

## Job Aid: Logon to Citrix

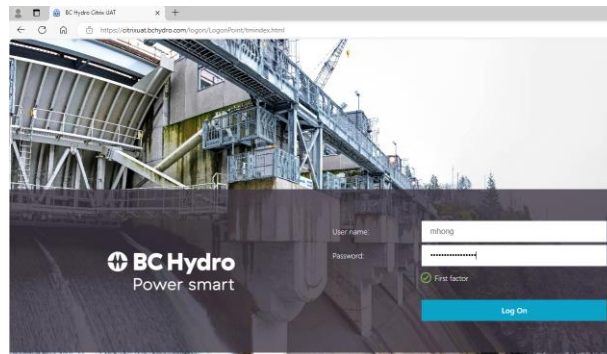
### Introduction

The purpose of this job aid is to describe the steps needed to logon to BC Hydro systems and network using Citrix.

Due to a change in the method of multifactor authentication, a change to the Citrix logon page(s) is necessary. This document will describe how users can login to Citrix from a web browser using either Microsoft Authenticator or RSA.

### Page 1: Username and password entry

1. Open Browser and navigate to <https://citrix.bchydro.com>  
Note: Users within the BC Hydro network don't need to use MFA to access Citrix.

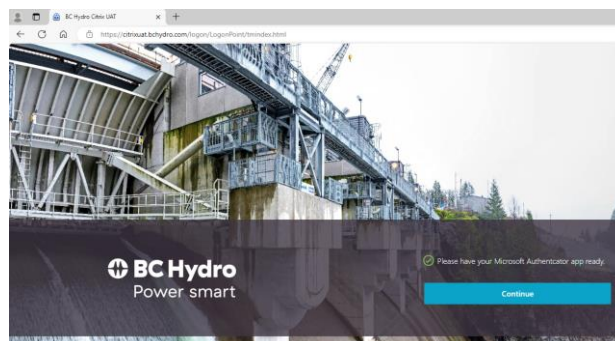


2. Enter your username and password into the fields show above. This is the first factor authentication method.
3. Click the Log on button. The page below will appear, prompting you to open your second factor authentication application, either RSA or Microsoft Authenticator.

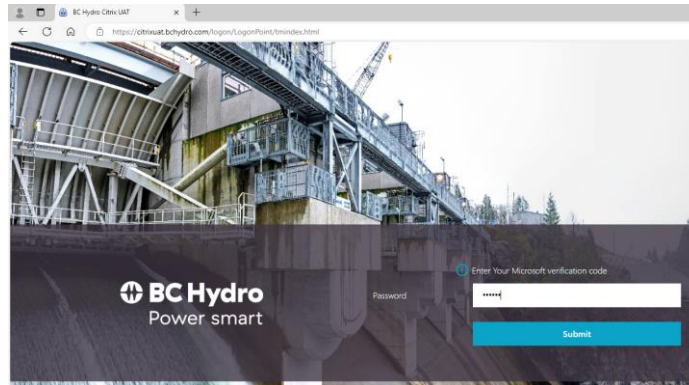
### Page 2: Second Factor Authentication – Entra ID Microsoft Authenticator Users

Note: The steps below are for Entra ID users who use the Microsoft Authenticator app.

The screen below will be displayed briefly.



The screen will change to a screen requesting your Microsoft verification code:

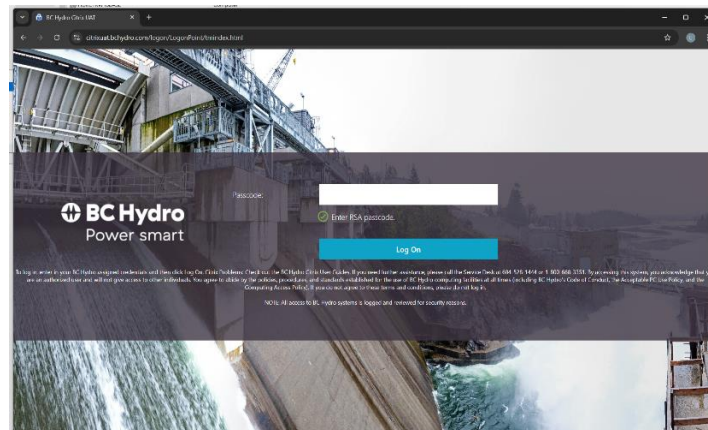


1. Enter the six-digit code presented in the Microsoft Authenticator app.
2. Click Log On.

## Page 2: Second Factor Authentication – RSA Users

Note: The steps below are only for non-migrated users, who use RSA.

The screen below will be displayed, requesting your RSA Passcode.



1. Enter your personal pin followed by the six-digit code presented in the RSA app.
2. Click Log On.