

# Setting up MFA for Citrix

Follow the steps below or watch the video guide.



Video guide:  
(1 min 29 sec)

Visit [ep.com/mfa/gv](https://ep.com/mfa/gv) to find video guides for other Citrix Apps.

**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>.

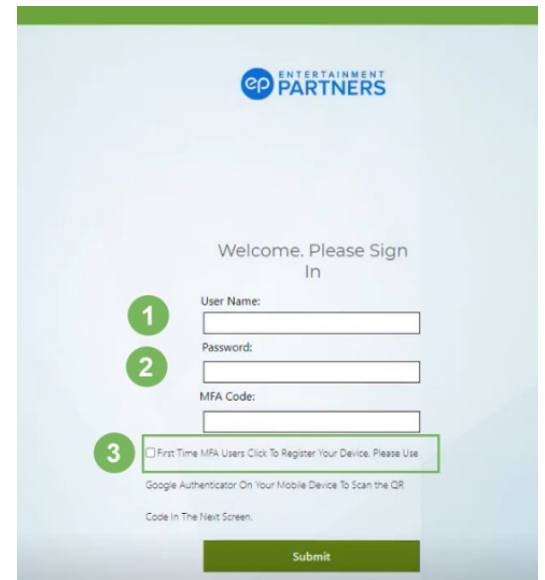


**Step 2** Once you access <https://ve.ep.com>, you have 7 minutes to set up MFA. Refresh the screen to start over.

**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.

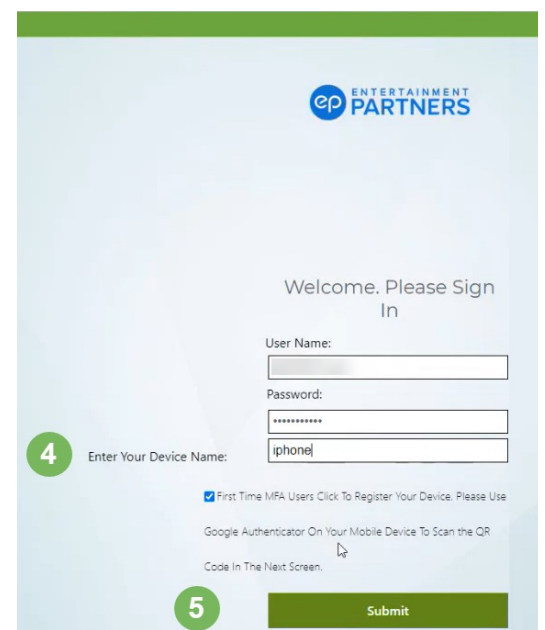
**Step 4** Click **First Time MFA Users Click To Register Your Device**.



The screenshot shows the Entertainment Partners login page. At the top right is the logo for Entertainment Partners. The main heading is "Welcome. Please Sign In". Below this 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.". A green "Submit" button is at the bottom.

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.



This screenshot shows the same login page as Figure 1, but with additional changes. A green circle with the number "4" is next to a new input field labeled "Enter Your Device Name:" which contains the text "iphone". The checkbox from Figure 1 is now checked. The "Submit" button at the bottom is highlighted with a green circle and the number "5".

Figure 2: Enter Your Device Name, Submit

**Step 6** Click **Submit**.

A QR code will display on your computer screen.

**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.

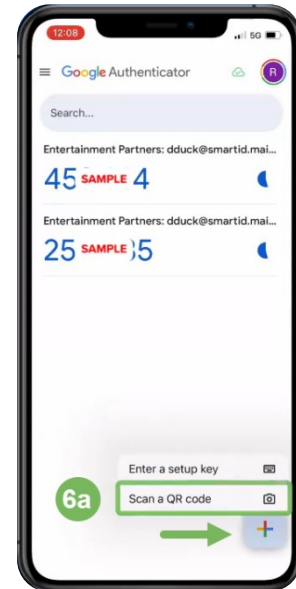


Figure 3: Google Authenticator

**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.

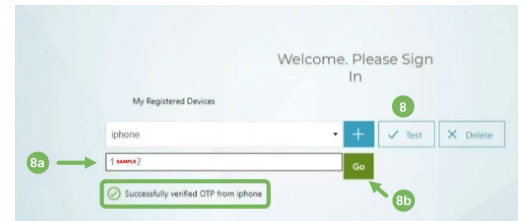


Figure 5: Test, enter MFA one-time passcode, Successfully verified OTP...

**Step 12** To continue 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