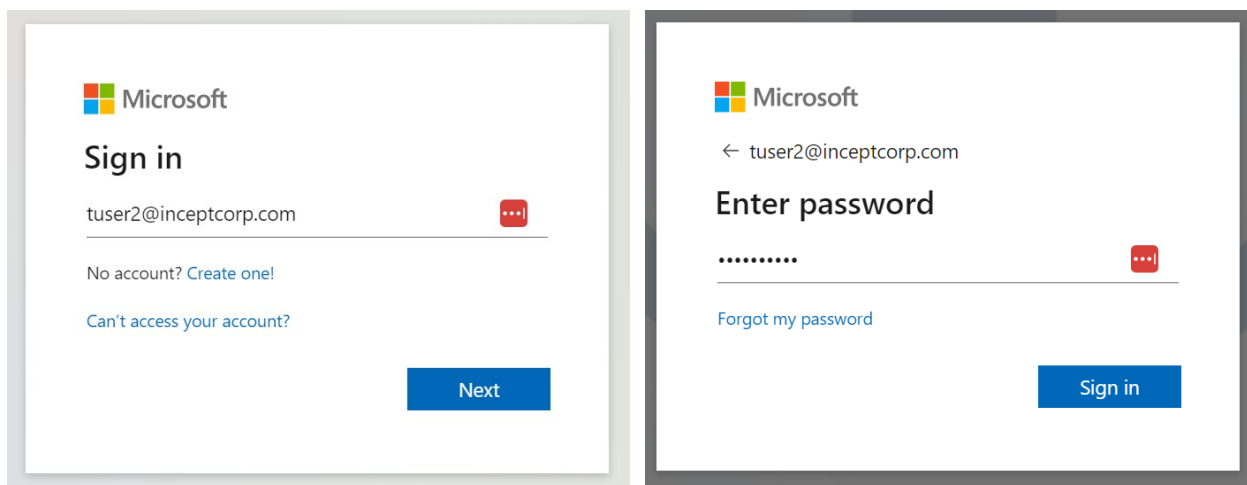# Windows 365 Cloud PC Tutorial

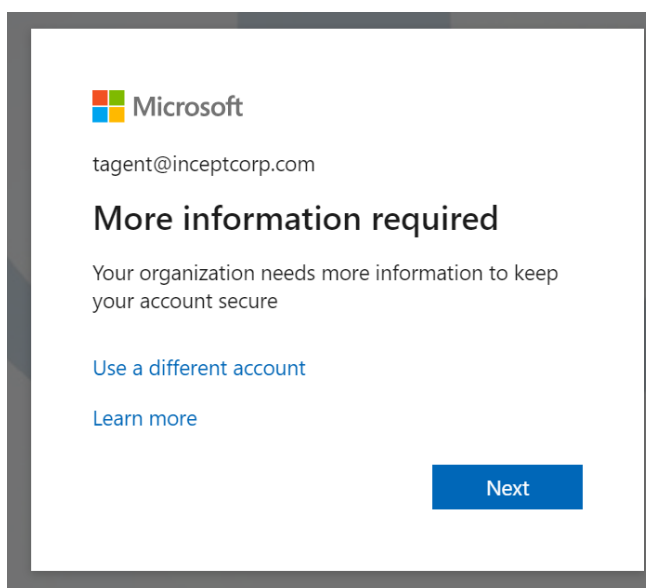## Multifactor Authentication Setup

1) First, you will be required to set up Multifactor Authentication (MFA), to access Windows 365 Cloud PCs, if you haven't already done so.
2) NOTE: Although you will still be using Microsoft Authenticator, this MFA is separate from the one used for HiveIO. So, you WILL most likely need to set this up, unless you already access Microsoft resources (i.e. email) from outside Incept's corporate network.
3) To begin go to the Windows 365 Cloud PC portal at https://windows365.microsoft.com/ and sign in using your Incept credentials, as shown below. This will be your Incept username with "@inceptcorp.com"

4) If you haven't set up MFA yet, you should then be asked to provide more information. Click **Next**.

