


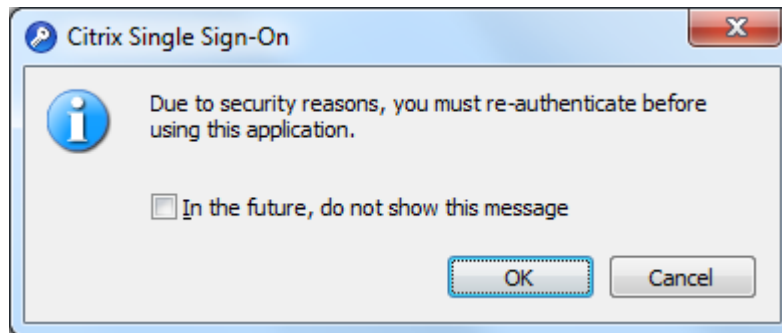
# HOW TO UNLOCK YOUR ACCOUNT BY YOURSELF (USING ACCOUNT SELF- SERVICE)

Jeff Gao

# STEP 1-A: REGISTER YOUR SECURITY QUESTION



- Right click on the icon  on the right bottom of your screen “Citrix Single Sign-on”
- Tools → Security Questions Registration
- You will be asked to re-authenticate your credentials



# STEP 1-B: REGISTER YOUR SECURITY QUESTION



# STEP 1-C: REGISTER YOUR SECURITY QUESTION: FINISH 3 SECURITY QUESTIONS

Three overlapping screenshots of the Citrix Single Sign-On security question registration process. Each window is titled 'Citrix Single Sign-On' and contains a green header for the current question number. The questions are: 1. 'What was your favorite childhood toy?', 2. 'What was the name (and last name if you know it) of your childhood best friend?', and 3. 'What was your favorite place to visit as a child?'. Each window has fields for 'Select a Question', 'Answer', and 'Confirm Answer', along with a '< Back' button. The third window also includes 'Next >' and 'Cancel' buttons at the bottom right.

**Citrix Single Sign-On**

**Security Question 1 of 3**  
Provide an answer to this question that is easy for you to remember, but difficult for others to guess.

Select a Question:  
What was your favorite childhood toy?

What was your favorite childhood toy?

Answer:  
[Text Field]

Confirm Answer:  
[Text Field]

< Back

**Citrix Single Sign-On**

**Security Question 2 of 3**  
Provide an answer to this question that is easy for you to remember, but difficult for others to guess.

Select a Question:  
What was the name (and last name if you know it) of your childhood best friend?

What was the name (and last name if you know it) of your childhood best friend?

Answer:  
[Text Field]

Confirm Answer:  
[Text Field]

< Back

**Citrix Single Sign-On**

**Security Question 3 of 3**  
Provide an answer to this question that is easy for you to remember, but difficult for others to guess.

Select a Question:  
What was your favorite place to visit as a child?

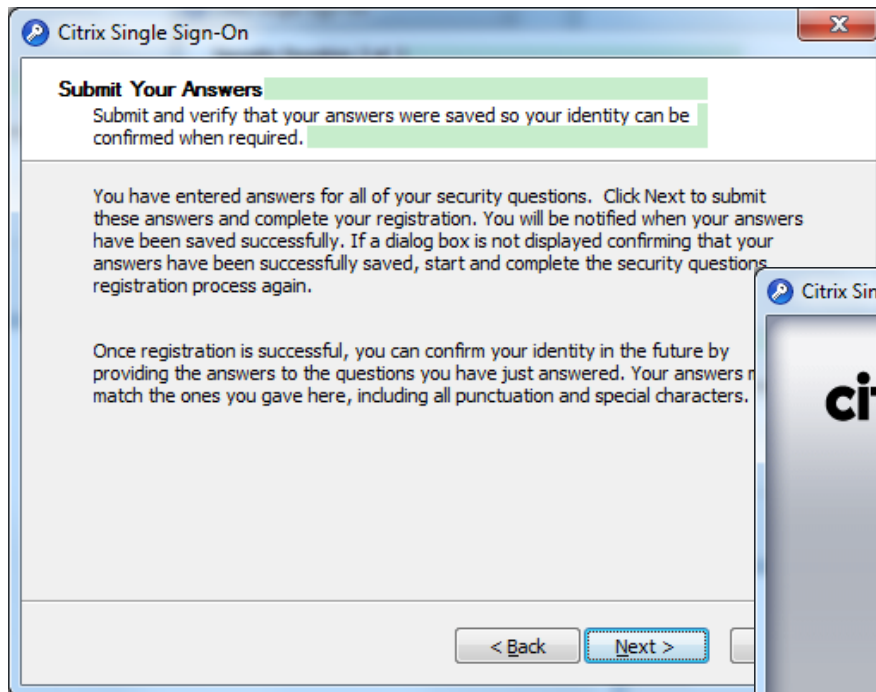
What was your favorite place to visit as a child?

