



## Product Documentation

# Configuring Microsoft Windows 365

Single-User Workstations

Imprivata Enterprise Access Management 26.1

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Document revision 26.1

# Configuring Windows 365 Cloud PC for Single-User Workstations

This document details how to configure Microsoft Windows 365 Cloud PC and Imprivata Virtual Desktop Access for single-user workstations.

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# The Single-User Workstation Workflow

Single-user (private) workstations are used by a single user who requires access to one or more applications for a prolonged period of time. These workstations are typically found in a private location, an administration area, or specialty areas.

The following details an example workflow:

1. A user taps their proximity card to authenticate to a private workstation.
  - The virtual desktop is delivered to the local workstation.  
If Microsoft detects that the user has multiple accounts, they are prompted to choose an account. This behavior only occurs the first time the user accesses the virtual desktop.
  - Everything associated with the virtual desktop, such as files, shares, and all other applications are available to them.
2. When the user is finished, they tap their proximity card to secure the workstation.
3. The user continues their rotation, moving to a new location, and authenticates to a different private workstation.
  - The roaming virtual desktop is reconnected to the local workstation.
  - The desktop and the applications are running in the same state as previously used.



**NOTE:** This workflow supports multiple Windows desktops, also known as multiple-user desktops (MUD).

## Before You Begin

Before you begin, be sure that you meet the following prerequisites:

### Imprivata License Requirements

The following Imprivata licensed features are required:

- Virtual Desktop Access
- Authentication Management
- Single Sign-On

### Software Requirements

Verify that your Windows 365 environment:

- Is functioning normally, independent of Imprivata Enterprise Access Management, before installing and configuring Enterprise Access Management components.
- Meets the minimum or recommended Windows 365 and endpoint device requirements. For more information, see the [Imprivata Enterprise Access Management Supported Components](#) matrix.

# Local Endpoint Requirement

Local endpoints must be Entra ID joined .

## Entra User Account to Grant Application Permissions

As part of the configuration process, you grant tenant-wide consent to let Imprivata Enterprise Access Management access your virtual desktops and authenticate your users.

Doing so requires a Microsoft Entra user account that can grant an application permission to the following APIs:

- Azure Virtual Desktop
- Microsoft Graph

## Microsoft Entra Single Sign-on and the Host Pool

Authenticating users using Microsoft Entra SSO is not supported.

Verify that Microsoft Entra SSO is not enabled in the RDP properties of your host pool.

## Session Persistence

Session persistence (roaming) is managed by your virtual environment, not Imprivata Virtual Desktop Access. If your virtual environment is configured correctly for session persistence, Imprivata Virtual Desktop Access seamlessly roams user sessions, on authentication, to the endpoint computers in your environment.



**NOTE:** For more information about configuring session persistence, see your vendor-specific documentation.

## Multiple-User Desktops

Deploying the single-user workflow with multiple-user desktops can quickly become resource intensive because each user session is a full Windows session. Performance is limited by the CPU and memory of the local workstation, as well as by the number and types of applications running.

For more information, see "Limitations of Multiple Window Desktops" in the Imprivata Enterprise Access Management help.

# Windows 365 Configuration

In this section you

- Grant Entra ID tenant-wide consent to Imprivata Enterprise Access Management.
- Install the Imprivata agent on your virtual machines.

## Step 1: Grant Tenant-Wide Consent and Assign Users

You grant tenant-wide consent to the Imprivata AVD application to let Imprivata access your virtual desktops and authenticate your users. Granting consent requires a Microsoft Entra user account that can grant an application permission to the following APIs:

- Azure Virtual Desktop
- Microsoft Graph

To grant consent:

1. Obtain the Imprivata application ID [here](#).
2. Copy the following sample to build a URL:

```
https://login.microsoftonline.com/<tenant_id>/adminconsent?client_id=<application_id>
```

Where *<tenant\_id>* specifies your Entra ID tenant ID and *<application\_id>* specifies the Imprivata application ID.



**NOTE:**

For more information about finding your tenant ID, see the Microsoft [documentation](#).

3. Enter the URL into a browser to complete the consent process.
4. In the Microsoft Entra admin center, locate the **Imprivata AVD** application and do the following:
  - a. Verify that Imprivata AVD has been granted consent to the following APIs:
    - Azure Virtual Desktop
    - Microsoft Graph
  - b. Assign the required users and groups.



