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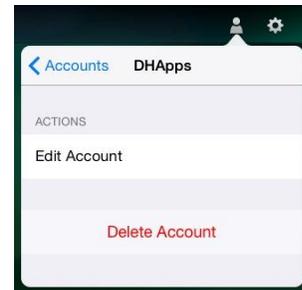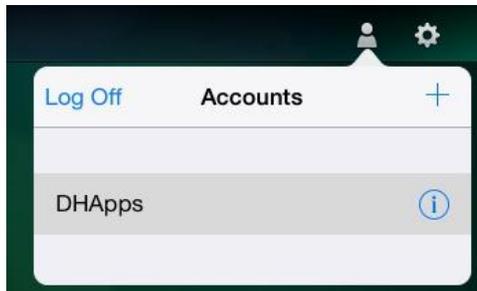
If you have been using the Citrix receiver in the past, you will need to delete the old profile and reinstall a new profile to be compatible with RSA authentication.

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.
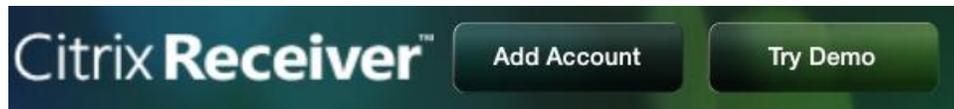
iPad

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**.

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
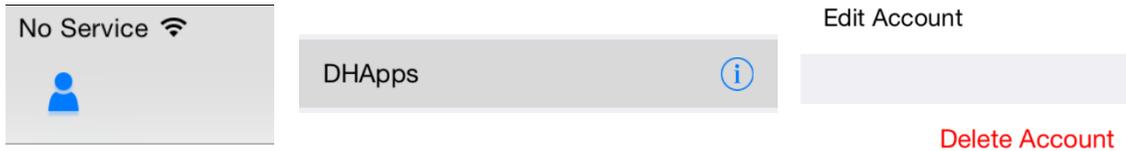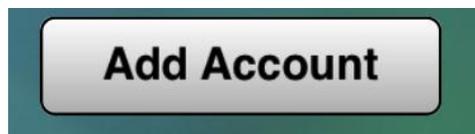5. You will be required to sign in using the token code.

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).
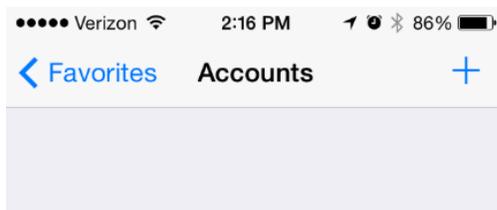3. In the menu that appears, select **Delete Account**.

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.

*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:

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.

To add a new account:

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.
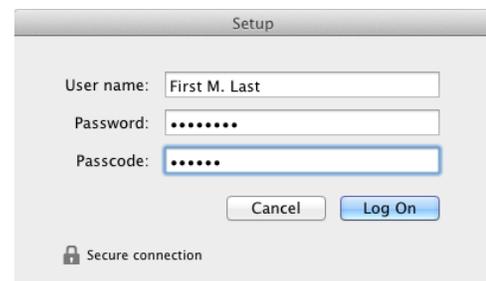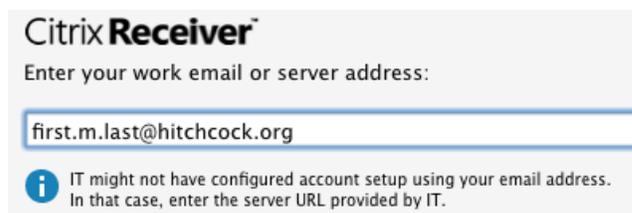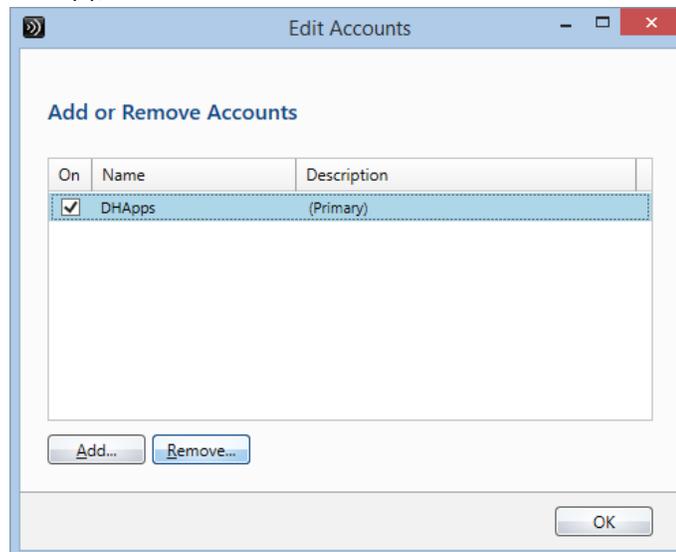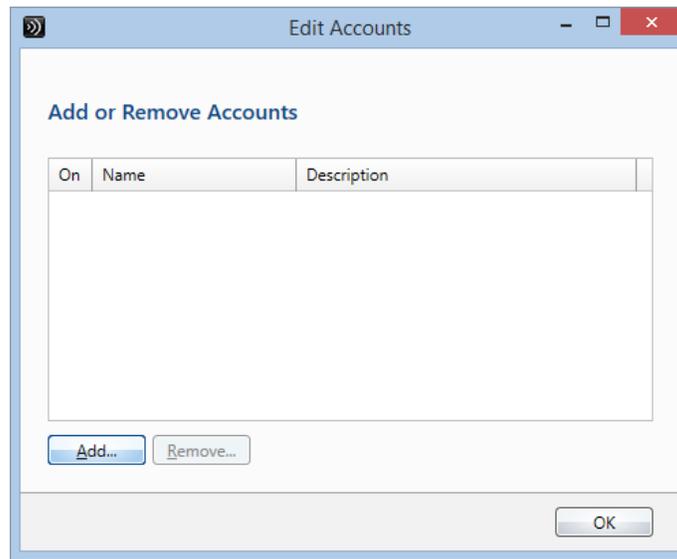
## PC

