Citrix Remote Access using Microsoft Sign-In Verification

Using Mobile App Notifications

- **Step 1 – Setting up Microsoft Sign-in Verification**
- **Step 2 – Remote Login to Citrix**

Step 1 – Setting up Microsoft Sign-In Verification

Note: If you are already using Microsoft Sign-In Verification for other services such as using Outlook and other Office365 apps from your smart phone or personal computer, you <u>do not</u> need to follow this step.

1. From your computer open a web browser and go to https://aka.ms/mfasetup
2. Type in your Islington email address, e.g. Joe.Bloggs@islington.gov.uk. Click Next…
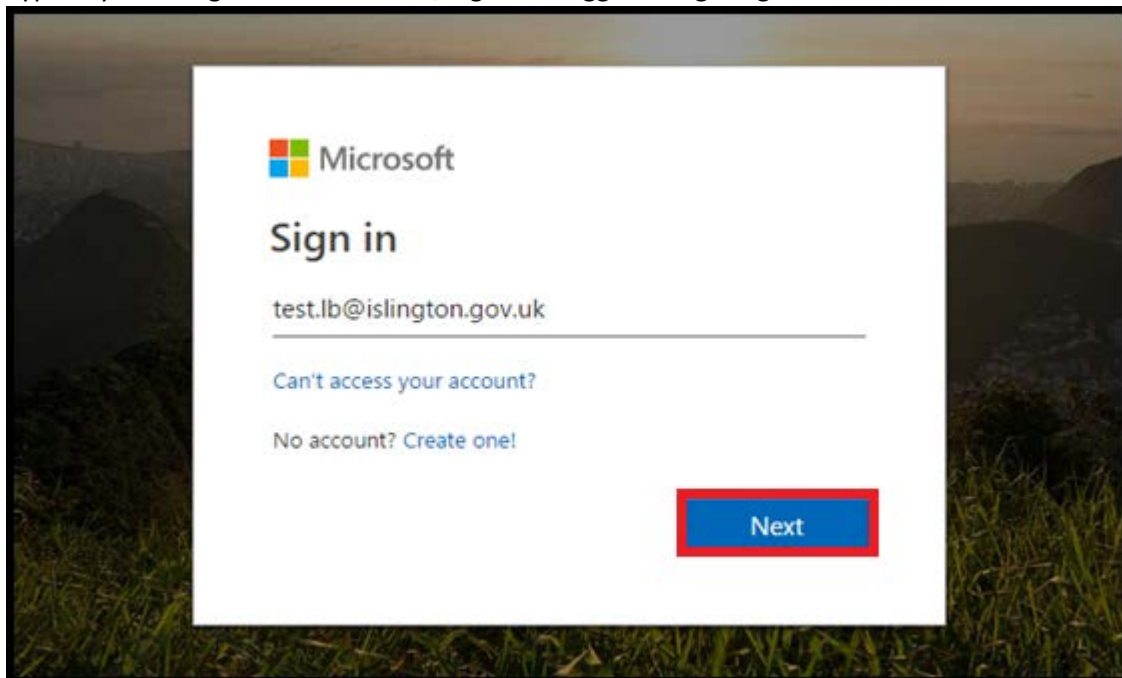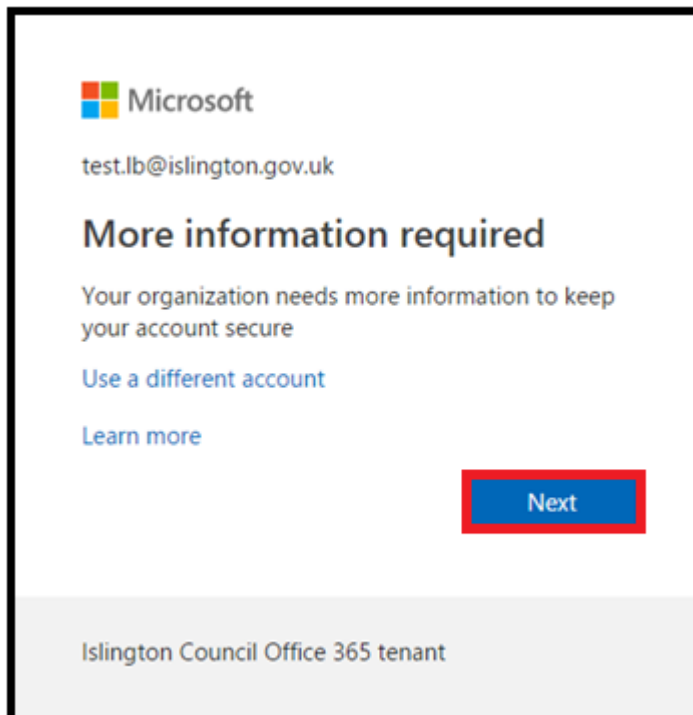

