

HOW-TO HELPSHEET

(last updated 10 January 2023)



How to Configure a Citrix One-Time-Password (Multifactor Authentication)

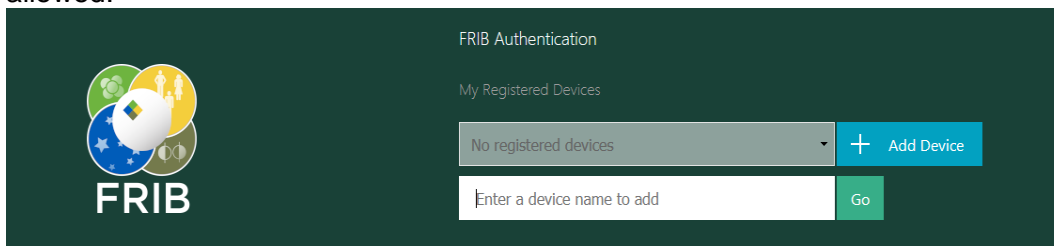
Required to Access FRIB Applications Off-Campus

To access FRIB applications from outside the laboratory, you must use the Citrix Secure Access application to include a second factor along with your FRIB credentials. Please follow the instructions below to assure remote access to laboratory resources.

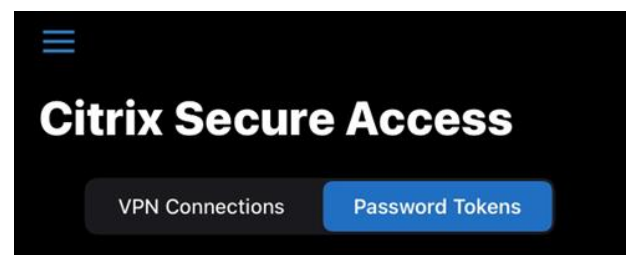
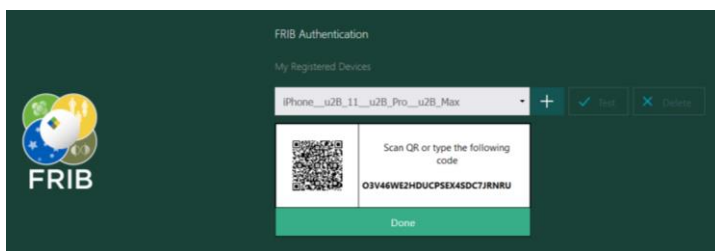
This process assumes you have access to both a computer connected to the internet as well as an up-to-date Android or Apple device with password protection enabled. If you do not have both of these, Citrix will need to be accessed using a different method.

Instructions for setup

1. Download the Citrix Secure Access application from your mobile device's app store. When opening the app, grant permissions when it asks for them. This app requires that you have security or a lock screen on your phone.
2. On a separate device, navigate to gateway.frib.msu.edu/manageotp and authenticate with your current FRIB credentials.
 - a. After logging in, click "Add Device."
 - b. Enter a name for your device so you can remember it, then click "Go." Special characters are not allowed.



3. From the Citrix Secure Access application on your mobile device, select "Password Tokens" and tap "Add New Token" on iPhone or the "+" icon on Android.
 - a. Tap "Scan QR Code" for the easiest setup, or you may choose to enter the code manually.



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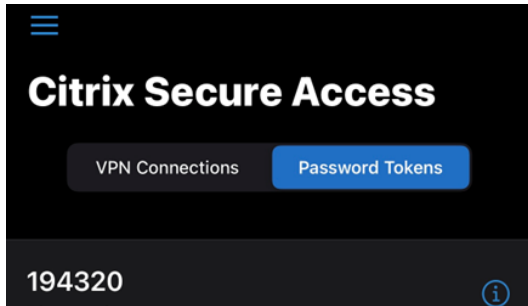


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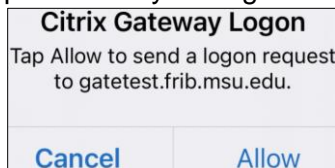


- b. Tap “Save” and you should see your new token show up in the Citrix Secure Access application.

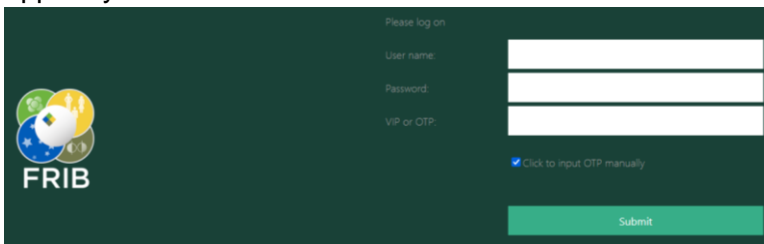


4. When prompted for authentication from an FRIB computing resource (from offsite), use your newly-registered token to login in one of two ways:

- a. **Tap to Allow:** Enter your user name and password and click Submit, the following window will present on your registered device:



- b. **Manual Entry:** Enter your user name and password and then click the box next to “Click to input OTP manually.” A new box will pop up for you to enter the passcode from the Citrix Secure Access app on your mobile device. Enter the current code and click “Submit.”



You have now successfully configured your device to be used as a second factor for FRIB computing resources.

For more information

Contact Business IT at (517) 908-7407 or helpme@frib.msu.edu

Review all FRIB training fliers at portal.frib.msu.edu/helpsheets.