



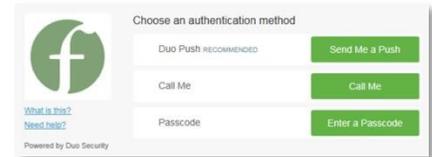
QUICK GUIDE TO USING TWO FACTOR AUTHENTICATION

This tip sheet is meant to help you remotely login to your office computer using Remote Desktop Connection via Citrix, but assumes you've already set up Dual Authentication. If you have not, refer to document #5609950, or contact the help desk. Please note that for RDP to work, your computer in the office needs to be powered on and at the log-in screen, or lock screen.

- Login with your normal user ID and password at <http://citrix.fbm.com> on your home PC or Mac, and you'll be re-directed to a secure Citrix page.
- You may also go to FBM.com, click on **employee access** at the bottom of the page, and select **Remote Access via DUO**, as shown at right.



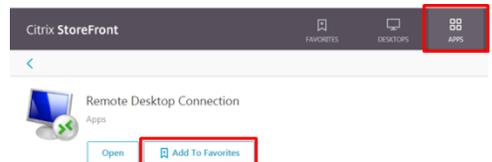
- Click **Send Me a Push**.



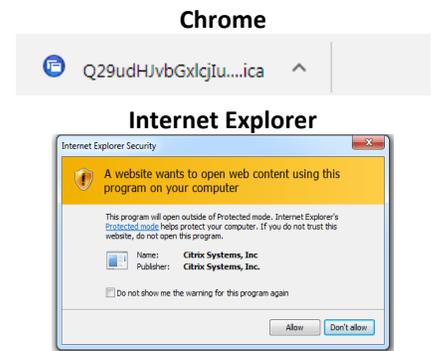
- After having clicked **Send Me a Push** on your home computer, open up the Duo App on your smart phone. You will see the screen to the right. Click on the green banner at the top (**1 Request Waiting. Tap to Respond**). This will take you to a screen asking you to approve access to Citrix. Click the green checkmark, and you will automatically be passed through to the Citrix StoreFront on your home computer.



- On the Citrix Storefront, you should see a link for **Remote Desktop Connection**.
- If Remote Desktop Connection does not appear on the StoreFront, click on the **Apps** button, find Remote Desktop Connection, click **Details**, and click **Add to Favorites**. This will add it to the Citrix StoreFront.



- Depending on our browser, RDP will launch in different ways.
 - In **Chrome**, you will see an icon in the lower left of the browser, similar to what is shown at right. Click on that to launch the RDP client.
 - In **Internet Explorer**, an Internet Explorer Security Message may appear. You should select **Allow** if you get this message.
- There may be other prompts which appear for you. Because people use a variety of browsers and a variety of versions of those browsers, it is impossible for us to describe the process for each one. If you run into a problem, contact the Help Desk during business hours.



- Once RDP Launches, you will be asked to enter in your computer name, which is the same as your login name (i.e., jflato). Click **Connect**.





- You will now be prompted to enter your username and password.
- Do not check the box “remember my credentials.”
- After completing this step, you should be taken to your desktop.



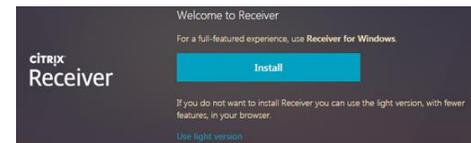
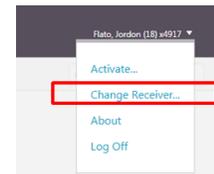
- When you want to close out of our Remote Desktop session, go to the **Start menu** and click **disconnect**.

Troubleshooting

- **I’m not receiving Duo Pushes.**
 - Make sure you have ‘notifications’ turned on for the app. You can check this by going to **Settings>Notifications>DUO Mobile>Allow Notifications**.

- **I’m not able to make the remote desktop full screen.**
 - If you are on a PC, this could be related to which browser you are using. If your remote Citrix session is opening up in the browser window, instead of as its own full screen window, try the following steps:

1. On the Citrix Storefront page, where you see the Remote Desktop Icon, you’ll see your name in the upper right. Click on that, and in the pulldown, choose Change Receiver:
2. You’ll be taken to a screen with a blue Install button. Click on that.
3. You’ll end up on another page, informing you that if Citrix is detected, a new window will launch. Instead of waiting, click the blue link Already Installed.
4. Go back to the Storefront page and click the Remote Desktop Access icon again. You should now be able to get a full screen citrix session.
5. If you still have issues, inform the Help Desk.



- **I don’t have cell service or access to Wi-Fi. Can I still use DUO?**
 - Yes. When you open the DUO app, you will see a small **green key** listed next to your Farella Braun + Martel entry. Clicking on the green key will generate a passcode. When logging into Citrix via Duo, one of the options is **Enter a Passcode**. The passcode generated by the app will work regardless of whether you are connected to the internet or not.