To delete the old account:

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.
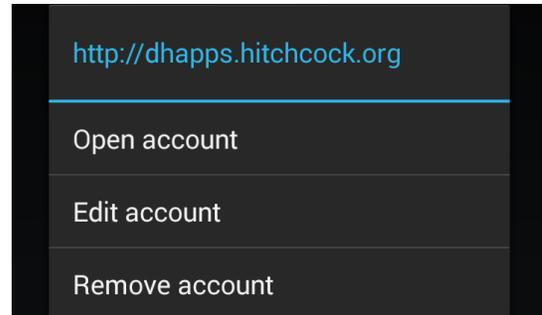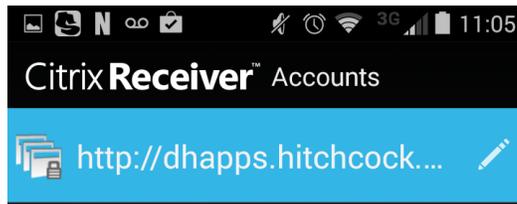
To add a new account:

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.
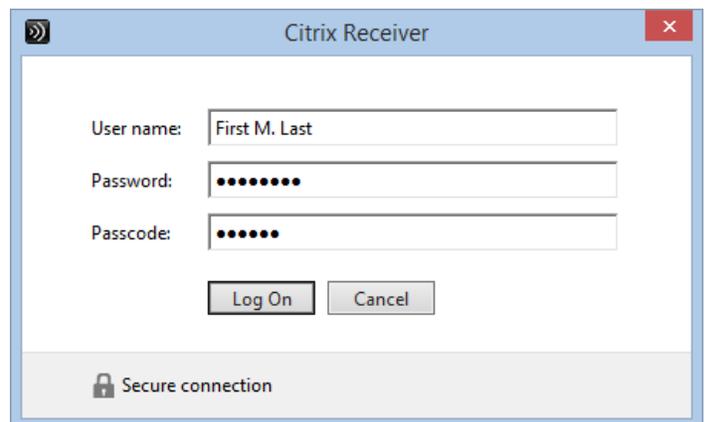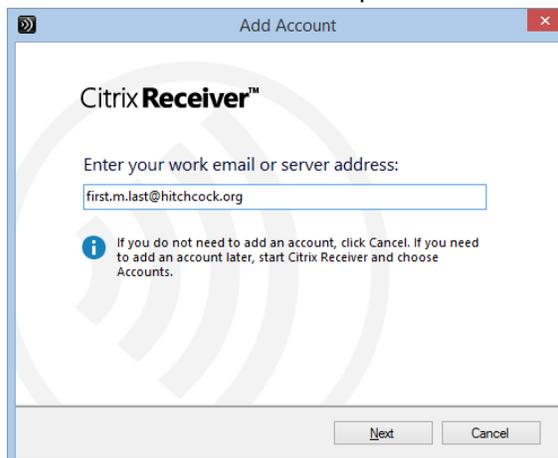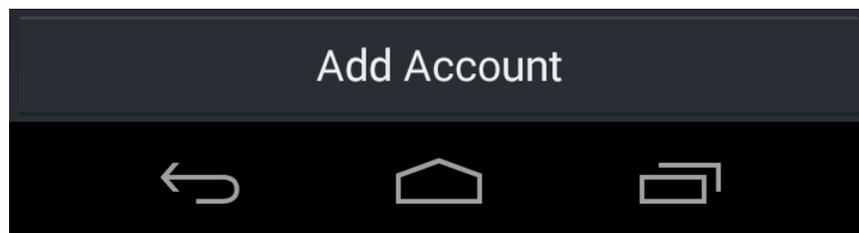
Android
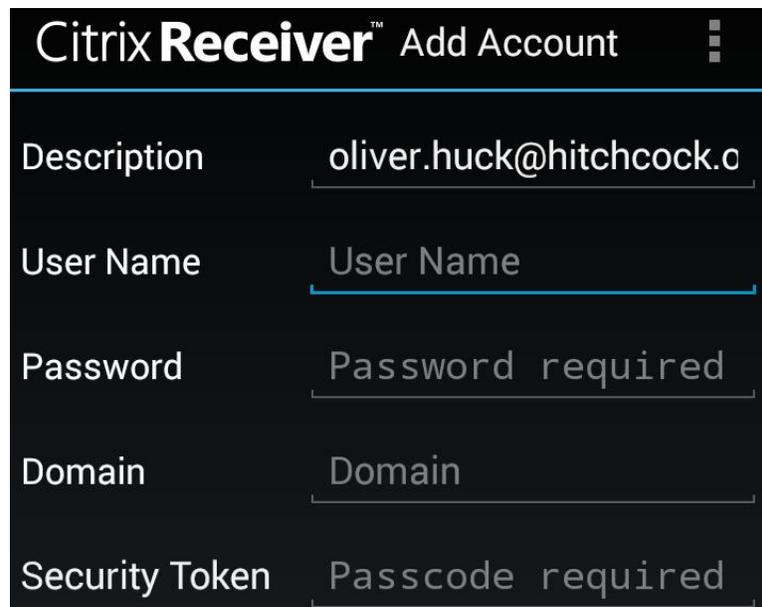
To delete the old account:

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

To add a new 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.