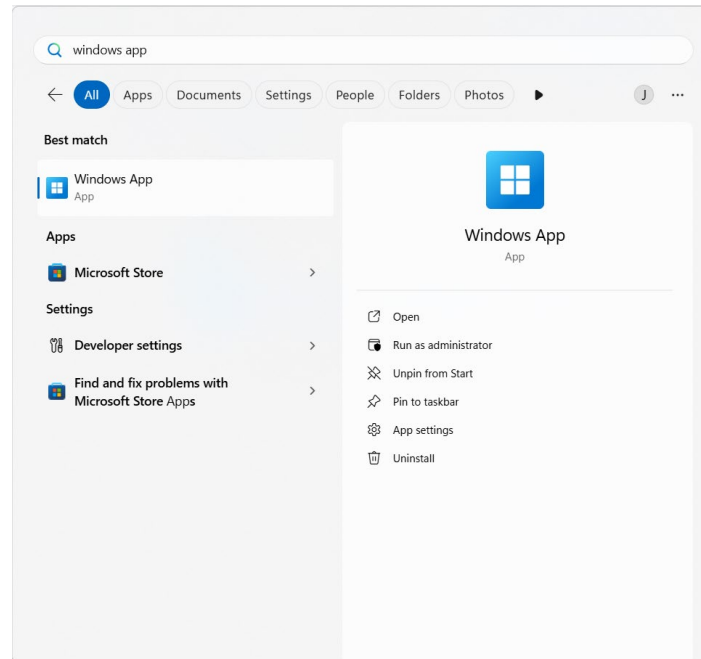
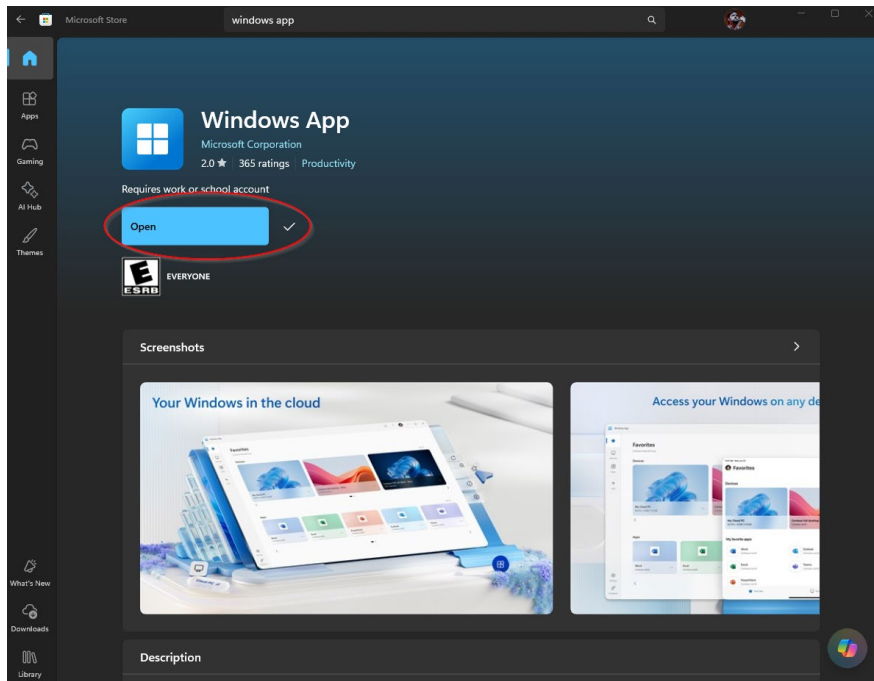


Figure 6: Start menu, search for Windows App

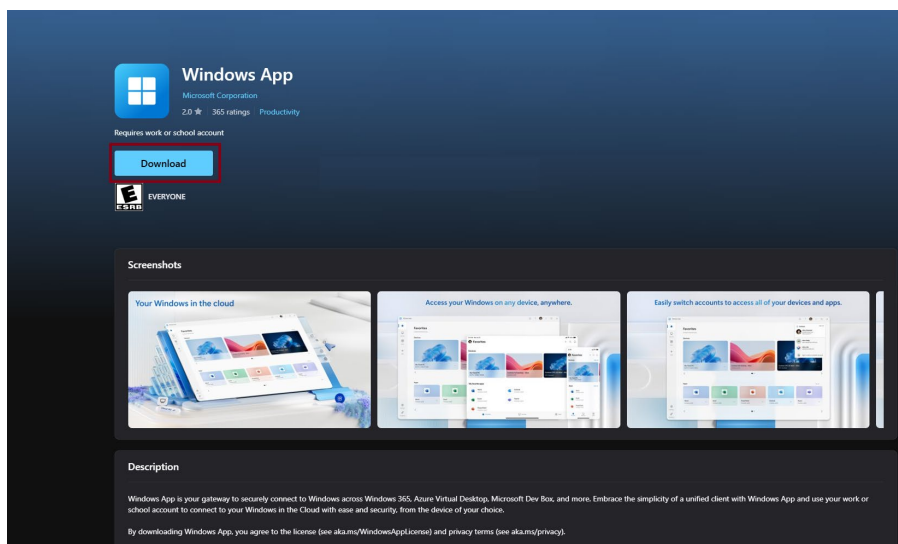
6. If Windows App is already installed proceed to section [Configure Windows App and access AVD](#)

Installing Windows App on a Personal Windows Device

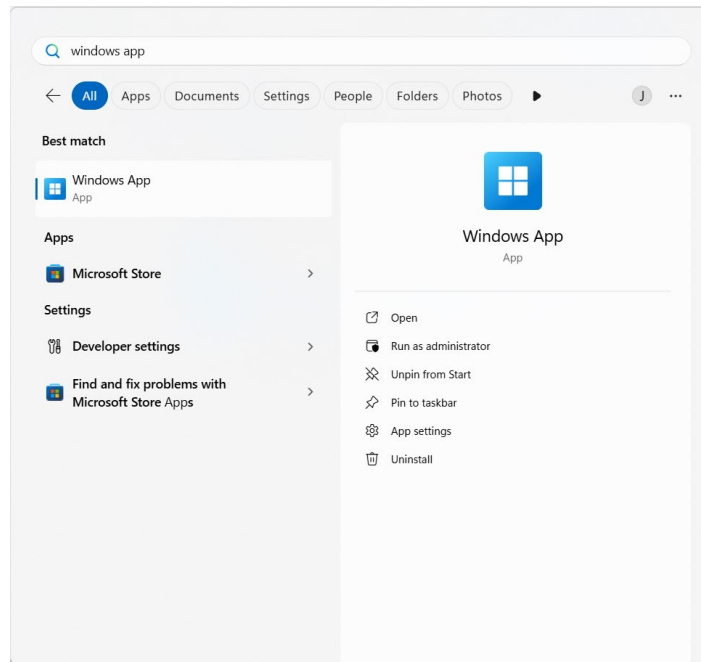
1. Windows App must be installed from the Microsoft Store
2. Click on the provided link to go directly to the install page in the Microsoft Store
<https://apps.microsoft.com/detail/9N1F85V9T8BN?hl=en-us&gl=US&ocid=pdpshare>
3. If the store page says “Open”, Windows App is installed, click open to launch the application.



