**Email authentication is no longer an option and will be unavailable beginning on September 20, 2019. **

NIEHS Two Factor Authentication Registration Procedure

01 Access remote Citrix like you always do
Use a computer or mobile device with to access https://remote.niehs.nih.gov

02 Download Google Authenticator to a mobile device
Available via the App Store or the Google Play Store

03 Register 2FA on one device to receive the code
You only have to go through registration one time; you may change your choice later

04 Enter a code each time for secure access
Use your NIH username, password, and generated code for 2FA!

NIEHS requires remote Citrix users to use two factor authentication (2FA) to log into the Citrix environment. Here we provide answers to your questions and instructions on how to get started using 2FA for Citrix.

What is Two Factor authentication?
Two factor authentication (or 2FA) is a method for authentication that is more secure than using just a username and password. 2FA is simply an extra step in the login process, adding a second security layer to help ensure that your data and network remain secure. At NIEHS, you can use either your PIV card or an app to provide you with a unique security code each time you access Citrix remotely.

Why do we have to use 2FA with Citrix?
This is an NIH mandate; NIEHS implemented Citrix 2FA on August 14, 2017.

What do I do if I am a new remote user and don't have access to the NIEHS network?
Register by calling the NIH IT Service Desk at 1-866-319-4357 or by opening a ticket online at http://itservicedesk.nih.gov/.

What do I need to do? How do I access 2FA for Citrix?
Either use your PIV card or follow the instructions below to use the Google Authenticator app on your mobile device to receive the security code (second factor) needed each time you log into Citrix.

Why would I want to use a mobile device for authentication?
Installing the application on a mobile device allows you to receive a unique code on a device you already have with you. This application is approved by OIT but is not a government app and does not carry any type of government data.

Can I register the app on multiple devices (e.g., my tablet and my mobile phone)?
At this time, multiple registrations are not supported.

How to Register the Google Authenticator app for Citrix 2FA

1   Download the Google Authenticator App on a Personal or Work Mobile Phone or Tablet

- If you don't already have the Google Authenticator app on your mobile device, download and install the Google Authenticator app. Open the **App Store** (iOS) or **Google Play Store** (Android) and search for the **Google Authenticator** app; click install.

Example of the App Store and Google Play Store	Google Authenticator App Install Window

Google Authenticator App on Mobile Device Homescreen
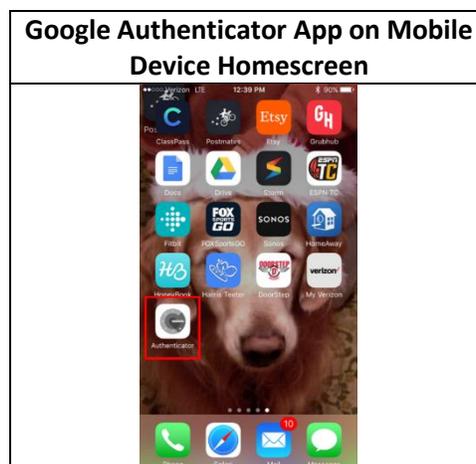
2   Register the App for Use with 2FA

1. Determine your NIEHS network access status:
   a. If you are a new Citrix user and are remote with no access to the NIEHS network or VPN, submit a ticket via the NIH IT Service Desk (http://itservicedesk.nih.gov/).
   b. If you are a new Citrix user and have access to the NIEHS network, either by direct connection or by NIEHS VPN, go to step 2.
      i. Learn how to connect to VPN (https://junction.niehs.nih.gov/divisions/director/oit/service/remote/vpn/index.htm).
   c. If you are a current Citrix user, go to step 3.
2. If you are a new Citrix user, connect to the NIEHS network on your computer. You **MUST** be directly connected to the NIEHS Network on-site or by NIEHS VPN (see image below), for this registration process to be successful. Once connected to the NIEHS network, open a browser and enter the URL:

https://citrix.niehs.nih.gov. The Citrix log on screen will appear. Enter your **NIH User Name** and **Password**. Click "**Log On**". After completion of this step, go to step 4.

Citrix Log on Screen (https://citrix.niehs.nih.gov)

The "Welcome to Citrix Receiver – Detect Receiver" message may appear.
Click "**Detect Receiver**".

