Accessing Azure Virtual Desktop with the Microsoft Windows App

Revision	Change Description	Updated By	Date
1.0	Original	DSHS ETOC Support Team	9/16/2025
1.1	Updates based on customer feedback	DSHS ETOC Support Team	9/26/2025
1.2	Added Instructions for Macs	DSHS ETOC Support Team	10/2/2025

Contents

Washington State Department of Social and Health Services

Introduction

The Microsoft Windows App is a client for accessing Azure Virtual Desktops.

This document is step-by-step guide to accessing Azure Virtual Desktops from the Microsoft Windows App for running remote applications and desktops.

All remote applications and desktops previously accessed using Citrix should be available via the Windows App.

If the Windows App is not installed

The Windows App is typically pre-installed on all DSHS-provisioned Windows PCs.

If a machine does not have the Windows App pre-installed or you are planning on accessing AVD from a personal device, please consult your local IT group to determine the method to install the Windows App.

Standard installation instructions are included at the end of this document but confirm with your IT group on the appropriate method for your group.

Running the Windows App from a PC

To run the Windows App:

1. Access Windows Search bar and type "windows app".

2. Click "Windows App" under "Best match".

3. If "Windows App" is not found, please consult your local IT group.
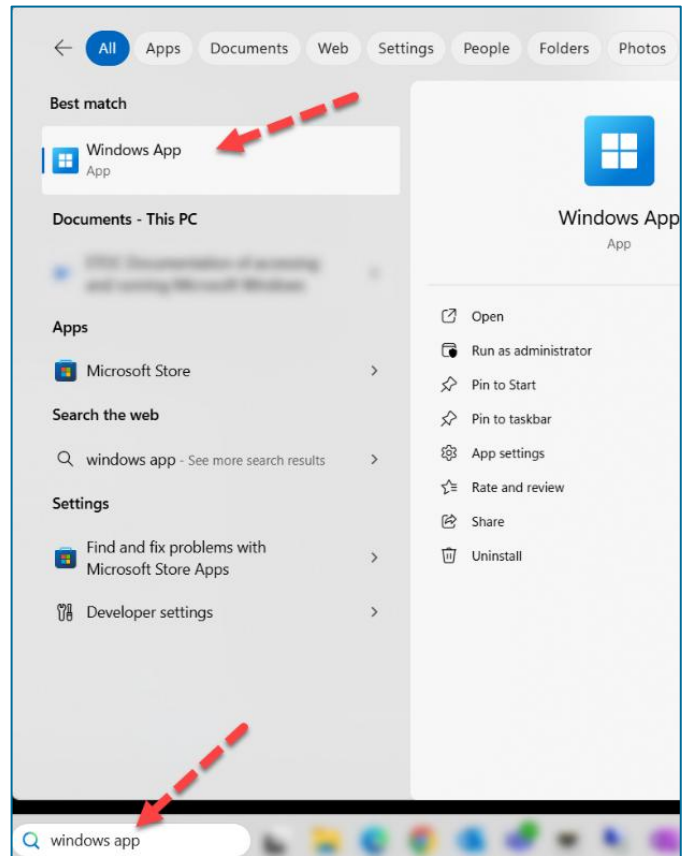


Running the Windows App from other devices

The Windows App is available for Macs, Apple and Android mobile devices. It also has a web portal that allows access via web browser.

Standard method of installation on Windows 10+ machines and Apple Macs, as well as accessing the web portal have been included at the end of this document, but you should first consult your local IT group before installing and attempting to access remote applications.

Accessing remote applications

When the Windows App is loaded, for the first time, the Devices view is selected by default. To view your available remote apps, click the "Apps" icon.
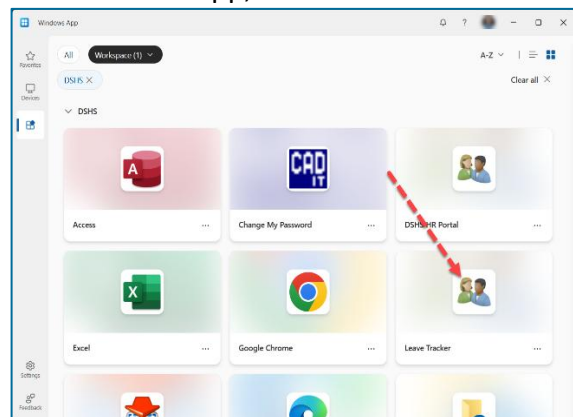
The Windows app, initial Device view
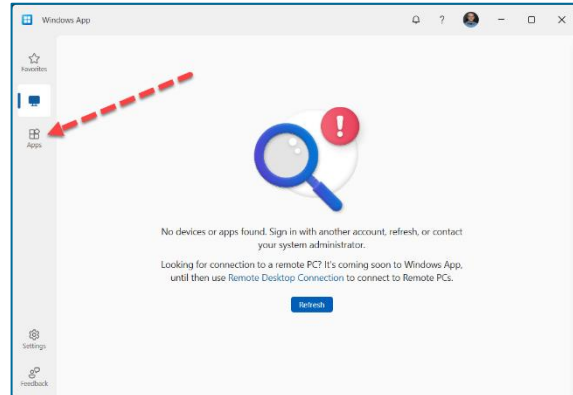
When viewing the Apps Workspace, for the first time the default view is displayed.