4. If the store page says “Download”, click the button to install the application



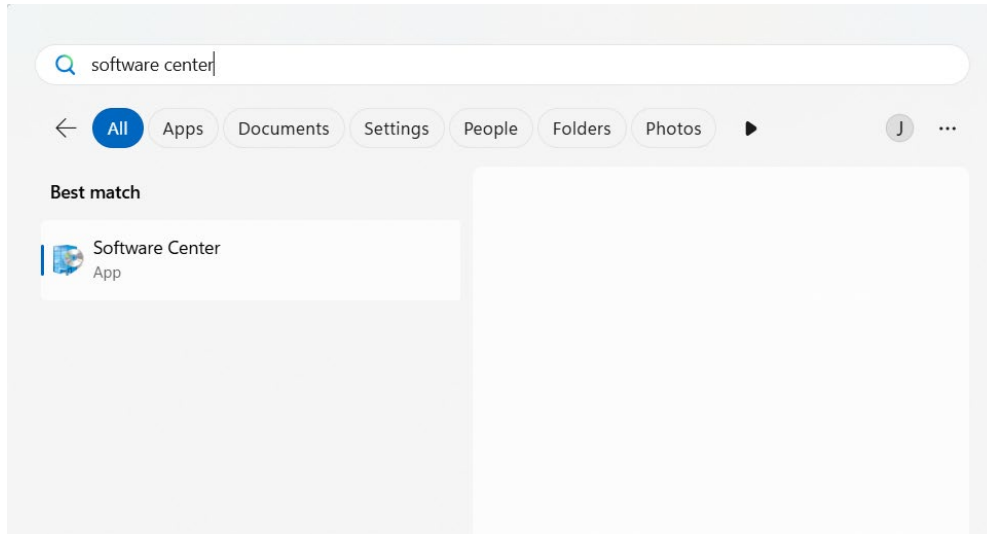
7. When installation is complete, open Start menu and type “Window App” in the search bar of the start menu.



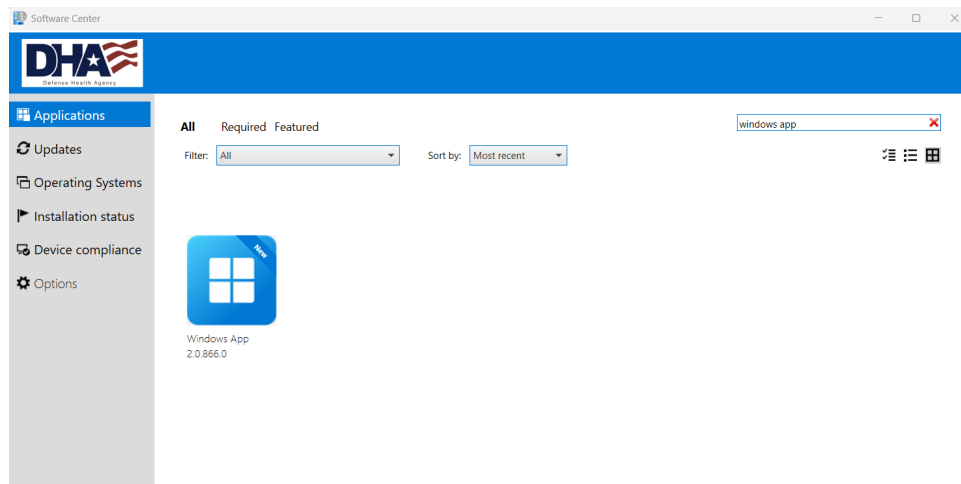
8. Proceed to section [Configure Windows App and access AVD](#)

Installing Windows App on Government Furnished Equipment (GFE)

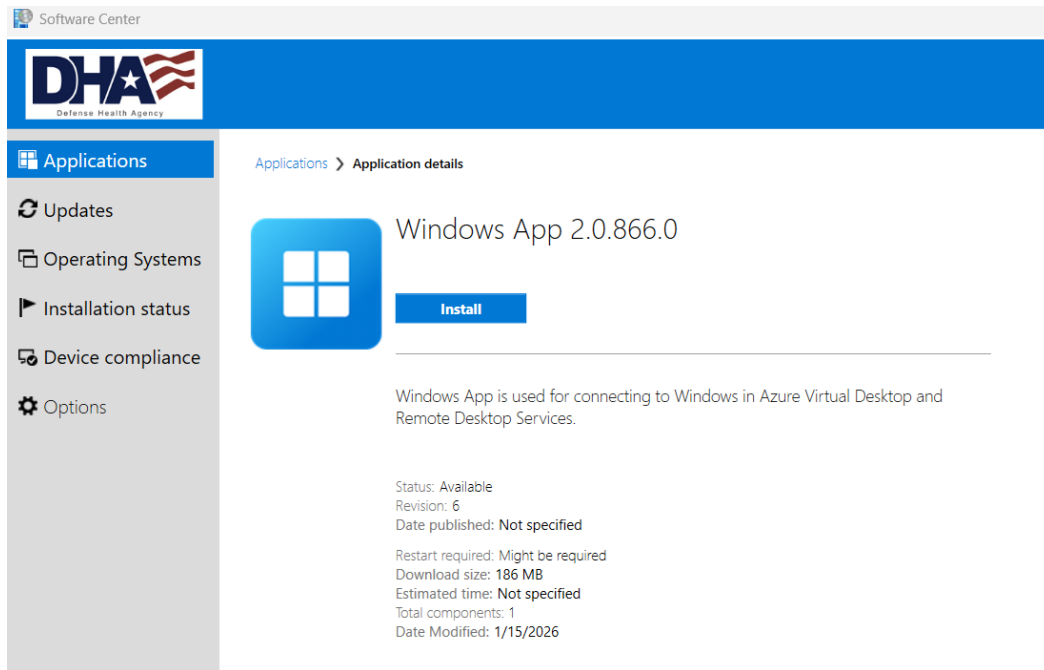
1. Open Start menu and type “Software Center” in the search bar of the start menu.



