



WatchGuard AuthPoint Installation Guide

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Forward

This guide is designed to assist Employee/Owners with the installation of WatchGuard AuthPoint 2FA (2 Factor Authentication) Application on their mobile device for use with Citrix and VPN connections.

- The IT department will push the WatchGuard AuthPoint application to company phones
- Employee/Owners who would like to install the application on their personal phone may find it at the following locations:
 - Apple App Store
 - WatchGuard AuthPoint
 - <https://apps.apple.com/us/app/watchguard-authpoint/id1335115425>
 - Google Play Store
 - WatchGuard AuthPoint
 - https://play.google.com/store/apps/details?id=com.watchguard.authpoint&hl=en_US&gl=US

AuthPoint Enrollment Process for Apple Devices

- 1.) Once your user account has been added to AuthPoint, you will receive the following email from wgcloud-no-reply@cloud.watchguard.com please do not delete this email. Click on "START ACTIVATION" to continue.



Welcome to AuthPoint, Mark!

Before you can begin using the service,
you must activate AuthPoint on your mobile device.

User Name: mrupright

START ACTIVATION

- 2.) You will be redirected to a similar web page as seen below that contains a special image called a QR code. This code is needed to activate the application as shown in the next steps. Keep this web page open in your browser.



Welcome to AuthPoint

Your user account has been set up to use the AuthPoint authenticator. To begin,
install the AuthPoint app and activate the service.

Get the AuthPoint App

If you do not have AuthPoint installed, click one of these links and download the
AuthPoint app appropriate for your mobile phone's operating system.



Activate Your App

If the AuthPoint app is installed, you can click the 'Activate' link directly from your
mobile device to start authenticating with AuthPoint.

ACTIVATE

You may also open the AuthPoint app and select 'ACTIVATE' to scan this QR Code
from your computer and activate AuthPoint.



 This link and QR code are only valid for 7 days, so make sure you activate as soon as possible. If you have questions, contact your IT department.

Emery Sapp & Sons
IT Dept. 2021

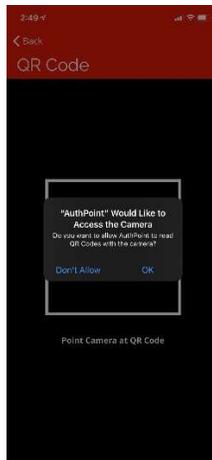
3.) Find and tap on the AuthPoint application on your iPhone. Below is an image of its icon.



4.) Once the application has opened on your iPhone, you should see the following:

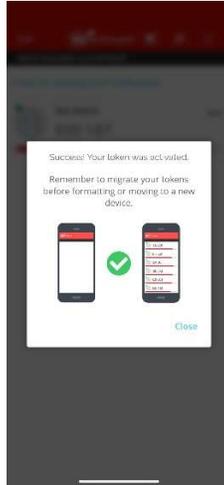


5.) Tap on the blue “ACTIVATE” bar on the bottom of the application and now you will see the following:

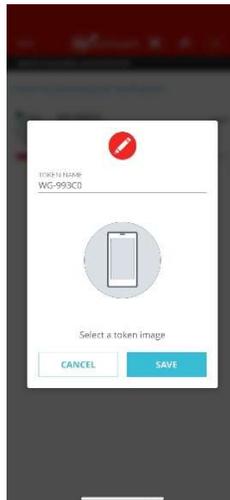


6.) Tap on “OK” to allow the application access to your iPhone’s camera. This is for the application to capture the QR code from the website you were sent to when you clicked on “START ACTIVATION”.

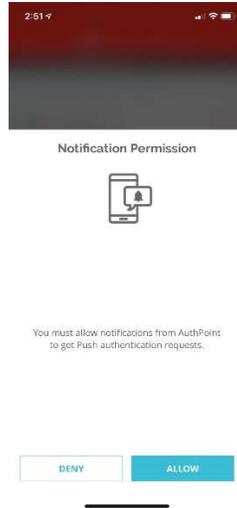
- 7.) Once the application has access to your iPhone’s camera, go back to the web page from step 2 of this guide and point the camera at the QR code on the page. The application will capture the code using the camera and activate itself. After the application has been activated, you will see the following screen along with the message “Success! Your token was activated.”.



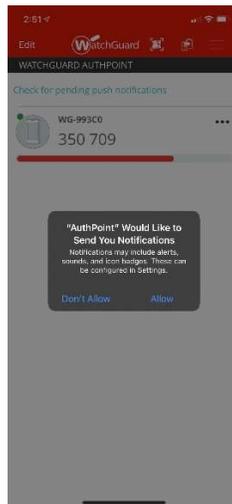
- 8.) Tap “Close” and the following screen will show asking to name the token and select a token image. We do not need to make any changes here so tap “SAVE” to continue.



- 9.) You will now be prompted to allow notifications from the AuthPoint application. This is an important setting as it alerts you to Allow or Deny connection requests when you are logging into the Citrix or the VPN. Tap on “ALLOW”

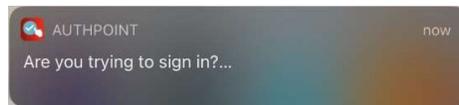


- 10.) Tap “Allow” again when prompted by your iPhone. This completes the installation of Watchguard AuthPoint on your iPhone, you may now close the application.

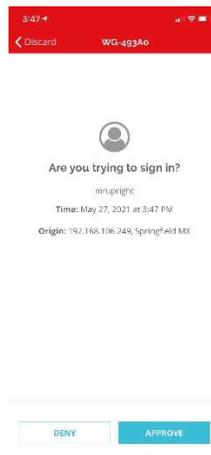


Connecting to Citrix and/or the VPN

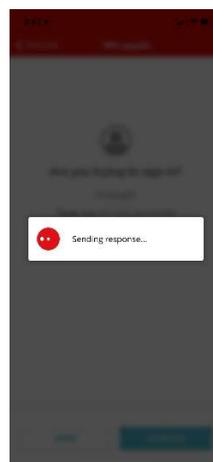
You will continue to connect to Citrix and/or the VPN with your username and password. The primary difference is now after you enter your credentials, you will receive a notification on your mobile phone asking if you are trying to sign in.



Tapping on this notification will open the AuthPoint application and take you to a new screen asking if you want to “APPROVE” or “DENY” the action.



Tap “APPROVE” and the application will show “Sending response...” as seen below.



Once this screen disappears, you should now be connected the Citrix or the VPN.

Warning(s)

IF YOU EVER RECEIVE A PROMPT TO APPROVE OR DENY A CONNECTION TO CITRIX OR THE VPN AND YOU ARE NOT ACTIVELY CONNECTING TO ONE OF THOSE SERVICES, PLEASE CONTACT THE INFORMATION TECHNOLOGY DEPARTMENT AS SOON AS POSSIBLE. SOMEONE MAY BE TRYING TO ACCESS YOUR ACCOUNT WITH THE INTENT OF DOING HARM TO EMERY SAPP & SONS SYSTEMS OR TO STEAL SENSITIVE INFORMATION.