

Staff Portal & Duo – Workspace Login

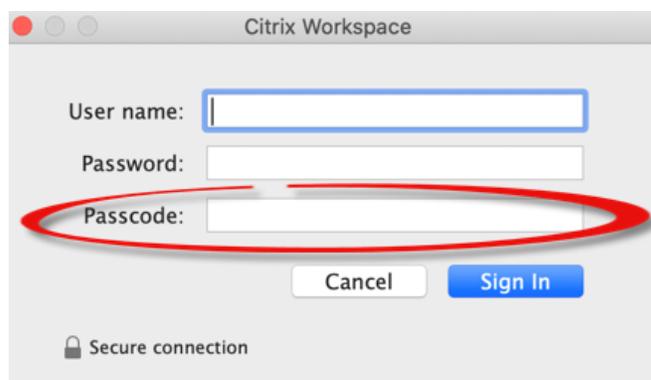
Intended Audience: Staff Portal Users, Mac and PC users who login to the portal directly through citrix workspace app and not through a web browser (chrome, ie, safari etc)

Purpose: To help walk through login using the workspace app, now that Duo has been configured.

Citrix Workspace Users

Logging-in through Citrix Workspace App

For users that login directly from the Citrix Workspace app you will see the login prompt pictured below. Now that Duo has been added there is a 3rd field called passcode where you will enter (push, phone, sms, mobile passcode) in order to complete your login. In the section below there are screenshots of each of the different two-factor methods.

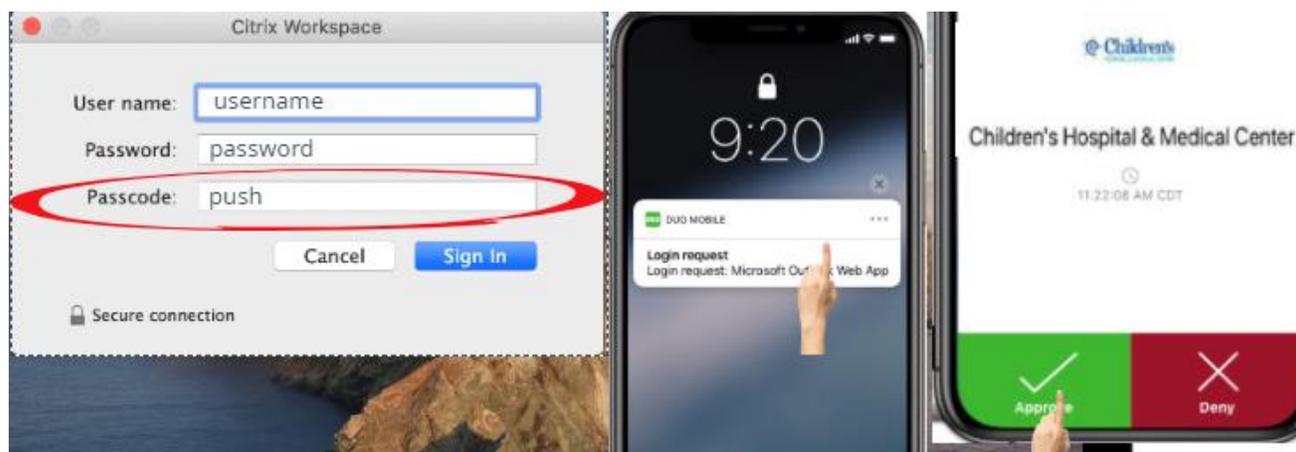


Type Push, SMS, Phone or enter a mobile passcode

To complete login to the Staff Portal with Duo you will now have to enter information in this third passcode field in order to two-factor authenticate. Below are the options to complete this verification.

