ACCESSING agrē ONLINE
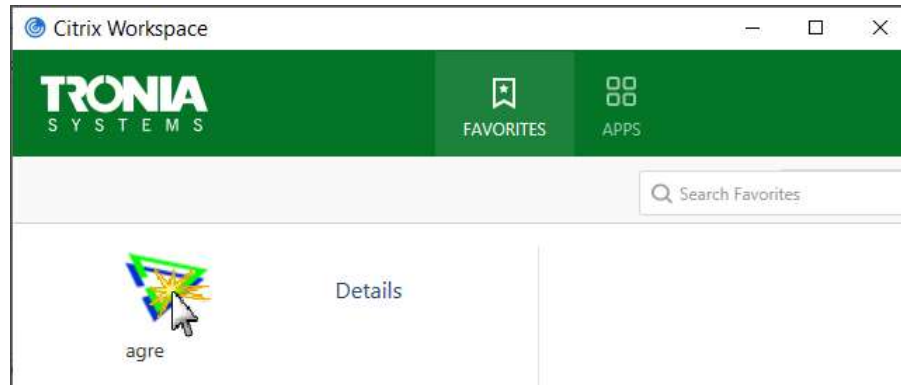

Once Citrix security software has been installed on your computer, agrē can be accessed from a browser, or from the Windows desktop, Start Menu, or taskbar.
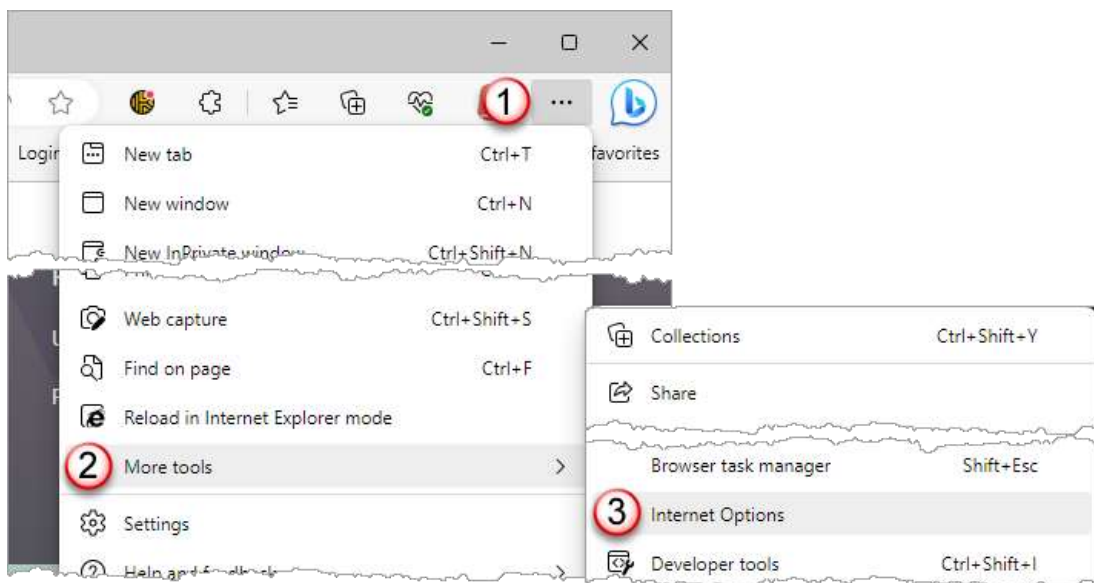
What you'll find:

Allow Trusted Sites

Internet security has become more of a concern and priority, and as a result Internet browsers such as Internet Explorer and Edge, Google Chrome, and Mozilla Firefox are becoming more locked down and secure with every update. To help make sure your browser has the required security settings for your hosted applications to run, we recommend you add our website and Citrix's website (our security software partner) to your list of Trusted Sites.

Open your browser and go to www.tronia.com. This is the Tronia home page.

To add trusted sites for Microsoft Edge (other browsers will be similar), follow the steps below:
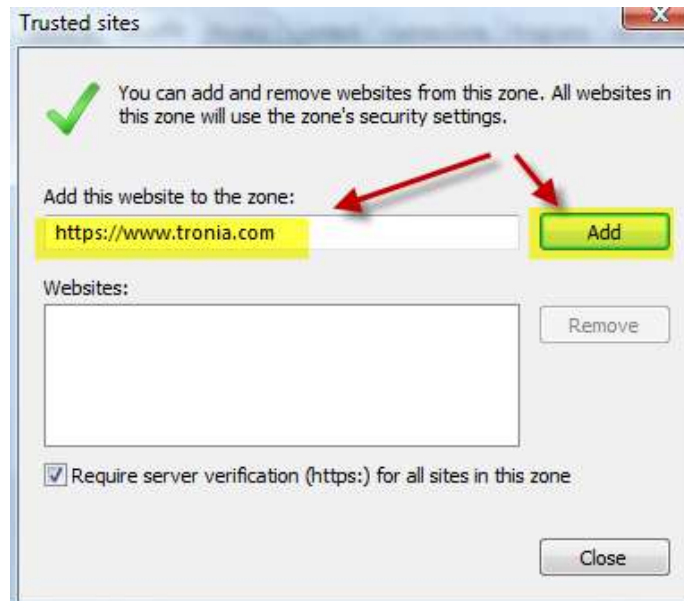
Go to **Settings and More →More tools →Internet Options**

