

# Registering the Authenticator app to use Citrix Workspace from home

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# What is Citrix Authenticator? What is Citrix Workspace?

## What is Citrix Authenticator?

The **Citrix Authenticator** app is an app which you install on your phone. It does not collect any data from you and simply needs to be installed to act how the 'fobs' used to work to allow you access to Citrix Workspace.

By following the instructions in this documentation, the phone app will recognise your BCBC IT account and recognise you as an authorised user of BCBC IT services. The app will then give you a six digit code to open Citrix Workspace.

## What is Citrix Workspace?

The use of **Citrix Workspace** allows you to work from home as you would do on a normal day in the office or at school, by replicating what you see on your usual work PC on the PC you have at home.

It is important to note that this does not give BCBC IT access to remotely control your PC or phone, to look at what is on your PC or to in any way 'spy' on what you are doing. We can only see your PC if you accept us in on a remote session, if you call the Servicedesk for assistance. It is completely safe and authorised to use.

# How to install.....?

Please read these instructions through carefully and in full before proceeding.

It is important to note that Part A (the full registration process) only needs to be completed once.

If you have already completed Part A, please move straight to Part B.

You only need to ever repeat Part A if you change or reset your mobile phone or accidentally delete the Authenticator app from your phone. Please log a call with us if this applies.

# Part A – Initial Registration

This section only needs to be completed once.

Before proceeding, you will need to have either an Apple or Android smartphone.

The time on the phone must be correct to enable the Authenticator app to operate correctly. If the time on the phone is incorrect, the generated code will not allow access to log in to Citrix Workspace. You can check whether your phone is set to change its time automatically by checking the date and time settings. If this option is selected and your phone has the right location, then it should adjust itself whenever the clocks change.

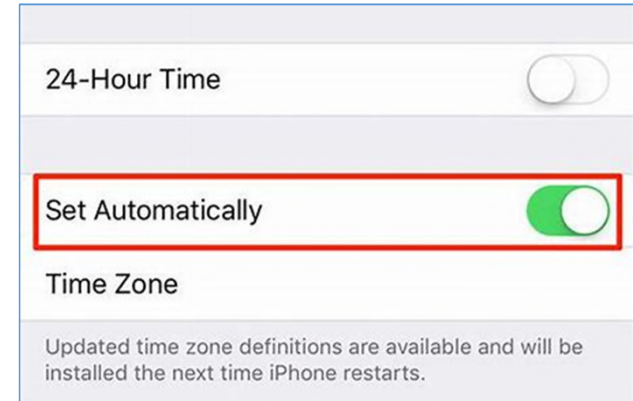
To check time settings on an Apple smartphone:

On the iPhone, those are found under Settings/General/Date & Time.

To check time settings on an Android smartphone:

On Android, these are found in under Settings/System/Date & time.

When you are happy that your time settings are correct on the phone you are using, proceed to the next step of these instructions.



Install one of the following apps. If you already have one of these installed, you may proceed to the next step.

**\*Once you have installed the app, put the phone to one side for now\***

Apple (use the App Store or the link below to find the app)

Microsoft Authenticator: <https://apps.apple.com/gb/app/microsoft-authenticator/id983156458>

Google Authenticator: <https://apps.apple.com/gb/app/google-authenticator/id388497605>

