

Passcode Error on Citrix Workspace

This guide will walk you through how to active Citrix Workspace.

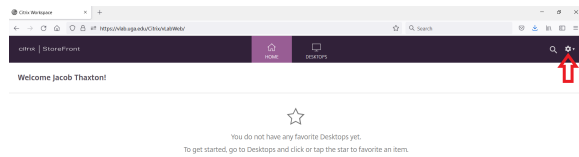
Links

You are enrolled in Archpass Duo, but the system doesn't recognize your login, even if it's correct.

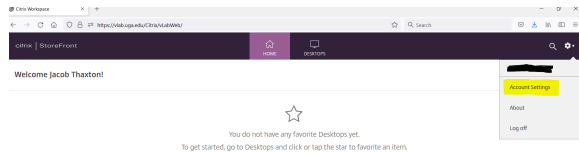
This is most likely your first time using Citrix Workspace since vLab was put behind Archpass. We currently have a configuration bug that messes up the login on first try. Below are some steps to fix that:

Make sure you already have Citrix Workspace installed BEFORE going through the below steps.

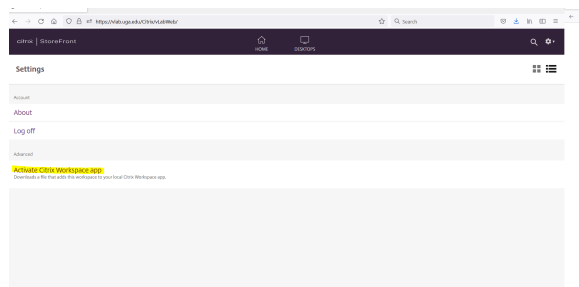
Go to vlab.uga.edu and log in. Click the gear icon in the upper right hand corner of the screen.



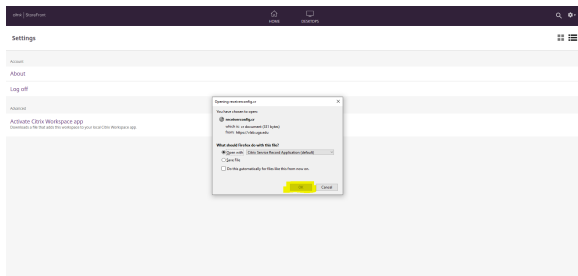
You will then need to click on Account Settings.



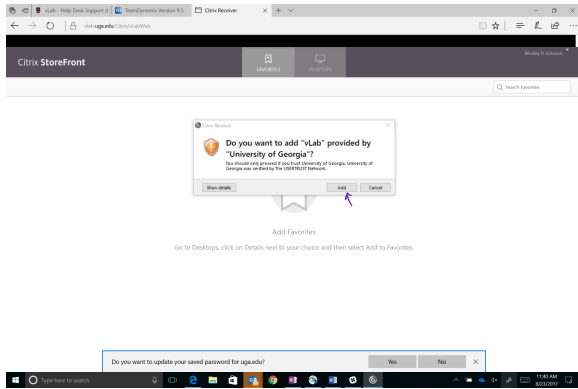
You will then click on Activate Citrix Workspace App



You will then need be prompted to download a file, please click OK



You will now be presented with a message asking if it's okay to install this file. Click add.



You will now be presented with the Citrix Receiver login page, but now it will allow you to login. This is your MyID and MyID password.