This will open a new window. Click on **Security** tab, then **Trusted Sites,** then **Sites**
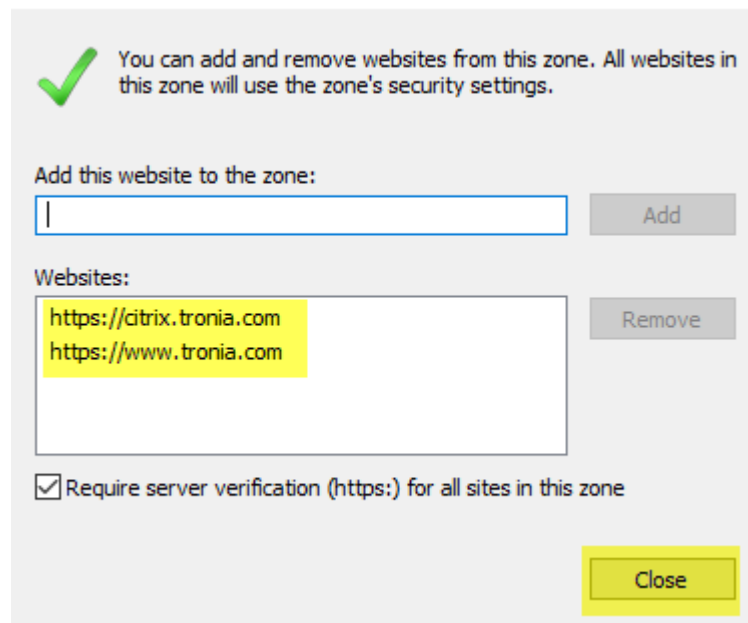
https://www.tronia.com (don't forget the "s" in "https") needs to be in the **Add this website to the zone** box. Please type it in exactly as shown, then click the **Add** button:

https://citrix.tronia.com also needs to be in the **Add this website to the zone** box. Please type it in exactly as shown, then click the **Add** button.

Both https://www.tronia.com and https://citrix.tronia.com should then be displayed under the **Websites** section, in which case you can then click **Close**:

Install Citrix Security Software

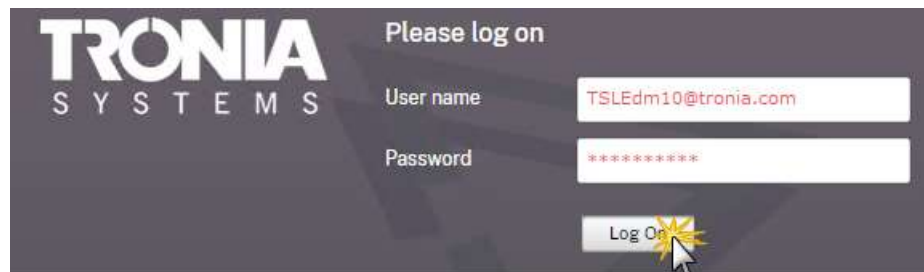After allowing trusted sites, if you're not already there open your browser and go to www.tronia.com.

Click on the link "**HOSTED LOGIN**" located on the right-hand side of the screen.

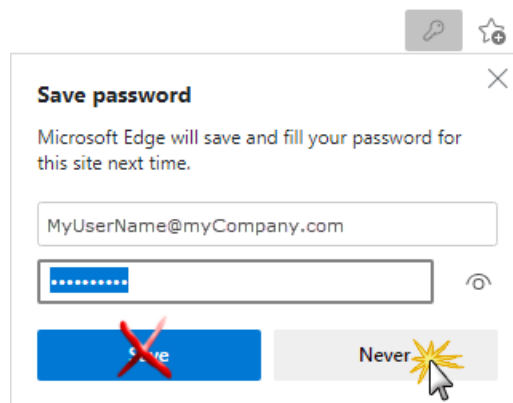| **Tip**	If you are unable to access the Hosted Login link, you can navigate directly to the login page: https://citrix.tronia.com

This takes you to the **Hosted Login Page.**
Login using the credentials provided to you by your CSC or your company administrator:
(e.g. TSLEdm10@tronia.com)

