



CITE has restored access to the **VDI (Panther Desktop)**. The 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:

<h3>Microsoft Authenticator App</h3> <p>Download the steps and the Microsoft Authenticator (Multi-Factor Authentication) App so you can use it instead of receiving texts or calls.</p> <ul style="list-style-type: none">• Note: You must use the Call or Microsoft Authenticator App options when using VDI.	<p>Learn more about setting up the Microsoft Authenticator App.</p> <p>Download the Steps</p>
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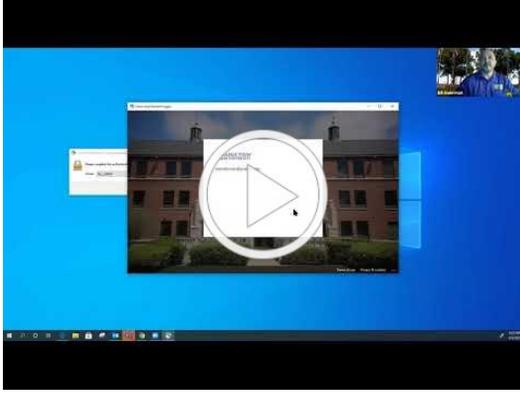
<h3>VDI (Panther Desktop)</h3> <p>VDI access has been restored.</p> <ul style="list-style-type: none">• Note: You must use the Microsoft Authenticator App (Multi-Factor App) on your smart phone or the <u>call</u> option for the multi-factor authentication (MFA). You will not be able to use the Text option. <p>Learn more about VDI</p>	<h3>Steps to log into VDI (Panther Desktop):</h3> <ol style="list-style-type: none">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. <p>VDI Website</p>
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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.

[Learn more about VPN](#)



[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.

