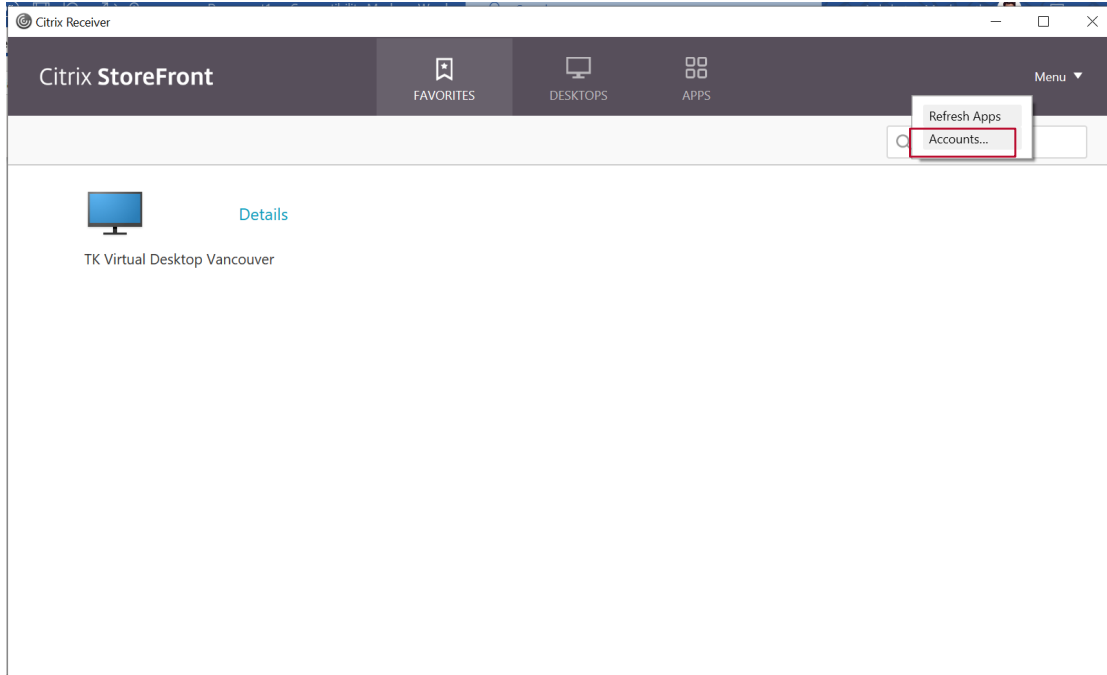


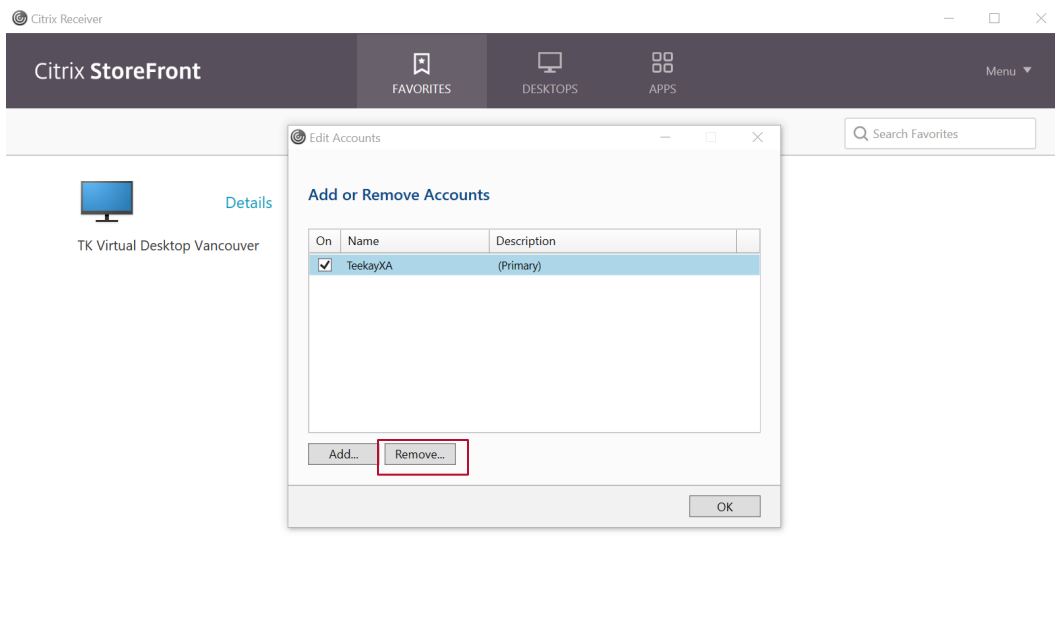
Steps to remove and re-add profile in Citrix desktop application