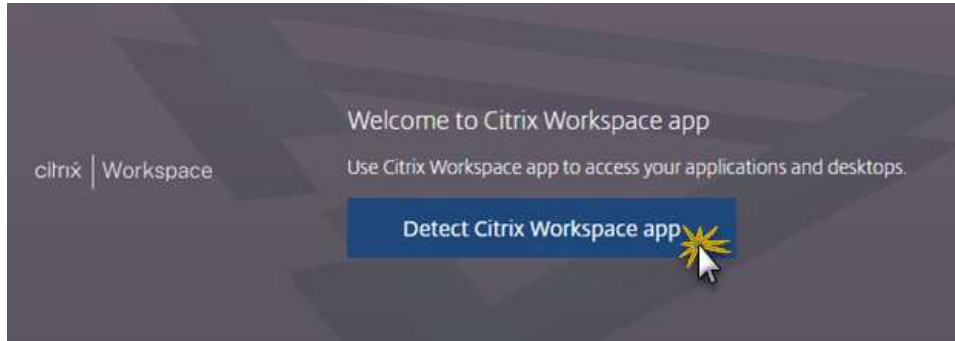If your browser prompts to save your password, just say **No!**
Browser password vaults are *not secure enough* to protect your company's sensitive financial data.
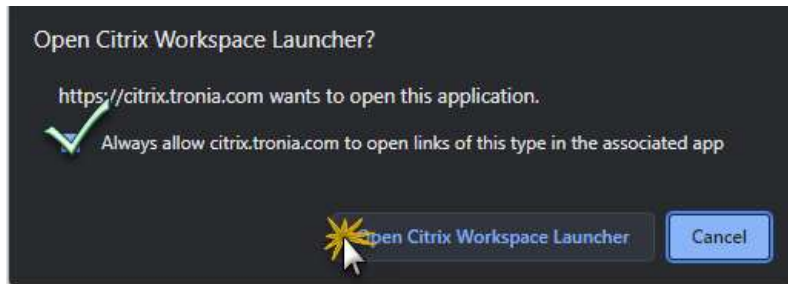

Citrix passwords:
- must be a **minimum of 14 characters**
- must contain 1 non-alpha character (1 number; or special character/symbol I.e. $%&)
- must contain at least 1 UPPER case and 1 lower case letter
- will case sensitive
- cannot be one of your last 5 passwords (on the 6th one it may be reused)
- will expire in 365 days

If this is the first time using agrē on this computer, you will be prompted to detect the Citrix Receiver client application. This step is required, but only once per computer.
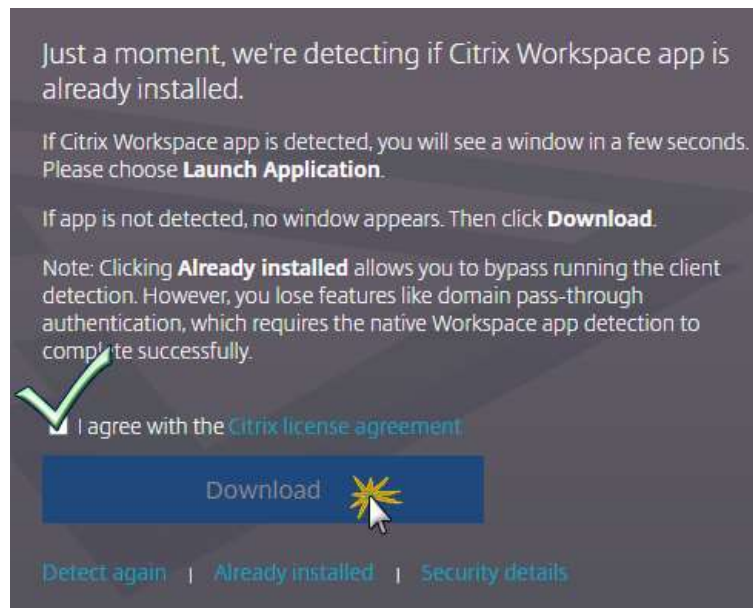Click **Detect Receiver**.

Depending on your default browser settings, you may need to confirm it's ok to detect.
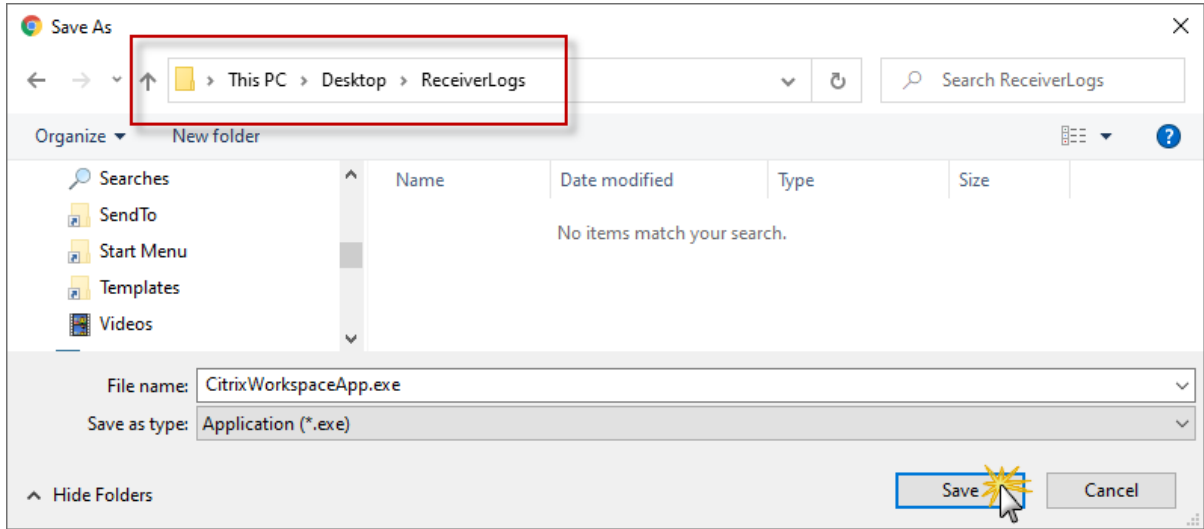Check **Always allow citrix.tronia.com …** then click **Open Citrix Workspace Launcher**.

