Brooks

Brooks Automation
Citrix Receiver Guide

Contents

Last Updated: April 28, 2017

Overview

Brooks Automation provides select Suppliers and Strategic Partners the ability to access Brooks resources on the Brooks secure network, 24 hours a day; 7 days a week (24x7). These resources are made available through the *Citrix* platform which replaces the former ePortal platform.

What is Citrix

Citrix enables authorized users remote access to Brooks resources irrespective of the software or version of software installed on your system. Citrix removes the burden of having to use specific versions of Java, Internet Explorer, etc. in order to access Brooks resources, as specific software requirements are managed via the Citrix platform.

New Citrix Users

You should have received your login credentials via email. If you have not, please contact your Brooks Business Contact. Once you have those credentials, please use this guide to walk through a *one-time* installation of the Citrix Receiver.

Existing Users with ePortal Accounts

From this point forward, you need to use Citrix to access Brooks resources as your ePortal account has been disabled. Please use this guide to walk through a *one-time* installation of the Citrix Receiver.
**Please Note**: Use your existing ePortal login credentials

If you have any problems logging in or installing Citrix, please contact your Brooks Business Contact.

Last Updated: April 28, 2017
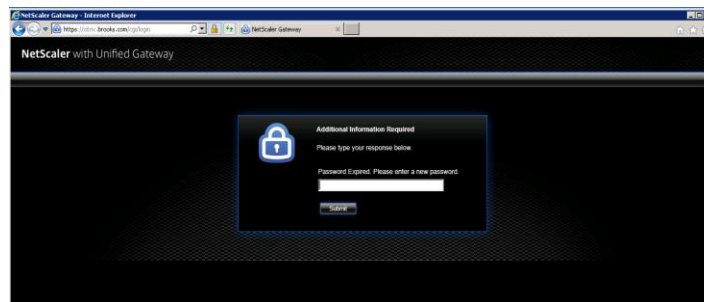
Citrix Installation

Please Note: This installation requires a reboot of your computer and Internet access

1. Open a web browser and go to **citrix.brooks.com**. Please enter your login credentials and click the **Log On** button.
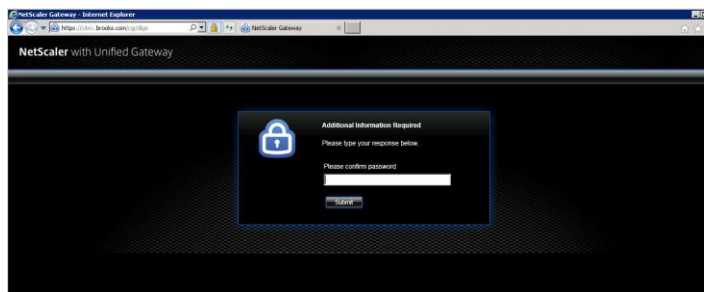   **Please Note:** For existing ePortal users, please login using your ePortal login credentials.
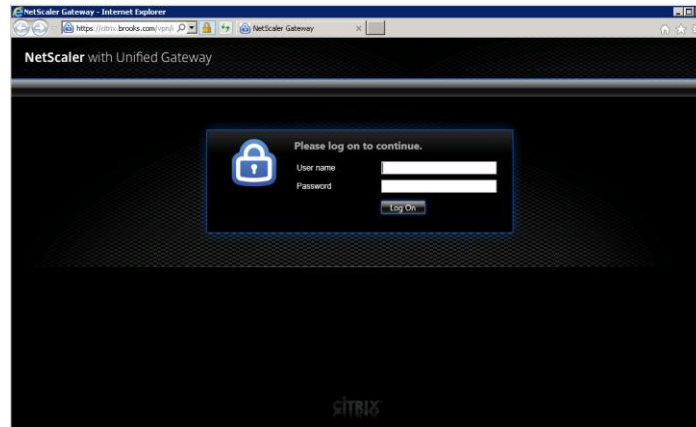
2. If you receive the message below, you have been provided a temporary password that must be changed upon initial login (Brooks password policy criteria was provided in your e-mail and in this guide)
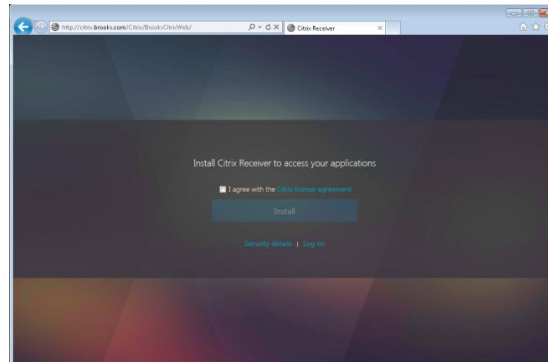