Step 1: Open Citrix Receiver

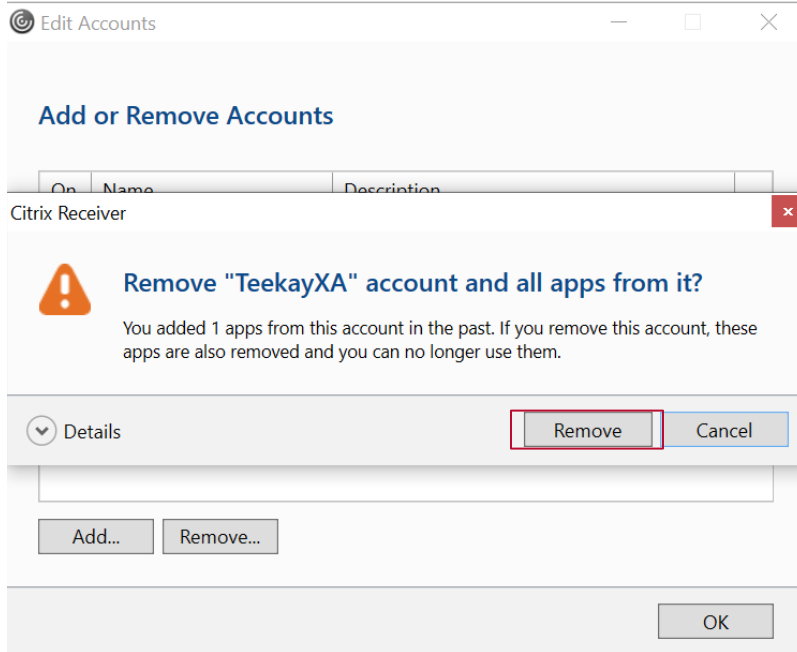
Step 2: Click Menu --> Accounts



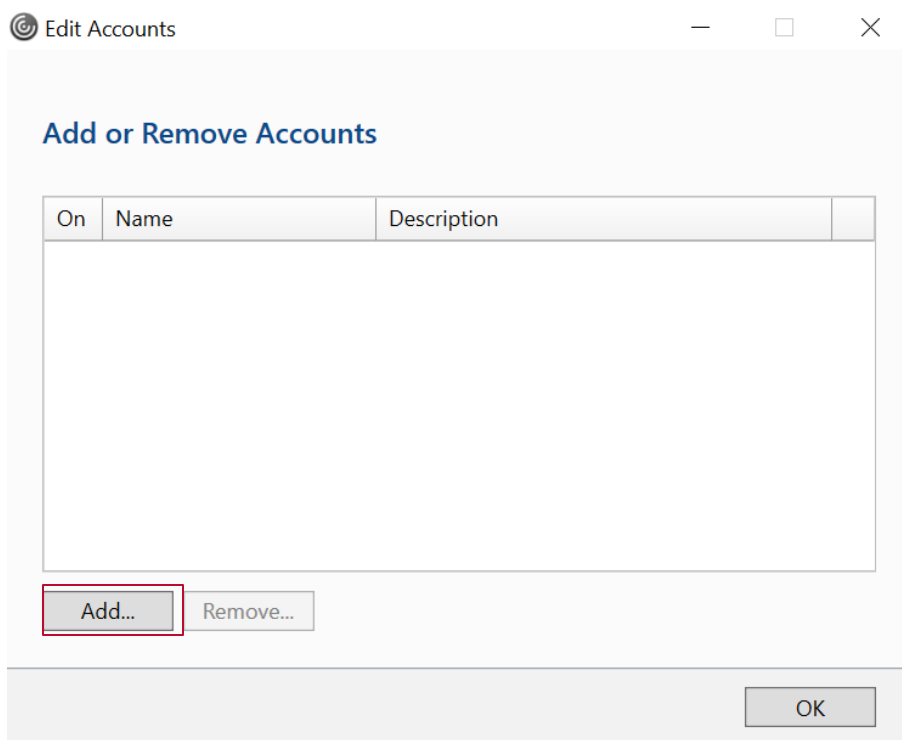
Step 3: Select the profile and click remove.



