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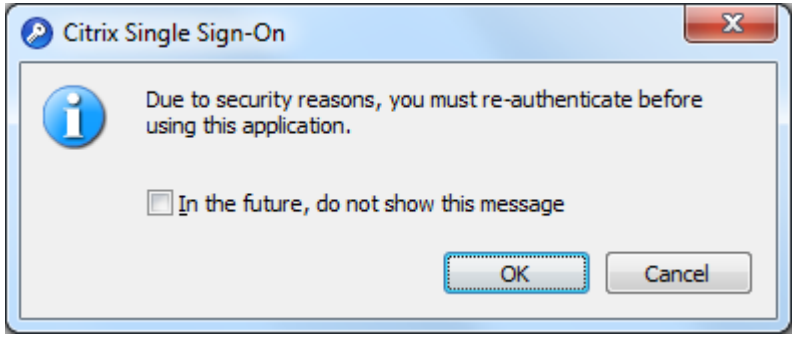
HOW TO UNLOCK YOUR ACCOUNT BY YOURSELF (USING ACCOUNT SELF-SERVICE)

Jeff Gao

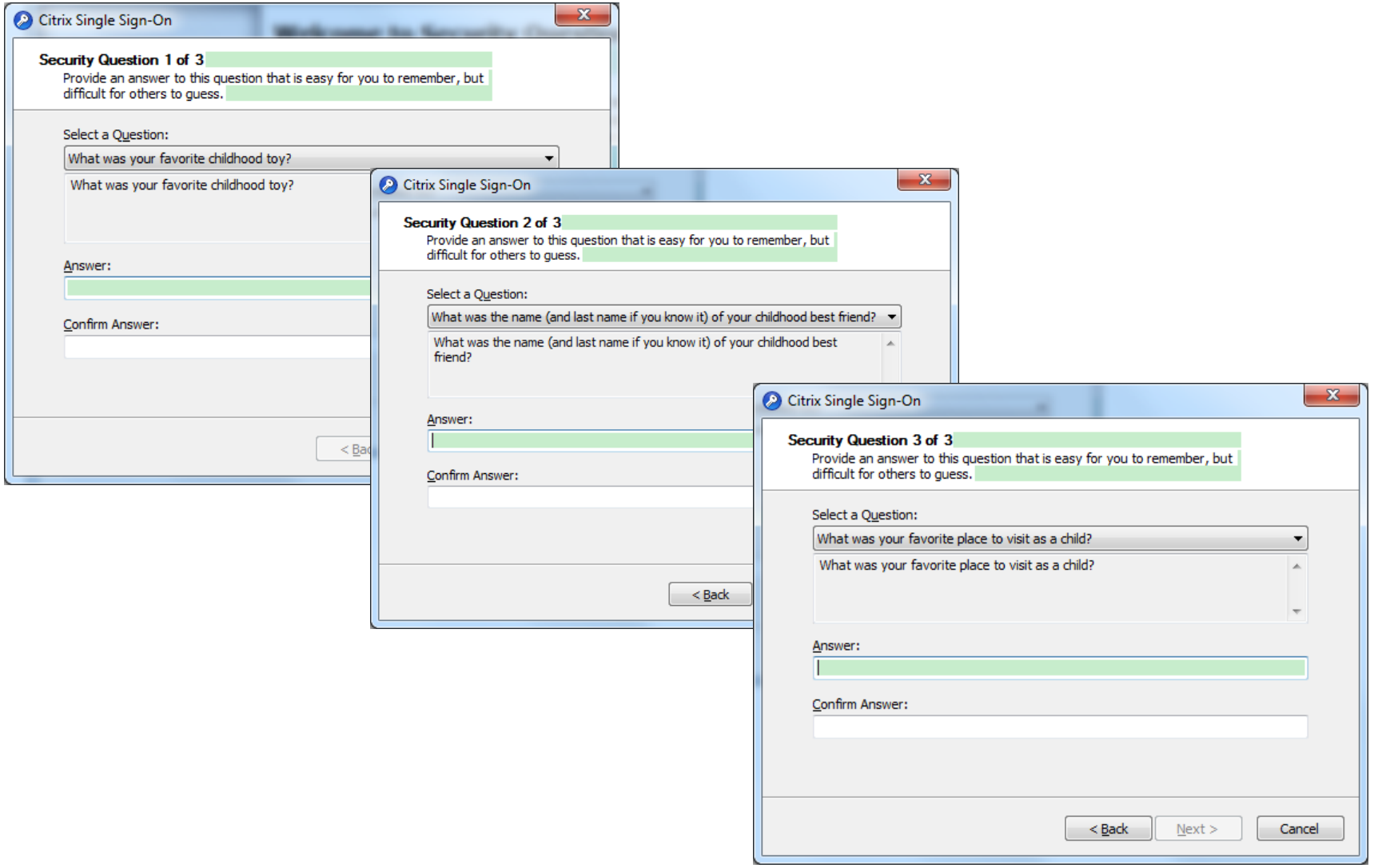
STEP 1-A: REGISTER YOUR SECURITY QUESTION