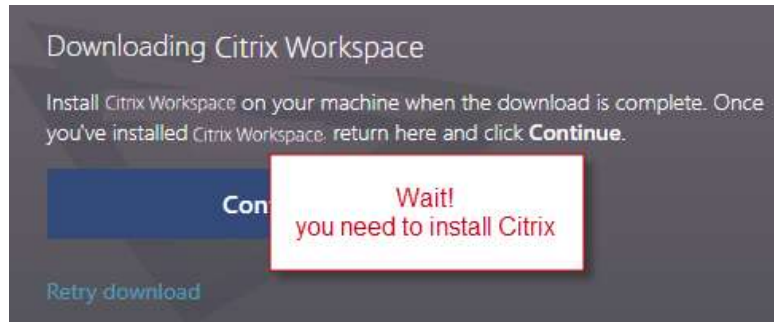If it's the first time of course it won't be found, so you'll be prompted to download the installation file.
Check the box to agree with the license agreement and click **Download**:

Select a folder on your local hard drive and **save** the installation file.
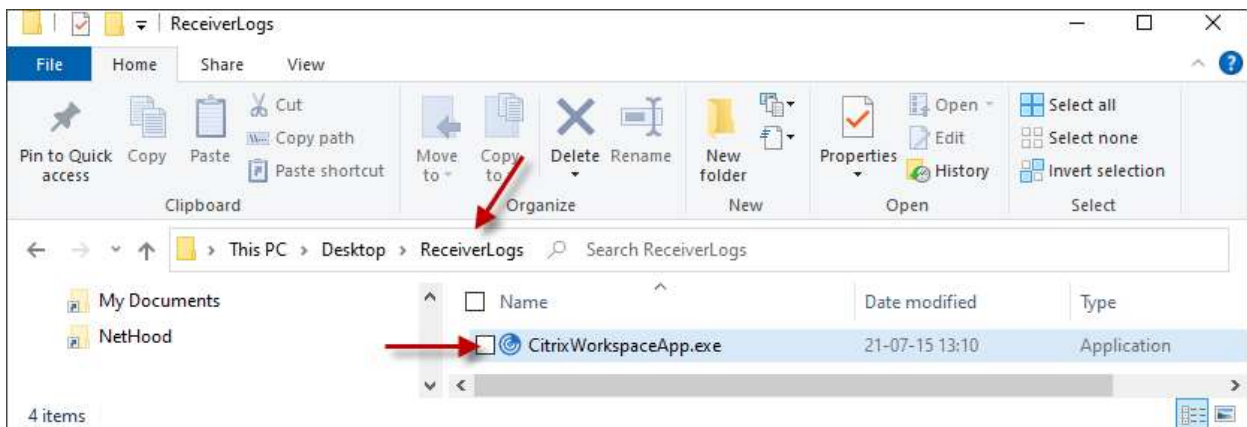

You are *almost* done in the browser but hold off on clicking Continue - you're not done quite yet.
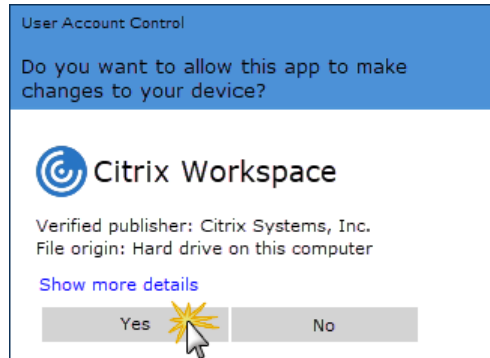

Depending on which browser you are using, after the Citrix installation file downloads you may be prompted to **Run** it automatically.
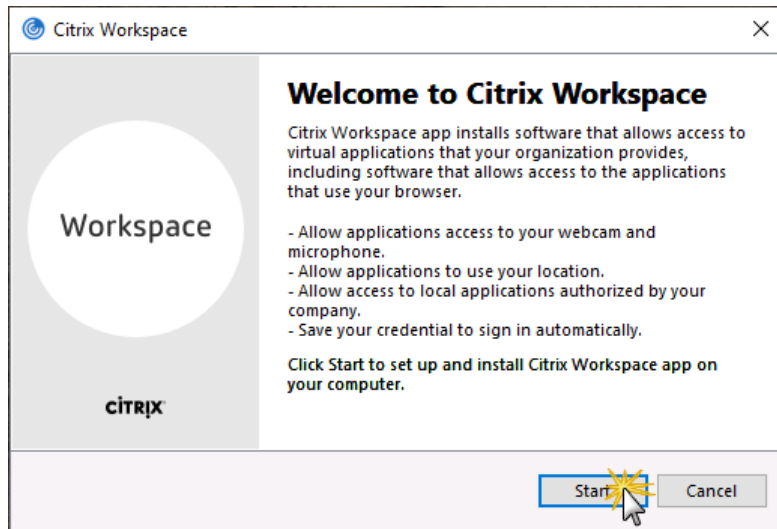

