

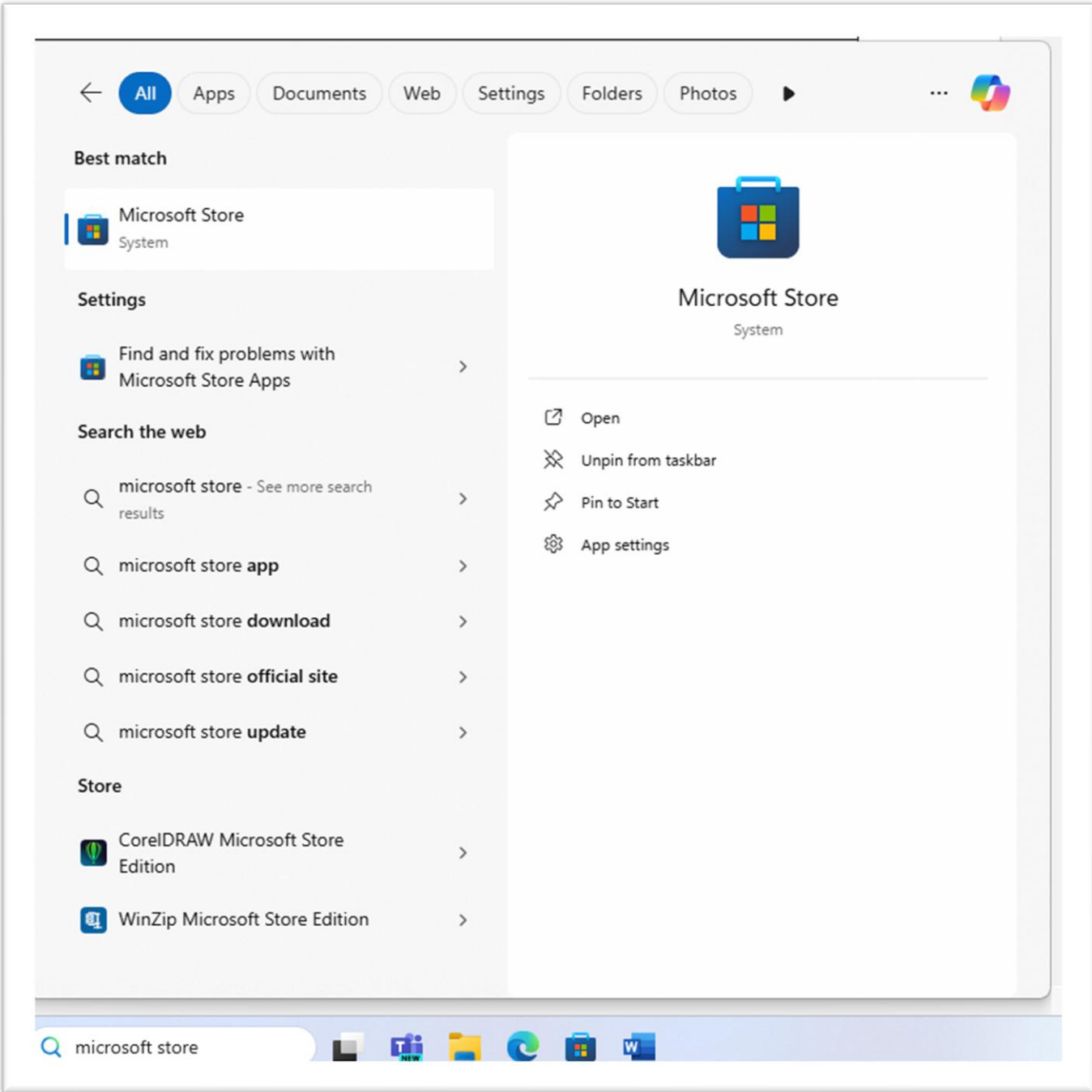
## Virtual Computer Lab

How-to-install

# Windows App

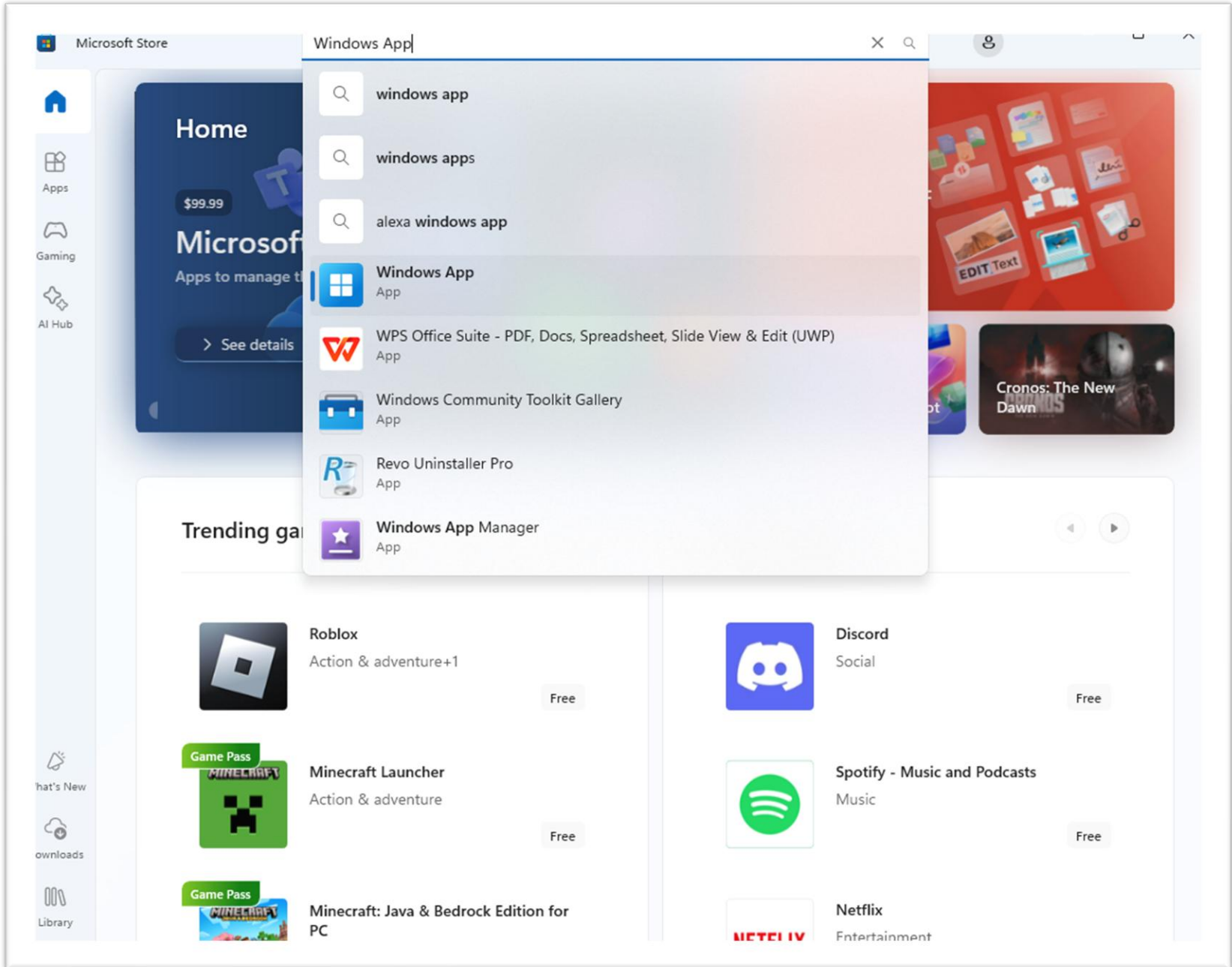
in Microsoft Windows

<b>Step</b>	<b>Details</b>
<b>1</b>	a) In your Windows computer Search box, type “Microsoft Store”, and locate it. b) Click on it to open/run it. c) If your Windows 10 or 11 computer does not have Microsoft Store. Search the Internet for “Windows APP” <ul style="list-style-type: none"><li>a. Use a browser and Google for “Windows Store”</li><li>b. Continue to Step 2</li></ul>