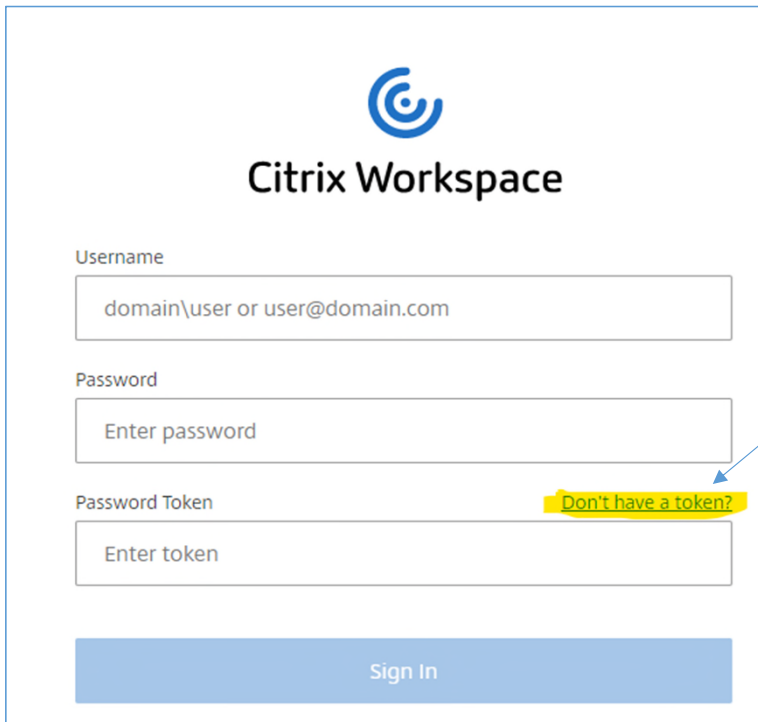
Android (use the Google Play Store or the link below to find the app)

Microsoft Authenticator: <https://play.google.com/store/apps/details?id=com.azure.authenticator>

Google Authenticator:

<https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2>

Now, using your PC, open an internet browser (Edge/Chrome/Explorer) and type **bridgend.cloud.com** into the address bar. You will see the following screen:



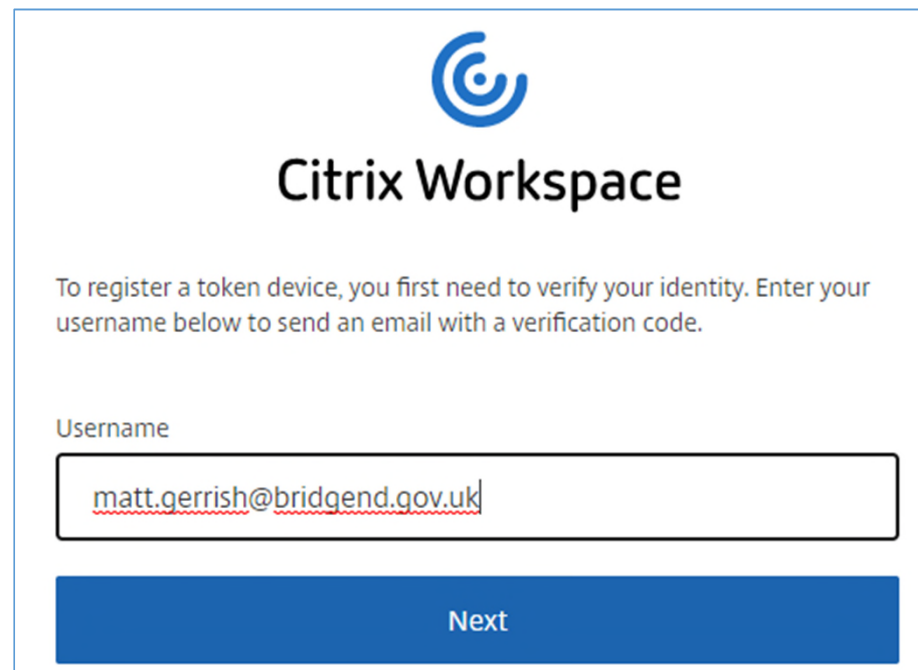
Do not type anything into the username, password or password token box.

