**Step 1:**
Log on to UTMB's Citrix website the same as always.

Citrix.utmb.edu

**Step 2: One-Time Process**
Enroll a device.

A mobile phone is recommended.
On your phone, install Duo Mobile from the App Store.

This screen will only appear if IOS is selected.

**HELP:**
Visit [www.utmb.edu/duo](http://www.utmb.edu/duo) for help and information about Duo and two-factor authentication.

Contact the Service Desk by calling (409) 772-5200 or (888) 898-2401.

Email the Service Desk at [ishelp@utmb.edu](mailto:ishelp@utmb.edu)