



ACCESSING YOUR TRUPOINT WORKSPACE

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Accessing your TruWorkspace for the First Time

Step 1: Download the Citrix Workspace App

To access the Cloud, you will need to use an application called Citrix Workspace App. This can be downloaded and installed onto your computer from one of the links below.

- [Windows 10/11](#)
- [Mac OS](#)

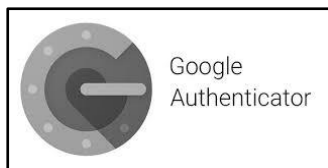


NOTE: Please do *not* enable this

Step 2: Download 2 Factor Authenticator App

The next step is setting up 2 factor authentication. This helps to keep your account more secure. To set this up you will need a mobile device. On your mobile device, go to the Apple App Store or Android Play Store (depending on your device). Once there, search for one of the following apps: Google Authenticator, Microsoft Authenticator, or Duo Mobile.

NOTE: You only need **ONE** of the Authenticator apps supported (if not already installed).



Google Authenticator



Microsoft Authenticator

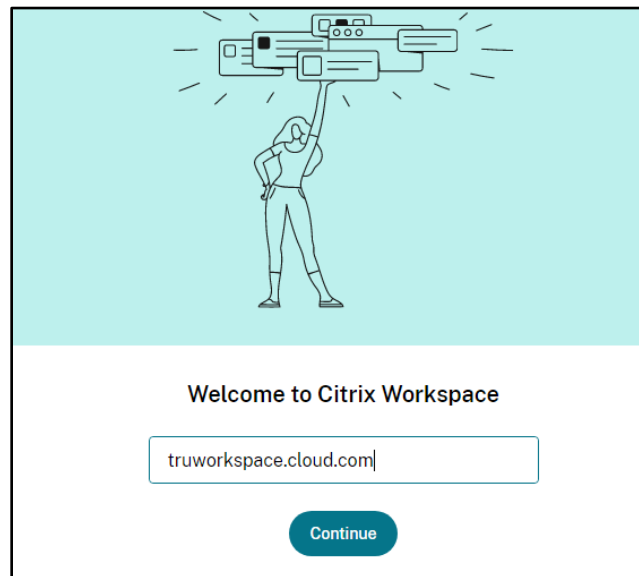


Duo Mobile

Setting up your 2 Factor Authentication

Step 3: Setting up the Citrix workspace App.

Back on your computer, open the newly installed Citrix Workspace App and you will be greeted with the picture below. In the text field, please enter “**truworkspace.cloud.com**”



NOTE: Please do *not* enter you email address here

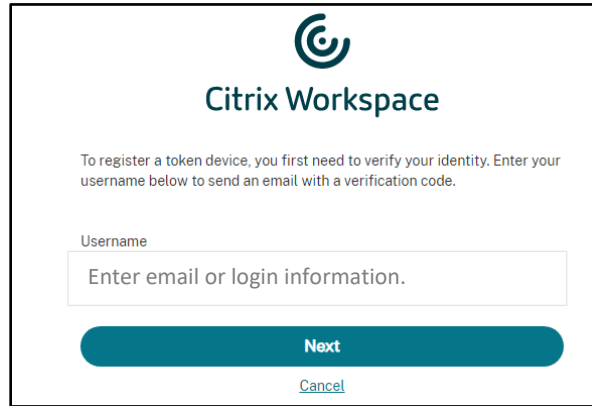
Step 4: Asking for your Token.

Since this is your first-time logging into the cloud, we will need to get our token that will be used for the 2 Factor Authentication. Click the “**Don’t have a token?**”

| | |
|----------------|----------------------------------------------------------------------------------|
| Username | <input type="text" value="domain\user or user@domain.com"/> |
| Password | <input type="password" value="Enter password"/> |
| Password Token | <input type="password" value="Enter token"/> Don't have a token? |

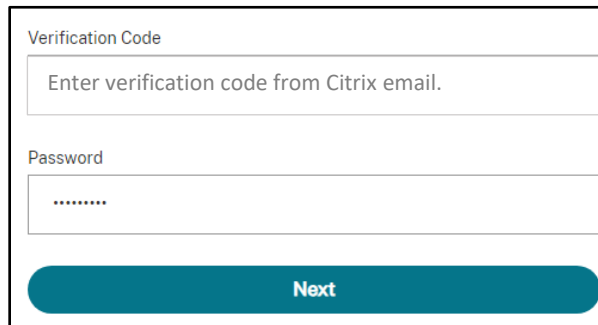
Step 5: Getting your token.

On the screen below, you will need to enter your email or login information. If you do not have one, please call us at 1-866-326-4857 x 1, or email support@trupoint.com. After you enter your email address, click **Next**.



