

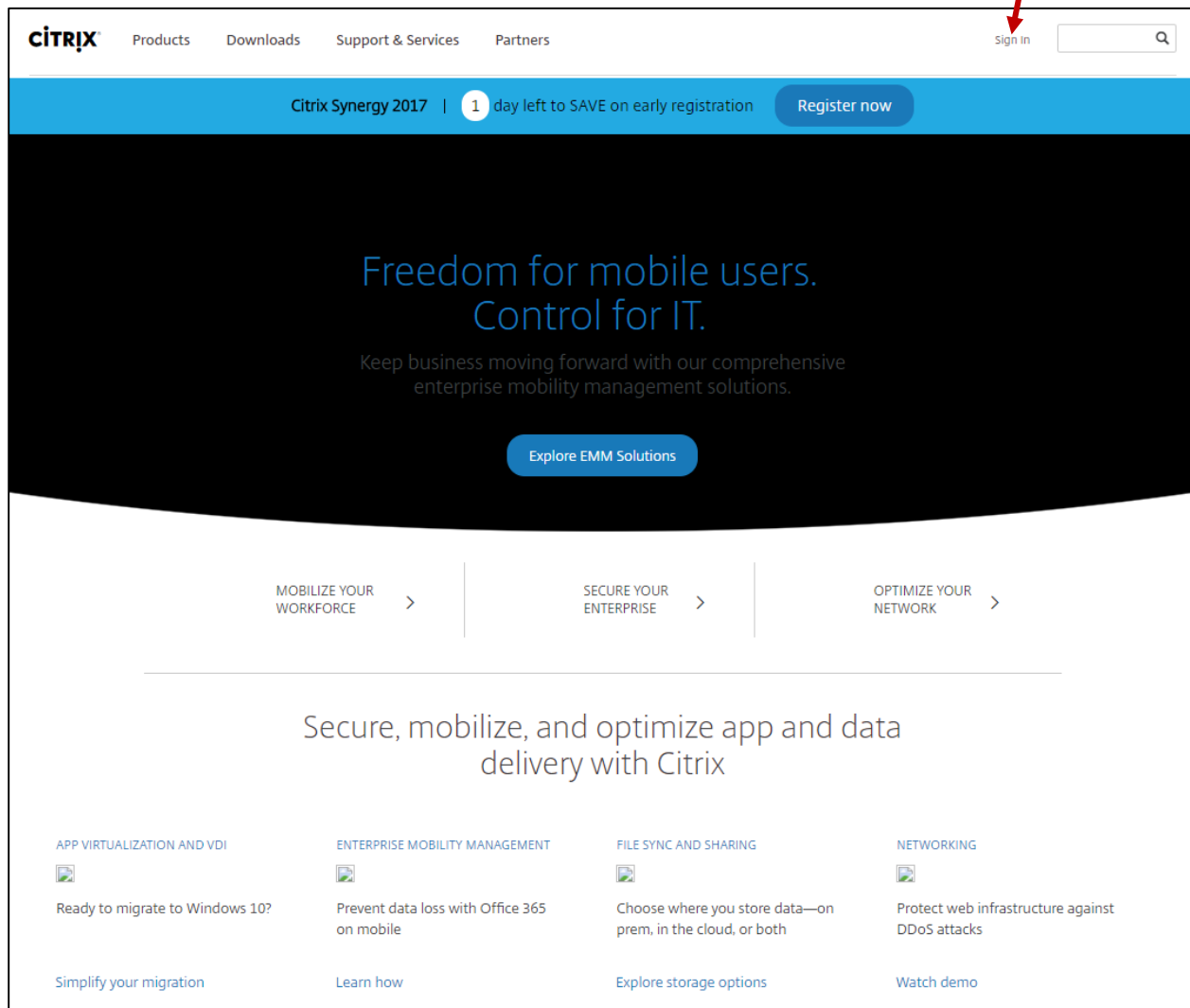
What's in this guide?

This guide provides step-by-step instructions to create a personal account on Citrix.com. The steps below are for an individual or organization that does not have an existing Citrix Account. An authorized Citrix partner can create a Citrix account for you. For additional assistance with creating a Citrix Account, please contact an authorized Citrix partner. Locate a partner at www.Citrix.com/Partners/Locator.





