TRONIA'S MYACCOUNT / GROWER CENTRAL

Access your Tronia account information via the **MyAccount** link on Tronia's website.

Help	Similar instructions from a grower's perspective can also be found in agrē online Help under: ***Grower Central > Using Grower Central***.

What you'll find:

What You Can Do and View in MyAccount

What you can do in MyAccount:

- download or print past activities/transactions (invoices, payments, etc.)
- make payments
- run and print reports (statements, account activity, etc.)
- submit requests to add/modify/reactivate/deactivate Citrix accounts (up to two weeks in advance of the Effective Date)
- change or reset your MyAccount Password

What you can view in MyAccount:

- current chargeable balance
- documents associated with your account
  (documents attached to transactions; eDocuments; eSignatures)
- details of Tronia customer support tickets
- list current Citrix users

Logging in to *MyAccount*

Help A refresher on changing passwords, switching accounts, making payments, running reports, etc. can be found in the **Grower Central whitepaper** in agrē online Help under: ***Grower Central > Using Grower Central***.

The Login page is the first page you'll see after you click the ***MyAccount*** link on Tronia's website.

To login to *MyAccount*:

- Navigate to Tronia's website (http://www.tronia.com)
- Click the MyAccount link.
- At the login page, type in your **Email/Username** and **Password** (as provided to you by Tronia).

Note If you have forgotten your *Email/Username* please contact your CSC.

- Click **Log In**.
- If your Username/email address is setup on multiple retailer accounts, you'll be prompted to select which account you'd like to access.
    - Switch accounts any time by clicking **Select Account** from the menu.

Tip If you would like additional users to have full access to your data in **MyAccount**, please contact your CSC with their names and email addresses.

MyAccount Features

Grower Central pages unique to MyAccount:

- **Customer Support**
  View details of Tronia support tickets.
- **User Modifications**
  Request changes to your Citrix IDs.

Customer Support

Click on the link to the ***Customer Support*** page. From here, you can see an overview of your Tronia support tickets.

- Click **View** (far right column) to get more details about each ticket.

User Modifications

Note User Mods can be requested up to two weeks in advance, but please give us at least 1 business day to complete your request.

Click on the link to the **User Modifications** page. From here you can request a new Citrix login ID (they're in the format of *TSLStAlbert1@tronia.com*), or request an existing ID be renamed, reactivated, or deactivated.

Tip **View Current Users** brings up a list of all your Citrix IDs.
Status (active/deactivated) and Last Login are displayed.

- The **Effective Date** lets us know when you want to start using (or stop using) a Citrix ID, and also when to start or stop the billing for it. You can specify a date **up to two weeks in advance**.
  We try to setup new IDs within 1 business day (in case you're in a rush).
- **Add**
  - Under **What would you like to do?** choose **Add User(s)**.
  - The **Username** is comprised of your unique 3 letter company prefix, a location, and a number. The location is the most important piece of information; we can determine the rest if you're not sure.
  - To request more than one user, click **+ Add User**.
    A second text box appears and you can type an additional user name.
    You can add up to 4 additional users on the same request.

- **Reactivate**
    - Under **What would you like to do?** choose **Reactivate User(s)**.
    - The **Username** is comprised of your unique 3 letter company prefix, a location, and a number. The location is the most important piece of information; we can determine the rest if you're not sure.
    - To request more than one user, click **+ Add User**.
      A second text box appears and you can type an additional user name.
      You can request reactivation up to 4 additional users on the same request.
- **Deactivate**
    - Under **What would you like to do?** choose **Deactivate User(s)**.
    - The **Username** is comprised of your unique 3 letter company prefix, a location, and a number.
    - To deactivate more than one user, click **+ Add User**.
      A second text box appears and you can type an additional user name.
      You can request deactivation of up to 4 additional users on the same request.
- **Rename**
    - Under **What would you like to do?** choose **Rename User**.
    - Indicate the ID that needs changing in **From: Username**.
    - Specify what you'd like the new name to be in **To: Username** .
      The username is comprised of your unique 3 letter company prefix, a location, and a number. The location is the most important piece of information; we can determine the rest if you're not sure.
- Click **Review Request**.
    - If you need to **change or cancel** the request, click **Close**.
    - To confirm your request, click **Send Request** and your CSC will contact you with the details when your request has been completed.
        - Click **New User Modification** to request additional modifications.