

User Guide – Setup MS authenticator app on personal phone for existing cloud desktop users.

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This guide is meant for NN external contractors who already have access to citrix and RSA SecureID (soft , hard , or SMS token) and need to setup MS authenticator app on their personal phones. The MS authenticator app is the Multi factor authentication solution required to access NN resources such as cloud desktop.

It is very important that both part 1 & 2 mentioned below are fully completed.

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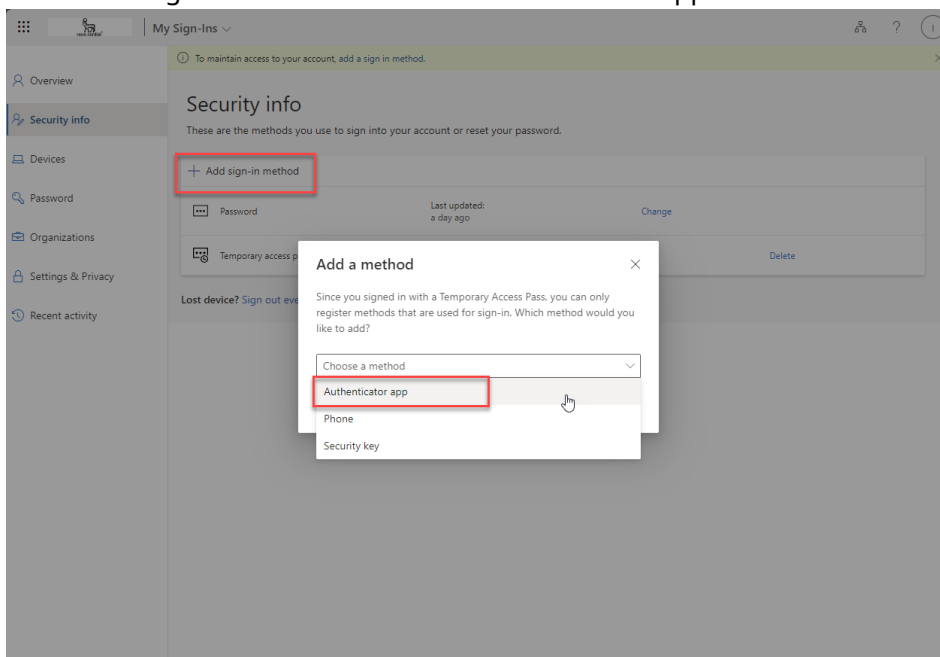
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Prerequisites:

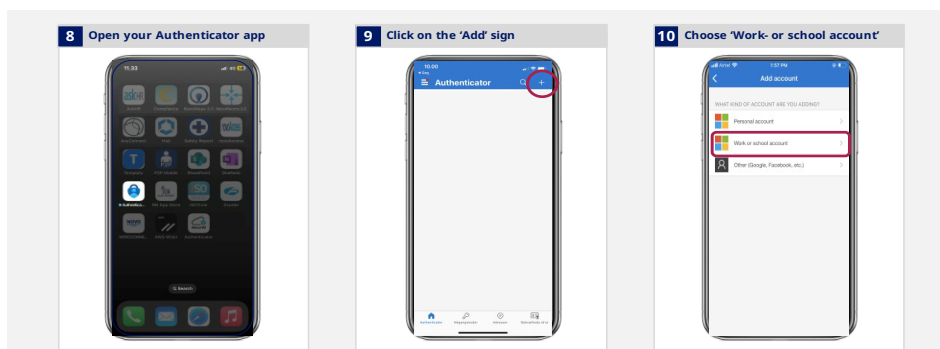
- 1) RSA SecureID (soft , hard , or SMS token)
- 2) Cloud desktop access
- 3) MS authenticator app installed on your personal phone from Google Play store or Apple App store.

