

**Temporary Procedure to  
recover usernames or  
passwords in Citrix Password  
Manager.**

<b>About this document</b> .....	<b>2</b>
<b>Retrieve username</b> .....	<b>3</b>
<b>Retrieve password</b> .....	<b>5</b>

## About this document

DMC is migrating from Citrix Password Manager to Digital Persona. Both products store user credentials for applications in order to achieve Single Sign-on. The two products do not integrate so usernames and passwords stored in Citrix Password Manager system used in the DMC Desktop will not automatically transfer into Digital Persona.

As such, this document has been provided to aid in the use-case where users need to put their current application credentials into Digital Persona but may have forgotten what those credentials were and would like to retrieve them manually from Citrix Password Manager.

This process is a short-term process. Once users have successfully input their credentials into Digital Persona, there will be no need to follow this process any longer.

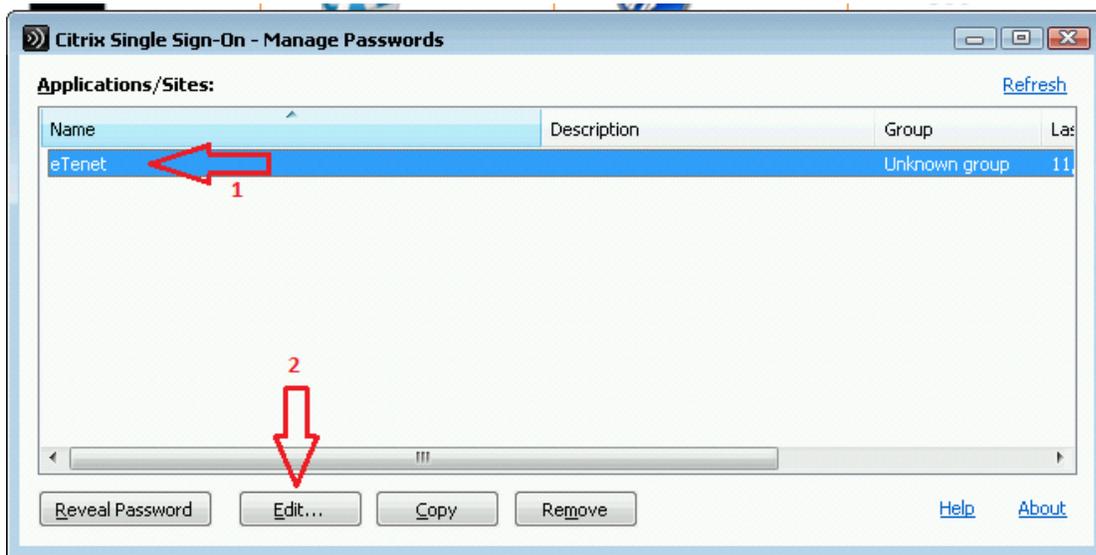
# Retrieve Username for Citrix Password Manager

Logon to DMC Citrix (<https://demicitrix.etenet.com/>) and launch **Citrix Password Manager Utility**.