Click the (highlighted here in the screenshot) link where it says '**Don't have a token?**'

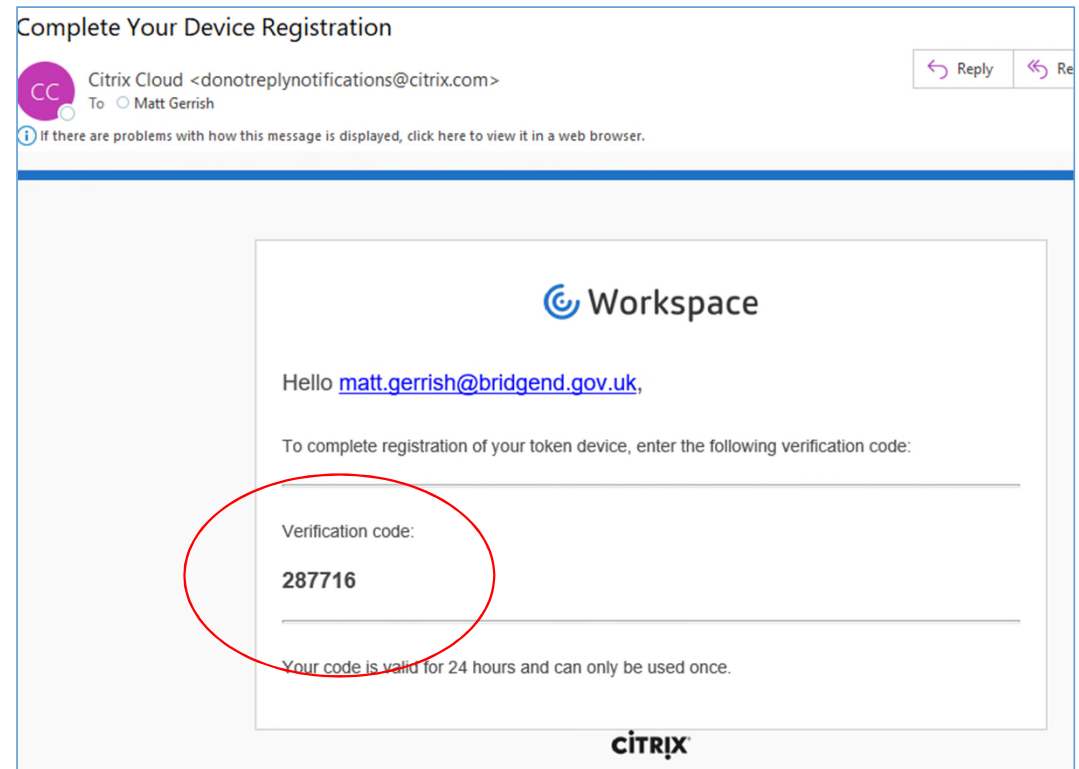


Another screen will open, which looks like this (below).

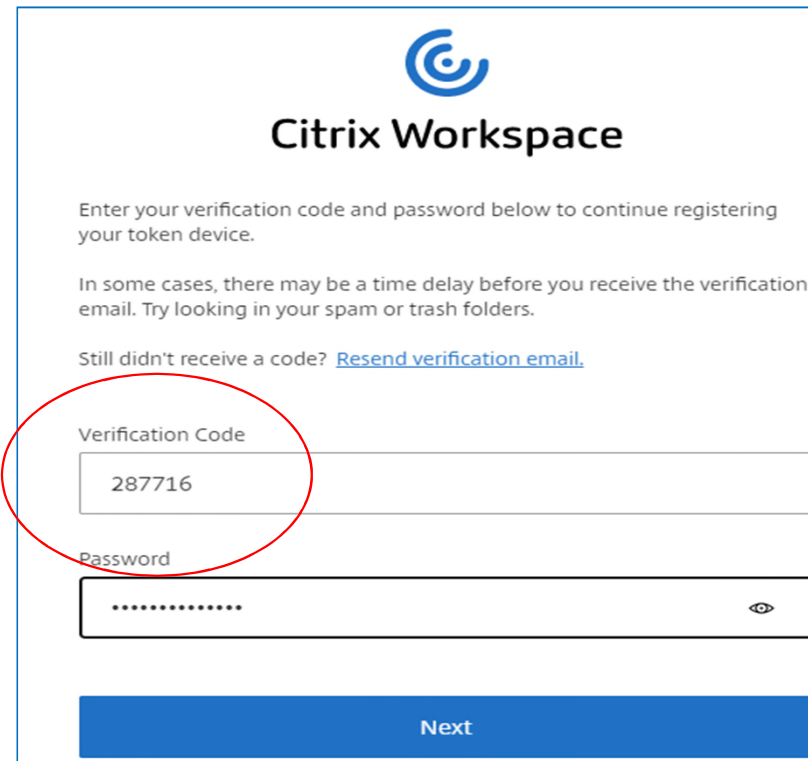
Type in your personal bridgend.gov.uk email address again and click **Next**.