Part 1 of 2: Setup MS authenticator app on personal phone

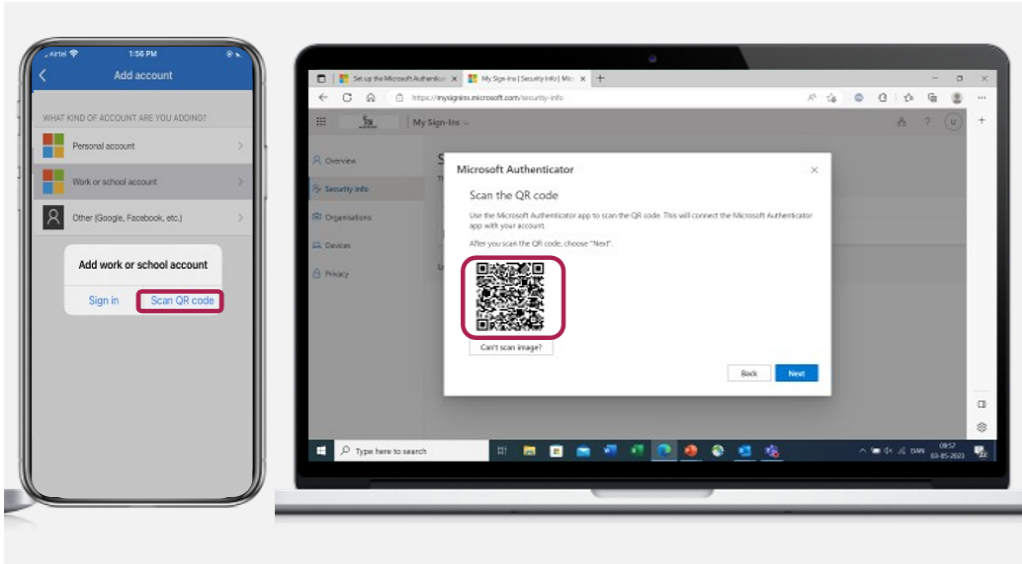
- 1) Skip step 1 if you are already inside cloud desktop.
Else go to <https://Citrixportal.novonordisk.com> and login as you normally do and Launch cloud desktop
- 2) Inside the cloud desktop go to <https://mysignins.microsoft.com/security-info>
- 3) Select Add Sign in method and select 'Authenticator app'



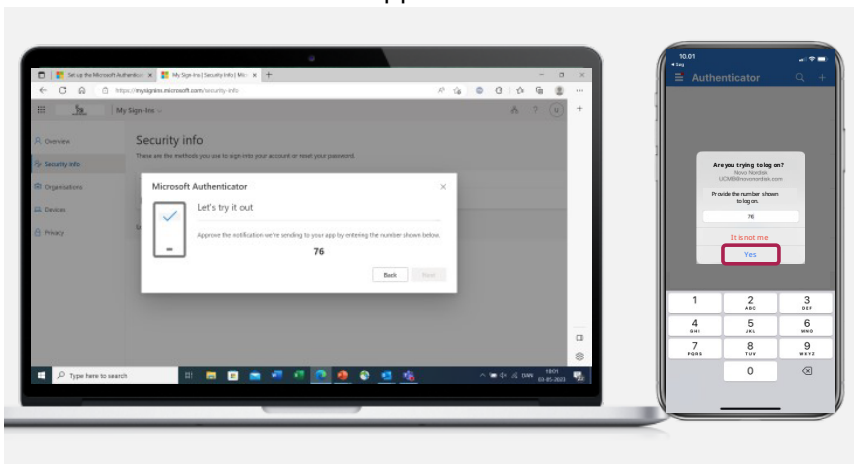
- 4) Now, open the MS Auth app on your phone and Click on the + button on right hand top of the screen and select 'Add work or school account'.



- 5) Choose 'Scan QR code' on the phone and scan the QR code shown on your browser.



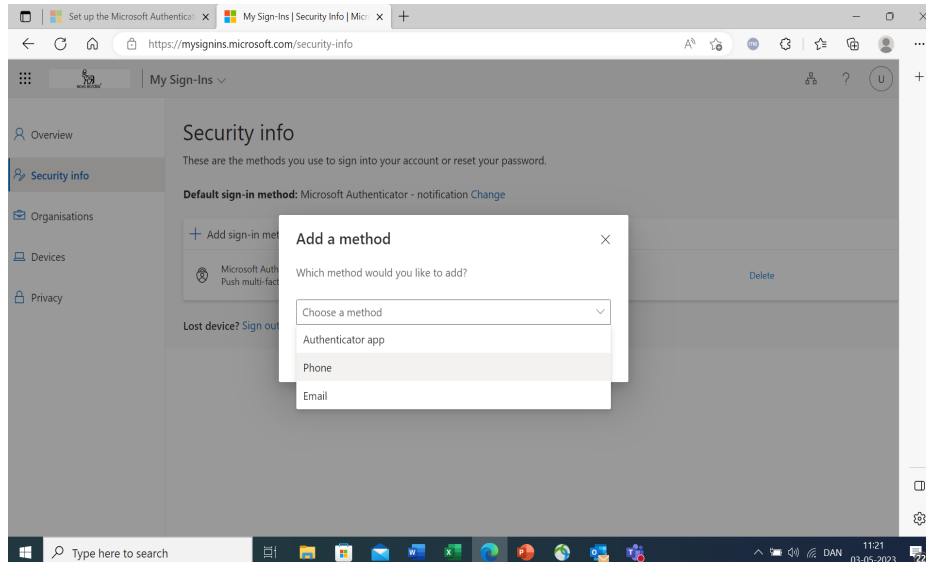
- 6) You will now see a 2 digit number on myaccount.microsoft.com and you need to enter this on the MS Authenticator app.



