



Pure Broking

Multi Factor Authentication

CONFIDENTIALITY STATEMENT

SSP Limited has prepared this document in good faith. Many factors outside SSP Limited's current knowledge or control may affect the recipient's needs and project plans. Errors in the document will be corrected once discovered by SSP Limited. The responsibility lies with the recipient to evaluate the document for applicability. The information in this documentation is proprietary, confidential and an unpublished work and is provided upon recipient's covenant to keep such information confidential. Personal Data supplied in this document may not be used for any purpose other than for which it was supplied. Personal Data may not be transferred to other parties without prior consent of SSP Limited. In no event may this information be supplied to third parties without SSP Limited's prior written consent.

The following notice shall be reproduced on any copies permitted to be made:

© SSP Limited 2023. All rights reserved.

SSP Limited Head Office:

3rd Floor West, Bowling Mill, Dean Clough Mills, Halifax, HX3 5AX, UK

Registered in England and Wales No. 04234499

T: +44 (0)1422 330 022

W: www.ssp-worldwide.com

CONTENTS

CONFIDENTIALITY STATEMENT2

INTRODUCTION4

SMART PHONE/DEVICE - SET UP AUTHENTICATOR & REGISTER DEVICE5

PC - SET UP DESK TOP AUTHENTICATOR & REGISTER DEVICE.....9

Install Authenticator Using Microsoft Edge..... 9

Install Authenticator Using Google Chrome 10

Register the PC 12

LOGIN TO CITRIX.....15

UNREGISTER A DEVICE & REGISTER A NEW DEVICE17

Delete Account from Microsoft Authenticator App 18

Delete Account from Google Authenticator Extension (Desktop)..... 19

TROUBLE SHOOTING.....21

Detect Receiver 21

New Link to Logon Takes Me to Page to Register a Device 22

Device Successfully Registered But Error When Attempting to Log In..... 23

Link to Register a Device for MFA Goes Straight to Citrix Landing Page 24

Introduction

In line with many companies providing internet-based solutions, security is very high on SSPs list of priorities. Multi Factor Authentication adds another layer of security at the login stage to ensure that it is only authorised users of your system accessing your data.

To login to Pure Broking using Multi Factor Authenticator, each user needs to have access to an Authenticator application, either on a smart phone/device or on their PC desktop.

This guide describes how to use a Multi Factor Authenticator on a smart phone or desk top application:

- Register a smart phone/device for Multi Factor Authentication or install a desk top application.
- Login to Pure using Multi Factor Authentication via a registered device.
- Unregister a device and register a new device.

Smart Phone/Device - Set up Authenticator & Register Device

This section is relevant to those users wishing to download an Authenticator app onto their smartphone/device – SSP recommends either the Microsoft Authenticator or Google Authenticator as both applications will work on Microsoft, Android or Apple phones. Follow any onscreen instructions to install your selected Authenticator app.

- Once the application has been installed on your phone, using your PC web browser navigate to <https://pureaccessmfa.ssp-hosting.com/manageotp>. This will present a login screen requesting your username and password. The credentials required are your usual Citrix licence username and password.



- Once your login credentials have been accepted, the Add a Device screen will display as follows.



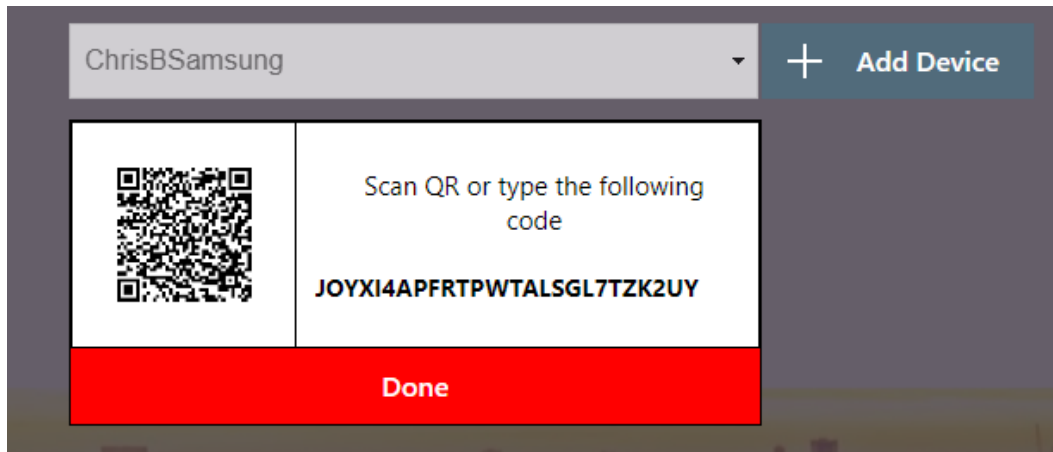
- Click Add Device. You will be asked to key in the name to be assigned to the new device. This must not include dashes.



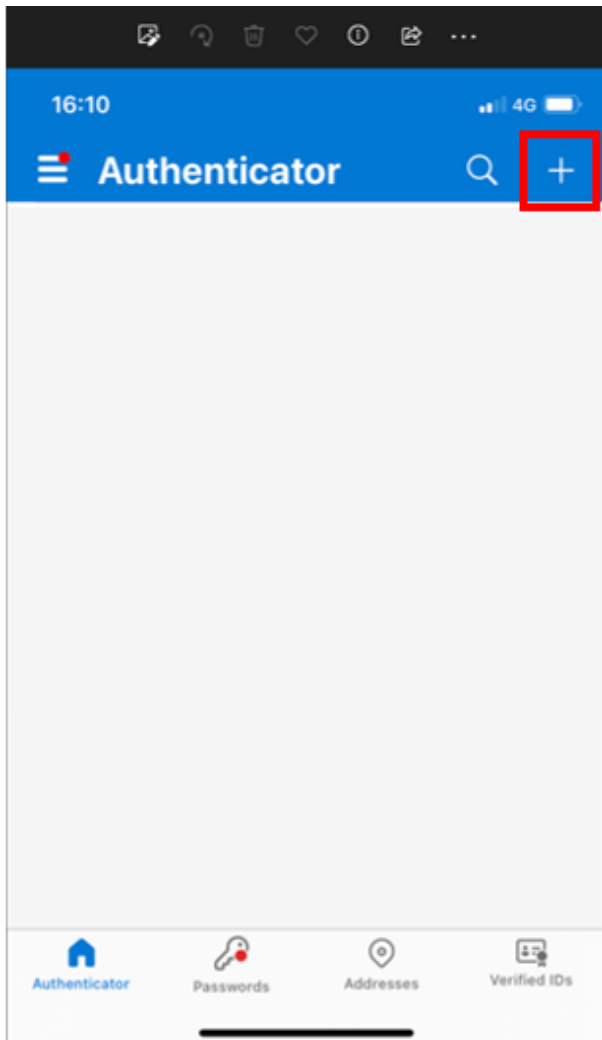
- Key in the required device name and click Go.



- A QR code is now displayed on the screen.



- Leave the QR code on your PC screen. The next steps are now carried out on your smart phone. On your phone open the Authenticator app and navigate to Add a new account.

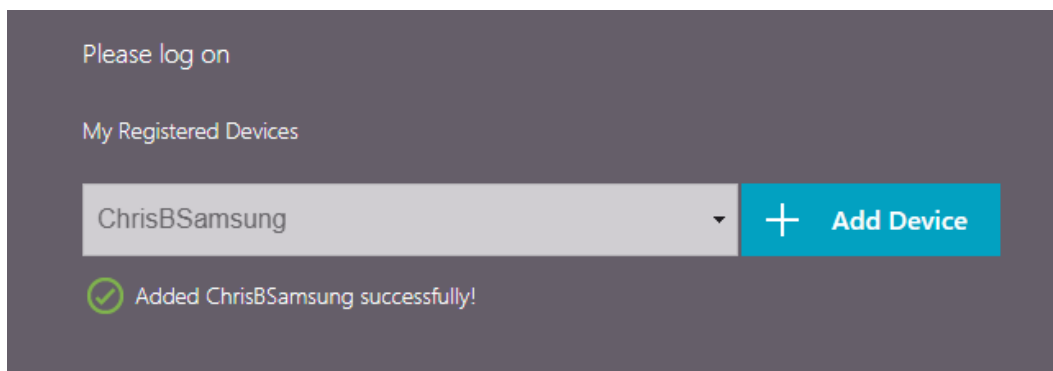


Note the Authenticator App screenshots are taken from an I-Phone using the Microsoft Authenticator, though the process is broadly similar for whichever Authenticator or phone operating system is being used.

