

SETUP THE 2ND FACTOR FOR THE CITRIX ENVIRONMENT

From the aforementioned date, the two-factor authentication is required for all users at <https://login.dbh.de>. The following instructions will explain how to set up your two-factor authentication step by step.

1. Before you can start the setup, download an Authenticator app to your smartphone. The following authenticator apps were tested and work with the Citrix environment:

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

The recommended app is called "Microsoft Authenticator" and is represented by the following icon in the App or Playstore:



You can get this from the

Apple App Store: <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=>

You can also scan the following QR codes with your cell phone. This will take you directly to the store page with the App download:

App Store:



Playstore:



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

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

Below you will find the instructions for the most known web browsers:

■ 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%20>

■ Edge:

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

3. Enter your user name and password. Then confirm by clicking "Send" ("Senden"):

4. Add your smartphone by clicking "Add device" ("Gerät hinzufügen").

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5. Enter a device name of your choice and confirm with "OK". If you have stored several devices, you can distinguish between them this way.

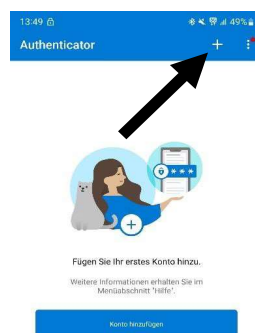


If your device is successfully registered, the following window will appear:

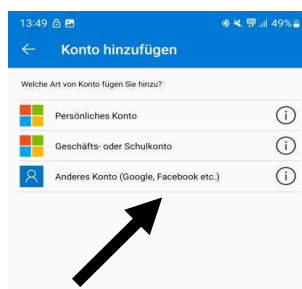


6. Open the Authenticator app on your smartphone. The following example uses the Microsoft Authenticator app.

7. Select the "+" symbol at the top-right corner:



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



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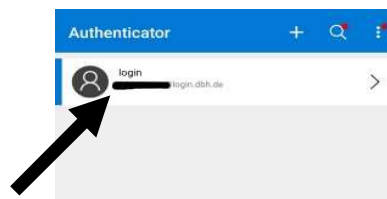
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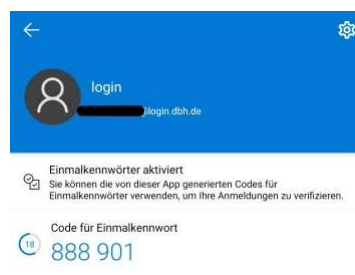
9. The camera of your smartphone will open. Scan the QR code from webpage. The app may ask permissions if you access your camera. Please confirm that request.



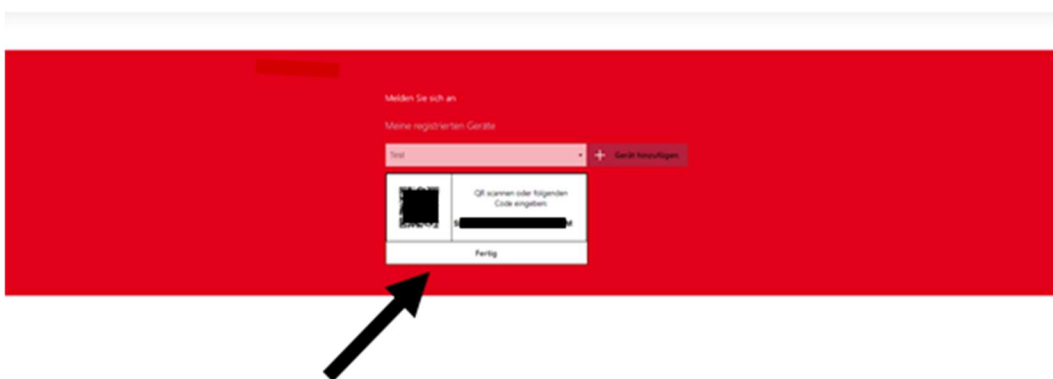
10. A field with your e-mail address should be displayed. Tap on that field.



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



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



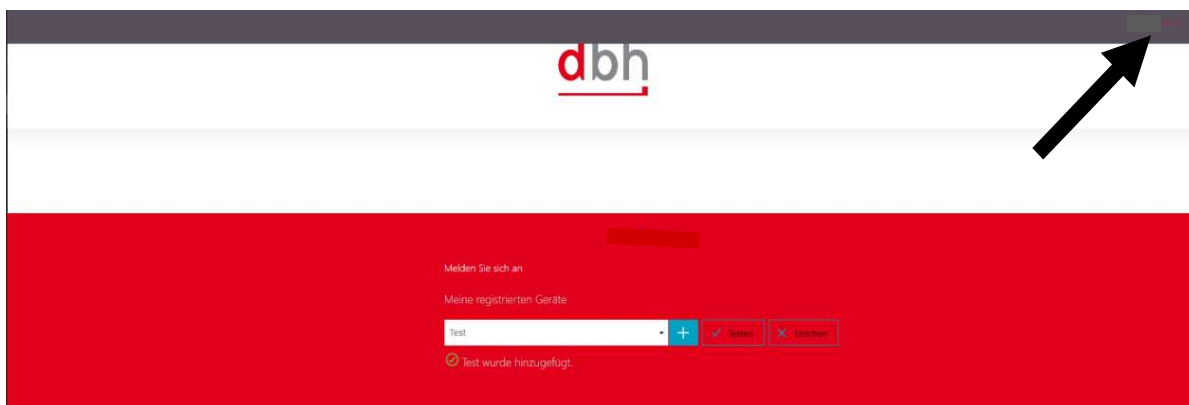
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12. Your device will now appear in the list of devices. In the next step, click on your username in the upper right corner.



13. Click "Logout"("Abmelden")



The device is successfully registered. Now open the instructions "LogIn_2FA" to learn how to log in.

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