Enter a new password and click **Submit**

Enter the password again and click **Submit**
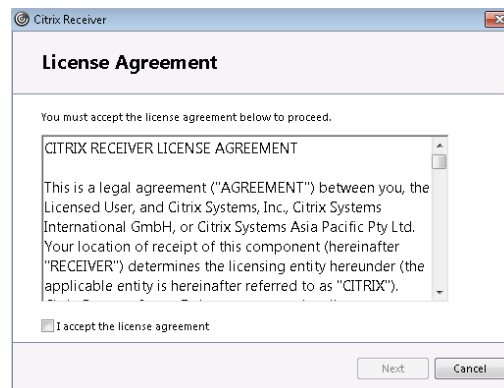
![Brooks logo]

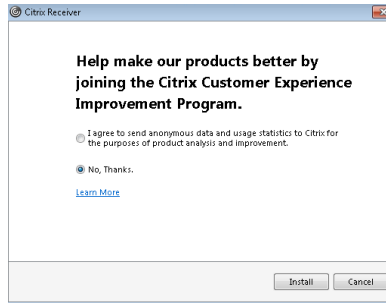3. Check the box to agree and then click **Install**
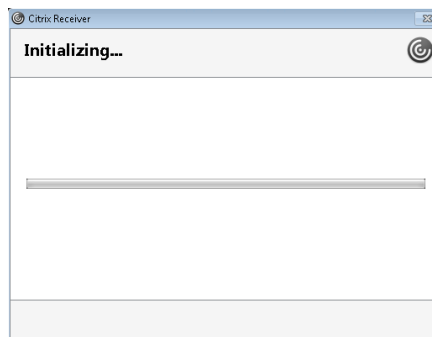

4. Click **Start** to proceed with the installation

5. Check the Accept checkbox, then click **Next**
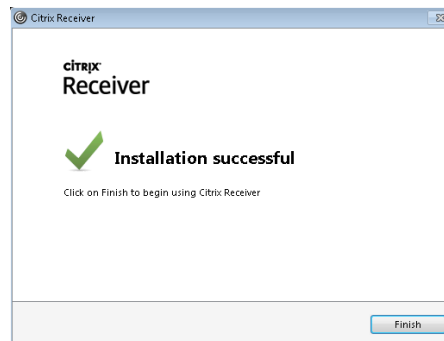
Last Updated: April 28, 2017

6. Select No, Thanks and then click **Install**

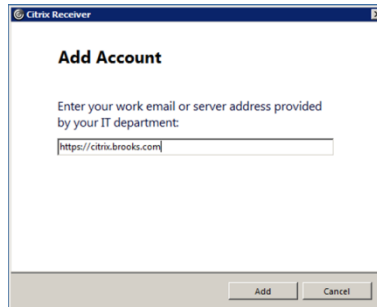7. You will see the Initializing screen until installation is complete

8. Click **Finish**

9. You must now reboot your system for the installation to be complete

Last Updated: April 28, 2017

10. After you log back into your computer, you will be presented with the Add Account screen. Enter the server address of **https://citrix.brooks.com** and click **Add**.


You have performed the one-time installation of the Citrix Receiver and will now be presented with your Brooks Citrix APPS Storefront.