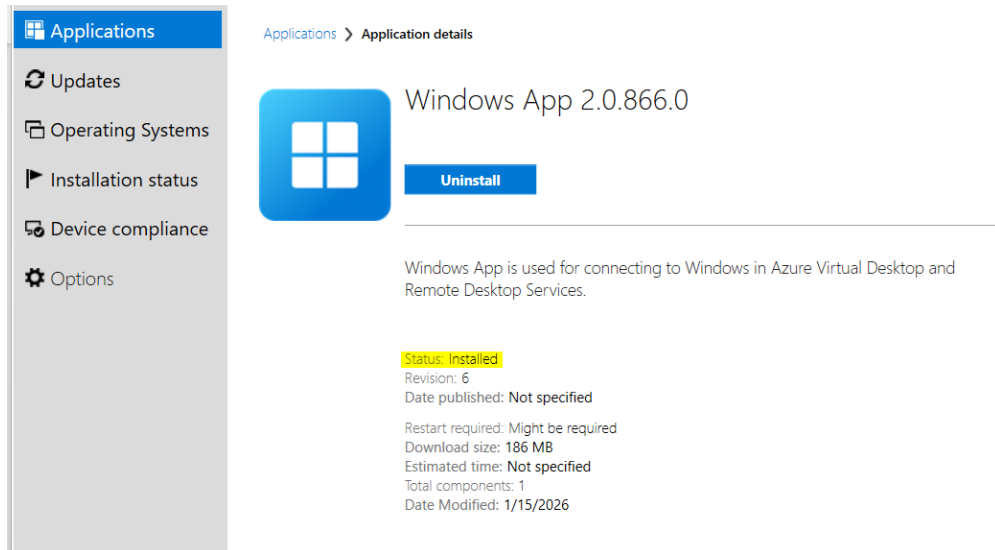
2. Once Software Center is open, navigate to the Applications tab on the left-hand side and use the search bar in the upper right to find “Windows App”. Select “Windows App”



3. Select Install



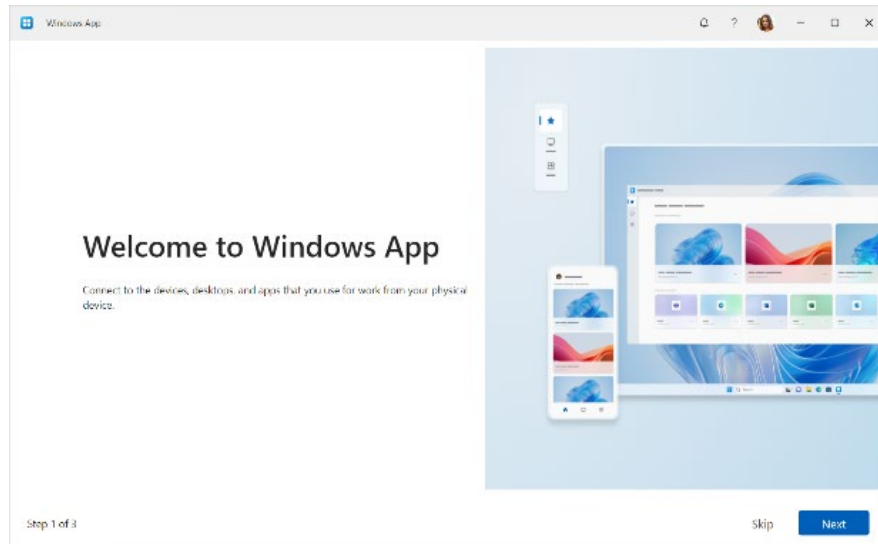
4. Wait for installation to complete, when completed the “status” will be “installed”



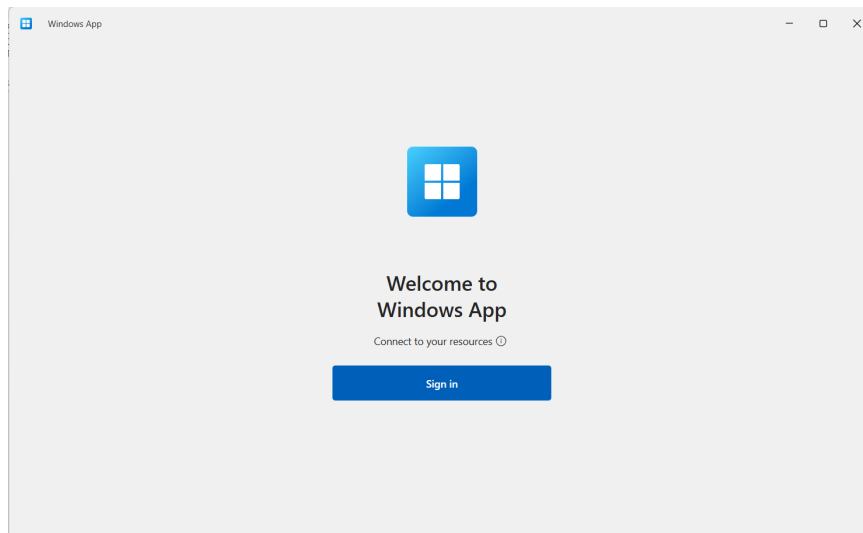
5. Proceed to section [Configure Windows App and access AVD](#)

Configure Windows App and access Azure Virtual Desktop

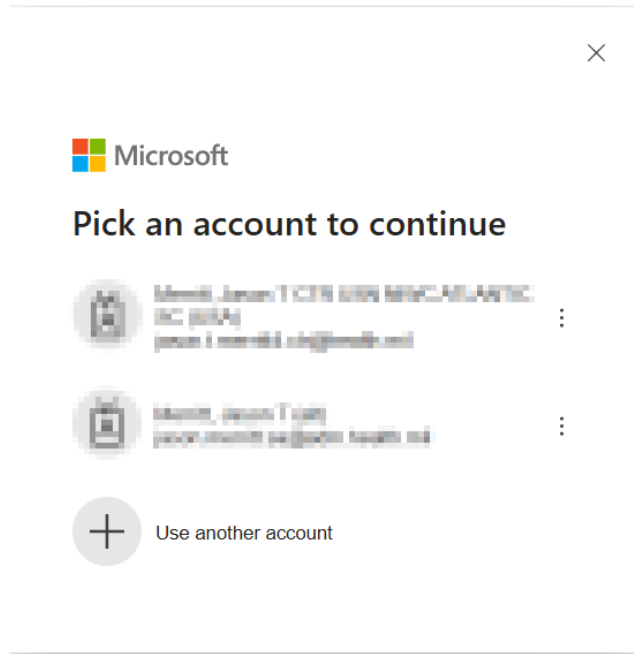
1. Launch the Windows App and proceed through the tour if this is the first time launching the application.



