Using Multiple Monitors with a Virtual Desktop.

Bill Hunter - 2024-10-08 - Frequently Asked Questions (FAQs)

1. Ensure that you are connecting to your remote desktop via the Windows App:

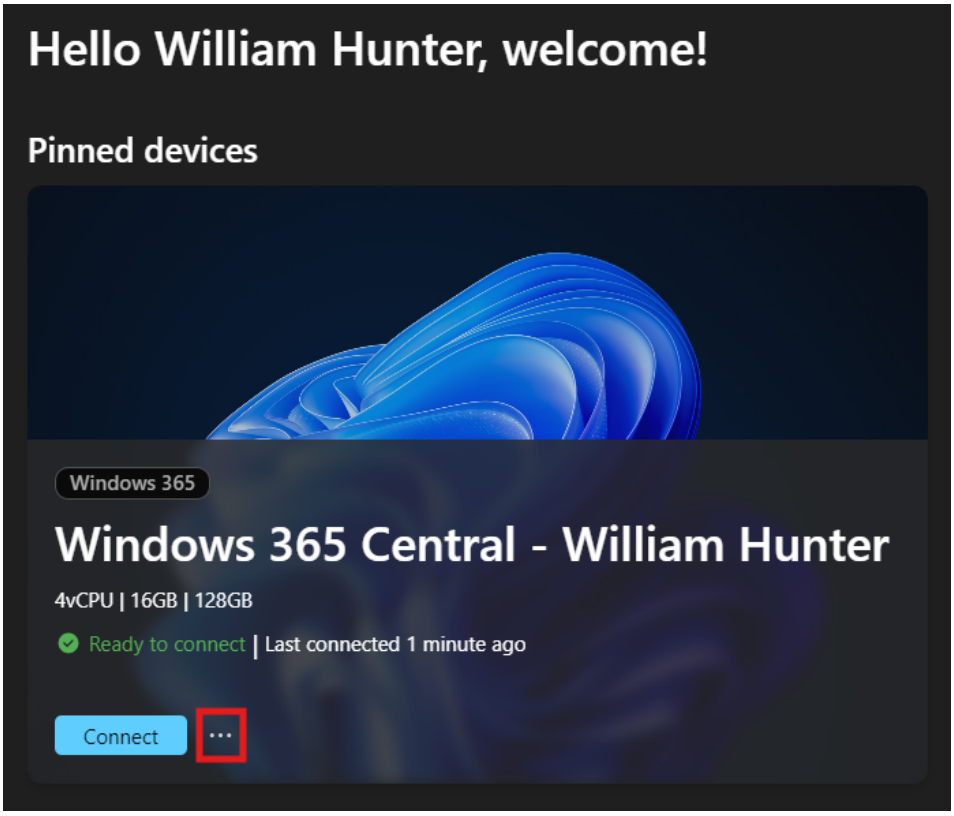
    1. 

    2. It is accessible from the Microsoft Store. The Mac application does not support multiple monitors.

2. Within the Windows App, sign in with your @autopay account if prompted.

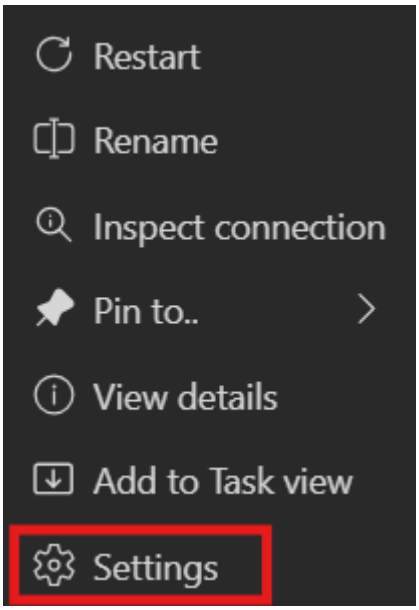
3. Once signed in, you should see your virtual desktop on the home screen. From there click on the 3 dots next to the connect button:

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4. Within the menu that pops up, click on Settings:

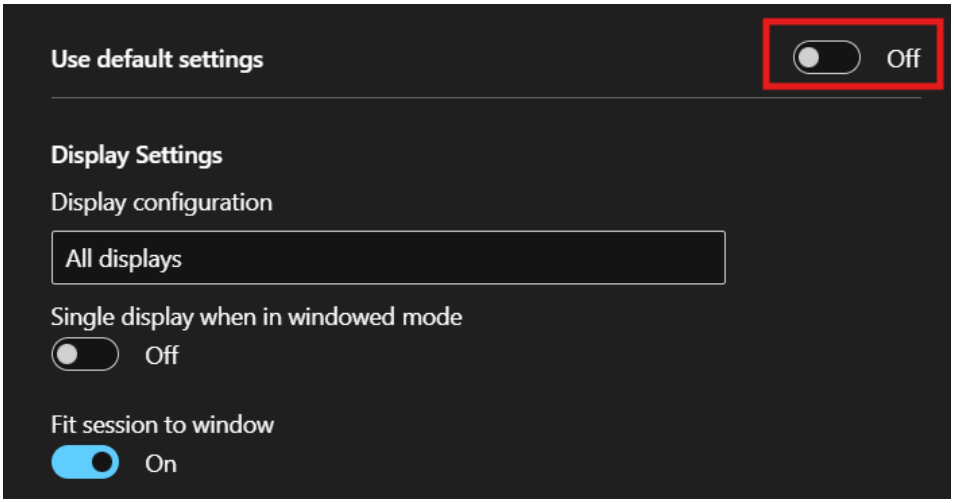
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5.