- 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

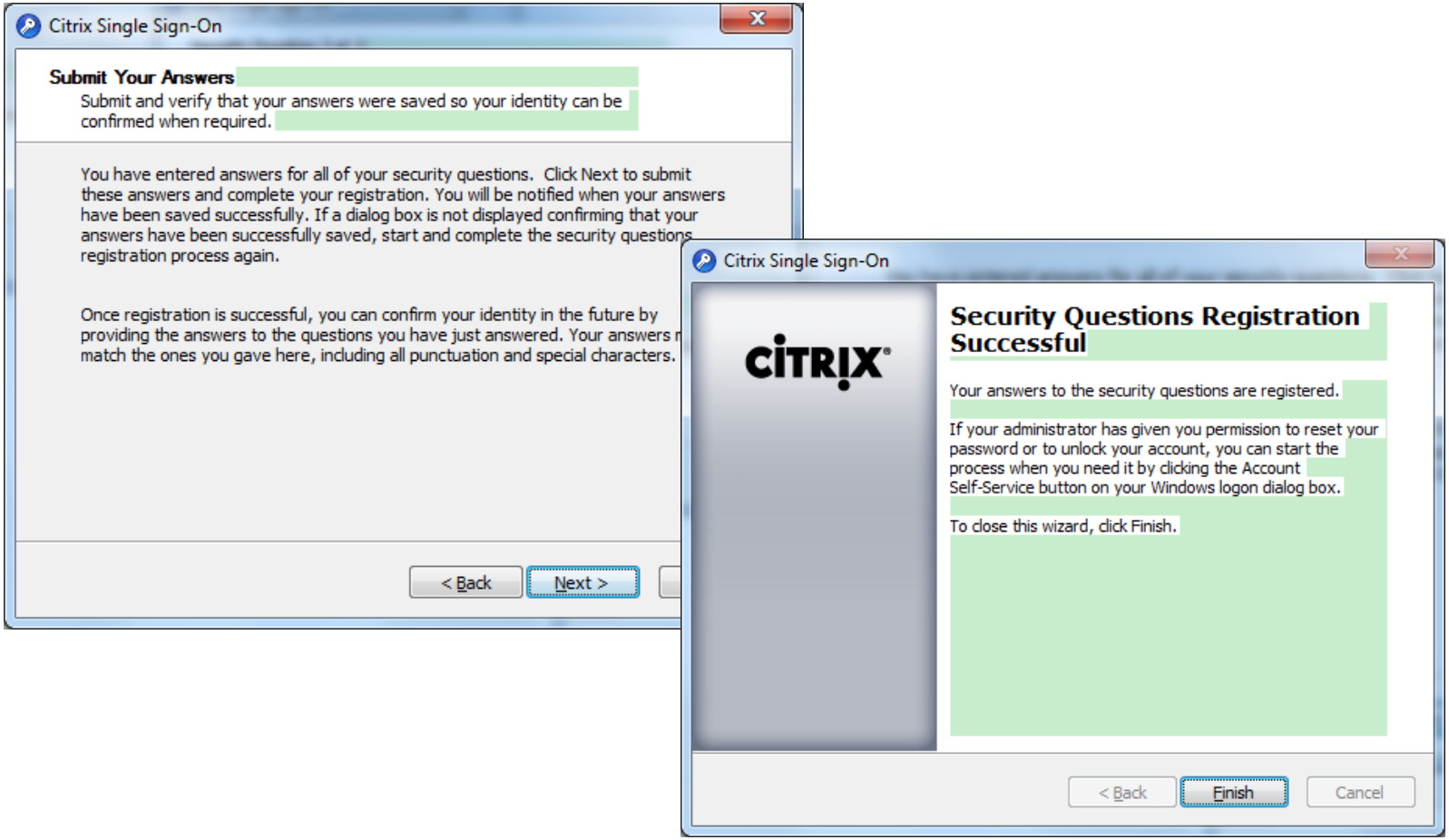


