



Headquarters 150 The Broadway | Wimbledon | SW19 1RX
T 020 8971 7200 | F 020 8971 7300 | www.cwu.org

From the office of **Tony Kearns** | Senior Deputy General Secretary
Email sdgs@cwu.org | **Direct line** 020 8971 7237

Please forward this letter and attachment to the person responsible for updating your Sage Accounts

Dear Colleague,

SAGE ACCOUNTS

Further to LTB Number 178/18 issued 27th March, please find attached instructions for accessing your Sage Branch accounts from 9 a.m. on Tuesday 3rd April 2018.

This is the first phase of the migration and you will be notified before any future changes are made which affect the way you use the system. Please note from Tuesday 3rd April your token key will be disabled until further notice.

The new url is <https://netscaler.cwu.org/vpn/index.html>. We have tested Microsoft Edge (Windows 10), Microsoft Internet Explorer, Chrome and Firefox.

The attached instructions cover the majority of the various messages you may come across if you have to install Citrix Receiver.

If you experience any issues please contact support via ithelpdesk@cwu.org.

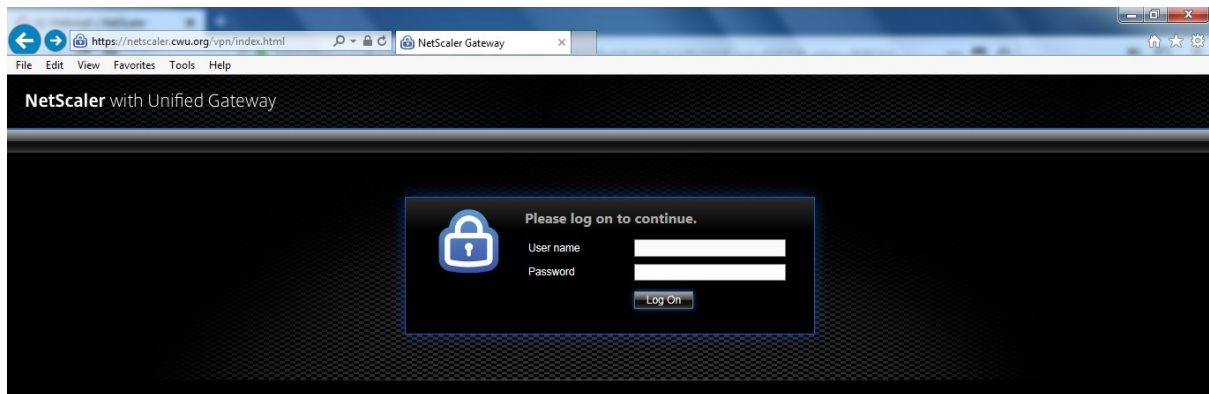
Yours sincerely,

A handwritten signature in black ink that reads 'Tony Kearns'. The signature is written in a cursive, flowing style.

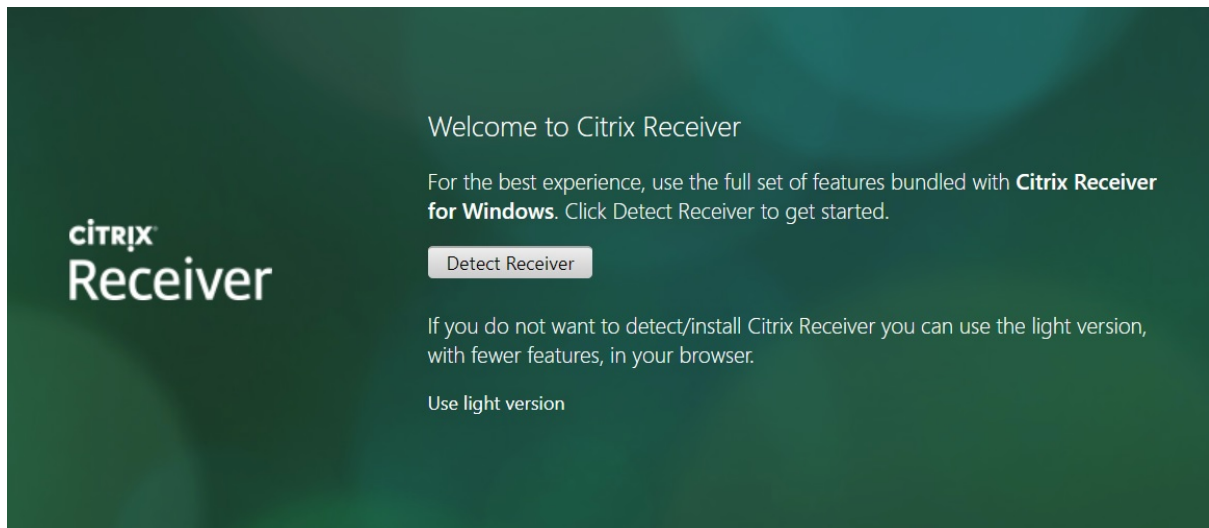
Tony Kearns
Senior Deputy General Secretary

Enc.

