# How to log into the Virtual Desktop Service with Multi-factor authentication (MFA)

Please have your computer and authentication device (e.g. mobile phone) in front of you.

When logging into the virtual desktop service off-campus, you will be prompted to authenticate via Multi-factor authentication (MFA) to use the service. The log in process has a couple of additional MFA steps for enhanced security. These steps are not required if you are on-campus.

- When navigating to https://desktops.surrey.ac.uk you will be taken to the login portal:
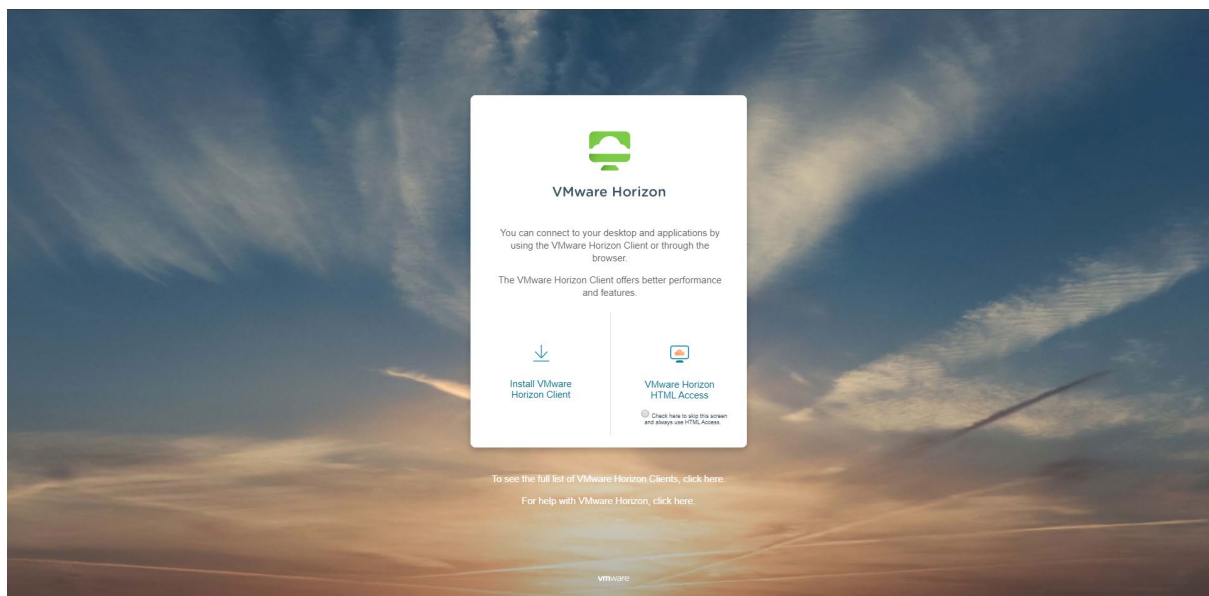
- From this screen, select 'VMware Horizon HTML Access'. If you are off campus you will now be taken to the standard MFA login page.
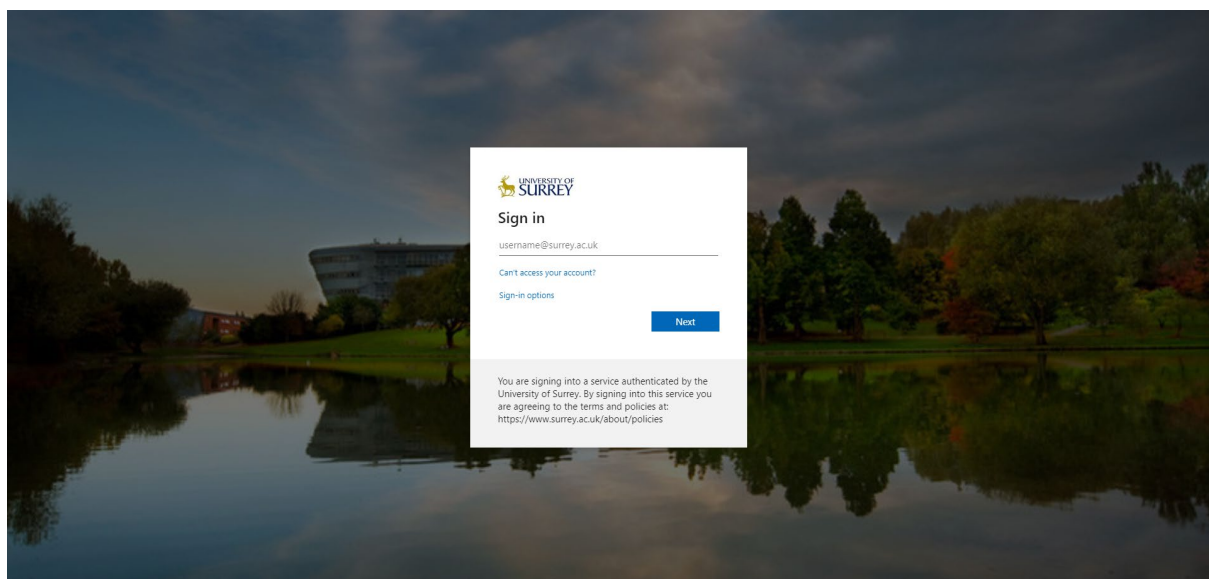
- On your computer, enter your username in the following format: username@surrey.ac.uk, followed by your password.
- You will then be prompted to authenticate using your secondary form of authentication (e.g.: the prompt on your mobile phone). The MFA process is now complete.

