

**OUVDI for  
TOPAZ ELEMENTS ACCESS  
(<https://mydesk.ou.edu>)**

***Note: Prior to accessing Topaz using this method, you must be registered for the Two-Factor Authentication.***

**Two Factor Authentication Methods:**

Before June 1, 2022 – **Duo Authentication**

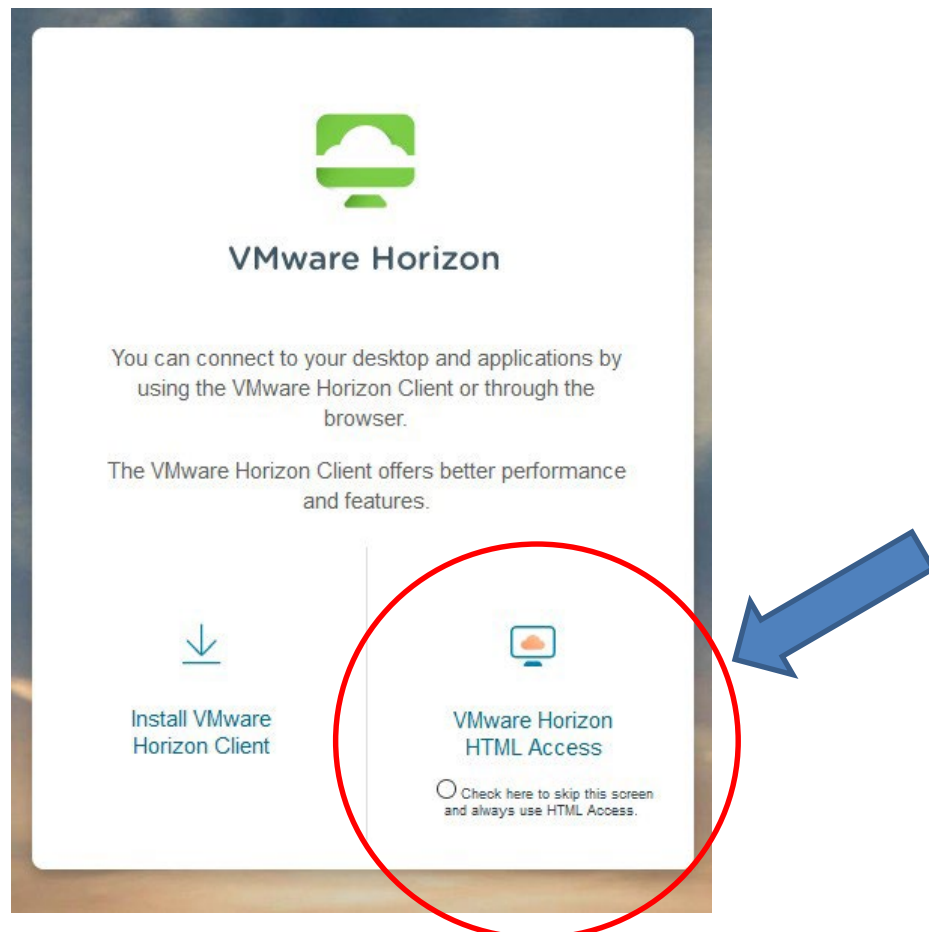
[https://ouitservices.service-now.com/kb\\_view.do?sysparm\\_article=KB0011458](https://ouitservices.service-now.com/kb_view.do?sysparm_article=KB0011458)

