

SETUP THE 2ND FACTOR FOR THE CITRIX ENVIRONMENT

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 App- or 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,Sie%20%E2%8C%98%20%2B%20Shift%20%2B%20n>

- Edge:

- <https://support.microsoft.com/de-de/microsoft-edge/inprivate-browsen-in-microsoft-edge-cd2c9a48-0bc4-b98e-5e46-ac40c84e27e2>

3. Next, enter your username. Then confirm by clicking on “Log in” (“Anmelden”).

A screenshot of a login form on a red background. The form contains a label 'Benutzername:' followed by a text input field containing 'P.00000'. Below the input field is a green checkmark icon and the text 'Benutzernamen eingeben...'. At the bottom of the form is a white button with the text 'Anmelden'.

4. You have to enter your password in the following window. Then confirm by clicking on “send” (“Senden”).



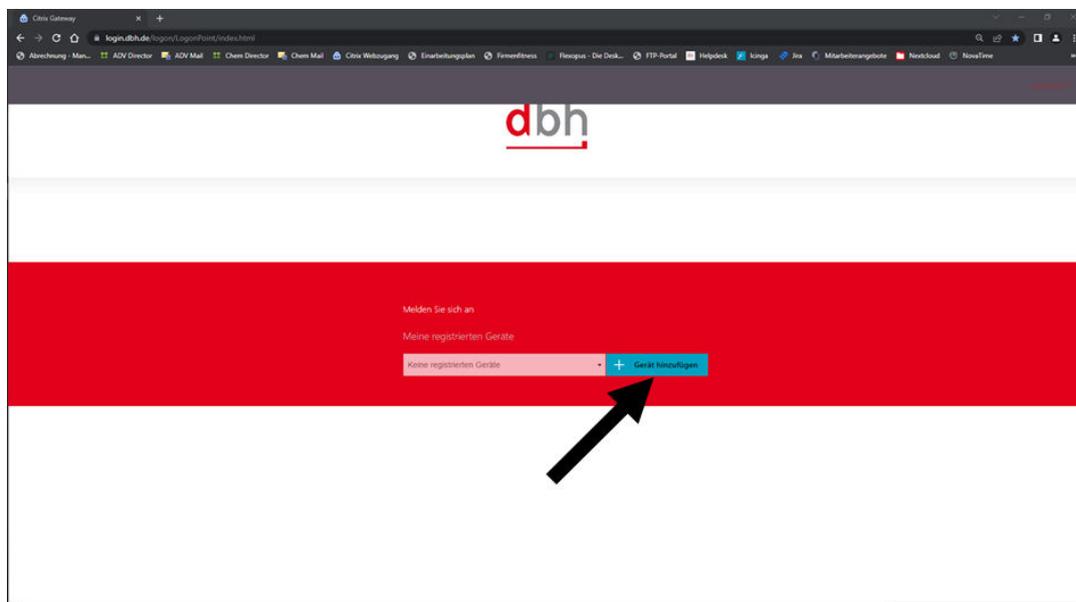
Melden Sie sich an

Benutzername:

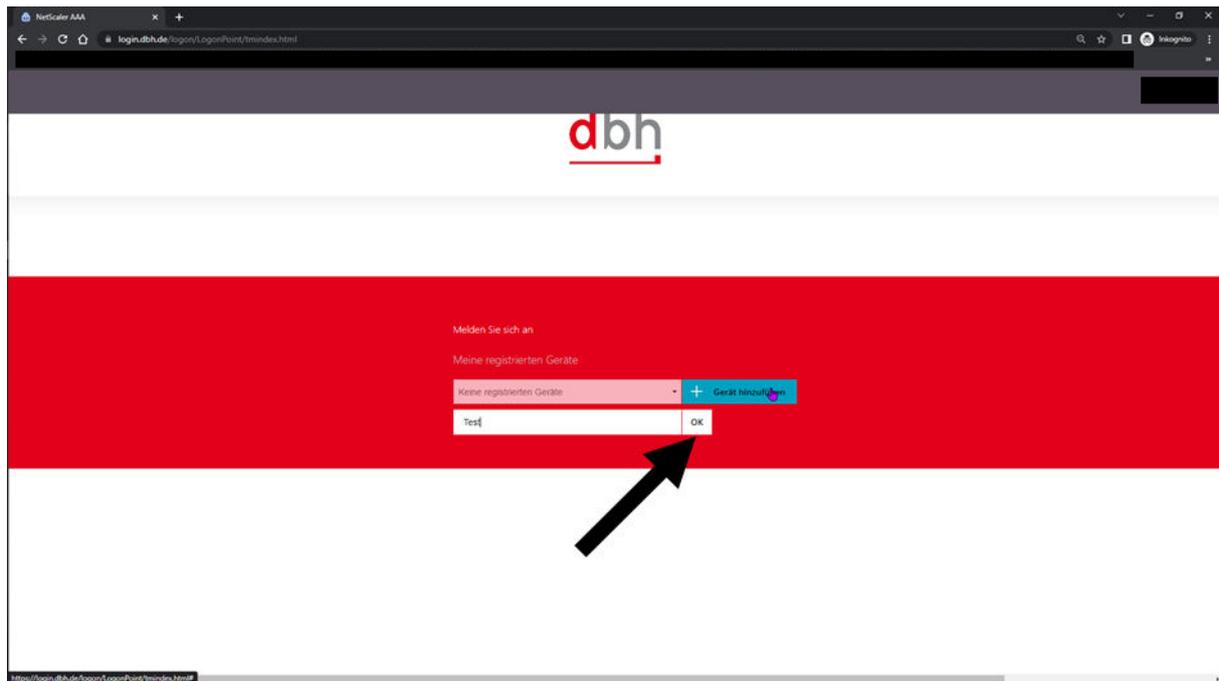
Kennwort:

Passwort eingeben.

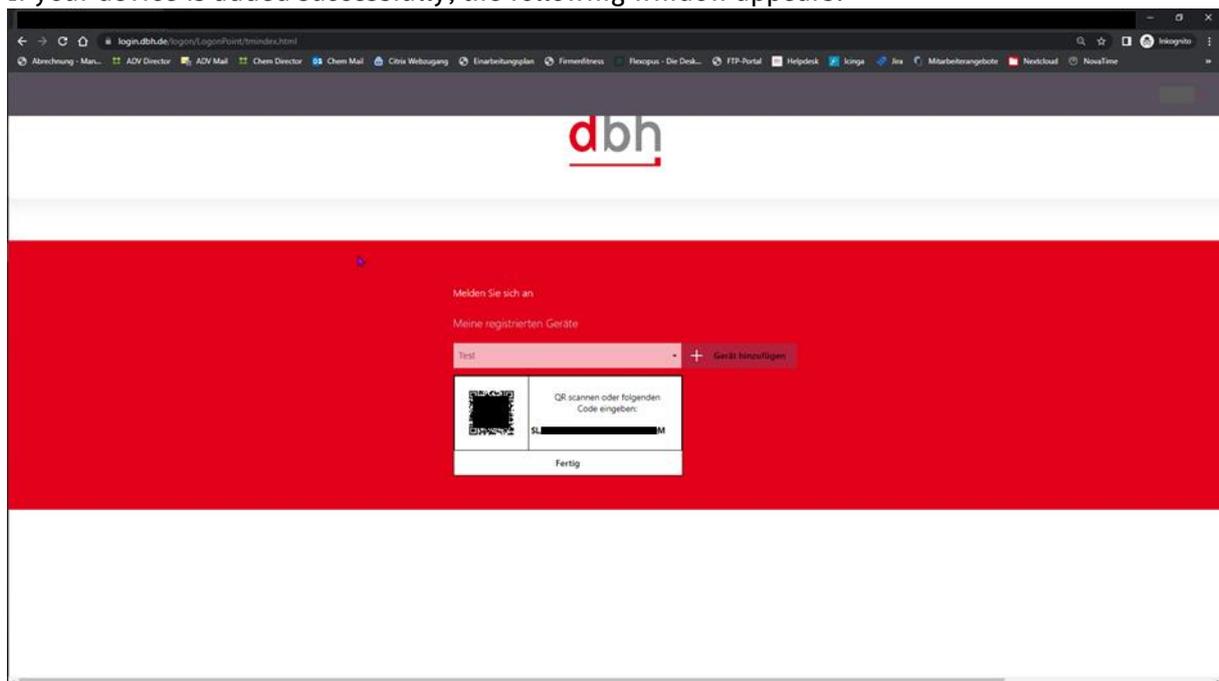
5. Here you add your smartphone by clicking on “Add device” (“Gerät hinzufügen”)



