TWO-FACTOR AUTHENTICATION

USING THE AUTHENTICATION PROMPT WITH CITRIX (desktop.uttyler.edu)

INFORMATION TECHNOLOGY
THE UNIVERSITY OF TEXAS AT TYLER
HOW TO LOGIN AFTER ENROLLING YOUR DEVICE

When you next login from off campus to Citrix (desktop.uttyler.edu), you will be prompted to use two-factor authentication.

The authentication prompt lets you choose how to verify your identity each time your login.

1. LOGIN TO CITRIX (DESKTOP.UTTYLER.EDU)
   - Login with your email address (i.e., jdoe@uttyler.edu) and regular office computer password
2. CHOOSE YOUR METHOD OF AUTHENTICATION

3. METHODS OF AUTHENTICATION

<table>
<thead>
<tr>
<th>METHOD</th>
<th>DESCRIPTION</th>
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<tbody>
<tr>
<td>Duo Push</td>
<td>This method <strong>pushes a login request</strong> to your phone or tablet (if you have Duo Mobile installed and activated on your iPhone, Android, Microsoft, or BlackBerry device). Open <strong>Duo Mobile</strong> on your phone, review the request and tap <strong>Approve</strong> to login. <strong>NOTE:</strong> This is the simplest method because it does not require retyping a code.</td>
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<tr>
<td>Phone Call</td>
<td>You will receive a telephone call and can push any key on your phone to continue.</td>
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<tr>
<td>Passcode</td>
<td>Login using a passcode, either generated with Duo Mobile, sent via SMS, or provided by an administrator. Click <strong>Send SMS passcodes</strong> to get a new batch of passcodes.</td>
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</tbody>
</table>
IF YOU CHOOSE THE RECOMMENDED DUO PUSH METHOD:

1) Leave the Duo Push option selected and click Login
2) A notification will be sent to your phone as seen in the screenshots posted below

4. DUO PUSH ON IPHONE
5. DUO PUSH ON ANDROID

If you are running Android 4.1 or later, you can approve the request right from the notification.
6. DUO PUSH ON WINDOWS PHONE

7. DUO PUSH ON BLACKBERRY