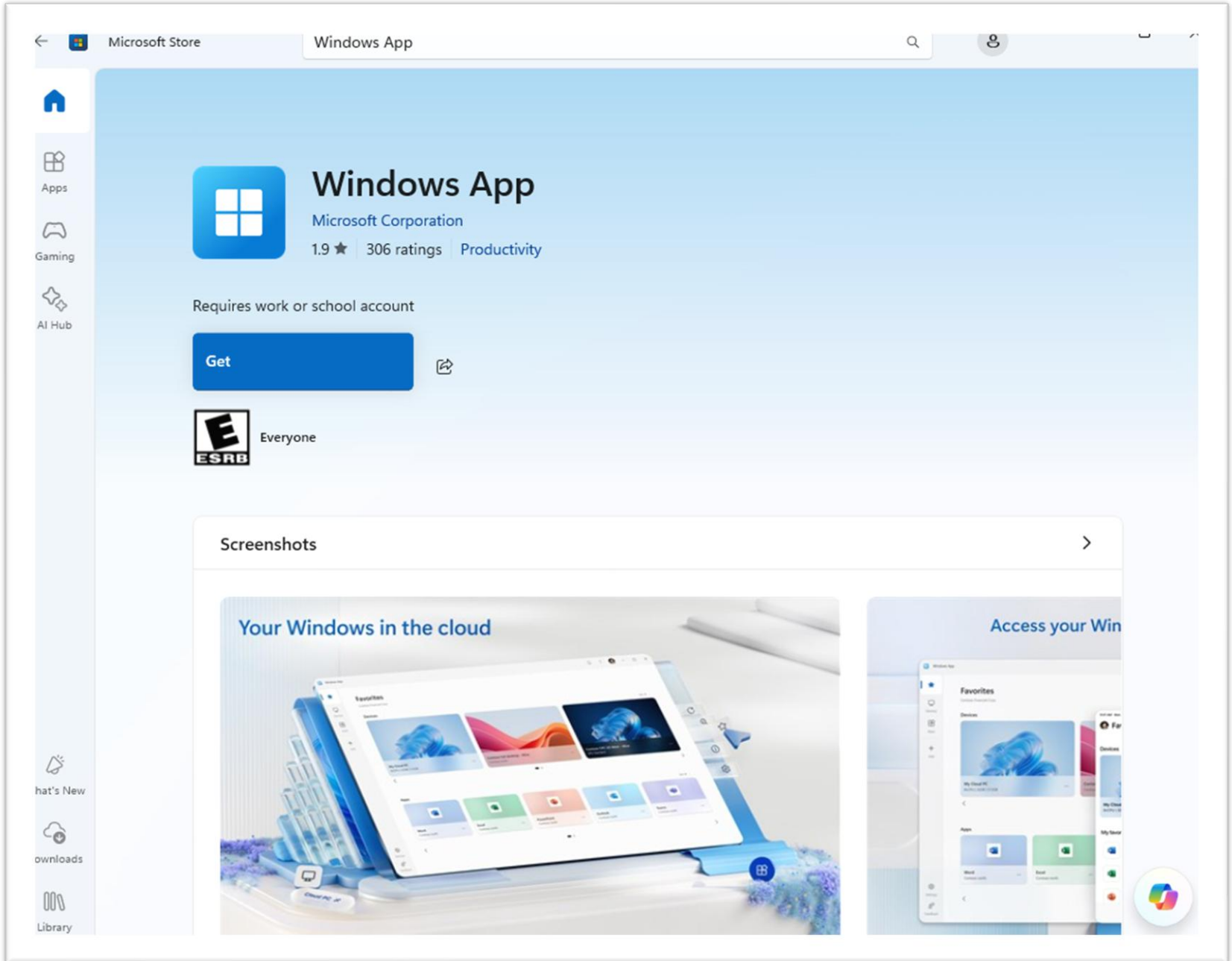


Microsoft Windows.

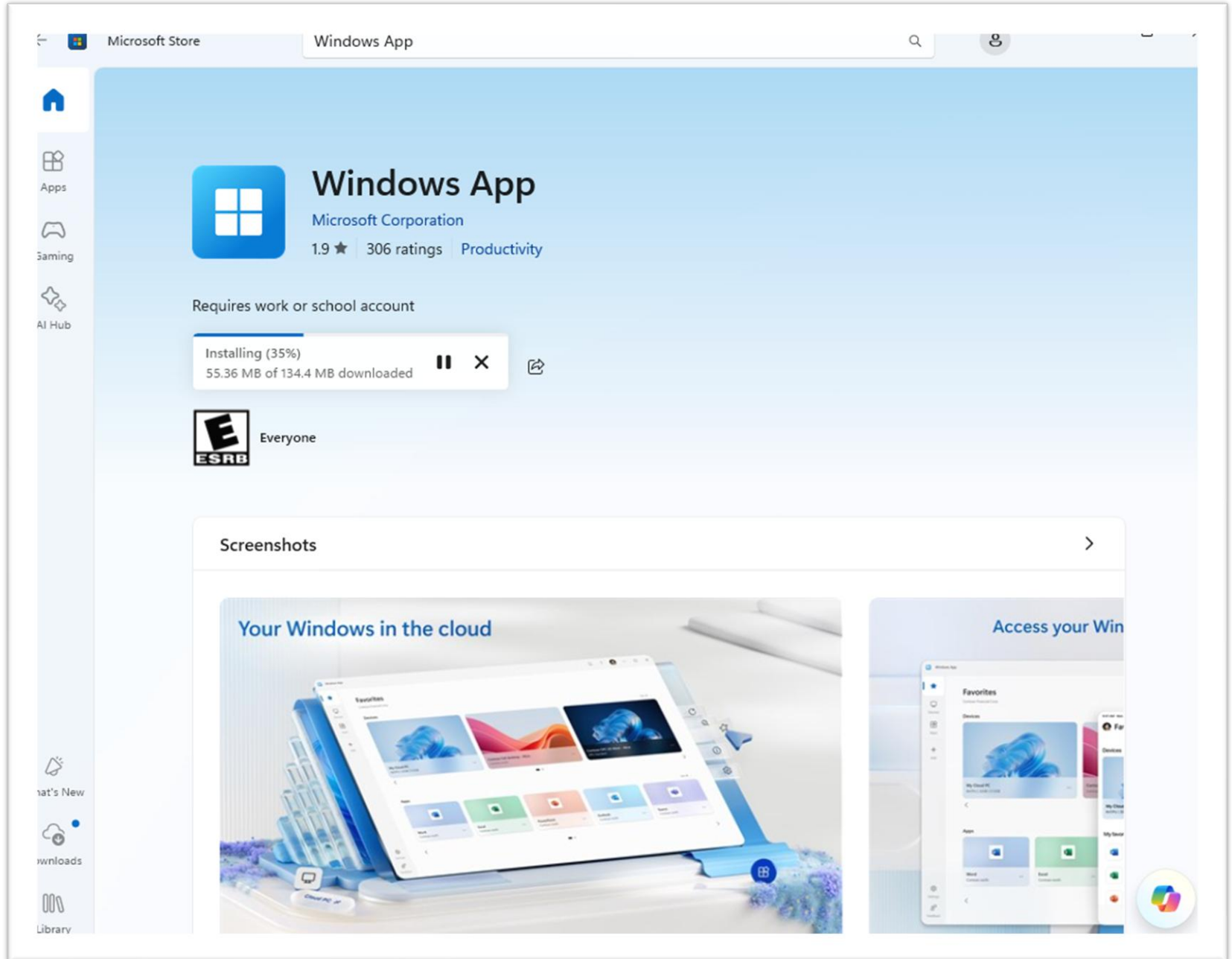
<b>2</b>	<p>In Microsoft Store, search for “Windows App”, then:</p> <ul style="list-style-type: none"><li>a) Select it and wait for the download to complete.</li><li>b) Click on “Get” button when you see it.</li></ul>