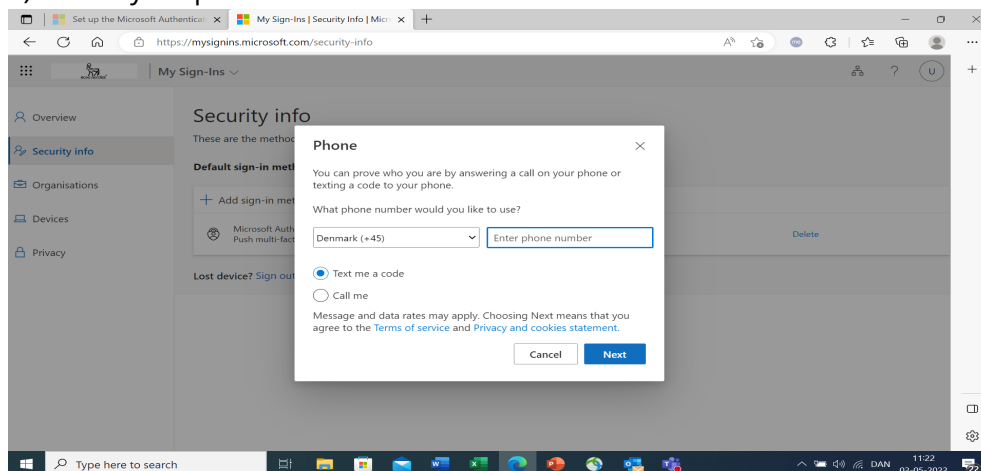
This completes the MS Authenticator setup on your personal device.

Part 2 of 2: Add an additional sign-in method to enable self-service password reset

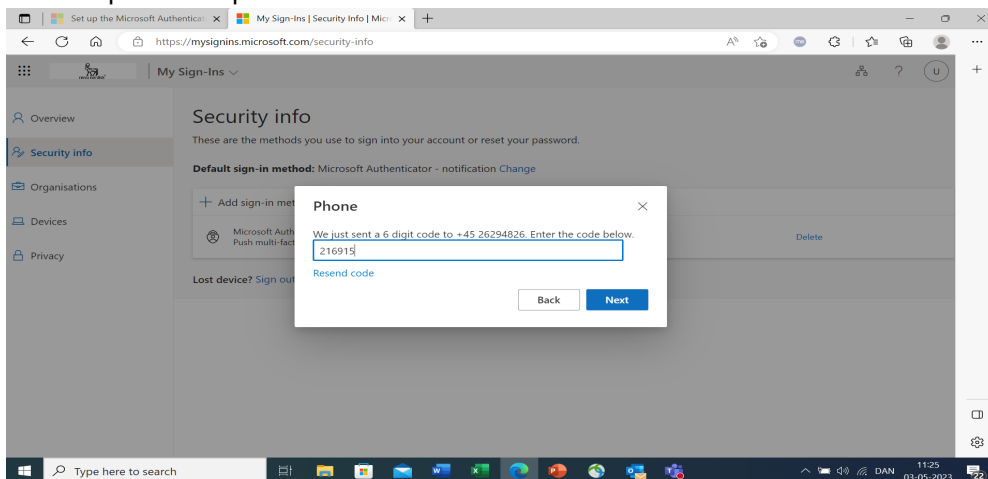
1) Click 'Add sign-in method' and choose 'Phone'



2) Enter your phone number and make sure that 'Text me a code' is chosen. Click 'Next'



3) You will now receive a 6-digit code on your phone. Input that and click 'Next' to complete setup.



This completes the MFA enrolment, you can now log on to NN citrix environment using the new portal <https://nnclouddesktop.cloud.com> using the MS auth app.

Please follow the instructions mentioned in below link to start using the new portal to access cloud desktop.

<https://novonordisk.sharepoint.com/sites/ITHUB/SitePages/Clouddesktopaccess.aspx#new-cloud-desktop-access-guide>

Support contact

In case of any issues with following above procedures, please contact service desk

[ITHUB - Home \(sharepoint.com\)](https://novonordisk.sharepoint.com/sites/ITHUB/SitePages/Clouddesktopaccess.aspx#new-cloud-desktop-access-guide)