2. Select Sign In

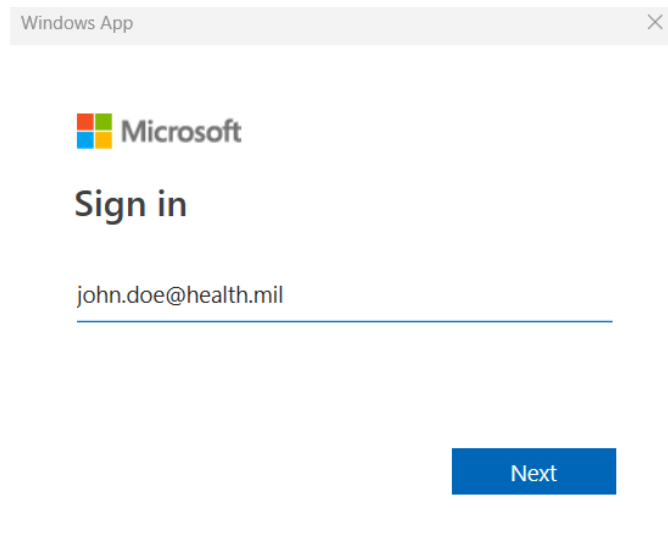


3. Select your account if listed. If account is not listed select “Use another account”

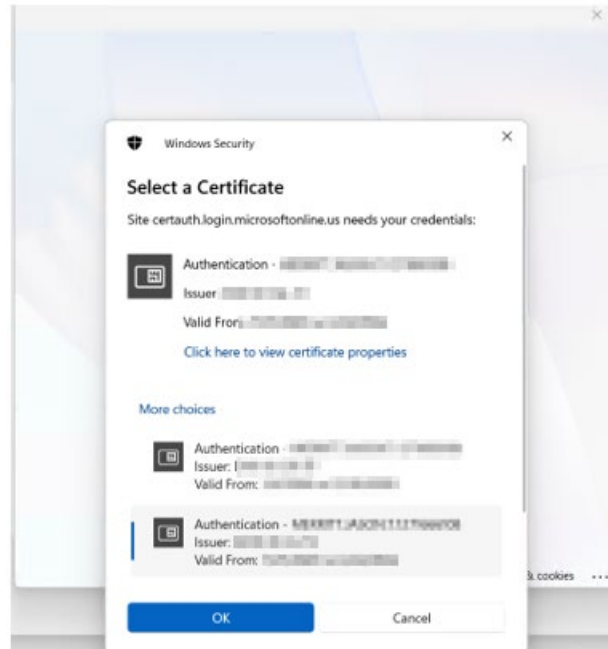


4. Enter your account and select next

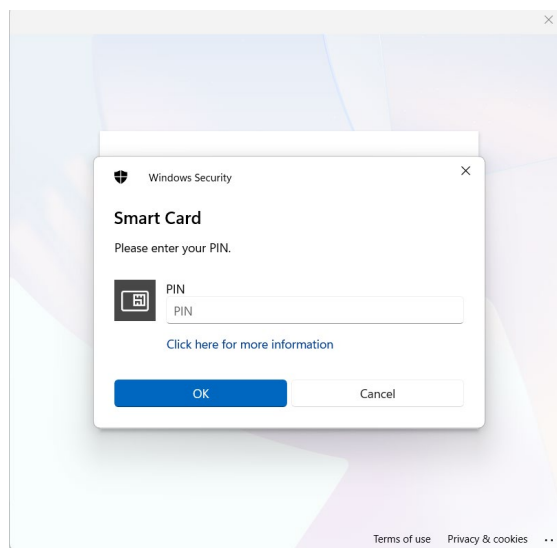
- DHA SA account: @adm.health.mil
- DHA PIV account: @health.mil



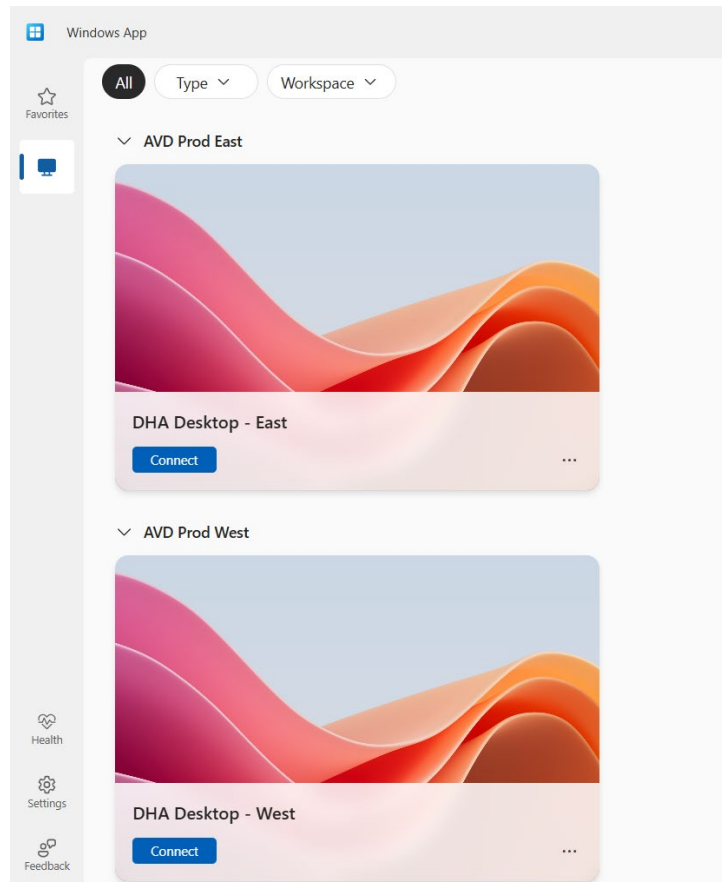
5. Select appropriate certificate and select Ok



6. Enter PIN when prompted and select Ok



5. All Azure virtual Desktops available to you will appear in the client



6. To launch an Azure Virtual Desktop select the blue “connect” button.

INFORMATION: Use the below rules to determine which regional desktop is best for you.

- If you are located east of the Mississippi, choose a desktop in AVD Prod East.
- If located West of the Mississippi, choose a desktop in AVD Prod West.

INFORMATION: For detailed instructions on choosing your region proceed to section [Determining your optimal AVD Region](#)