After June 1, 2022 – **PingID Authentication**

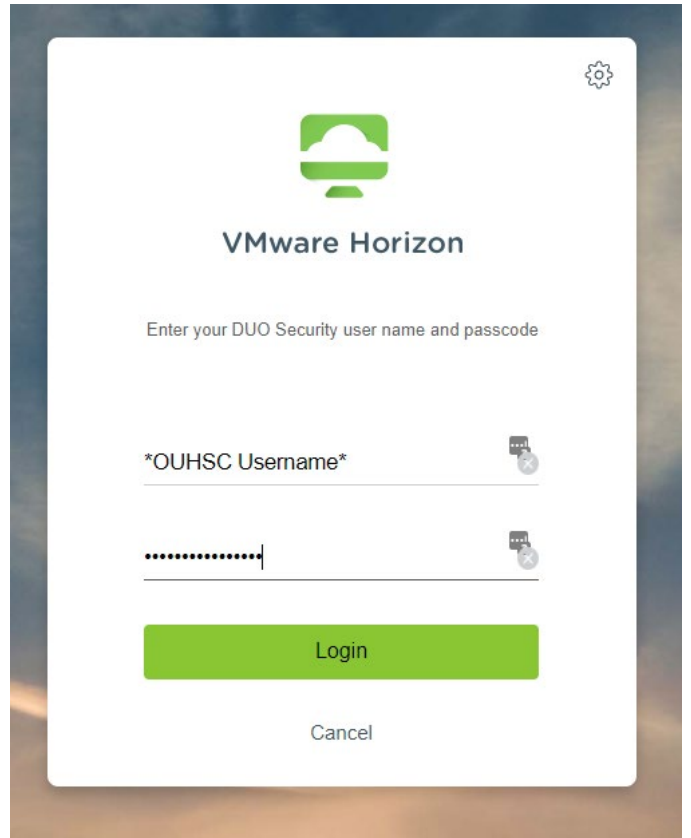
<https://itsupport.ou.edu/TDClient/35/Norman/KB/ArticleDet?ID=2543&SIDs=1701>

**Instructions:**

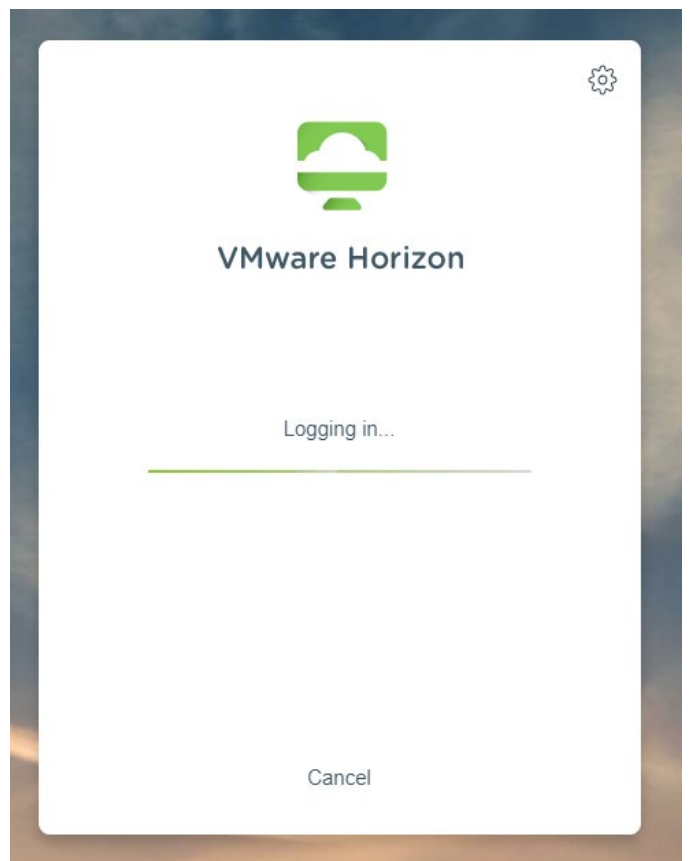
1. From any browser, go to: <https://mydesk.ou.edu>
2. Choose VMware Horizon HTML Access