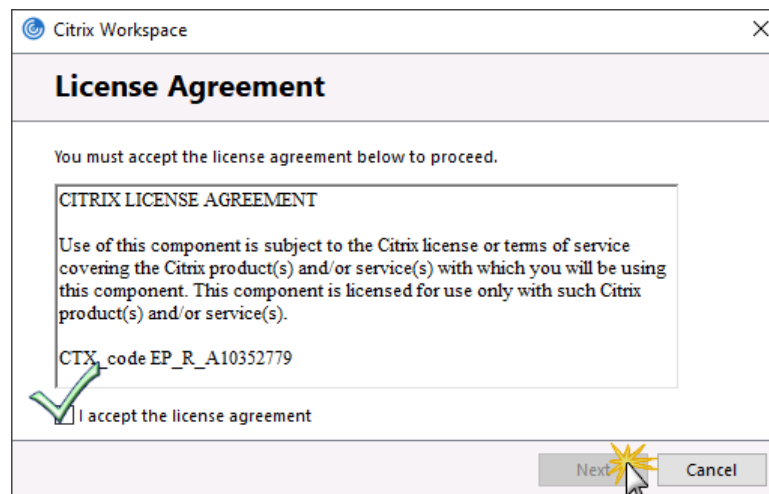If not prompted, navigate to *your* download folder and run the installation manually.

Depending on which operating system you are using, after the Citrix installation begins you may be prompted to **allow this app to make changes to your device**. Say **Yes**.
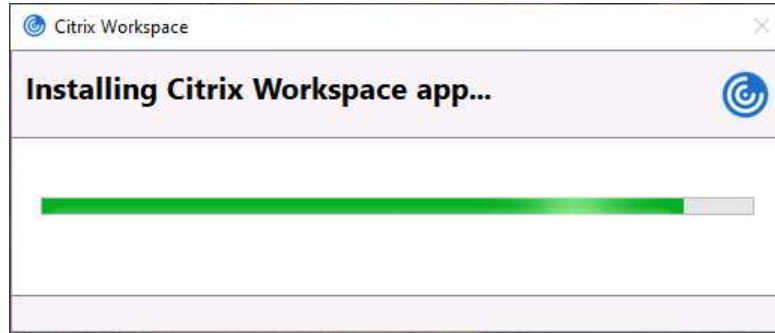

The Citrix Workspace installation wizard **Welcome** screen will appear.
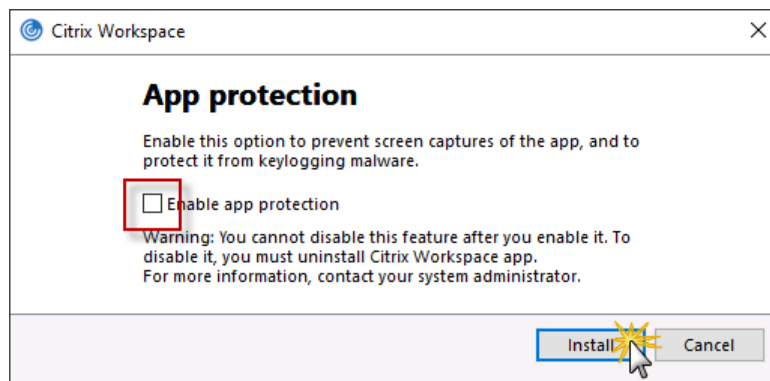Click **Start** to begin the installation.

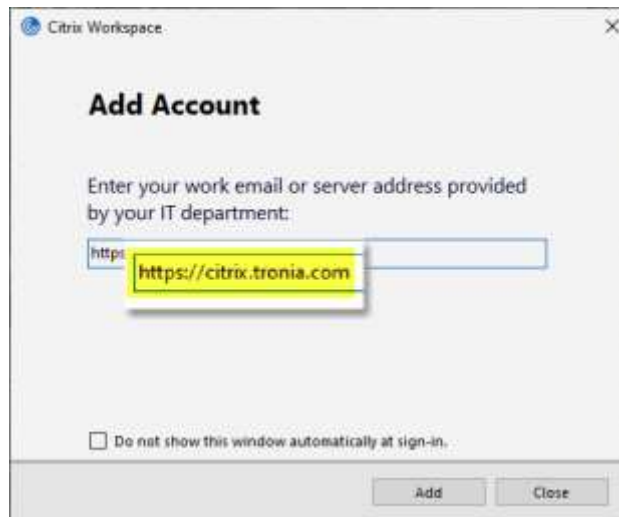Check **I accept the license agreement**.
Click **Next**.
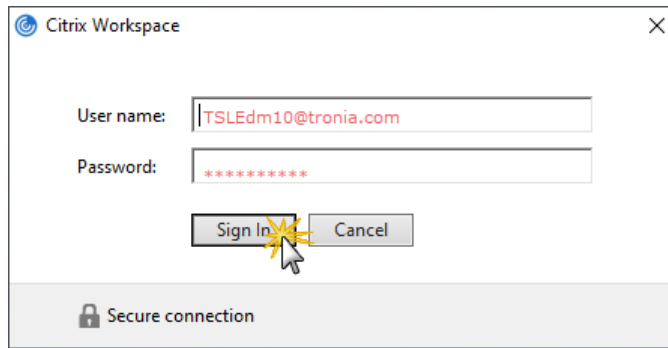
The installation proceeds …