To access a remote application, find the app you want to connect to.

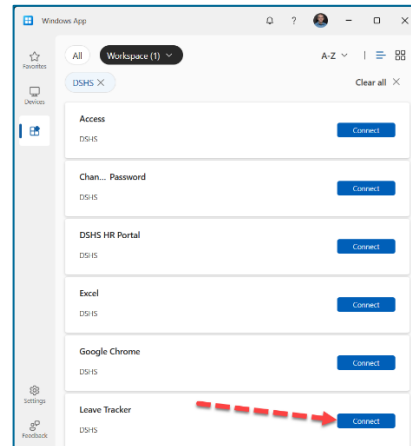You can use the search box and filters to help you.

As an example, to access DSHS Leave Tracker, click the icon in the element titled "Leave Tracker".

The Windows App, default view

If you switch to "List View", click the "Connect" button to access application.

The Windows App, list view

After a few moments a popup should appear titled, "Starting your app".

** **Please note that the first time you start an app within the Windows App, it may take a very long time to load (as much as 5-10 minutes is extreme cases). Later access should load very quickly.** **
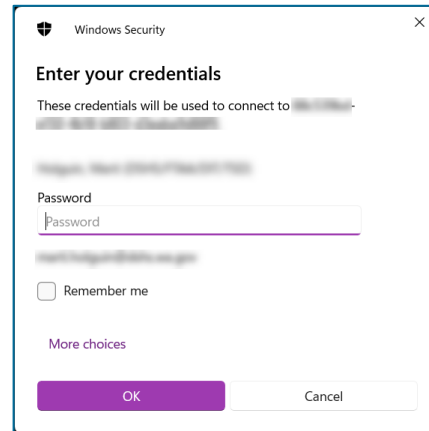
While the app is loading you may click the Show Details button to view Access Notification screen. This button will be disabled if your app does not contain a notification screen.
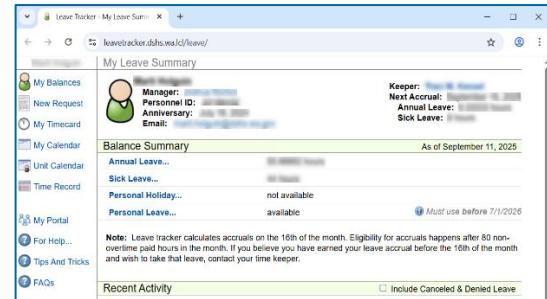
Starting your app popup
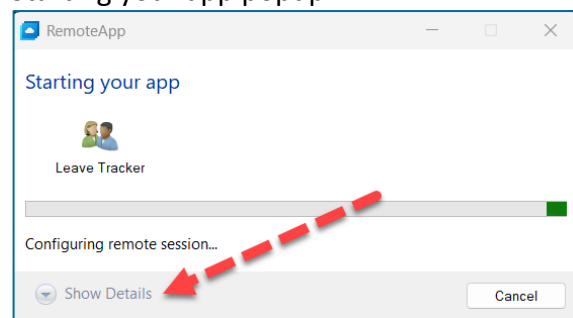
You may be asked for your DSHS Active Directory login credentials.
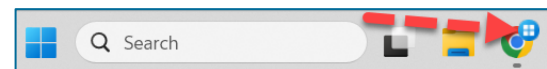
Active Directory credentials login

Once the connection to your app is complete, you're ready to start using it.

Leave Tracker accessed as a remote app

Any app running through The Windows App should include a Windows symbol in its Taskbar icon.

Windows Taskbar

If your application is not listed

Each local IT organization has control of remote application access within Windows App. Please consult your local IT Group to request access to a specific remote application.