Each field is required.
Enter your NIH "**user name**" and "**password**"
In the "**Domain**" field, enter "**NIH**"

3. As a current Citrix user, connect to Citrix via https://remote.niehs.nih.gov and use existing 2FA to register your device with the system.

4. Citrix will open. Click the "**APPS**" tab. Select "**NIEHS 2FA SETUP**".

Select 2FA Setup within the App Section in Citrix

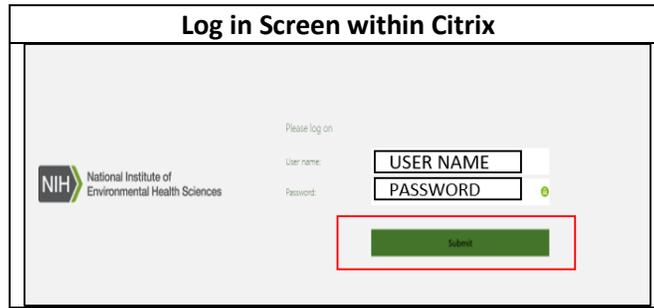5. The Windows sign-in screen will appear. Click "**OK**".

Windows Citrix Sign-in Screen Dialog Box

Select "OK"

6. A new log in screen will appear. Enter your **NIH User Name** and **Password.** Click "**Submit**".

Log in Screen within Citrix

Please log on

NIH National Institute of
Environmental Health Sciences

User name: [USER NAME]
Password: [PASSWORD]

Submit

7. Click on the "**+ Add Device"** button. Where it states, "**Enter a device name**", input something unique to that device and click "**Go**". **Note: The device name cannot include special characters, but spaces are allowed.**

   a. **E.g., Personal iPhone**: something that indicates which device you are registering.

Select + Add Device, then enter the device name within Citrix

NIH National Institute of
Environmental Health Sciences

My Registered Devices

No registered devices   + Add Device

→

NIH National Institute of
Environmental Health Sciences

My Registered Devices

No registered devices   + Add Device

Personal iPhone   Go
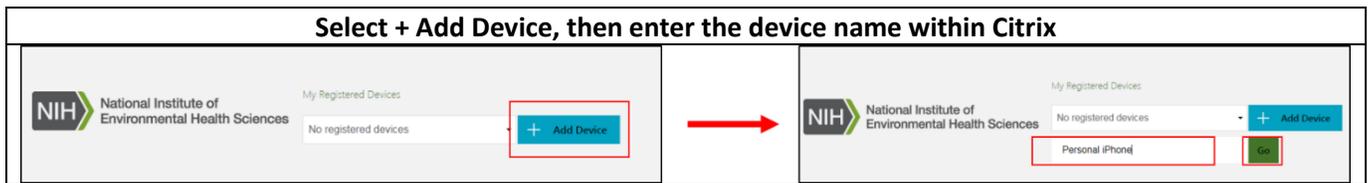
8. The next screen will appear and display a QR code (bar code).

QR Code Displayed

My Registered Devices

Personal iPhone   +   ✓ Test   ✗ Delete

NIH National Institute of
Environmental Health Sciences

ⓘ Please scan QRCode below or manually feed **DLYA3UX2ZGLIYJTP** into app

Done
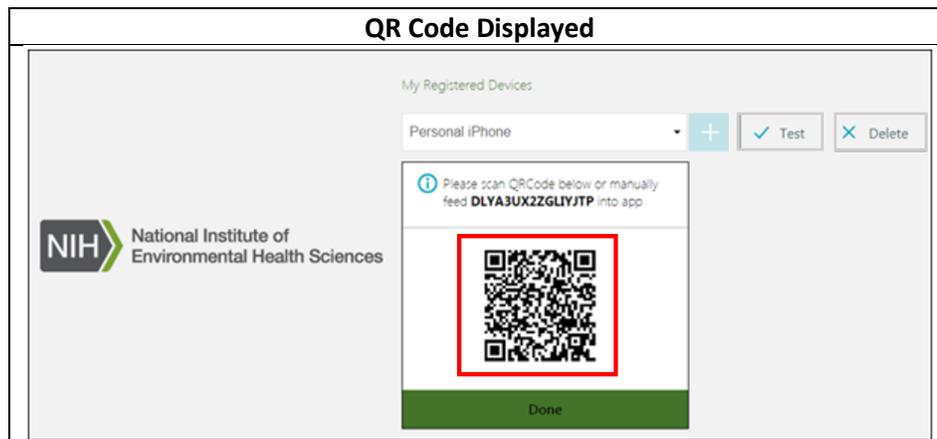
9. Using the mobile device that you used to download the Google Authenticator app, open the Google Authenticator app. Click on the "+" sign and then click "scan barcode".
10. Position the QR code (**displayed on the computer**) within the lines displayed within the Google Authenticator app (**on your mobile device**).
11. On your computer, click **Done**.