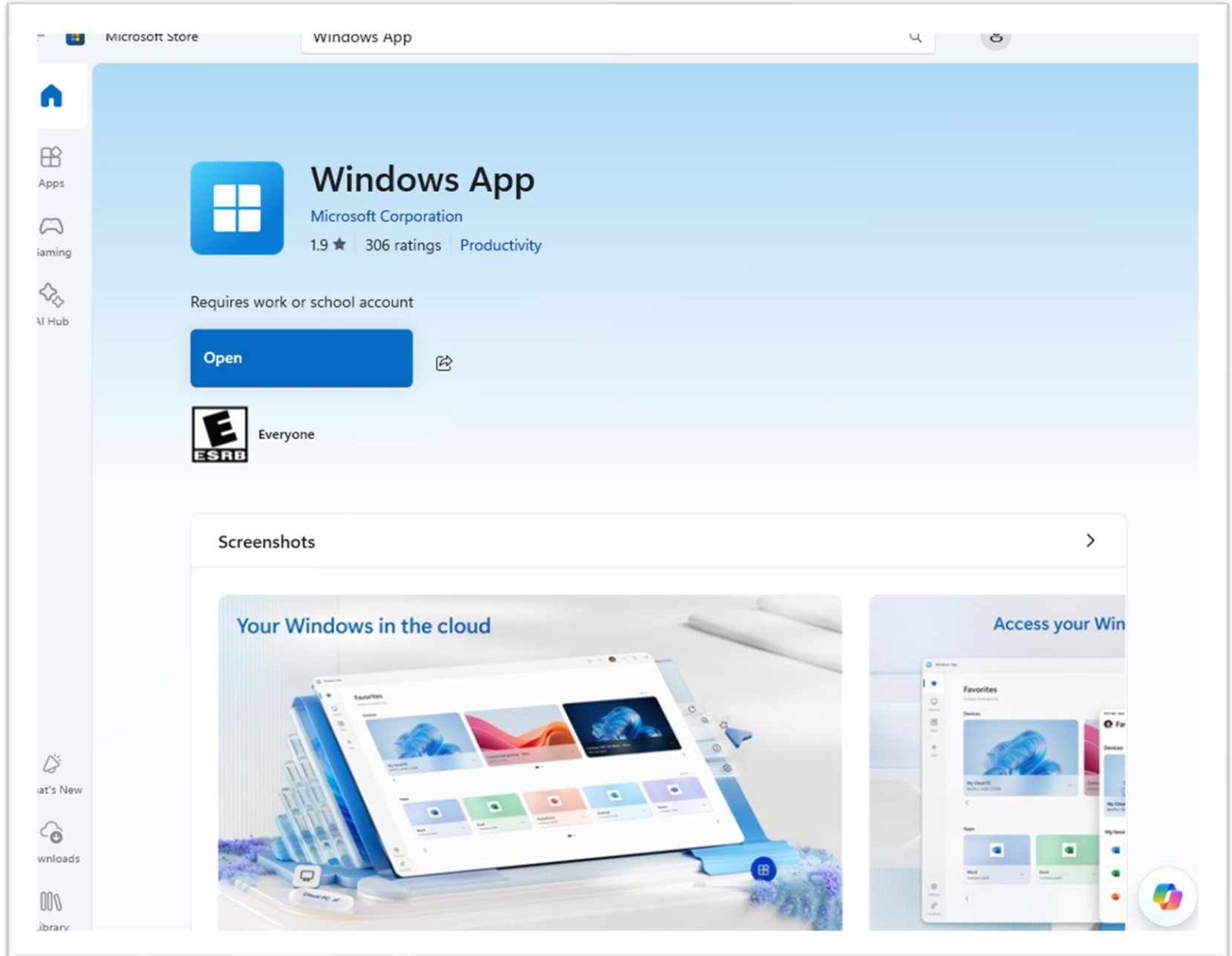


Information Technology. How-To Guide for [ **WINDOWS APP** ] on Microsoft Windows.



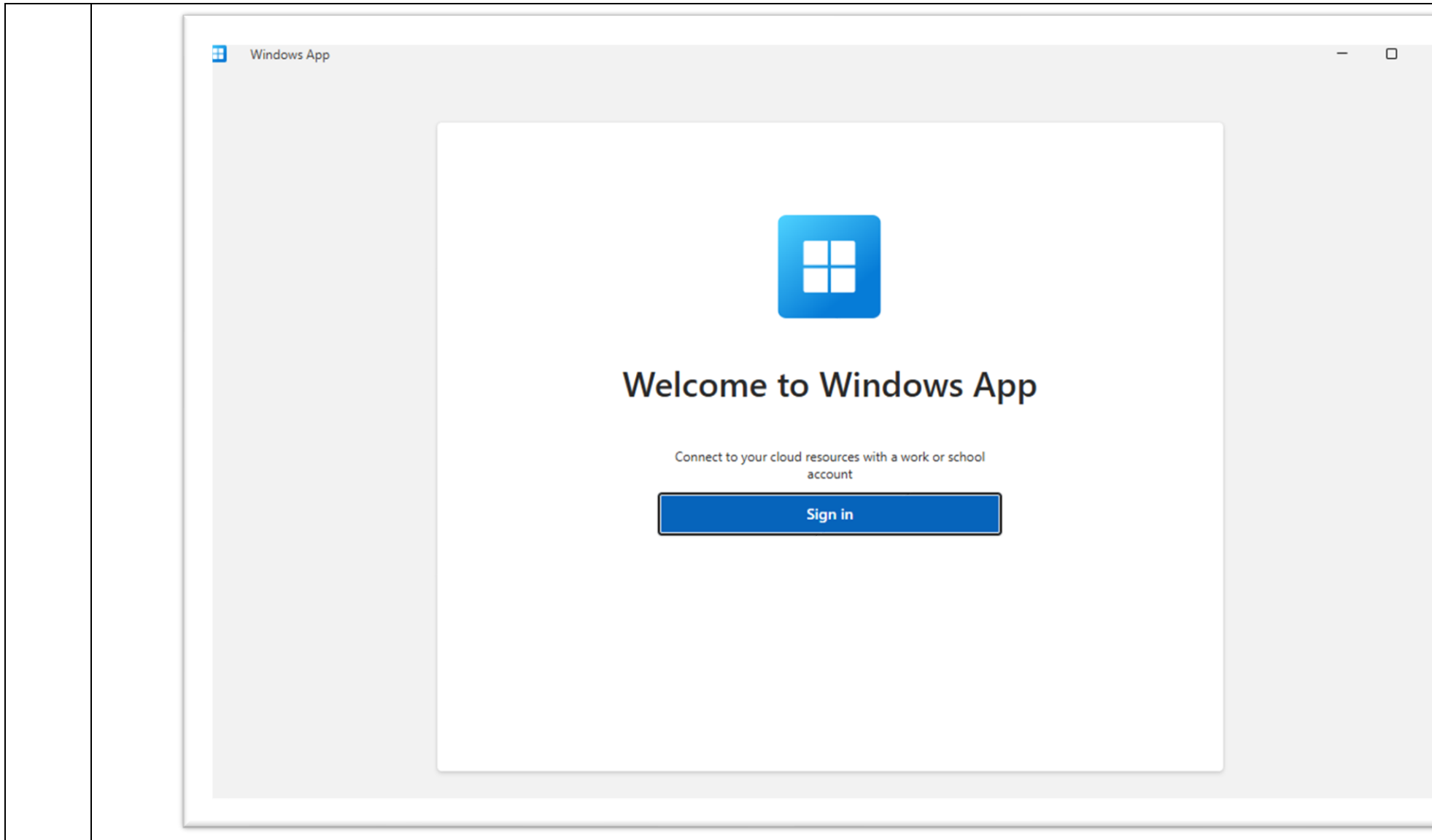
<b>3</b>	<ul style="list-style-type: none"><li>a) Wait for the download to be completed.</li><li>b) Click on “Open” Button</li></ul>

