

How to Setup your account for Self-Service

There are 2 methods for registering your account for Self-Service

Method 1 : Register via Citrix Password Manager on any IS supported PC

1. Log into the PC
2. You will automatically be prompted to register, if you haven't already done so



Figure 1

3. Click the 'Register' button
4. Click 'Next'



Figure 2

5. Select a question from the 'Select a Question' drop down box to be used as your first security question

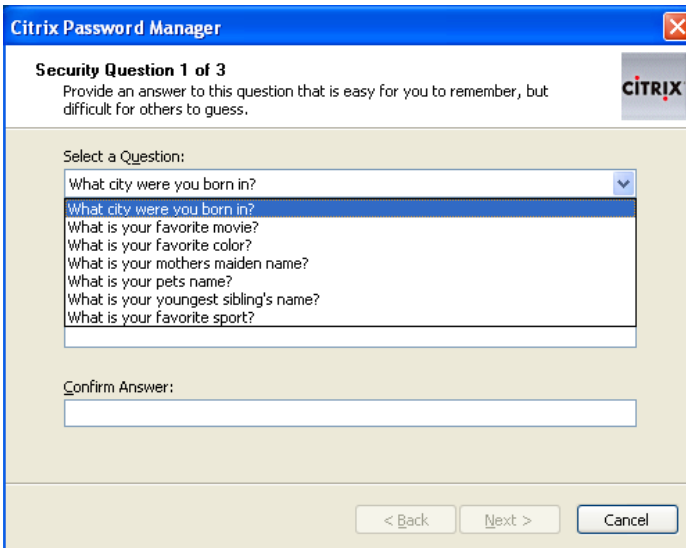


Figure 3

6. Enter your answer in the 'Answer' textbox
7. Enter your answer in the 'Confirm Answer' textbox (Answer and Confirm Answer must be the same)
8. Click 'Next'
9. Select a question from the 'Select a Question' drop down box to be used as your second security question

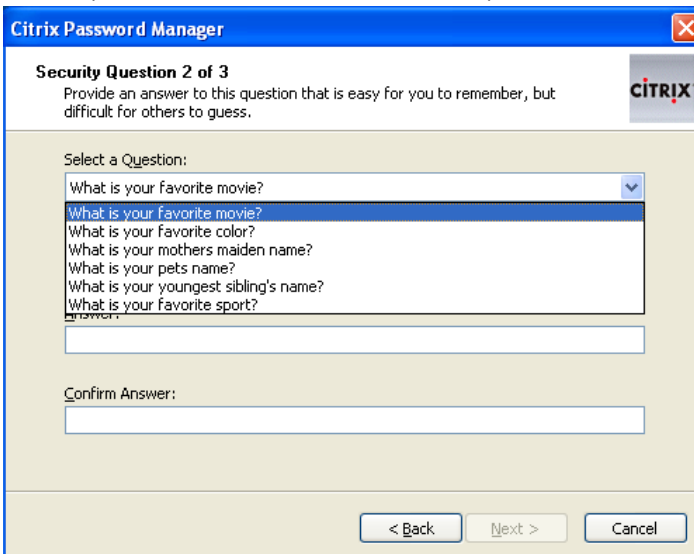


Figure 4

10. Enter your answer in the 'Answer' textbox
11. Enter your answer in the 'Confirm Answer' textbox (Answer and Confirm Answer must be the same)
12. Click 'Next'
13. Select a question from the 'Select a Question' drop down box to be used as your third security question

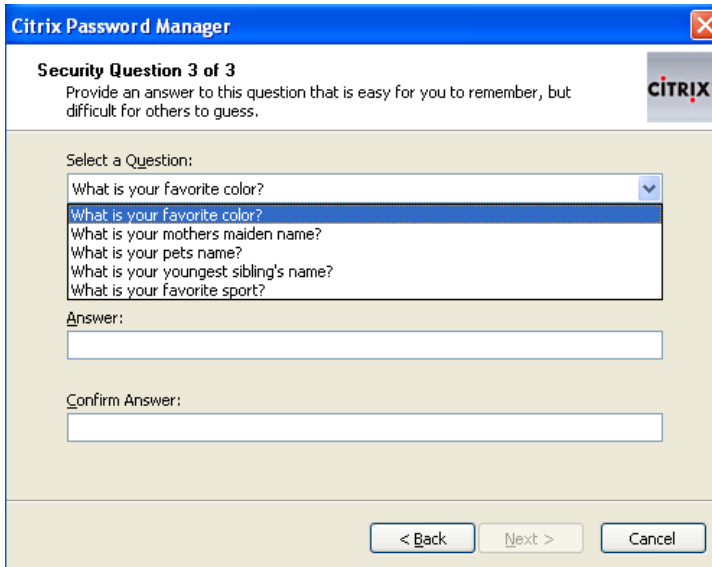


Figure 5

14. Enter your answer in the 'Answer' textbox
15. Enter your answer in the 'Confirm Answer' textbox (Answer and Confirm Answer must be the same)
16. Click 'Next'
17. Click 'Next' , to register your security questions