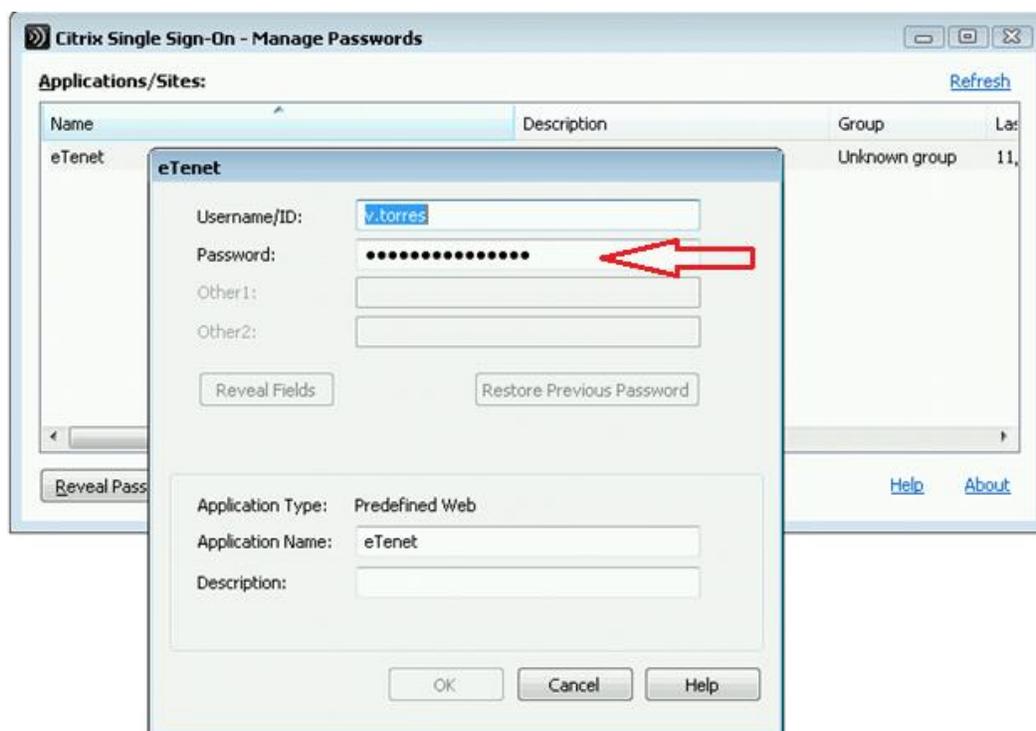
The screenshot shows the Citrix Application Portal interface. At the top, there is a dark blue navigation bar with the text "Application Portal" on the left and "Torres, Victor" on the right. In the center of the bar are three icons: "FAVORITES", "ALL APPS", and "HELP". Below the navigation bar, a light blue banner contains the text "Use All Apps above, then add apps to cus" and a search box labeled "Search Favorites". The main content area displays a grid of application tiles, each with an icon, a "Favorites" label, and the application name. The tile for "Citrix Password Manager Utility" is highlighted with a red border. Other visible tiles include "Application Links", "Cmd VICTOR", "AppBar Prod", "Compliance 360", "EMR Reports", "FirstNet Dragon Prod", "FirstNet Prod", "DMC Internet and DMC Portal", "Logicare", "My U Drive", "PowerChart Dragon Prod", "PowerChart Prod", "Smart Test 7 - AppV4", "Sunquest CLM - AppV4", "Sunquest CLM 51 Test - AppV4", "Sunquest GUI - AppV4", and "SurgiNet Prod".

Application Name	Icon Description
Application Links	Key icon
Cmd VICTOR	Black square icon
AppBar Prod	Blue 'A' icon
<b>Citrix Password Manager Utility</b>	Key icon (highlighted)
Compliance 360	C360 logo
EMR Reports	Calendar icon
FirstNet Dragon Prod	Red 'E' icon
FirstNet Prod	Red 'E' icon
DMC Internet and DMC Portal	Blue 'DMC' icon
Logicare	Red cross icon
My U Drive	Blue laptop icon
PowerChart Dragon Prod	Blue 'P' icon
PowerChart Prod	Blue 'P' icon
Smart Test 7 - AppV4	Green 'S' icon
Sunquest CLM - AppV4	Green 'S' icon
Sunquest CLM 51 Test - AppV4	Green 'S' icon
Sunquest GUI - AppV4	Green 'S' icon
SurgiNet Prod	Green 'S' icon

Select application which you want to modify password and click on **Edit**.



Click edit .



Make note of your username for this application. If you also need your password continue this document. If you do not need your password, you are done, just hit cancel and close.

