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# OPERATIONAL MEMO

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Memo #	OM-186
Title	VT100/eRes – Change from Citrix/Netterm to Citrix Cloud
Date of Issue	8 <sup>th</sup> January 2025
Written by	Karena Wright
Reviewed by	January 8, 2025 Ground Ops customer team

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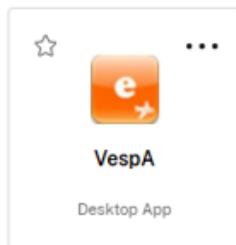
## Reason for Issue

This is to advise all users who use Citrix and Netterm platforms to access VT100/eRes, that we are moving away from the previously used Citrix and Netterm for VT100/eRes.



eRes - NEW

And onto the new Citrix Cloud using a new Terminal Emulator 'VespA' for VT100/eRes.

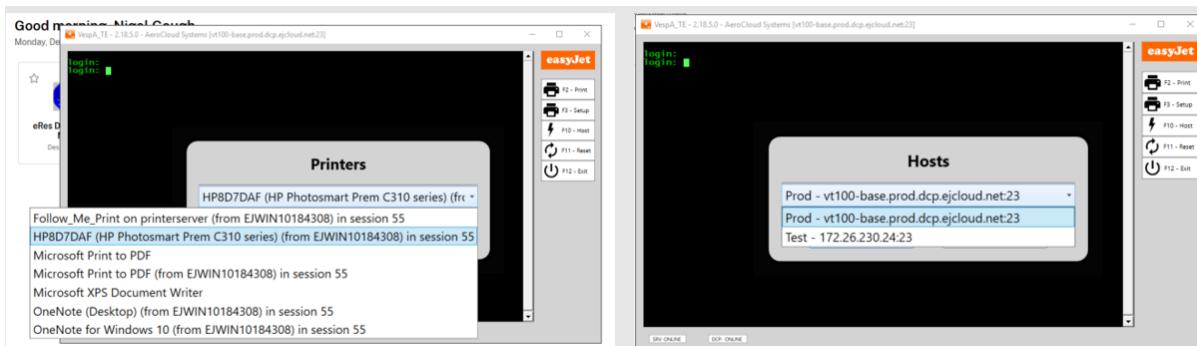


## Details

The New URL for Citrix to be used is [easyJetcitrix.cloud.com](http://easyJetcitrix.cloud.com)

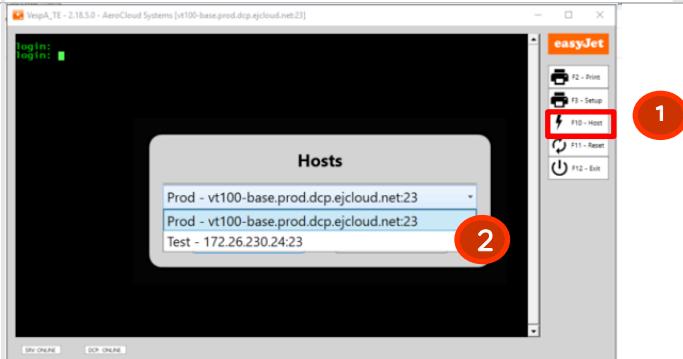
There are two main changes to the new VespA TE.

1. The way you select a printer.
2. Choosing the environment Production / Train (Test)



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How to select a printer	1- Command F3 (Setup) 2- select printer from drop down list	
How to change between Production (PROD) and TrainRes (Test) environments	1- Command F10 (Host) 2- select environment from drop down list	

Every airport will need to start using the new URL and Vespa TE as soon as possible.