Last Updated: April 28, 2017
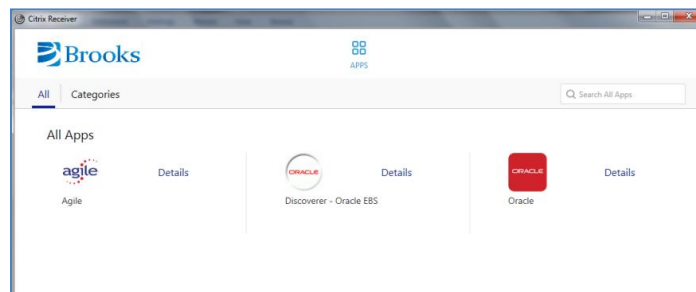
Accessing Brooks Resources After Citrix Receiver Installation

There are two means of accessing Brooks resources, either by launching the Citrix Receiver or the specific application

1. Go to Start → All Programs *or Programs* (depending on your Operating System) → Citrix Receiver or review your Program list that will now have your Brooks resources listed and you may click on those directly to open the resource
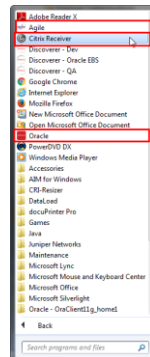
2. If using the individual application method, once you click on the application, you will receive the following message and then the application will open
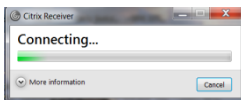
3. If using the Citrix Receiver, you will be taken to your Brooks Citrix APPS Storefront where you will see all applications which you have been granted permissions to access. Below is an example of what a user might see.
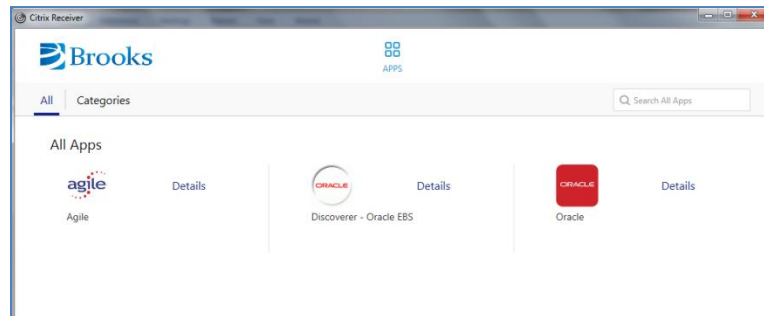

Please Note: The first time you run an application it will take longer than subsequent times.

Last Updated: April 28, 2017

Local Drives in Citrix (Saving Files)

Saving files to your local computer will be different, depending on your application
- You will need to click one of the following:
    - Browse or
    - Save As or
    - Export
- Select the mapped drive(s) for *your* local computer
- 'Local Disk (C:)' is the default location on the Citrix server to save/export documents to and should NOT be selected as you are unable to access this location
- Your computer's C: drive will look like "Local Disk (C: on CITRIX-TEST2)" where as CITRIX-TEST2 is the name of the computer used to access Citrix for the below screen shot

