

DECEMBER 12, 2015



**TWO-FACTOR AUTHENTICATION**  
**USING THE AUTHENTICATION PROMPT**  
**WITH CITRIX ([desktop.uttyler.edu](http://desktop.uttyler.edu))**

INFORMATION TECHNOLOGY  
THE UNIVERSITY OF TEXAS AT TYLER

## HOW TO LOGIN AFTER ENROLLING YOUR DEVICE

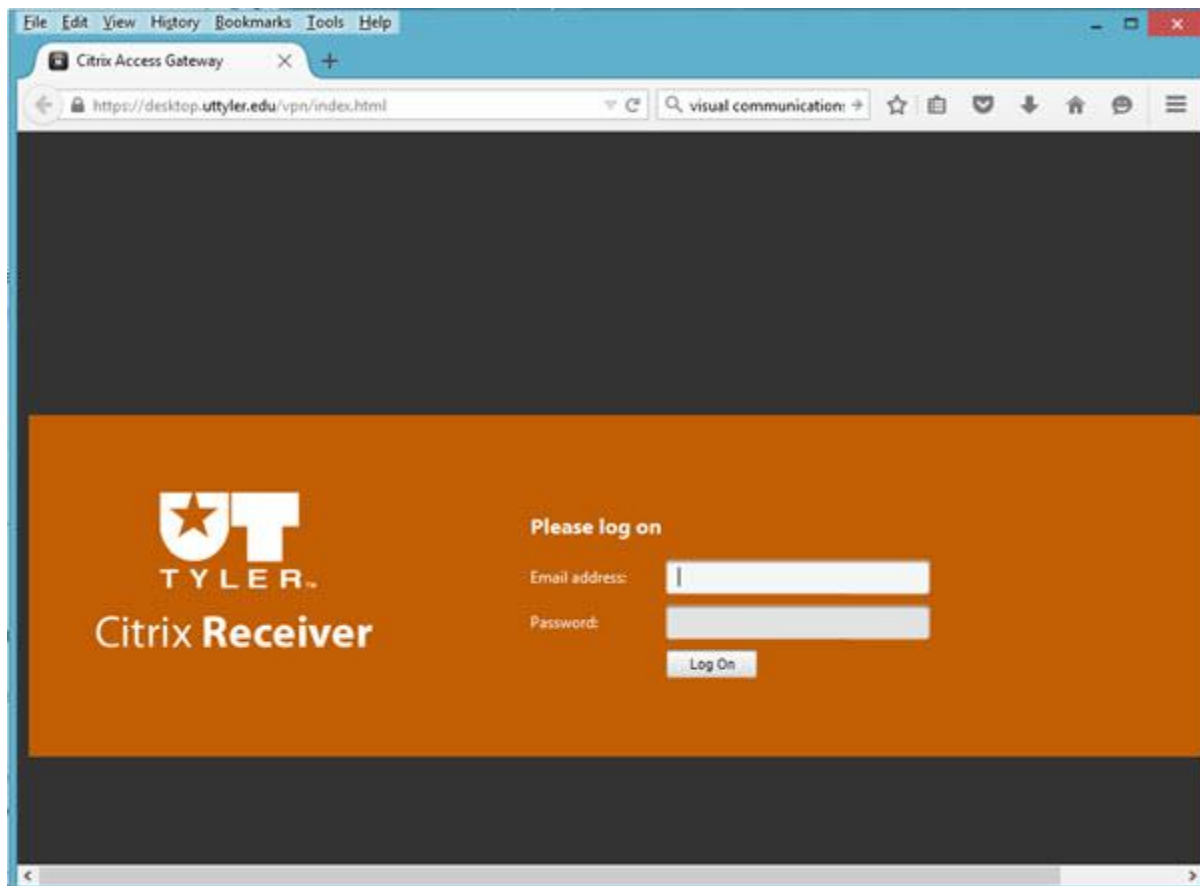
When you next login from off campus to Citrix (desktop.utt Tyler.edu), you will be prompted to use two-factor authentication.