7. Congratulations! You are now logged into to DHA Azure Virtual Desktop.

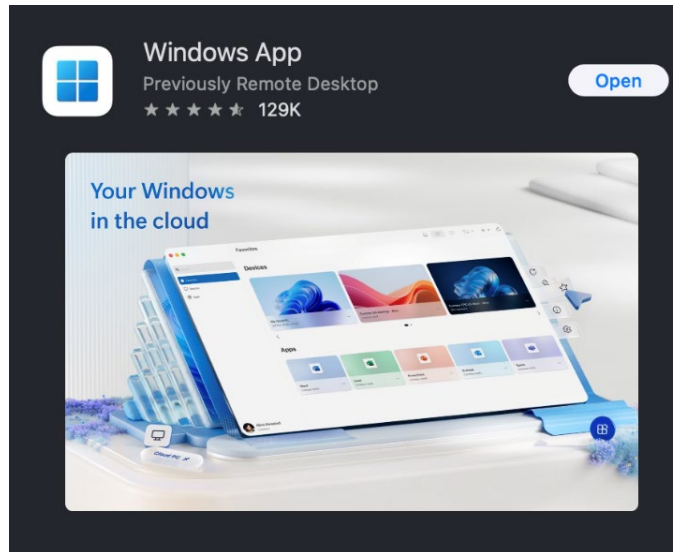


Apple MacOS Clients

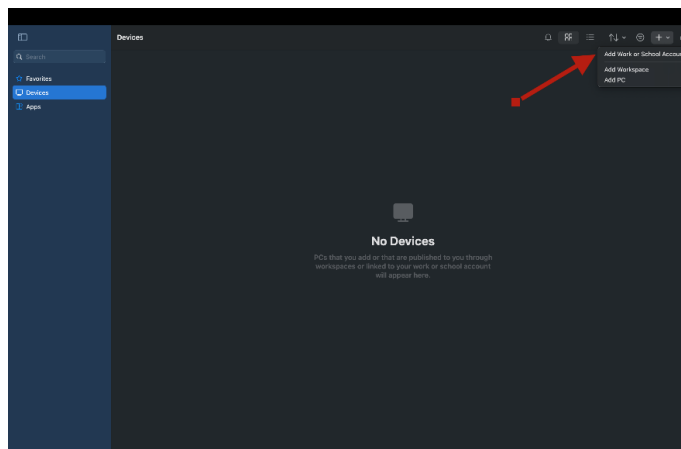
Installing Windows App on Apple MacOS Clients

INFORMATION: (These instructions were developed for MacOS Sequoia 15.1.1 and Windows App 11.0.8 (2481) other versions may have slightly different interfaces)

1. Install Windows App from the MacOS App store

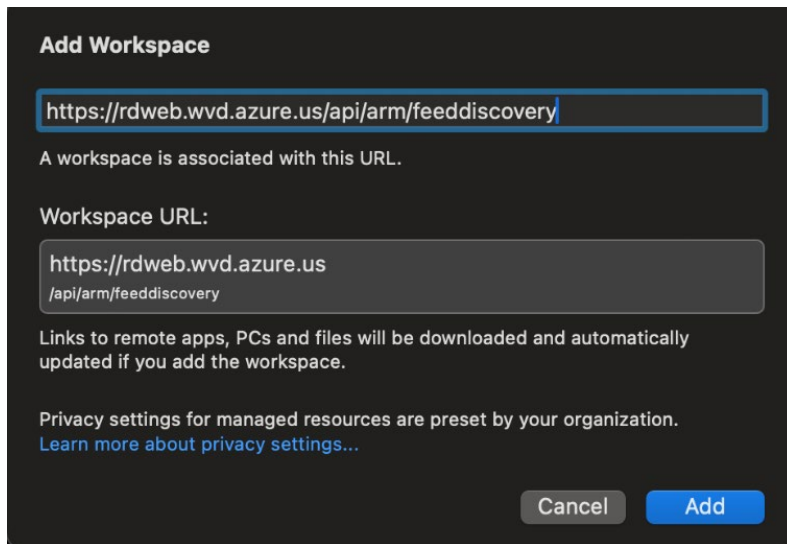


2. Launch Windows App and click "Add Workspace"



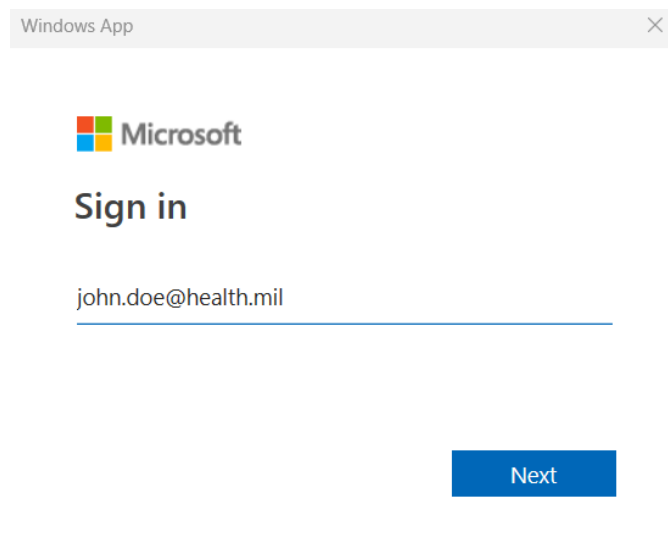
3. In the “Add Workspace Dialog” type the below url and click add:

<https://rdweb.wvd.azure.us/api/arm/feeddiscovery>



4. Enter your account and select next

- DHA SA account: @adm.health.mil
- DHA PIV account: @health.mil

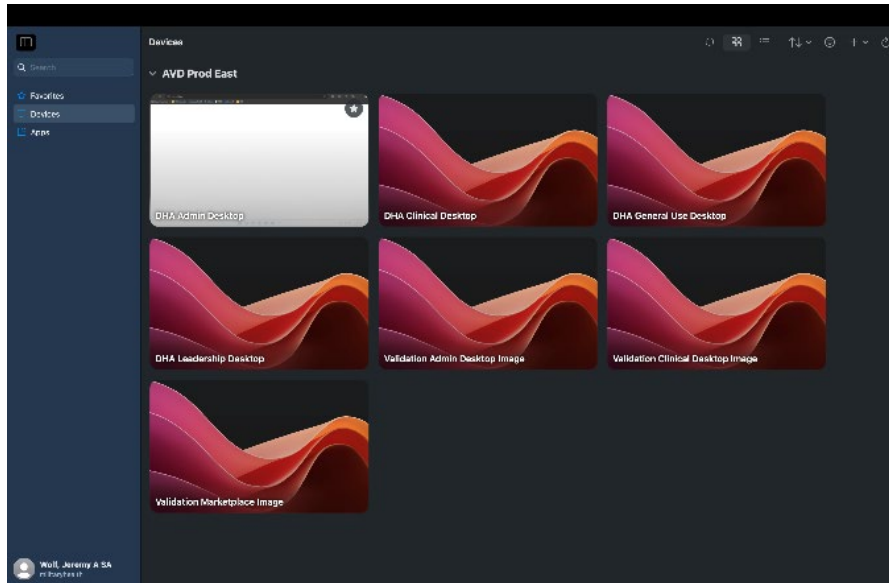


5. To launch an Azure Virtual Desktop double click on a desktop.

INFORMATION: Use the below rules to determine which regional desktop is best for you.

- If you are located east of the Mississippi, choose a desktop in AVD Prod East.
- If located West of the Mississippi, choose a desktop in AVD Prod West.