The screenshot shows the Citrix Workspace registration interface. At the top is the Citrix logo and the text "Citrix Workspace". Below this is a message: "To register a token device, you first need to verify your identity. Enter your username below to send an email with a verification code." There is a text input field labeled "Username" with the placeholder text "Enter email or login information." Below the input field is a large teal button labeled "Next" and a smaller blue link labeled "Cancel".

You will then receive an email with a verification code from Citrix (it may take some time to come in). Please enter this as the verification code and the password provided to you from TruPoint. Then click **Next**.



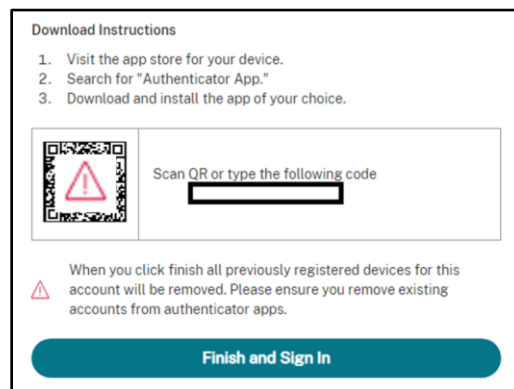
The screenshot shows the verification and password screen. It has two text input fields. The first is labeled "Verification Code" and contains the placeholder text "Enter verification code from Citrix email." The second is labeled "Password" and contains a series of dots. Below the input fields is a large teal button labeled "Next".

Step 6: Scanning your token to the 2 Factor Authentication App

On your mobile device, open your Authenticator App that you downloaded from Step 2.

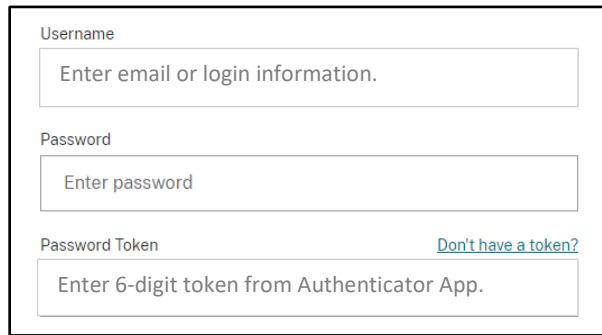
Once opened, choose the option to “**Scan a QR code**”. Now point your device at your computer screen and scan the QR code that it has given you. You will know if it has scanned successfully as the app will then give you a 6-digit number. This 6-digit number is known as your 2 Factor Authentication Code.

Then click **Finish** and **Sign in**.



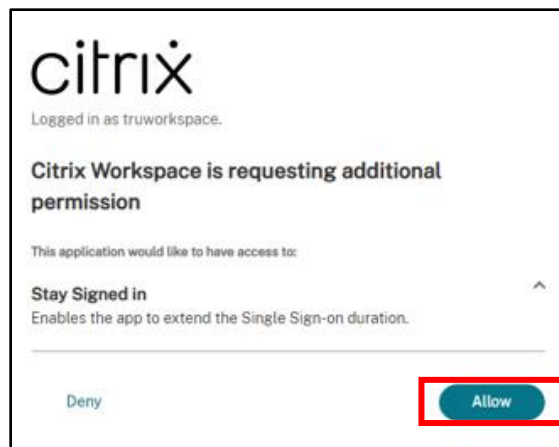
The screenshot shows the "Download Instructions" screen. It lists three steps: 1. Visit the app store for your device. 2. Search for "Authenticator App." 3. Download and install the app of your choice. Below the list is a QR code and a text input field with the placeholder "Scan QR or type the following code". At the bottom, there is a warning icon and text: "When you click finish all previously registered devices for this account will be removed. Please ensure you remove existing accounts from authenticator apps." Below this is a large teal button labeled "Finish and Sign In".

Back on the Sign in Screen on your computer, please enter your email, password, and the 6-digit token number that your Authenticator app on your mobile device is giving you. Please note that the token will change every 30 seconds.



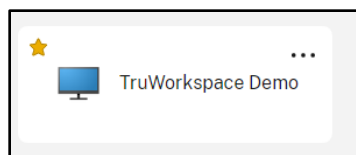
A sign-in form with three input fields. The first field is labeled 'Username' and contains the placeholder text 'Enter email or login information.'. The second field is labeled 'Password' and contains the placeholder text 'Enter password'. The third field is labeled 'Password Token' and contains the placeholder text 'Enter 6-digit token from Authenticator App.'. To the right of the 'Password Token' label is a blue link that says 'Don't have a token?'.

