

## Citrix Single Sign-On Instructions for Registration and Configuration

Citrix Single Sign-On (SSO) is a service that allows teachers, staff and students to reset their passwords on their own, using personal security questions. With anytime, anywhere access to the YCSD network, it is possible that teachers and students might forget their password when the YCSD Help Desk is not available. With SSO, you can take control of resetting your password. Instead of requiring a call to the Help Desk for password issues, you will now be able to perform this task quickly, easily, whenever and wherever it is needed.

The first time you log in after the service has been turned on for your account, a window will appear prompting you to set up security questions. You will need to complete this before you can reset your password.

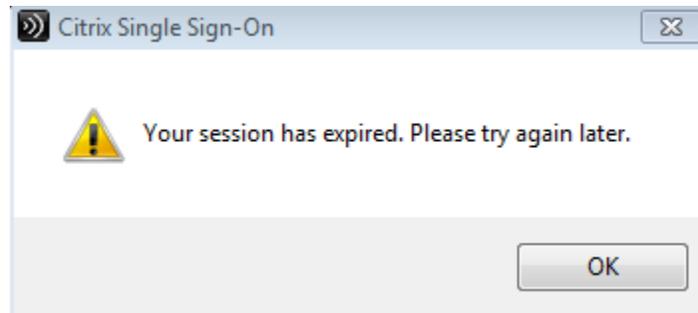


*Note: If you do not configure SSO when you are first prompted to do so, you will be prompted every time you log in until you select your security questions.*

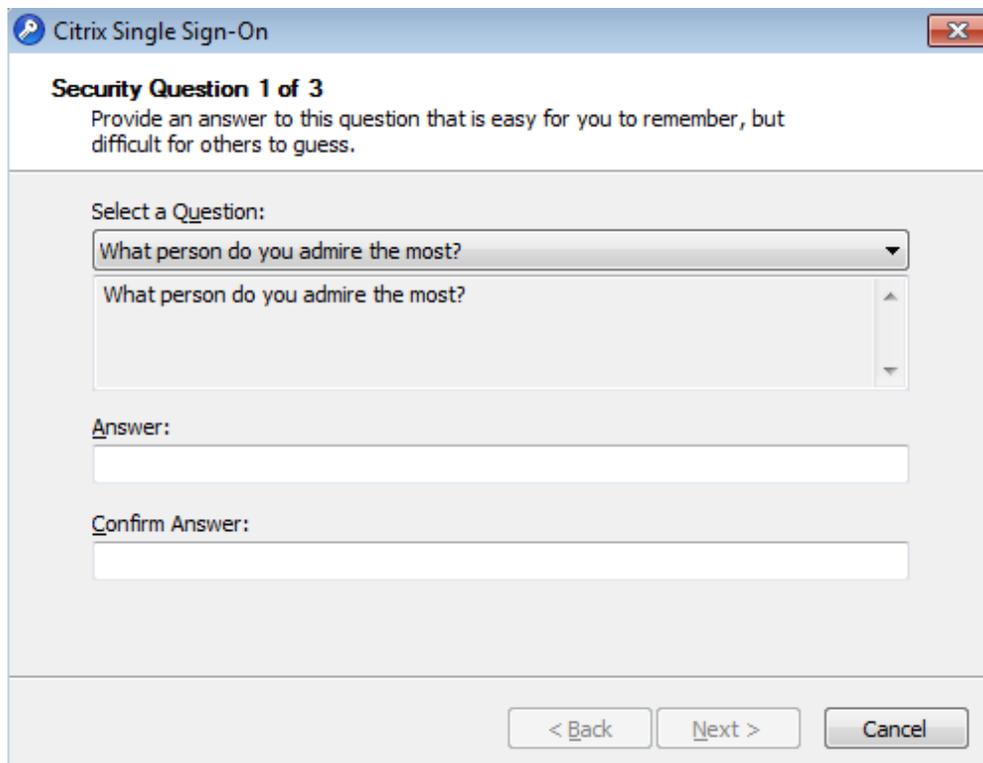
To set up your security questions and start using SSO, click Next >.

## IMPORTANT NOTE

Once you click **Next >**, you **must** complete the question registration process within five (5) minutes. If you do not complete the process within five minutes, the system will time out and your questions **will not be stored**. Even if the system has timed out, the system **will allow you to choose questions and provide answers**, but those questions and answers **will not be stored**. If you see the following message after picking and answering the questions, it means the time period expired and you **did not successfully complete the registration process**. You will need to repeat the registration process on your next login.



On this screen, you will see a dropdown box that offers you a number of questions from which you may choose. You must select three (3) different questions to complete the registration process. When you click on the down arrow next to the question, you will see a list of all of the questions. You may need to scroll through the list.

