

Adding a New Contact to your ELA Profile

What's in this Guide?

This guide provides Step-By-Step Instructions for an individual to add a new contact to its Enterprise License Program on MyCitrix.

The steps below are for an individual who has an existing MyCitrix account. See the guide titled [Creating a MyCitrix Account](#) for instructions on how to create your MyCitrix account. An authorized Citrix Partner can add a new contact to your License Program Registration for you. For additional assistance with either establishing a MyCitrix account or adding a new contact, please contact an authorized Citrix Partner. Locate a partner at www.Citrix.com/Partners/Locator.

Why add a new Contact?

Adding a new contact to your License Program Registration is one of the easiest methods of extending your Citrix discount and benefits across your organization while increasing the opportunities for other departments and affiliates to increase your discount and benefits.

Available Licensing Program Guides

- 1- Creating a MyCitrix Account
- 2- Registering for the Enterprise License Program
- 3- Publishing your ELA Registration Information to a Citrix Partner
- 4- Adding an Affiliate to your Enterprise Licensing Program Registration
- 5- Registering as an Affiliate for the Enterprise License Program
- 6- Accessing Your Company's ELA Profile
- 7- Adding a New Contact to your ELA Profile
- 8- Registering for the Easy License Program
- 9- Registering for the Education License Program

Available to Authorized Citrix Partners only

- P1- Registering Your Customer for the Enterprise License Program
- P2- Managing Your Customer's Enterprise License Program Registration

1. Log into MyCitrix by entering your Username and Password.

The screenshot shows the MyCitrix website interface. At the top, there is a navigation bar with links for Downloads, Communities, Events, Buy, Demo, Global Sites, Resources, and Log in. Below this is a secondary navigation bar with links for Products & Solutions, Support, Partners, News, Education, About, and My Citrix. A search bar is located on the right side of the navigation bar. On the left side, there is a 'My Citrix' sidebar with fields for Username and Password, a Log In button, and links for Forgot Your Password, New Users, and More Options. The main content area features a large banner with the text 'Welcome to My Citrix. Everything Citrix, just for you!' and an image of a person in a suit holding a laptop with the Citrix logo. A red box with the number '1' is placed over the 'Log In' button in the sidebar, with a red arrow pointing to it. To the right of the banner is a 'NEW?' section with the text 'Get instant access to My Citrix. REGISTER NOW'. Below the banner, there is a 'Welcome to My Citrix!' section with the text 'Log in for access to everything Citrix'. A gray box contains a notice about the new Advisor Rewards & Lead Manager tool. At the bottom, there is a paragraph about the benefits of logging in.

Downloads Communities Events Buy Demo Global Sites Resources [Log in](#)

Products & Solutions Support Partners News Education About My Citrix

My Citrix

Username:

Password:

[Log In](#)

[Forgot Your Password](#)

[New Users](#)

[More Options](#)

Welcome to My Citrix.
Everything Citrix, just for you!

NEW?
Get instant access to My Citrix.
[REGISTER NOW](#)

Welcome to My Citrix!
Log in for access to everything Citrix

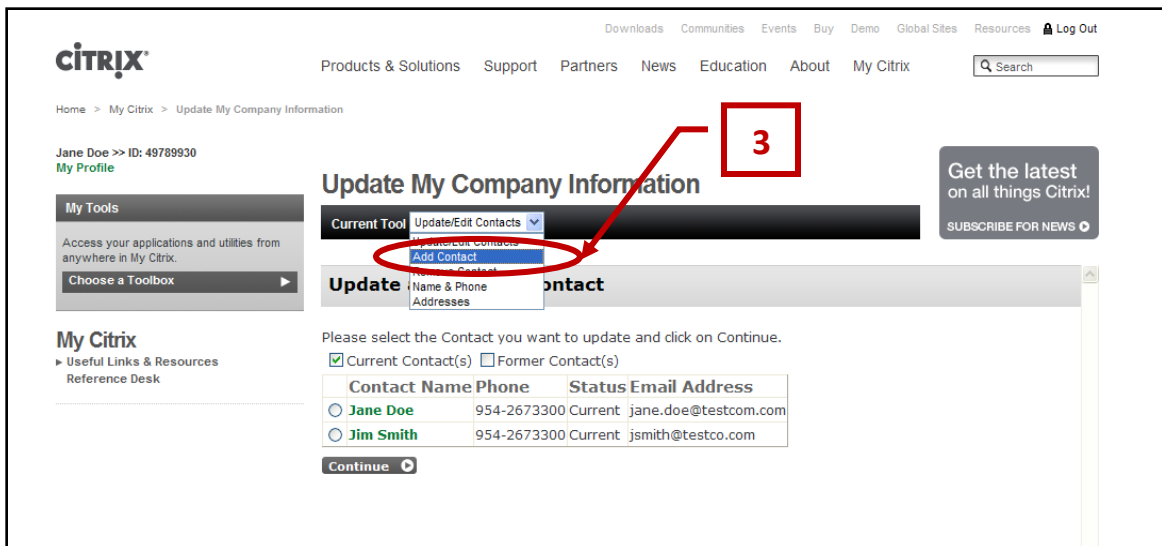
The new Advisor Rewards & Lead Manager will be live on May 4 and replaces the current Lead Management Tool (LMT). As part of the transition, LMT will be unavailable between Friday, May 1 at 3:00 PM (EDT) and Sunday, May 3 at 9:00 PM (EDT). We apologize for any inconvenience. Partners are encouraged to get trained now in preparation of the new tool. For more details, [log in here](#) with your existing credentials.

