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

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.**

Select application which you want to modify password and click on **Edit.**
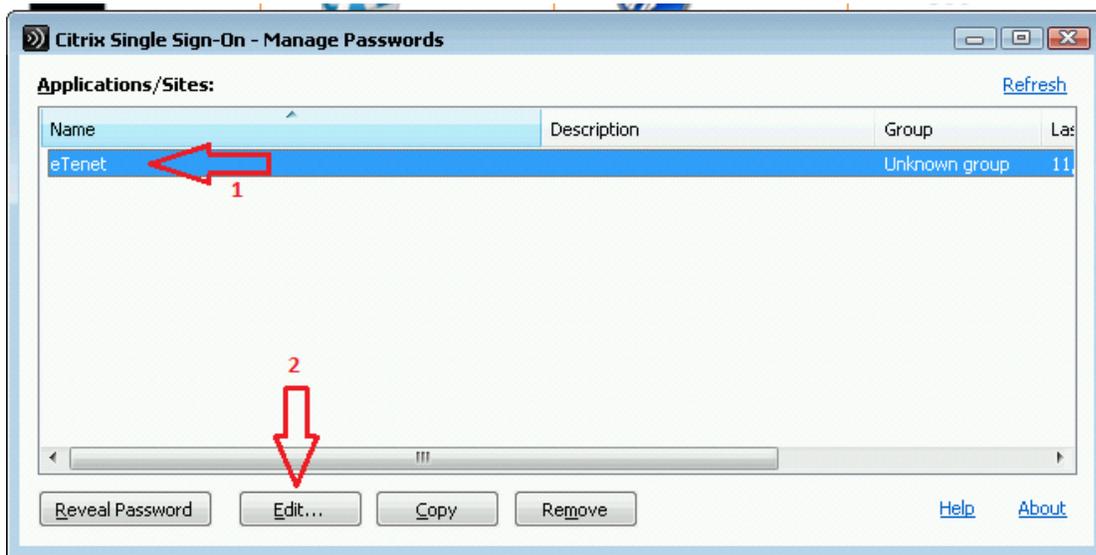
Click edit .
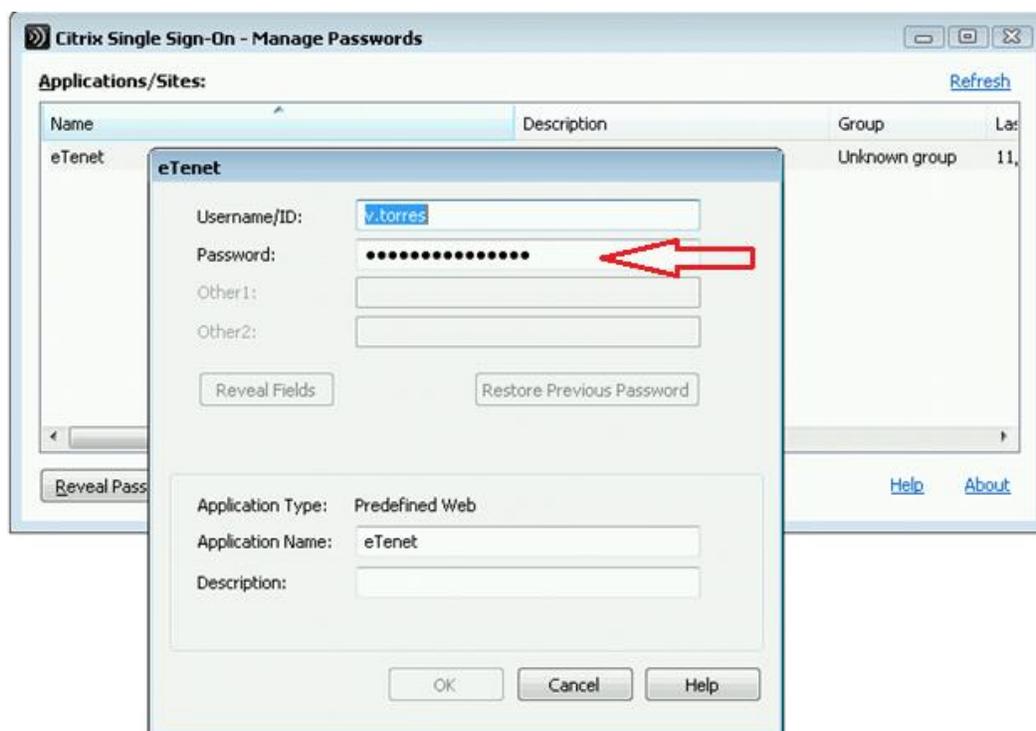
Make note of your username for this application. If you also need your password continue this document. If you do not need your password, you are done, just hit cancel and close.

Retrieve password for Citrix Password Manager

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

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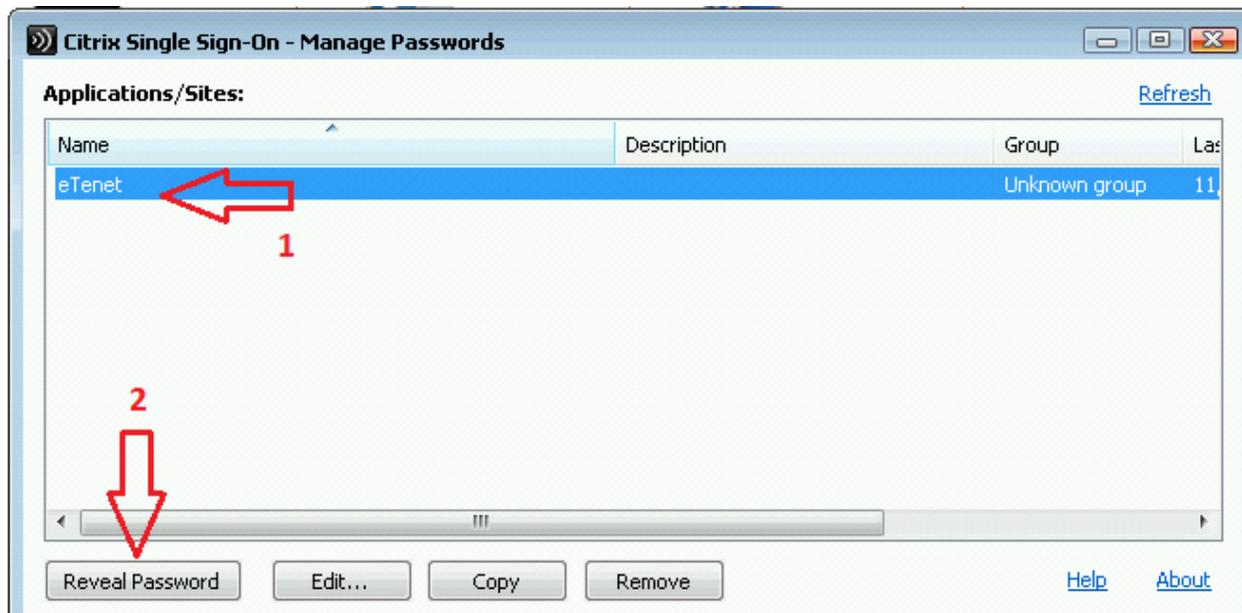
You will be taken to another screen, type-in your password and your saved password will be displayed.

Citrix Single Sign-On

Your Password

Close