STEP 1-B: REGISTER YOUR SECURITY QUESTION

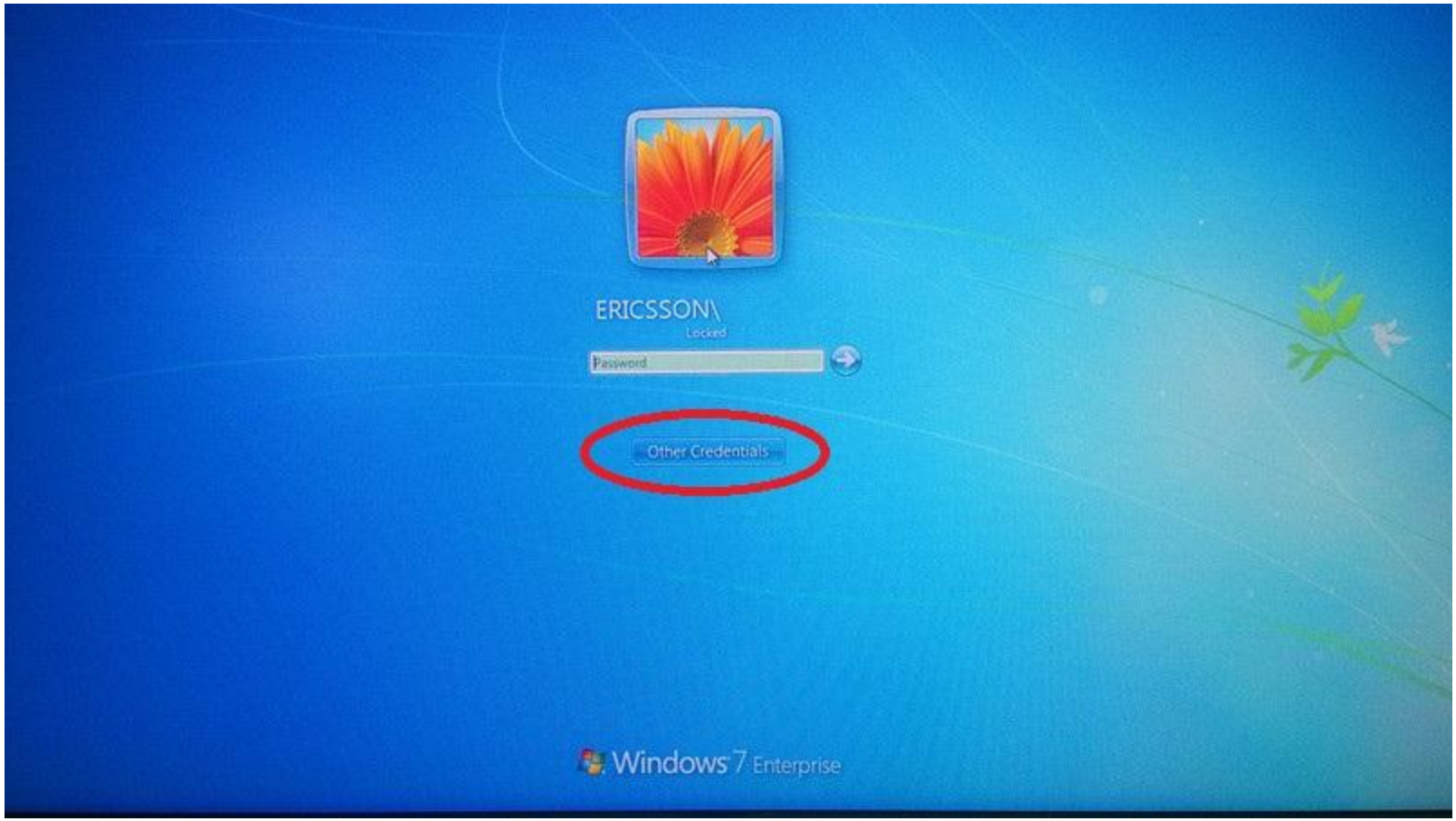
STEP 1-C: REGISTER YOUR SECURITY QUESTION: FINISH 3 SECURITY QUESTIONS



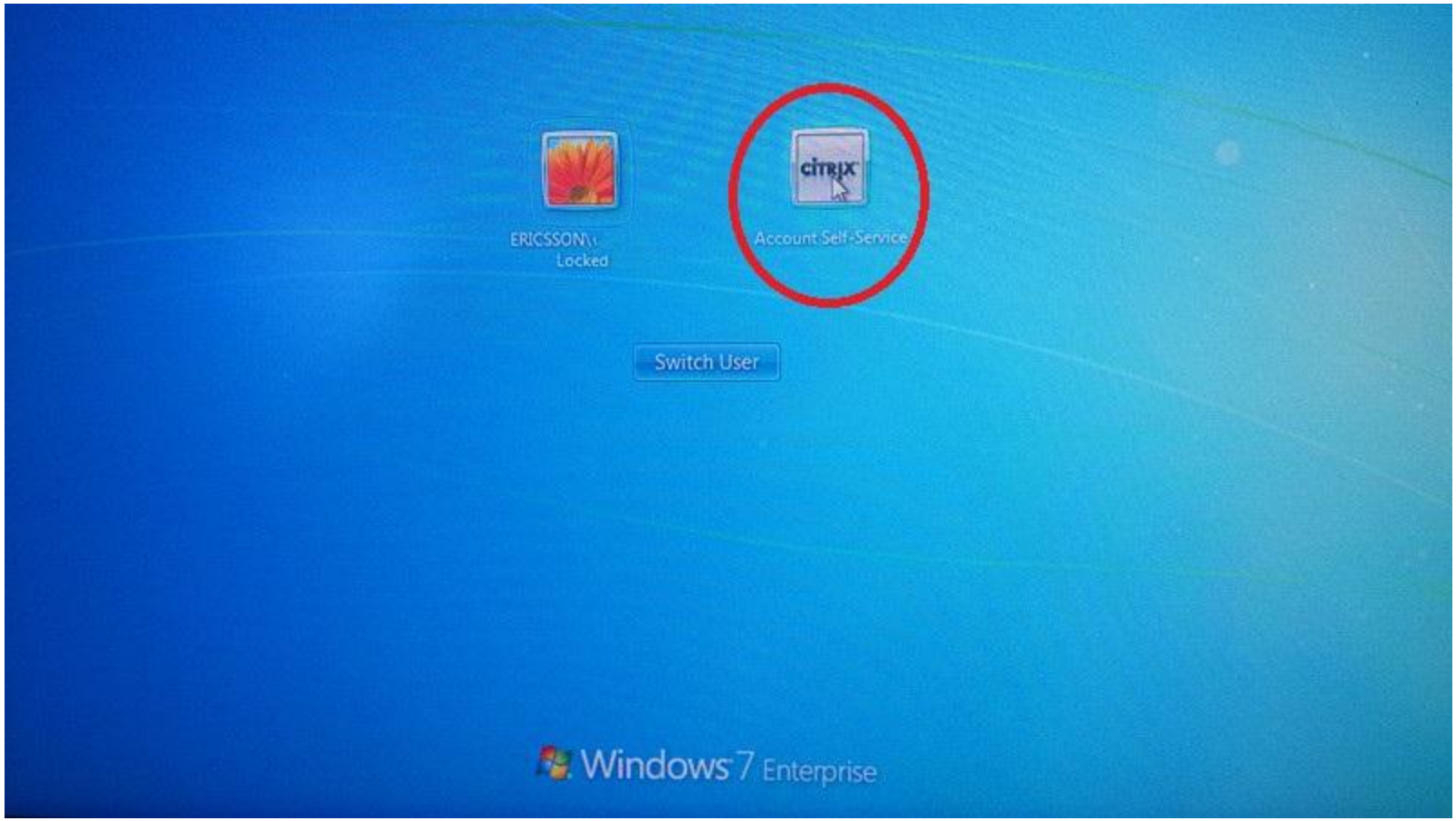
STEP 1-D: REGISTER YOUR SECURITY QUESTION



