Set Up and Use Citrix at Home
(Personal Computer)

> **Scope:** This document applies to our employees and contractors that need to access to the HUB network via a personal computer. This document does not apply to employees or contractors with company provided laptops.
>
> *Work from home authorization is at the discretion of the local manager and/or regional leadership.*

In the event that you are ever required to work from home, you will access your email, HUB Today, and applications like Applied Epic using a tool called XenDesktop. XenDesktop is a virtual workspace where you can use all of the software and HUB sites that you use in the office. You open XenDesktop using an application called Citrix Receiver ("Citrix").

If you have never used Citrix or your XenDesktop from your home computer before, you must first register for multi-factor authentication (MFA) and then install the Citrix Receiver before you can log on and begin work.

Register for multi-factor authentication	Install Citrix Receiver	Logon to Citrix/XenDesktop

Multi-factor authentication is a security measure that HUB employs to ensure that only HUB employees and verified contractors are accessing HUB systems. This is done by asking people to input their user ID and password and then verify their identity a second way. At HUB, you can choose to verify your identity by phone call, text message, or mobile application.
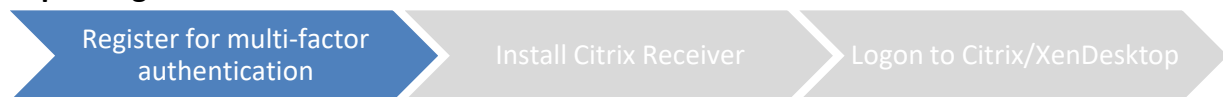
Click on the links below for instructions:

> **Step 1**: *Register for multi-factor authentication*; and
>
> **Step 2**: *Install the Citrix Receiver*; and then
>
> **Step 3**: *Log on to Citrix/XenDesktop* with your HUB credentials.

Step 1: Register for multi-factor authentication

Register for multi-factor authentication	Install Citrix Receiver	Logon to Citrix/XenDesktop

Multi-factor authentication is a security tool that verifies your identity as a HUB employee.

The steps below must be completed BEFORE you connect to Citrix for the first time.
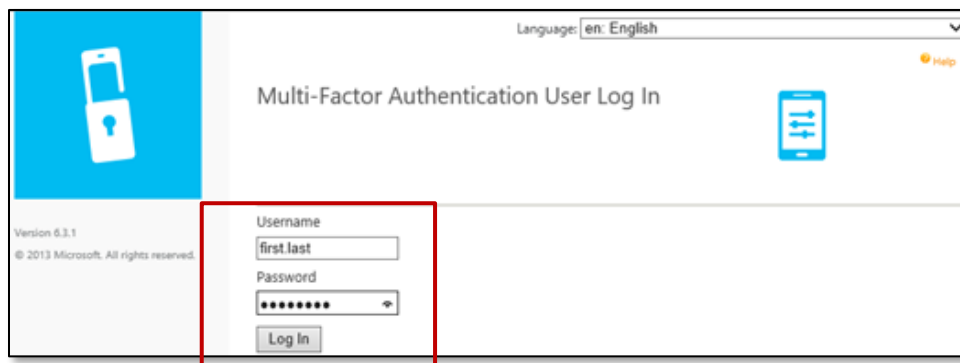
If you have already registered for multi-factor authentication, skip to Step 2: Install Citrix Receiver.

1. Open Chrome or Internet Explorer.

2. Copy and paste **https://hubmfa.hubinternational.com/multiFactorAuth** into the web browser address bar and press the **Enter** key on your computer keyboard.

3. Enter your HUB network **username** and **password** and then click the **Log In** button.

    Note: Your username is typically your firstname.lastname (e.g., melissa.davis).

4. Choose which method you prefer to use for multi-factor authentication. There are three options. You will need to pick **ONE** of the following options:

    - **Option A: Text Message** – each time you log in, your mobile phone will receive a six-digit code to key into the login page.

      Note: This is the **default option**.

    - **Option B: Phone Call** – you will receive a phone call at the number that you set as your default asking you to press the # key to verify the request and complete the login process.

