

GSD. Citrix - Reset Password for Citrix Users

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

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'value': 'b513d404c3ca1a100acd3300150131fb'}

General Information:

Possible symptoms/errors:

User wants to know How to Reset Password for Citrix Users.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

For password reset policy please check KB0016151 GSD. Windows - AD account password reset .

Solution:

If user is using Citrix, just like other applications, they would need to change its passwords due to expiration or if they just feel like doing so. To reset the password, user needs to change it via AD portal by following this guide:

Enter this link <https://ads5.fresenius.com/ads/portal/updatepassword> Put Email address, old password and put the new one 2 times Click Submit to accept the change.

If user forgot their password and cannot logon to Citrix they can reset it via Microsoft password reset link: <https://passwordreset.microsoftonline.com/>

This method is only applicable for user's with MFA (Multi-Factor Authentication) setup.

NOTE: It can take up to 5 minutes after a password reset until the new password will work. This is due to replication mechanisms in the background.

Advise the user to go to <https://passwordreset.microsoftonline.com/> (it can be accessed outside of Fresenius network) and to enter their Fresenius email address and the characters in the picture, then to click on Next.

Then, user needs to select their MFA method and authenticate via MFA. Once authenticated, advise the user to enter their new password and confirm it, then to click Finish. Once password was reset user must wait 5 minutes for the password to synchronize and try to logon.

If user is unable to reset password using methods described above, please follow steps for manual password reset: KB0016151 GSD. Windows - AD account password reset

If user's password still cannot be reset, gather details about the issue, screenshots, user's contact details and assign the ticket to the user administration team in ServiceNow:

Ext_WW_OCC-User-Administration_Capgemini

Assignment Group:

Ext_WW_OCC-User-Administration_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

AD portal password reset:

<https://adfs5.fresenius.com/adfs/portal/updatepassword>

2. Microsoft Online password reset:

<https://passwordreset.microsoftonline.com/>