Taking screenshots can be handy when you need support so leave App Protection *un*checked. Click **Install**.

When prompted to **Add Account**, enter the server address by typing **https://citrix.tronia.com** (don't forget the "s" in "https").
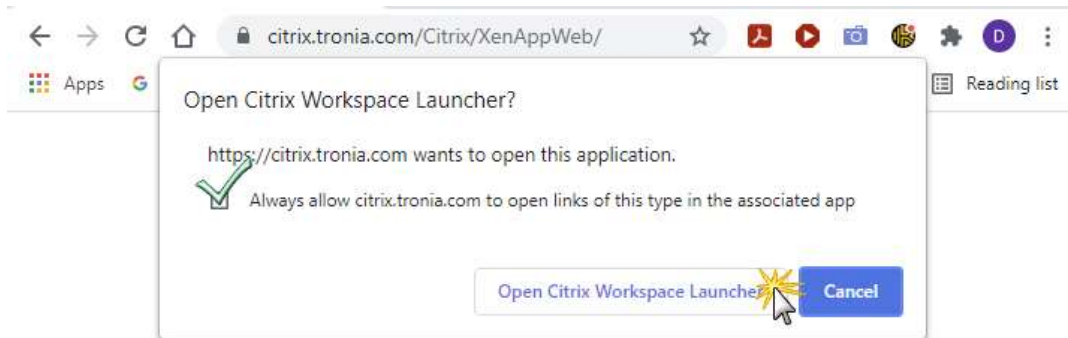
Login to the **Citrix Workspace** using the same credentials provided by your CSC or administrator: (e.g. TSLEdm10@tronia.com)
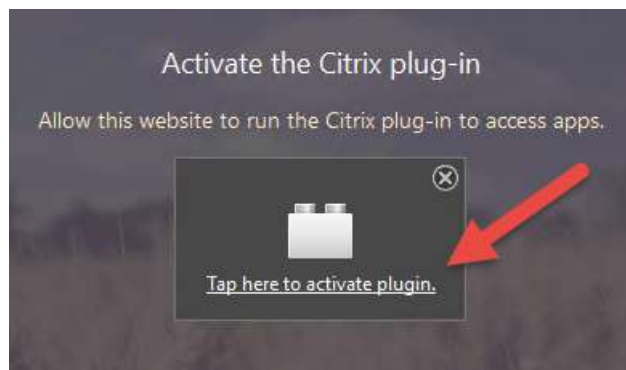

Launch agrē from a Browser

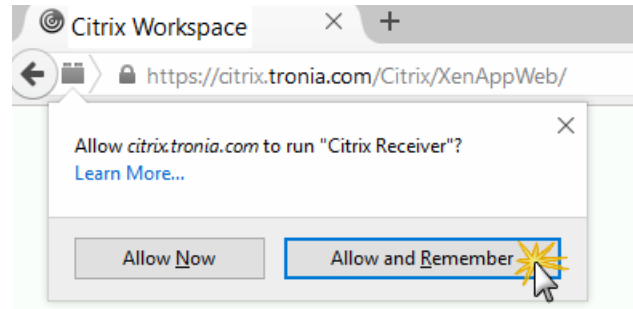The **Citrix Workspace** will open in your browser.

- You may be prompted for permission to launch.
  Check **Always allow citrix.tronia.com to open links of this type in the associated app**.
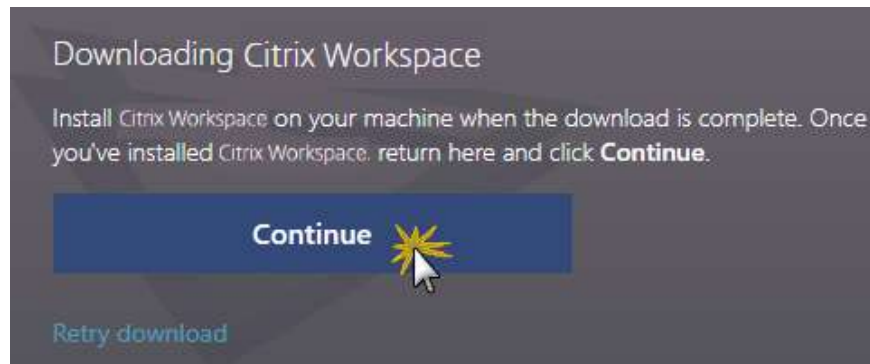 Click **Open Citrix Workspace Launcher**.

