AZURA MFA - Incorrect credentials Error while accessing VDI - MFA not working

Title

AZURA MFA - Incorrect credentials Error while accessing VDI - MFA not working

Purpose:

Follow this process to enroll for Azure MFA through My Apps Dashboard if user is getting -Incorrect credentials error

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Details/Scenarios/Notes

User is using the correct username/password but still getting "incorrect credentials " error while accessing VDI.

Troubleshooting Process

1.

This is usually caused by an issue related to Microsoft Azure Multi-Factor Authentication (Azure MFA).Make sure user is checking device for an authentication prompt. User may need to manually open the Microsoft Azure Authentication App.

Log in to: https://myaccess.freseniusmedicalcare.com/app/UserHomeClick on icon for Microsoft MFA for Citrix Users

Approve OKTA MFA

Select preferred verification method from the "How should we contact you?" drop menu.

Click NextFollow on-screen directions and complete the configurationsTry accessing the VDI again now.

2.

Assign the ticket to Desktop L1.5 Team if the above troubleshooting's are not working.

Incident Classification Requirements

Category

Software & Applications

Subcategory

End User Desktop /Laptop /Citrix VDI Software

Service

Citrix XenDesktop /Xenapp

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

End User Desktop /Laptop /Citrix VDI Software

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Escalation Group

DTI-EUX-Desktop - L1.5 / DTI-INF-CAPS Virtualization - L3 (For any P1 Issues)

Published by

Alexander Soriano (3120332)