

OPERATIONAL MEMO



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| Memo # | OM-192 |
| Title | Citrix and Connected Portal Login Process |
| Date of Issue | 18/03/25 |
| Written by | Karena Wright |
| Reviewed by | Ground Ops Customer |

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Reason for Issue

To remind everyone there has been a recent change to the way you access both the Connected Portal and Citrix. This change now reduces the steps and time it takes to log into either type of accounts. Users must also ensure that they only use the 'accountname'@easyjet.com and DO NOT use any other email address to attempt to enter either Citrix or Connected Portal.

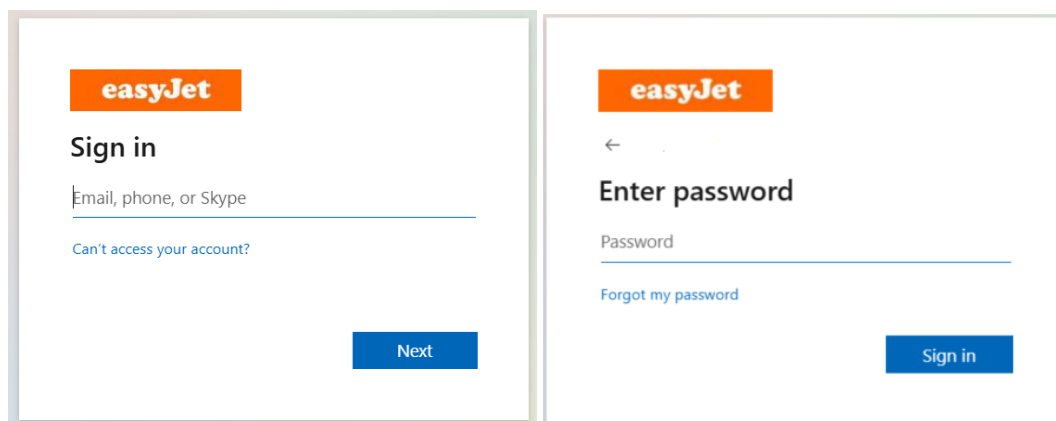
Details

Connected Portal:

- Open a browser in private mode (Edge works well) – click on the 3 dots to the right-hand side of the screen.
- <https://prod.ezy.s4a.aero>
- Type accountname@easyjet.com
- Enter password for this account.

Citrix:

- Open a browser in private mode (Edge works well) – click on the 3 dots to the right-hand side of the screen.
- <https://easyjetcitrix.cloud.com>
- Type accountname@easyjet.com
- Enter your usual password for this account.



This replaces guidance given in OM155 Changes to Citrix Access for Ground Handlers and is in effect immediately.

If you have any issues, please report it to the ITSD in the normal way.