Windows 365 Cloud PC Tutorial

5) You will be required to download the Microsoft Authenticator app onto your mobile device. Once the app is installed click **Next** to begin setup. (If you've been using HiveIO you most likely already have this app installed on your phone).
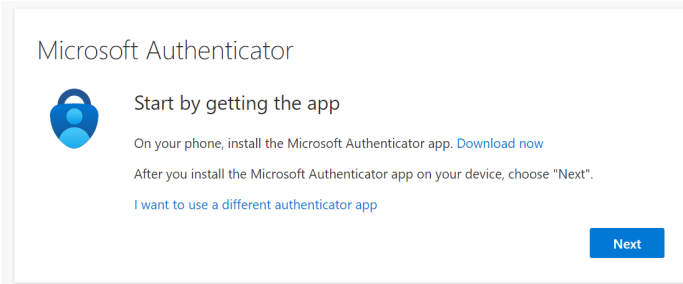
6) Within Microsoft Authenticator on your phone, click the **+** icon (it should be towards the upper right corner) and choose "Work or School Account", followed by "Scan a QR code". At this point your phone's camera should open (allow access to the camera if it asks).
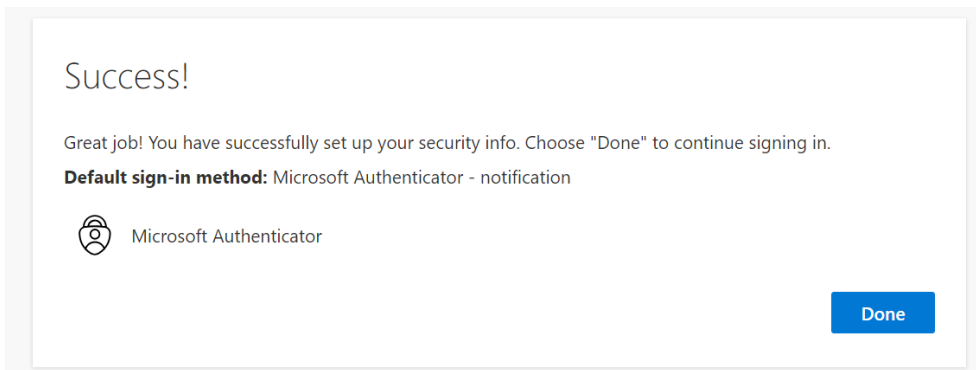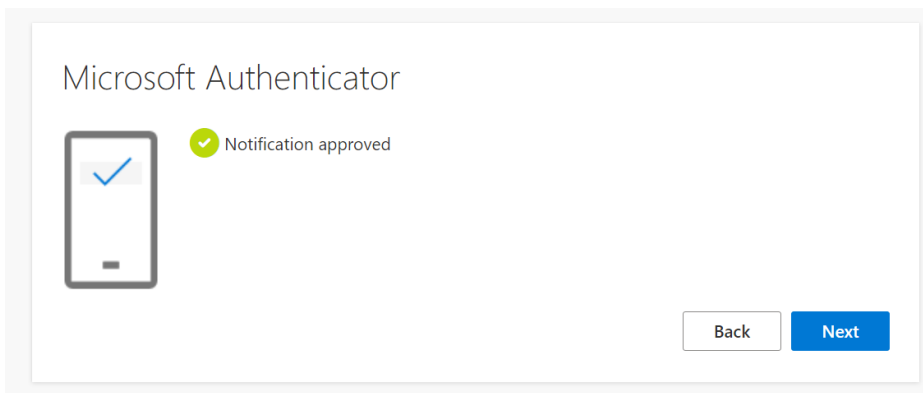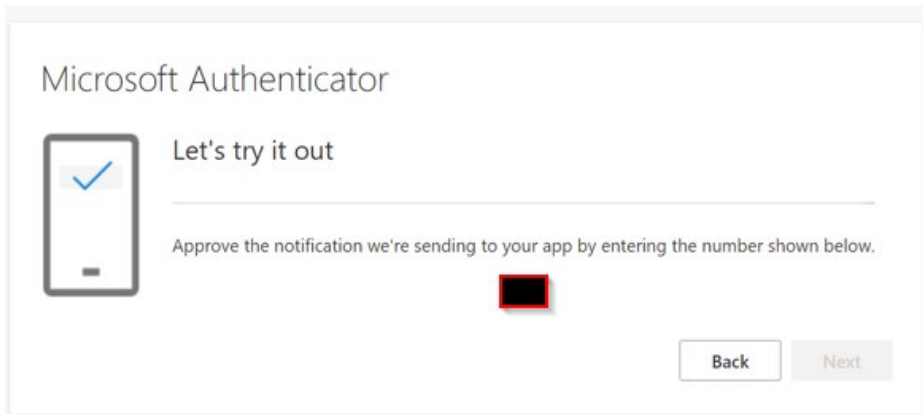
7) Back on your computer screen click **Next**…