- Choose whether the account is a personal account, work or school account, or other (for the purposes of successfully completing these steps it does not matter which option is chosen) and then select the option to scan a QR code.



- Your smart phone camera will open, at which point you can scan the QR code displayed on your computer screen. Your device registration is now complete.
- If you click the Done button under the QR code displayed on your computer screen you will now see that device is shown as successfully added.



- If you choose to register an additional device, then you can do so at this screen by clicking Add Device and following these steps again. If required, a maximum of 3 devices can be registered at any one time for each user.

- Once all required devices have been added, your web browser, including the web page <https://pureaccessmfa.ssp-hosting.com/manageotp> needs to be closed and you can proceed to log in to Citrix and subsequently Pure Broking.

Note: The url <https://pureaccessmfa.ssp-hosting.com/manageotp> is used only for registering a device and NOT for logging in to Citrix.

PC - Set up Desk Top Authenticator & Register Device

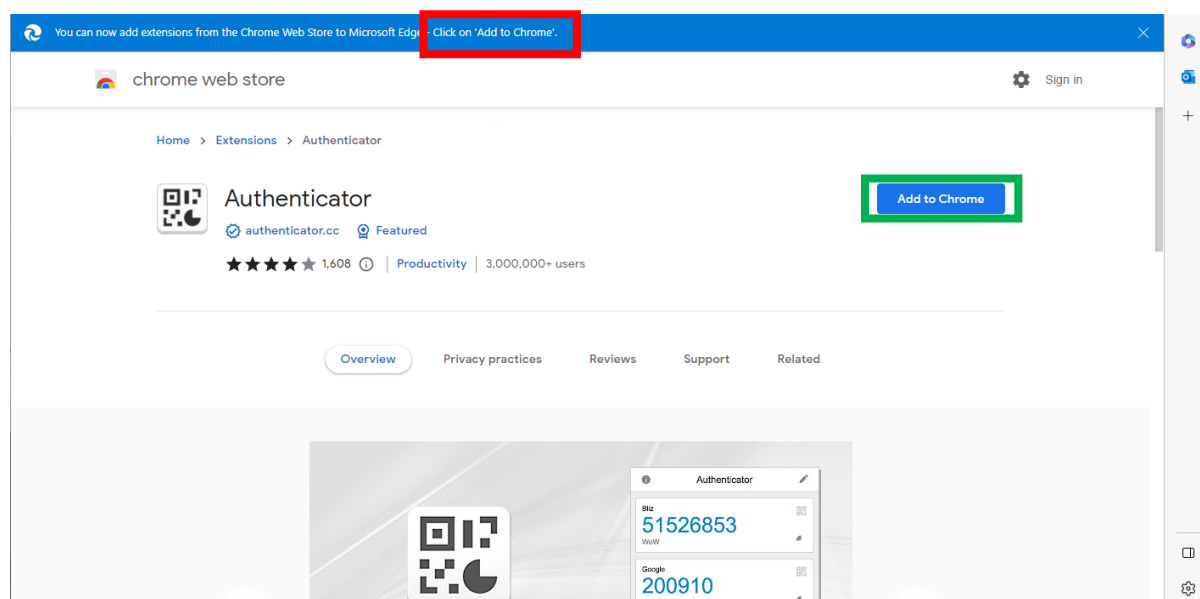
This section is relevant to those users wishing to download an Authenticator application onto their PC. Whilst a number of authenticators are available, this guide details how the **Google Authenticator extension** can be installed on a PC via Microsoft Edge and Google Chrome.

Install Authenticator Using Microsoft Edge

- Click on the link below.

[Desk Top Authenticator](#)

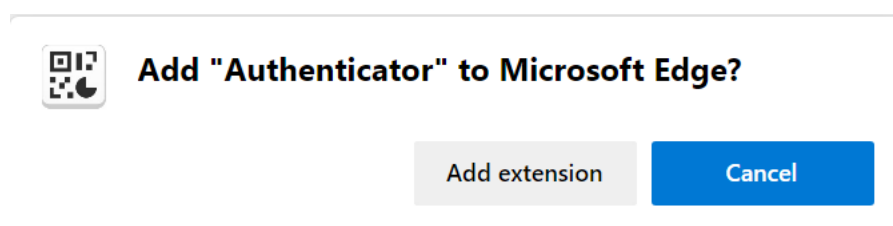
- If the web browser you are using is Microsoft Edge, a note will appear in the Banner to say that the extensions from the Chrome Web Store can be added to Microsoft Edge:



- If the “Add to Chrome” button (marked with green outline above) is not available, then click on “Click on Add to Chrome” in the banner (marked with red outline above). The “Add to Chrome” button should now appear.
- To add the extension, click the “Add to Chrome” button.

Add to Chrome

- Confirmation will be requested.




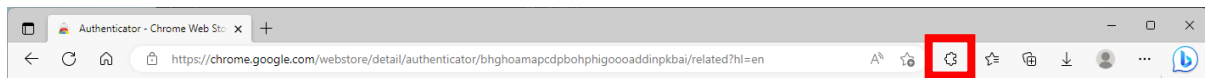
- Click Add extension.
- This action will now be confirmed.



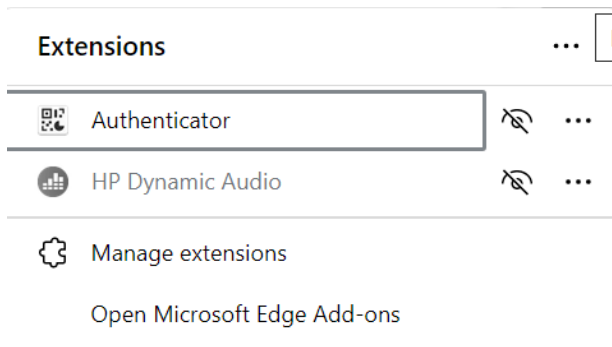
Authenticator has been added to Microsoft Edge


Use this extension by selecting this icon.
• Manage your extensions by clicking Settings and more > Extensions.

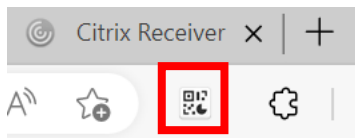
- The new Extension now needs to be “pinned” to the browser. To do this click the Extensions button on your browser . For reference it is located as indicated below:



- A screen showing the Extensions installed will be displayed.

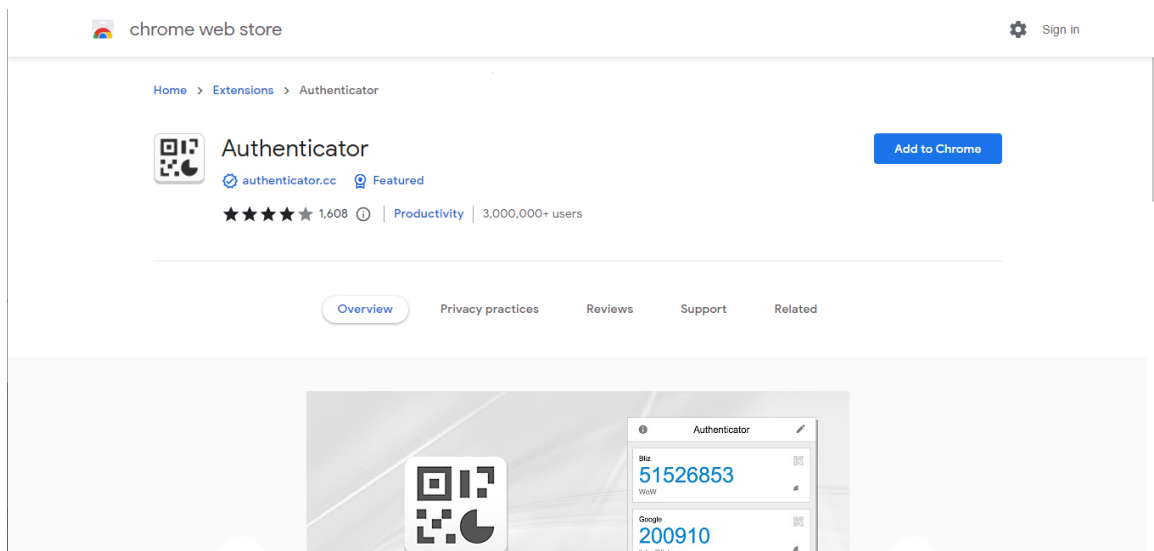


- Ensure the “Authenticator” extension is highlighted and then click the  button immediately to the right. The extension will now be permanently displayed in the browser.