Why create a Citrix Account?

Your Citrix account is your portal to a wealth of tools and information about Citrix desktop virtualization, networking and cloud products that are not available to the general public. Citrix does not sell information about its registered users. See more information about the Citrix Privacy Policy at <http://www.citrix.com/English/aboutCitrix/legal/privacyStatement.asp>

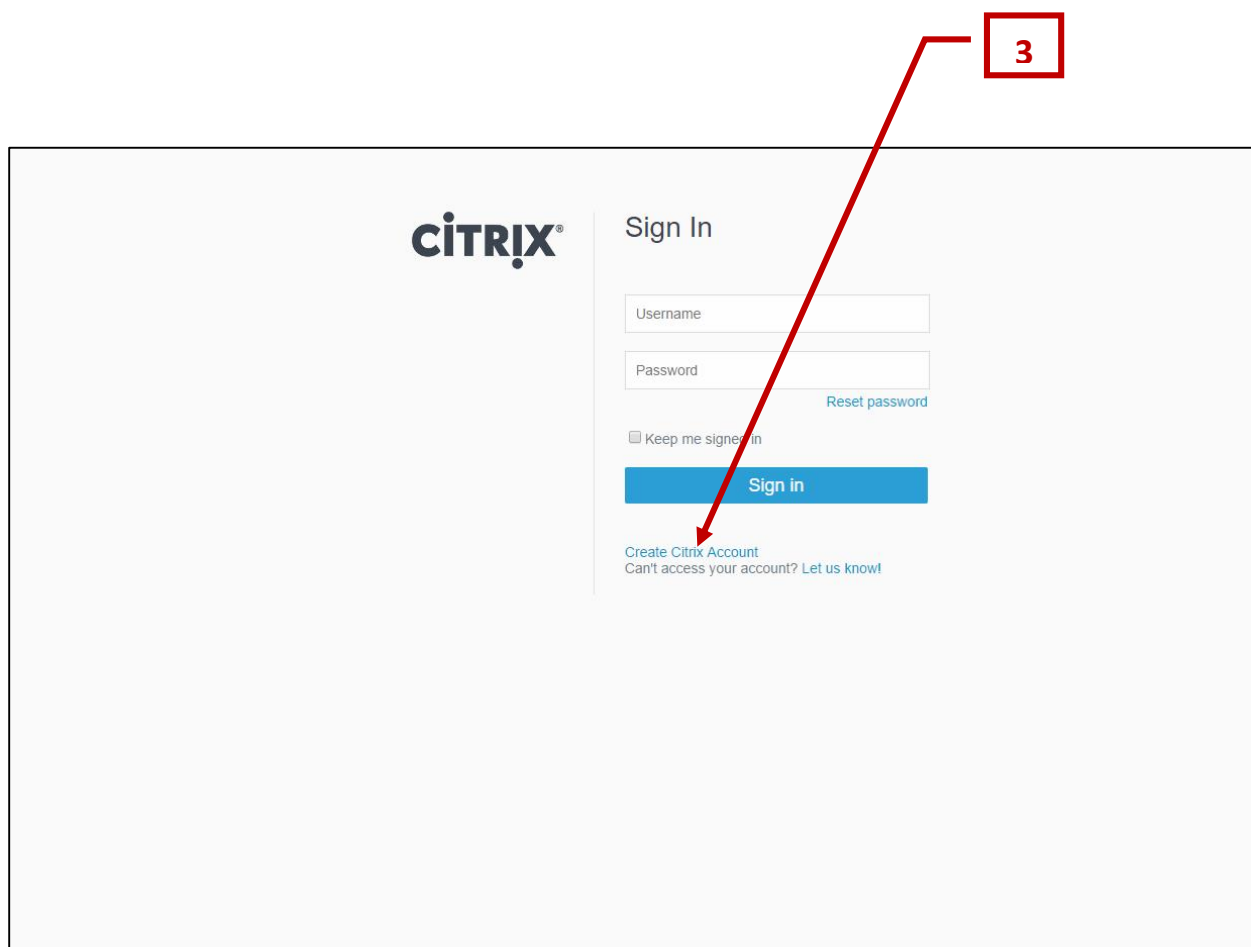
1. Go to www.citrix.com.
2. Click **Sign In**.