Answer:  
[Text Field]

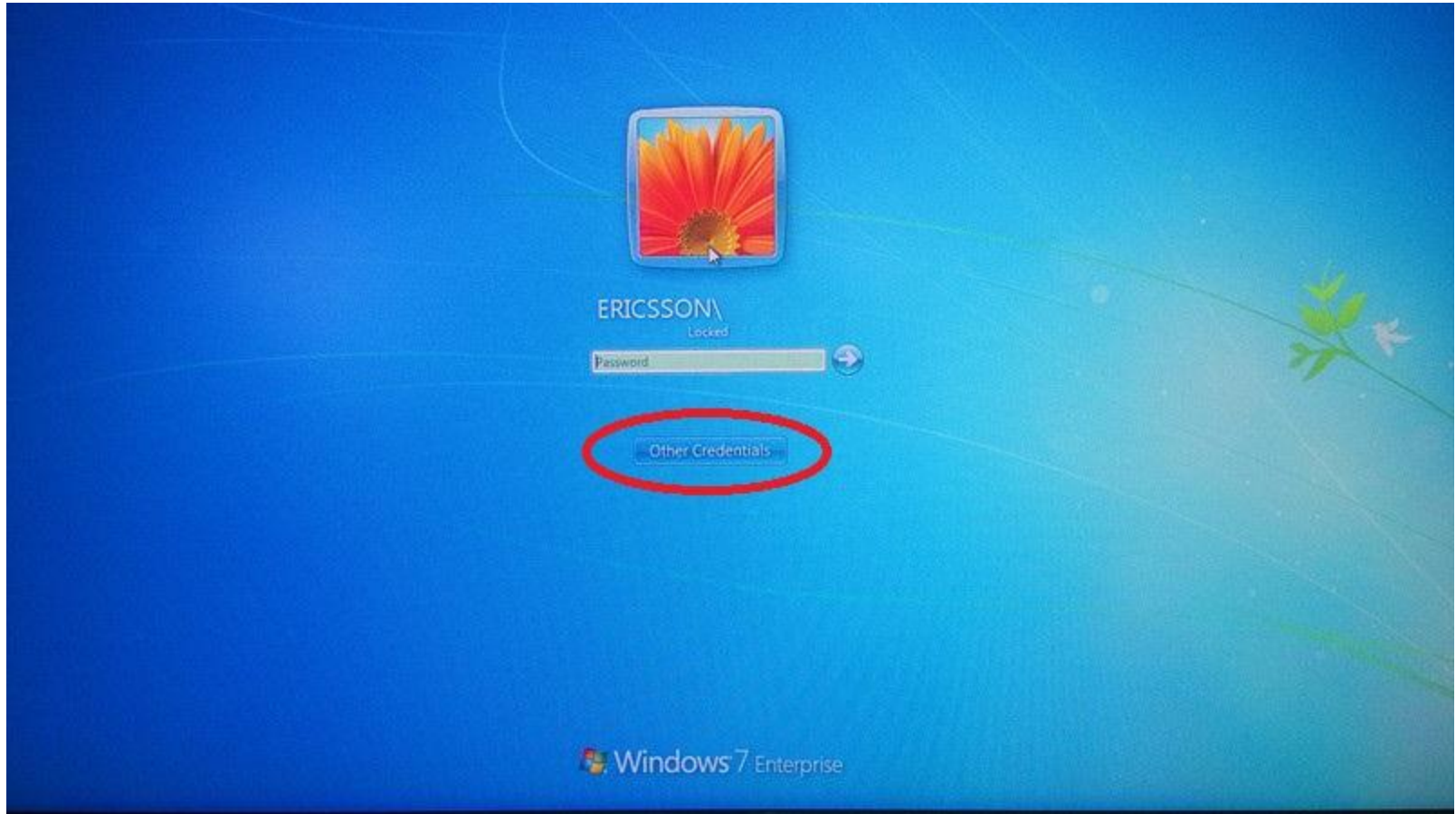
Confirm Answer:  
[Text Field]

