# Citrix Password Manager Quick Start Guide

When logging into Citrix for the first time, staff will be prompted with a Citrix Single Sign-On Registration window. Here, staff will be asked to register answers to several security questions, which will be used in the event of account lock out or password change.

1. At the Citrix Single Sign-On window, click **Register**. [Figure 1]
2. You will then be asked a series of questions. Make sure your answers are ones you will remember, but will be hard for others to guess.
Please Note: You will not be able to change your answers once your account is set up.
3. Once you have finished entering answers for your security questions, click **Finish**.

If a staff member forgets their password and must reset it:

1. At login screen, click **Account locked or forgotten your password?** [Figure 2]
2. Select **Reset Password** at the menu and click **Next.**
3. Enter User Name in the field.
4. The user's security questions will now be displayed. Each question must be answered correctly to access the password change menu.
5. After all of the security questions have been answered correctly, staff may enter a new password.
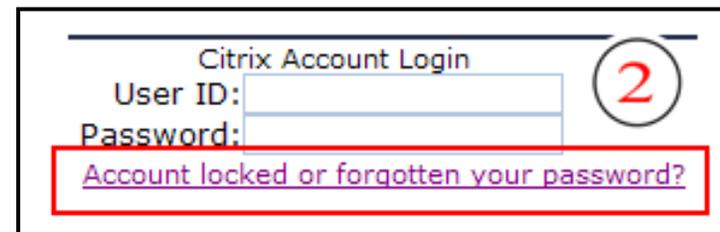
If multiple failed attempts are made to log in to an account, it will become locked. To unlock the account:

1. At login screen, click **Account locked or forgotten your password?** [Figure 2]
2. Select **Unlock Account** at the menu and click **Next.**
3. Enter User Name in the field.
4. The user's security questions will now be displayed. Each question must be answered correctly to access the password change menu.
5. After all of the security questions have been answered correctly, the account is unlocked and able to be accessed.