The screenshot shows the Citrix website homepage. At the top left is the Citrix logo. The navigation menu includes "Products", "Downloads", "Support & Services", and "Partners". In the top right corner, there is a "Sign In" link and a search box. A red arrow points from a red box containing the number "2" to the "Sign In" link. Below the navigation is a blue banner for "Citrix Synergy 2017" with a "1 day left to SAVE on early registration" and a "Register now" button. The main content area features the headline "Freedom for mobile users. Control for IT." and a sub-headline "Keep business moving forward with our comprehensive enterprise mobility management solutions." Below this is an "Explore EMM Solutions" button. Further down, there are three sections: "MOBILIZE YOUR WORKFORCE", "SECURE YOUR ENTERPRISE", and "OPTIMIZE YOUR NETWORK". A horizontal line separates these from the main heading "Secure, mobilize, and optimize app and data delivery with Citrix". Below this heading are four columns of content:

APP VIRTUALIZATION AND VDI	ENTERPRISE MOBILITY MANAGEMENT	FILE SYNC AND SHARING	NETWORKING
 Ready to migrate to Windows 10?	 Prevent data loss with Office 365 on mobile	 Choose where you store data—on prem, in the cloud, or both	 Protect web infrastructure against DDoS attacks
Simplify your migration	Learn how	Explore storage options	Watch demo

3. Click [Create Citrix Account](#).



4. If your company is a Citrix partner, you must contact the person designated as your company administrator to set up your account on citrix.com. To identify the individual designated as your company administrator, click [Find your company admin](#) and then enter your company name, state and country and follow the instructions on the screen.
5. If you are not a Citrix partner, ensure that you do not already have an existing account on citrix.com before establishing a new user account. If your company is not a Citrix partner and you have determined that you do not already have an existing Citrix account, click [Create account](#).

The screenshot shows the 'Create or request an account' page. A red box labeled '5' points to the 'Create account' button. A red box labeled '4' points to the 'Find your company admin' button. The page content includes:

Create or request an account

If your company is already a Citrix customer, please contact your company administrator to add to your company's account.

Create an account

With a Citrix account, you can:

- Participate in community support and developer forums
- Manage your Citrix certifications
- Download trial software
- Watch Synergy Live webcasts

[Create account](#)

Request a Partner account

If your company is a Citrix partner, you can request that your company administrator add you as a contact in your company's account.

Use our search tool to find your company administrators and their contact information.

[Find your company admin](#)

Not a Citrix Partner? [Learn how to become one now.](#)

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Customer Stories
Glossary

MY ACCOUNT
Manage Licenses
Renew Maintenance
Support Case [↗](#)
Sign in/Register

5. Enter your personal information.
 - a. You must enter the information in each field that is not marked as optional.
 - b. Enter your User name and Password following the Password requirements shown.
 - c. Once all information is entered, click **Create Account**.

The screenshot shows the Citrix 'Create an account' page. The form is divided into two main sections: 'Personal information' and 'Create user name and password'. A blue 'Create account' button is located at the bottom right of the form.

5a points to the 'Personal information' section, which includes the following fields:

- Select if you're a Citrix developer
- Preferred language: English (US)
- Email address: jdoe@abcinc.com
- First name: Jane
- Last name: Doe
- Company: ABC Inc.
- Country: USA
- Address 1: 851 W Cypress Creek Road
- Address 2 (optional):
- City: Fort Lauderdale
- State: FL
- Zip/Postal code: 33309
- Country code: 01
- Area code: 954
- Phone number: 2673000

5b points to the 'Create user name and password' section, which includes the following fields:

- User name: jdoe@abcinc
- Password: [masked]
- Re-enter password: [masked]

5c points to the 'Create account' button.

