## SETUP THE 2ND FACTOR FOR THE CITRIX ENVIROMENT

From this date on, all users will require the second factor for authentication at https://login.dbh.de. The following instructions will explain how to set up two-factor authentication.

1. Before you can start setting up, download an Authenticator app to your smartphone. The following apps can be used:

- Microsoft Authenticator (recommended)
- Citrix SSO
- Google Authenticator

The recommended app is called "Microsoft Authenticator" and is displayed in the Appor Playstore with the following icon:



You can download the app from the Apple Appstore: https://apps.apple.com/de/app/microsoft-authenticator/id983156458)

or Google Play Store:

https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=de&gl=US

Appstore





Playstore

The Microsoft Authenticator app does not require a Microsoft account! Just use "Scan QR-Code" during the initial setup.

2. To register the second factor, go to https://login.dbh.de/manageotp in your browser. If you have problems logging in, we recommend using private mode.

Below are the instructions for:

- Firefox:
- https://support.mozilla.org/de/kb/privater-modus
- Chrome:
- https://support.google.com/chrome/answer/95464?hl=de&co=GENIE.Platform %3DDesktop#:~:text=Sie%20k%C3%B6nnen%20ein%20Inkognitofenster%20auch,S ie%20%E2%8C%98%20%2B%20Shift%20%2B%20n
- Edge:
- <u>https://support.microsoft.com/de-de/microsoft-edge/inprivate-browsen-in-microsoft-edge-cd2c9a48-0bc4-b98e-5e46-ac40c84e27e2</u>
- 3. Next, enter your username. Then confirm by clicking on "Log in" ("Anmelden").

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	Anmelden	
4. You have to enter your pass	ord in the following window. Then confirm by clicking	

	<u>dbh</u>	PAGE 3 OF 8
Melden Sie sich an Benutzername: Kennwort:	<ul> <li>Passwort eingeben.</li> </ul>	
	Senden	

5. Here you add your smartphone by clicking on "Add device" ("Gerät hinzufügen")

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6. Enter a device name of your choice here and confirm with "OK". If you have stored several devices, this will make it easier for you to distinguish between them.

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## If your device is added successfully, the following window appears:

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7. Now open the Authenticator app on your smartphone. The Microsoft Authenticator app is used in the following example. Add a device by clicking "+".





8. Select "Other account" ("Anderes Konto") here.



9. The camera on your smartphone will then open and you can scan the QR code from Citrix. The app may for access to your camera. You confirm this request.



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10. An entry with your e-mail address will now be displayed. Click on it.



A six-digit one-time passcode should be displayed now.



11. Now switch back to your computer and select "Done" ("Fertig").

dbh	
Nelden Sie sich an	
Meine registrierten Geräte	
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GR samen oder folgenden Code engeben:	
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## 12. Your device will now appear. In the next step, click on your username in the top right-hand corner.

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## 13. Click on "Log out" ("Abmelden") there.

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The device is successfully registered. Now open the instructions "2. Login\_2FA\_EN".