3. At the Islington sign-in page, enter your account password and click Sign in…
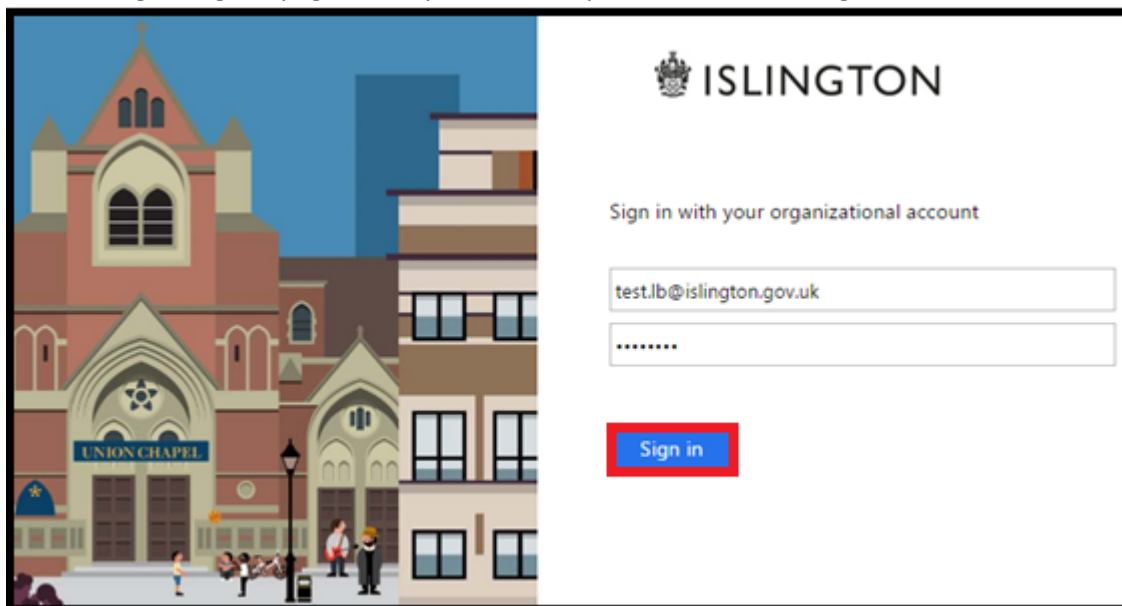
4. Optional – click Yes or No to stay signed in…

5. Click Next at the 'More information required' message…

Additional security verification

You will now be asked to secure your account by adding phone verification to your password.