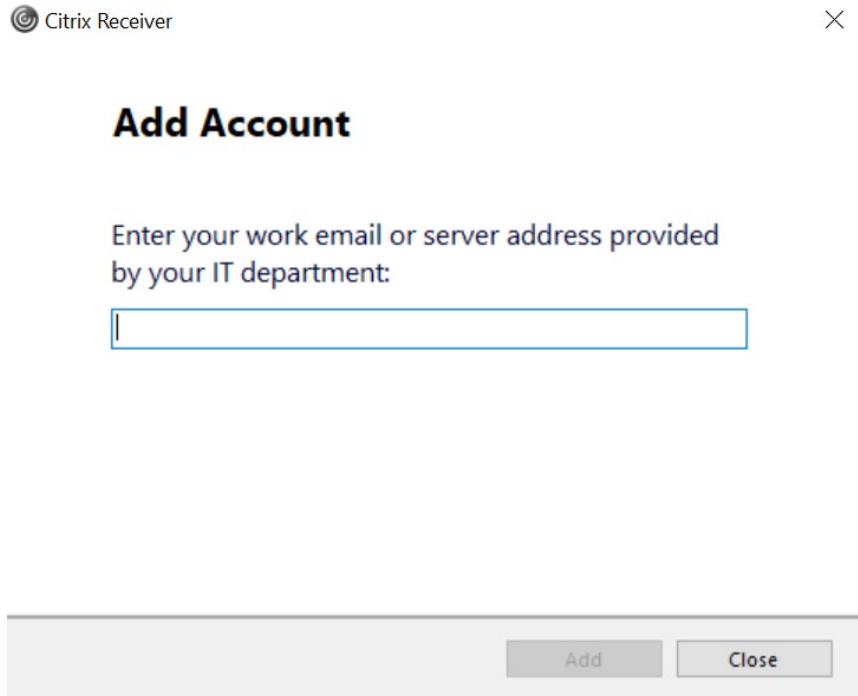
Step 4: Confirm by clicking remove again.



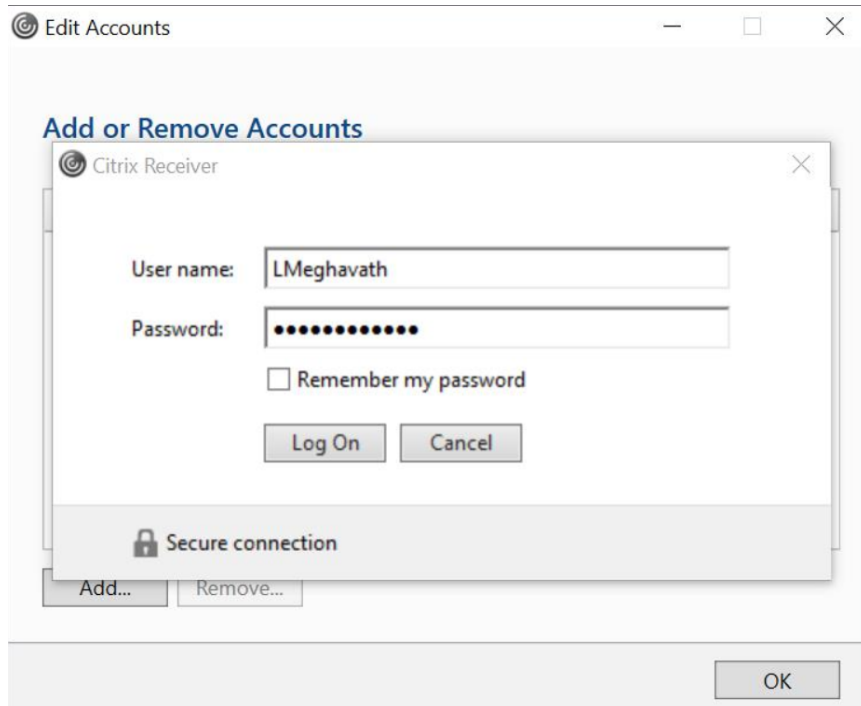
Step5: Click Add to re-add your account.