< Back   Next >   Cancel

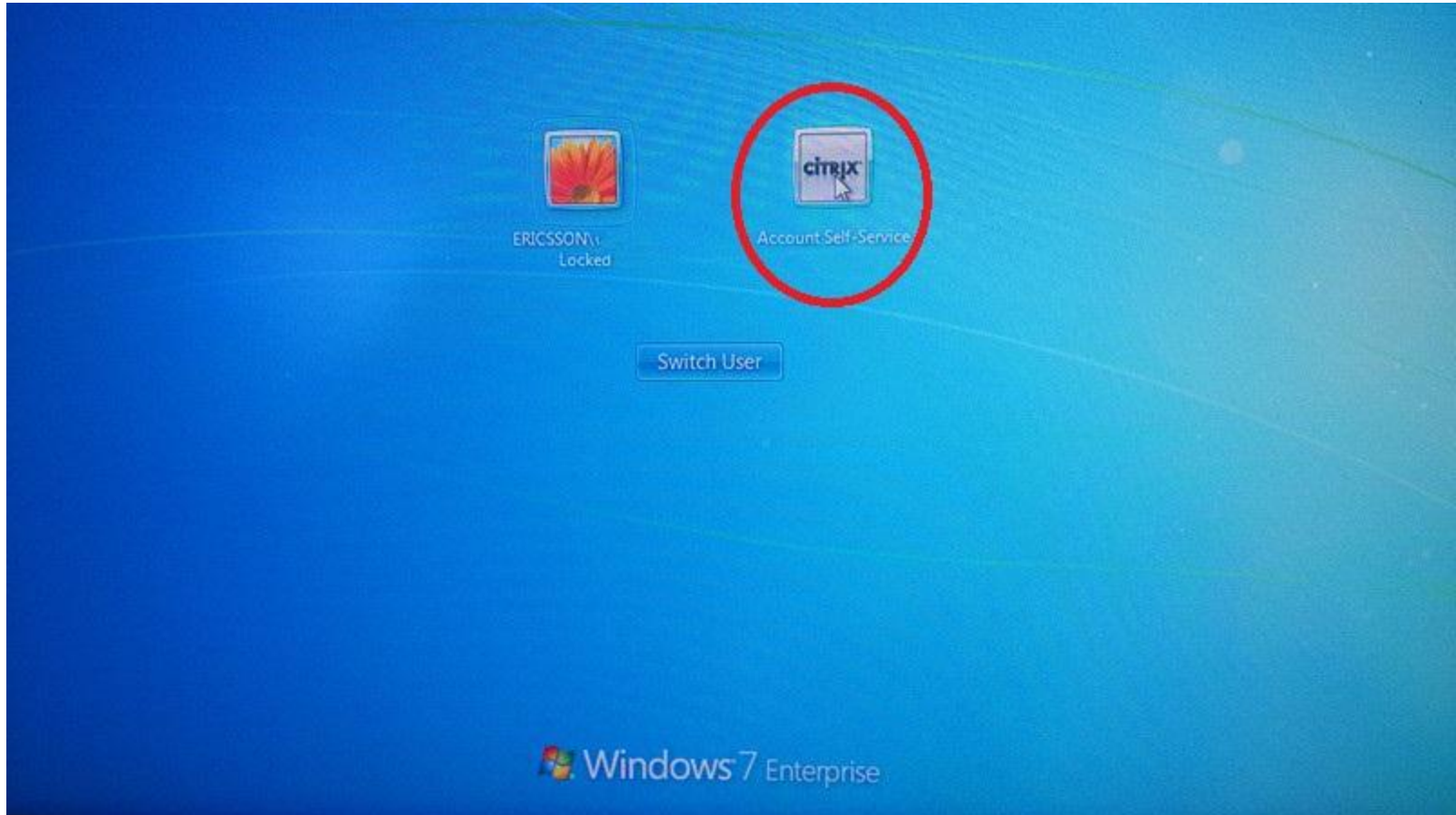
# STEP 1-D: REGISTER YOUR SECURITY QUESTION