    - **Option C: Mobile App** – the "Azure Authenticator" app will pop up a notification on your mobile phone asking you to verify the request and complete the login process.

    The next couple of pages walk through the sub-steps for each of the three options. Find your preferred option below and complete the assigned sub-steps to complete set up.
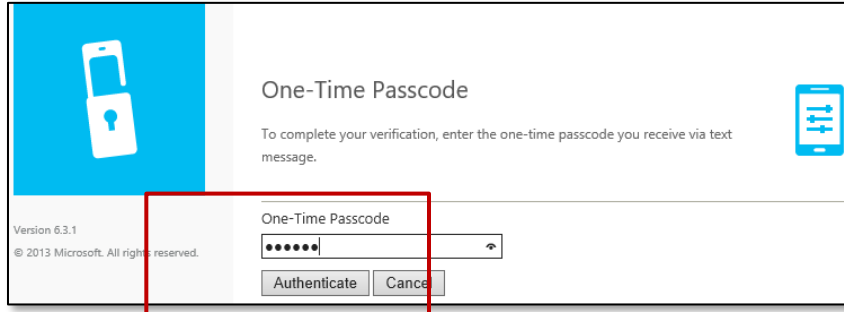
    Option A: Text Message Configuration *(Default)*

   Note: By default, you will be prompted for a mobile phone number for text message login notifications.

1) Enter **your mobile number** and then click the **Text Me Now to Authenticate** button.

2) Look for a text message with a six-digit number from account 51789. For example: *"123456 enter this verification code when prompted by User Portal to complete your sign in verification"*

3) Enter the **six-digit passcode** (that you received from the 51789 account) into the "One-Time Passcode" box and then click the **Authenticate** button.

4) Continue to the **Welcome Screen**. You have completed the multi-factor authentication process.
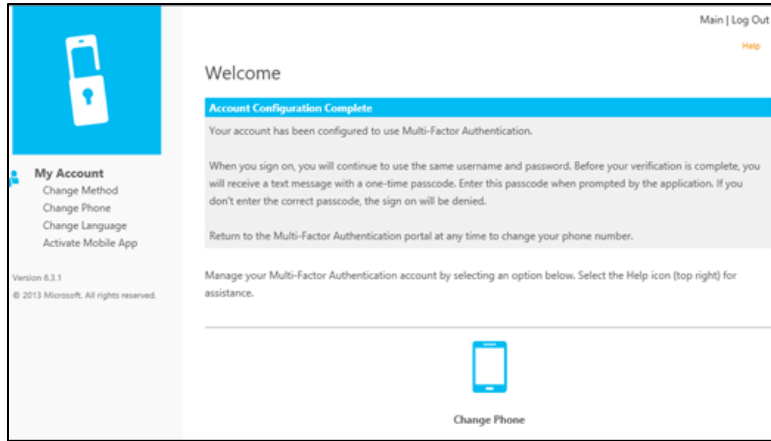
Option B: Phone Call Configuration

1) Select **Phone Call** from the Method drop-down box for voice call login notifications.

2) Enter your **preferred phone number** and then click the **Call Me Now to Authenticate** button.

3) Wait for and answer an automated phone call, where the automated message will state: *"Thank you for using Microsoft's sign-in verification system. Please press the # key to finish your verification..."*

4) Press the **#** key on your phone when prompted.