A screenshot of the Citrix Workspace registration screen. It features the Citrix logo at the top, followed by the text 'Citrix Workspace'. Below this is a message: 'To register a token device, you first need to verify your identity. Enter your username below to send an email with a verification code.' There is a text input field labeled 'Username' containing the email address 'matt.gerrish@bridgend.gov.uk'. At the bottom of the form is a blue button labeled 'Next'.

This will then automatically send you an email to your personal bridgend.gov.uk email address, which looks like this screenshot and contains a verification code.



Copy the verification code from the email (copy and paste will work) into the Verification Code box as shown below. Retype your network password into the Password box. Click **Next**.



The screenshot shows the Citrix Workspace registration interface. At the top is the Citrix logo and the text "Citrix Workspace". Below this, there is a message: "Enter your verification code and password below to continue registering your token device." This is followed by a note: "In some cases, there may be a time delay before you receive the verification email. Try looking in your spam or trash folders." A link "Resend verification email." is provided. The "Verification Code" input field contains the number "287716" and is circled in red. Below it is the "Password" input field, which is currently empty and masked with dots. At the bottom of the form is a blue "Next" button.

Open your Authenticator app on your mobile phone.

Click **Skip** through the initial screens and click **OK** to allow notifications.

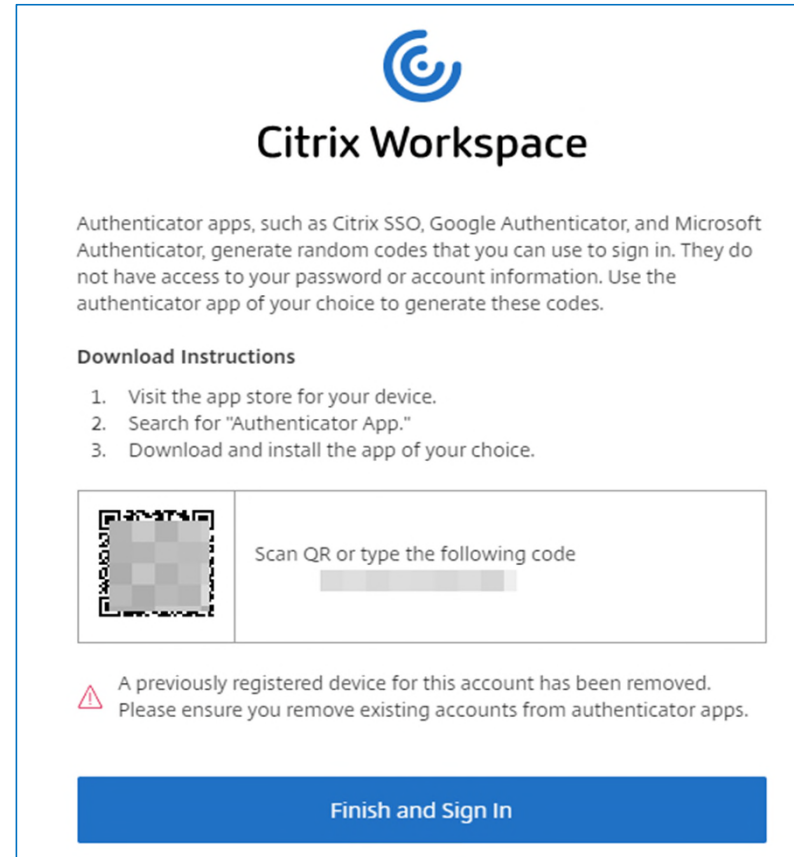
Click **Add Account** and then click **Work/School Account**.