- If you are using **Firefox**, you may need to unblock/activate the Citrix plug-in:
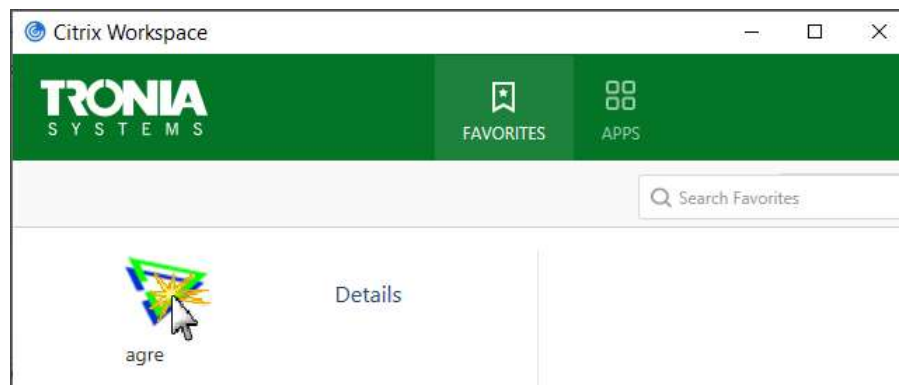 Click **Tap here to activate plugin** …

- … then select **Allow and Remember**.

- If Citrix Workspace does not launch automatically, go back to the browser and click **Continue**.

Once the Citrix Workspace has opened, click the **agrē** icon to launch the application.
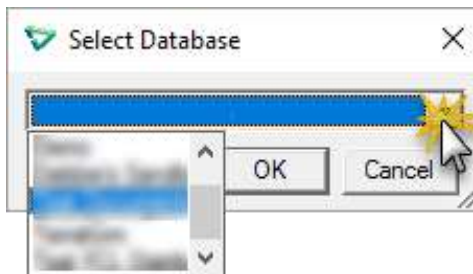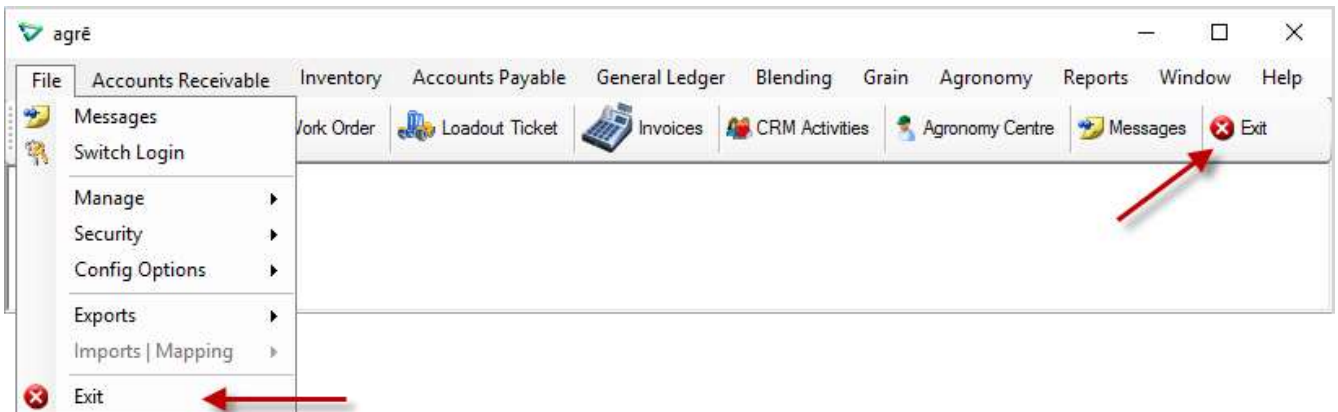
Login to agrē

This is where you will enter your agrē username as provided by your company's designated agrē administrator.

If your agrē user has access to multiple databases, you will then be prompted to select which database you want to login to as shown below. Select your database and then click **OK.**

When finished your session, please log out of agrē by selecting **Exit** from the main tool bar or the **File** menu.
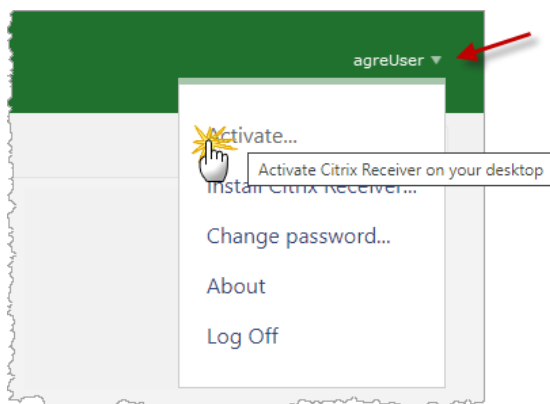
Optional

Here are a few optional steps you can do that may improve your agrē experience.