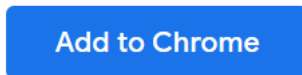


Install Authenticator Using Google Chrome

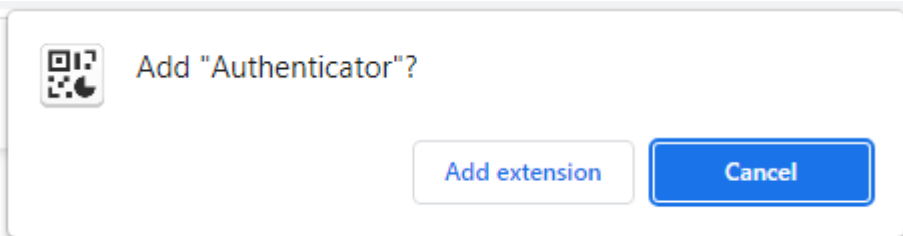
- Click on the link below.
[Desk Top Authenticator](#)
- The following screen will appear:



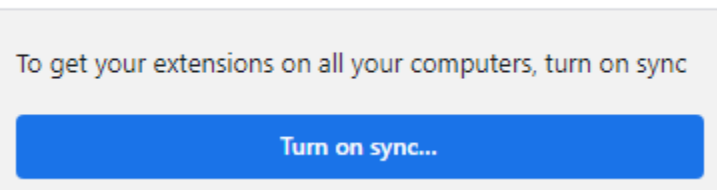
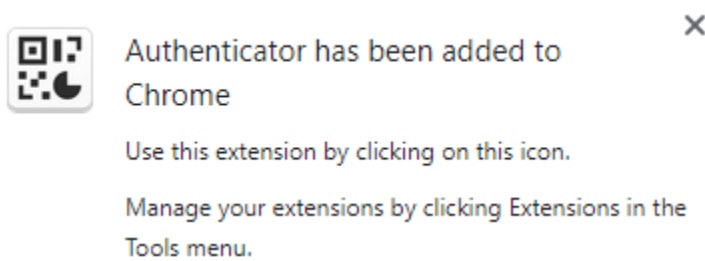
- To add the extension, click the “Add to Chrome” button.




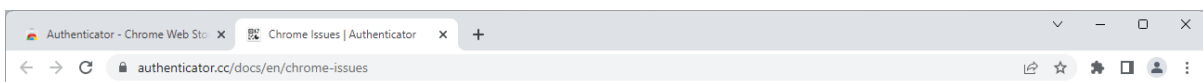
- Confirmation will be requested.



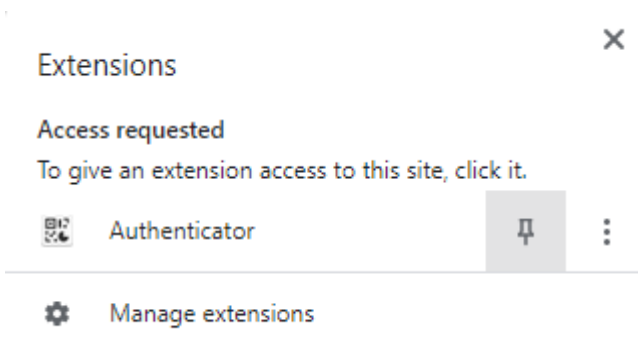
- Click Add extension.
- This action will now be confirmed (the message can simply be closed).



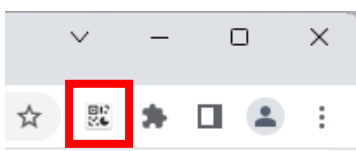
- The new Extension now needs to be “pinned” to the browser. To do this click the Extensions button on your browser . For reference it is located as indicated below:



- Click the “pin” icon  immediately to the right of the Authenticator:

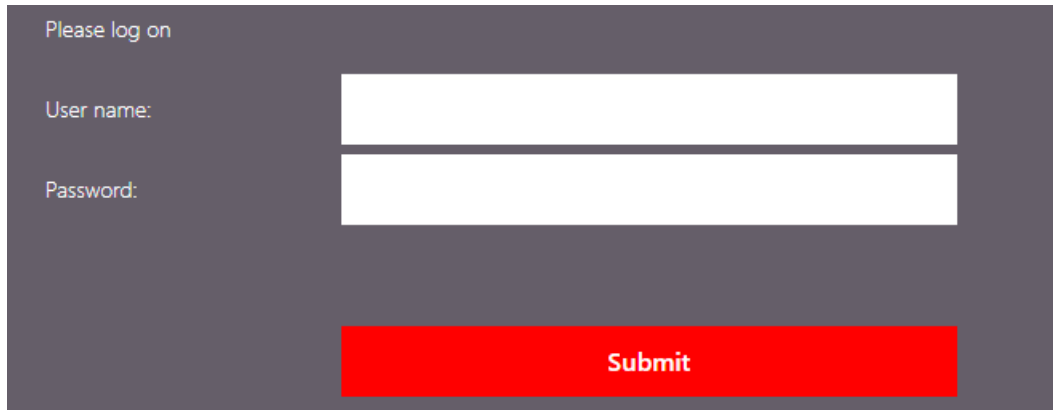


- The extension is now be permanently displayed in the browser:



Register the PC

- Once the application has been installed using your PC web browser navigate to <https://pureaccessmfa.ssp-hosting.com/manageotp>. This will present a login screen requesting your username and password. The credentials required are your usual Citrix licence username and password.



Please log on

User name:

Password:

Submit

- Once your login credentials have been accepted, the Add a Device screen will display.



No registered devices ▾ **+ Add Device**

Enter a device name to add **Go**

- Click Add Device. You will be asked to key in the name to be assigned to the new device. Key in the required device name, which must not include dashed or special characters, then click Go.

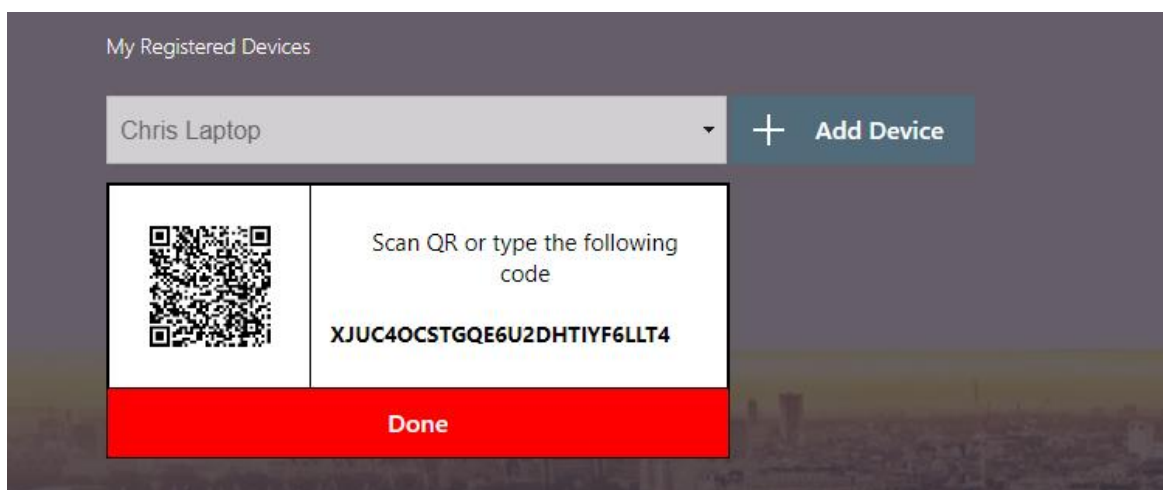


My Registered Devices

No registered devices ▾ **+ Add Device**


Chris Laptop **Go**

- A QR code is now displayed on the screen.