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

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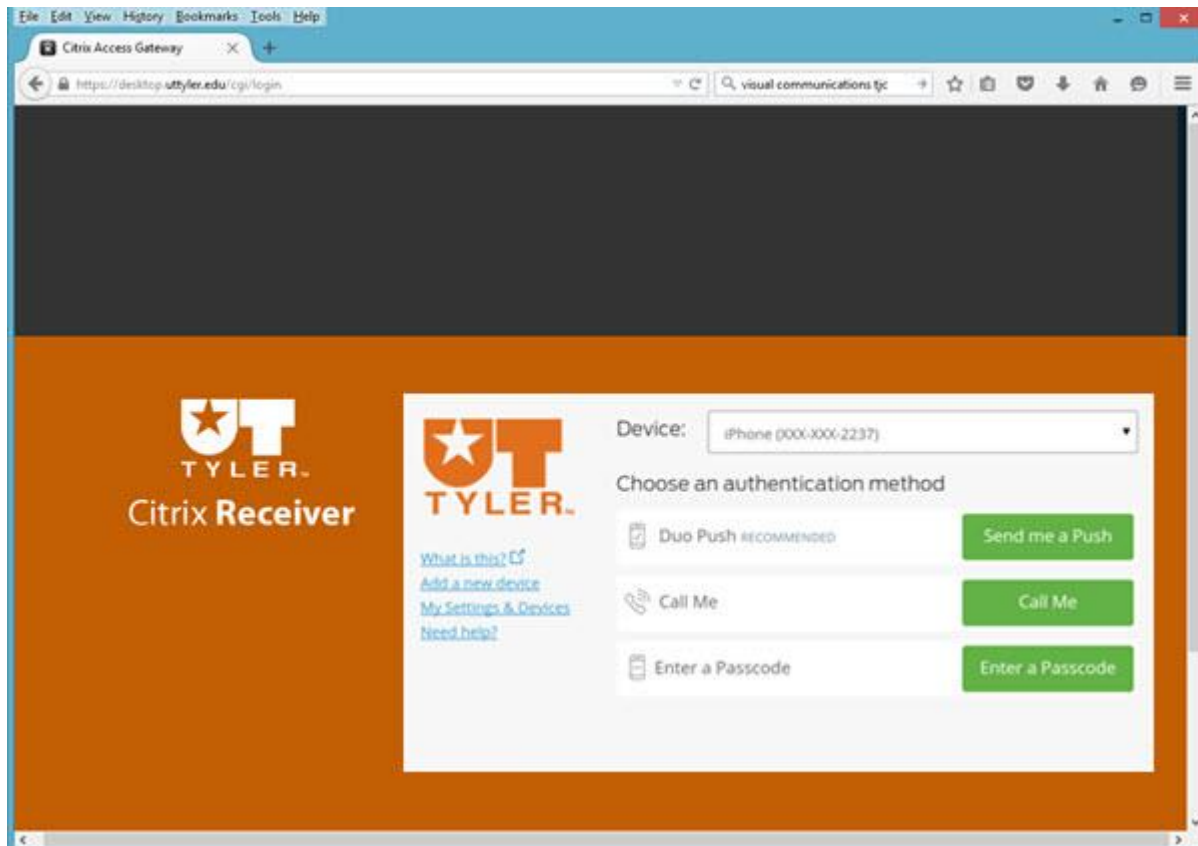
### 1. LOGIN TO CITRIX (DESKTOP.UTTYLER.EDU)

- Login with your email address (i.e., [jdoe@utt Tyler.edu](mailto:jdoe@utt Tyler.edu)) and regular office computer password



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## 2. CHOOSE YOUR METHOD OF AUTHENTICATION