Allow the use of the app to use the phone's camera.

When the app opens the phone's camera, point the camera at the screen to scan the black QR code (the box with the patterns in it).

Click **Finish** and **Sign In**.

You have successfully completed the Citrix workspace registration process.



The screenshot shows the Citrix Workspace app registration interface. At the top is the Citrix logo and the text "Citrix Workspace". Below this is a paragraph explaining that authenticator apps generate random codes for sign-in. A section titled "Download Instructions" lists three steps: visit the app store, search for "Authenticator App", and download the app. A QR code is displayed in a box on the left, and a text input field on the right is labeled "Scan QR or type the following code". A warning message with a red triangle icon states: "A previously registered device for this account has been removed. Please ensure you remove existing accounts from authenticator apps." At the bottom is a large blue button labeled "Finish and Sign In".

# Part B – Daily log on

# Logging into Citrix from home (after completing the registration process)

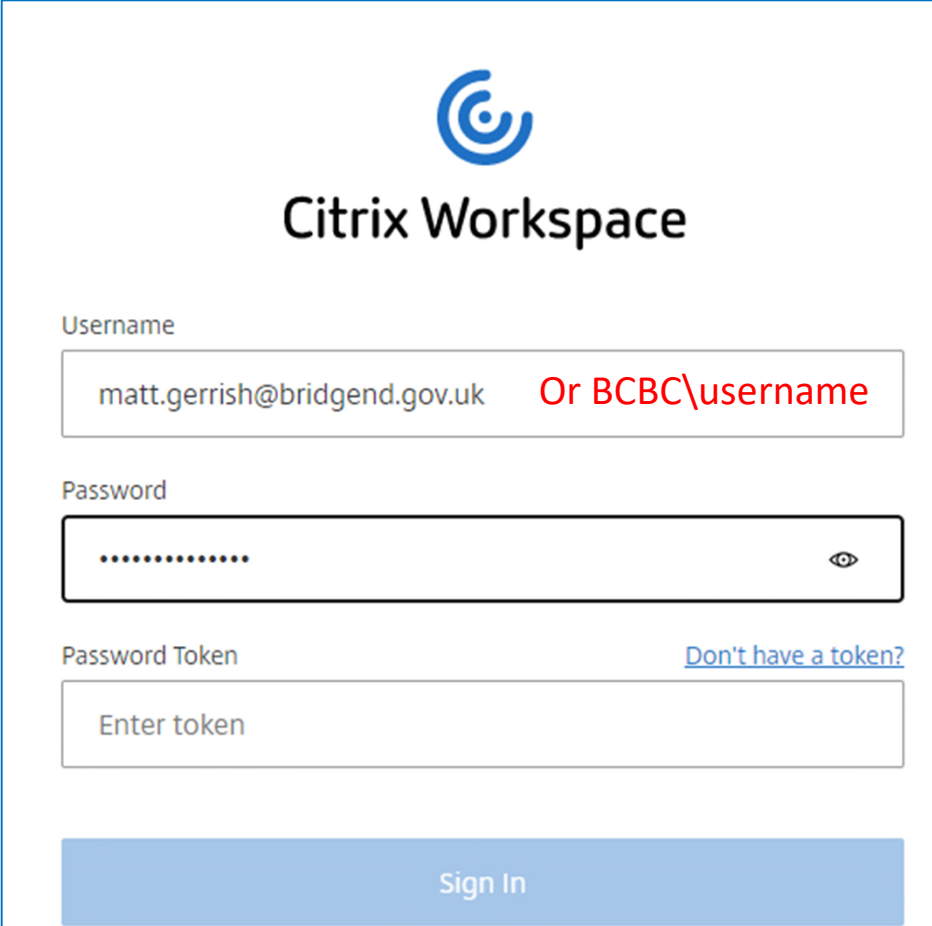
To log in to Citrix Workspace on a daily basis:

Open [Bridgend.cloud.com](https://bridgend.cloud.com) in an Internet browser.

