How to Configure the Citrix Receiver with Two-Factor Authentication on a personal device

D-H now requires the use of an RSA Token to log in to the network externally. You will need to use the Citrix receiver to log in on a personal device.

If you have been using the Citrix receiver in the past, you will need to delete the old profile and reinstall a new profile to be compatible with RSA authentication.

You will also need to ensure that you have the latest version of the Citrix receiver. To download this, go to http://receiver.citrix.com.

iPad

To delete the old account:

- 1. In the Citrix receiver, select the top right icon that looks like a person
- 2. Select the circled "i" next to your existing account(s).
- 3. In the menu that appears, select **Delete Account**.







- 1. Select Add Account
- 2. Enter your D-H email address
- 3. Sign on using your D-H username (not your email address) and password
- 4. Add DHMCMASTER for the Domain name
- 5. You will be required to sign in using the token code.

Cancel	New Account	Next	Cancel	Log On to Citrix Receiver	Log On
Address	first m last@hitchcock org	0	Username	First M. Last	
	in our most of the order of g		Password	•••••	
			Domain	DHMCMASTER	
Use Smart	caro	\bigcirc	Token	••••••	0

iPhone

To delete the old account:

- 1. In the Citrix receiver, select the top left icon that looks like a person
- 2. Select the circled "i" next to your account(s).
- 3. In the menu that appears, select **Delete Account**.



To add a new account:



- 1. Select Add Account*
- 2. Enter your D-H email address
- 3. Sign on using your D-H username (not your email address) and password
- 4. Add DHMCMASTER for the Domain name
- 5. You will be required to sign in using the token code.

		Username	First M. Last
Address	first.m.last@hitchcock.org	Password	•••••
Use Smarte	card	Domain	DHMCMASTER
		Token	• • • • •

*If you do not see the Add Account button, you may have an older version of iOS. Click the plus sign beside **Accounts** to add an account.



MAC

To delete the old account:

000	Citrix Receiver	
Citrix Receiver	Log On 🝷 Q Search for apps	
	Refresh Apps	
	Preferences	

- 1. In the Citrix receiver, select the down arrow next to Log On (or your username)
- 2. Select Preferences, then Accounts
- 3. Select your D-H account(s)
- 4. Click the minus sign to remove the account.

000	9			Accounts
B				
General	Accounts	Devices	Mic & Webcam	Keyboard
Applie	cations fro	om thes	e accounts are	available in Citrix Receiver.
1				
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- 1. Select Preferences, then Accounts
- 2. Click the plus sign.
- 3. Enter your D-H email address
- 4. Sign on using your D-H username (not your email address) and password
- 5. Add DHMCMASTER for the Domain name
- 6. You will be required to sign in using the token code. Enter it into the **passcode** box.
- 7. You may be prompted a second time to log in using your credentials without the tokencode. This is normal and to be expected.

	Setup
Citrix Receiver Enter your work email or server address:	User name: First M. Last Password: ••••••
first.m.last@hitchcock.org	Passcode: •••••
IT might not have configured account setup using your email address. In that case, enter the server URL provided by IT.	Cancel Log On
	Secure connection

PC

To delete the old account:

D	Citrix Receiver	_ 🗆 🗙
Citrix Receiver "	Log On 👻 🔍	
	Refresh Apps	
	Add, remove, and man	age accounts

- 1. In the Citrix receiver, click the down arrow beside **Log on** (or your username) and select **Accounts**
- 2. The **Edit Accounts** dialog box will appear.
- 3. Select your user account(s), and click the **Remove** button.

Add c	or Remove Accour	nts	
Add c	or Remove Accour	nts	
On	Account		
On			
	Name	Description	
	DHApps	(Primary)	
		(,,)	
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Aad	<u>r</u> emove		
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0	E	Edit Accounts		×
Add	or Remove Accounts	5		
On	Name	Description		
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- 1. Click Add
- 2. Enter your D-H email address
- 3. Sign on using your D-H username (*not your email address*) and password
- 4. Add DHMCMASTER for the Domain name
- 5. You will be required to sign in using the token code.
- 6. You may be prompted a second time to log in using your credentials without the tokencode. This is normal and to be expected.

2	Add Account			
		2	Citrix Receiver	×
	Citrix Receiver ™			
	Enter your work email or server address:		User name: First M. Last	
	first.m.last@hitchcock.org		Password:	
	If you do not need to add an account, click Cancel. If you need to add an account later, start Citrix Receiver and choose Accounts.		Passcode:	
			Log On Cancel	
	Next Cancel		A Secure connection	

Android

To delete the old account:

- 1. In the Citrix receiver, long press your D-H account
- 2. Choose Remove Account.





- 6. Select Add Account
- 7. Enter your D-H email address in the Description field.
- 8. Enter your D-H username in the Username field (i.e. Name M. Lastname)
- 9. Add DHMCMASTER for the Domain name
- 10. You will be required to sign in using the token code.

Citrix Receiver Add Account		
Description	oliver.huck@hitchcock.c	
User Name	User Name	
Password	Password required	
Domain	Domain	
Security Token	Passcode required	