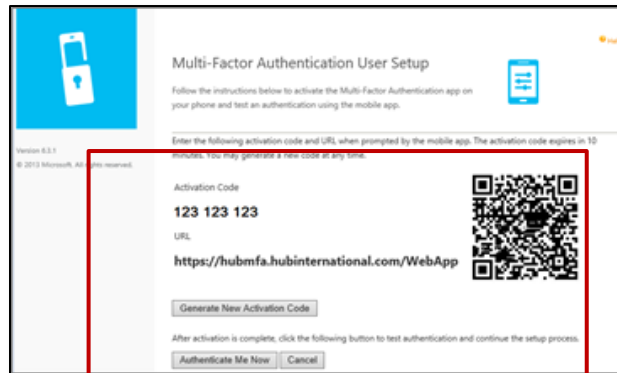5) Continue to the **Welcome Screen**. You have completed the multi-factor authentication process.
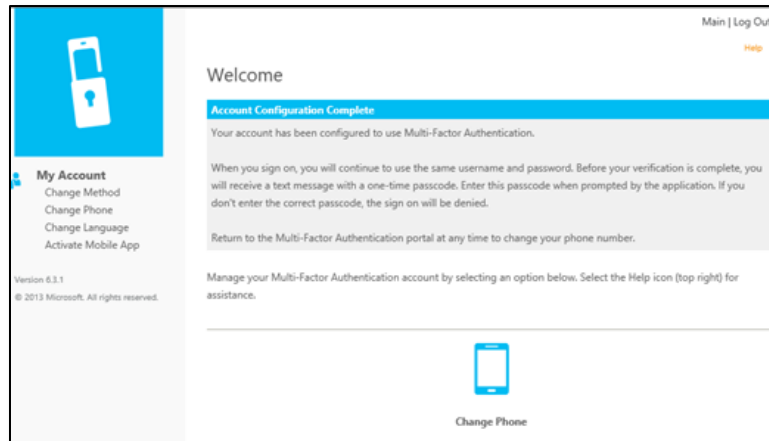
Option C: Mobile App Configuration

1) Download and install the **Azure Authenticator** app from your mobile apps store (iTunes, Play Store) for mobile app login notifications.   Once you have downloaded the app, return to the Multi-Factor Authentication User Setup screen.

2) Select **Mobile App** from the "Method" drop-down box.

3) Click the **Generate Activation Code** button.
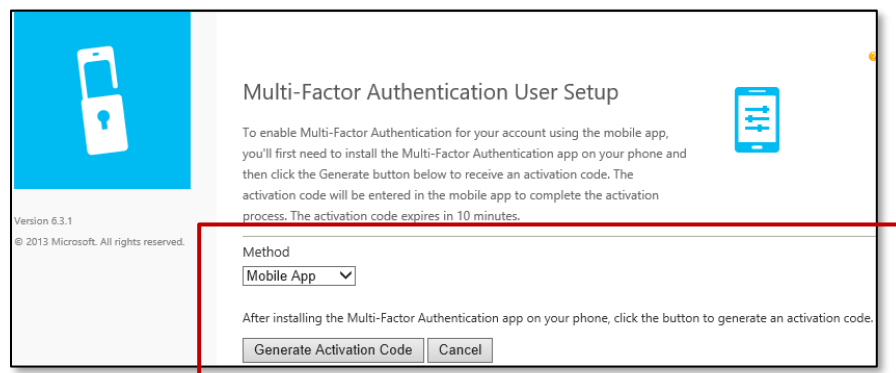
Note: This will bring up a page with the activation code and URL along with a QR code that can be scanned (depending on your mobile phone).

4) Launch the **Azure Authenticator** app on your mobile phone.

5) Scan the QR code or enter the **activation code and URL** from the screen.

6) Click the **Authenticate Me Now** button once your mobile app is configured to complete the activation.

7) Look for a verification message in the **Azure Authenticator** app on your mobile phone.

8) Select **Verify** to authenticate.

9) Continue to the **Welcome Screen**. You have completed the multi-factor authentication process.
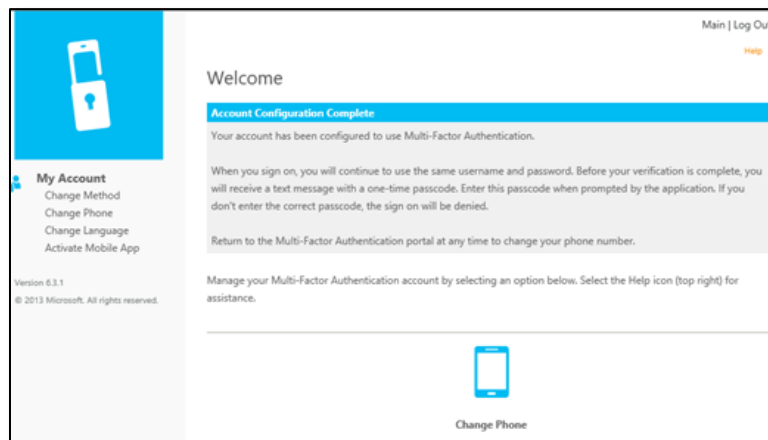
If you experience any issues with the multi-factor authentication process, please contact your IT support for assistance.