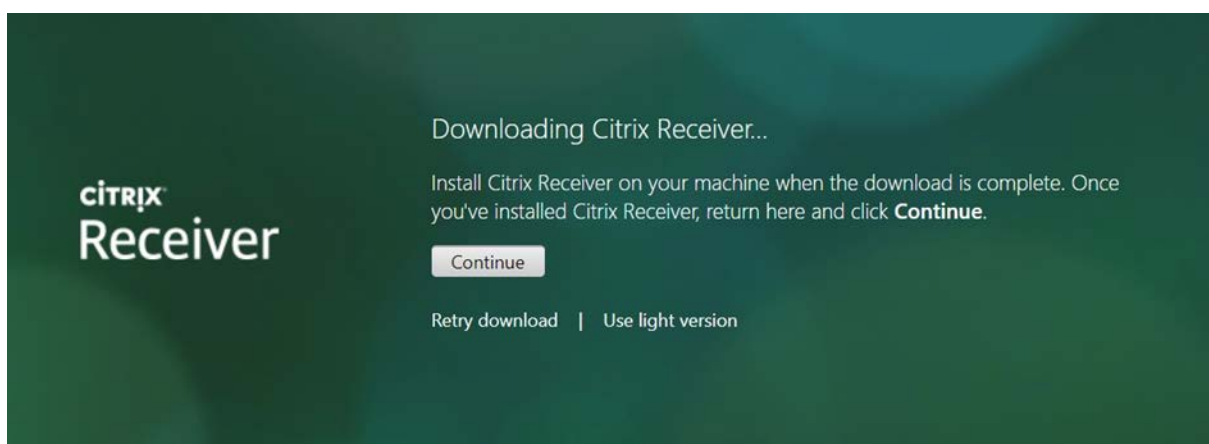
- 1) Initial landing page: Your user name and password remain unchanged.



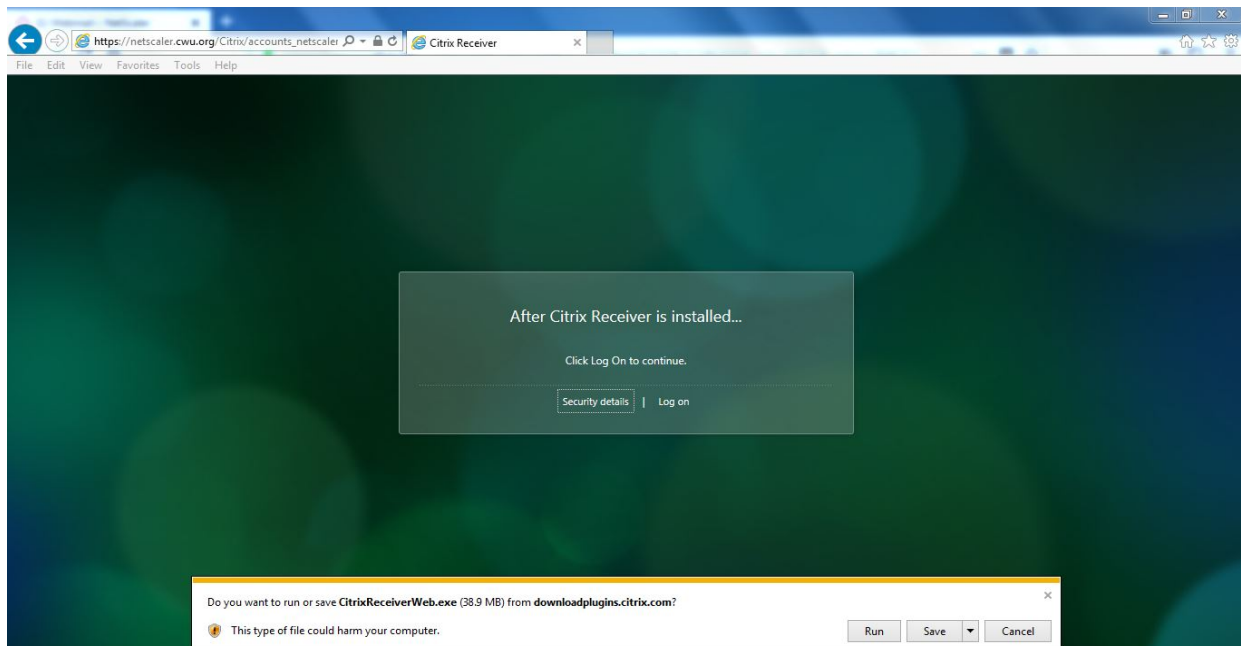
- 2) If Citrix receiver is not detected please continue following these instructions. If Citrix receiver is detected, please skip to part 11.



