Citrix:

Citrix provides you access to Gonzaga applications from any location. This document will cover enrollment to DUO, Gonzaga’s two factor security and an overview to the Citrix login process. DUO two factor authentication is completed via text message, mobile app, or key fob.

DUO – Two Factor Authentication:

Be prepared to provide the following while enrolling in two factor authentication, DUO:

- Gonzaga username and password – same credentials used to login to your Gonzaga email or a campus computer
- Cellular phone – used for authentication purposes
  - Other authentication methods – tablet or key fob (issued at IT support center)

Complete your one-time DUO registration during your initial Citrix login.

To get started, open Citrix: [https://apps.gonzaga.edu/](https://apps.gonzaga.edu/)

Note: Firefox and Internet Explorer are preferred browsers. Citrix does not work in MS Edge.

DUO - Enrollment

The following screens will outline the DUO enrollment process (this is only required one time)
Select the type of device you would like to use for DUO, mobile phone or tablet are recommended.

Enter your mobile phone number.
Check the box below to verify the number you just entered.

To verify the mobile number entered, select Call me or Text me.
Answer the call or enter the 6-digit code (text) or to verify your device.

Need Technical Support?
Contact IT Support Services techsupport@gonzaga.edu
#509-313-5550
At this point, you have enrolled in Gonzaga’s two factor authentication system. Your mobile device is now setup to receive text alerts when you need to authenticate with Gonzaga.

Follow the prompts to complete the setup of your DUO app on your mobile device. The DUO app will allow you to approve connections on your smartphone or tablet.

While setting up the mobile app, you will be prompted to take a picture of the following QR code:

Step two – login to Citrix using DUO two factor authentication:
Gonzaga’s Citrix environment can be accessed on the web at:

https://apps.gonzaga.edu

Enter your Gonzaga username and password:
Select your DUO authentication method for this session

Upon successful authentication with Duo, you will see a “Welcome to Receiver” screen

Tip: If you cancel the initial DUO login then select the box

Use the light version of Citrix for most tasks.

- The Receiver desktop application is recommended for Mac OS. Download here https://www.citrix.com/downloads/citrix-receiver.html

When adding your account to the Receiver desktop client, you will need to enter the following server address:

apps.gonzaga.edu
Note: Citrix Receiver apps are available for smartphones, tablets, PC’s and Macs.

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