My Registered Devices

Chris Laptop ▾ **+ Add Device**


 Scan QR or type the following code

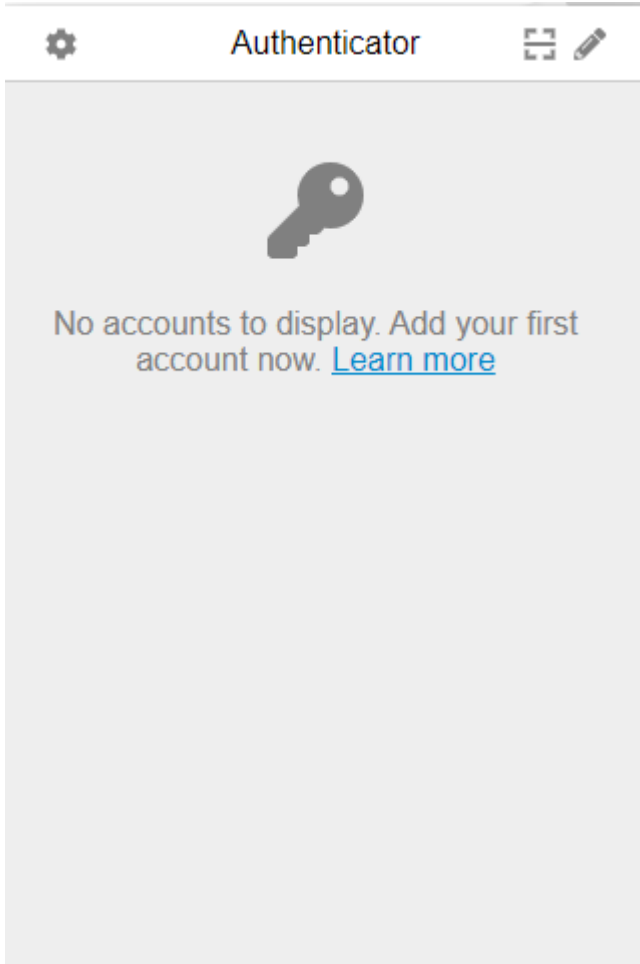
XJUC4OCSTGQE6U2DHTIYF6LLT4

Done

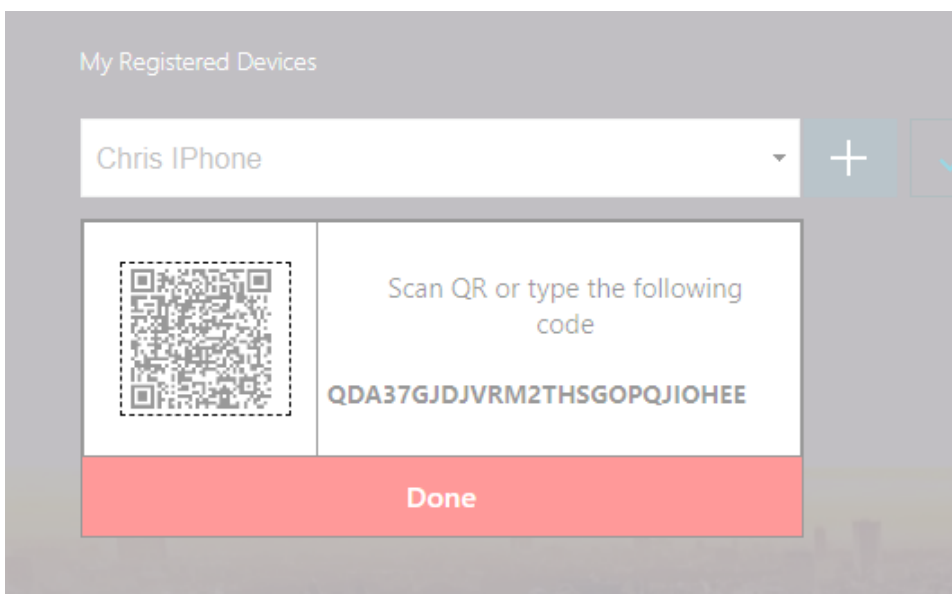
- With the QR code still displaying click the Authenticator icon  at the top of the browser. For reference, it will be located here:



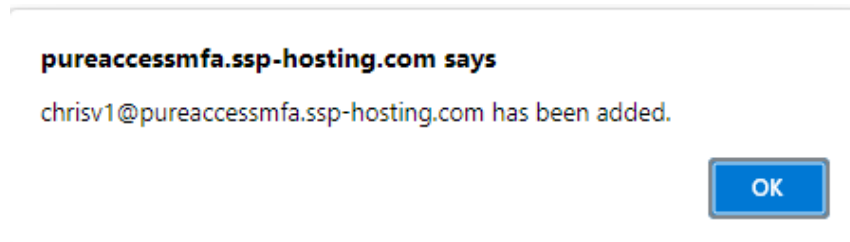
- Click the QR icon  in the top right of this screen.



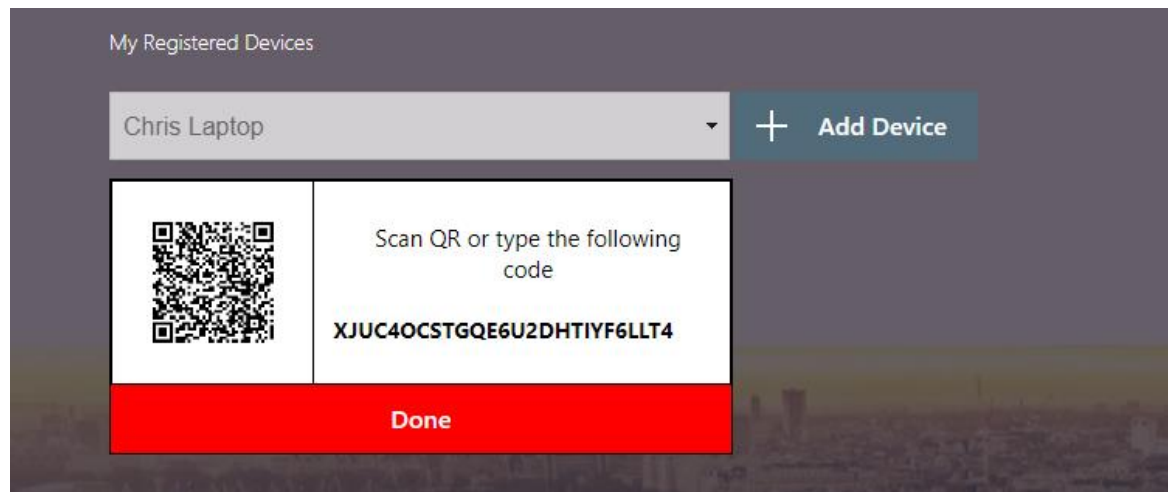
- Click and drag your mouse to "Draw" around the QR code.



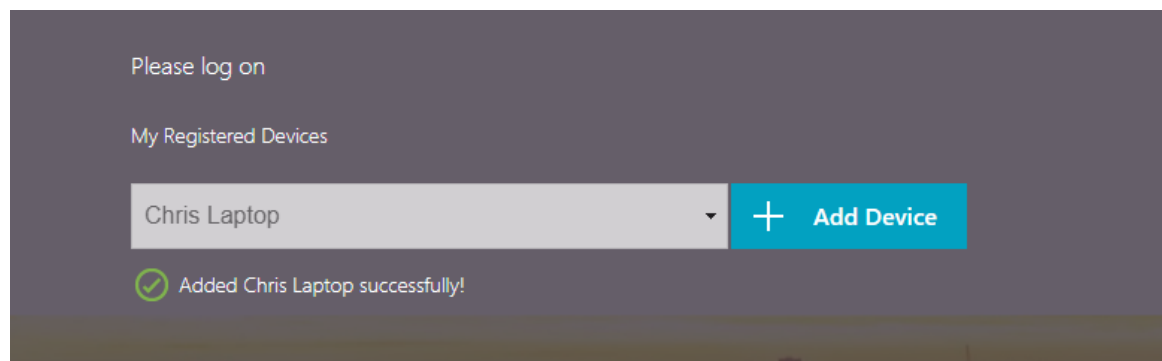
- Once successfully scanned, a message will appear to say that the account has been added:



- Simply Click Done to end the process.



- You will now see that the account is successfully added:



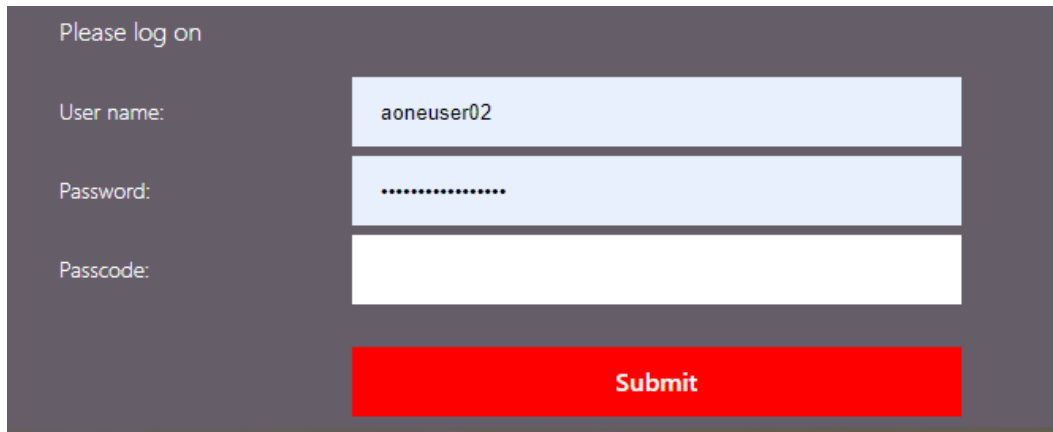
- Your web browser, including the web page <https://pureaccessmfa.ssp-hosting.com/manageotp> needs to be closed and you can proceed to log in to Citrix and subsequently Pure Broking.

