

## Introducing Myaccess.Chemtura.com

The purpose of this document is to instruct you on how to properly access Chemtura Citrix resources using the new single Global URL <https://myaccess.chemtura.com>. This address can be used from both inside and outside the Chemtura network from any internet connected compatible web browser.

These instructions are written with the following assumptions:

- You have at least version 9.x of the Citrix Online Plug-in (a.k.a. Citrix Receiver)
- You have been assigned a valid Chemtura Domain account and password and this account is setup properly by the Chemtura Network Security team to access Citrix.

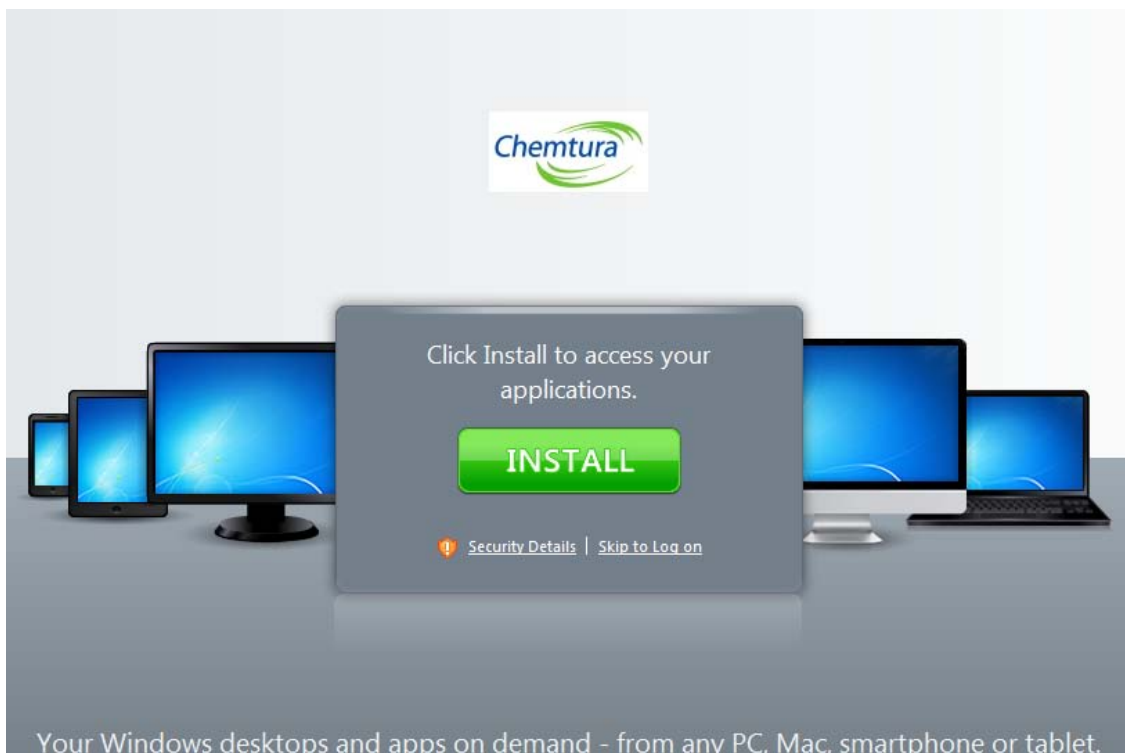
To access Citrix, navigate to the following URL:

<https://myaccess.chemtura.com>

At this screen, enter the name and password provided by the Krystal project team or Chemtura IT.



If there is no Citrix Client available on your workstation you will see this prompt:



Click "Install" and another window will open to the Citrix website. Here you can download and install the appropriate version of the Citrix Receiver. (Windows/MAC/Linux)



**Download Citrix Receiver today**

The only client software you need for accessing all of the IT services you want.

- ▶ Self-service access to desktops, applications and IT services
- ▶ Automatic updates ensure that you always have the latest features
- ▶ Enhances your services with tablet and smartphone support
- ▶ Replaces legacy ICA clients

for Desktops

- Windows
- Mac OS X
- Linux

for Mobile Devices

- Android
- Blackberry
- Blackberry Playbook (Preview)
- iPhone
- iPad
- Windows Mobile

When it completes it will continue the logon process. If it doesn't continue, close your browser and re-launch <https://myaccess.chemtura.com>

Next, single click on the Chemtura-XenApp icon shown below. Disregard any other icons you might see.