- You will automatically be taken back to the Horizon login portal where you will need to enter your password one last time. If you are on-campus you will be taken to this page without requiring MFA.

- Once authenticated, you will be taken to the resources screen which displays all your available desktops and applications. You can now use the system. The Virtual Workspace resource is the most popular resource which will grant you access to a virtual lab desktop.
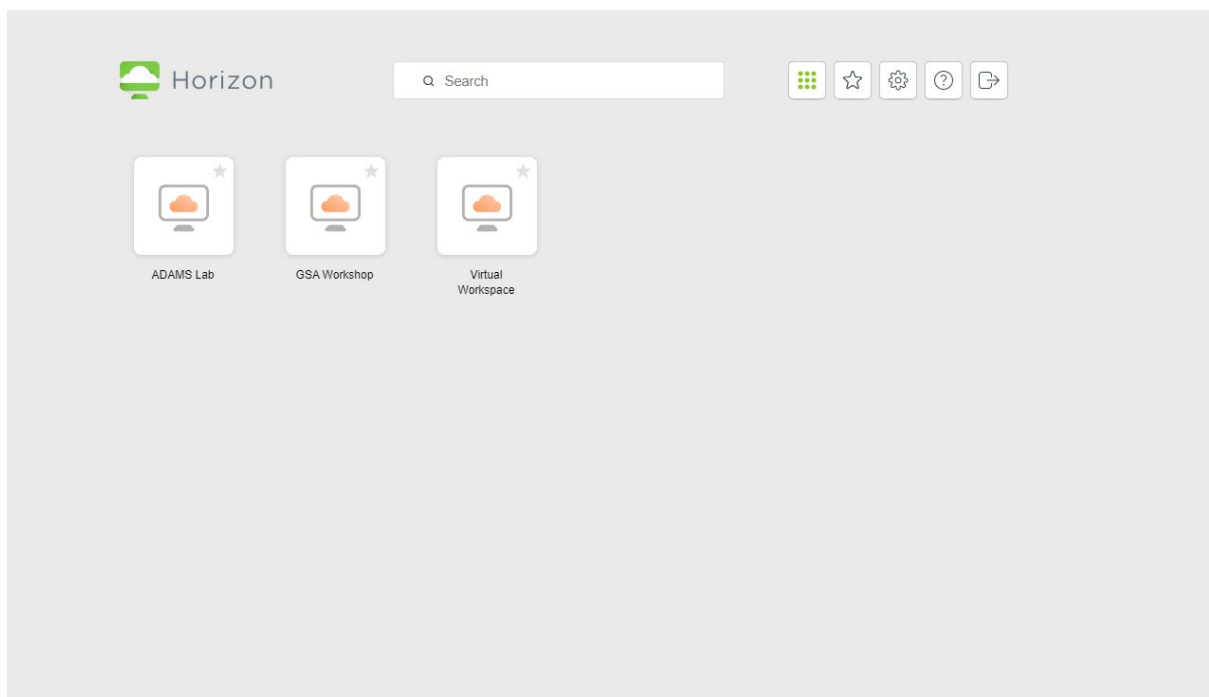
If you need further support to log in with your MFA, please contact IT Services.