Note: The url <https://pureaccessmfa.ssp-hosting.com/manageotp> is used only for registering a device and NOT for logging in to Citrix.

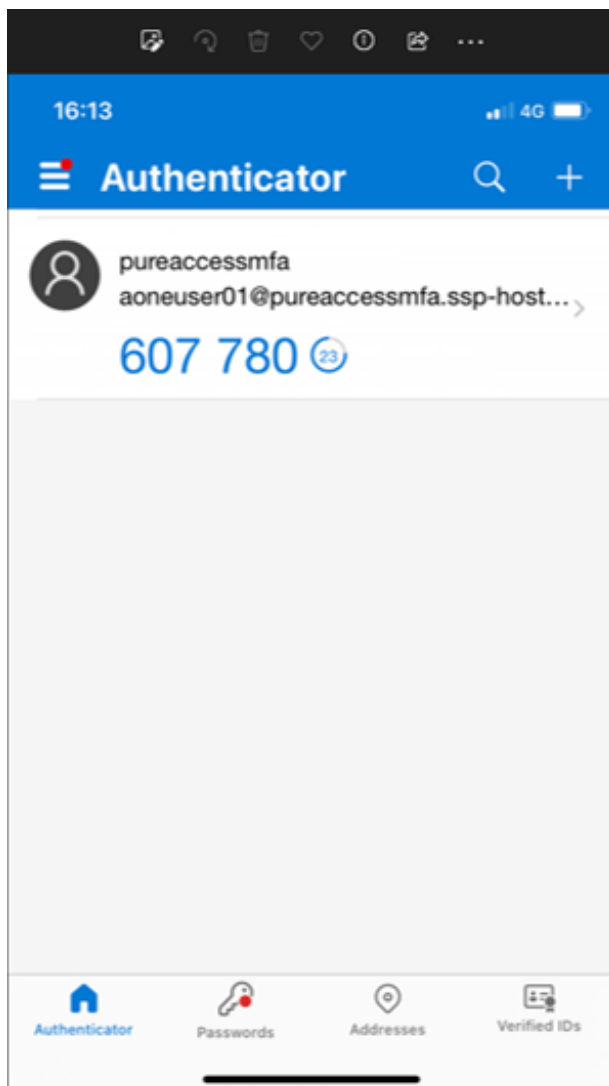
Login to Citrix


Once the process of installing the Authenticator application and registering a device has been completed, you are ready to log in to Citrix.

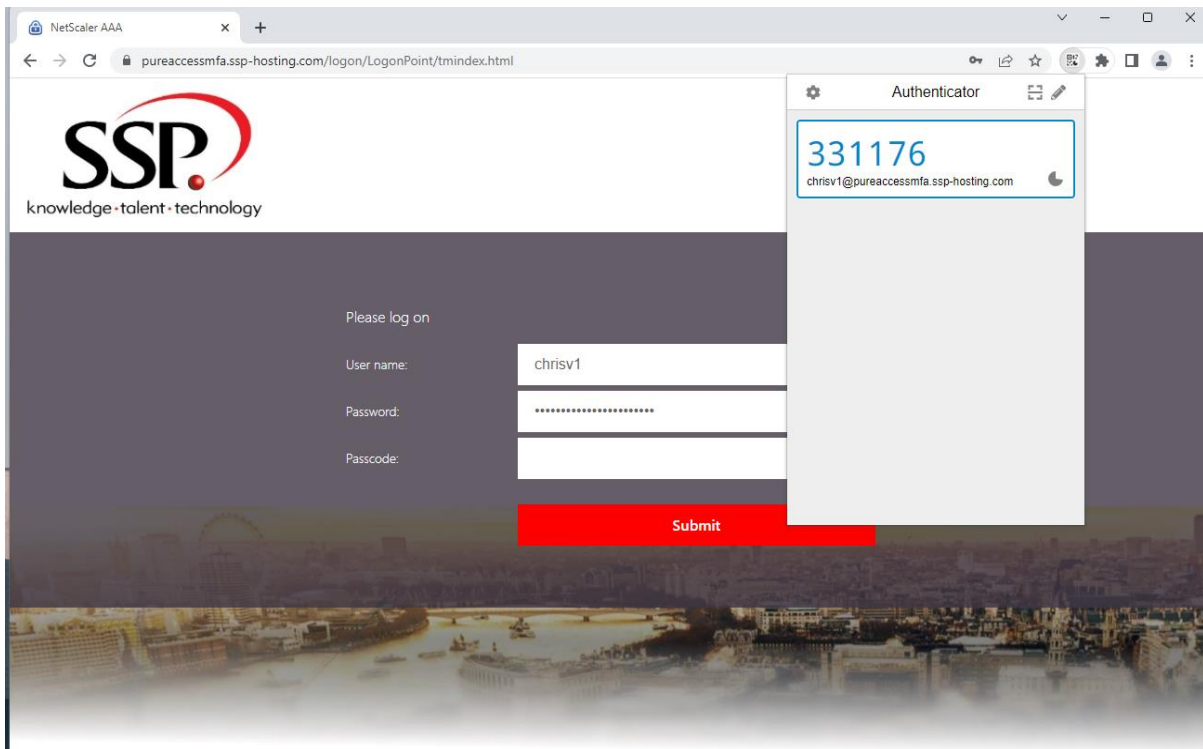
- The web address you need to log in is <https://pureaccessmfa.ssp-hosting.com>.
- The login screen will now have three sign-in fields.



- Key in your Username and Password using your usual Citrix licence credentials.
- If using the Authenticator on your smart phone open it and a security code will display.



- If using the Desk Top Authenticator click the Authenticator button in the browser-  and the passcode for your account will display.



- Enter this code in the Passcode line of the log in screen displayed on your PC and then click Submit. You will now be directed to your usual Citrix home page where you can access the Pure Broking application as usual.

Note: As a security feature, a passcode is only valid for 30 seconds, at which point it will expire and a new passcode will be generated. You therefore need to ensure you enter the passcode in the Pure login screen before the 30 second window expires.

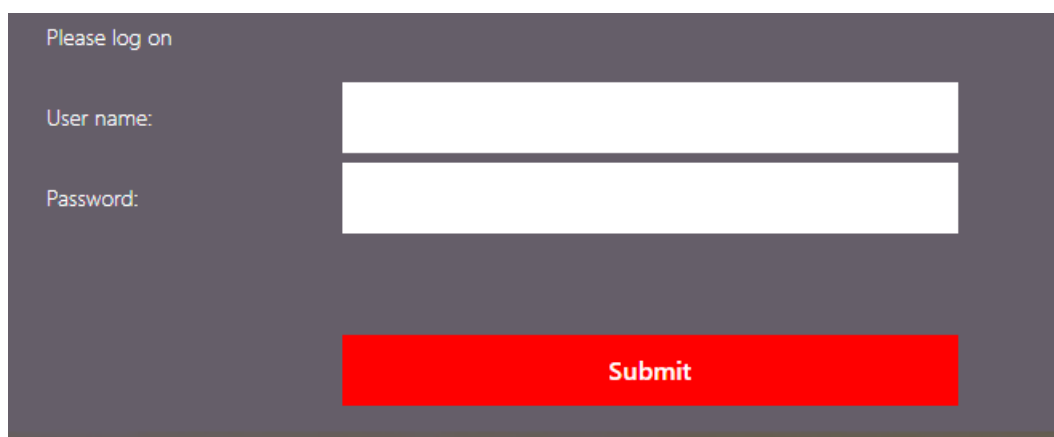
Unregister a Device & Register a New Device

In the instance that a user has purchased a new phone/device/PC, it is possible to unregister an old device and register a new device. In order to carry out this task, on your PC web browser you need to navigate to <https://pureaccessmfa.ssp-hosting.com/manageotp>. This is the same url as the one used when registering for Multi Factor Authentication for the first time (as detailed earlier in this guide).