| Use your Mobile Device with the Google Authenticator App and Scan the Barcode Displayed on the Computer |
|---|

Hold the mobile device up to the computer and align the QR code with the yellow brackets.

View from mobile device.

12. On your mobile device a six-digit numeric **Code** will be displayed (e.g., 384977). Note: Under the six-digit number will be your NIHusername@remoteadc.niehs.nih.gov.

13. In Citrix (on your computer), click **Test**.

14. A new field appears which shows "**Enter OTP value to test**." Enter the six-digit number from Google Authenticator and click **Go.**

15. If the test is successful, a confirmation message will be displayed. Note: Complete your test in a timely manner, otherwise you will receive an error message and must redo the test.
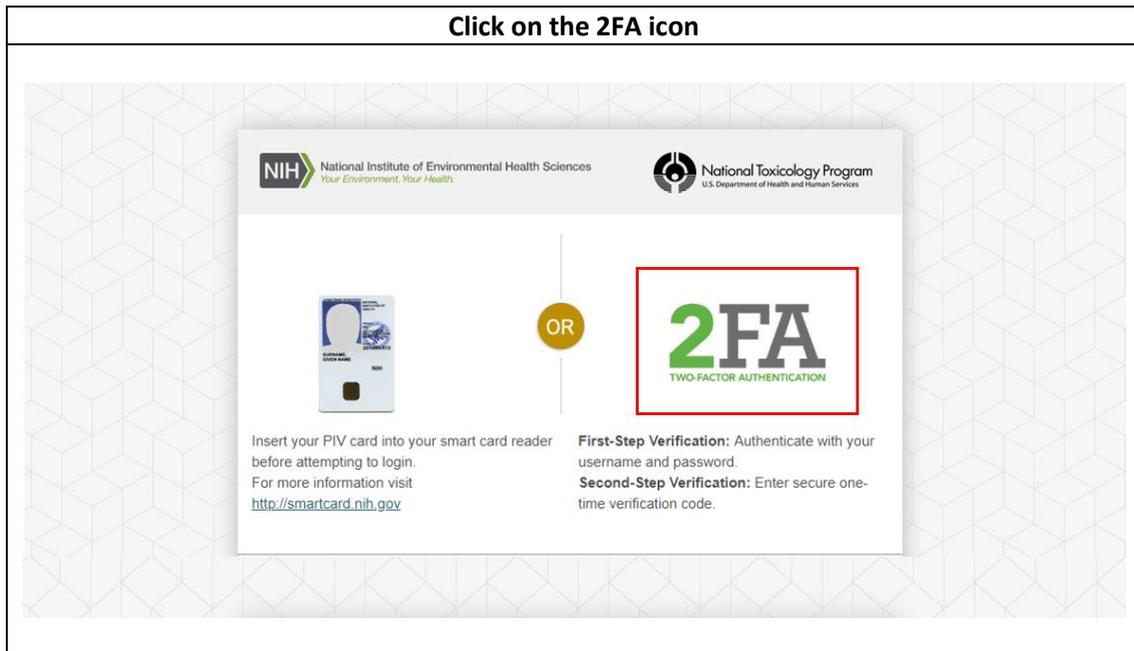
Sucessful Test

16. On your computer in the upper righthand corner of the page, click your username and select "**Log Off**". Close the Browser.

