

Citrix MFA FAQs

About Citrix Multifactor Authentication

BCBSLA will deploy a remote access technology similar to what you may have seen at other Blue plans, banks, or other financial institutions. This new remote access technology is known as ***multifactor authentication*** and it is most often encountered as a pin or access token delivered to you via email, SMS text message, or voice call when accessing your online shopping or financial institution account(s). To implement this technology we need to have a registration process and changes to how you access Citrix once we go live. When we go live you will be required to request, receive and submit a PIN before continuing on and logging in to the Citrix Site.

MFA self-registration

Users who currently have BlueGateway (Citrix) access rights will need to login into the SecureAuth self-service portal and select the delivery methods you wish to use (email address, SMS, voice call, etc.) for receiving your PIN. By default your business phone number and email will be populated.

Q- Where do I go to register?

A- Internal users will navigate to <https://securelogin.lahsic.com/manage>. Beginning January 21st External users will navigate to <https://securelogin.bcbsla.com/manage> - this will bring you to the SecureAuth Employee Self-Service page.

Q- How do I update my business number?

A- Your business phone number should be updated in the PeopleSoft HR system

Q- How many additional delivery / contact methods can I enter?

A- You can enter a personal phone number and email address. Since you are using Citrix remotely, consider that the contact / delivery method is something you have access to outside of the office.

Q- Can I use my cell Phone as a delivery method for receiving my PIN?

A- Yes, if you have your phone number listed as a delivery method. If you have a mobile phone with MobileIron, you can also receive the PIN through your BCBSLA email account.

Q- After go live can I still register?

A- Yes, you will navigate to <https://securelogin.bcbsla.com/manage> to complete registration. This link will become active on Jan 21st.

MFA After Go-Live

Q- How Will I access Citrix remotely?

A- The current link to access Citrix will not change. What will change is that you will be required to obtain a PIN and enter this number before continuing on to the BlueGateway (Citrix) login page.

Q- How do I receive a PIN?

A- You will be prompted with the delivery methods available. Once the desired method is selected, click "Submit" to obtain the one-time passcode. The passcode is good for 10 minutes.

Q- How often will I need to do multifactor authentication (daily, weekly, by device)?

A- Every time you login into Citrix you will be required to complete multifactor authentication.

Q- How do I update or change my delivery / contact method?

A- This should be updated in the PeopleSoft HR system for business phone number or business email and the SecureAuth Employee Self-Service Page for secondary contact information.

Q- If I have issues where do I report these?

A- If you experience an issue, please report this to the IT Service Desk (225-295-2058 or ITServiceDesk@bcbsla.com). For afterhours and weekend support, please press #1 on the Service Desk Employee menu to be transferred to the Network Operation Center (NOC) or dial 225-295-2056.