

Creating a Personal Citrix Pin

When accessing Citrix for the first time with a new RSA token you will need to create a personal Pin. This tip sheet walks you through how to create a pin.

1. From the <https://vapps.josephbranthospital.ca> Citrix Access Gateway page:
 - Enter your **User Name**
 - Enter your network (webmail) **password**
 - Enter your personal **PIN** followed by the numeric digits that are displaying on your RSA Token into the **Passcode** Field.

Select **Log On**.

2. Enter your personal PIN, press the Submit button. ****Note: Your PIN must be alphanumeric with 4 or more characters in length. ****

3. Re-enter your new Pin for confirmation.

4. Then wait for the token code to change, enter your new personal PIN followed by the numeric digits displaying on your RSA Token and press the Submit button.

5. If you receive access denied, then you have entered an invalid PIN or entered the wrong RSA code. You have the option to close the browser and log in again, or you can wait for the RSA code to change, and enter numeric digits displaying on your RSA Token.
6. Wait for the RSA code to change, and enter the new personal PIN followed by the numeric digits displaying on your RSA Token and press the Submit button.