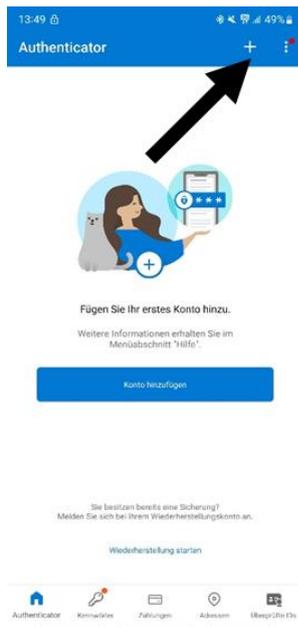
6. Enter a device name of your choice here and confirm with “OK”. If you have stored several devices, this will make it easier for you to distinguish between them.



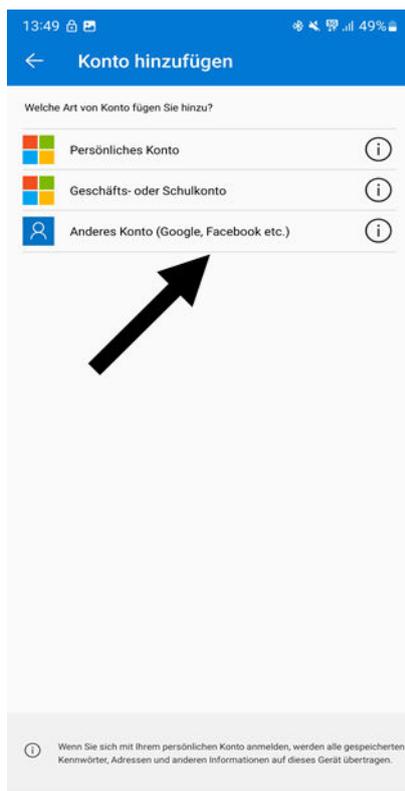
If your device is added successfully, the following window appears:



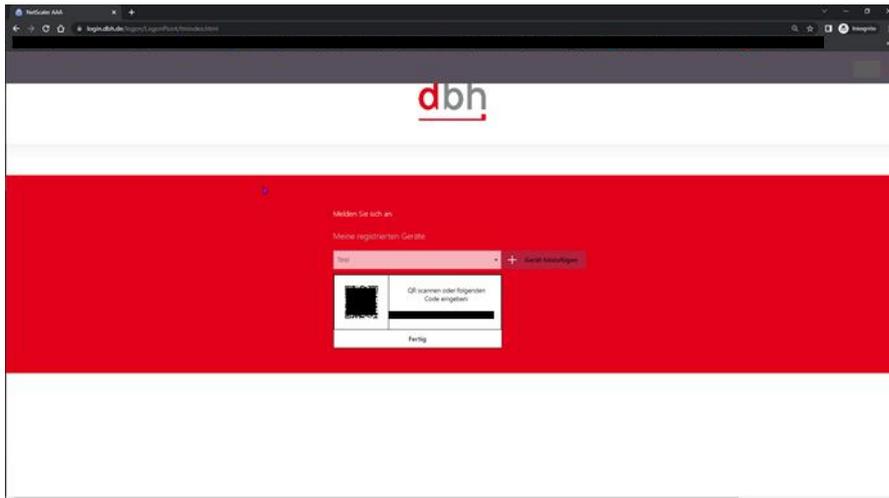
7. Now open the Authenticator app on your smartphone. The Microsoft Authenticator app is used in the following example. Add a device by clicking “+”.



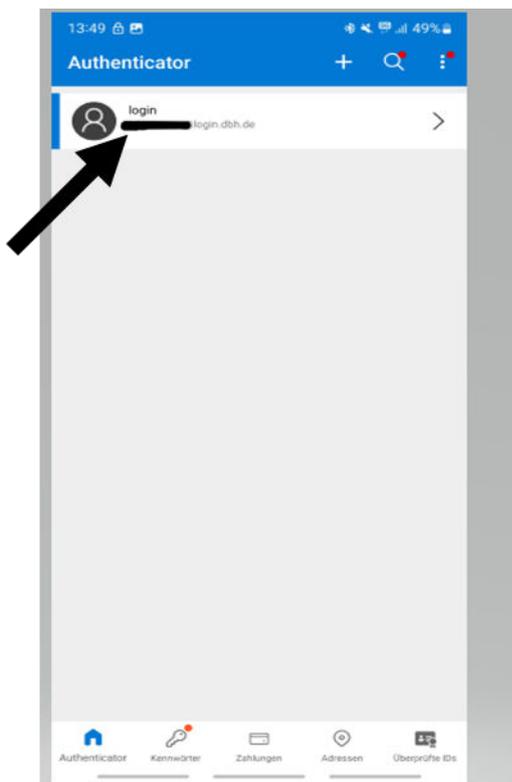
8. Select “Other account” (“Anderes Konto“) here.



