

Citrix Cloud MFA First time Setup

1. Open webpage <https://ciamedu.cloud.com>
 - a. After MFA has been activated, login screen will require a Password Token, in addition to your username and password
 - b. For your first time logging in after MFA has been activated, click on “Don’t have a token?” to setup an authenticator app

Username
domain\user or user@domain.com

Password
Enter password

Password Token
Enter token

[Don't have a token?](#)

Sign In

citrix
[English \(US\)](#) [Privacy Policy](#)

- c. Enter your username, eg. domain\username, then click Next.

To register a token device, you first need to verify your identity. Enter your username below to send an email with a verification code.

Username

domain\user or user@domain.com

Next

[Cancel](#)

- d. Enter the Verification Code sent to your email and password, then click Next

Enter your verification code and password below to continue registering your token device.

In some cases, there may be a time delay before you receive the verification email. Try looking in your spam or trash folders.

Still didn't receive a code? [Resend verification email.](#)

Verification Code

Verification Code

Password

Enter password

Next

[Cancel](#)

- e. Follow on-screen instructions to setup the Authenticator app of your choice on your mobile device (Microsoft Authenticator, Google, Authenticator)
 - f. First time setup is now complete
2. For future logins, in addition to your username and password, you will need to enter the Password Token ad provided by your Authenticator app