For security reasons this url is not freely accessible after you have carried out the Multi Factor Authentication registration for the first time. In fact when your user account is registered for MFA you have a limited window within which to register at least one device.

Therefore, if you wish to unregister a device and/or register a new device, in the first instance you must contact SSP to request access.

- Once access has been granted by SSP, navigate to <https://pureaccessmfa.ssp-hosting.com/manageotp>, which will present a login screen requesting your username and password.



- Once your login credentials have been accepted, the Add a Device screen will appear. Any previously registered devices will be visible in the drop-down option:



- To delete a registered device, select the appropriate device from the drop-down list, click Delete and then when prompted confirm to delete.

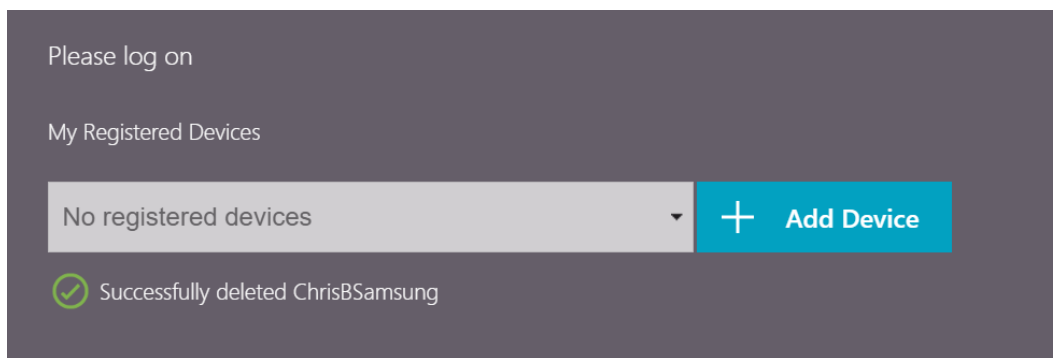
Confirm Delete

Are you sure you want to delete ChrisBSamsung?

Yes

No

- The device will now be shown as successfully deleted.

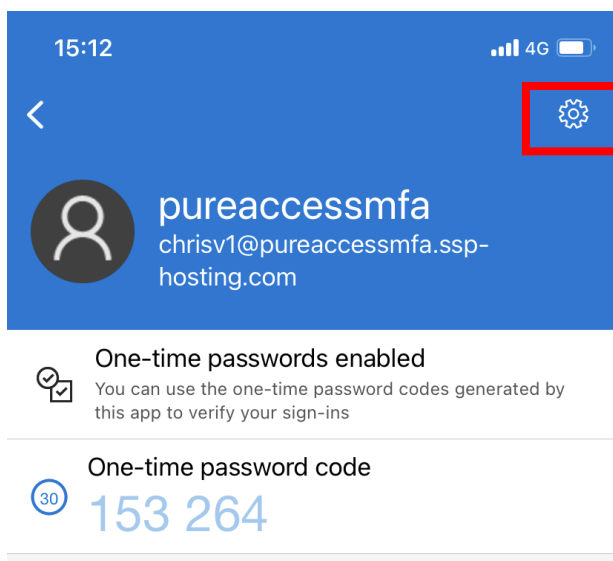


- A new device may now be added as detailed earlier in this of this guide.

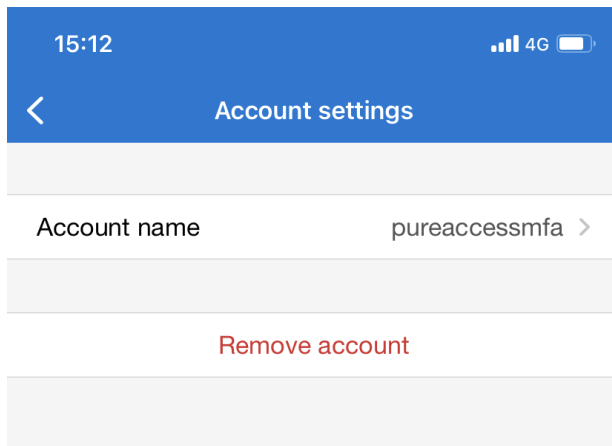
Note: When an account is deleted, it does not remove it from the Authenticator application on your smart phone or PC, albeit the account is obsolete and cannot be used to gain access to Citrix and subsequently Pure Broking. If you wish to tidy up the view of your Authenticator, the account can be removed from within the app using the app settings.

Delete Account from Microsoft Authenticator App

- Select the appropriate account and then click the settings button:

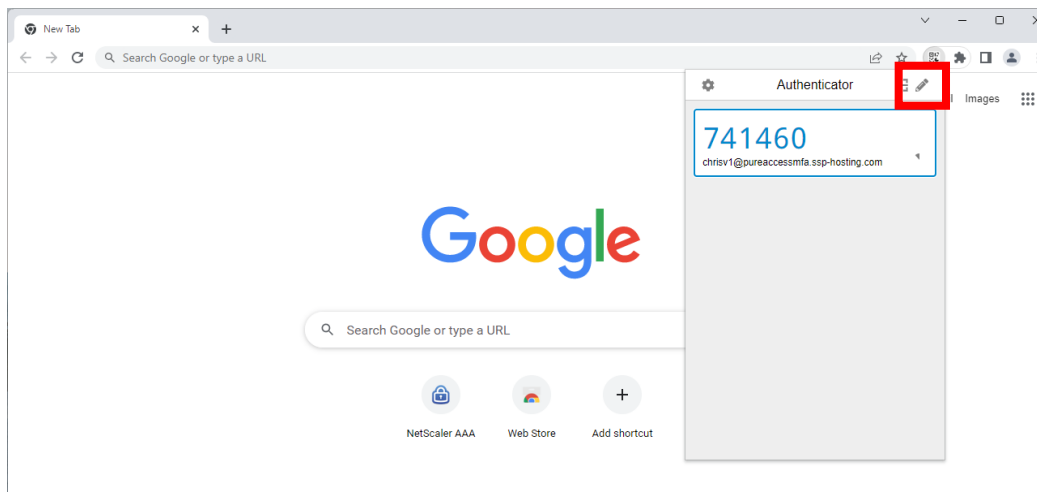


- Click Remove Account:

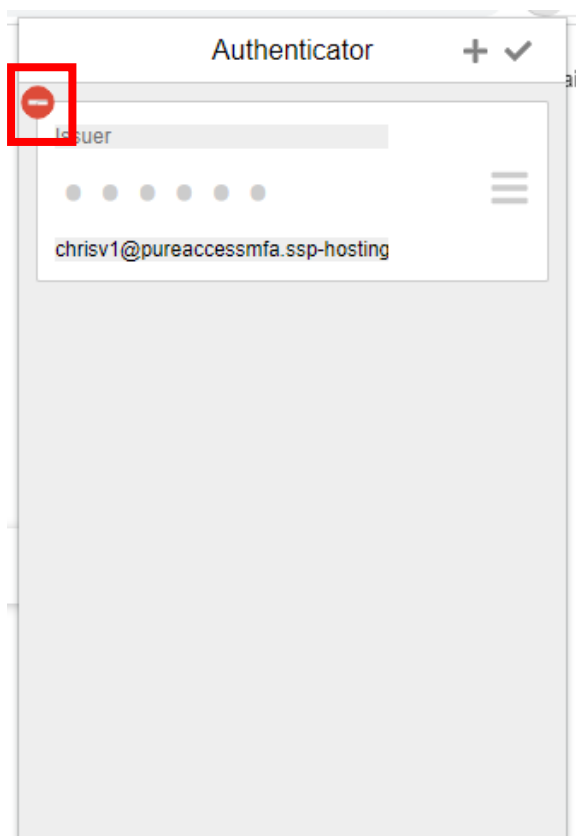


Delete Account from Google Authenticator Extension (Desktop)

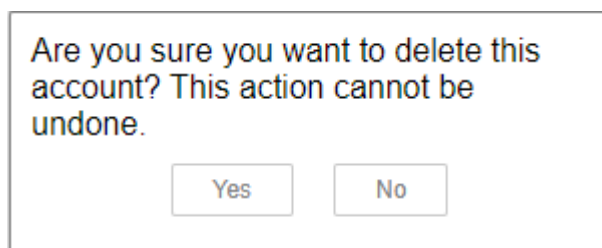
- Open the Authenticator extension in your web browser and then click the edit button:



- In edit mode, highlight the appropriate account and click the delete button:



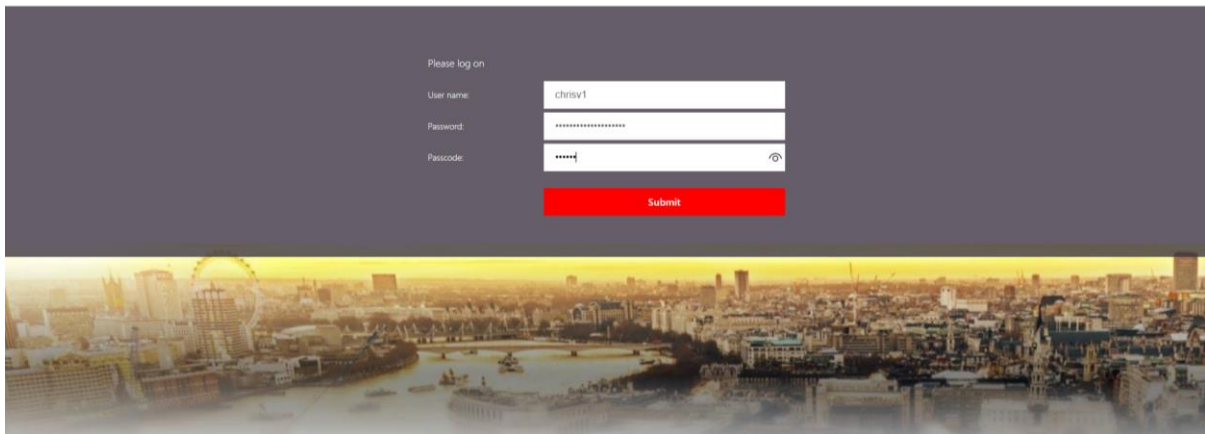
- Click Yes to confirm deletion of the account:



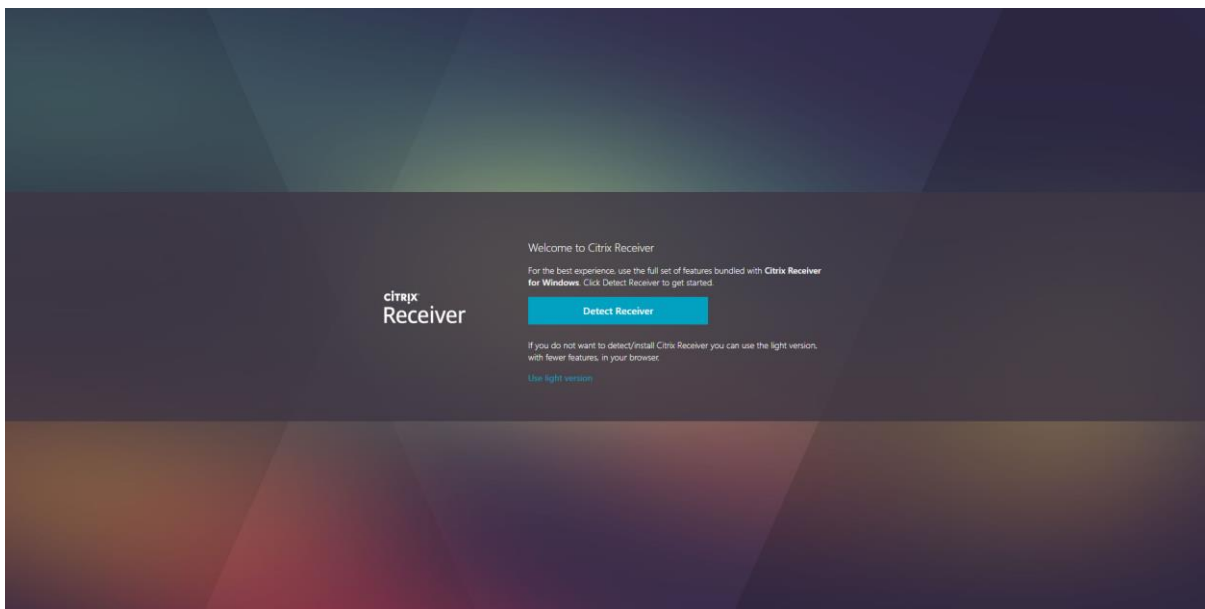
Trouble Shooting

Detect Receiver

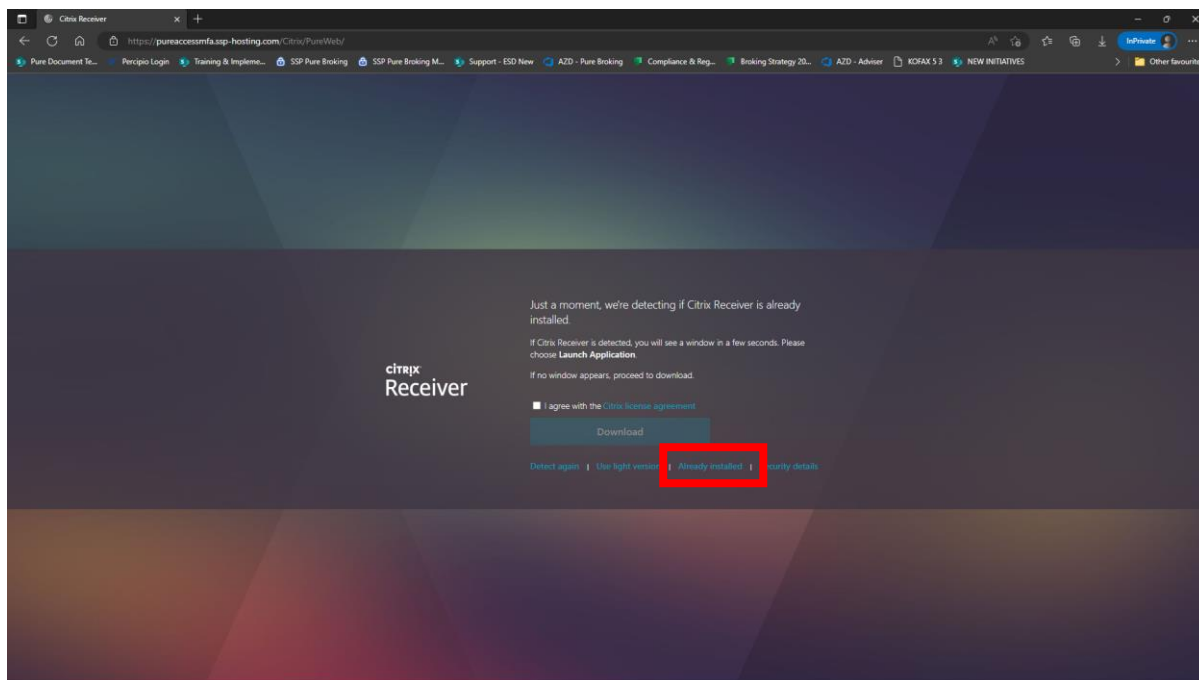
Once your user account has been registered for MFA, you will be provided with a new web link (url) to log in. When you attempt to log in for the first time using MFA, the new link may not initially detect that the Citrix Receiver is installed on your PC.



Once you have entered your user name/password/passcode and then clicked Submit, if your Citrix Receiver has not been detected then you will arrive at the following screen:



At this screen click **Detect Receiver**.



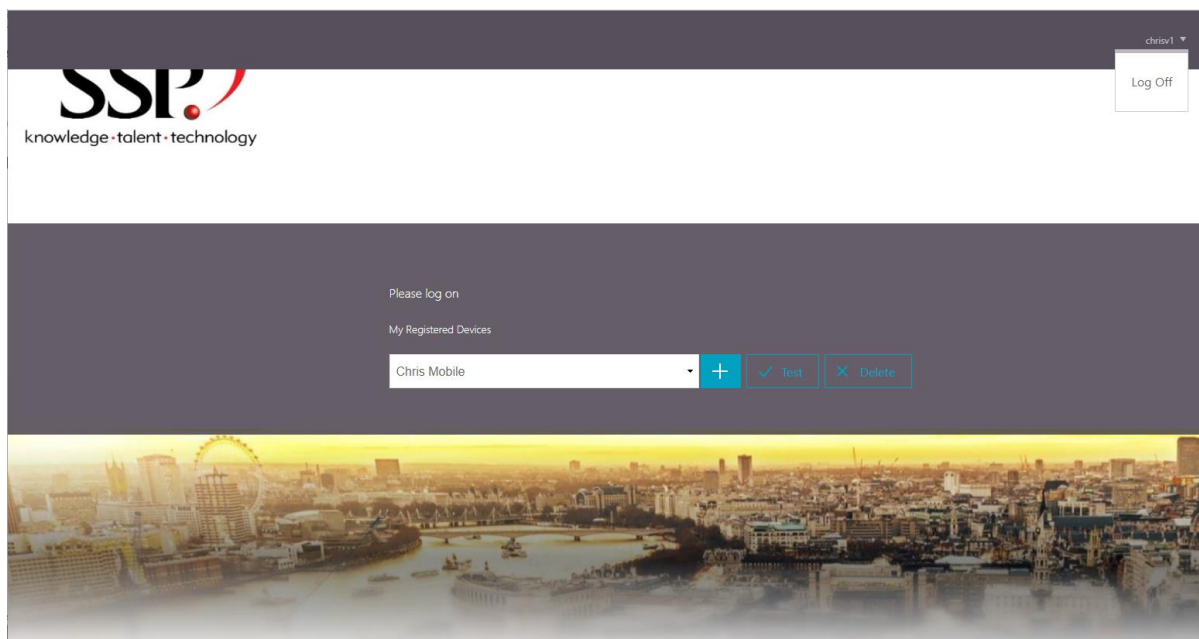
This will take you to a screen where the Citrix Receiver can be installed. On the basis that it is already installed on your PC, click **Already Installed** and this will take you to your usual Citrix Landing page.

