

# TWIST Update

For the week of March 26, 2024

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## Attachments

None

## Changes to Citrix login

The State Office of Information Services (OIS) is implementing a change to the way local agency staff will log-in to Citrix and FamilyNet applications (TWIST). This is happening for network security protection. This change is expected to be complete by June 2024. The current link (<https://1click.dhsoha.oregon.gov/>) will remain active until the migration is complete. This should **not** affect TWIST functionality. Local agency log-in steps for Workday Learning are **not** changing.

## How this will happen

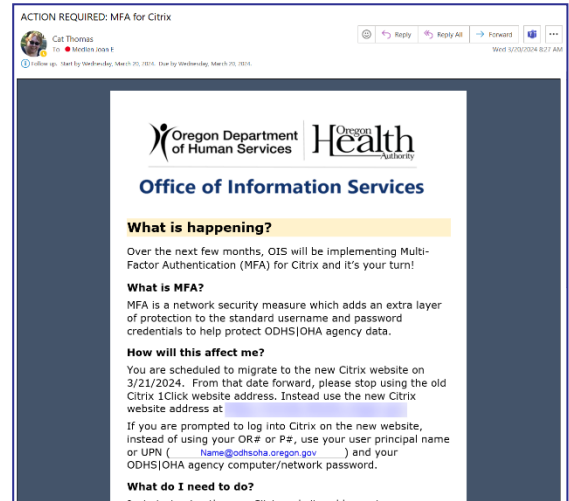
Local agency staff will need to use a two-step authentication process to log into a new Citrix URL. OIS is currently planning for this transition to start for WIC Local Agencies in May 2024.

Here is the process OIS will use to communicate with your staff member about the new Citrix Login:

- Staff will receive an email at their local agency email address **one week before** their migration. This email will come from Cat Thomas with the Office of Information Services.
- A second email will be sent **the day before** the migration. Please reach out to [WIC.App-Support@odhsoha.oregon.gov](mailto:WIC.App-Support@odhsoha.oregon.gov) for assistance if you do not receive this email from OIS by **June 1, 2024**.

The email includes:

- The **date of migration** for the person receiving the email,
- The **new link** to access Citrix,
- The individual's **User Principal Name (UPN)** to use for log in,
- A link to [instructions for registering for Microsoft Authenticator App for MFA](#),
- A link to [instructions for installing a YubiKey](#), and
- A link to [instructions for registering a YubiKey](#).



## Two-step authentication and User Principal Names (UPN)

### Two-step authentication

OIS provides two methods for staff for authentication: using the Microsoft Authenticator App (MFA) or a Yubikey.

### Microsoft Authenticator App (MFA)

The Microsoft Authenticator App (MFA) is available in the app store. Staff using agency-provided cell phones may need to work with your agency's IT department to add it to their phones. The MFA can be used on personal cell phones for this process if staff choose. Please follow your agency policy about use of personal phones for work.

### YubiKeys

Thank you for your work in determining which type of authentication your agency staff will use so we could purchase the initial YubiKeys. The State office provided the initial round of Yubikeys to local agencies. These have been mailed to each agency. Here is some additional information that was shared at the 3/19/2024 Coordinator Technical Assistance Call:

- The State office has paid for the initial YubiKeys and subscriptions based on information provided. The State office will pay for renewals for these YubiKeys while they are in use. These were already shipped to local agencies.

- Please report lost or stolen YubiKeys purchased by the state office to WIC App Support as soon as possible to stop payment of the subscription fee.
- Local agencies are responsible for purchasing YubiKeys beyond the initial shipment. This includes replacing YubiKeys that are lost or stolen.
  - Each YubiKey is \$50.00.
- YubiKeys require an annual subscription.
  - A yearly subscription is \$22.95.

### User Principal Name (UPN)

OIS is changing the User Principal Name (UPN), or username, for logging into Citrix. The new UPN (username) is an email address assigned to each staff member. Staff will receive the UPN in the email from OIS. The email will end in @odhsoha.oregon.gov.

### Who to ask for help

For assistance with the new Citrix log in process, follow the instructions in the email provided by OIS.

Please work with your agency's IT department for assistance with installing and registering Microsoft MFA or YubiKey software to your local agency devices. OIS has provided this information about [installing](#) and [registering](#) a YubiKey.

Thank you for your time and understanding as we navigate this change.

If you need this information in an alternate format, please contact WIC administration at 971-673-0040 or email [WIC.App-Support@odhsoha.oregon.gov](mailto:WIC.App-Support@odhsoha.oregon.gov)