

# ACCESSING AGRE 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.

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### **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:

	-
dd this website to the zone:	
https://www.tronia.com	Add
/ebsites:	
	Remove

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**:

You can add and remove websites from this this zone will use the zone's security setting	zone. All websites in s.
Add this website to the zone:	
1	Add
Websites:	
https://citrix.tronia.com	Remove
https://www.tronia.com	
Require server verification (https:) for all sites in	this zone
	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.

#### HOSTED LOGIN

**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.

		P	to
Save password			$\times$
Microsoft Edge will save and this site next time.	fill your passw	ord for	
MyUserName@myCompa	ny.com		
			0
	Neve	r₩	:
		hr	

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:



Save As							×
← → • ↑ <mark> </mark>	$\rightarrow$ This PC $\rightarrow$ Deskto	p → ReceiverLogs		~ Ū	🔎 Search Rece	eiverLogs	
Organize 🔻 Ne	w folder		_			== -	?
Searches	^	Name	Date modified	Туре	Size		
<ul> <li>SendTo</li> <li>Start Menu</li> <li>Templates</li> <li>Videos</li> </ul>	v		No items match your s	earch.			
File name:	CitrixWorkspaceApp.	exe					~
Save as type:	Application (*.exe)						~
∧ Hide Folders					Save	Cance	I .:

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.

	Do you want to run or save CitrixWorkspaceApp.exe?	Run	Save		Cancel	×
--	--	-----	------	--	--------	---

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

Copy to Organize	New folder New	Properties Vopen	Select all Select none Invert selection Select
erLogs 🔎 Search Rece	eiverLogs		
Name ^		Date modified	Туре
CitrixWorkspaceAp	p.exe	21-07-15 13:10	Application
	CitrixWorkspaceAp	CitrixWorkspaceApp.exe	CitrixWorkspaceApp.exe 21-07-15 13:10

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.

	Welcome to Citrix Workspace
	Citrix Workspace app installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.
Workspace	<ul> <li>Allow applications access to your webcam and microphone.</li> <li>Allow applications to use your location.</li> <li>Allow access to local applications authorized by your company.</li> <li>Save your credential to sign in automatically.</li> </ul>
CITRIX	Click Start to set up and install Citrix Workspace app on your computer.

Check I accept the license agreement. Click Next.

G Citrix Workspace	×
License Agreement	
You must accept the license agreement below to proceed.	
CITRIX LICENSE AGREEMENT	
Use of this component is subject to the Citrix license or terms of service covering the Citrix product(s) and/or service(s) with which you will be using this component. This component is licensed for use only with such Citrix product(s) and/or service(s).	
CTX_code EP_R_A10352779	
VI accept the license agreement	
Next	ancel

The installation proceeds ...

litrix Workspace	×
Installing Citrix Workspace app	6

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

log Citrix Workspace	×
App protection	
Enable this option to prevent screen captures of the app, and to protect it from keylogging malware.	
Enable app protection	
Warning: You cannot disable this feature after you enable it. To disable it, you must uninstall Citrix Workspace app. For more information, contact your system administrator.	
Install	Cancel

When prompted to **Add Account**, enter the server address by typing **https://citrix.tronia.com** (don't forget the "s" in "https").

Citri	ir Workspace	
	Add Account	
	Enter your work email or server address provided by your IT department:	
	https://citrix.tronia.com	l
	De min show this window addemantally at sign-bit.	

Login to the **Citrix Workspace** using the same credentials provided by your CSC or administrator: (e.g. TSLEdm10@tronia.com)

🎯 Citrix Workspace		×
User name:	TSLEdm10@tronia.com	
Password:	*****	
	Sign In Cancel	
🔒 Secure co	onnection	

#### 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.

🍥 Citrix Workspace		×
User name:	TSLEdm10@tronia.com	
Password:	•••••	
	Sign In Cancel	
A Secure co	nnection	

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.

agre	Pin to Start	1.
	Pin to taskbar	
	Uninstall	
File Explor	Run as administrator	- 92
🔅 Settings	Open file location	
() Power	Remove from this list	
E All apps		

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