Log in for one-click access to all your tools and applications – register your products, manage your licenses, download software, update your profile and more. My Citrix was designed to make your interactions with Citrix as fast and simple as possible. Whether you're a Citrix customer, a partner, a member of the press or anyone else, My Citrix has a host of benefits for you.

2. To access the **Update My Company Information** tool:
 - a. Point to **Choose a Toolbox**.
 - b. Then click **Update My Company Information** in the pop-up menu.

The screenshot shows the Citrix My Tools interface. A red box labeled '2a' points to the 'Choose a Toolbox' link in the 'My Tools' section. A second red box labeled '2b' points to the 'Update My Company Information' option in the dropdown menu that appears when 'Choose a Toolbox' is selected. The menu also includes options like 'Activation System/Manage Licenses', 'Licensing Program Registration', 'Manage My Renewals', 'My Certification Manager', 'My Support', 'Non-Disclosure Agreement (NDA)', 'Pending Transactions & Certificates', 'Product Previews / Beta Releases - License Retrieval', 'Product Updates/Fulfillment', 'Update My Information', 'View Contracts/Agreements', and 'Warranty Maintenance'. The page also features a search bar, navigation links (Products & Solutions, Support, Partners, News, Education, About, My Citrix), and a 'Log Out' button. A notification at the bottom states: 'Your contact information was changed by Jane Doe on 6/9/2009 5:53:59 PM'.

3. Click **Add Contact** in the **Current Tool** drop-down menu.



The screenshot shows the Citrix user interface for updating company information. The page title is "Update My Company Information". The user is logged in as Jane Doe (ID: 49789930). The "Current Tool" dropdown menu is open, showing options: "Update/Edit Contacts", "Add Contact", "Remove Contact", and "Addresses". The "Add Contact" option is highlighted with a red circle. A red arrow points from a red box containing the number "3" to the "Add Contact" option. Below the dropdown menu, there is a section for selecting a contact to update. The "Current Contact(s)" checkbox is checked. A table lists two contacts: Jane Doe and Jim Smith. The "Continue" button is visible at the bottom of the contact selection area.

Home > My Citrix > Update My Company Information

Jane Doe >> ID: 49789930
My Profile

My Tools
Access your applications and utilities from anywhere in My Citrix.
Choose a Toolbox

My Citrix
Useful Links & Resources
Reference Desk

Products & Solutions Support Partners News Education About My Citrix

Downloads Communities Events Buy Demo Global Sites Resources Log Out

Search

Update My Company Information

Current Tool Update/Edit Contacts

Add Contact

Remove Contact

Addresses

Update Contact

Please select the Contact you want to update and click on Continue.

Current Contact(s) Former Contact(s)

Contact Name	Phone	Status	Email Address
<input type="radio"/> Jane Doe	954-2673300	Current	jane.doe@testcom.com
<input type="radio"/> Jim Smith	954-2673300	Current	jsmith@testco.com

Continue

Get the latest on all things Citrix!
SUBSCRIBE FOR NEWS

4. To identify your new contact:
 - a. Add information in all required fields indicated by an asterisk (*).
 - b. Use the scroll bar to access all fields.
5. When all information has been entered, click **Continue**.

