

Citrix Multi-Factor Authentication:

May 31, 2024

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Attachments

- Multi-Factor Authentication FAQ.pdf
- How to unregister a lost or stolen YubiKey.pdf
- How to reset a YubiKey for reassignment.pdf
- MFA Conversion Steps.pdf

Tips for Citrix Multi-Factor Authentication

The transition to adding multi-factor authentication to the Citrix login for FamilyNet and FamilyNet Practice is expected to be complete by June 4, 2024. Please use the attached job aids to help with the process.

These job aids will also be posted to the Oregon WIC site on the [TWIST resources page](#). We will provide an email update and post updates to the website as we receive more information.

Set up your multi-factor process before June 4, 2024

The transition to the new URL for Citrix is almost complete. The old 1-click URL for Citrix will not be available after **June 4, 2024**.

- Please use the new URL to access Citrix and Familynet applications:
<https://remote.dhsoha.oregon.gov>.
- Write down your username, which is a state-issued email address ending in dhsoha.oregon.gov.
- Use the attached Job Aid, MFA Conversion Steps for steps to set up YubiKey before 1-click URL is deactivated.
- It works best to set up your YubiKey using **Microsoft Edge**.

YubiKey holders

The State office has purchased a case and key ring for staff using YubiKeys. They were shipped this week and should arrive soon! The colors vary. We hope this will help staff protect and keep track of their YubiKey (they're small!).



Need help? Call OIS Help Desk

Having trouble setting up your Microsoft Authenticator app or YubiKey to use with the new Citrix URL? WIC App support is not able to help with this process. Please call the OIS Help Desk for help. OIS Help Desk: 503-945-5623.