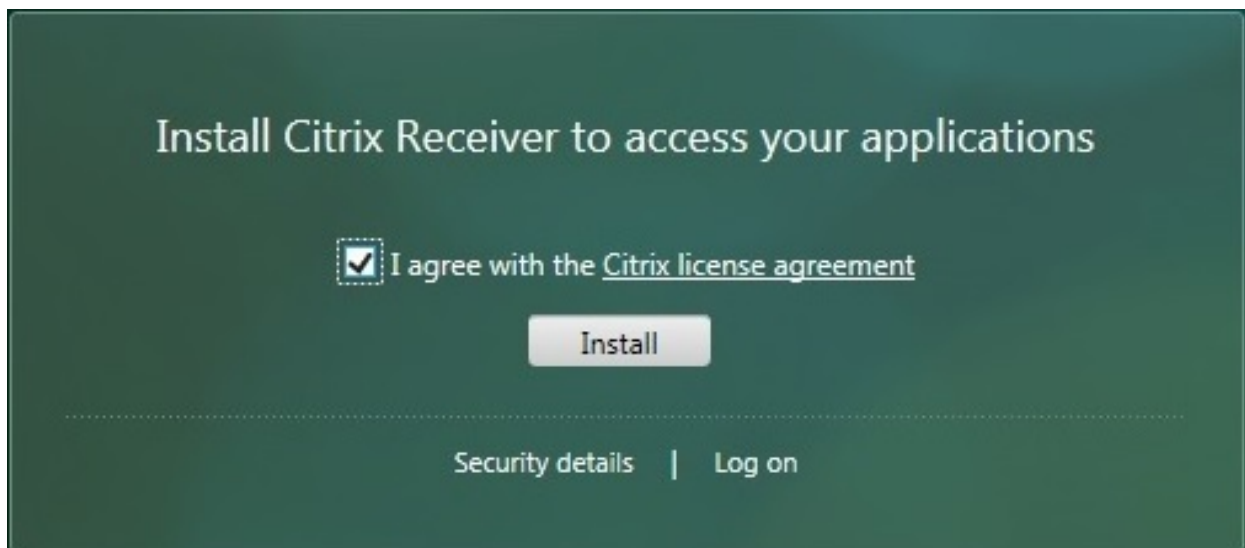
- 3) If Citrix Receiver has not been detected click on the continue button to start the download.



- 4) Once receiver has downloaded click on 'run' to start the installation process.



- 5) Click on agree to continue the installation.



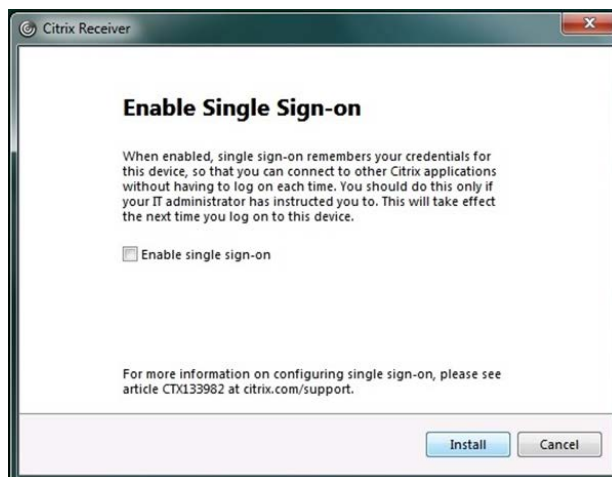
- 6) Click on Start.



- 7) Click on Next.



- 8) Depending on the browser you decide to use you may come across the following message, DO NOT ENABLE SINGLE SIGN-ON.



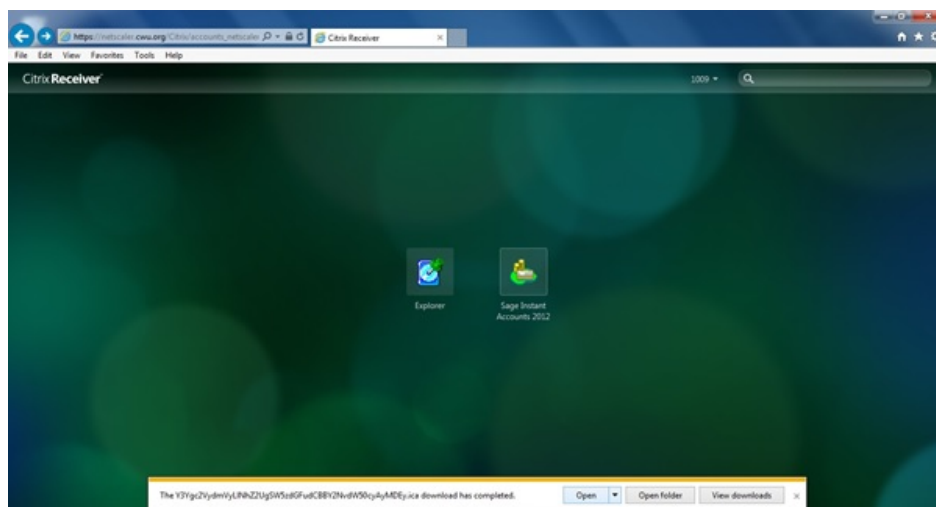
- 9) When the installation is successfully completed you will receive the following message.



10) If you receive this message click on allow.



11) Depending on the browser you have chosen if you receive the following message, click on open.



12) Sage Accounts will then start.



13) Ready to long in to Sage using your user name and password as before.

