

HOW TO UPDATE USERNAMES AND PASSWORDS FOR CITRIX USERS

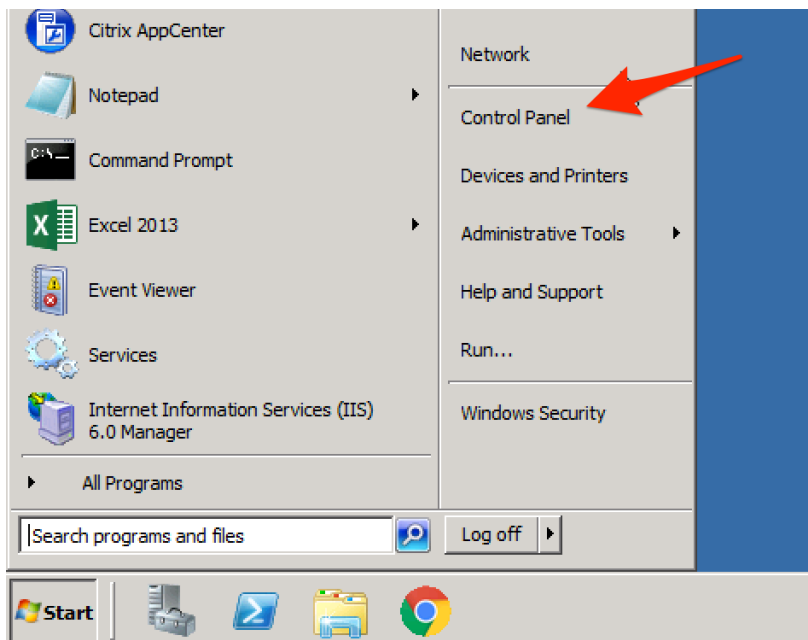
The instructions below will guide you through the process of updating usernames and passwords for logging into Citrix Receiver.

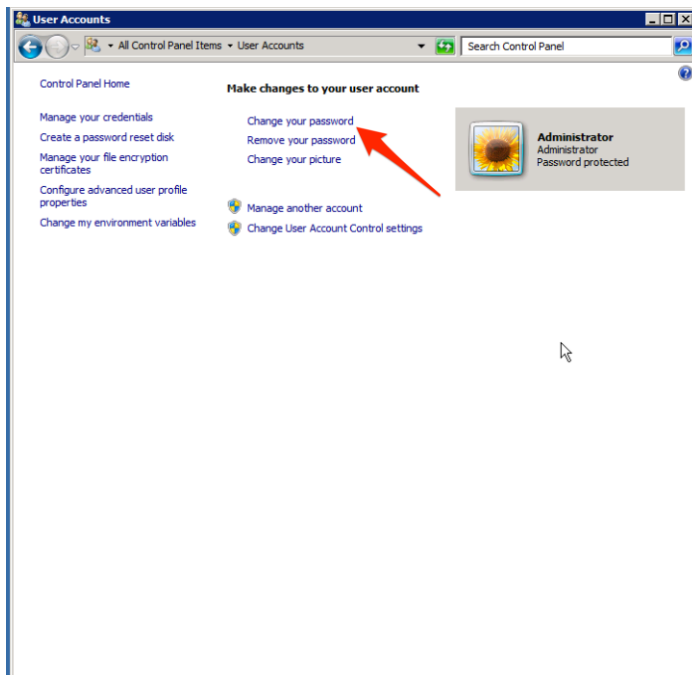
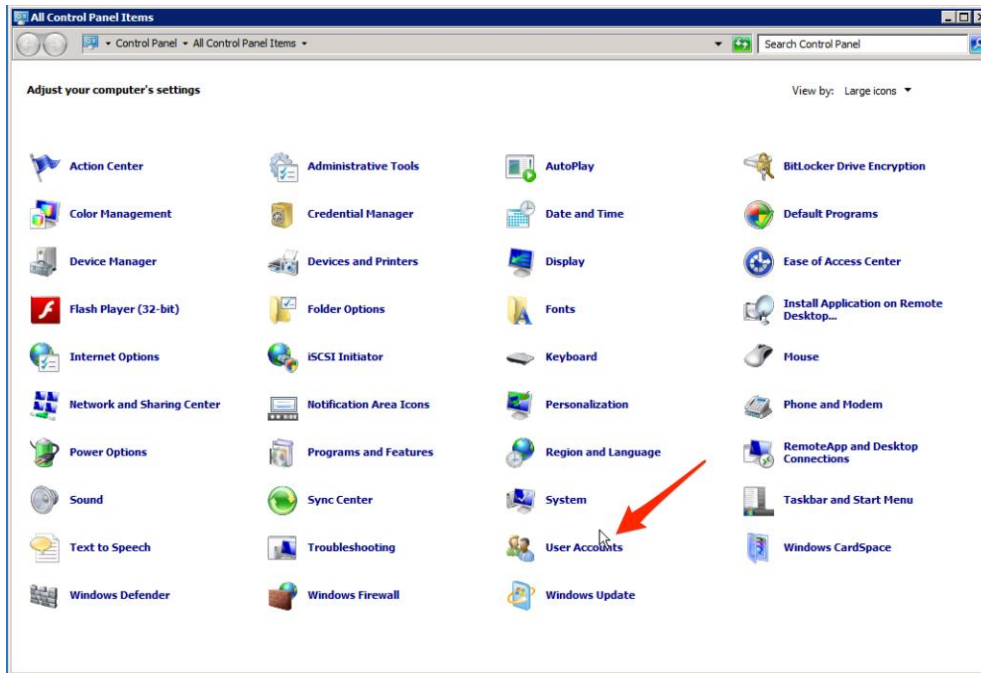
For security reasons, it is required that a password meet the criteria listed below:

- It must not contain more than two consecutive characters from the user name
- It must be at least 6 characters in length
- And it must satisfy at least three of the following criteria:
- It must contain uppercase letters.
- It must contain lowercase letters.
- It must contain numbers.
- It must contain non-alphanumeric characters – e.g., #, %, or ^.

OPTION 1: Change your own password (if you have desktop access)

1. Log into Citrix Receiver and launch the Desktop.
2. Go to Start > Control Panel > User Accounts > Change your password.





3. Fill in the required fields to update your password and save the changes.



OPTION 2: Reset password for other users (if you have desktop and admin access)

IMPORTANT: never make changes to the "administrator" user or "Ctx" users.

1. Log into Citrix Receiver and launch the Desktop.
 2. Open the Server Manager (to the right of the Start menu by default).
 3. In the left column, expand "Configuration" > "Local Users and Groups" > "Users."
 4. Right-click on a user that you wish to update.
 5. Click "Rename" to set a new username.
 6. Click "Set Password..." to set a new password.
- Note: be sure to set a password with a mixture of uppercase/lower case letters, numbers and at least one special character. If the password is too simple, an error message will be displayed and the password will not be updated.

