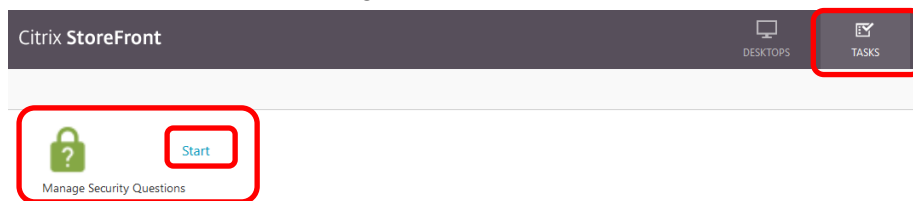## You need to set security questions? Why? So you can reset your password or unlock your account yourself!

Now this is something you can do yourself, IT will not action any ticket or issue raise about this. You have been warned!
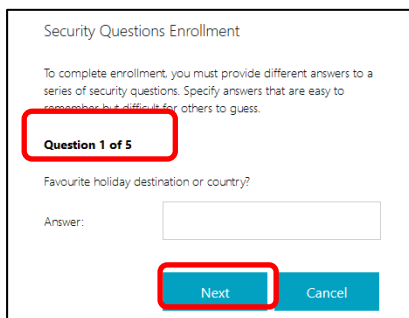
1. Setting your security questions

Log into Citrix- instead of clicking on a computer, click on "Tasks"- click on the "start"

Enter your login details

Answer the security questions

2. Change your password when prompted

When you get a pop-up reminder on your PC to reset your password… do it there and then!

3. How to unlock your account or reset

If you haven't done as your PC has asked and changed your password, click on "Account Self-Service" and follow the instructions.