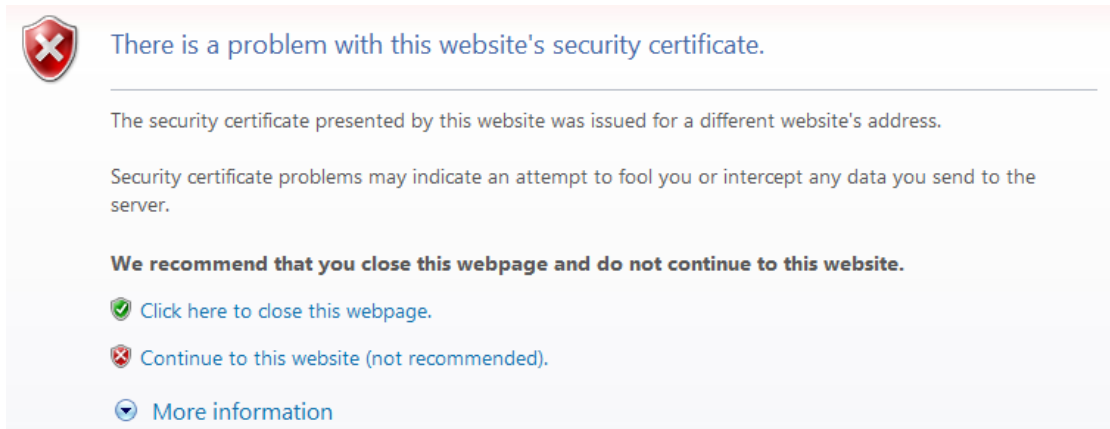


This is the desktop you will be presented with.



## Troubleshooting Tips:

If you see a message like this when connecting to the URL: <https://myaccess.chemtura.com> then it's possible your browser is either incompatible or very outdated.

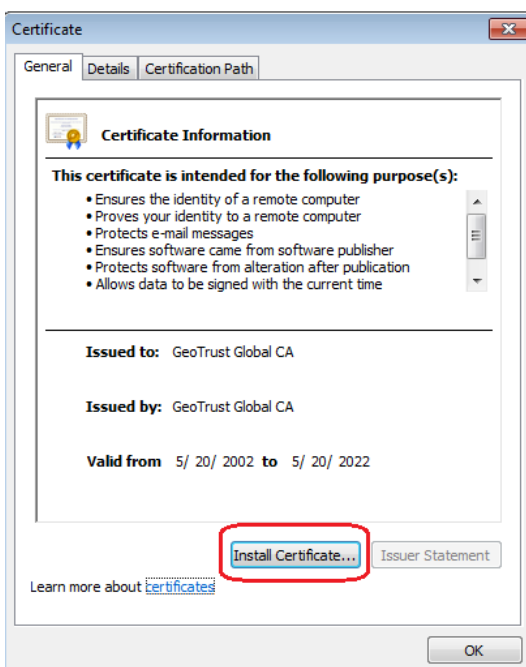


To attempt to resolve this you need to install a security certificate by clicking [here](#).

At this prompt click "Open"



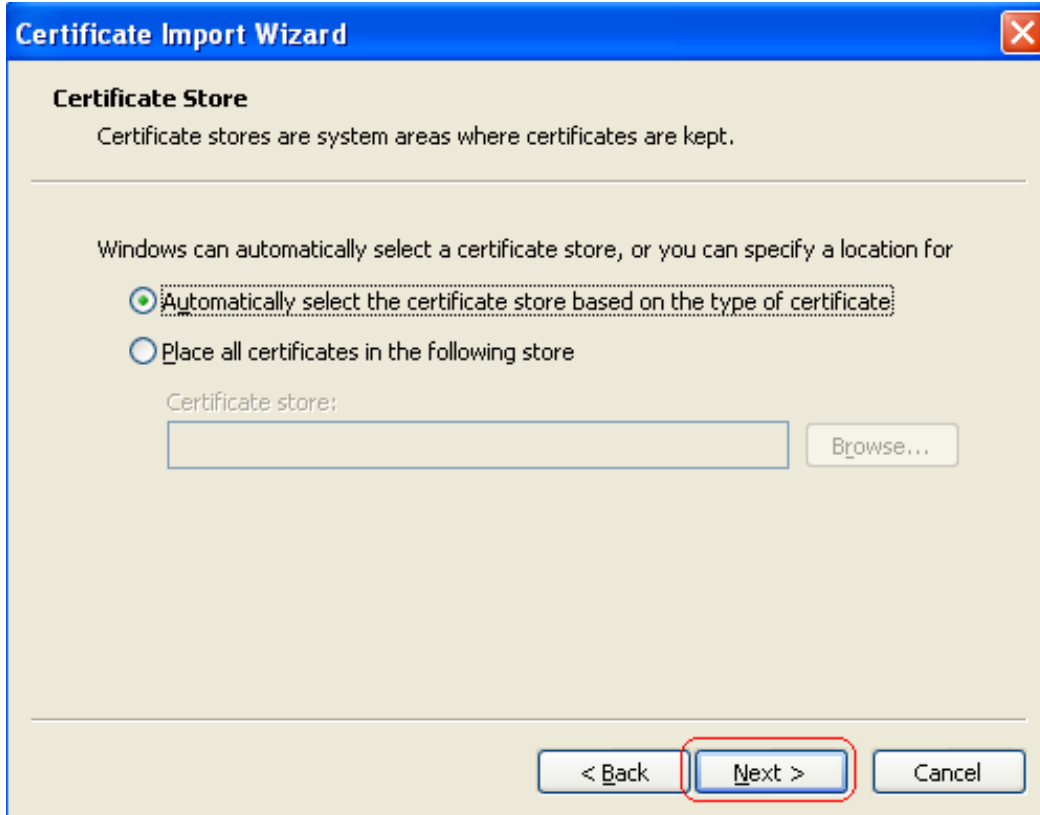
Now click "Install Certificate"