Note: You can change your authentication method at any time.

Simply log back into the Multi-Factor Authentication web page (https://hubmfa.hubinternational.com/multiFactorAuth), select **Change Method**, and follow the steps to change your method of receiving login notifications.

**Now that you have registered for multi-factor authentication, move on to Step 2: Install Citrix Receiver.**

Step 2: Install Citrix Receiver

Register for multi-factor authentication	Install Citrix Receiver	Logon to Citrix/XenDesktop

If you have not already registered for multi-factor authentication, return to Step 1: Register for multi-factor authentication.

If you have already registered for multi-factor authentication and installed the Citrix Receiver, skip to Step 3: Logon to Citrix.

1. Click on or copy and paste https://www.citrix.com/downloads/citrix-receiver/windows-ltsr/receiver-for-windows-ltsr-latest.html into your web browser address bar and press the **Enter** key on your computer keyboard.
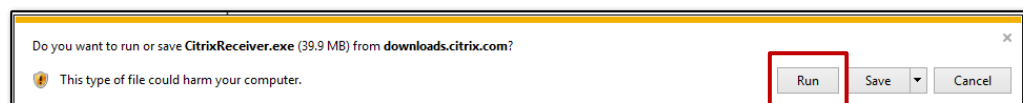
2. Click on the **Download Receiver for Windows** button.
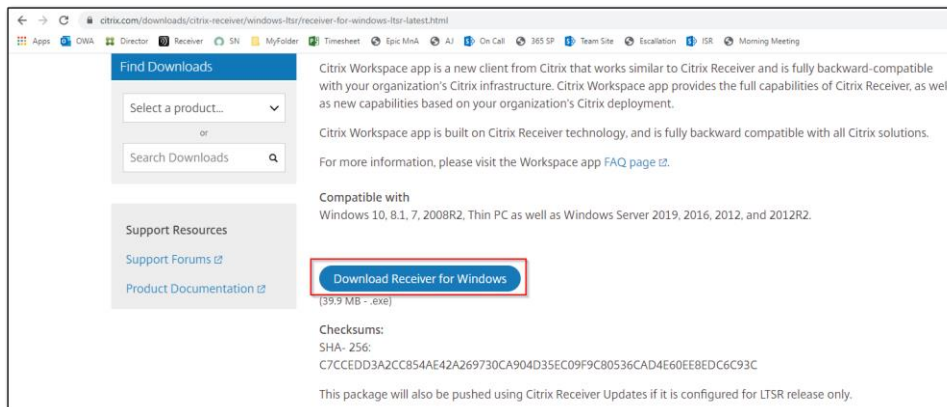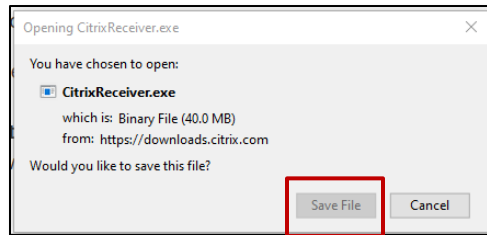

3. Open the downloaded file:

   a. If you are using Chrome, click on the down arrow in the lower left-hand corner and click on "Open."
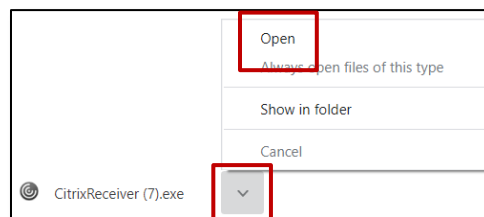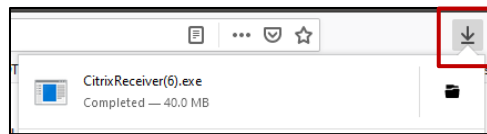

   b. If you are using Internet Explorer, click the **Run** button.

   c. If you are using Firefox, click the **Save File** button.

