OPERATIONAL MEMO

easyJet

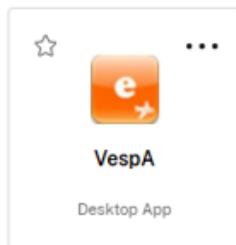| Memo #	OM-186	
Title	VT100/eRes – Change from Citrix/Netterm to Citrix Cloud	
Date of Issue	8th January 2025	
Written by	Karena Wright	January 8, 2025
Reviewed by	Ground Ops customer team	

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

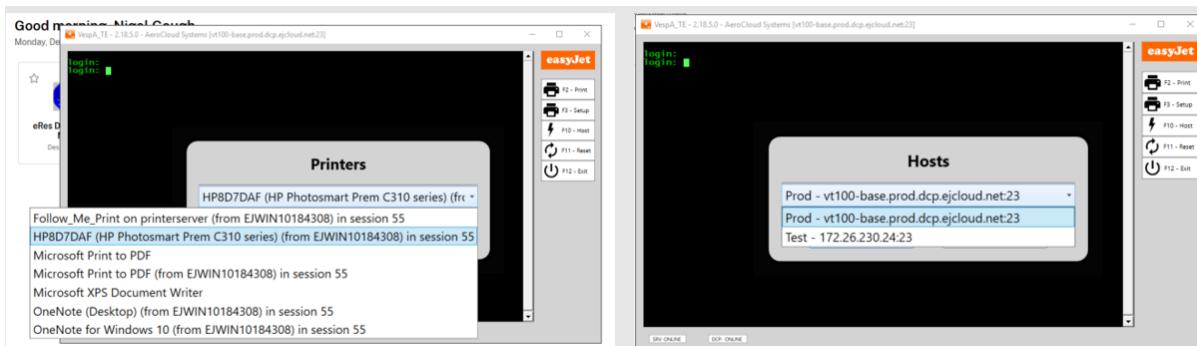And onto the new Citrix Cloud using a new Terminal Emulator 'VespA' for VT100/eRes.

VespA
Desktop App

Details

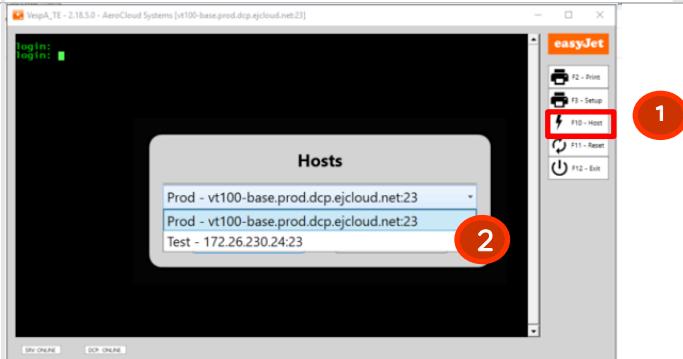The New URL for Citrix to be used is easyJetcitrix.cloud.com

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 TraineRes (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.