INFORMATION: For detailed instructions on choosing your region proceed to section [Determining your optimal AVD Region](#)



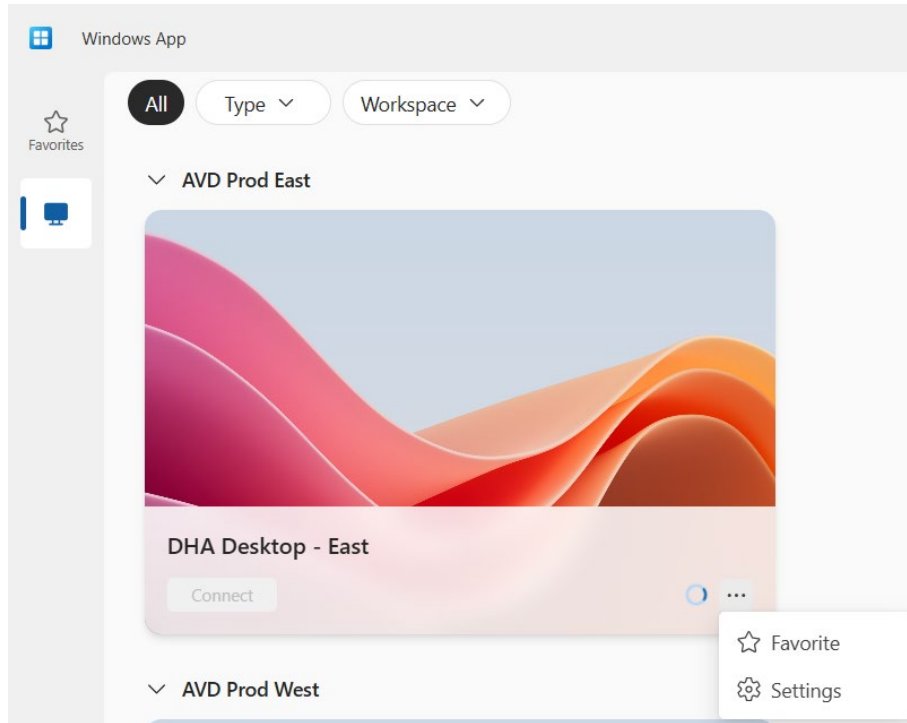
6. Congratulations! You are now logged into to DHA Azure Virtual Desktop.



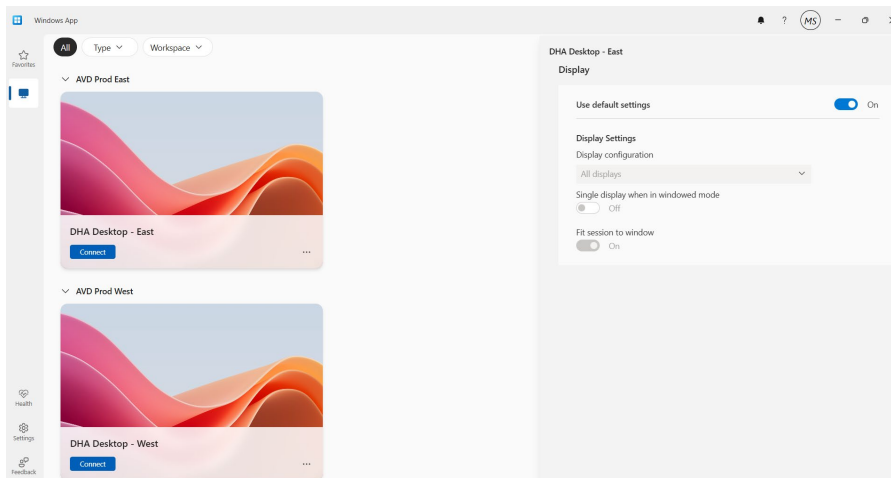
Appendix

How To Customize Display Setting in Remote Desktop Client

- 1) Select the ... button from the bottom right of the desktop and select Settings



- 2) Turn “Use Default Setting” Off and customize the display with the options below



Utilizing the AVD Client Taskbar


Client Taskbar


Once you've logged into an AVD Session, hover your mouse to the top middle of the screen and a taskbar will appear.

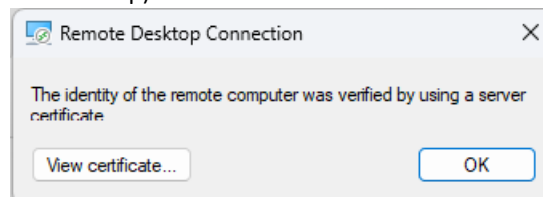


Figure 2: AVD with Taskbar at top

Icon Descriptions

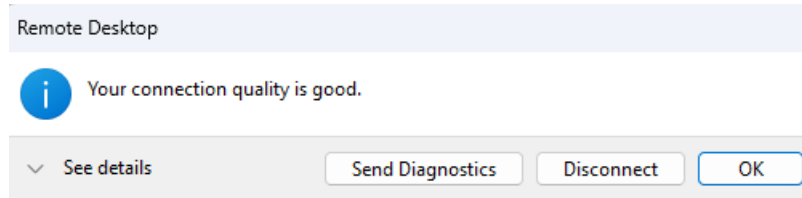
 **Pin/Unpin Icon** – You can click this icon to pin or unpin the AVD connection bar to the top of your virtual desktop. This prevents the bar from auto-hiding when you scroll away from the top middle of your screen. The connection bar is pinned when there is a slash across the icon.

 **Lock Icon** - Gives you certificate information for the authenticated desktop you are using. Clicking view certificate will display your Virtual Desktops Certificate w/ hostname. (Pop-up boxes must be closed before returning to your normal desktop).





Signal Strength Icon – Shows you the quality of your network connection. See details shows you advanced connection details (Timestamp, your client information, network details, and your AVD host information. This information can be copied by pressing Ctrl + C). (Pop-up boxes must be closed before returning to your normal desktop).



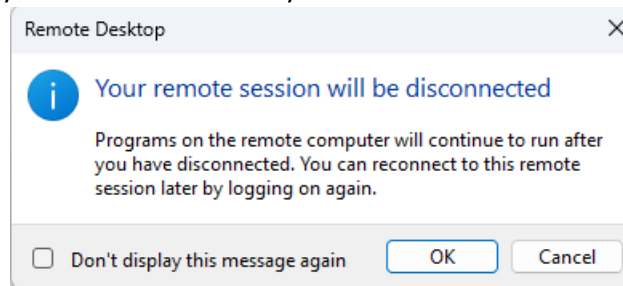
Minimize Icon – Returns you to your physical desktop and will need to be reopened from your taskbar.



Windows Icon – Puts your client into a Single Windows Frame. To restore to a full desktop, click on the icon again.



