TruPoint™
TECHNOLOGY SERVICES

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 <u>**ONE**</u> of the Authenticator apps supported (if not already installed).
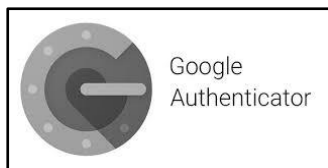
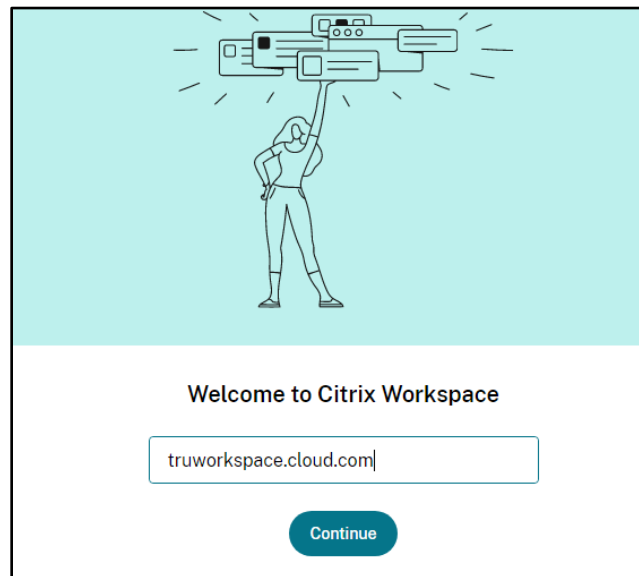**Google Authenticator**   **Microsoft Authenticator**   **Duo Mobile**

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**"
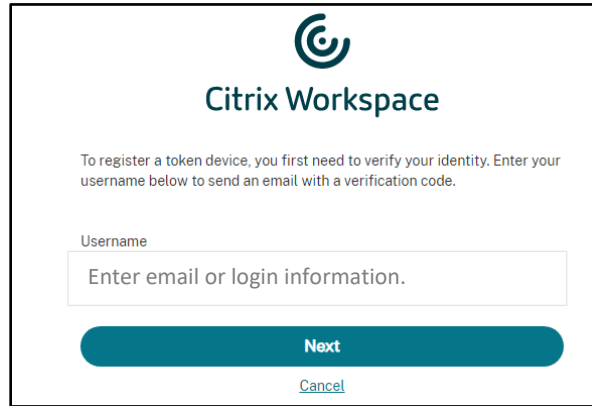

NOTE: Please do *not* enter you email address here

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?**"
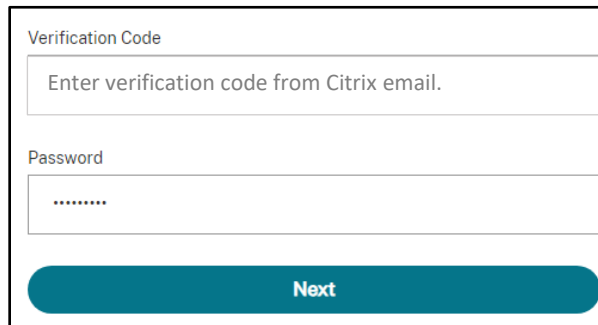
Step 5: Getting your token.

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**.

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.**
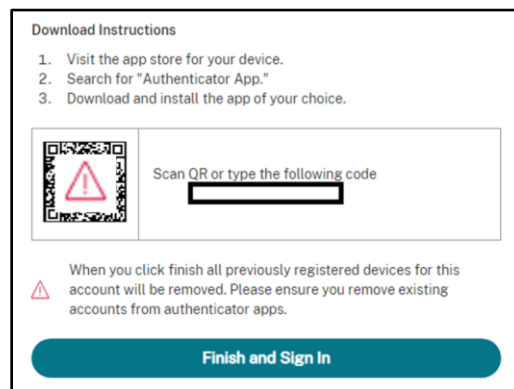

Step 6: Scanning your token to the 2 Factor Authentication App

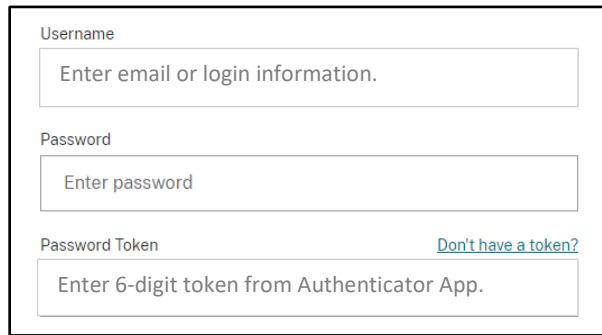On your mobile device, open your Authenticator App that you downloaded from Step 2.