As shown below, you will be asked whether you want to stay signed into the app. Click **Allow** as this will limit the number of times you have to login to Citrix Workspace App.

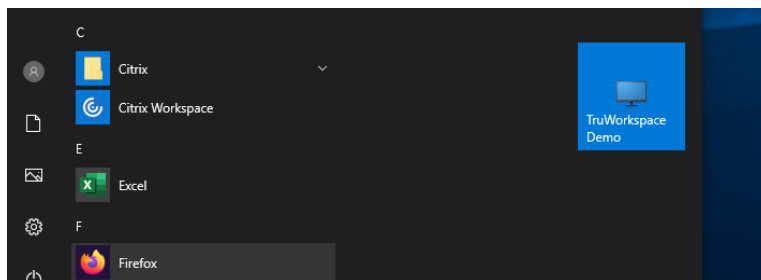


Step 7: Creating a Quick Shortcut (Optional)

You will be presented with your Citrix Workspace. Click on the Star on the top left of your workspace to mark it as a Favourite.



Once the workspace has been marked as a Favourite, you will be able to select it from the Start Menu and create a shortcut on your taskbar or Start Menu.



Updating your Password

Once logged in to Citrix Workspace, you can change your password at any time. By default, the password you set will not expire. However, there are strict password requirements.

The password requirements include the following:

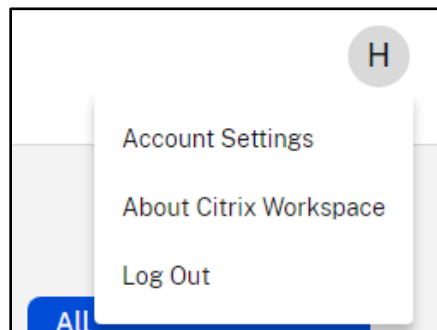
- Must be at least 14 characters.
- Must include 3 of the following:
 - Uppercase character
 - Lowercase character
 - Numeric character
 - Special character (Ex: !@#\$%^)

Since the password requirements are 14 characters, it is a good idea to use a password management app or use a phrase instead of random characters. Below are a few examples of appropriate password phrases:

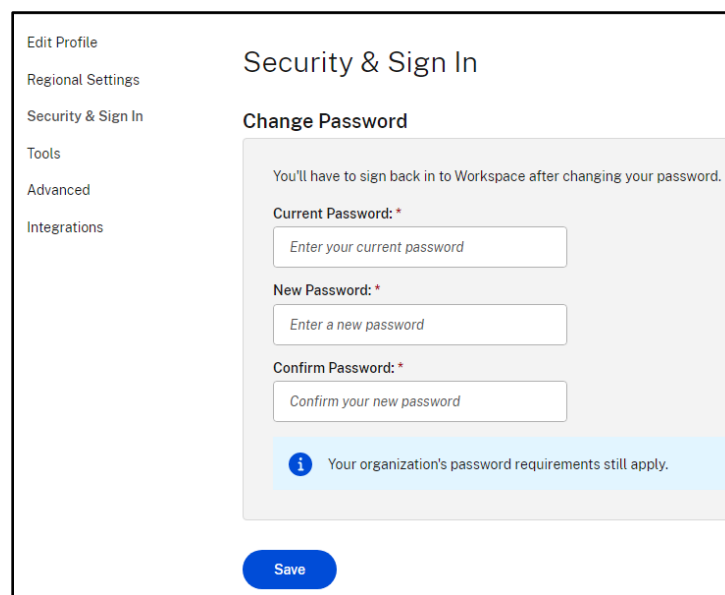
- llive@123FakeStreet
- myDogWasBornDecember5!
- AnimalsAreAwesOme!

Step 1: How to Change my Password?

At the top right of the screen, click on the circle that has your initial, and select “**Account Settings**.”



Click “**Security & Sign In**” then proceed to enter your current password along with your new password. Then click **Save**.

A screenshot of the 'Security & Sign In' settings page in Citrix Workspace. On the left, there is a sidebar menu with options: 'Edit Profile', 'Regional Settings', 'Security & Sign In' (which is selected), 'Tools', 'Advanced', and 'Integrations'. The main content area is titled 'Security & Sign In' and contains a 'Change Password' section. This section includes a warning: 'You'll have to sign back in to Workspace after changing your password.' Below this are three input fields: 'Current Password: *' with the placeholder 'Enter your current password', 'New Password: *' with the placeholder 'Enter a new password', and 'Confirm Password: *' with the placeholder 'Confirm your new password'. At the bottom of the form, there is a blue information icon and the text 'Your organization's password requirements still apply.' A blue 'Save' button is located at the bottom center of the page.