The screenshot shows the Citrix 'Update My Company Information' form. The form is titled 'Update My Company Information' and has a 'Current Tool' dropdown menu set to 'Add Contact'. The form contains several required fields marked with an asterisk (*):

- * Last Name: [Text input]
- * Address: [Text input, value: 851 W Cypress Creek]
- * Country: [Dropdown menu, value: USA]
- * State or Province: [Dropdown menu, value: FL]
- * City: [Text input, value: Fort Lauderdale]
- * ZIP/Postal Code: [Text input, value: 33309-2009]
- * Email Address: [Text input]
- * Preferred Language: [Dropdown menu, value: Select One]
- * Phone: [Text input, value:] [Text input, value:] (Area code) (Phone number)
- * Fax: [Text input, value:] [Text input, value:]

Below the form, there are several checkboxes for promotional information:

- It is OK for Citrix to call me. (Yes/No radio buttons)
- It is OK for Citrix to mail me. (Yes/No radio buttons)
- It is OK for Citrix to email me. (Yes/No radio buttons)
- It is OK for a Citrix partner to mail me. (Yes/No radio buttons)
- It is OK for Citrix to contact me for customer surveys. (Yes/No radio buttons)
- Please do not send me any Citrix promotional information.

At the bottom of the form is a 'Continue' button. The form is annotated with three red boxes and arrows:

- 4a**: Points to the required fields marked with an asterisk (*).
- 4b**: Points to the vertical scrollbar on the right side of the form.
- 5**: Points to the 'Continue' button.

The page header includes the Citrix logo, navigation links (Products & Solutions, Support, Partners, News, Education, About, My Citrix), a search bar, and a 'Log Out' link. The page footer contains contact information and a copyright notice: ©1999-2009 Citrix Systems, Inc. All rights reserved.

6. Select a Username and Password for your new contact's MyCitrix account using the guidelines.
7. Enter the Username and Password you selected and click **Submit**. You must enter your Password twice, in both the Password and Confirm Password fields.

The screenshot displays the Citrix user interface for updating company information. At the top, the Citrix logo is on the left, and navigation links for Downloads, Communities, Events, Buy, Demo, Global Sites, Resources, and Log Out are on the right. Below the logo, there are links for Products & Solutions, Support, Partners, News, Education, About, and My Citrix. A search bar is located on the right side of the header.

The main content area is titled "Update My Company Information". On the left, there is a sidebar with "Jane Doe >> ID: 49789930" and a "My Profile" link. Below this is a "My Tools" section with a "Choose a Toolbox" button. The "Current Tool" dropdown menu is set to "Add Contact" and is highlighted with a red box labeled "6".

The main form is titled "Create Your Login/Password". It includes a note: "*Required information is preceded by an asterisk." The form has three input fields: "Login ID:", "Password:", and "Confirm Password:". The "Password:" and "Confirm Password:" fields are grouped by a red bracket and labeled "7". Below the form, there is a section titled "New passwords must be (8) or more characters in length and meet at least two of the following criteria:" with a bulleted list of requirements:

- contain at least one (1) digit
- contain at least one (1) UPPERCASE letter
- include at least one (1) of these symbols: ! @ # \$ % ^ * ? + = -

At the bottom of the form, there is a "Submit" button and a note: "Please enter your preferred login ID and password and click the submit button to complete your registration. Your login ID must have at least 6 characters and at least one digit. Your password should be at least 8 characters long."

8. When the screen displays a message circled below, you have finished adding a new contact.
9. You can perform another function by pointing to **Choosing a Toolbox** and then clicking the desired function in the drop-down menu that appears.

The screenshot shows the Citrix 'Update My Company Information' page. At the top, there is a navigation bar with links like 'Downloads', 'Communities', 'Events', 'Buy', 'Demo', 'Global Sites', 'Resources', and 'Log Out'. Below this is a search bar and a breadcrumb trail: 'Home > My Citrix > Update My Company Information'. The user profile for 'Jane Doe' is visible, with ID '49789930'. The 'My Tools' section contains a 'Choose a Toolbox' dropdown menu, which is highlighted with a red box labeled '9'. A red box labeled '8' highlights a message: 'Contact with login has been added to your company. The new contact has been emailed with the login and password selected.' Below this message are input fields for 'Login ID' (containing 'GeorgeBrown'), 'Password', and 'Confirm Password', along with a 'Submit' button. The page also features a 'Create Your Login/Password' section with a note: '*Required information is preceded by an asterisk.' and a list of password criteria: 'New passwords must be (8) or more characters in length and meet at least two of the following criteria: contain at least one (1) digit, contain at least one (1) UPPERCASE letter, include at least one (1) of these symbols: ! @ # \$ % ^ * ? + = -'. A 'Submit' button is located at the bottom of the form.

The contact just added will receive an email with its login and password information. See the guide titled [Accessing Your Company's ELA Profile](#) for Step-By-Step instructions on how to access your ELA Profile to provide your new contact with information about your company's benefits under your ELA..