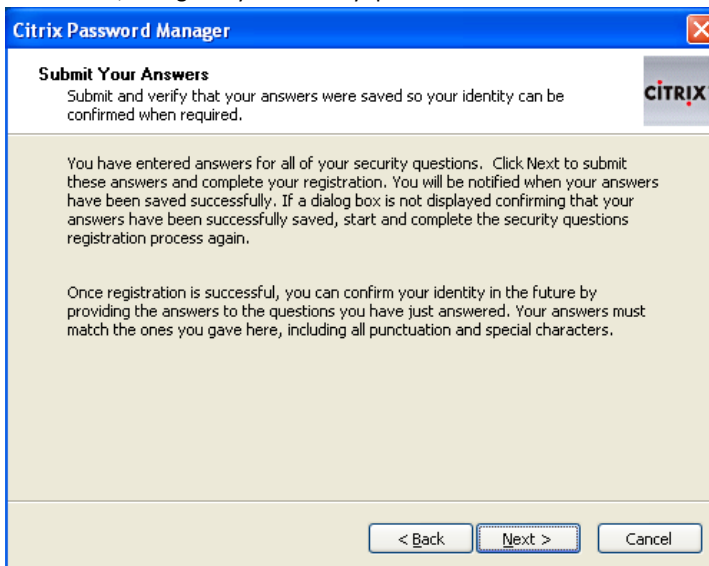


Figure 6

18. If registration was successful, you should get a message box confirming that registration was successful



Figure 7

19. Click 'Finish'

Method 2 : Register via MyCitrix web portal (<http://mycitrix.utmb.edu>)

1. Log into MyCitrix

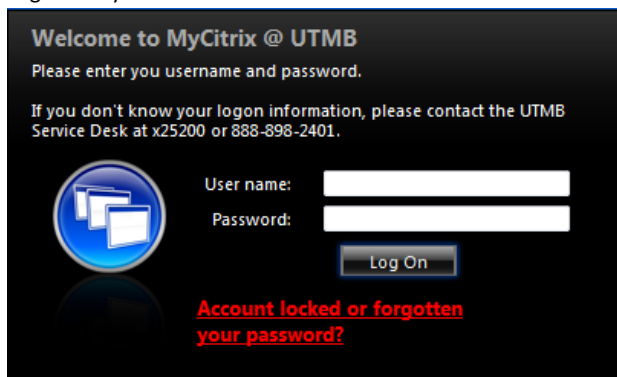


Figure 1

2. Click the 'Register Security Questions' icon

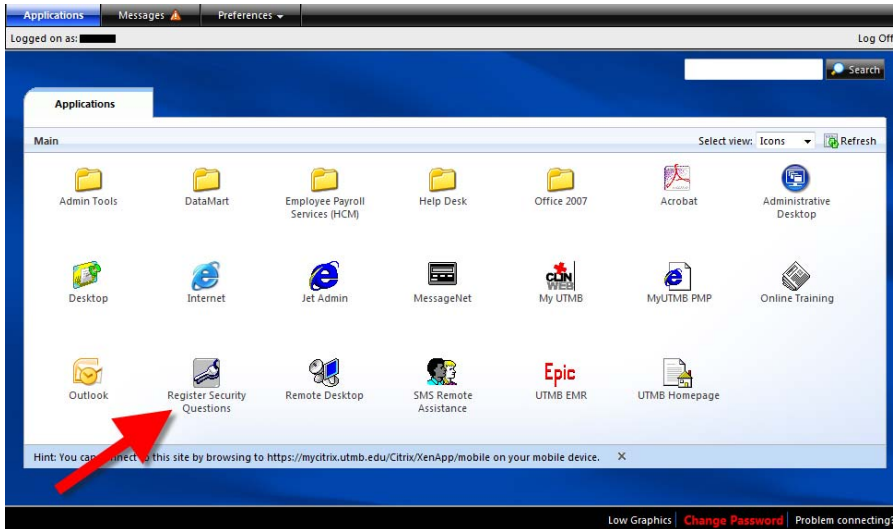


Figure 2

3. Click 'Next'



Figure 3

4. Select a question from the 'Select a Question' drop down box to be used as your first security question

Citrix Password Manager

Security Question 1 of 3

Provide an answer to this question that is easy for you to remember, but difficult for others to guess.