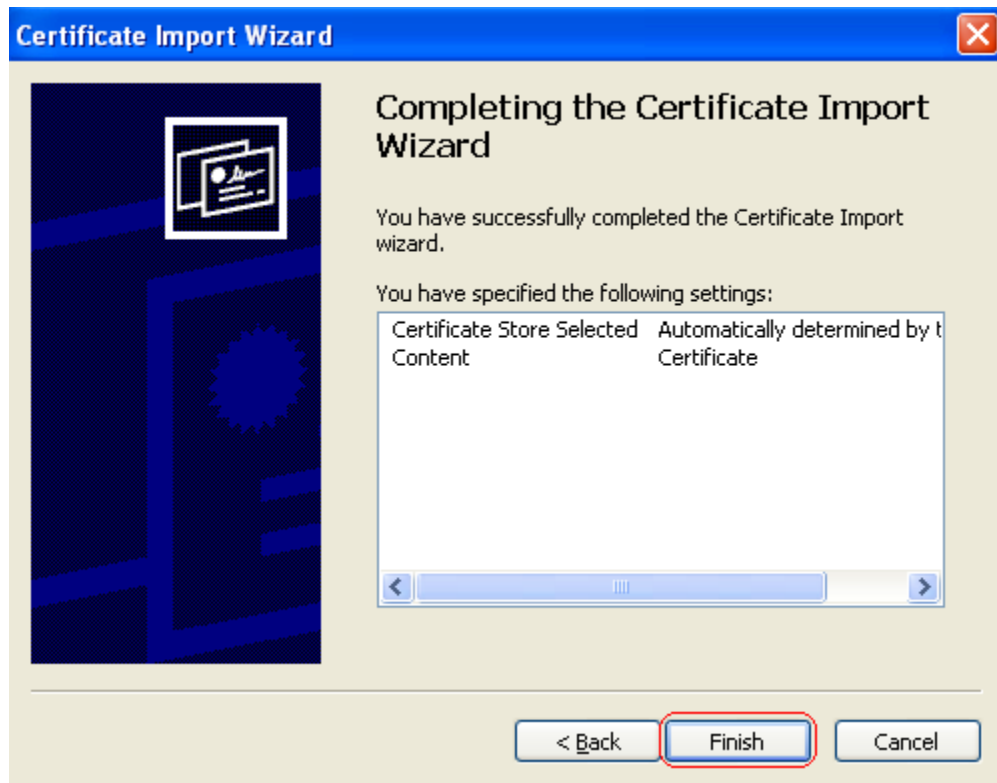
Click "Next"



Leave Defaults then click "Next"



Now click "Finish"



Click "Yes" to the security warning:



Now Click "OK"



You should now be able to continue the logon process.

If you still have difficulty logging on try these steps (you may need IT assistance):

- Add \*.chemtura.com to the trusted sites zone in Internet Explorer
- Add \*.chemtura.com to the Pop-Up blocker exclusions list in Internet Explorer
- Close all Internet Browser Windows and try again to install the latest Citrix client from the Citrix Website: [http://www.citrix.com/lang/English/lp/lp\\_2309126.asp?ntref=DLpromo1](http://www.citrix.com/lang/English/lp/lp_2309126.asp?ntref=DLpromo1)
- Disable or uninstall any 3<sup>rd</sup> party Internet Toolbars or Pop-up blockers
  - i.e. Google, Yahoo, AOL, Ask.com etc.