Enter your BCBC email address or your BCBC username prefixed with BCBC\ and network password. Some users may need to use their email address and some users may need to use their BCBC\ username – if one doesn't work, please try the other one!

**Do not enter anything into the password token box and do not click Sign In.**

**Move to the next page of these instructions.**



The screenshot shows the Citrix Workspace login interface. At the top center is the Citrix logo, a blue stylized 'C' with a dot, followed by the text 'Citrix Workspace'. Below this are three input fields: 'Username' containing 'matt.gerrish@bridgend.gov.uk' and 'Or BCBC\username', 'Password' with a masked password '.....' and an eye icon, and 'Password Token' with the placeholder 'Enter token'. A blue link 'Don't have a token?' is positioned to the right of the Password Token field. At the bottom is a large blue 'Sign In' button.

Open the authenticator app on your phone and type the six digit number from your phone into the Password Token box on the webpage (this screenshot is an example – the code will change every 30 seconds and the blue countdown circle represents the time left until the code expires). If the code expires, just use the next code that the app generates.



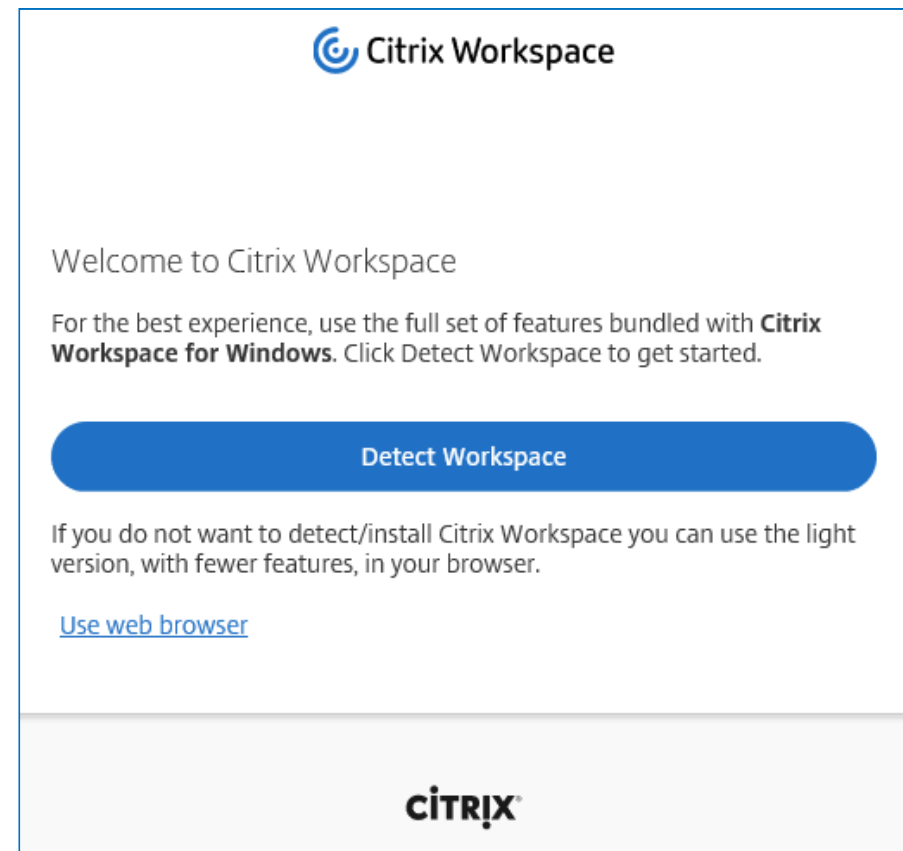
Click **Sign In**. As per previous page, if it fails and you have used your BCBC\ username, please try again with your BCBC email address.