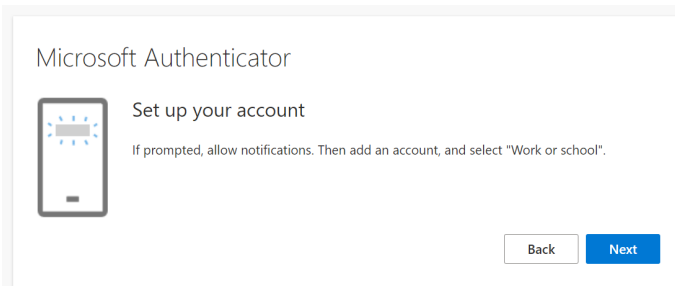
8) You should be presented with a QR code on your computer screen. Scan the code with your phone, and once the code is accepted your account will be added to Microsoft Authenticator. Once you've successfully scanned the code with your phone, click **Next**.
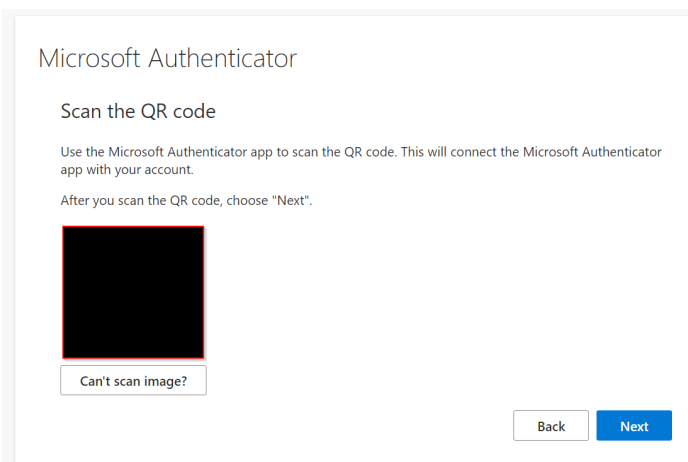
9) It will now automatically attempt to test the MFA authentication. You will see a number on your screen. Your phone should have automatically popped up a box asking for the number. Enter the number in the box on your phone and tap **YES**. If everything worked, your computer should give you the message "Notification Approved". You can click **Next**, then **Done**, to finish MFA enrollment.

Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

Back   Next

Microsoft Authenticator

✅ Notification approved

Back   Next

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method: Microsoft Authenticator - notification

Microsoft Authenticator

Done

Accessing Your Cloud PC

1) If this is your first-time accessing Windows 365 Cloud PCs, you may be presented with several messages introducing you to the concept. Simply progress through the various screens by clicking **Next → Next → Next → Get Started**.
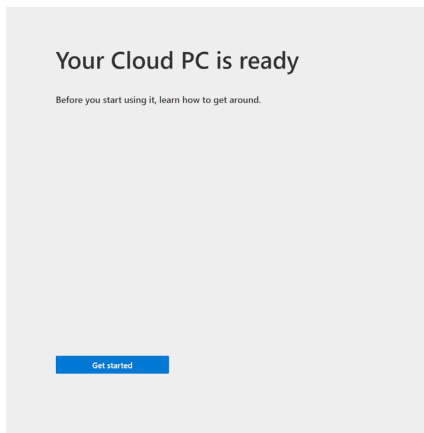
2) You should then see your Cloud PC(s) listed. However, while it is possible to connect to your PC from this screen, using just the web browser, we're instead going to download the *Windows 365* client application. So, click the downward facing arrow over on the left side of the screen…
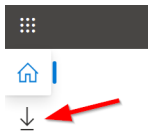

3) You should then see an option similar to the one below, click the "Go to Microsoft Store" link to be taken directly to the download page.

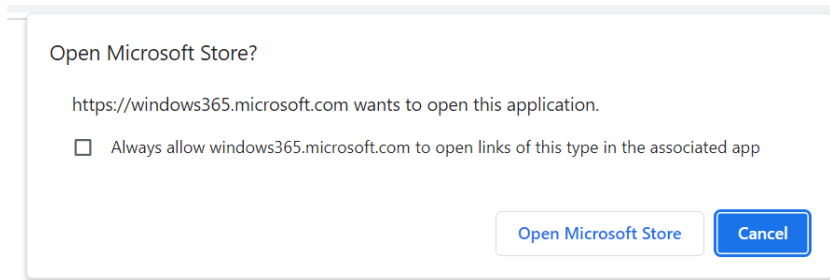**Download an app to use Windows 365 from your device**

Windows 365 app

Use your Cloud PC like another desktop on your local PC. Manage your Cloud PC using the self-serve tools built into the app.
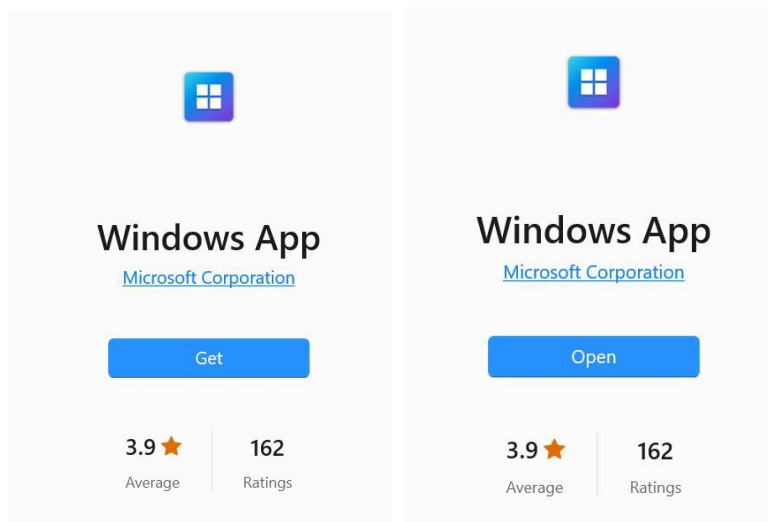
Windows 365 for Windows
Microsoft Corporation

Go to Microsoft Store
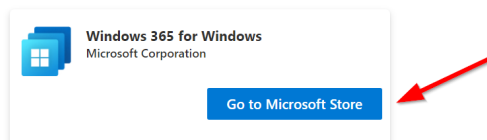
4) If you see a message like the one below, click "Open Microsoft Store".

5) You should then be taken directly to the download page within the Microsoft Store. Click **Get** to begin the download, then once the app is installed click **Open**.