Windows installation instructions

The Windows App is typically pre-installed on all DSHS-provisioned Windows PCs. Before installing the Windows App confirm this is the correct method with your local IT group.

If you have questions on installing or accessing the Windows App please consult your local IT group.

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Installing the Windows App from Microsoft Store

If you are running a Windows 10 or later workstation for remote access, you can access using the Windows App in the Microsoft Store.

1. Open your web browser on your workstation.
2. Navigate to https://apps.microsoft.com/detail/9N1F85V9T8BN?hl=en-us&gl=US&ocid=pdpshare.
3. Click the Download button to download the Windows App application.
4. Navigate to your Downloads folder and run "Windows App Installer.exe".
5. The Windows App will install.

6. You will need to allow Windows App to access your microphone for Teams calls and meetings inside of your remote access connection.

Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.

On

   a. Click Start, then click the gear icon for Settings.
   b. Click Privacy.
   c. Click Microphone.
   d. Ensure that "Allow apps to access your microphone" is switched to "On".

   e. Ensure that Windows App is switched to "On".

Windows App   On

7. Open the Windows App application by going to Start > Windows App.
8. Click Sign In.

9. Click "use Another account" and enter your State of Washington DSHS logon ID with "@dshs.wa.gov", then click Next.

Microsoft

Sign in

jesse.renhard@dshs.wa.gov

Can't access your account?

Back   Next

10. On the sign-in page, enter your password and click Sign In.

11. You will be prompted to go through your multifactor authentication process. Complete the process, and you will be taken to the Windows App page.
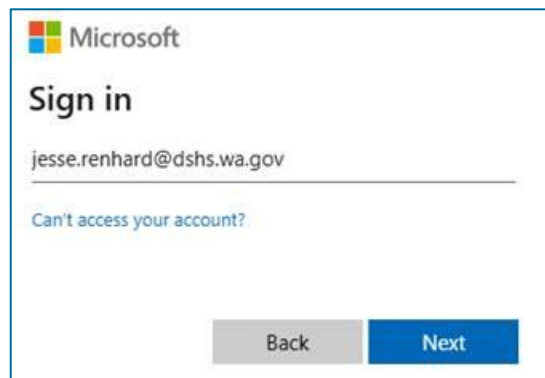
Accessing the Windows App from the web

The following instructions are based on the default method of accessing the Windows App web portal. Access to the web portal is managed by your local IT group.

If you have questions on accessing the Windows App web portal, please consult your local IT group.

Web Portal Access

To access from a web browser, you can access using the Windows App web portal.

1. Open your web browser on your workstation.
2. Navigate to https://windows.cloud.microsoft/.
3. You will be prompted for your account information.
4. Click "use Another account" and enter your State of Washington DSHS logon ID with "@dshs.wa.gov", then click Next.

5. On the sign-in page, enter your password and click Sign In.

Sign in

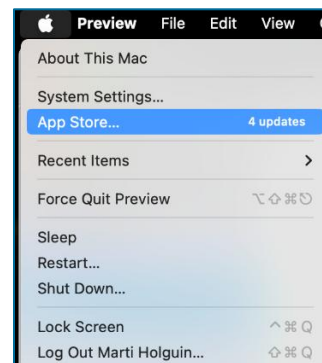jesse.renhard@dshs.wa.gov

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Sign in

You will be prompted to go through your multifactor authentication process. Complete the process, and you will be taken to the Windows App page.
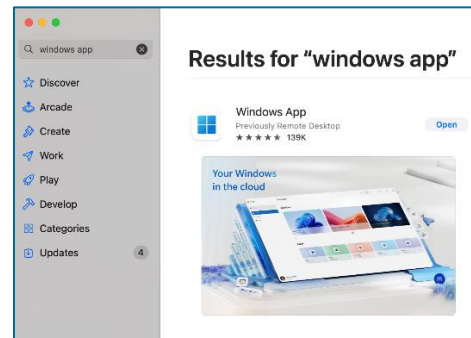
Accessing the Windows App from an Apple Mac

To access the Windows App from an Apple Mac you can use the Web Portal (instructions above) or install the Windows App from the Mac App Store as described here.

Install the Apple Mac version of the Windows App

1. Open the Mac Store (Click Apple Icon in top left and select "App Store..")

Preview   File   Edit   View   G

About This Mac

System Settings...
App Store...   4 updates

Recent Items   >

Force Quit Preview   ⌥⇧⌘⎋

Sleep
Restart...
Shut Down...

