

Lukas Booker, MassHire Department of Career Services

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AppStream Setup & Use Guide

Setting up your MFA (Multi-Factor Authentication)

Before you can access AppStream, you will need to set up Multi-Factor Authentication (MFA) on your new Microsoft account.

Click here to set up your MFA: <https://mysignins.microsoft.com/security-info>

If you need assistance, try these:

- Mass.gov guide to MFA: <https://www.mass.gov/multi-factor-authentication>
- Microsoft's official guide to MFA: <https://support.microsoft.com/en-us/office/set-up-your-microsoft-365-sign-in-for-multi-factor-authentication-ace1d096-61e5-449b-a875-58eb3d74de14>
- Watch Microsoft's official setup video for MFA: <https://www.youtube.com/watch?v=Q8OzabuNwHI>

MFA is best set up using a personal cellphone with the Microsoft Authenticator app. If you are currently viewing this document on your cellphone, you can click these links to download the app:

- MS Authenticator on the Play Store (for Android): https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en_US&gl=US
- MS Authenticator on the App Store (for Apple/iPhone): <https://apps.apple.com/us/app/microsoft-authenticator/id983156458>

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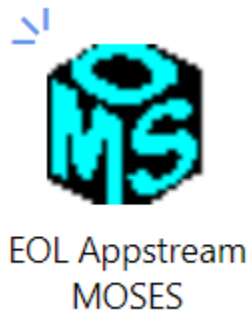
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Connecting to MOSES



1. Open **Google Chrome** or **Microsoft Edge** (EOTSS does not support Mozilla Firefox) and navigate to: <https://myapplications.microsoft.com/>
2. Sign in with your Microsoft detma.org email address and password
3. **Click** the “EOL AppStream MOSES” icon



4. **Click** “MOSES” from the app catalogue

Choose your app to get started

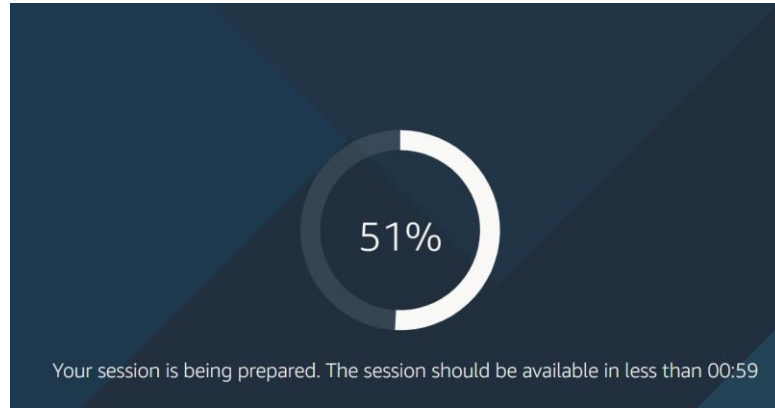


5. AppStream will begin to load your session; you will see a loading circle and a percentage, and an estimate of time remaining

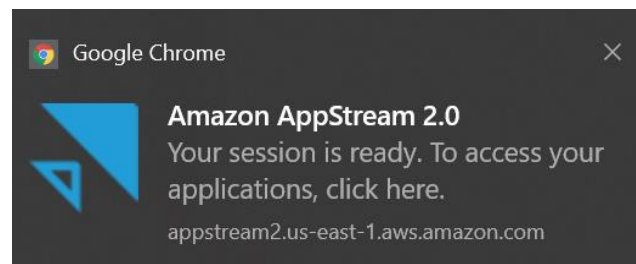
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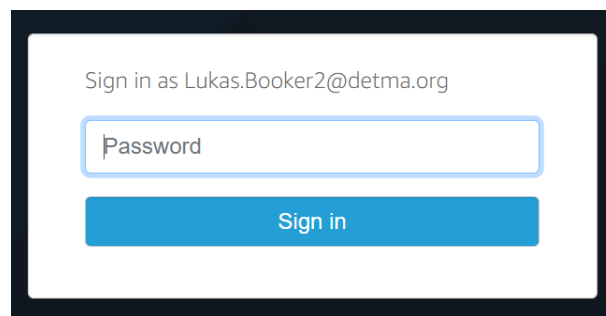
Last modified August 11, 2022