# STEP 2: CLICK "OTHER CREDENTIAL"

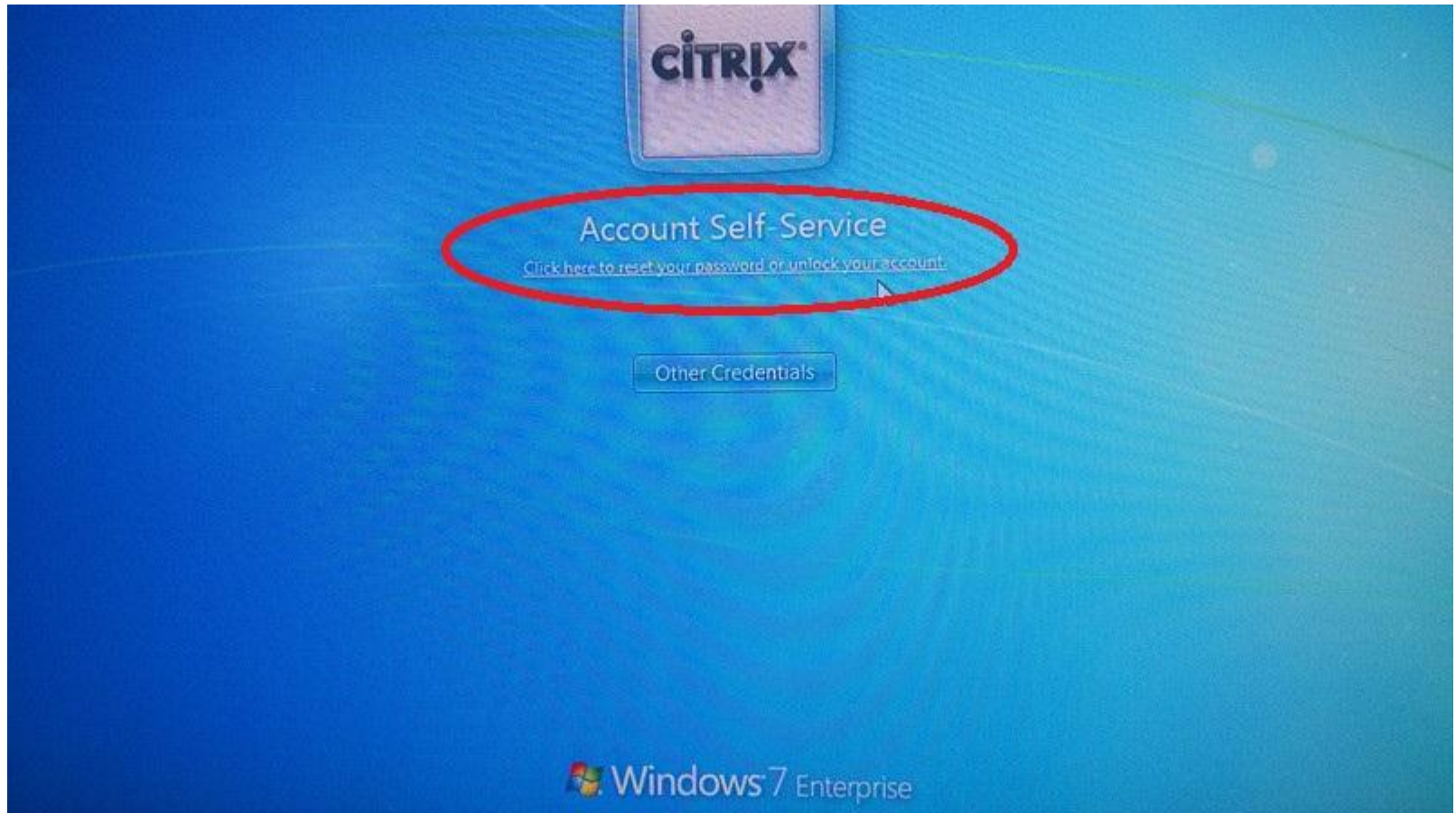


# STEP 3: CLICK "ACCOUNT SELF-SERVICE"





# STEP 4: CLICK "ACCOUNT SELF-SERVICE"





# STEP 5: SELECT "UNLOCK MY ACCOUNT" THEN CLICK NEXT



# STEP 6: DOUBLE CONFIRM YOUR USER NAME AND DOMAIN

A screenshot of a Citrix Single Sign-On dialog box. The title bar reads "Citrix Single Sign-On". The main heading is "Identify Your Account" with a sub-instruction: "Enter the user name and domain you use to log on to Windows." Below this, there is a "User