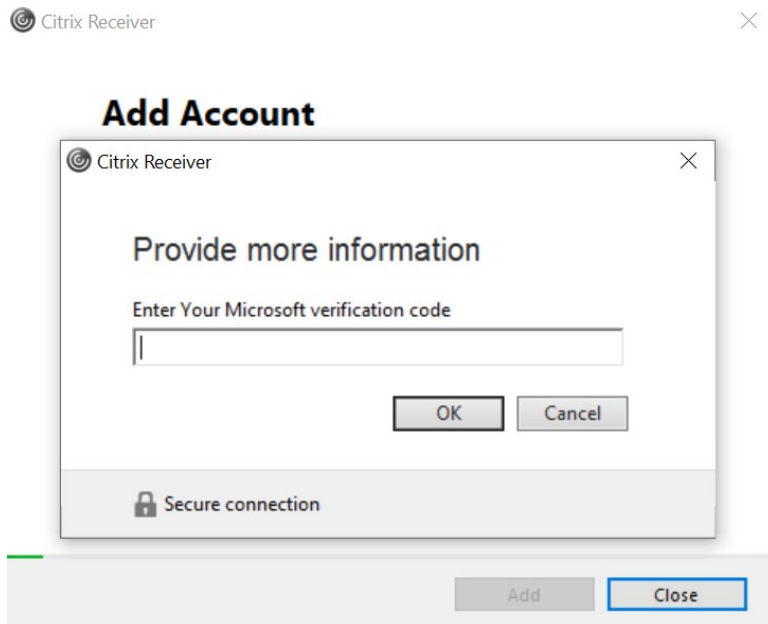
Step 6: Enter your Teekay email address and click Add.



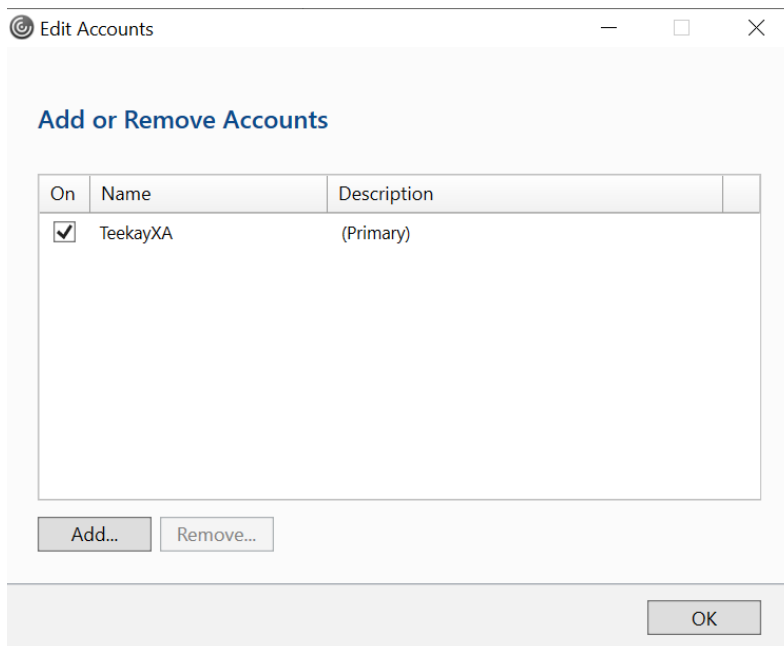
Step 7: Enter your Teekay username and password and click Log On.



Step8: When prompted, enter the code from Microsoft Authenticator App on your phone and click OK.



Step 9: You should see your account re-added as below. Click OK



You have successfully re-added your citrix profile. In case of any issues please contact helpdesk@teekay.com