Select a Question:

- What city were you born in?
- What is your favorite movie?
- What is your favorite color?
- What is your mothers maiden name?
- What is your pets name?
- What is your youngest sibling's name?
- What is your favorite sport?

Answer:

Confirm Answer:

< Back Next > Cancel

Figure 4

5. Enter your answer in the 'Answer' textbox
6. Enter your answer in the 'Confirm Answer' textbox (Answer and Confirm Answer must be the same)
7. Click 'Next'
8. Select a question from the 'Select a Question' drop down box to be used as your second security question

Citrix Password Manager

Security Question 2 of 3

Provide an answer to this question that is easy for you to remember, but difficult for others to guess.

Select a Question:

- What is your favorite movie?
- What is your favorite color?
- What is your mothers maiden name?
- What is your pets name?
- What is your youngest sibling's name?
- What is your favorite sport?

Answer:

Confirm Answer:

< Back Next > Cancel

Figure 5

9. Enter your answer in the 'Answer' textbox
10. Enter your answer in the 'Confirm Answer' textbox (Answer and Confirm Answer must be the same)
11. Click 'Next'
12. Select a question from the 'Select a Question' drop down box to be used as your third security question

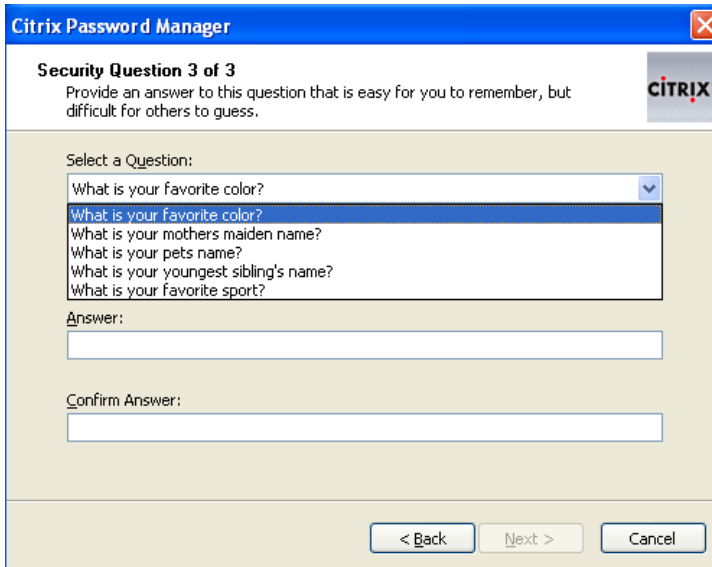


Figure 6

13. Enter your answer in the 'Answer' textbox
14. Enter your answer in the 'Confirm Answer' textbox (Answer and Confirm Answer must be the same)
15. Click 'Next'
16. Click 'Next' , to register your security questions

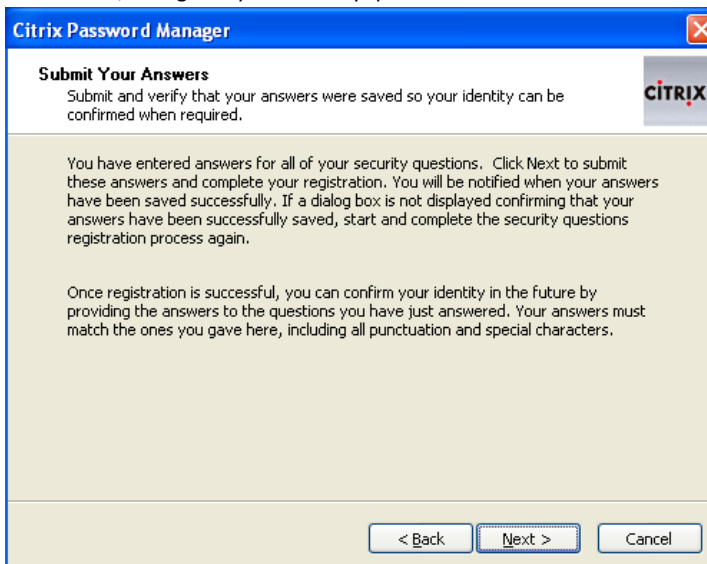


Figure 7

17. If registration was successful, you should get a message box confirming that registration was successful



Figure 8

18. Click 'Finish'