A screenshot of a web login form. The label "Password Token" is at the top left of the form field. To the right of the label is a blue link that says "Don't have a token?". The text "056870" is entered into the form field. Below the form field is a large blue button with the text "Sign In". A red oval highlights the "Password Token" label and the input field.



You will be prompted by the Citrix Workspace box shown here. This will offer you an option to download Citrix Workspace for Windows/Mac.

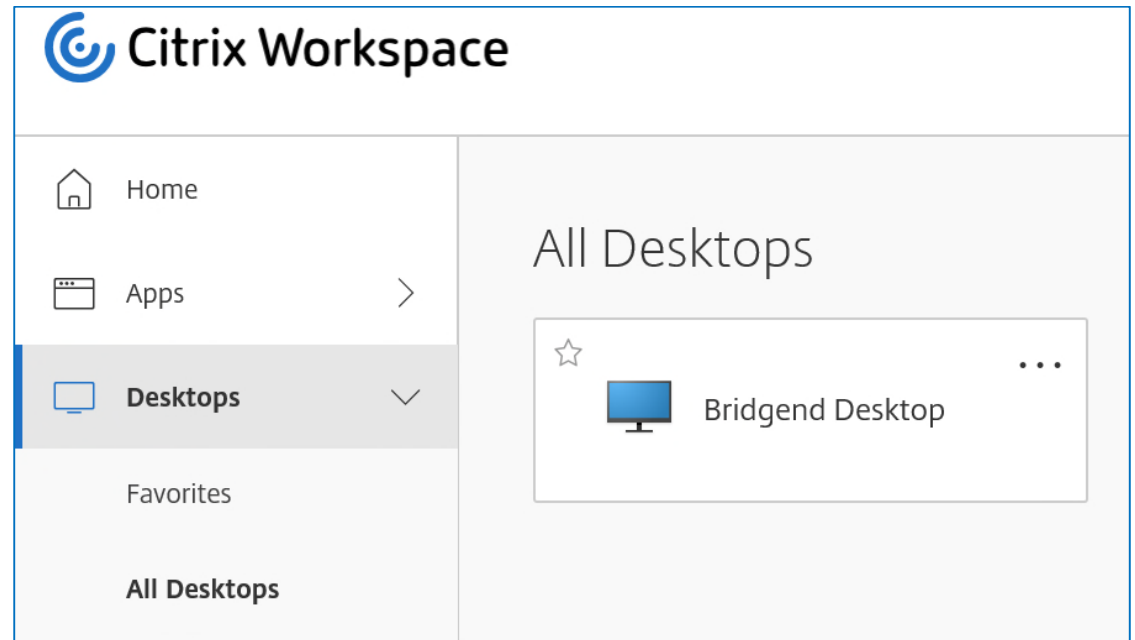
For best results, install Citrix Workspace app by clicking **Detect Workspace** for the best experience. Some functions will not work if you choose not to install it, such as printing to a local printer. However, if your PC settings do not allow workspace to be installed, click **Use web browser**. This will allow you to carry out most tasks in Citrix Workspace.



When the Citrix Workspace screen opens, in the left hand toolbar click **Desktops / All Desktops**. Your 'Bridgend Desktop' icon (or <name of school> icon) will appear.

Click this icon.

Your work/school desktop will then appear and you can continue to work as you usually would at your desk.



## Any questions?



If you have any queries or feedback after reading through this documentation,

please log a call with our ICT Service Desk:

01656 642111 / [servicedesk@bridgend.gov.uk](mailto:servicedesk@bridgend.gov.uk)