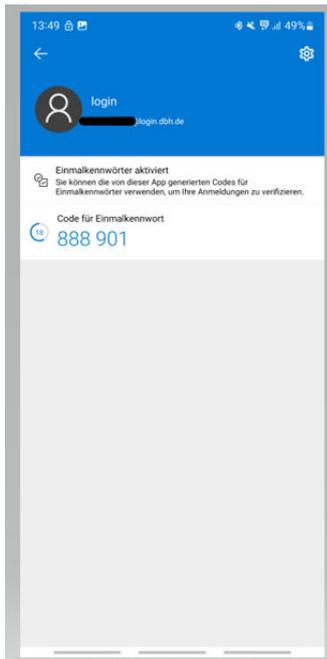
9. The camera on your smartphone will then open and you can scan the QR code from Citrix. The app may for access to your camera. You confirm this request.



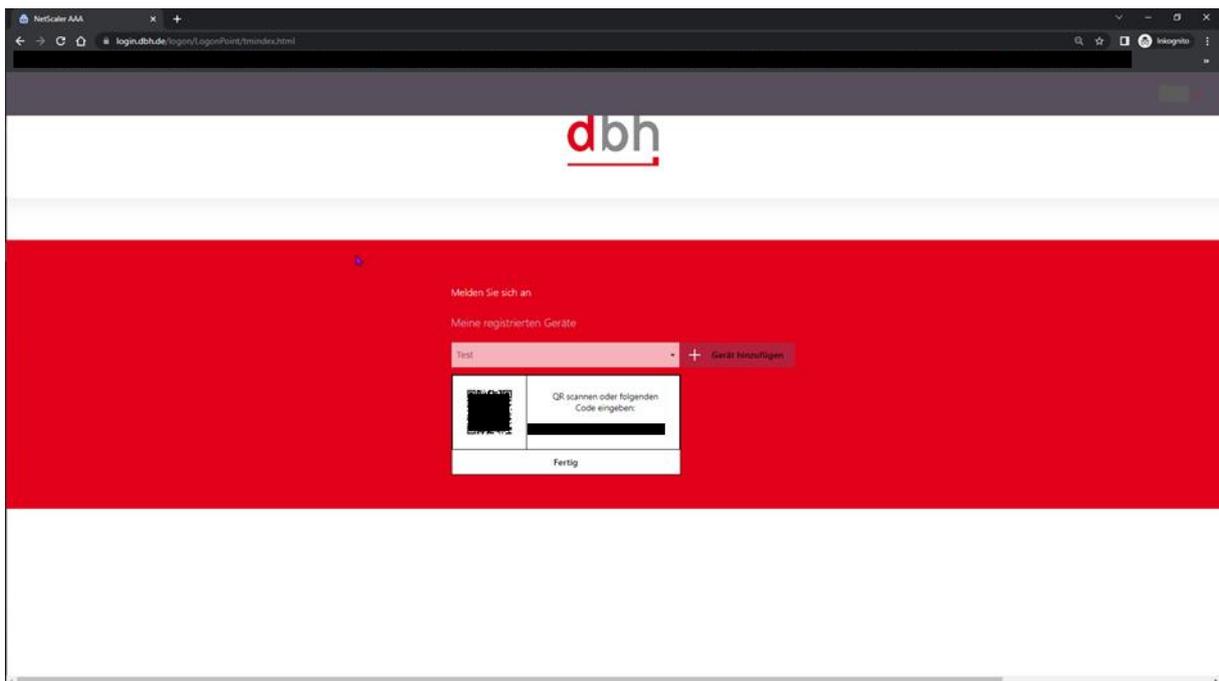
10. An entry with your e-mail address will now be displayed. Click on it.