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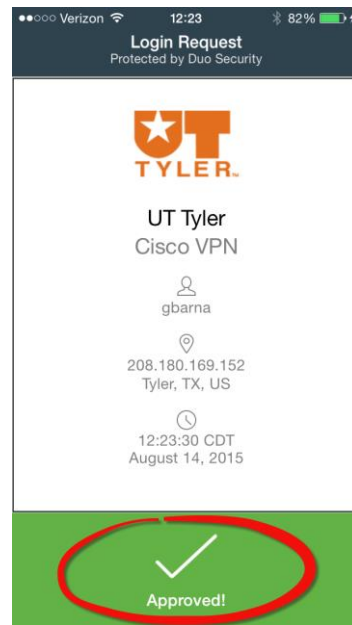
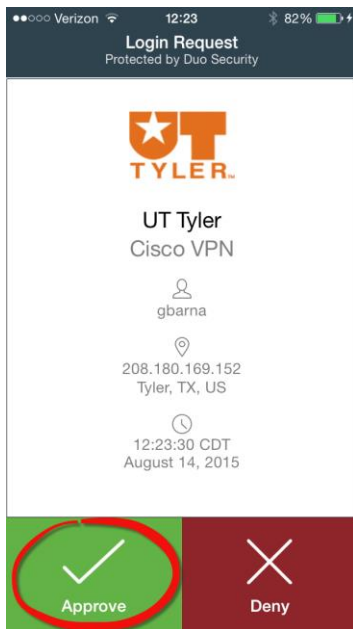
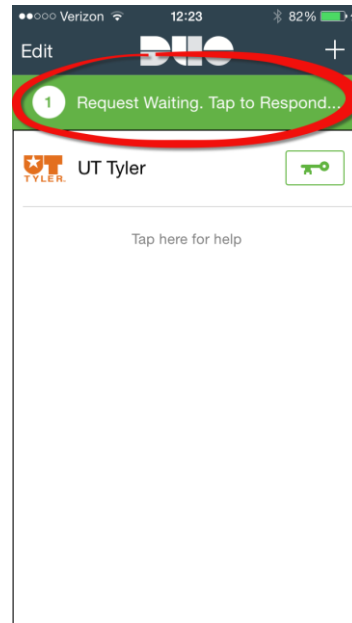
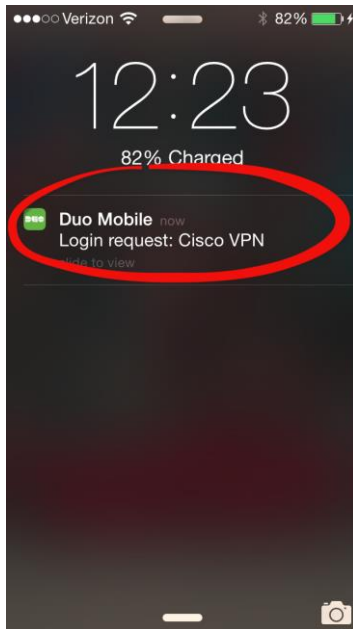
## 3. METHODS OF AUTHENTICATION

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

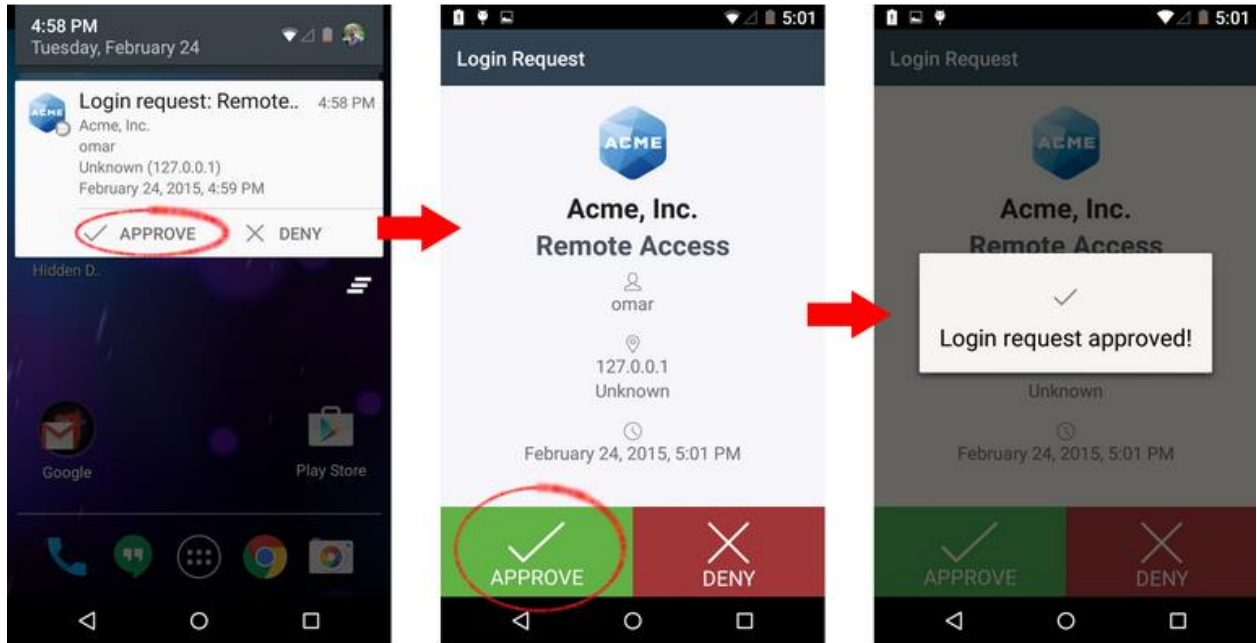
## IF YOU CHOOSE THE RECOMMENDED DUO PUSH METHOD:

- 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

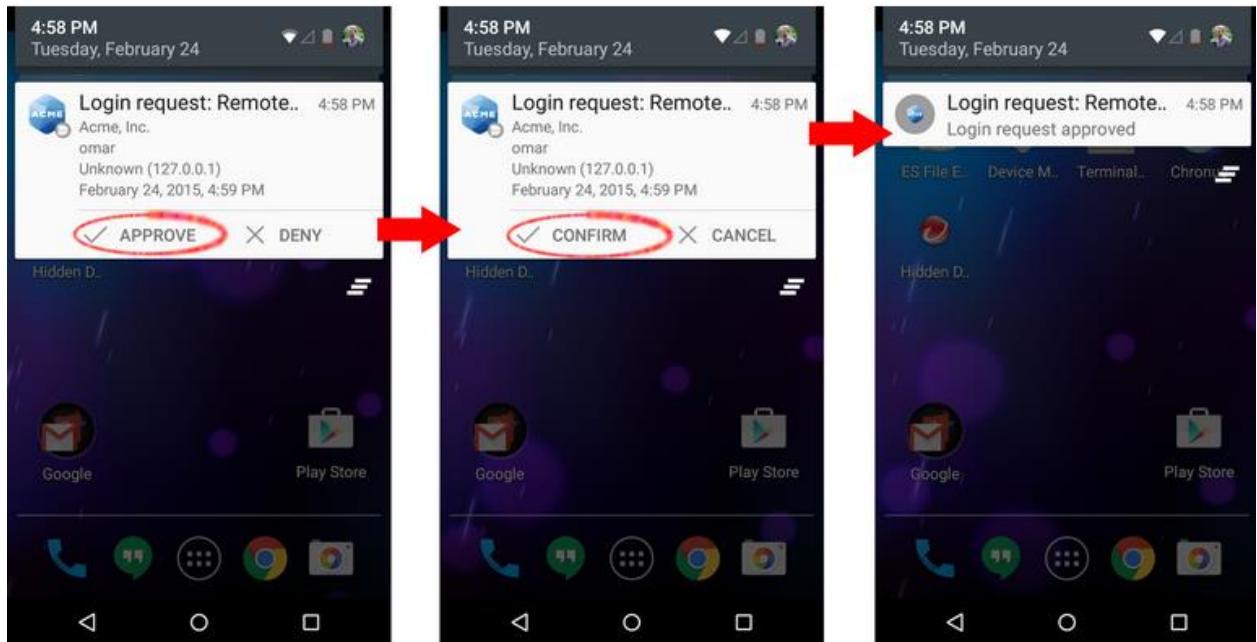
### 4. DUO PUSH ON IPHONE



## 5. DUO PUSH ON ANDROID

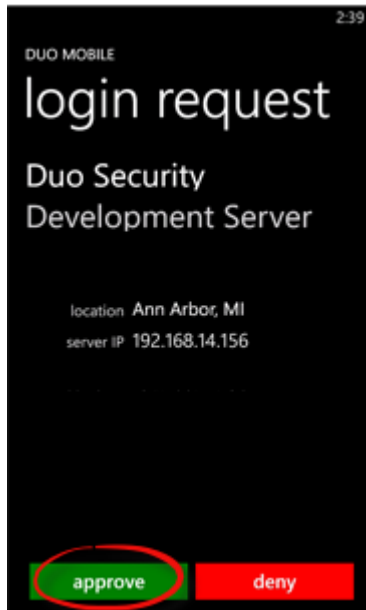


If you are running Android 4.1 or later, you can approve the request right from the notification.



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## 6. DUO PUSH ON WINDOWS PHONE



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## 7. DUO PUSH ON BLACKBERRY