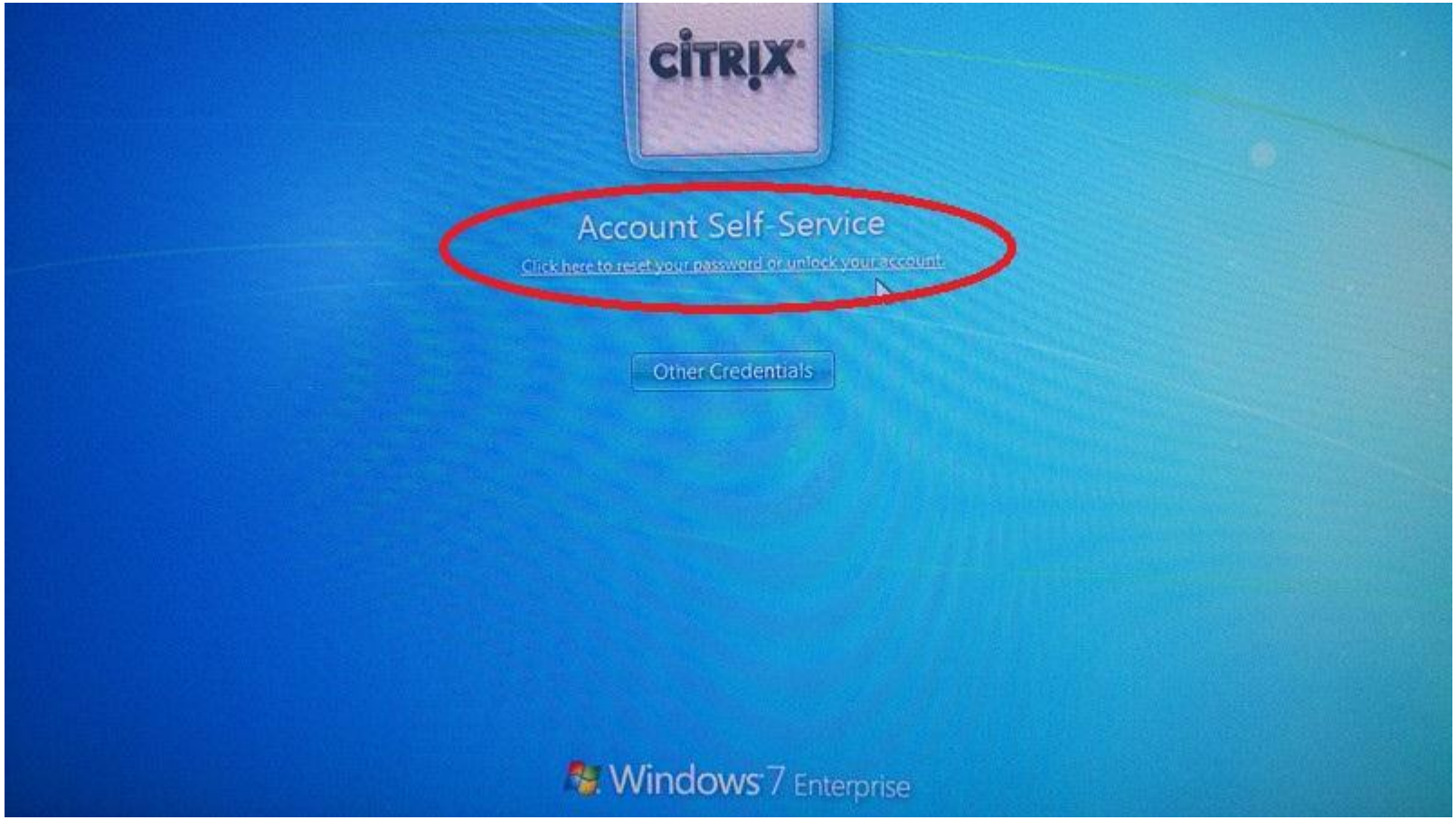
STEP 2: CLICK "OTHER CREDENTIAL"