Lock Screen   ⌃⌘Q
Log Out Marti Holguin...   ⇧⌘Q

2. From App Store, search for "windows app".
3. Click "Get" button (If you have previously downloaded the Windows App then the button will display "Open".)
4. Wait until app has finished downloading and installing.

Results for "windows app"

Windows App
Previously Remote Desktop
★★★★★ 139K   Open

Your Windows
in the cloud

5. Click the "Open" button.
6. You can always find the Windows App in your Application folder later.
7. You may wish you set Dock icon options to "Keep in Dock" to keep it handy.
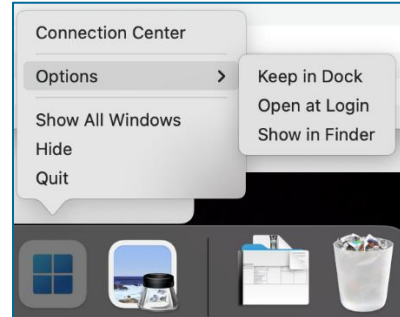
## Running the Windows App on a Mac for the first time

1. The first time you open the Windows App, you will be presented with a welcome screen, which you may "Skip".
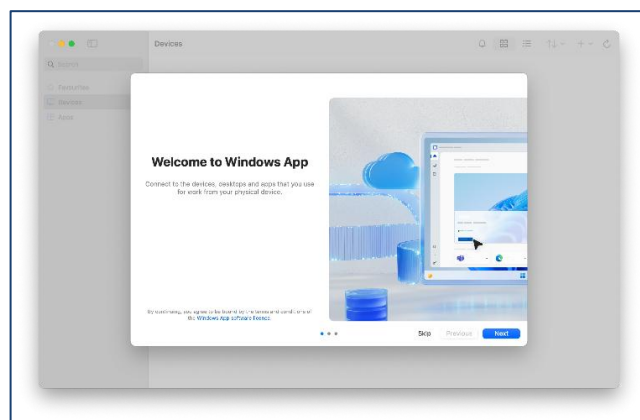
2. To access DSHS remote applications you must first login.
3. Click the + in the top-right corner of the Windows App, and select "Add Work or School Account"
4. Enter your DSHS email.
5. Complete Microsoft Authenticator process to complete login.
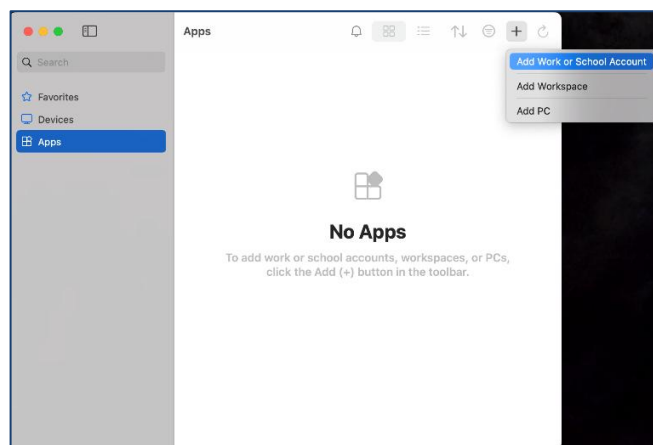
6. The Windows app will default to the "Devices" tab, on the left menu.
7. Click "Apps" to see list of available remote apps.
8. Click on an app to launch.
9. See documentation on "Accessing remote applications" above for further help.
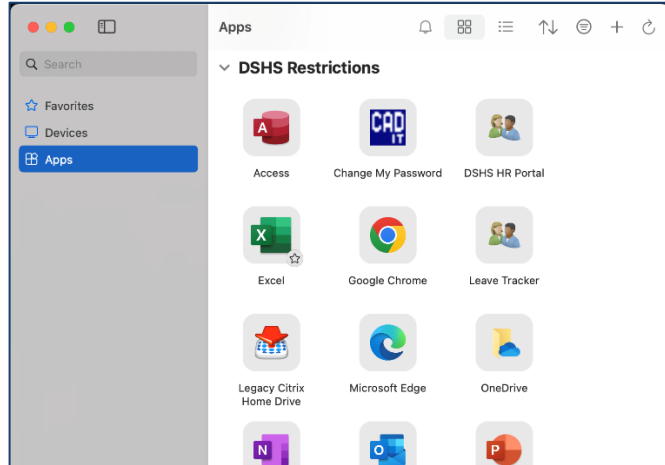
** Please note that the first time you start an remote app within the Windows App, it may take a very long time to load (as much as 5-10 minutes is extreme cases). Later access should load very quickly. **