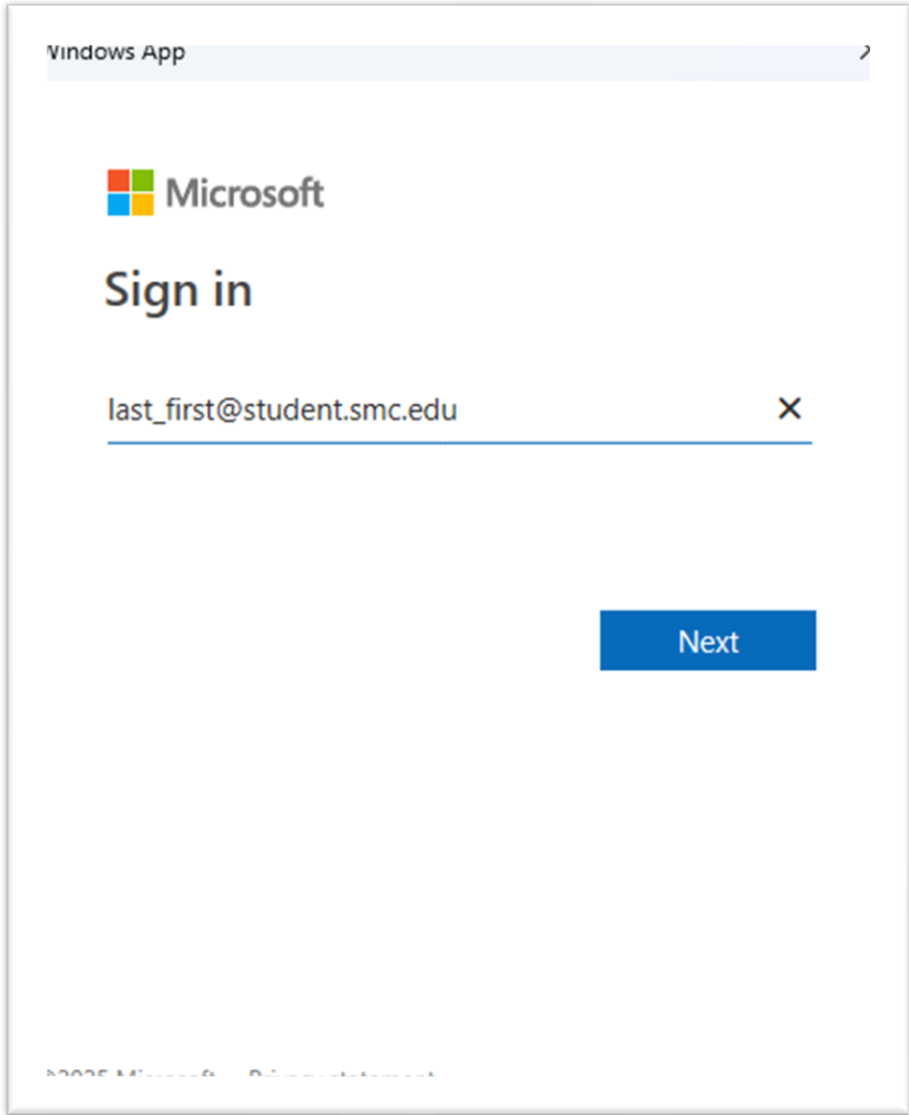


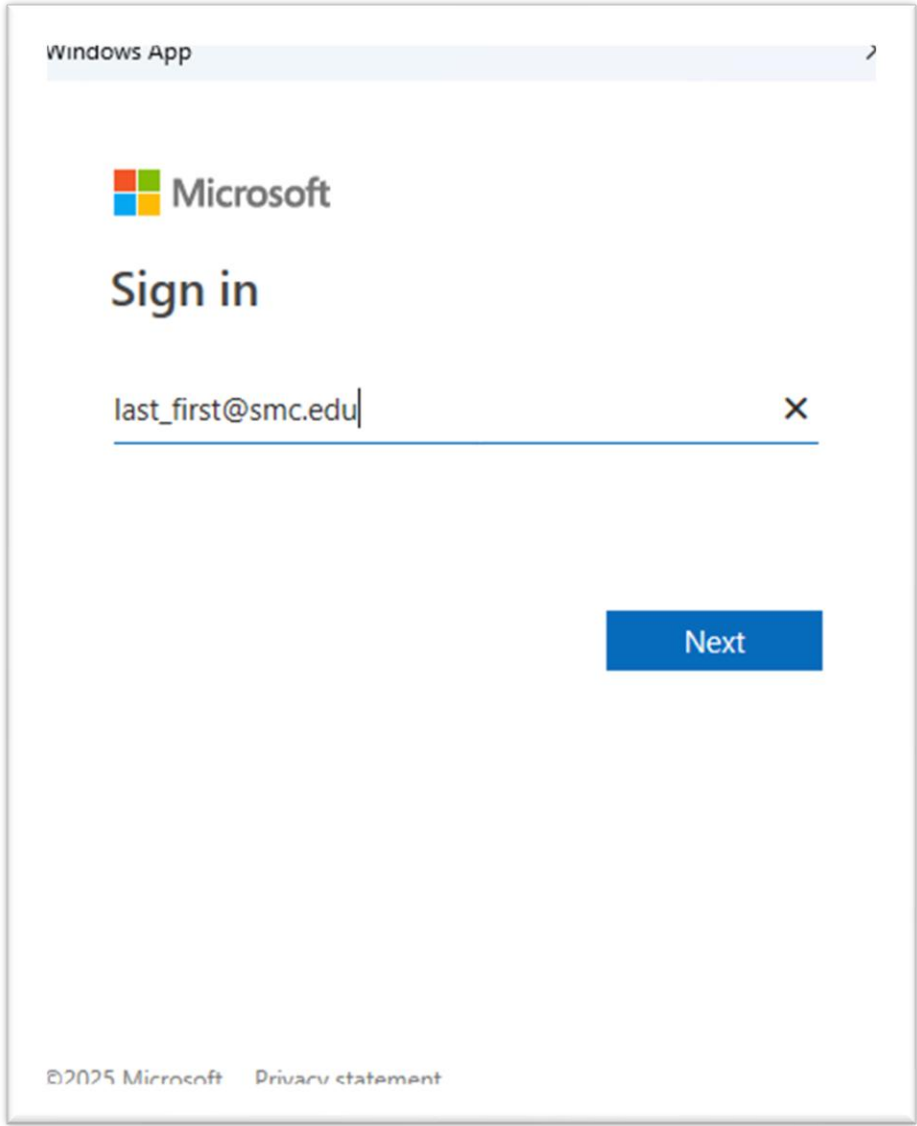


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<b>4</b>	<ul style="list-style-type: none"><li>a) In the “Welcome to Windows App” Click on “Sign In”</li><li>b) Enter your full SMC email account.</li></ul>









## SMC SIGN-ON

**Username**

last\_first@smc.edu

**Password**

Enter your password

Show password

**Login**

[Student Account Help](#) |  
[Employee Account Help](#)

	If the Multi-Factor Login is required, complet it.
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### MULTI-FACTOR LOGIN REQUIRED

A One Time Passcode (OTP) will be delivered as a text/SMS to:

XXX-XXX-XXXX

It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below to continue.