**NOTE:**

For more information, see the Microsoft documentation about [reviewing application permissions](#) and [assigning users and groups to an application](#).

## Step 2: Update Conditional Access Policies that Require MFA

Imprivata supports the integration with Azure Virtual Desktop and Windows 365 on Windows devices through the Imprivata AVD Microservice (Imprivata services). Consider the following:

- Azure Virtual Directory must be excluded from all conditional access policies that would require multifactor authentication (MFA) for Imprivata users.
- This exemption is required to allow communication between Imprivata services and Azure resources.

To configure the exception:

1. Locate the conditional access policy that applies to your Imprivata users.
2. Under **Target Resources**, click **All resources (formerly All Cloud apps)**.
3. Click **Exclude**, and then toggle **Select resources**.
4. Under **Select specific resources**, click **None** or any of the listed applications.
5. Search for **9cdead84-a844-4324-93f2-b2e6bb768d07**, and select **Azure Virtual Desktop**.
6. Repeat for all conditional access policies that would require MFA for Imprivata users.

## Step 3: Install the Imprivata Agent on Virtual Machines

Install the Imprivata single-user agent (type 1) agent on the virtual machines that will be delivered to your users.

### Use the Installation Wizard

To install the Imprivata agent:

1. In the Imprivata Admin Console, click **Computers > Deploy agents**.
2. Download the agent installer from the **Deployment Procedure** section.
3. Run the installation wizard.

Completing the installation requires you to:

- Enter the FQDN or IP address of the Imprivata appliance to which the agent must connect to obtain the enterprise topology.
- Select the **Single User Computer** agent.



#### NOTE:

Launching the Imprivata agent installer directly requires you to execute the MSI from an elevated command prompt. You cannot directly run the installer by either double-clicking the MSI or right-clicking the MSI and running it as an administrator. This requirement does not apply to deployments performed through Microsoft Endpoint Configuration Manager (SCCM) or any other third-party software deployment tool.

### Use a Third-Party Software Distribution Tool

To deploy the Imprivata agent using a third-party software distribution tool:

1. In the Imprivata Admin Console, click **Computers > Deploy agents**.
2. Download the agent installer from the **Deployment Procedure** section.
3. Deploy and run the Imprivata agent installation using the following syntax:

```
msiexec.exe /i "<path_to_installer>\ImprivataAgent.msi  
IPTXPRIMSERVER="https://<appliance_FQDN>/sso/servlet/messagerouter"  
AGENTTYPE=1
```

The **IPTXPRIMSEVER** value specifies the appliance to which the Imprivata agent should connect to obtain the enterprise topology.

Consider the following:

- This syntax represents the required installation parameters. For a complete list of supported parameters, see "Distributing the Imprivata Agent from the Command Line" in the Imprivata Enterprise Access Management Online Help.
- The Imprivata agent installer supports standard `msiexec` options. For more information on these commands, run `msiexec /?`.

## Windows Endpoint Configuration

In this section you:

- Verify that your local endpoints can access the Imprivata web service.
- Install the Microsoft Remote Desktop client on your local endpoints.
- Install the Imprivata agent on your local endpoints.
- Optionally, configure the **DesktopToAutoLaunch** registry key to override the desktop chooser.

### Step 1: Verify that Endpoints can Access the Imprivata Web Service

Your local endpoints must be able to access the Imprivata web service endpoint URL (<https://avd.cloud.imprivata.com/>).

Coordinate with your network administrators to make sure that network restrictions do not prevent access to the Imprivata web service.



**NOTE:**

The Imprivata web service is not accessible via a web browser. The URL serves as the address through which the endpoint interacts with the web service.

### Step 2: Install the Microsoft Windows App

The Microsoft Windows App lets your users connect to a virtual desktop.

For more information about getting started with Windows App, see the Microsoft [documentation](#).



**NOTE:**

Support for Windows 365 Cloud PC requires the use of the Windows App. If the Remote Desktop Client is installed on the local endpoint, you can either uninstall it or enforce the use of Windows App using the `ViewerType` registry value.

# Require the Use of the Windows App

The `ViewerType` registry value can be used to enforce the use of the Windows App, if the Remote Desktop Client is also installed on the local endpoint. Setting this value to 1 enforces the use of Windows App.