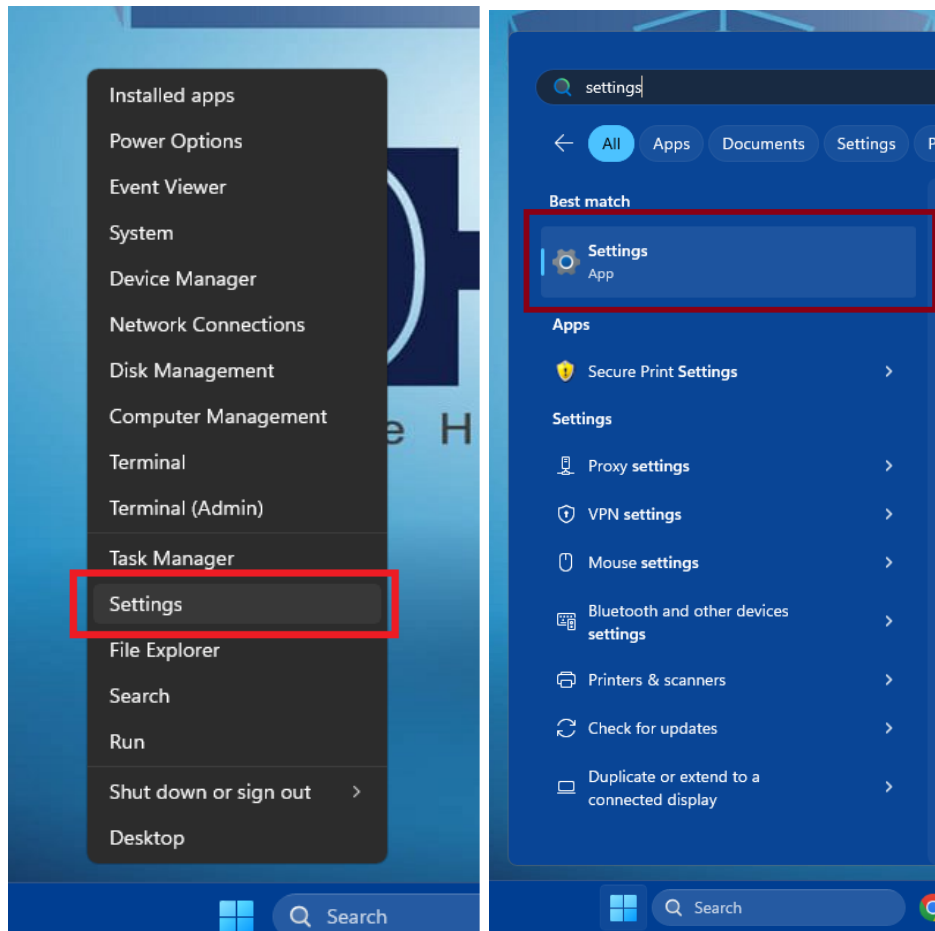
X Icon – Allows you to disconnect from your current session.



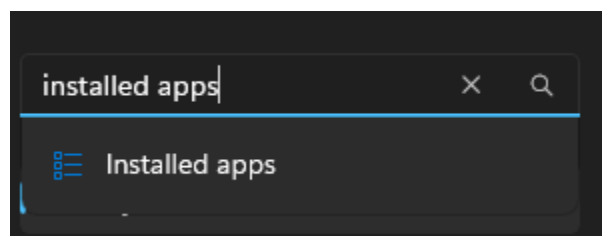
Configuring Client Peripheral Device Permissions

This section demonstrates how to control the settings to the Microphone, Camera and location for a Windows 11 client.

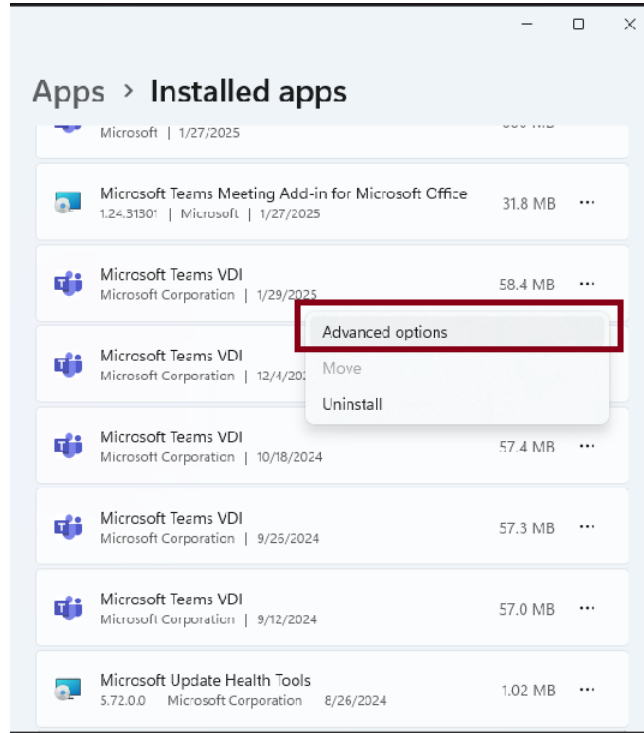
1. On your local machine, navigate to your settings application by either right clicking on the Windows logo and selecting settings from the menu or by searching for the “Settings” application.



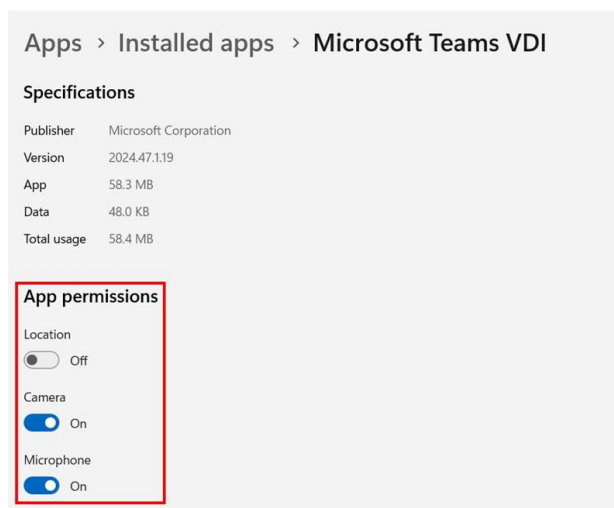
2. Once in settings, search for “Installed Apps”, and select it from the drop-down menu.



- Under installed apps, look for “Microsoft Teams VDI and select the most recent date. Click on the three dots and a drop-down menu will populate and select “Advanced Options”.

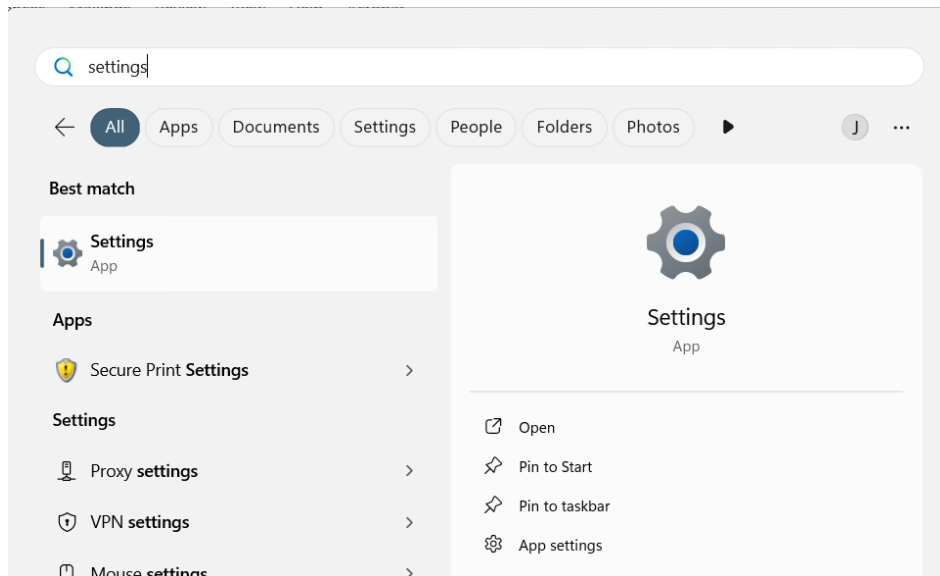


- Under “Advanced Options” you should see options to toggle Location, Camera, and Microphone on and off.