**Username**

**Password**

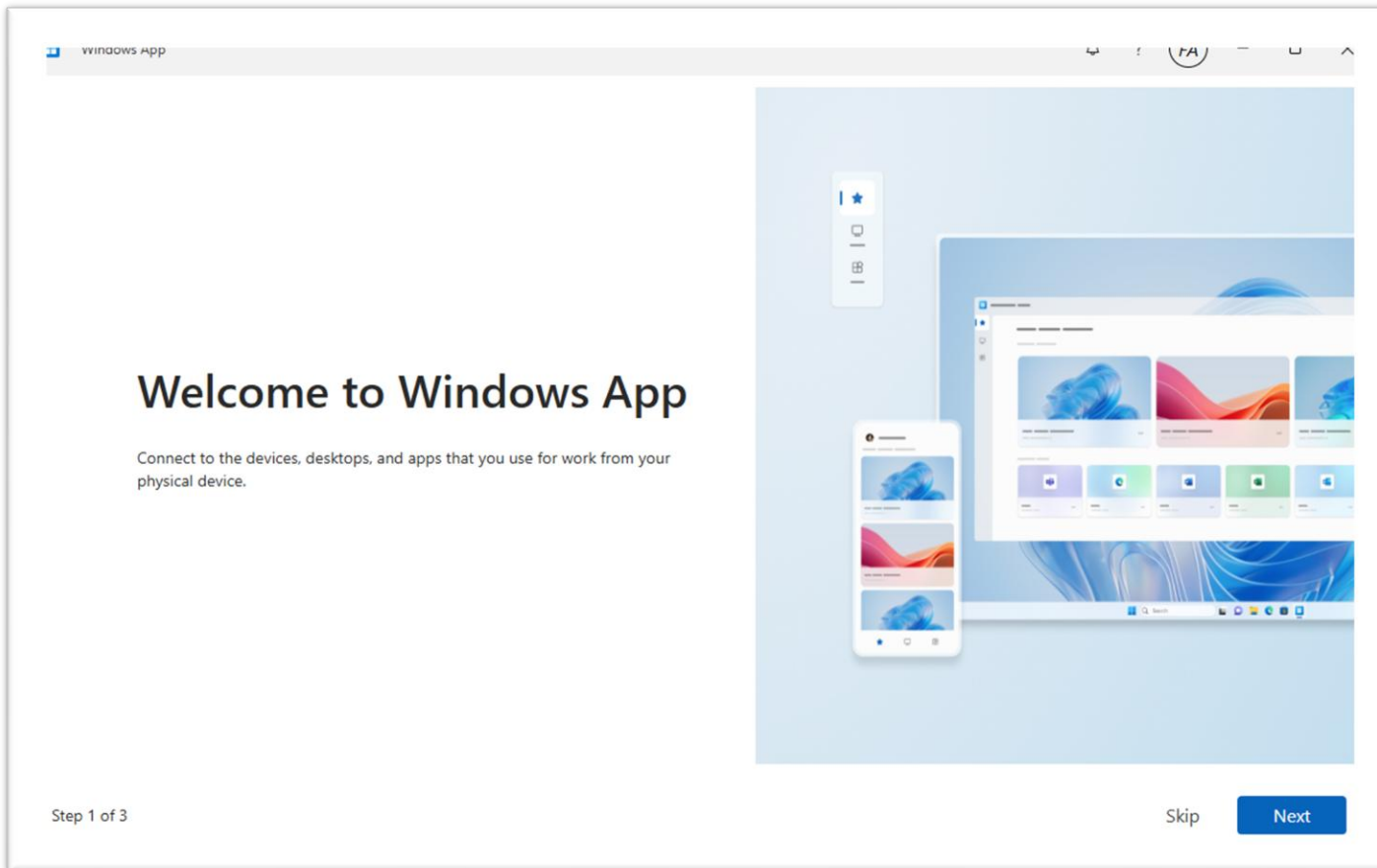
Show password

**2nd Factor / One Time Passcode**

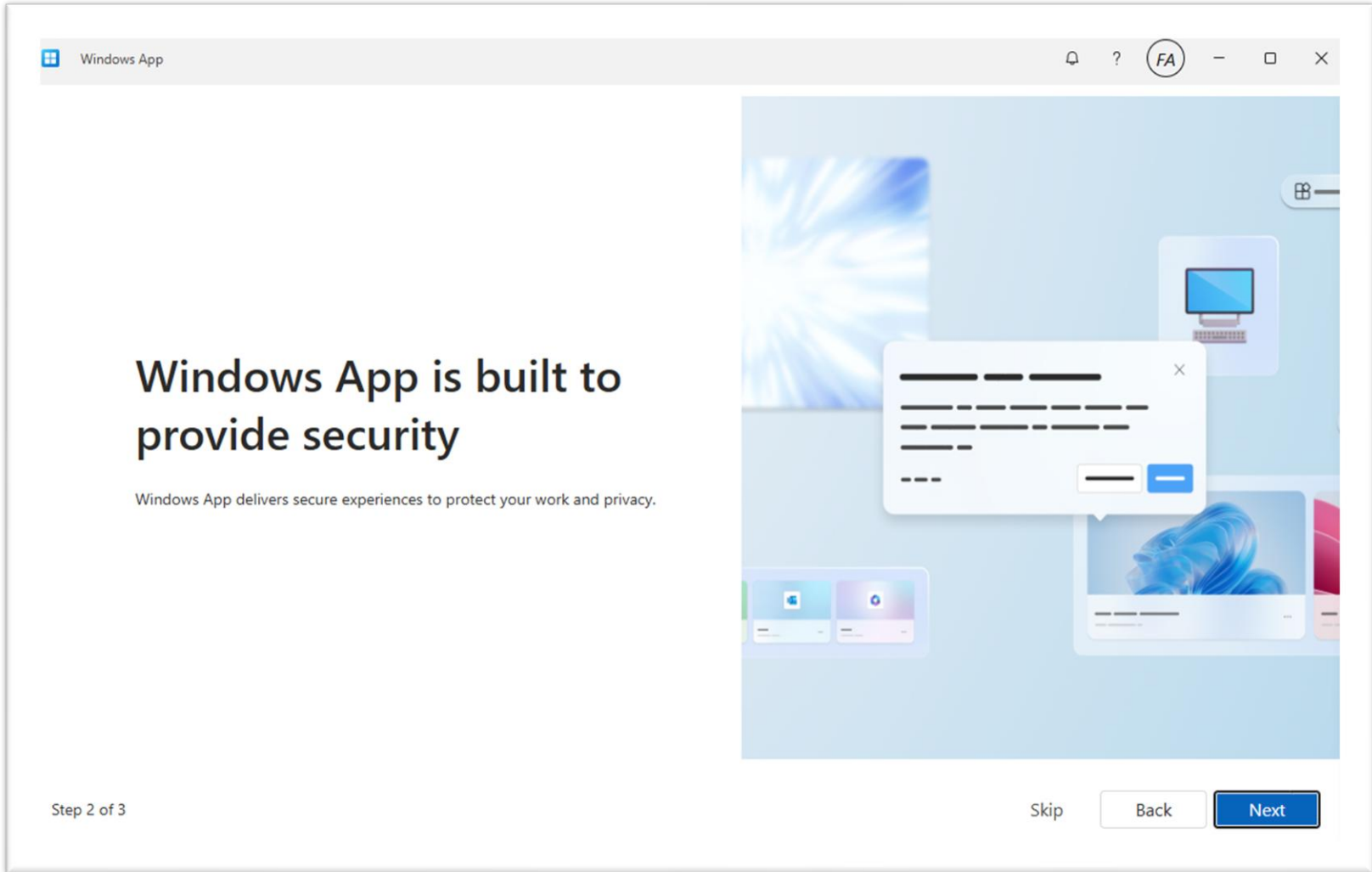
[Problems with this authentication option?](#)