Note: Once you have completed these steps you will NOT need to repeat them again on the same PC. Once detected on your PC, the web link will remember the settings at future login attempts.

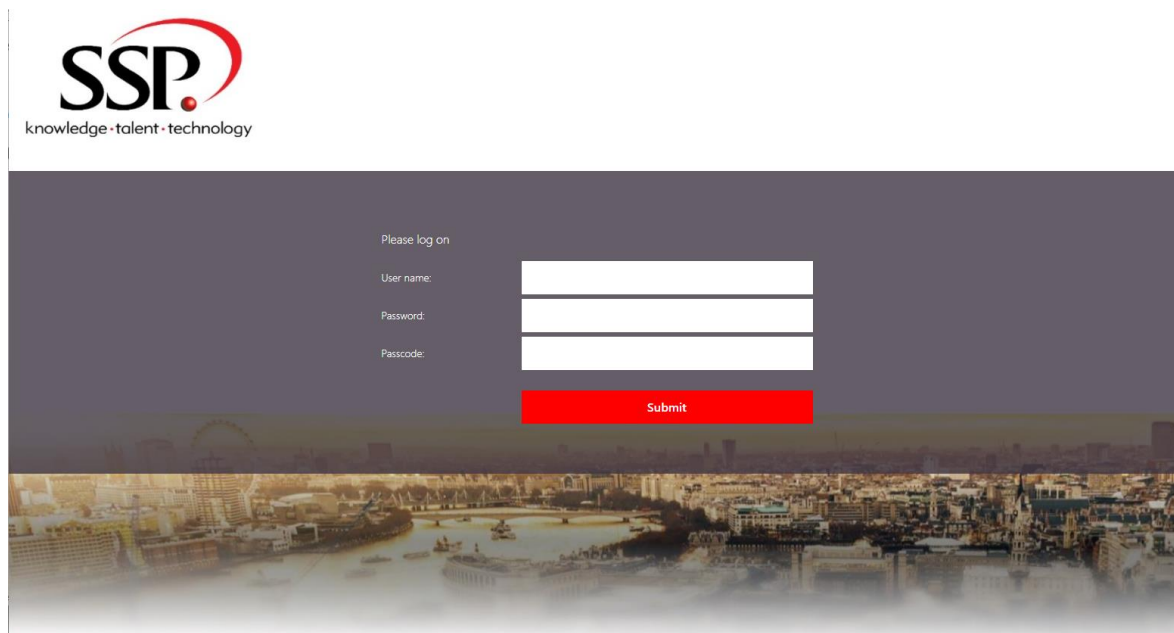
New Link to Logon Takes Me to Page to Register a Device

Once you have registered your device(s), it is important that you log out correctly before attempting to log in via the new web link. If you don't then when you attempt to access the new url to log in, it will simply take you back to the page to register a device.

To log out correctly from the device registration page, click your username in the top right hand corner and select **Log Off**:



Once you have logged off, close your web browser down completely (ie all tabs). Then if you open up the browser again and navigate to <https://pureaccessmfa.ssp-hosting.com>, you will arrive at the login page:



Device Successfully Registered But Error When Attempting to Log In

If you have successfully registered your device but then experience an error message when attempting to log in using MFA you will see a message similar to the one below:



Possible reasons for this are:

Inserting PURE\ as a prefix to your username

If you have previously been inserting a prefix of PURE\ when entering your username, this is no longer required (or valid) for multifactor authentication.

Examples:

Username **PURE\Jane.Smith** becomes **Jane.Smith**

Username **PURE\ChrisV** becomes **ChrisV**

Username **PURE\SJones** becomes **SJones**

You are using more than one PC to access Pure Broking and at least one PC has the incorrect time

Device registration is based on time cryptography and the 6 digit codes are only valid to use for a very specific window of time. If you use more than one computer to access Pure Broking and any of these computers has a different time set, then it will cause multifactor authentication to fail on the basis that it does not recognize that the 6 digit passcode is valid for the specific time.

Example:

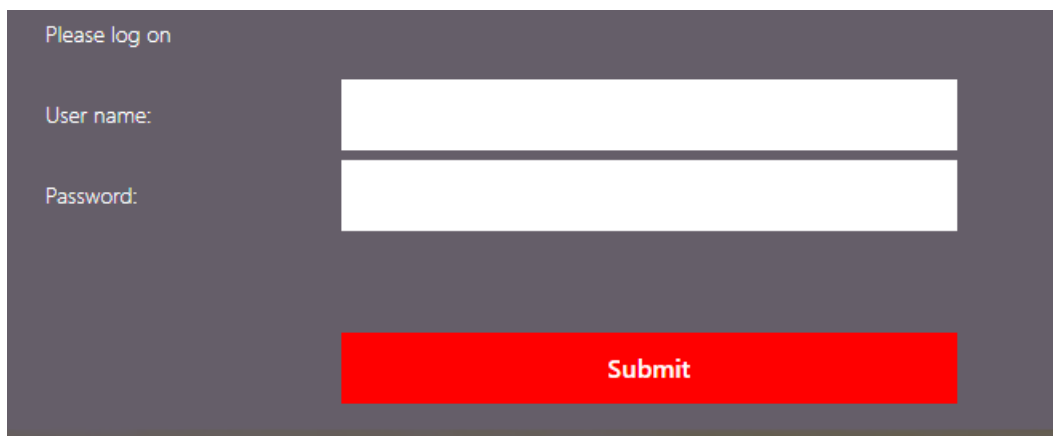
- Computer A has an incorrect time of 10:30 am
- The mobile device being registered for MFA has the actual/correct time of 11:30 am.
- The user carries out the MFA registration process on Computer A.

- The user also has another computer that they sometimes use to log in to Pure Broking and this computer (Computer B) has the correct time of 11:30 am.
- The authenticator app assumes that the time on computer A is correct and as a result the user will be able to log in using computer A with no issues – eg based on our example if the user logs in at 11:35 am (actual/correct time) it recognizes that the time on Computer A should be 10:35 am.
- If the user attempts to log in using Computer B then the login will fail on Computer B as it will not recognize that the 6 digit code is valid for the time of the attempted login – eg if the user logs in at 11:50 am (actual/correct time), it is expecting the Computer to have a time of 10:50 am.

To resolve this issue, the time will need to be corrected on computer A and you will need to complete the MFA device registration again (See section **Unregister a Device and Register a New Device**).

Link to Register a Device for MFA Goes Straight to Citrix Landing Page

This can happen if your password is due to expire shortly. This scenario can occur when you enter your credentials at the link to register your device:



The image shows a login form with a dark grey background. At the top left, it says "Please log on". Below this are two input fields: "User name:" and "Password:". The "User name:" field is a white rectangle. The "Password:" field is a white rectangle with a grey border. Below the password field is a red button with the word "Submit" in white text.

Upon clicking Submit you will see a notification that your password is due to expire and then on occasion it can direct you straight to the Citrix landing page.

If this occurs, the solution is to log in via the old Citrix link (<https://pureaccess.ssp-hosting.net>) and change your password. Once your password has been changed, log out of Citrix, close down your browser completely, then open your browser and access the MFA registration link (<https://pureaccessmfa.ssp-hosting.com/manageotp>). This should now allow you to proceed with the device registration.