Click on the downloads arrow in the upper-right hand corner and double-click on the file name.

4. If your computer opens User Account Control pop up window that asks, "Do you want to allow this app to make changes to your device?" click the **Yes** button.

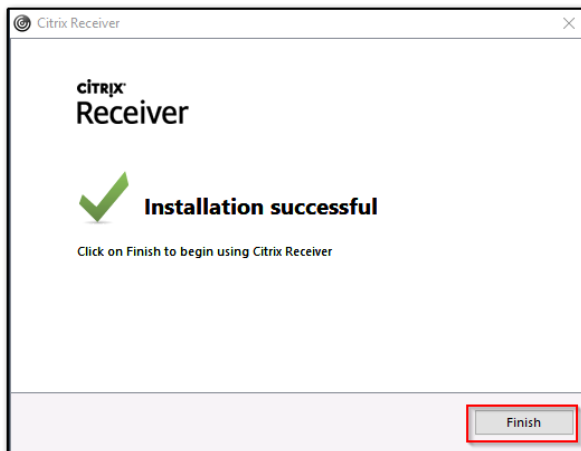5. Click on **Start** in the Citrix Receiver pop-up window.
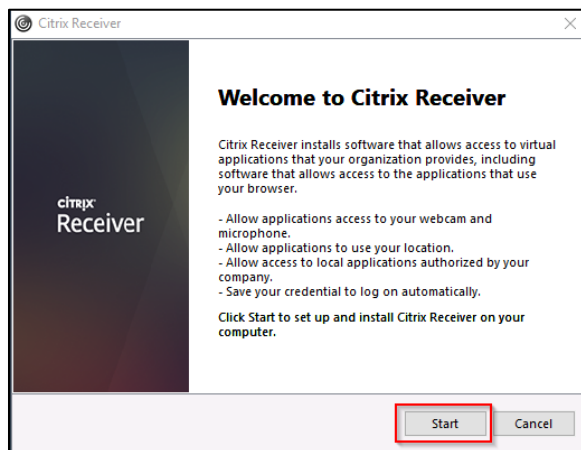
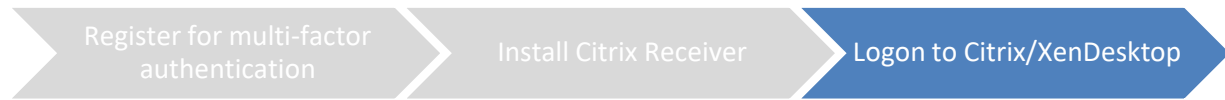6. Check the "**I accept the license agreement box**" and click the **Install** button.

7. Click the **Finish** button once installation is complete.

Now that you have installed the Citrix Receiver, move on to Step 3: Logon to Citrix.

Step 3: Logon to Citrix/XenDesktop

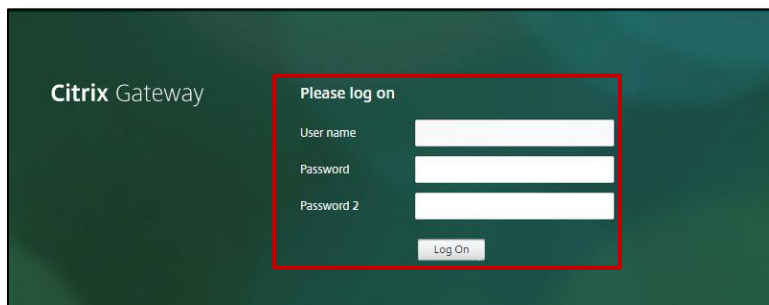| Register for multi-factor authentication	Install Citrix Receiver	Logon to Citrix/XenDesktop

If you have not already registered for multi-factor authentication, return to Step 1: Register for multi-factor authentication.