STEP 3: CLICK "ACCOUNT SELF-SERVICE"

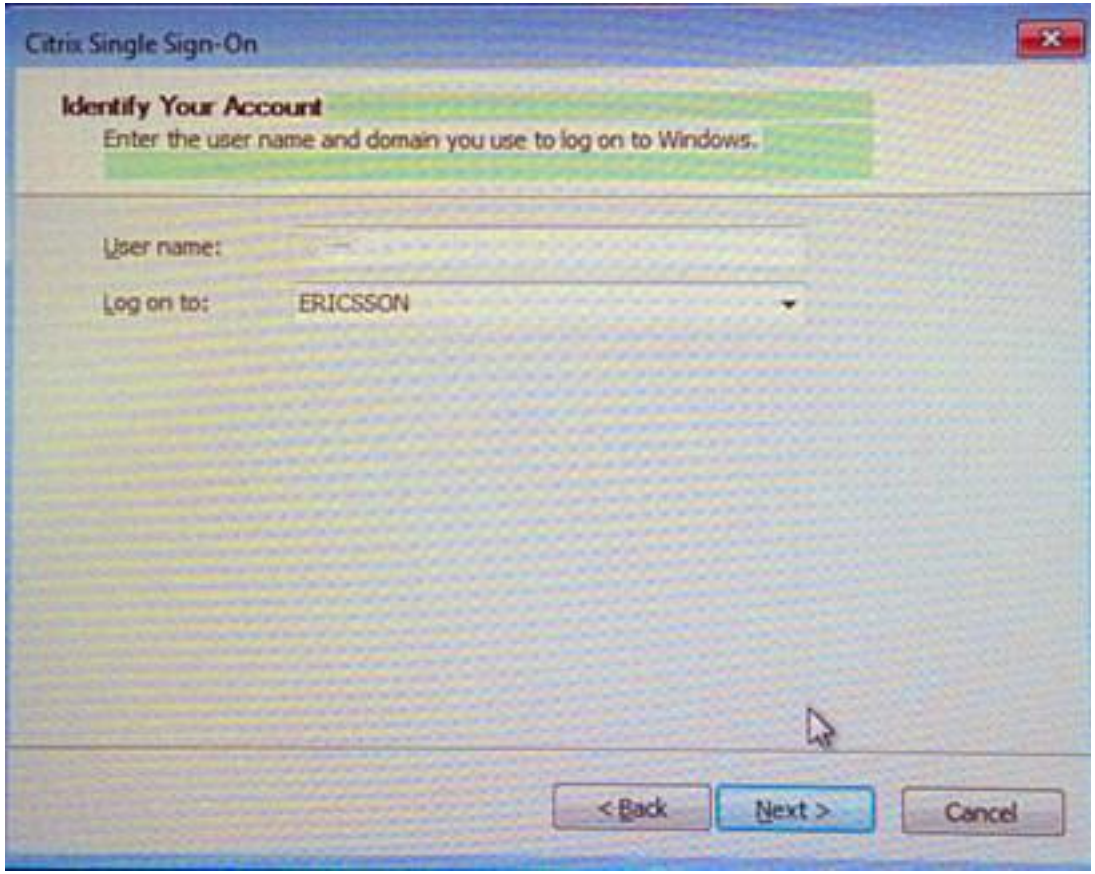


STEP 4: CLICK "ACCOUNT SELF-SERVICE"