Push Method

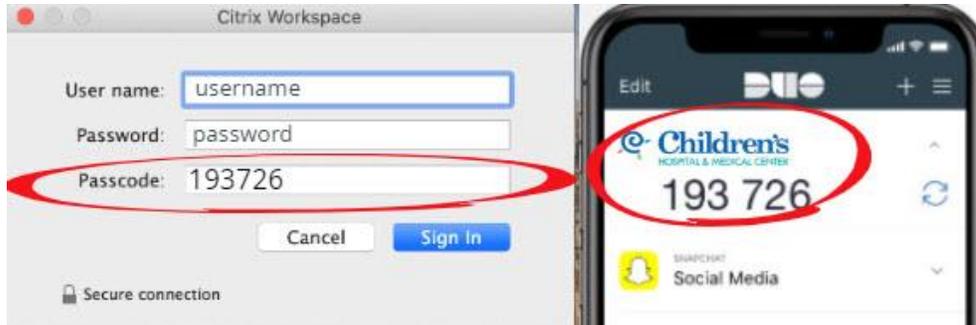
Type **“push”** in this third passcode field. It will send a push notification to your phone. If you click on the notification it should take you into the approval screen. Once selecting approve you will be logged into the Staff portal.



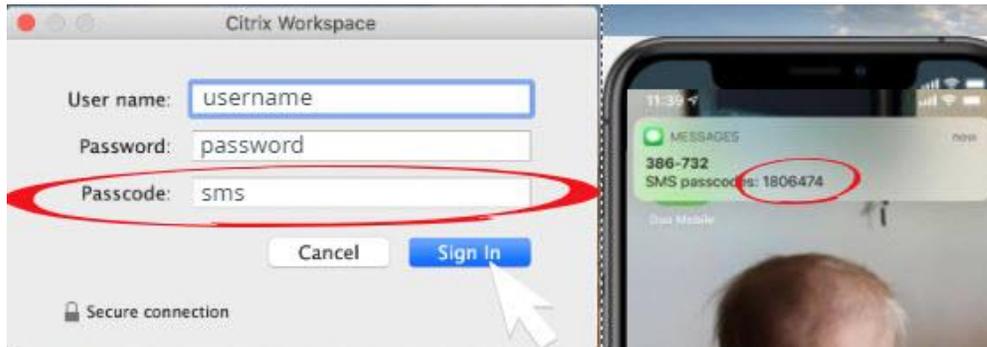


Mobile Passcode or SMS Method

You also can open the Duo mobile app on your phone and enter the mobile passcode that appears under the Children's tab of your Duo mobile app.

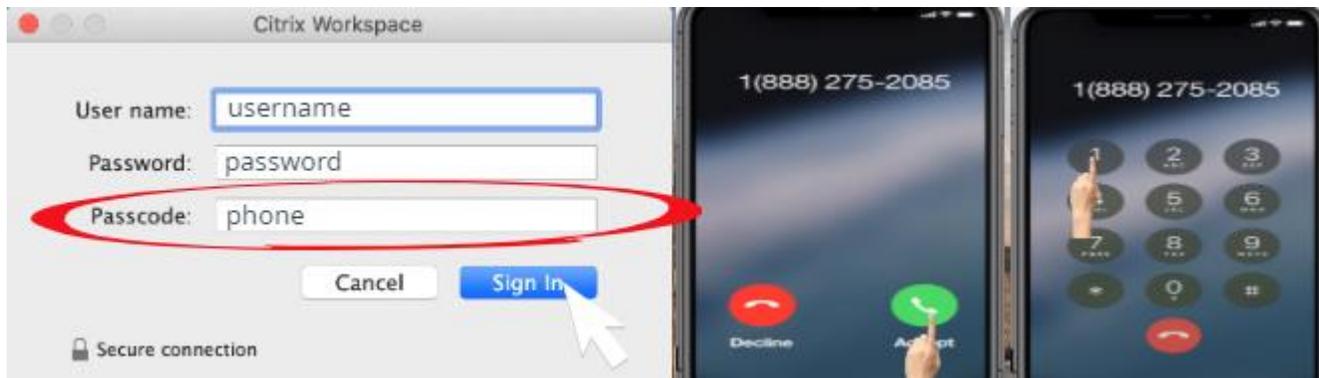


Or type **"sms"** in the passcode field. This will send a passcode to your phone via text that you can then enter into the third passcode field.