6) Click **Sign in**. You should then be prompted to login. Simply use your Incept credentials, the same as earlier. Accept any MFA prompts which may pop up to complete the login.
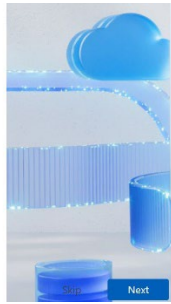

7) If this is your first-time using the Windows App, you may be presented with several introductory screens. Simply click **Next** → **Next** → **Done**.

Welcome to Windows App

Connect to the devices, desktops, and apps that you use for work from your physical device.

Step 1 of 3

Windows App is built to provide security

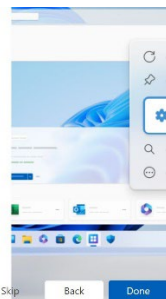Windows App delivers secure experiences to protect your work and privacy.
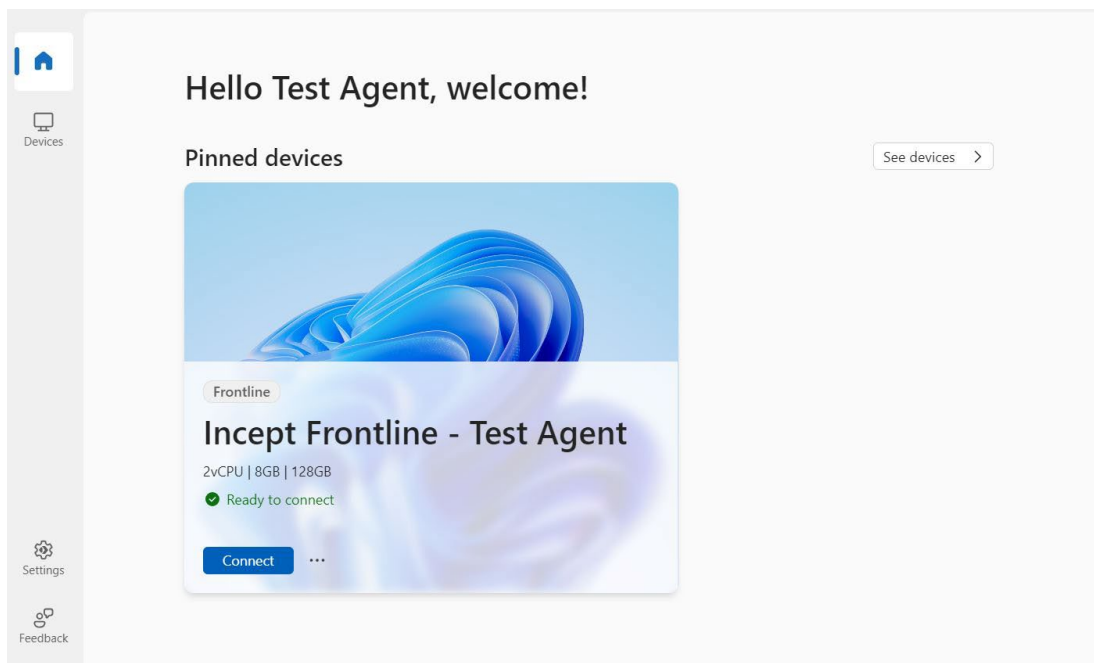
Step 2 of 3