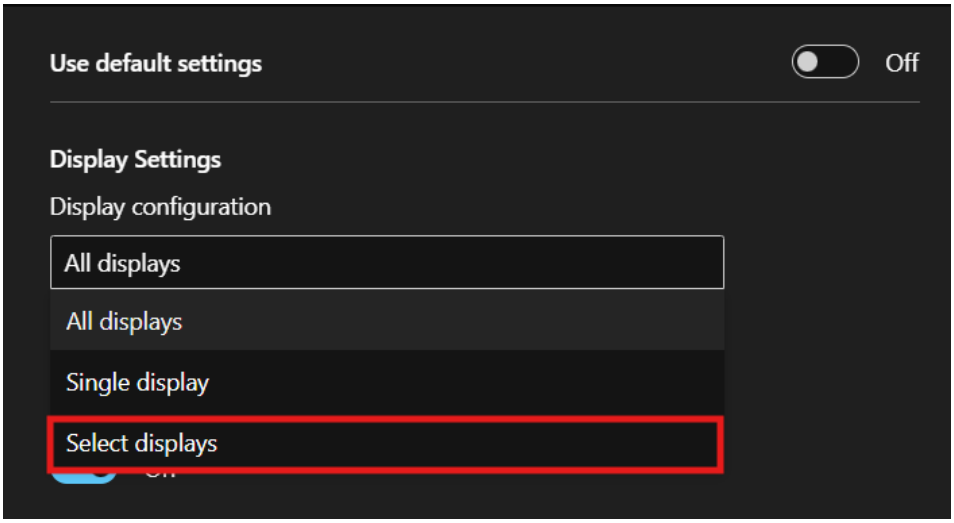
    Flip the defaut settings toggle to Off:

    1.



6. Under display configuration, choose Select displays:

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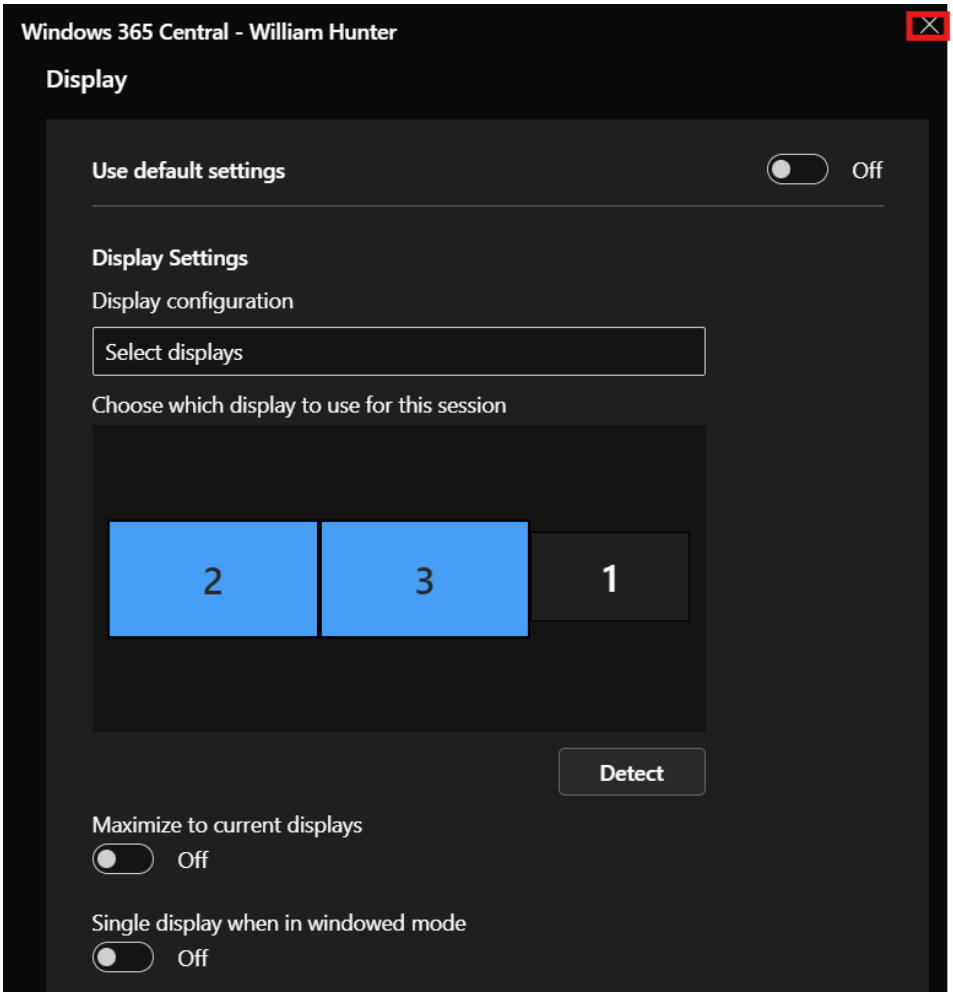
7. Select the displays that you want to use on your machine. The selected displays are highlighted in blue:

    1.



8. Close out of the settings window and try connecting.

    1.



9. Your virtual desktop should launch on the selected monitors. Please reach out if you have any issues.