

Setting up

First Time MFA for Global Vista

Follow the steps below or watch the video guide.



Video guide:
(1 min 42 sec)

- Step 1** Download Google Authenticator to your mobile device. Get it from the Apple App Store or the Google Play Store.

NOTE: Be at your computer with Google Authenticator ready on your mobile device before you access <https://ve.ep.com>.



- Step 2** Once you access <https://ve.ep.com>, you have 7 minutes to set up MFA. Refresh the screen to start over.

- Step 3** Log in to Citrix at <https://ve.ep.com>. Enter your Citrix username and password.

Note: Skip the MFA Code field for now.

Step 4 Click **First Time MFA Users Click To Register Your Device**.

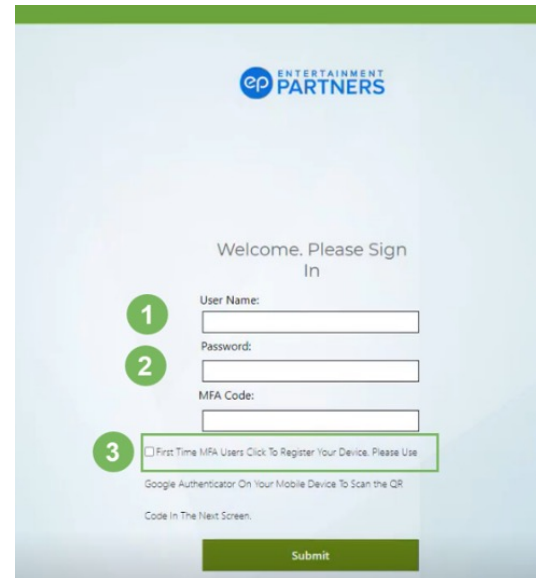
A screenshot of the Entertainment Partners login page. The page has a light blue background with a green header bar at the top containing the 'ep ENTERTAINMENT PARTNERS' logo. The main content area is titled 'Welcome. Please Sign In'. Below the title are three input fields: 'User Name:', 'Password:', and 'MFA Code:'. A green circle with the number '1' is next to the User Name field, a green circle with '2' is next to the Password field, and a green circle with '3' is next to a checkbox labeled 'First Time MFA Users Click To Register Your Device. Please Use Google Authenticator On Your Mobile Device To Scan the QR Code In The Next Screen.'. Below the checkbox is a green 'Submit' button.

Figure 1: Username, password, checkbox.

Step 5 The Enter Your Device Name field will display. Enter a name for your device to help you remember where to find Google Authenticator later.

Step 6 Click **Submit**.

A QR code will display on your computer screen.

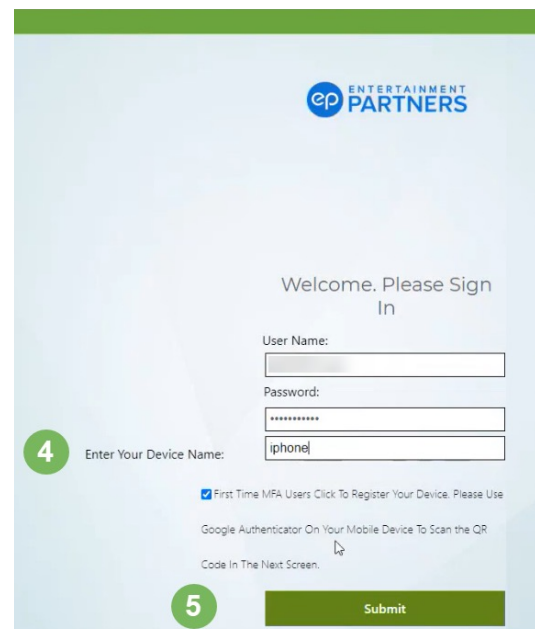
A screenshot of the Entertainment Partners login page, similar to Figure 1. The 'User Name' and 'Password' fields are filled with greyed-out text. The 'MFA Code' field is empty. The checkbox from Figure 1 is now checked. A new input field labeled 'Enter Your Device Name:' is present, containing the text 'iphone'. A green circle with the number '4' is next to this field. Below the device name field is a green 'Submit' button with a green circle containing the number '5' next to it.

Figure 2: Enter Your Device Name, Submit

Step 7 Open Google Authenticator on your mobile device.

Note: This example shows an iPhone. The Android experience may differ.

Step 8 Click the **plus icon** in Google Authenticator. Select **Scan a QR Code** to access the Google Authenticator scanner.

Step 9 Scan the QR code with Google Authenticator.

The MFA passcode will show instantly.

Note: You may choose to **Enter a setup key** instead of scanning the QR code. The setup key code is located to the right of the QR code.

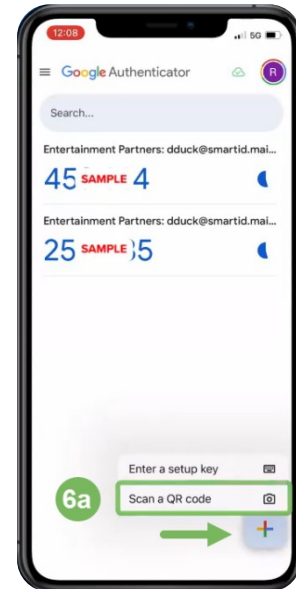


Figure 3: Google Authenticator

Step 10 Keep Google Authenticator open on your mobile device. Click **Done** on your computer.



Figure 4: QR Code, pairing code, Done

Step 11 Click **Test** on your computer and enter the MFA passcode from Google Authenticator. Click **Go**. Messaging means success. MFA is now set up.

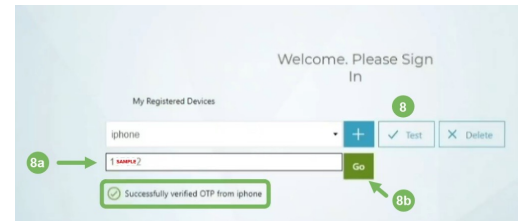


Figure 5: Test, enter MFA one-time passcode, Successfully verified OTP...

Step 12 To continue to Global Vista, log out of Citrix and then log back in to Citrix with MFA. To log out, use the dropdown in the upper right corner.

Step 13 Log back in to Citrix with your username, password, and MFA passcode from Google Authenticator.

Step 14 Click **Submit**.



Figure 6: Log in, MFA passcode, Submit