Shape Windows App to suit you

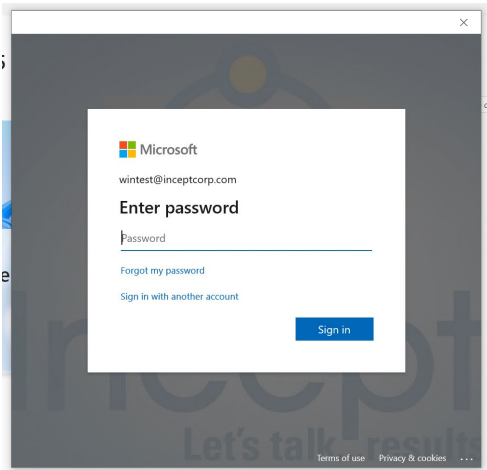Built-in options and settings help organize and manage apps and devices.
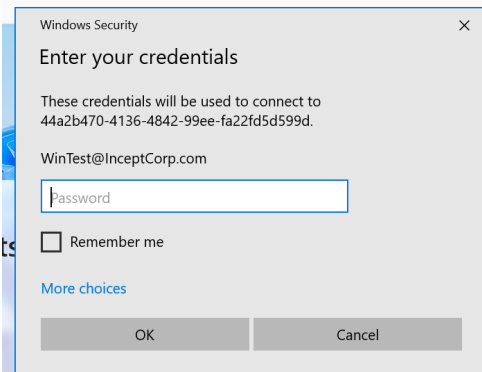
Step 3 of 3

8) You should see your assigned Cloud PC(s), similar to the example below. Click **Connect**.
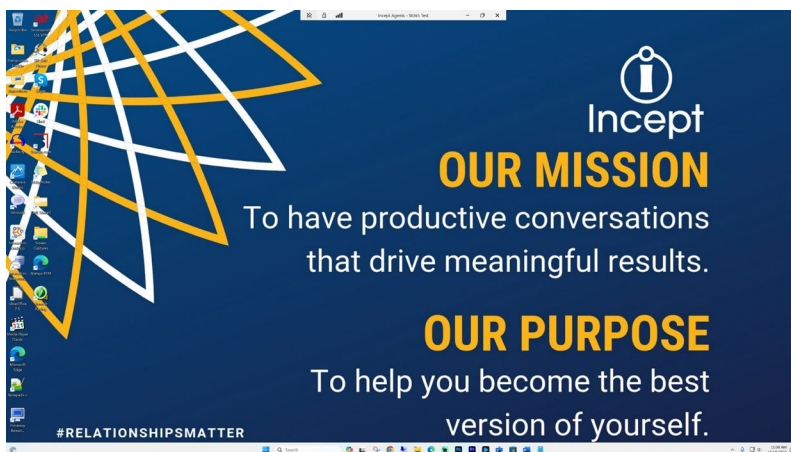

9) Enter your password when asked. You will also likely have to accept an MFA prompt at this step.

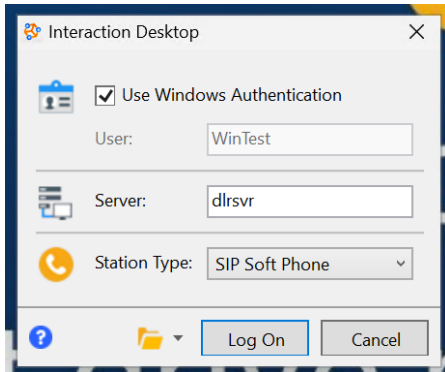10) Lastly, it will likely ask you for your password one final time.

11) And that's it. After the login process is complete you should now be at your desktop.
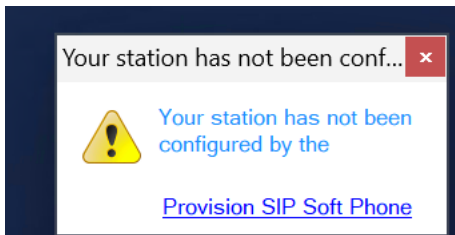
Provisioning your Softphone for the First Time

1) When logging into Interaction Desktop, make sure to set your "Station Type" to "SIP Soft Phone".

2) After a few seconds you should see the below message in the bottom right corner of your screen. Click "Provision SIP Soft Phone". (NOTE: You should only need to do this the *First Time* you provision your softphone)

3) You shouldn't need to change any settings. Simply click **Next → Next → Finish**. Your softphone should now be provisioned, and Interaction Desktop should finish logging in.