Location	Default state	Set to
HKLM\Software\SSOProvider\VDI\AVD\ViewerType	Not configured. If both clients are installed on the local endpoint, Imprivata Virtual Desktop Access falls back to the Remote Desktop Client.	1

# Prevent Windows App from Spanning Multiple Monitors

By default, the Windows App spans all monitors when it opens. The `DisableMultiMonitor` registry value can be used to prevent the default behavior. Setting this value to 1 prevents the Windows App from spanning multiple monitors.

Location	Default state	Set to
HKLM\Software\SSOProvider\VDI\AVD\DisableMultiMonitor	Not configured. Windows App spans all monitors when it opens.	1

## Step 3: Install the Imprivata Agent on Endpoints

Install the Imprivata single-user computer agent (type 1) agent on the Windows endpoints that your users will use to access their virtual desktops.

### Use the Installation Wizard

To install the Imprivata agent:

1. In the Imprivata Admin Console, click **Computers > Deploy agents**.
2. Download the agent installer from the **Deployment Procedure** section.
3. Run the installation wizard.

Completing the installation requires you to:

- Enter the FQDN or IP address of the Imprivata appliance to which the agent must connect to obtain the enterprise topology.
- Select the **Single User Computer** agent.

**NOTE:**

Launching the Imprivata agent installer directly requires you to execute the MSI from an elevated command prompt. You cannot directly run the installer by either double-clicking the MSI or right-clicking the MSI and running it as an administrator. This requirement does not apply to deployments performed through Microsoft Endpoint Configuration Manager (SCCM) or any other third-party software deployment tool.

## Use a Third-Party Software Distribution Tool

To deploy the Imprivata agent using a third-party software distribution tool:

1. In the Imprivata Admin Console, click **Computers > Deploy agents**.
2. Download the agent installer from the **Deployment Procedure** section.
3. Deploy and run the Imprivata agent installation using the following syntax:

```
msiexec.exe /i "<path_to_installer>\ImprivataAgent.msi  
IPTXPRIMSERVER="https://<appliance_FQDN>/sso/servlet/messagerouter"  
AGENTTYPE=1
```

The **IPTXPRIMSEVER** value specifies the appliance to which the Imprivata agent should connect to obtain the enterprise topology.

Consider the following:

- This syntax represents the required installation parameters. For a complete list of supported parameters, see "Distributing the Imprivata Agent from the Command Line" in the Imprivata Enterprise Access Management Online Help.
- The Imprivata agent installer supports standard msiexec options. For more information on these commands, run **msiexec /?**.

## Step 4: (Optional) Override the Desktop Chooser

By default, when a user is entitled to multiple desktops, they are prompted to choose which one to launch.

You can override this behavior by configuring a registry key (**DesktopToAutoLaunch**). This registry key streamlines desktop access by letting you specify which desktop should automatically launch for the user on the Windows endpoint.

To specify which desktop should be launched:

1. From the endpoint, open the Registry Editor.
2. Create the following registry key:

Name	Data Type	Location	Value
DesktopToAutoLaunch	String	HKEY_LOCAL_MACHINE\SOFTWARE\SSOProvider\VDI	<name_of_virtual_desktop_as_it_appears_in_the_chooser>

# Imprivata Enterprise Access Management Configuration

In this section you:

- Configure a computer policy and assign it to your local endpoints.
- Configure a user policy and assign it to the users who require access to a virtual desktop.
- Import and deploy the Windows 365 single sign-on application profile.

## Step 1: Configure and Assign a Computer Policy

Configure a computer policy that automates access to virtual desktops and assign it to your local endpoints.

### Configure a Computer Policy

To configure a computer policy:

1. In the Imprivata Admin Console, go to the **Computers** menu > **Computer Policies** page.
2. Do one of the following:
  - Click **Add** to create a new policy.
  - Click the name of an existing computer policy to edit it.
3. Go to the **Virtual Desktops** tab > **Microsoft Azure Virtual Desktops** section.
4. Select **Automate access to Azure Virtual Desktop**.
5. Choose one of the following options:
  - **Prompt the user only if they have multiple desktops.** If the user is entitled to one desktop, it launches automatically after login. If a user is entitled to multiple desktops, an Imprivata OneSign dialog prompts the user to choose a desktop.
  - **Always prompt the user to choose their desktop.** An Imprivata OneSign dialog always prompts the user to choose a desktop, regardless of how many desktops they are entitled to.



