

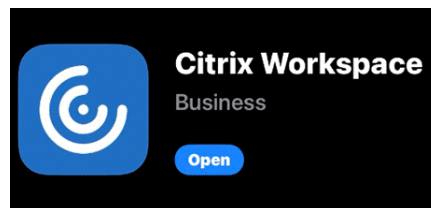
Enable Remote Access with MFA on an iPad

Step 1: Complete these instructions on your mobile device

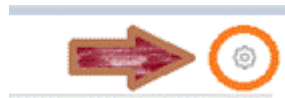
- [Step 1 iPhone Slides.pdf](#)
- [Step 1 Android Slides.pdf](#)

Step 2: Update the Citrix App on your iPad

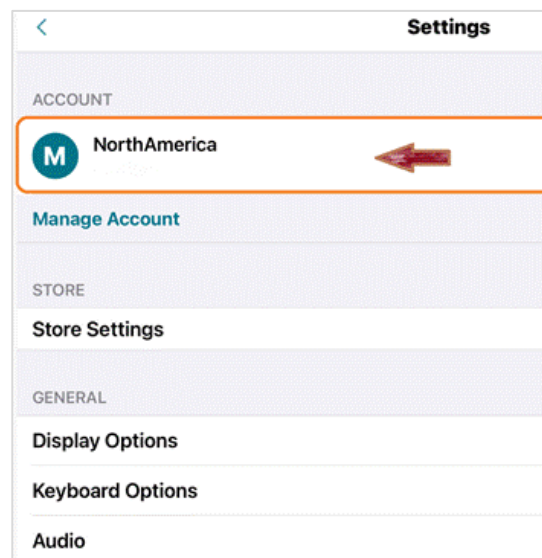
1. Open the **Citrix Workspace** app on your iPad



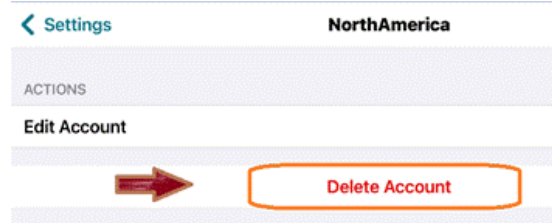
2. Click the **Settings wheel** in the upper right corner and select **Preferences**.



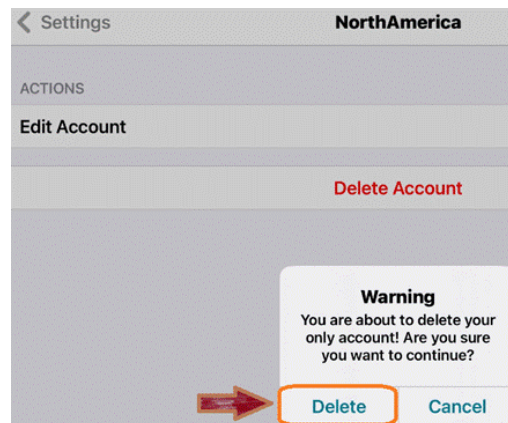
3. Click on **NorthAmerica**
which will display your username@nb.com



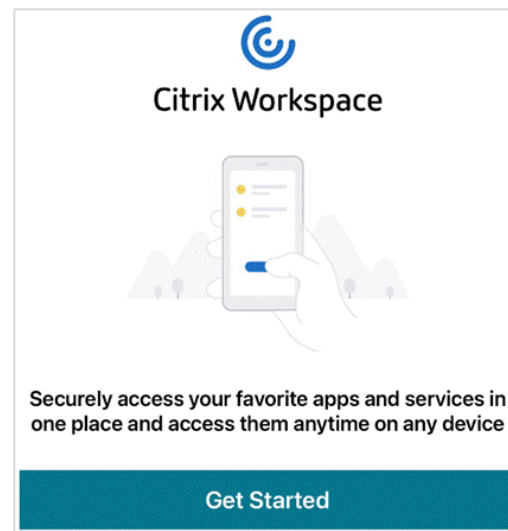
4. Select **Delete Account**.



5. On the **Warning** notification message, click **Delete**.



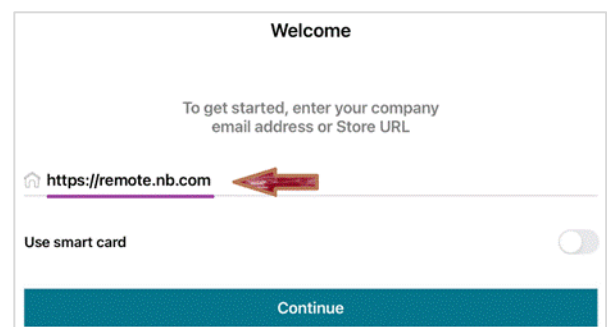
6. Click **Get Started**.



7. Type <https://remote.nb.com>

Or if you are in Asia type:
<https://remote-asia.nb.com>

Press **Continue**.



8. Enter your UPN address in the format of username@nb.com

(**NOT** your full email, for example, jsmith@nb.com).

Click **Next**.

9. Instead of entering your password select: **Other ways to sign in**.

11. Approve the sign-in request:

- **Open the Microsoft Authenticator App** on your mobile device
- **Enter the number** shown

12. Select **Yes** to stay signed in.