name:" label followed by a text input field. Underneath that is a "Log on to:" label followed by a dropdown menu currently displaying "ERICSSON". At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel". A mouse cursor is hovering over the "Next >" button.

Citrix Single Sign-On

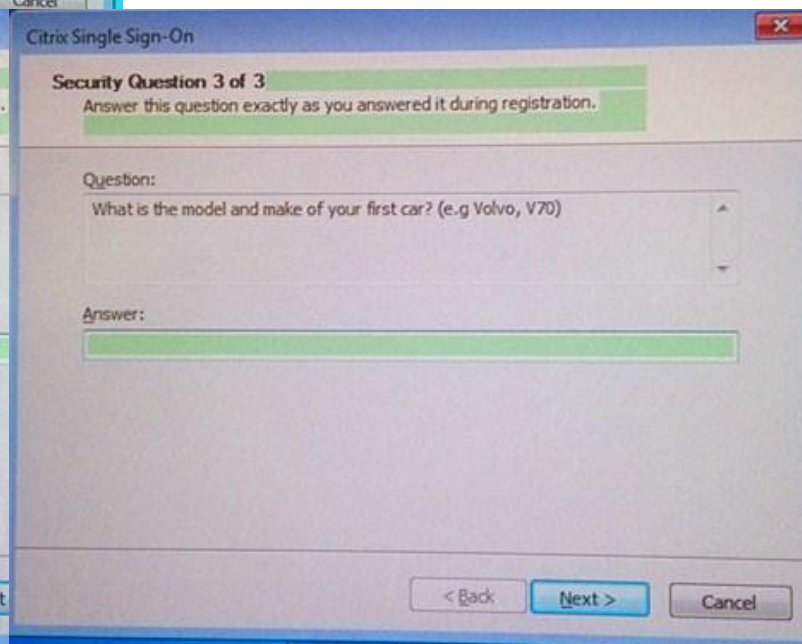
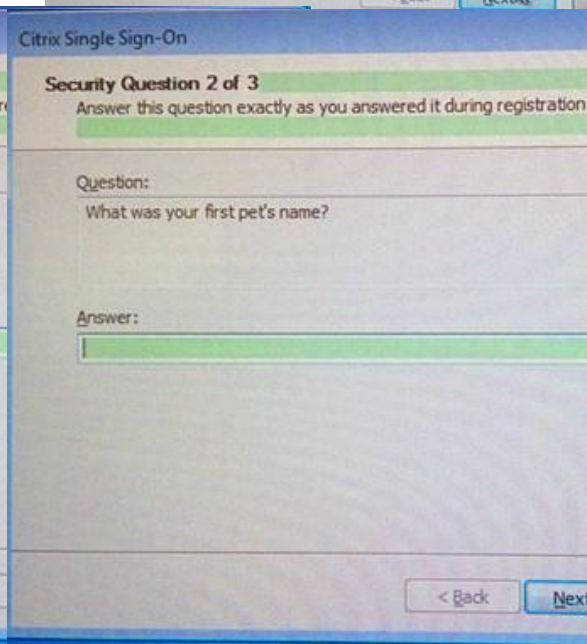
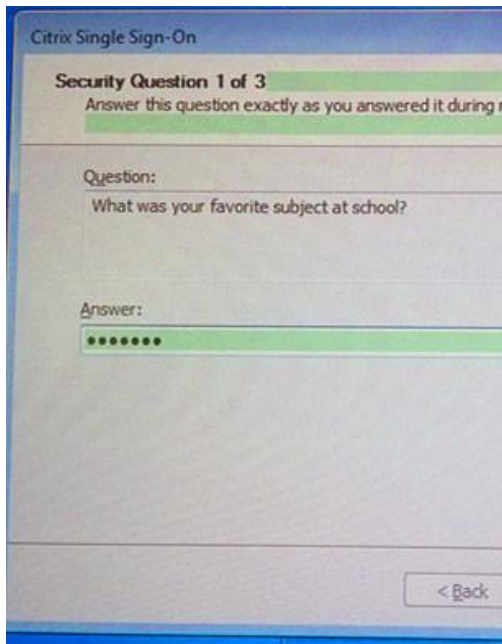
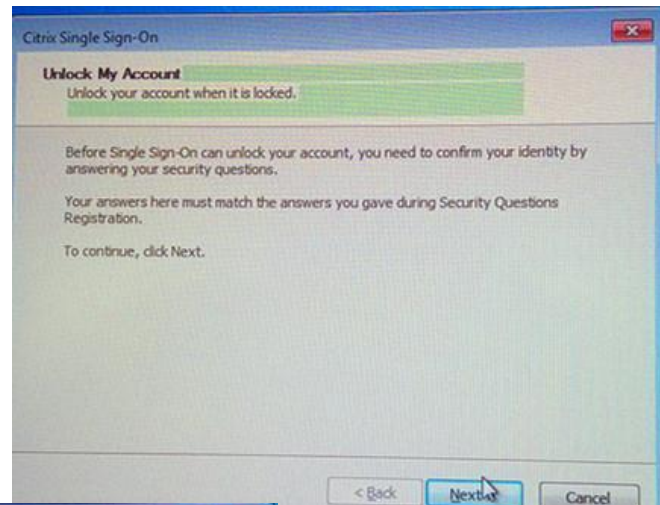
**Identify Your Account**  
Enter the user name and domain you use to log on to Windows.