If you have not already installed the Citrix Receiver, return to Step 2: Install Citrix Receiver.

1. Click or copy and paste **https://xenweb.hubinternational.com** into the web browser address bar and press the **Enter** key on your computer keyboard.

2. Enter your HUB network **username** and **password**.

    Note: Username will typically be your firstname.lastname (e.g. melissa.davis).

    Note: Leave "Password 2" blank.

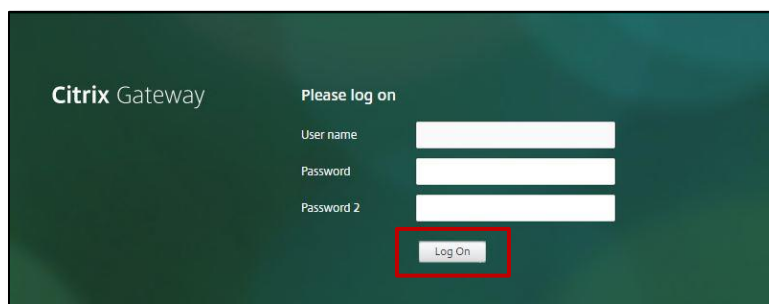3. Click the **Log On** button.
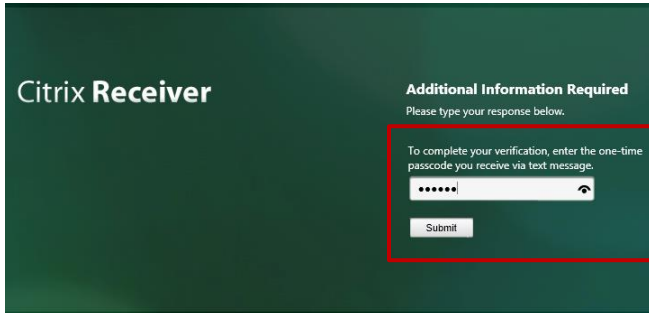

4. Complete the **authentication** process:

    1) If you selected **Text message** as your HUB multi-factor authentication:

        a. Wait for a text from 51789 account with the six-digit code.

        b. Enter the **six-digit code** into the "To complete your verification…" box.

     c.   Click the **Submit** button.

    Note: You will have approximately 60 seconds to key in the **six-digit code** before it expires.


2)   If you selected **Phone call** as your HUB multi-factor authentication:

    a.   Wait for a phone call from Microsoft's sign-in verification system.

    b.   Press the **#** key on your phone when prompted.

   Note: You will have approximately 60 seconds to provide the verification before it expires.

3)   If you selected **Mobile App** as your HUB multi-factor authentication:

    a.   Wait for a message from the Azure Authenticator mobile application.

    b.   Press **Verify** on your mobile phone when prompted.

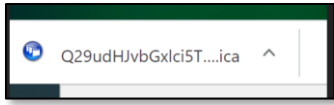   Note: You will have approximately 60 seconds to provide the verification before it expires.

6. Click **Log on** if you see the following prompt**.**
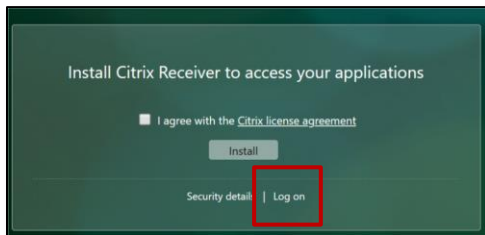
7. Click on the **XenDesktop** icon to open your Citrix desktop.
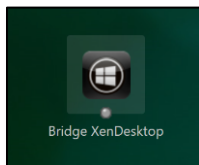
    Note: If you are using Chrome, a pop-up indicator will flash in the bottom left-hand corner of your Chrome window. Click on it to launch your XenDesktop desktop.

8. Wait for the **Citrix XenDesktop** to open. Once open, you may begin working as normal.