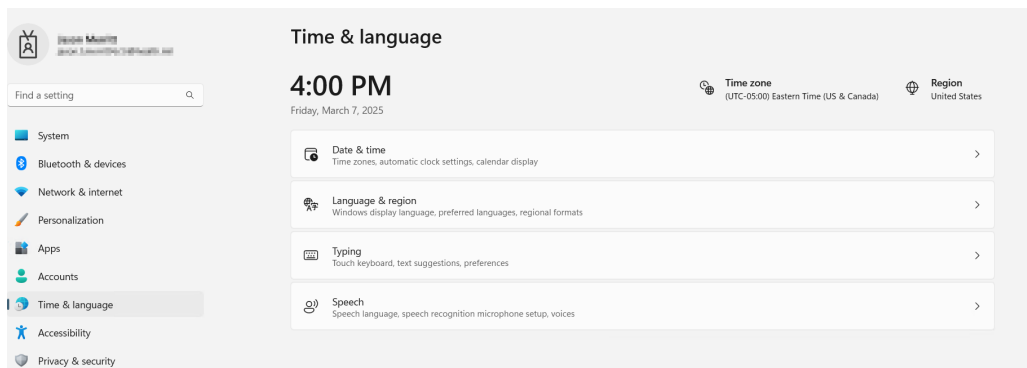


How To Enable Virtual Keyboard When Using Touch Screen Capable Client

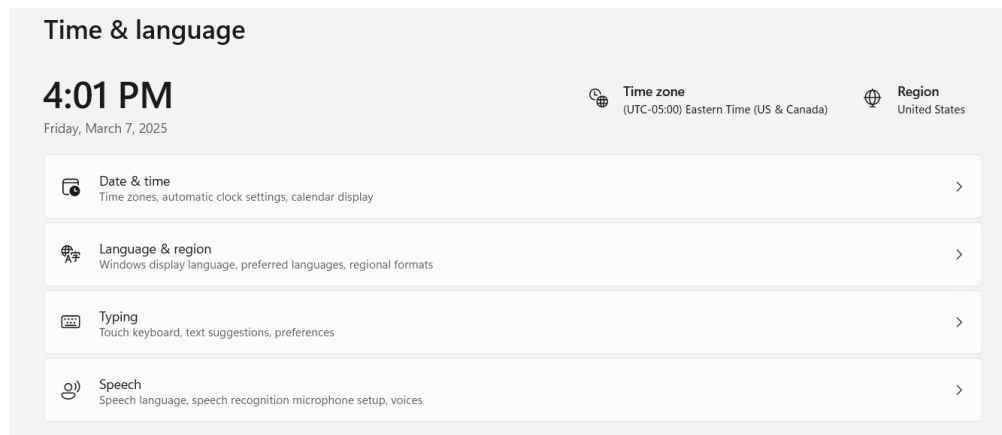
1. In your Azure Virtual Desktop session, open “Settings”



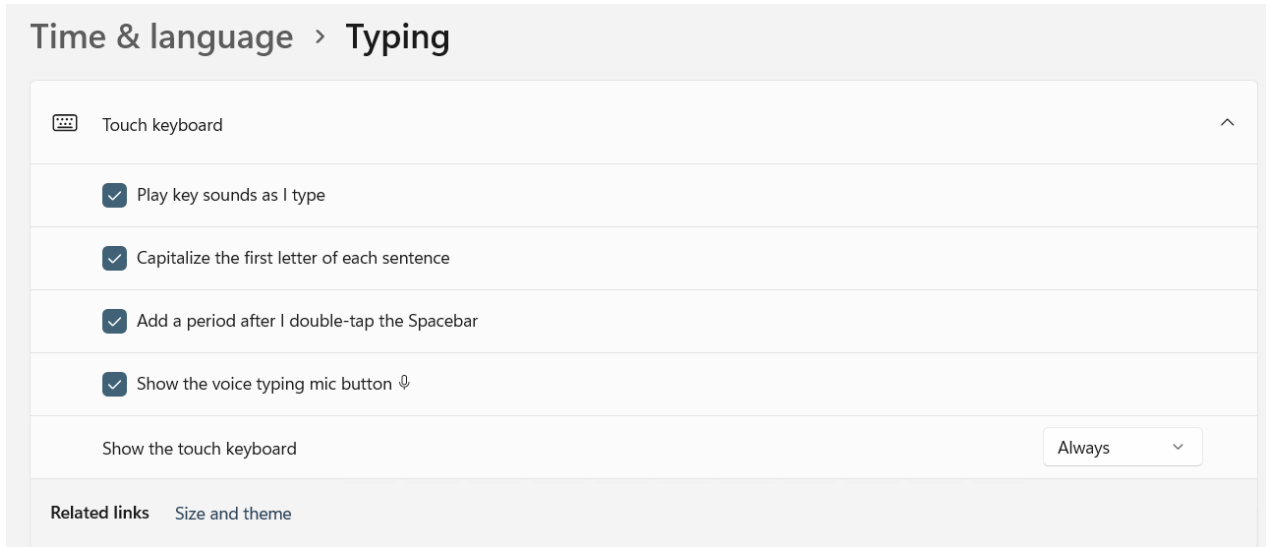
2. Select “Time and Language”



3. Select “Typing”




4. Expand “Touch Keyboard” and set “Show the Touch Keyboard” to “Always”



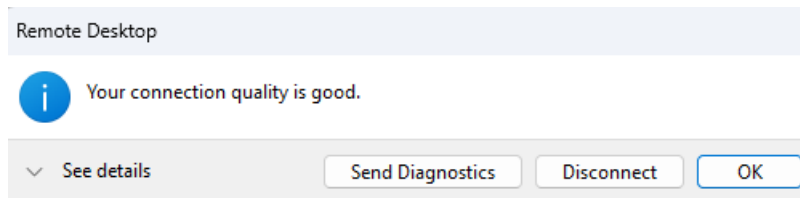
Determining optimal Azure Virtual Desktop Region

1. Make your AVD session full screen if it is not already.
2. Move your mouse up to the top of the screen to make the AVD Toolbar Appear.



3. Select the Connection Information Icon: 

4. This will launch the connection information Dialog, Select "See Details"



How to get Technical Support for Azure Virtual Desktop

1. Submit a ticket to the Global Service Center by calling the phone number (800) 600-9332