Select Log Off
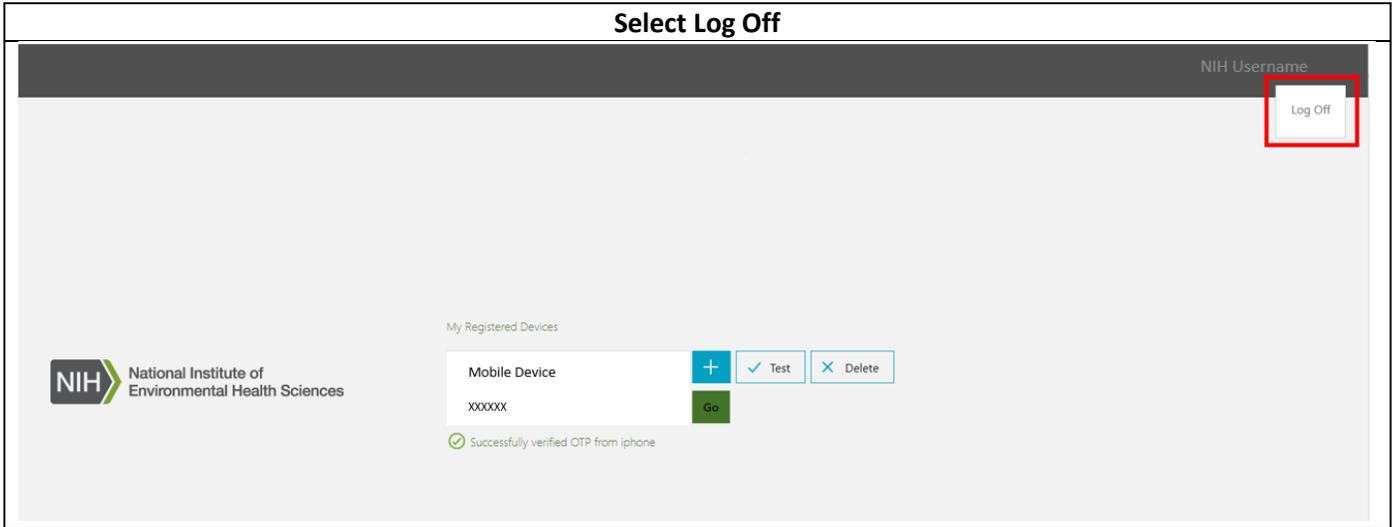
3 Test Your 2FA for Citrix Connection

1. Log off of your current Citrix session. Go to https://remote.niehs.nih.gov and click on the 2FA icon.

Click on the 2FA icon

2. Type in your username, password, and for the passcode enter the six-digit code from the Google Authenticator app. Then click **Submit**. Note: The numeric code will change frequently. Each time you log into Citrix you will use a new authenticator code.

2FA for Citrix Log On Screen

Please log on

User name:

Password:

Authenticator Passcode:

Submit

3. You may receive the below screen the first log on. If so, click on **Detect Receiver**.

Click Detect Receiver

CITRIX
Receiver

Welcome to Citrix Receiver

For the best experience, use the full set of features bundled with **Citrix Receiver for Windows**. Click Detect Receiver to get started.

Detect Receiver

If you do not want to detect/install Citrix Receiver you can use the light version, with fewer features, in your browser.

Use light version

4. You will now be directed to your Windows log on page for Citrix, click **OK.**
   a. Learn more about Citrix
      (https://junction.niehs.nih.gov/divisions/director/oit/service/remote/citrix/index.htm).
5. If you have any issues or questions, please contact the NIEHS helpdesk via phone **at 1-866-319-4357 or by opening a ticket online at** http://itservicedesk.nih.gov/.

4   What do you do now? Log in to Citrix using Google Authenticator 2FA

1. Now that you have registered for 2FA, enter the code provided through the Google Authenticator app every time you log in to the Citrix website via: https://remote.niehs.nih.gov.
   a. **2FA is always required when accessing remote Citrix (https://remote.niehs.nih.gov/) while using an external network.**
   b. **2FA is not required when accessing internal Citrix (https://citrix.niehs.nih.gov/) while on the NIEHS network (either through direct connection or NIEHS VPN).**