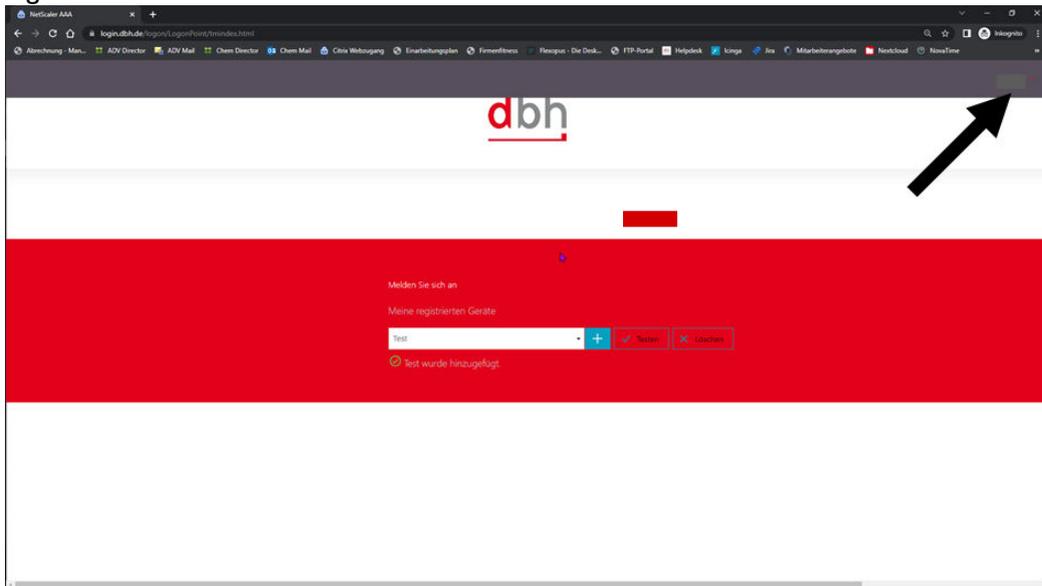
A six-digit one-time passcode should be displayed now.



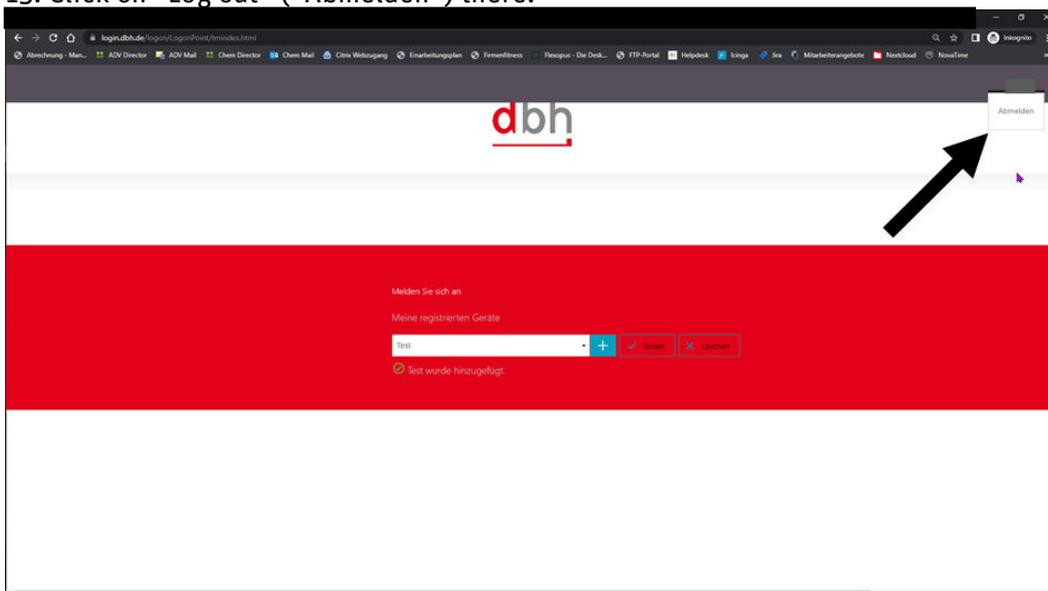
11. Now switch back to your computer and select “Done” (“Fertig“).



12. Your device will now appear. In the next step, click on your username in the top right-hand corner.



13. Click on “Log out” (“Abmelden”) there.



The device is successfully registered. Now open the instructions “2. Login_2FA_EN”.