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.**

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.
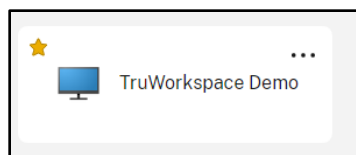

As shown below, you will be asked whether you want to stay signed into the app. Click **Allow** as this will limit the number of times you have to login to Citrix Workspace App.
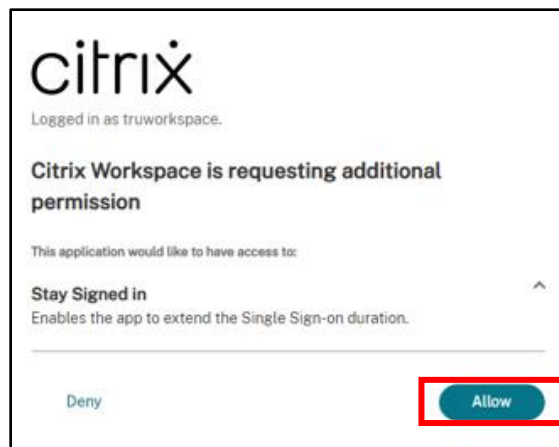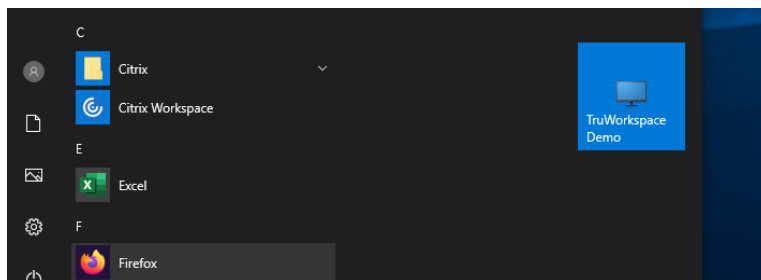

Step 7: Creating a Quick Shortcut (Optional)

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:
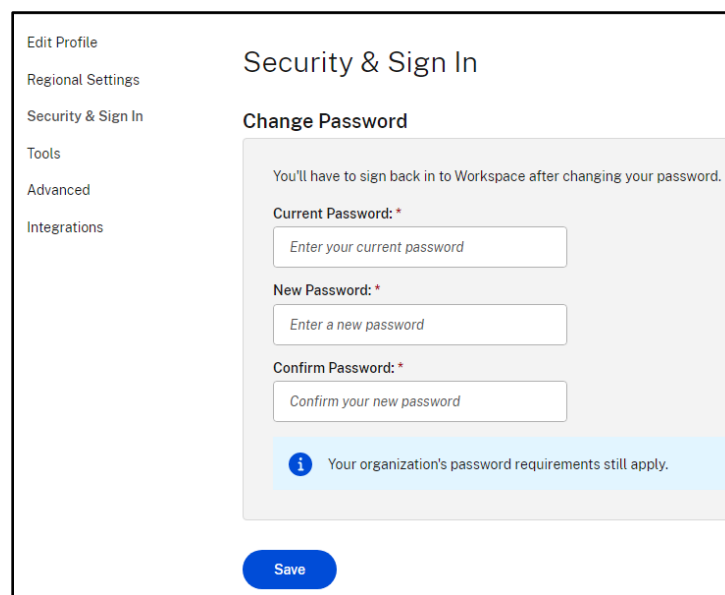
- Ilive@123FakeStreet
- myDogWasBornDecember5!
- AnimalsAreAwes0me!

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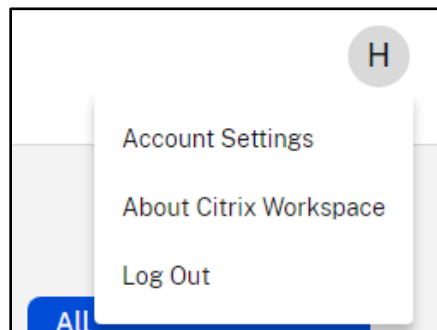
Click "**Security & Sign In"** then proceed to enter your current password along with your new password. Then click **Save**.