**NOTE:** If a user is entitled to multiple desktops, you can prevent them from having to choose which one to launch by configuring a registry key (**DesktopToAutoLaunch**) on the Windows endpoint.

6. You can control the behavior when an endpoint computer is locked. Under When a Remote Desktop endpoint is locked, choose one of the following

- **Keep the Remote Desktop and user session active.** This option preserves the user session. When a user logs back into an endpoint computer, or logs into another endpoint computer that is enabled for virtual desktop access, their desktop and applications are preserved just as they were when the endpoint computer was locked.
  - **Shutdown the Remote Desktop and disconnect the user session.** This option helps optimize resource consumption and minimizes the total number of active sessions in use in the enterprise. When a user logs back into an endpoint computer, or logs into another endpoint computer that is enabled for virtual desktop access, their desktop is relaunched.
7. Optional: If you are deploying multiple-user desktops, go to the **Shared Workstation** tab, select **Enable Multiple Windows Desktops (workstation reboot required)**, and specify the remaining values as required.
  8. Click **Save**.

## Assign the Computer Policy

Assign the computer policy to your local endpoints.

### *Manually Assign the Computer Policy*

To manually assign the computer policy:

1. In the Imprivata Admin Console, go to the **Computers** menu > **Computers** page.
2. Select the computers to which you want to assign the computer policy.
3. Click **Apply Policy**.
4. Select **Choose a policy for the selected computers**, select the policy from the list, and click **Apply Policy**.

### *Automatically Assign the Computer Policy*

Computer policy assignment rules let you assign a policy to existing endpoint computers and make sure that the policy is automatically assigned to endpoint computers that are added later.

To automatically assign the computer policy:

1. In the Imprivata Admin Console, go to the **Computers** menu > **Computer Policy Assignment** page.
2. Click **Add New Rule**.
3. Name the rule and select the assignment criteria.
4. Select the policy you created, and click **Save**.

## Step 2: Configure and Assign a User Policy

Configure a user policy that automates access to virtual desktops and assign it to your users.

### Configure a User Policy

To configure a user policy:

1. In the Imprivata Admin Console, go to the **Users** menu > **User Policies** page.
2. Do one of the following:
  - Click **Add** to create a new policy.
  - Click the name of an existing user policy to edit it.
3. Go to the **Virtual Desktops** tab, and select **Enable virtual desktop automaton**.  
By default, **Automate access to full VDI desktops** is enabled.
4. Select **Microsoft**, and click **Save**.

## Assign the User Policy

To assign the user policy:

1. In the Imprivata Admin Console, go to the **Users** menu > **Users** page.
2. Select the users to which you want to apply the user policy.

You can view additional pages of the users without losing your selections. The users you have selected are tracked and displayed on a counter at the top of the page.



**BEST PRACTICE:** To select multiple users more efficiently, use the **Search for Users** tool at the top of the **Users** page. **Search for Users** offers several search parameters for refining your results.

3. Click **Apply Policy**, choose the policy you created, and click **OK**.

## Step 3: Import and Deploy the SSO Application Profile

By default, users are prompted to log into the Microsoft Windows App client to launch a virtual desktop. Import the SSO application profile to prevent your users from having to enter their credentials manually.



**NOTE:** While this application profile enables support for Windows 365 Cloud PCs, it also enables any other application that uses Entra ID as the identify provider for SSO. For example, user credentials are proxied for Microsoft OneDrive.

To import the profile:

1. Download and extract the application profile from [here](#).
2. In the Imprivata Admin Console, go to the **Applications** menu, and click **Single sign-on application profiles**.
3. Click **Add App Profile** > **Import from file**, and import the profile.
4. From the list of application profiles, select **WindowsAppAVDMode**, and then click **Deploy**.
5. Go to the **Deployment** section, and select **Deploy this Application?**

6. Optional: By default, an application profile is configured to deploy to all users. If you want to limit the deployment to specific organizational units, groups, or users, uncheck **Deploy to All Users and Groups?** and do the following.
  - a. Select the domain that contains the target users.
  - b. Select **These OUs, groups, and users**.
  - c. Do one, two, or all three of the following:
    - Click **Select OUs**, select the target organizational units, and then click **Done**.
    - Click **Select Groups**, select the target groups, and then click **Close**.
    - Enter a semi-colon separated list of specific users.
7. Leave the remaining settings unchanged.
8. Click **Save**.