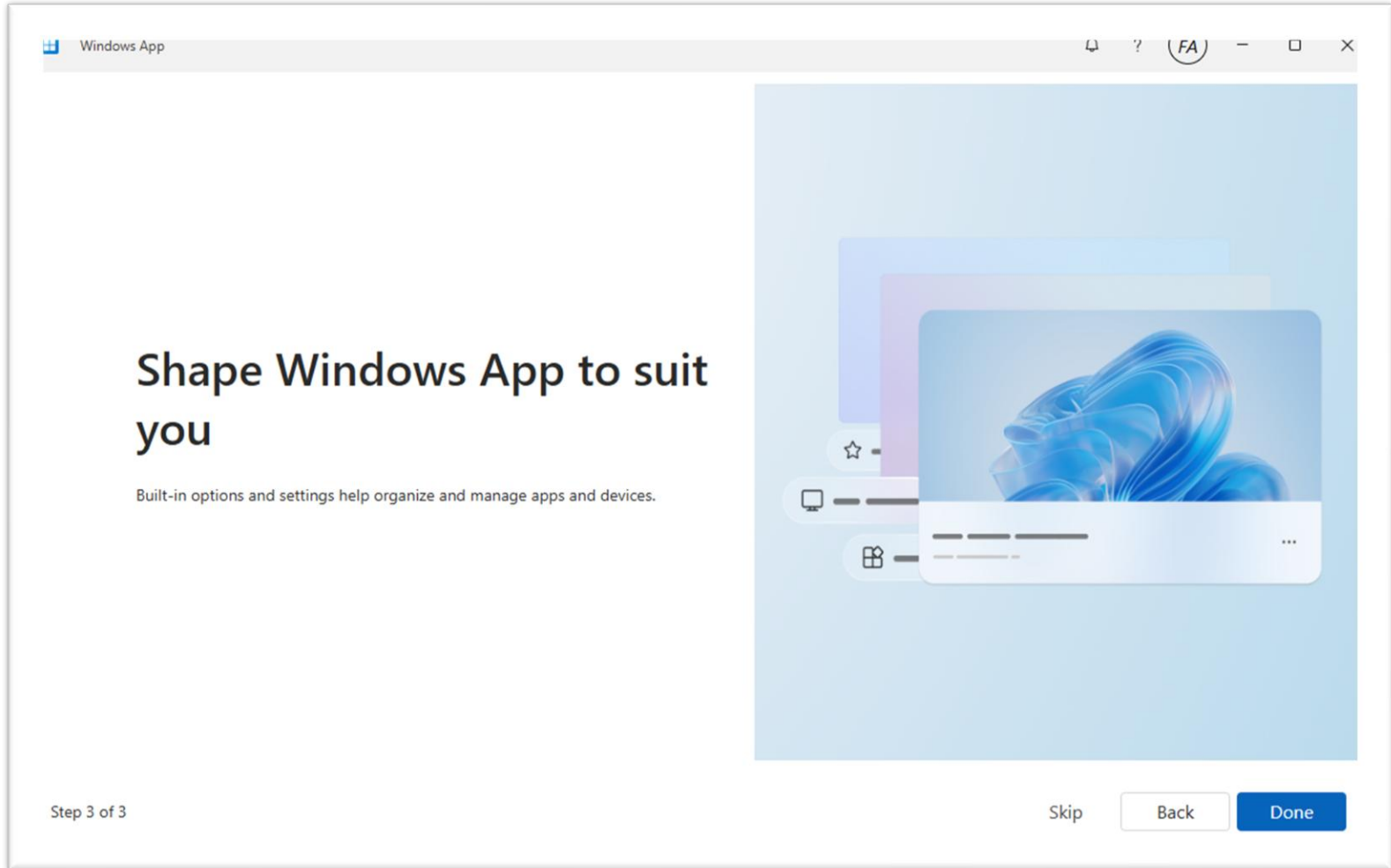
5

In the Welcome to Windows App, You may see the following:



Either click "Next" or Skip. However, clicking Next multiple times and reading the instructions is recommended.

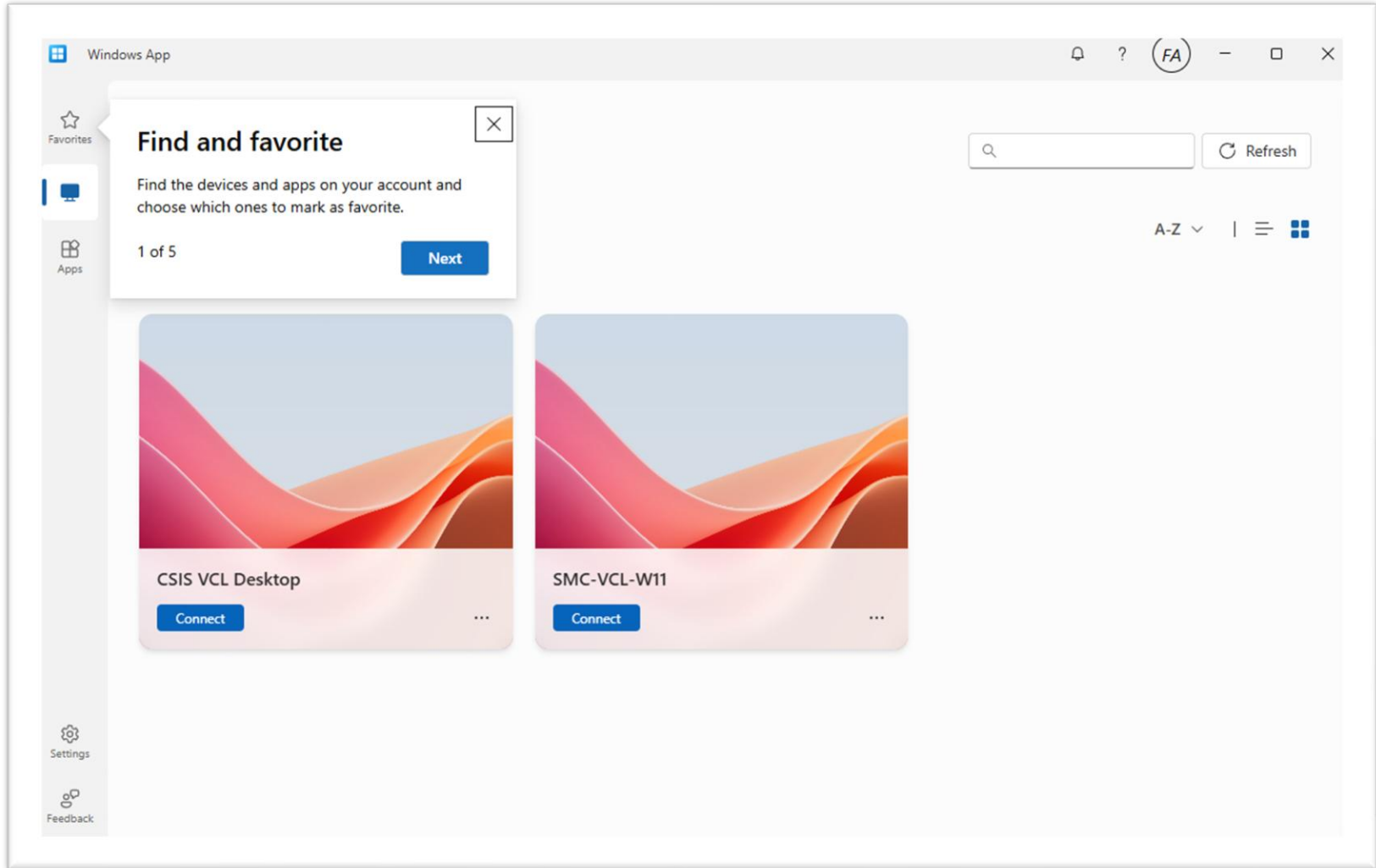




If you see the “Done” button, click it.