Now that the Citrix Receiver application is installed, you can configure it to point to the Tronia web servers, allowing you to launch **agrē** application directly from your **Start Menu** or from Citrix Receiver on your **desktop**, instead of from a web browser:

Launch agrē from Windows Desktop

Go back to our website www.tronia.com, click the Hosted Login button and login in to the website again if not already logged in.
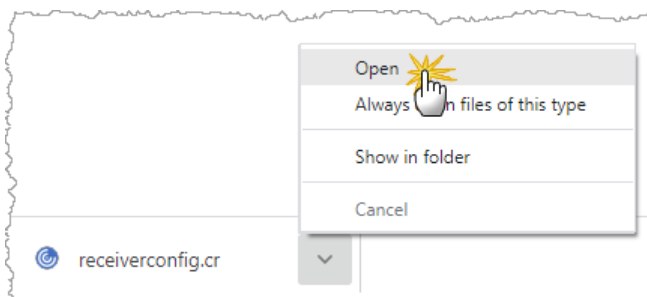
Open the drop-down menu under your User Name (click on the triangle in the top right of the page) and select '**Activate**':

Open the **receiverconfig.cr** file when prompted.

Depending on your browser you may need to download first, then open the file from the destination folder.
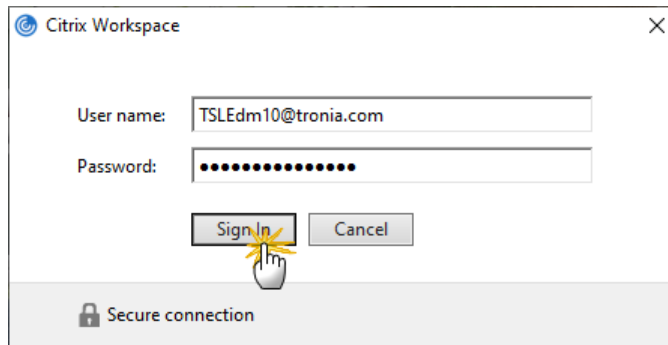
Click **Add** when prompted.
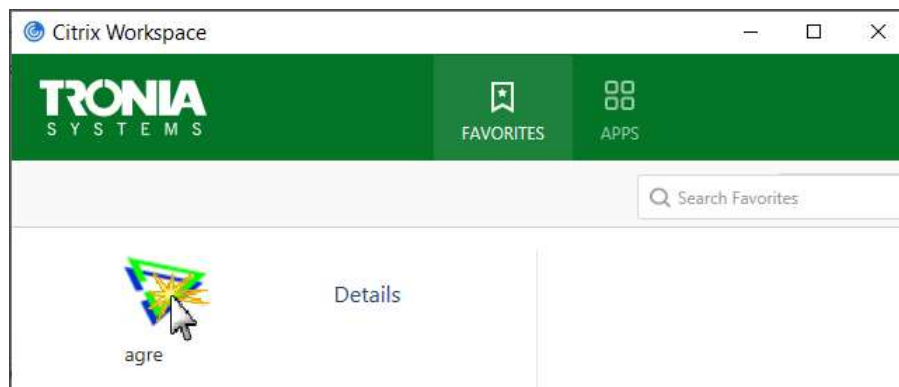

Citrix will prompt you to login.
Use the same username and password you used for the Hosted Login page.

An **agrē** icon will be added to your desktop and can be launched from here instead of through a browser.
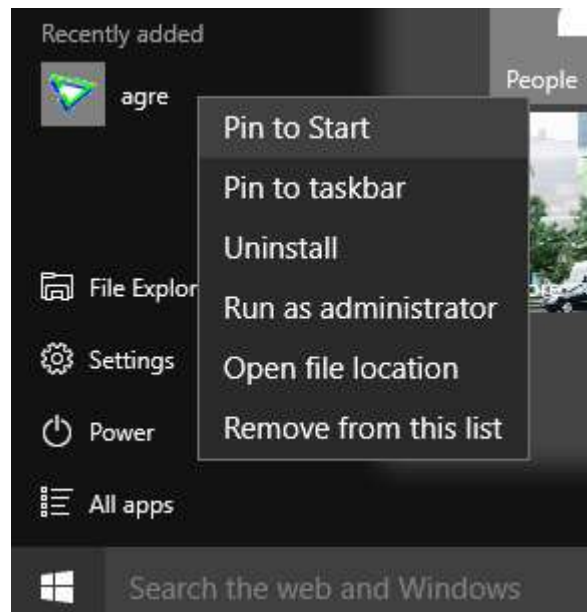

Citrix Receiver will also open and will look similar to the Hosted Login website. You can then click agrē from here going forward if you wish:

Launch agrē from Windows Start Menu

Once you've added agrē to the desktop, it will be added also to the **Start Menu**. Launch it from here, or **pin it** (right-click) **to the Start Menu or taskbar** for easy access.

If you have any questions or concerns with these procedures, please contact your Client Services Consultant, toll free at 1-888-987-6642.