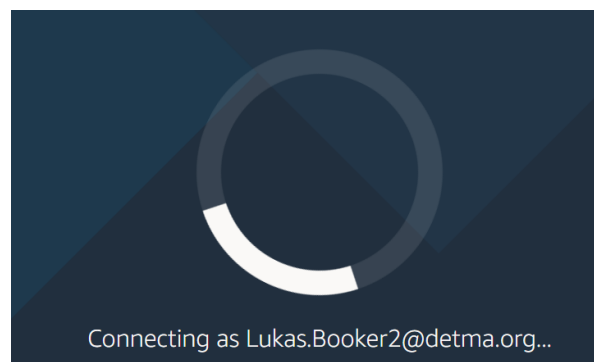
- a. You can minimize this window and do other things while this is loading; the webpage will send you a notification in the bottom-right corner of your screen when the session is ready (usually less than 2 minutes):



6. You will be asked to provide your DETMA account password again; **type your DETMA password** and **click "Sign in"**



7. You will see another brief loading icon

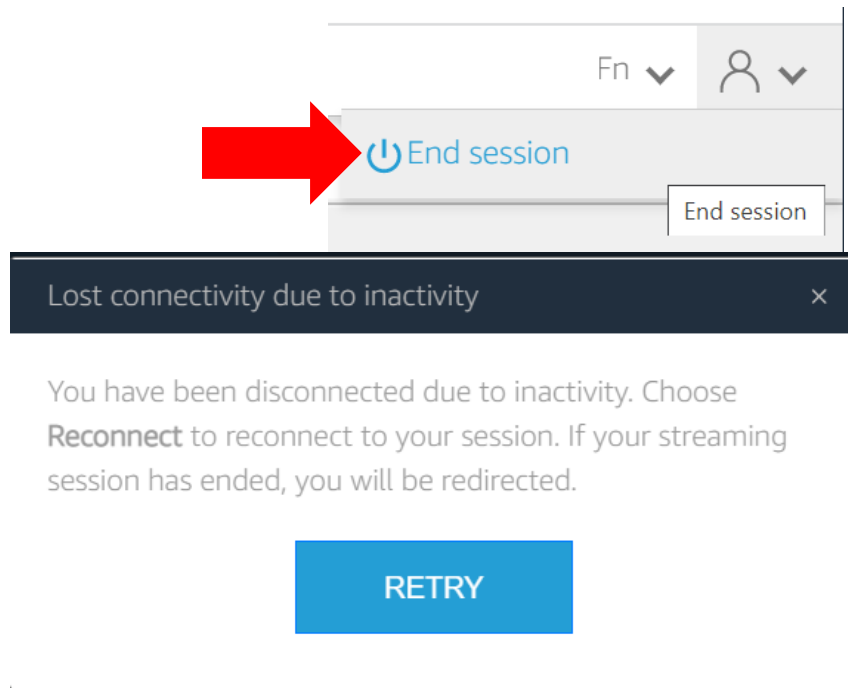


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8. MOSES will load and you will be presented with the usual MOSES login screen
9. **Click** on the login window to make MOSES active – otherwise you will not be able to type
10. Sign in with your MOSES username, password, and last 4 digits of SSN as usual
11. When you are finished, be sure to click the person icon in the top-right, then “End session”

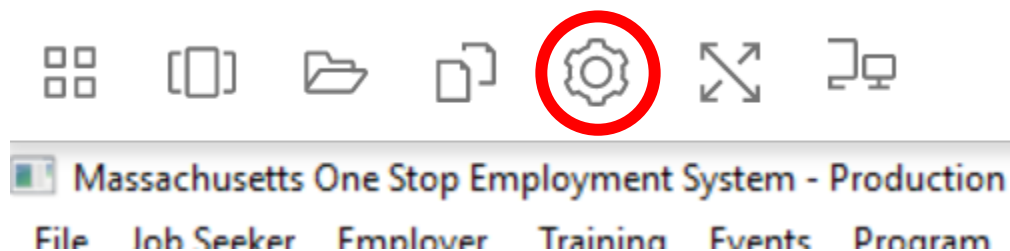


Tips & Tricks

Resizing the Window/View

Some windows in MOSES may be too tall for your screen and the buttons may be “cut off”

1. **Click** on the settings gear icon in the white bar above MOSES:

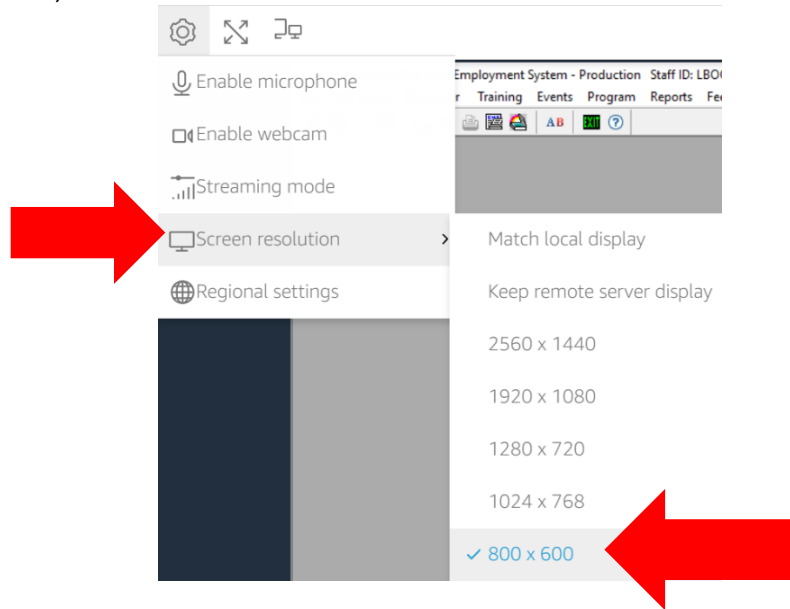


2. Hover your mouse cursor over “Screen Resolution”
3. **Click** “800x600”
(feel free to try the other resolutions to see which looks best on your current screen)

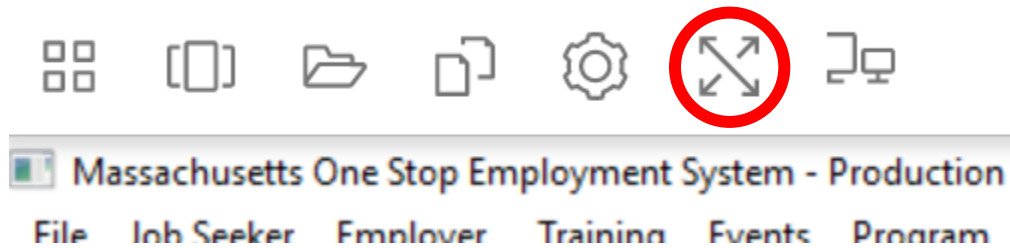
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Another solution is to make MOSES full-screen; use the arrows icon to go into full-screen, and hit the Esc key on your keyboard to exit full-screen again

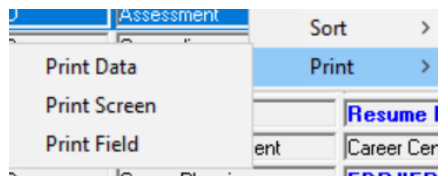


Printing

The first time you print anything from MOSES in a session, you'll see the PrintSetup Dialog box, asking you to select which printer to use.

In order to successfully print from AppStream, you must be using the Google Chrome web browser!

1. **Right-click** any field/view in MOSES and choose "Print Data"

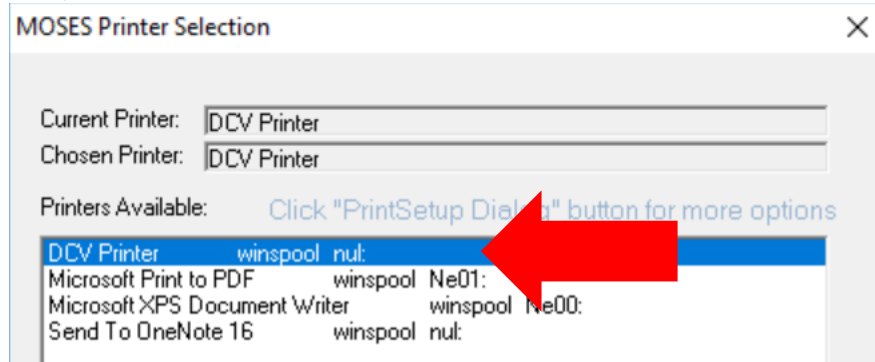


2. The "MOSES Printer Selection" dialogue box will open
3. **Click** "DCV Printer"

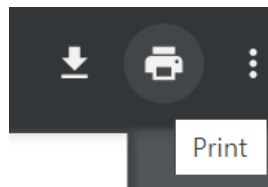
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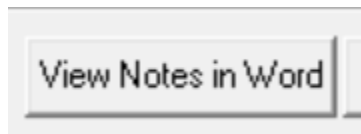
4. **Click** "OK" on this window
5. A new browser tab will open with the PDF of your data
 - a. If a new tab does not open, check near the top of your browser window for a "Pop-up blocked" message – you may need to click it, click "Allow popups on this site", and try again
6. **Click** the Print icon in the top-right corner