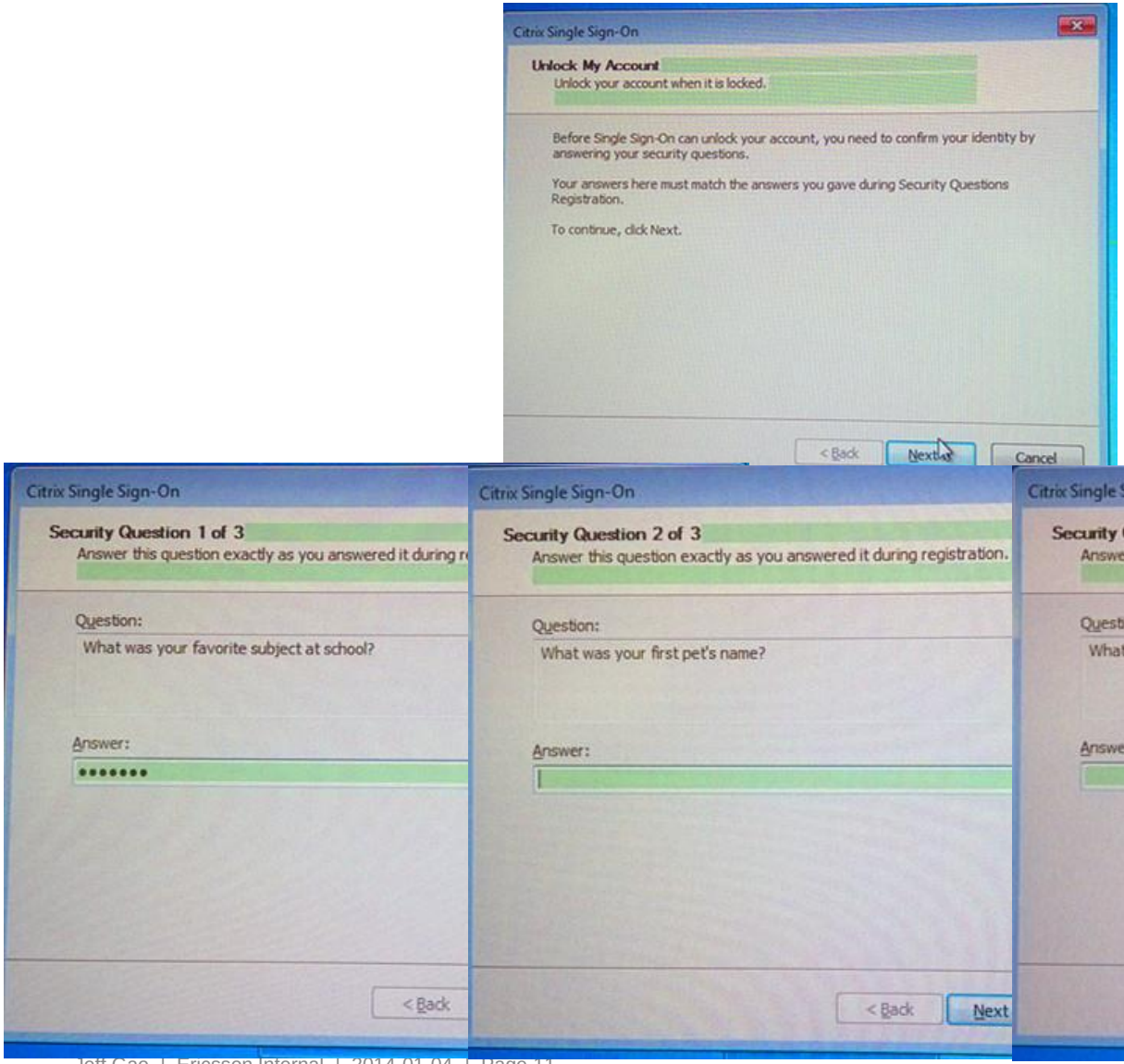


STEP 5: SELECT "UNLOCK MY ACCOUNT" THEN CLICK NEXT

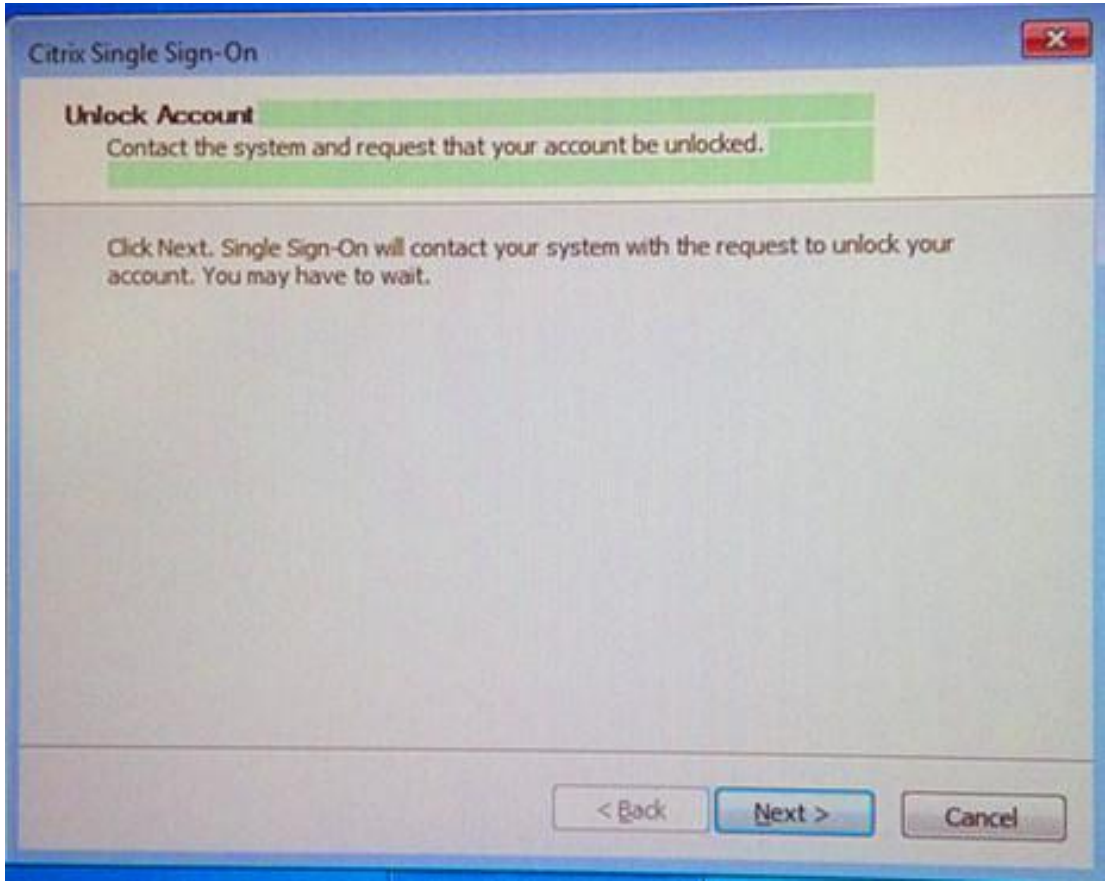
STEP 6: DOUBLE CONFIRM YOUR USER NAME AND DOMAIN



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 !!!

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