6. Select 'Mobile app' from the pull-down menu.

7. Under 'How do you want to use the mobile app?' select 'Receive notifications for verification' and click Set Up.

8. A 'Configure mobile app' message will appear. Follow the instructions for installing and configuring the Microsoft Authenticator app on your mobile device…


The Microsoft Authenticator app icon looks like this…

9. Once your user account is successfully added to the mobile Authenticator app on your mobile device you should see your user account now listed within the app…
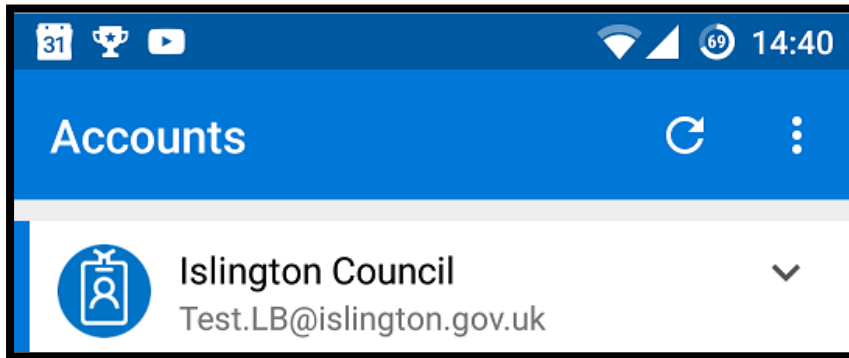
10. Back in the 'Configure mobile app' screen in the web browser on your computer click Next.

11. After a few seconds of checking the activation status a message will appear to confirm the app has been configured. Click Next…
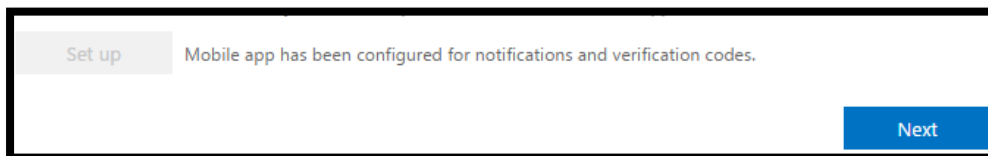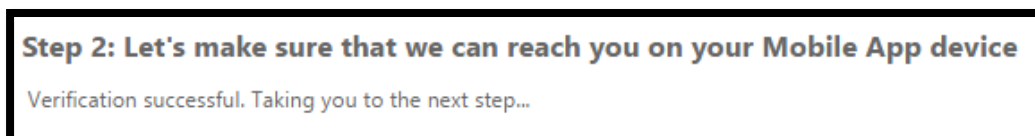

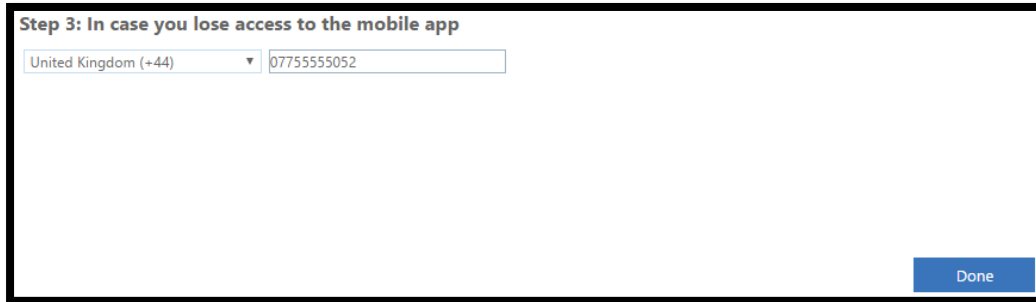12. A notification will be sent your mobile app and will appear on your phone shortly…
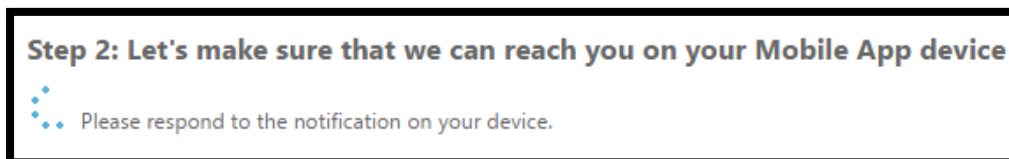
13. When the notification appears press Approve…