7. Now select your local printer of choice and **click** "Print"

Viewing a Word Document

Any time you click a button that is supposed to launch Microsoft Word (i.e. "View Notes in Word" in the expanded job seeker notes view) , you will need to switch to the Word window within AppStream

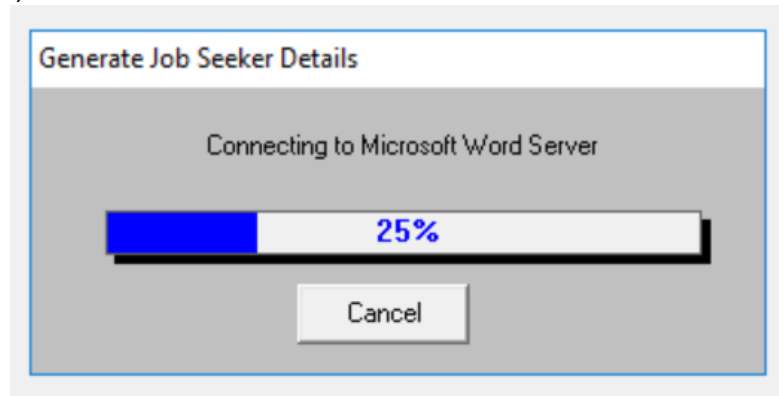


1. **Click** the button/option to open Word (there are several different places in MOSES where you might see an option like this)
2. A new window with "Connecting to Microsoft Word Server" will appear and disappear

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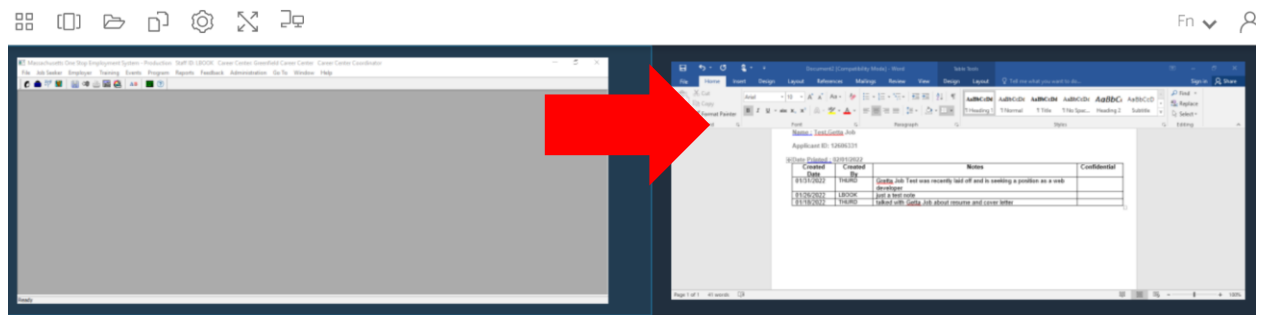
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3. That new window will appear to close, and it will look like nothing has happened – don't worry! You just need to switch windows – you just need to know how here inside of AppStream.
4. **Click** the “Switch windows” icon in the white bar near the top of your AppStream session



5. You'll see MOSES and the new Word window side-by-side; click on the Word window (usually on the right) to go to it
6. **Click** the same “Switch windows” button to return to MOSES



(If you need to print from Microsoft Word, be sure to select the **DCV Printer**, which will open your document in a NEW browser tab – on this new tab, you can choose “Print” and print like normal to your desired printer)

Troubleshooting Guide

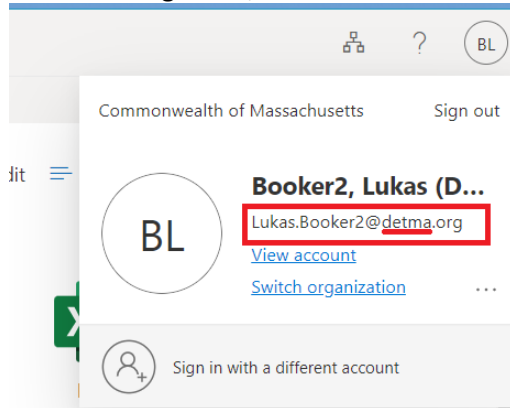
Don't see the AppStream icon on your <https://myapplications.microsoft.com/> page?

Make sure you're signed in to Microsoft with your state (detma.org/mass.gov) email address. If not, click **Sign out** and sign in with your state email address and password.

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Password for your state Microsoft account not working?

Request an AD password reset from EOTSS: (844) 435-7629 or MassGov@service-now.com