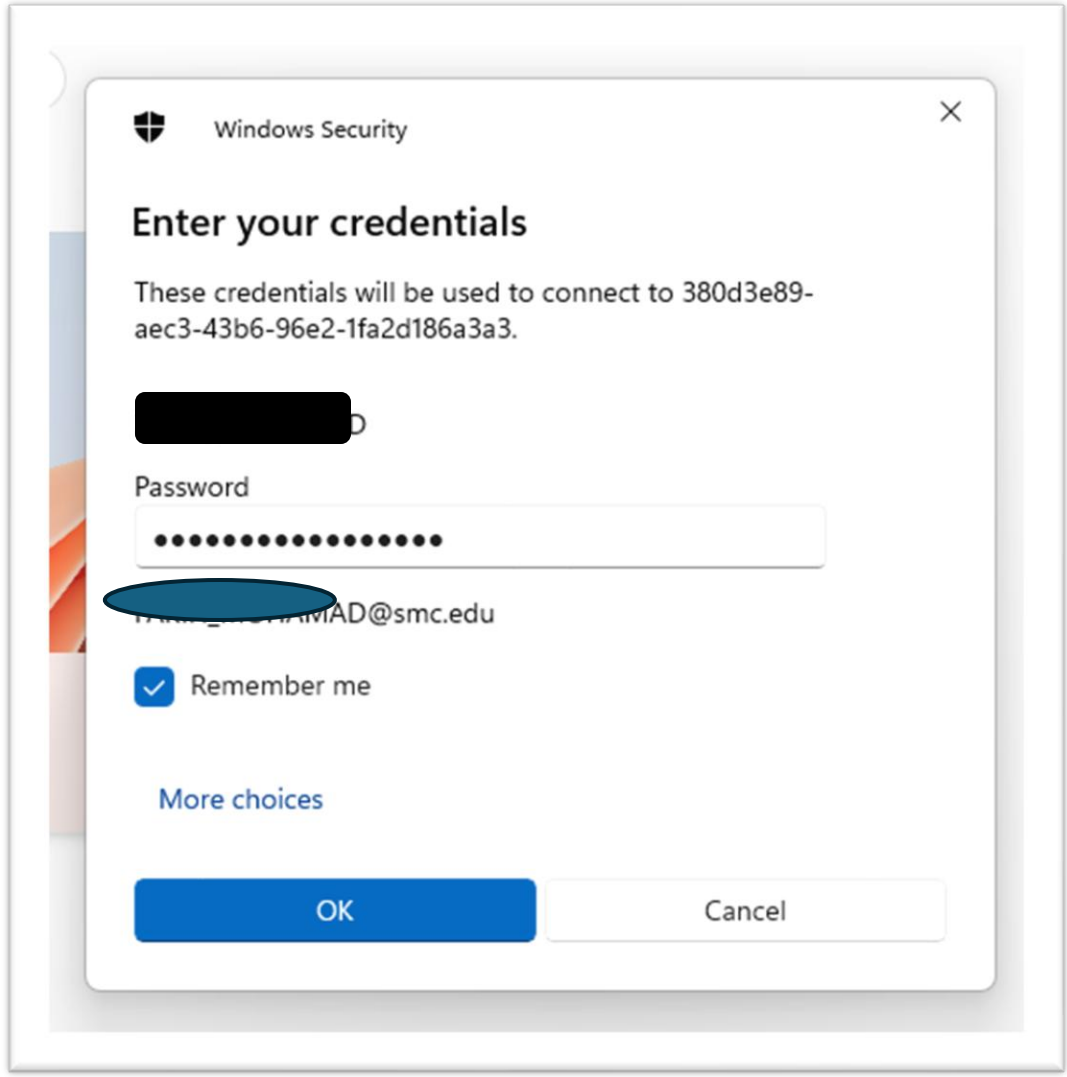
**6**

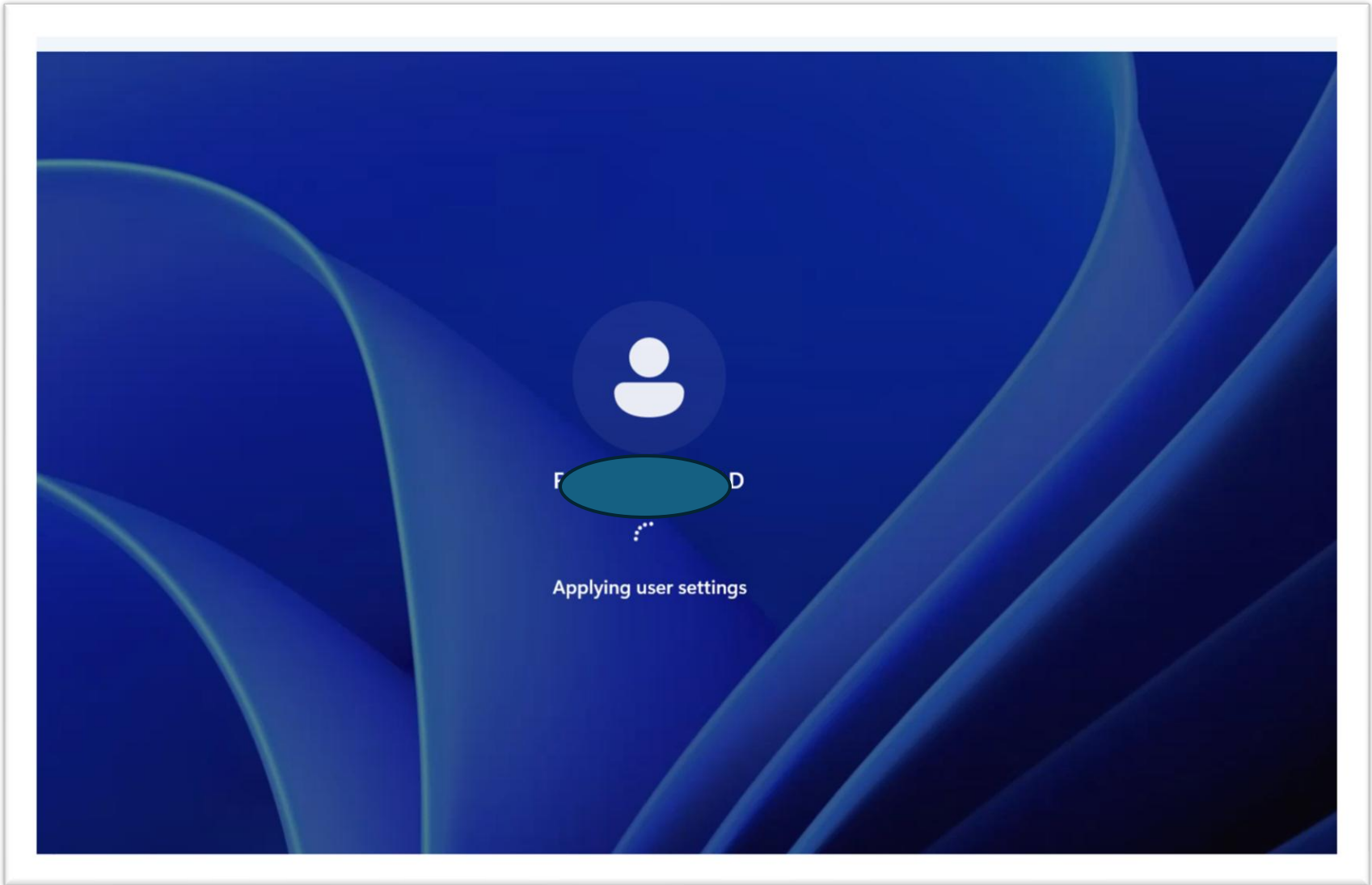
If you enrolled in an eligible course in SMC, you should see something similar to the following:



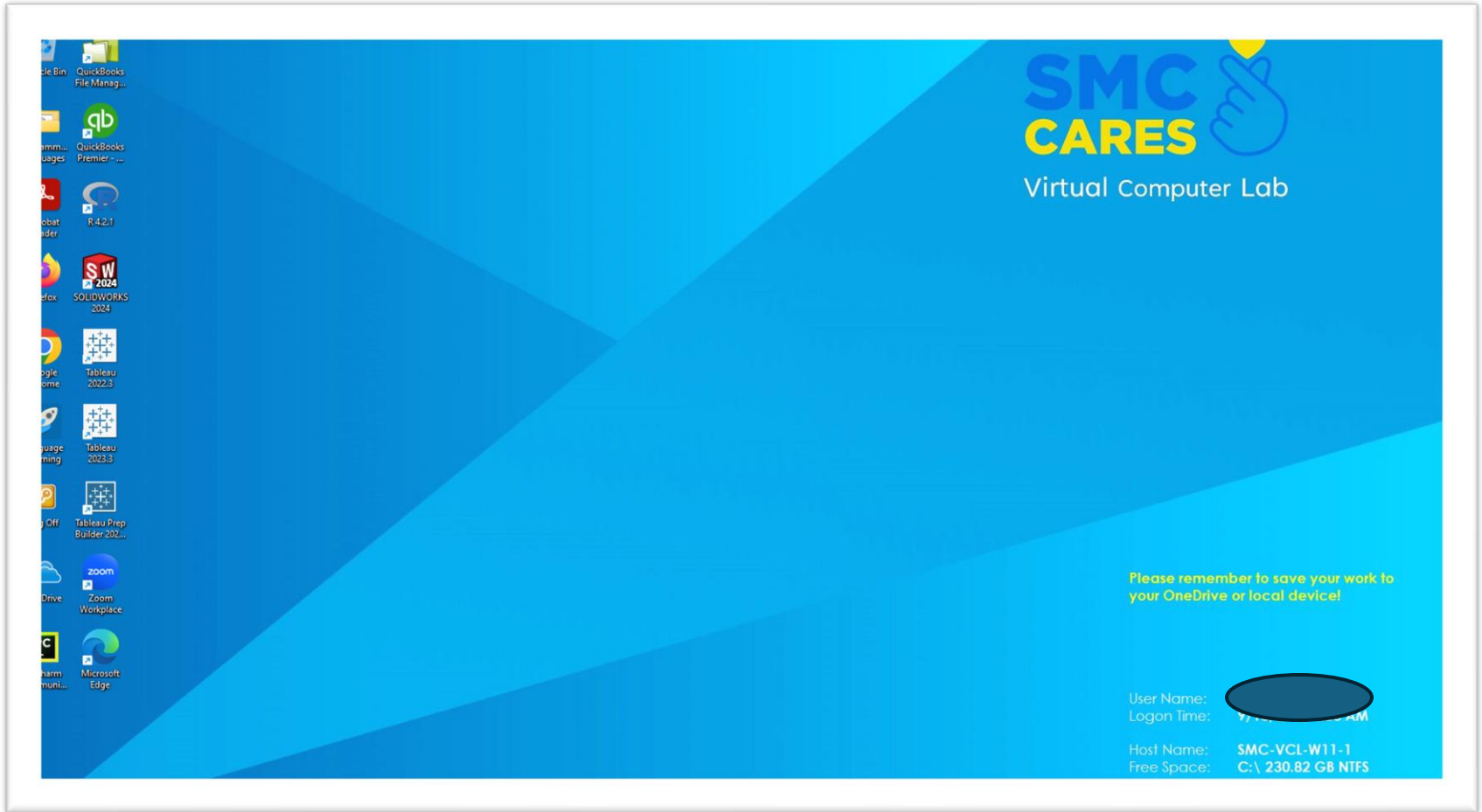
7

Enter your credentials in the Window Security window.

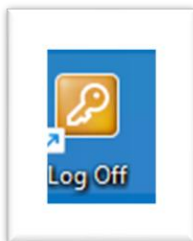


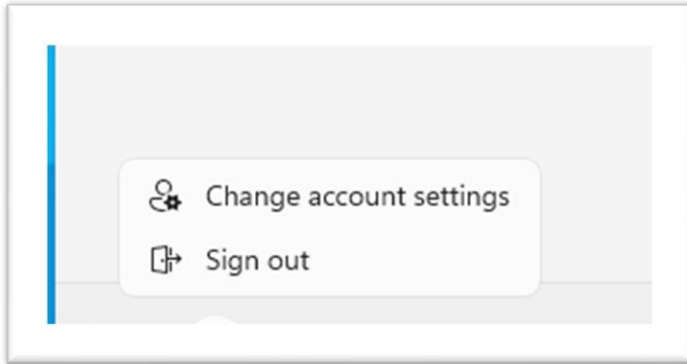


10

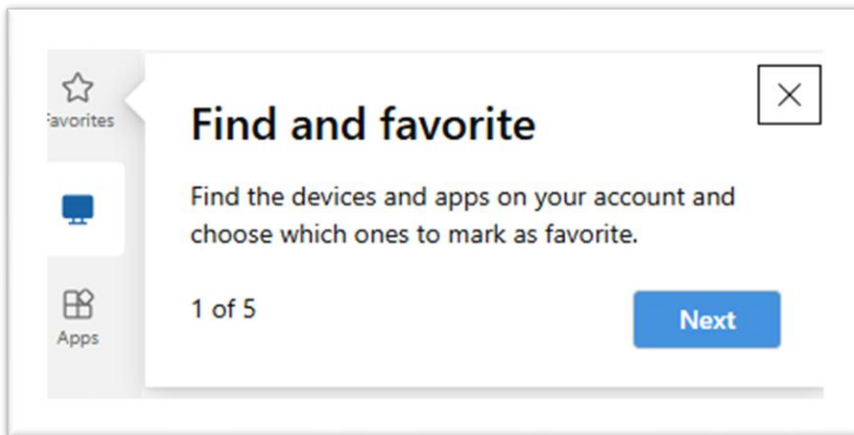


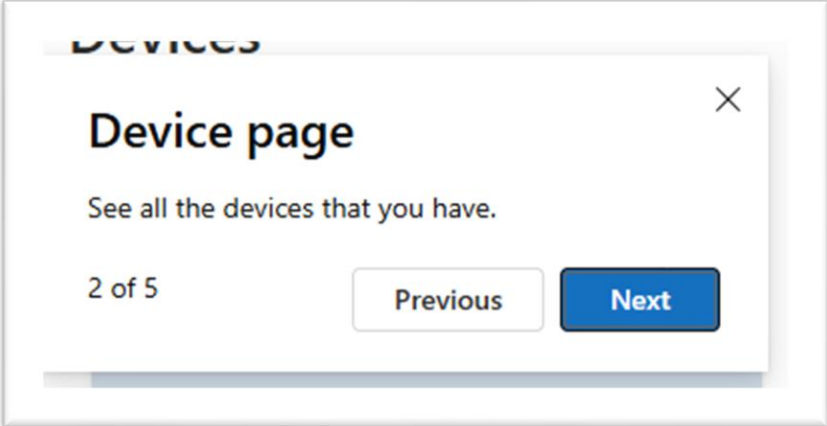
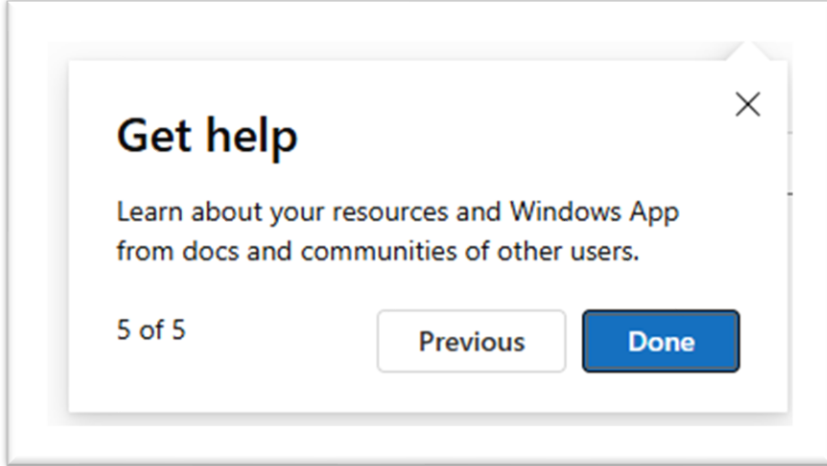
11





**12** The following steps are recommended.



	
	<p>... until the last one</p>
	
<p><b>X</b></p>	<p>If you encounter errors like the following or other issues, contact the SMC Help Desk at :  For students: <a href="mailto:studentithelp@smc.edu">studentithelp@smc.edu</a></p>

For employees: [ithelp@smc.edu](mailto:ithelp@smc.edu)



## Sign in

Sorry, but we're having trouble signing you in.

AADSTS51004: The user account b2BDCXfGRk+wxZ8aRTID1w== does not exist in the be95da8a-67ab-4574-a292-eeb9e5694a69 directory. To sign into this application, the account must be added to the directory.

### Troubleshooting details

If you contact your administrator, send this info to them.

[Copy info to clipboard](#)

**Request Id:** 22acf7f8-31b4-4c7e-9e1f-dcee0e8e5e00

**Correlation Id:** d0b667cf-2b27-4b92-a057-77b9e7cb427a

**Timestamp:** 2025-09-10T19:42:08Z

**Message:** AADSTS51004: The user account b2BDCXfGRk+wxZ8aRTID1w== does not exist in the be95da8a-67ab-4574-a292-eeb9e5694a69 directory. To sign into this application, the account must be added to the directory.

**Flag sign-in errors for review:** [Enable flagging](#)

If you plan on getting help for this problem, enable flagging and try to reproduce the error within 20 minutes. Flagged events make diagnostics available and are raised to admin attention.

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