User name:

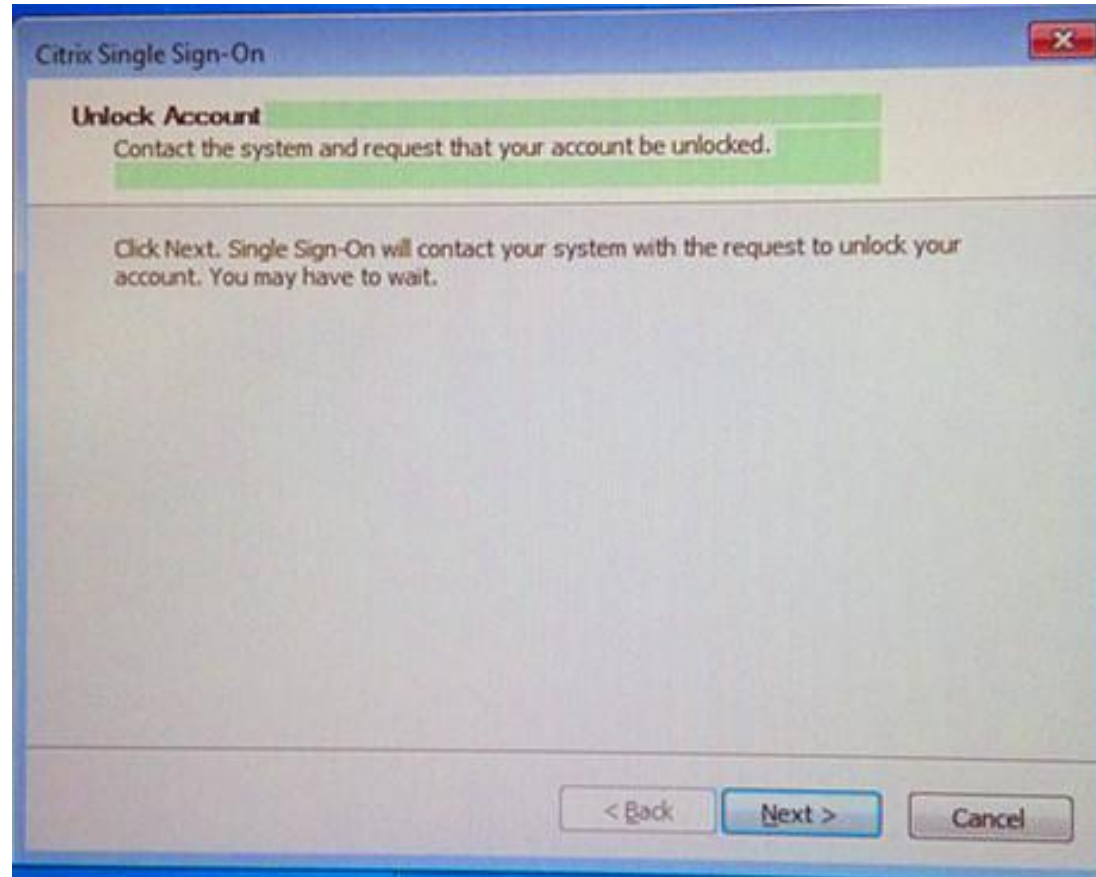
Log on to: ERICSSON

< Back   Next >   Cancel

# STEP 7: ANSWER 3 SECURITY QUESTIONS SET BEFORE

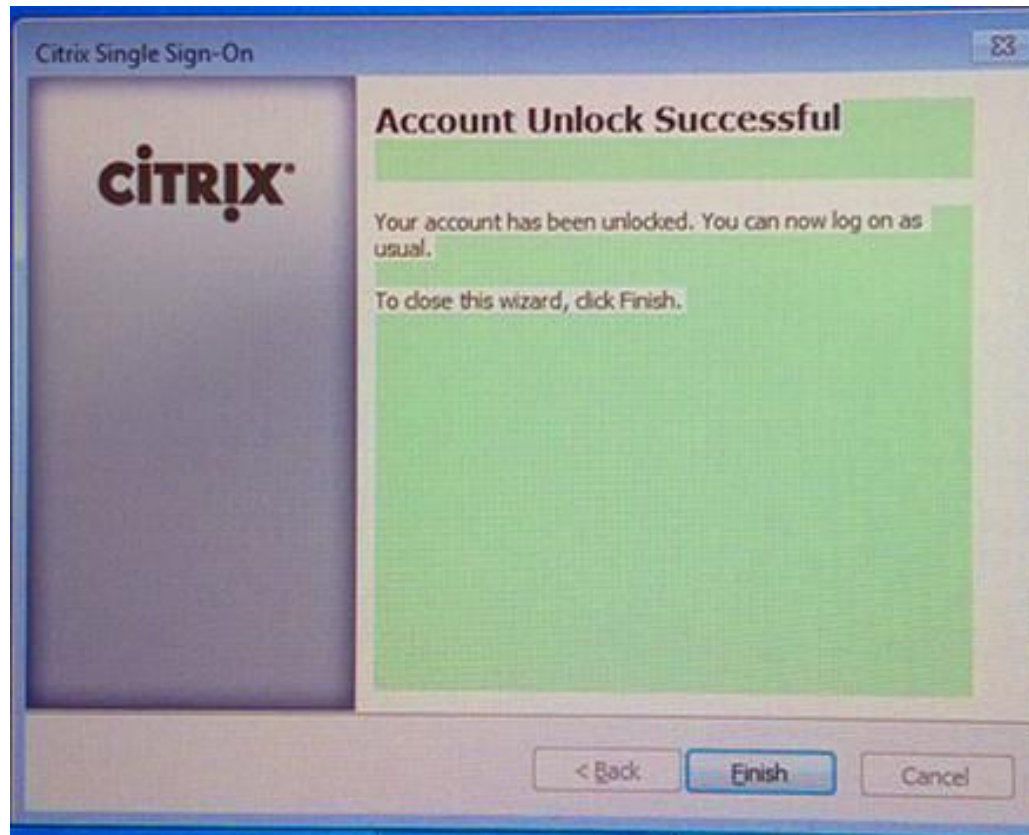


# STEP 8: AFTER 3 QUESTIONS ARE ANSWERED PLEASE CLICK NEXT





# STEP 9: AFTER CLICK "FINISH" YOUR ACCOUNT WILL BE UNLOCKED



# EVENTUALLY.....



› You account is unlocked and you have saved \$14.35 !!!





**ERICSSON**