You will have something similar to:
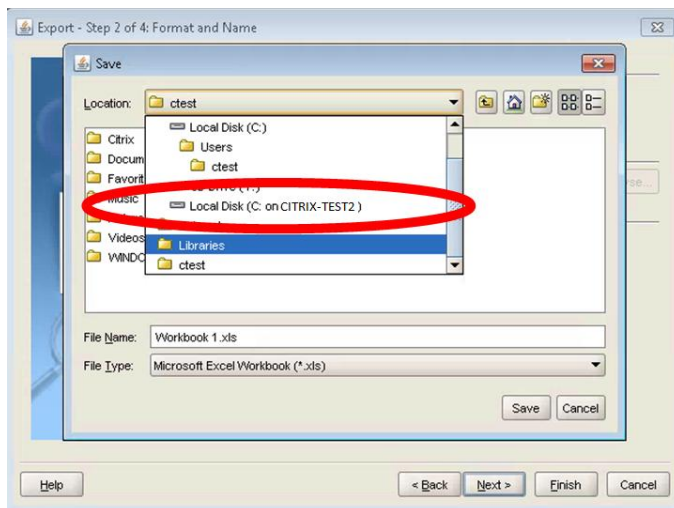
Brooks Automation Password Policy
1. Do <u>not</u> share your credentials with anyone else
2. Changed every 90 days
3. Password must be at least 8 characters long
4. Cannot use previous 8 passwords
5. Must include one of each of the following:
   upper-case, lower-case, number, and special character (~ ` ! @ # $ % ^ & * ( ) _ + { } | : " < > ? - = [ ] \ ; ' , . /)
6. New password cannot be similar to current password
7. New password cannot contain part of your login name or display name (i.e., "jdoe" or "Doe, John")
8. Commonly used passwords are not allowed (i.e., words that resemble "brooks" or "password", popular sports teams, days of the week, months, names)
9. Password change reminders will be emailed @ 14days, 7days, 2days prior to expiration
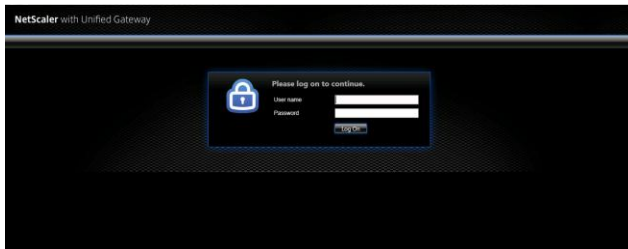
Last Updated: April 28, 2017

Troubleshooting

Changing Expired or Expiring Password

Please Note: You can only change your Citrix password via the Web application and not through Citrix Receiver
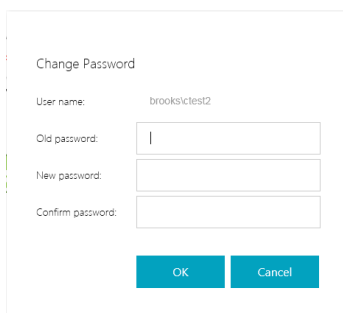
1. Open an Internet Explorer Browser and input citrix.brooks.com
    Please Note: Chrome and Firefox browsers will not work properly, as they do not utilize ActiveX

2. Enter your current credentials and click Log On
    If your password has already expired, you will be prompted to change once you click Log On
    If you are changing your password <u>before</u> expiration you will be presented with your Brooks APPS Storefront

3. In the upper right corner where your account name appears, use the dropdown menu and select Change password
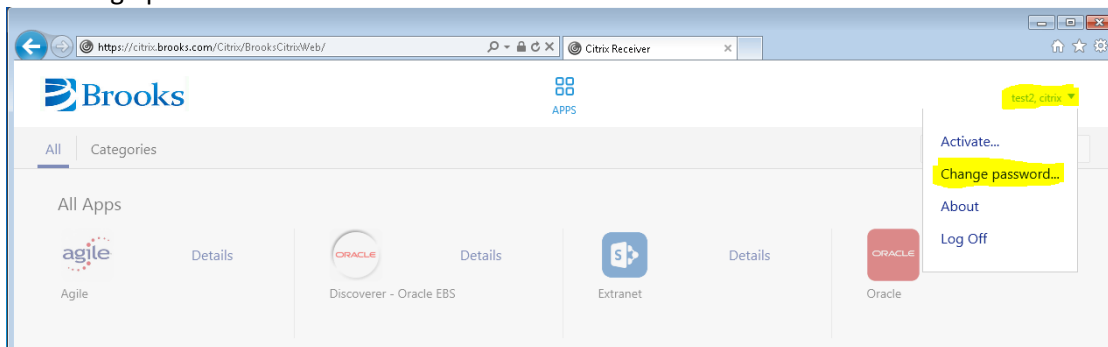
Your new password must meet Brooks Password policy which is included in this guide