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.

![Welcome to Security Questions Registration](image)

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

![Submit Your Answers](image)

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.