14. Once you have approved the sign-in via the mobile app a 'verification successful' message will appear on-screen…

15. Step 3 allows you to confirm an existing or set a new phone number as a back-up sign-in method should you ever lose access to the mobile app. Click Done once you have set a new number or checked the existing number is correct…
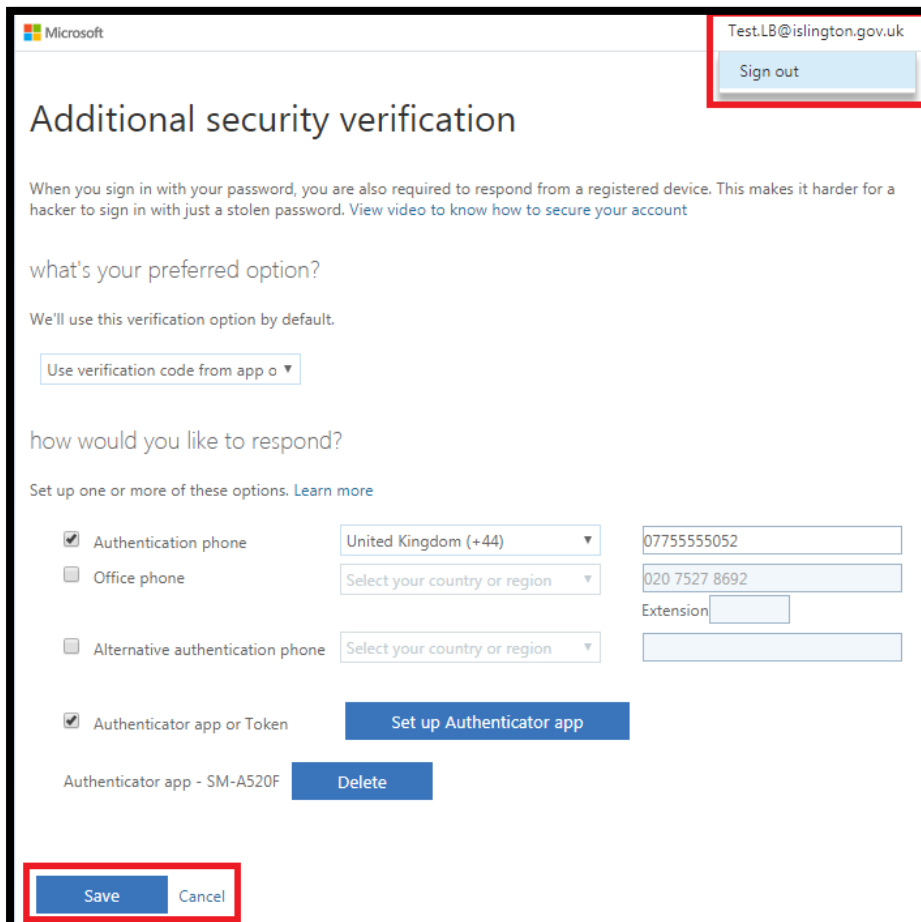

16. Finally, you should then be taken to a page that allows you to edit your security verification or simply click your username in the top-left, click Sign out and close the web browser…

Step 2 – Logging into Citrix Remotely

1. If using an Islington computer double-click the WFH2 desktop icon to take you to the Citrix login page…

    Or if using a non-Islington computer open a web browser and go to
   https://wfh2.islington.gov.uk (Microsoft Edge browser not recommended)

