Microsoft Authenticator

1) To get access to the new Citrix platform https://xenapp.desmi.com you will have to run Microsoft Authenticator https://aka.ms/mysecurityinfo . In Microsoft Authenticator, you should log in using your mail and your new password. Afterwards, push "Add method" and choose telephone. Select your country code and type your telephone number. You will receive a confirmation password in a text message, which should be used to activate Microsoft Authenticator.

Citrix

2) Go to https://xenapp.desmi.com and log in using your DESMI initials and your new password. You will now receive a text message with authentication code. Type it in the box and log in.

If you cannot log in due to "page cannot be displayed" or "page cannot be reached" you have to check the following:

Win 7:
- In the right corner on the lower bar, there should be a red cross. If this cannot be seen you have to click the arrow

- Right click the red cross and select "use local dns resolution". This has to be done every time you start your PC. Refresh https://xenapp.desmi.com and log in following above procedure.

Win 10:
- In the right corner on the lower bar you shall click the "internet icon" and thereafter, "DESMI"

DirectAccess
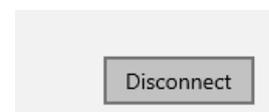
- Click "DESMI" again   and disconnect

- Refresh https://xenapp.desmi.com and log in following above procedure.

Get support from IT support by calling +4589880552 or write an email to: ithelpdeskdesmi@gmail.com

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