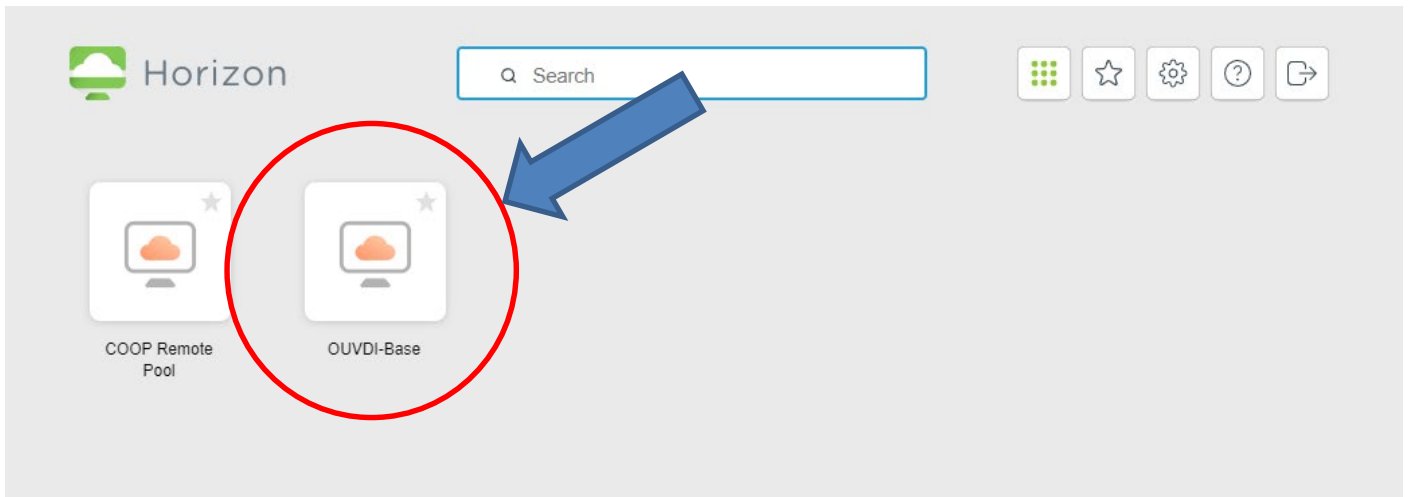
3. Enter your OUHSC Username and Password



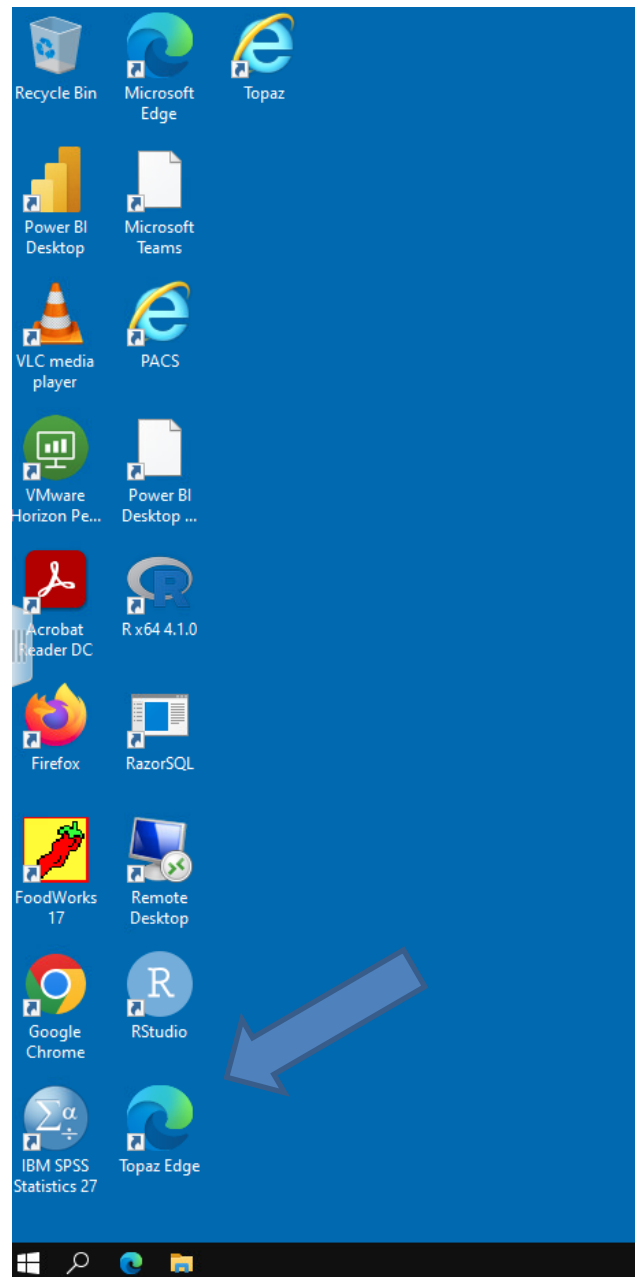
4. VMware will wait for you to approve with your multifactor authentication. It will remain on this screen until you authenticate:



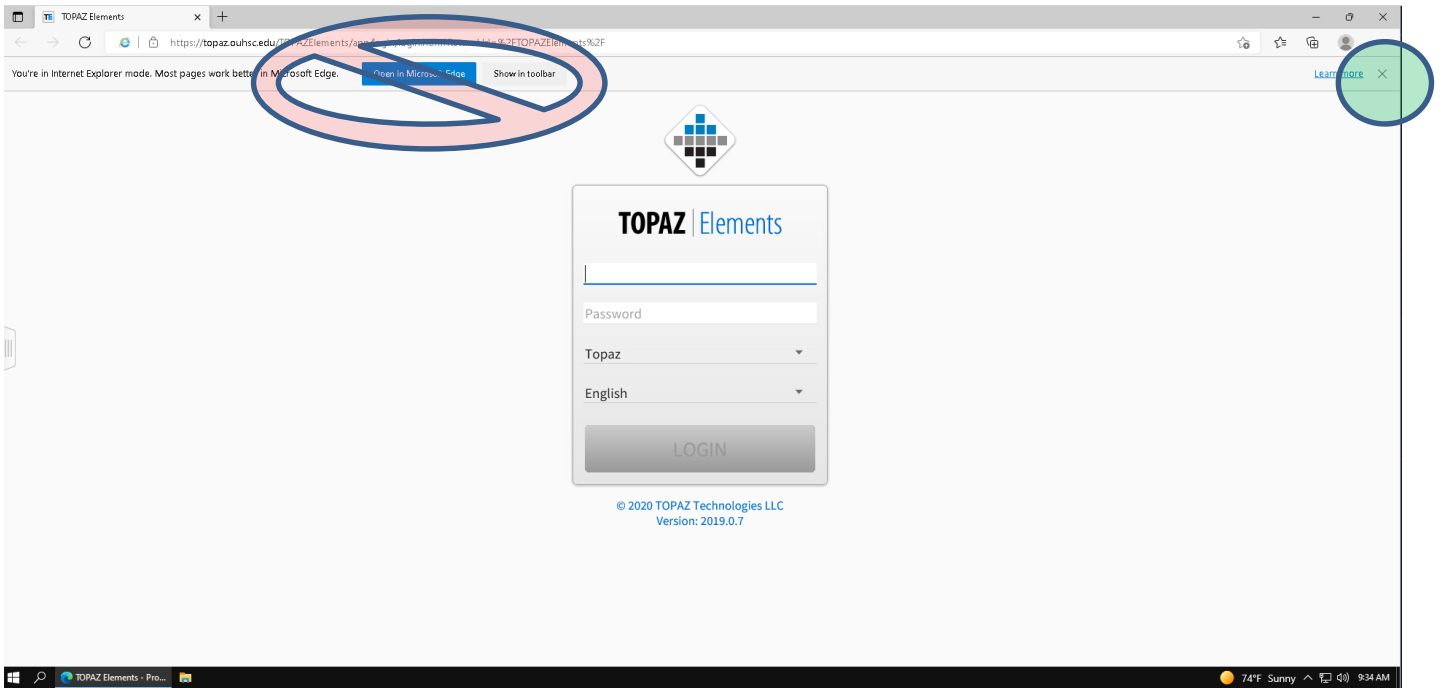
5. Once authenticated, this screen will appear. Select “OUVDI-Base”



6. When the VDI has loaded, click on “TOPAZ Edge.” This will open Microsoft Edge in Internet Explorer mode.



- Once Microsoft Edge opens, you will see the log in screen. At the top of the log in screen, there will be a banner that says, "You're in Internet Explorer mode. Most pages work better in Microsoft Edge." Do NOT click on "Open in Microsoft Edge." You must remain in Internet Explorer mode for TOPAZ Elements to function properly. To close that banner, you can click the "X" in the right corner.