2. The website will check to see if you already have the NetScaler Endpoint Analysis client installed. If not, you will be requested to download and install it…
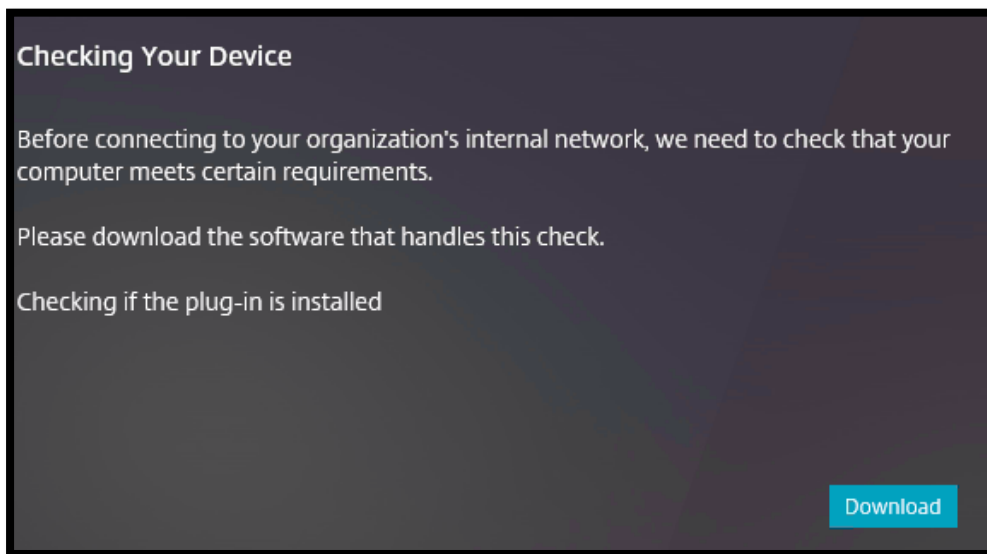
3. Once the EPA client is installed it will scan your client machine. If the scan does not start automatically click Yes or Always to start the scan…
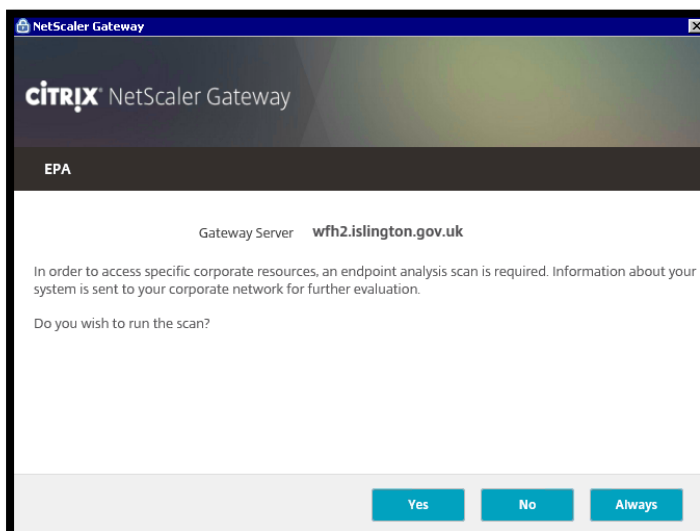
4. If the EPA scan is successful, you will then see the login screen.   Enter your usual account name, i.e. your 'First Name' <space> 'Surname' account, e.g. 'Joe Bloggs' and password and click Log On…
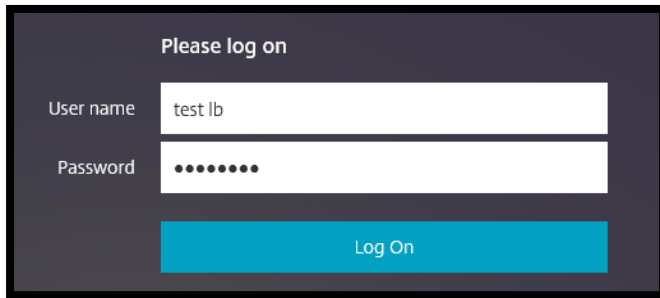
5. A push-notification will now be sent to your mobile device with the Microsoft Authenticator app installed…

Click APPROVE to complete the login request.

6. After a successful login you will be taken to the Citrix StoreFront page. Click the APPS link to see all of your available hosted applications…