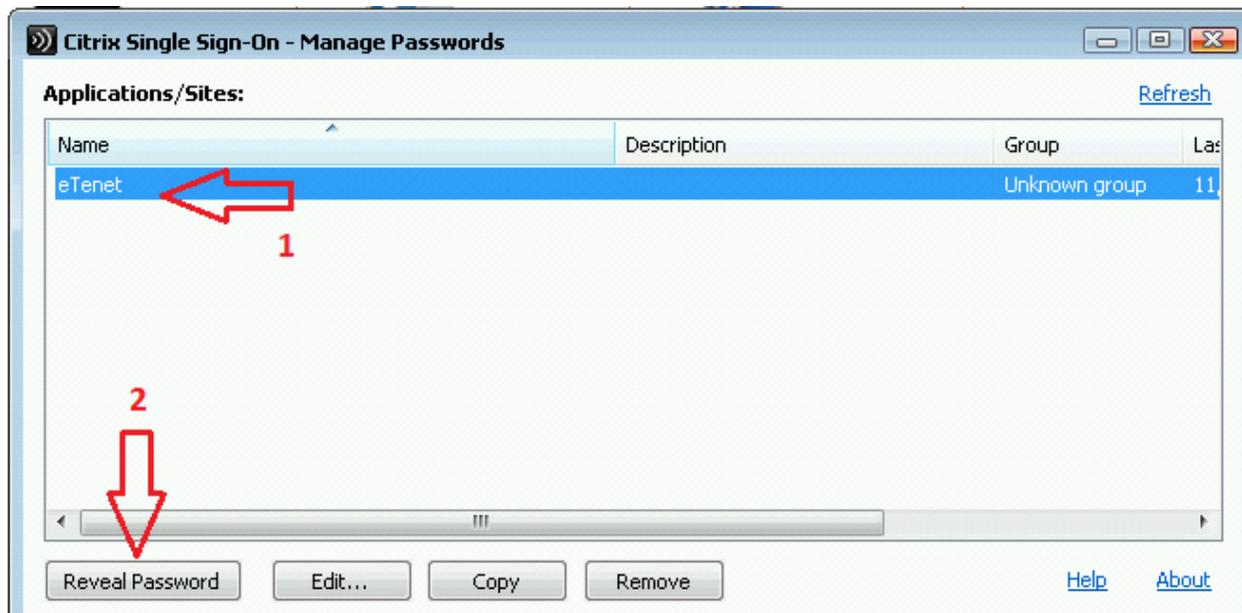
# Retrieve password for Citrix Password Manager

Logon to DMC Citrix (<https://demicitrix.etenet.com/>) and launch **Citrix Password Manager Utility**.

The screenshot shows the Citrix Application Portal interface. At the top, there is a dark blue navigation bar with the text "Application Portal" on the left and "Torres, Victor" on the right. In the center of the bar are three icons: "FAVORITES", "ALL APPS", and "HELP". Below the navigation bar, a light blue banner contains the text "Use All Apps above, then add apps to cus" and a search box labeled "Search Favorites". The main content area displays a grid of application tiles, each with an icon, a "Favorites" label, and the application name. The tile for "Citrix Password Manager Utility" is highlighted with a red border. Other visible tiles include "Application Links", "Cmd VICTOR", "AppBar Prod", "Compliance 360", "EMR Reports", "FirstNet Dragon Prod", "FirstNet Prod", "DMC Internet and DMC Portal", "Logicare", "My U Drive", "PowerChart Dragon Prod", "PowerChart Prod", "Smart Test 7 - AppV4", "Sunquest CLM - AppV4", "Sunquest CLM 51.Test - AppV4", "Sunquest GUI - AppV4", and "SurgiNet Prod".

Application Name	Icon Description
Application Links	Key icon
Cmd VICTOR	Black square icon
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<b>Citrix Password Manager Utility</b>	Key icon (highlighted)
Compliance 360	C360 logo
EMR Reports	Calendar icon
FirstNet Dragon Prod	Red 'E' icon
FirstNet Prod	Red 'E' icon
DMC Internet and DMC Portal	DMC logo
Logicare	Red cross icon
My U Drive	Computer monitor icon
PowerChart Dragon Prod	Blue 'P' icon
PowerChart Prod	Blue 'P' icon
Smart Test 7 - AppV4	Green 'S' icon
Sunquest CLM - AppV4	Green 'S' icon
Sunquest CLM 51.Test - AppV4	Green 'S' icon
Sunquest GUI - AppV4	Green 'S' icon
SurgiNet Prod	Green 'S' icon

Select application and click to Reveal password.



You will be taken to another screen, type-in your password and your saved password will be displayed.



