REMOTE ACCESS INSTRUCTIONS

UPDATING YOUR INITIAL LOGIN PASSWORD

1. Open your web browser to **cloud.devereux.org** and login with your **Devereux username and the temporary password provided to you**.

2. After entering your username and password, you will be taken to another window.
    a. For **old password** type in the initial password that was provided to you.
    b. For **new password** type in your new password which **must** have all of the following:
        i. More than 8 characters
        ii. A mix of uppercase and lowercase characters
        iii. At least one number
        iv. At least one special character.
3. After you have created your password, type it again in the confirm password field and click **Submit**.

REGISTERING FOR MULTIFACTOR AUTHENTICATION

Multifactor Authentication is required before you will be able to access the Devereux network. This is an extra security step that keeps your Devereux login safe.

1. Open your web browser to **verifyme.devereux.org**
2. The default method for MFA is Microsoft Authenticator. This is a free app you download to your phone which allows you to just press "Approve" to confirm your logins. **If you would prefer to receive a text message with a code to enter for logging in instead, go to Step 3 below.**
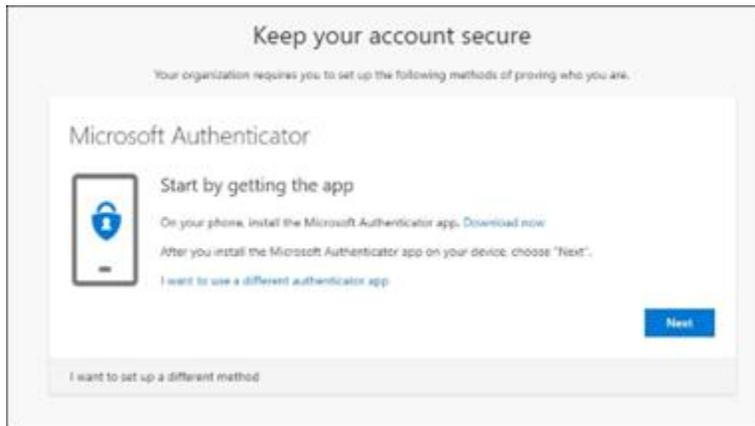
  a. To setup the authenticator app, click **Next** on the window shown above. **The portal will take you through the necessary steps to setup the authenticator.**
  b. On your phone, go to the app store and search for "*Microsoft Authenticator*" **(make sure that you download the MICROSOFT Authenticator and not another application).**
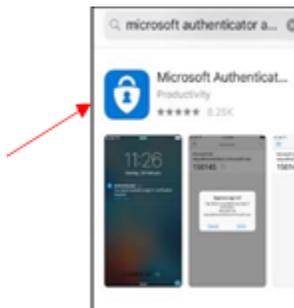
  c. Download and install the app, then open it.
  d. Choose **Add account**.
  e. On the "Set up your account" screen, chose "**add work or school account**".
  f. Choose "**scan a QR code**".
  g. Your phone will change to camera mode. Aim the camera at the QR code displaued on your computer screen to scan it.

h. Click **Next** on the QR page on your computer. The app will send a test approval request notification to your phone. Tap "**Approve**" on notification. Setup is now complete.

Microsoft Authenticator

Notification approved
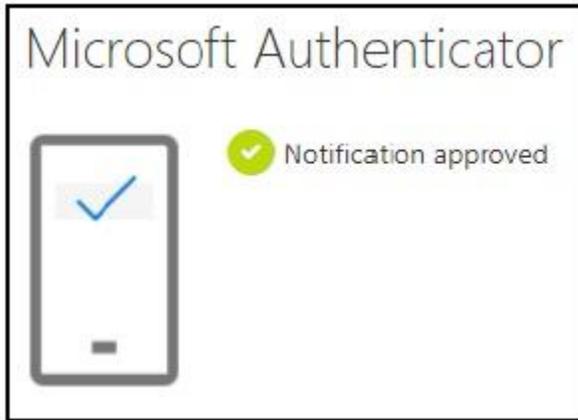
3. To setup text message or phone call as the preferred authentication method, from the first screen (seen in Step 4), click **I want to set up a different method.** Note that if you already setup the Authenticator app you do NOT need to do this.
    a. Select **Phone** from the dropdown and click **Next**.
    b. Enter your phone number and choose to receive a text or a call.
    c. Satisfy the verification prompt by entering the code from the text message or answering the call.

LOGGING INTO CITRIX

1. Open your web browser to **cloud.devereux.org** and login using your **Devereux username and password.**
2. You will be prompted to respond to a Multi-Factor Authentication prompt – either by entering a code texted to your cell phone or by confirming in the Microsoft Authenticator app on your phone.
3. You'll then be prompted to install the Citrix Receiver software. If you're not able to install software on your computer or it errors please skip this step and proceed to the next section (**Citrix Light Version**).
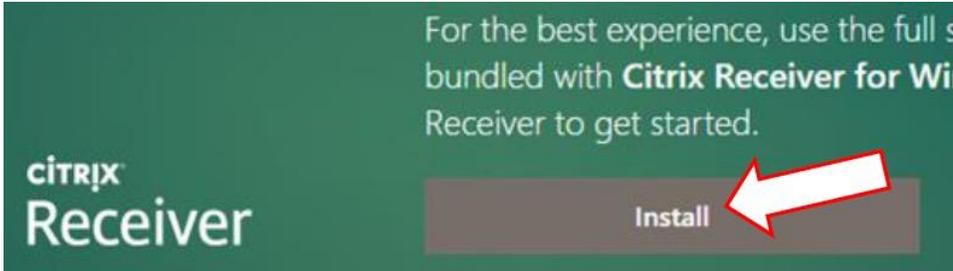
CITRIX LIGHT VERSION

1. To use the Citrix Light Version without needing to install any software simply choose "Use light version" after logging in to Citrix and providing your MFA response.
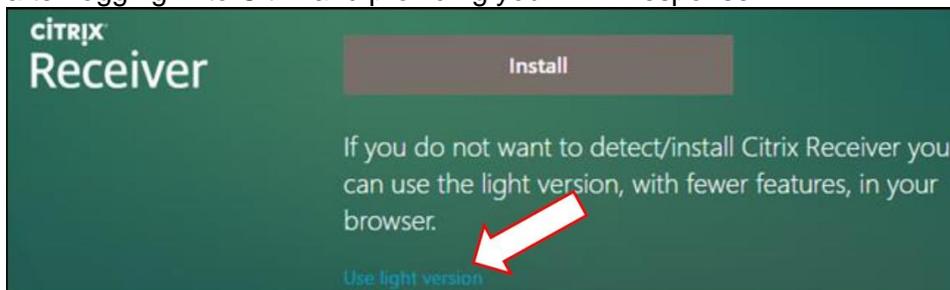
2. When you launch an application it will open in your web browser, usually in a new tab.

HELP & CONTACT INFORMATION

- If you have any issues or questions please email the Corporate Help Desk at **helpdesk@devereux.org** or call us at **800-969-4310**.
- Make sure you provide your full name, your best contact number and a description of your issue.