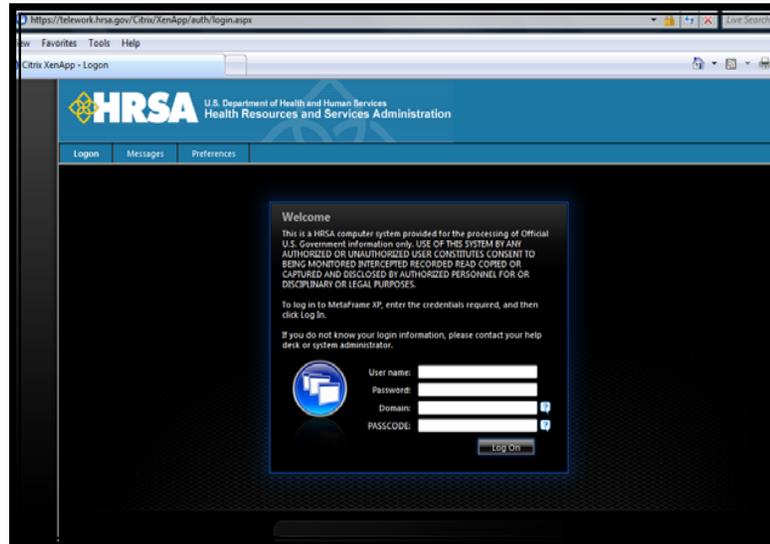


RSASecureID Authentication Process for Citrix Access



To login to Citrix for the first time using a RSA SecurID token please follow these instructions:

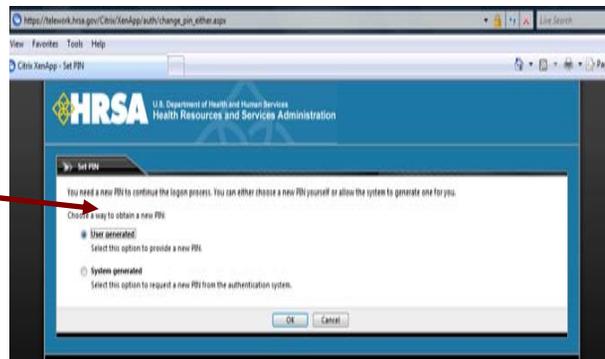
From your web-browser type in and navigate to the following web address: <https://telework.hrsa.gov/citrix/hrsaxenapp>



- ◆ In the **User Name** field type in your network login ID (example JDoe)
- ◆ In the **Password** field input your password (same as network)
- ◆ In the **Domain** field type: HRSA
- ◆ In the **PASSCODE** field type in the token code, which is the 6 digit number that appears on your RSA SecurID token
- ◆ Then click **Log On** and follow the next process to create your PIN Code

A new window will open prompting that *you need to create a new PIN to continue logon process.*

Select the User generated option to provide your own PIN Code. Then click **OK**



The next menu window will prompt you to choose a PIN:

- ◆ Type in a 4 to 8 digit PIN code. Make sure you remember your PIN as you will need this in addition to your SecurID token code and password to logon to Citrix. **Click OK**

Now that you have establish a PIN you are ready to logon to Citrix. As a SecurID token holder, you are **required** to access Citrix at the following web address: <https://telework.hrsa.gov/citrix/hrsaxenapp>

- ◆ In the **User Name** field type in your network login ID (example JDoe)
- ◆ In the **Password** field input your password (same as network)
- ◆ In the **Domain** field type in your domain HRSA
- ◆ In the **PASSCODE** field type in your PIN (the code you just created) followed by the token code (the number displayed on your RSA SecurID token). For example, if your PIN is '1212' and the token code display on your RSA SecurID token is '123456', you would enter 1212123456 in the PASSCODE box
- ◆ Then click **Log On**

Following are possible error messages you may encounter and how to resolve them:

Error Message:

- ◆ ***'Your PIN cannot be set or reset'***

Resolution:

- ◆ If there is a delay in-between the logon window and PIN code set window the code in your SecurID token will change and your authentication may not succeed. You may need to restart from the logon window making sure to enter your PIN before the token code on your SecurID display changes.

Error Message:

- ◆ ***'Your credentials are invalid. Try again or contact your system administrator'***

Resolution:

- ◆ Restart logon process, ensure that you correctly entered your Username, Password, Domain, and PASSCODE as described on page 3 of this manual.

What if I forgot my Password or PIN Code?

- ◆ If you forget your Password or PIN code, you will need to submit a Help Desk request to have your password and/or the PIN code reset.

Help Desk 301-496-4357 (6-Help)