OPERATIONAL MEMO

easyJet

Memo #	OM-175
Title	Changes to VT100 access using Citrix
Date of Issue	3rd September 2024
Written by	Sara Dipeolu – Customer Operations Specialist September 4, 2024
Reviewed by	Customer Ops Team

Reason for Issue

To inform Ground Crew that on <u>**Wednesday, 4th September**</u>, we're upgrading the icon and connections (aka the Terminal Emulator) on our Citrix platform.

Details

Following the success of the recent trial ,we are upgrading the icon and connections (aka the Terminal Emulator) on our Citrix platform.

Why we're making the change

The new software and icon is called, **Vespa**, and it significantly enhances security, operates faster, is more intuitive, and improves operational resilience.

What to expect on the day of the change

If you use Citrix to access eRes/VT100 you will notice that you have two icons on your Citrix home screen. **VespA** is the new one to use.

Your login details will not change.

Action / Next Steps

1. The new shortcut you must use will be 'VespA', from <u>**4th September 2024**</u>
2. After 2 weeks, the old icon WILL BE removed. Therefore it is really important if you experience any issues with the new icon that this is reported to the IT Service Desk.

What support is available?

Any queries before the change – please reach out to #itairportinfra

After the change, if you have any questions, please contact the IT Service Desk:

- Call: +44 (0) 1582 525 247
- Email: IT Service Desk easyjetITServicedesk@easyJet.com