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](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 token code. This is normal and to be expected.
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 token code. 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.