A screenshot of a Citrix Single Sign-On dialog box titled "Security Question 1 of 3". The instruction reads: "Provide an answer to this question that is easy for you to remember, but difficult for others to guess." Below this, there is a "Select a Question:" label and a dropdown menu currently showing "What person do you admire the most?". A list of the same question is visible below the dropdown. Underneath are two text input fields labeled "Answer:" and "Confirm Answer:". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

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**Security Question 1 of 3**  
Provide an answer to this question that is easy for you to remember, but difficult for others to guess.

Select a Question:

- What person do you admire the most?
- Where would you like to take your dream vacation?
- In what City did you meet your spouse/significant other?
- In what city or town did your mother and father meet?
- In what city or town was your first job?
- What person do you admire the most?
- What street did you live on in third grade?
- What was the last name of your third grade teacher?
- What was your childhood nickname?
- What is the name of the place your wedding reception was held?
- What was the name of your first pet?
- What is the name of your oldest sibling?
- What is the name of your youngest sibling?
- What is your mother's maiden name?
- What is your father's middle name?
- What is your grandfather's name?
- What is your favorite restaurant?

< Back   Next >   Cancel

Select your first question. Be sure to pick questions that will be easy to remember.

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**Security Question 1 of 3**  
Provide an answer to this question that is easy for you to remember, but difficult for others to guess.

Select a Question:

- What person do you admire the most?

What person do you admire the most?

Answer:

••••••••

Confirm Answer:

••••••••

< Back   Next >   Cancel

*Note: You do not have to provide truthful answers to the questions, just answers that you will remember.*

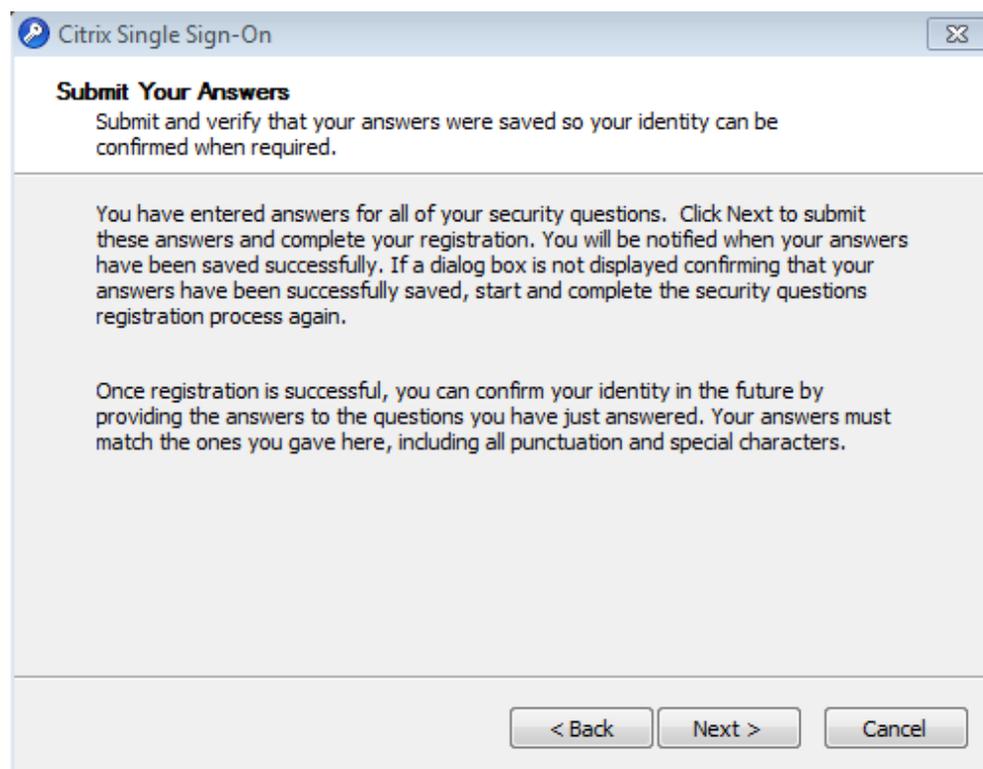
On this screen you provide your answer to the question you just selected. You will have to type your answer and retype it to confirm the answer in order to move to the next question.

*Note: Answers ARE NOT case sensitive.*

If you have typed in both the answer and the confirmation, but the **Next >** button is still grayed out (unable to be clicked), it means that the two answers do not match due to a typo. Retype the answer and matching confirmation to proceed.

This process will repeat two more times until you have selected, answered and confirmed three questions.

After selecting and answering three questions, the following screen will appear:



This screen prompts you to submit your security questions. Your questions will be linked to your account. These will be the questions you have to answer when you need to reset your password. Click **Next >** to finalize your SSO setup. The final screen will appear.



Your security question registration is complete. Click **Finish** to close the SSO setup wizard.

In the event you forget your password, you will answer these three questions to reset your password.

**If you have any questions regarding Single Sign-On registration, please call the YCSD Help Desk at x0311.**