Phone Call Method

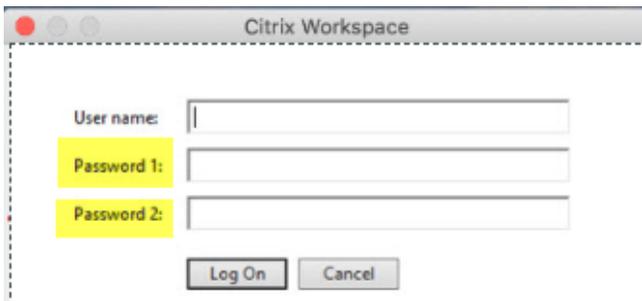
Type **"phone"** in this third passcode field. It will call your device setup with Duo. You will need to answer and then press a button to be logged into the Staff portal.





Troubleshooting:

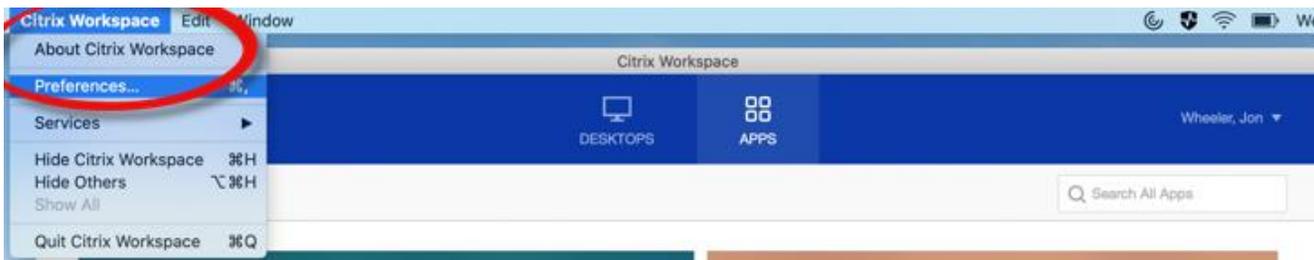
If you login through Workspace directly and you see the screen below that displays password 1 and password 2. Then you need to follow the below steps to refresh your account's connection.



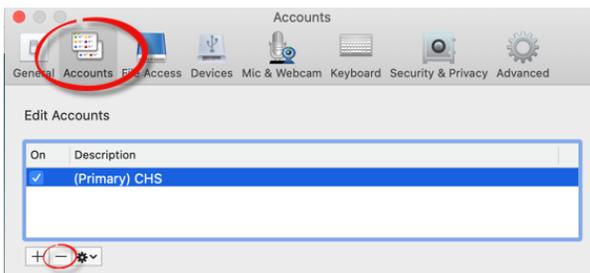
Start by going to the arrow drop down in the upper right hand corner of the workspace screen and selecting preferences.



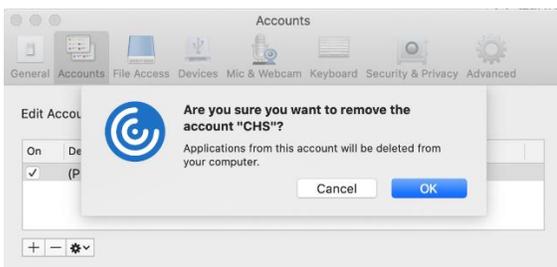
Or by going to citrix workspace at the top of the screen and selecting preferences.



That will then open preferences and then you need to select accounts which is second from the left.



Select your connection and then press the minus – sign and it should prompt the below screen and select “ok”





Then press add + , when prompted with the below screen type in portal.chsomaha.org

Add Account
Enter your work email or server address provided by your IT department:
portal.chsomaha.org
Cancel Add

You then should see the third field correctly labeled passcode. Use one of the methods above (push, phone, sms, mobile passcode) to complete your login with Duo.

Citrix Workspace
User name:
Password:
Passcode:
Cancel Sign In
Secure connection

Support/Questions:

For any questions please call 402-955-6700 or email helpdesk@childrensomaha.org