## 09/2024
## Citrix Update
12 March 2024

**We're improving your user experience and enhancing the security on Citrix.**

From 18th March, we will be moving from the current Citrix Multi-Factor Authentication (MFA) to Microsoft Authenticator.

In a nutshell:

1. **Replacement of Secure Envoy**
   We currently use SecurEnvoy, which generates a six-digit code via the application or SMS. This will be replaced by Microsoft Authenticator.

2. **Change in username format**
   The format of your username will change from "username" to "username@endeavourenergy.com.au".
   For example, if your current username is "john.smith" your new username will be john.smith@endeavourenergy.com.au. Your password will remain unchanged.
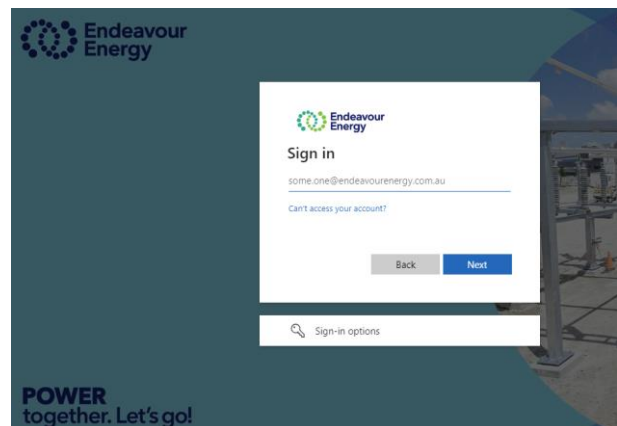
3. **Introduction of a new login screen**
   The URL/link for the Citrix login page will remain unchanged. When attempting to log in, you will be presented with a new login screen.

Previous log in screen:
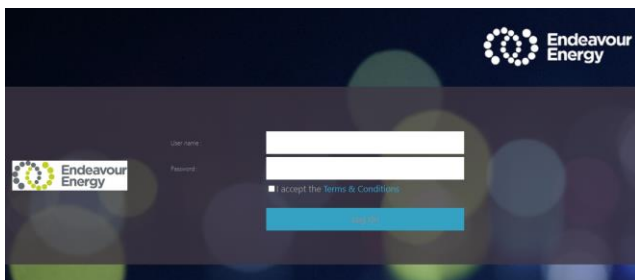


New log in screen:



**What you need to do**

You will need to download Microsoft Authenticator from the App Store for Apple devices or the Google Play Store for Android devices.

**User guide**

A user guide is available on the ASP Portal (under *Forms and Procedures > Level 3 ASP Commonly Used Forms*) that details these changes and provides step-by-step instructions on how to navigate them. If you require further help or support, please call our IT HelpDesk on 9853 6888

Kind regards,

**Customer Network Solutions**