



CITE has restored access to the **VDI (Panther Desktop)**. VDI environment is available, however **you must use the Microsoft Authenticator App (Multi-Factor App) on your smart phone or the call option for the multi-factor authentication (MFA)**. You **will not** be able to use the Text option.

- Below are the steps for downloading and setting up the MFA App to your smart phone.

You can visit the [Restoration of IT Services site](#) for additional information about changes or workarounds for various applications. **Please see the information below for instructional videos and guides about some common issues and workarounds.**

Restoration of IT Services

Below are some of the updates and workarounds:

Microsoft Authenticator App

Download the steps and the [Microsoft Authenticator](#) (Multi-Factor Authentication) App so you can use it instead of receiving texts or calls.

- **Note: You must use the Call or Microsoft Authenticator App options when using VDI.**

Learn more about setting up the Microsoft Authenticator App.

[Download the Steps](#)

VDI (Panther Desktop)

VDI access has been restored.

Note: You must use the Microsoft Authenticator App (Multi-Factor App) on your smart phone or the call option for the multi-factor authentication (MFA). You **will not** be able to use the Text option.

[Learn more about VDI](#)

Steps to log into VDI (Panther Desktop):

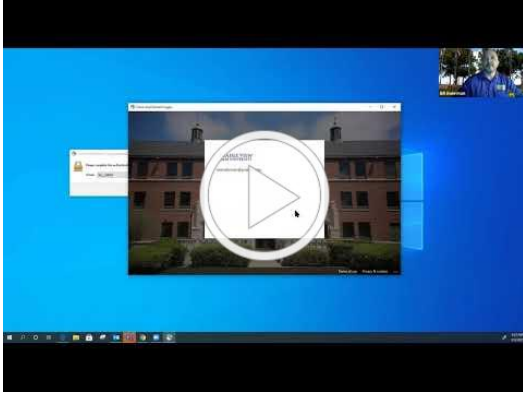
1. Visit <https://mydesktop.pvamu.edu/portal/> & enter your PVAMU SSO username and password.
2. While it's "Logging In", you will receive a phone call or a push to your smart phone.
3. Once you approve either by phone or in the MFA app, it will take a minute but it will finish logging you into the VDI.

[VDI Website](#)

VPN

VPN is available for all users to utilize phones, voicemail and access shared drives.

- Learn more by watching the video, or downloading the doc.



[Download the Steps](#)

Password Reset

If you have not completed the password reset process or setup your multi-factor authentication, please complete ASAP.

[Password Reset Steps](#)

For all other IT related problems or questions, please call 936-261-2525.