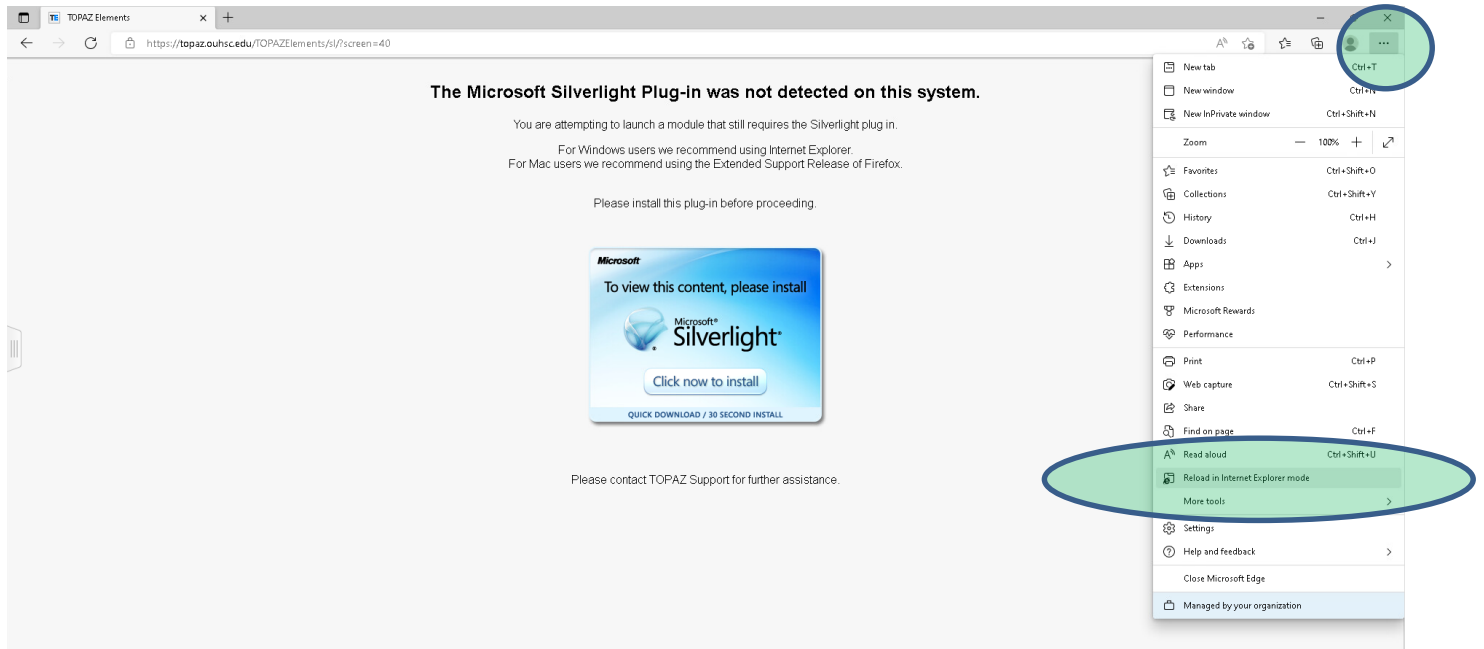


**Note:** If you see the following message after logging in, you have exited Internet Explorer Mode, and will need to Reload in Internet Explorer Mode. (Instructions are on next page)



## To reload Microsoft Edge in Internet Explorer Mode:

1. Click on the “...” in the upper right corner of Microsoft Edge.
2. Near the bottom of the list there is an option to “Reload in Internet Explorer mode.”
3. Once you reload, Silverlight will load properly.



Once back in “Internet Explorer mode” you will see a banner that alerts you that you have opened the page in Internet Explorer mode. Click on “Open this page in Internet Explorer mode next time, and then click, “done.”