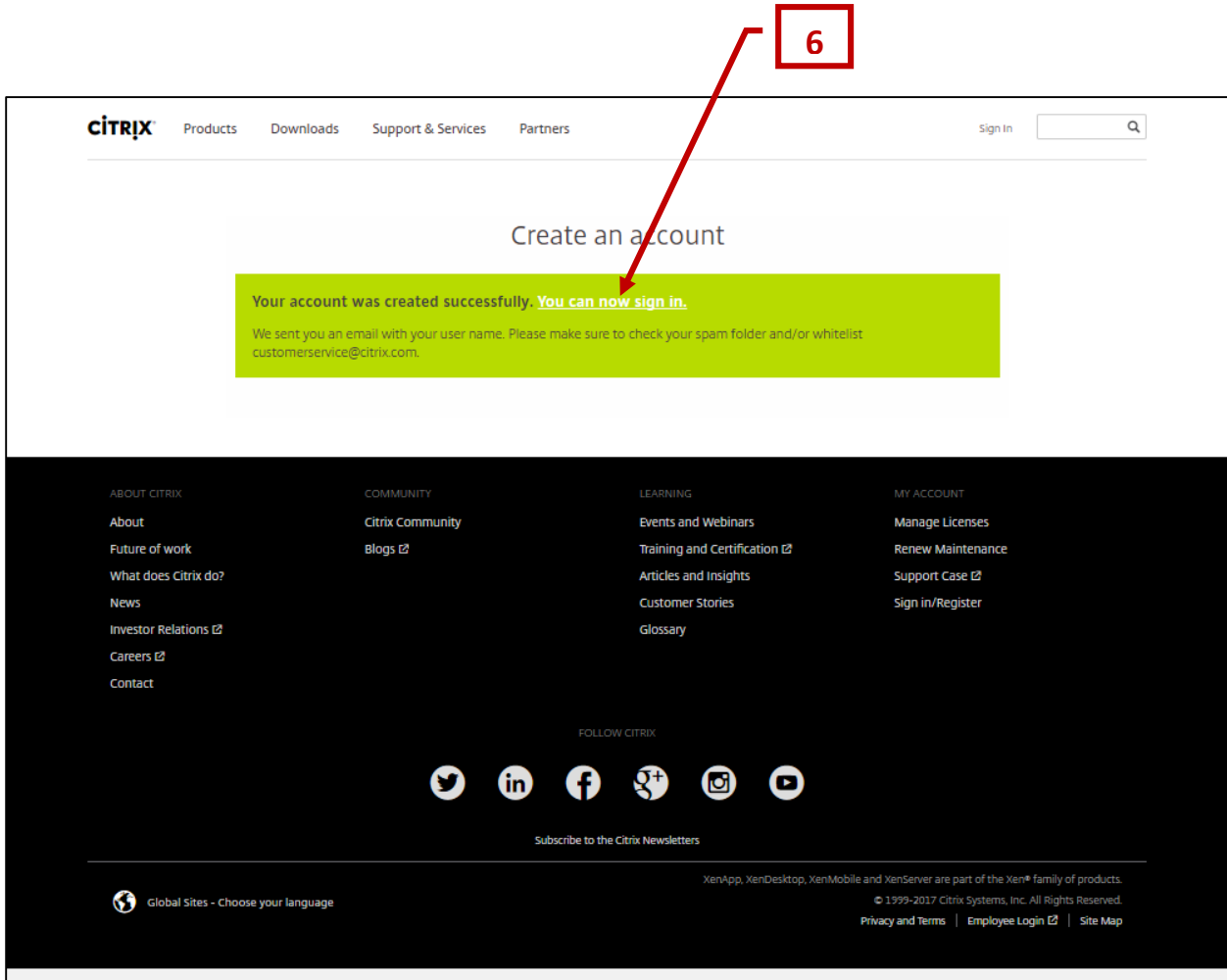
Password requirements:

- Must be 8 or more characters
- Must have at least one (1) digit
- Must have at least one (1) UPPERCASE letter
- Must have at least one (1) of these symbols: ! @ # \$ % ^ * ? + = -

By creating a Citrix account, you agree to receive account updates, our email newsletters, and special offers targeted to your interests from Citrix Systems, Inc.

You can manage subscriptions in your account dashboard at any time.

- When the next screen displays, your account has been created and the system sent you an email with your user name. Click **You can now sign in** to sign into the system.



The screenshot shows the Citrix website's 'Create an account' page. At the top, there is a navigation bar with the Citrix logo and links for Products, Downloads, Support & Services, and Partners. A search bar is located on the right. The main heading is 'Create an account'. Below it, a green success message states: 'Your account was created successfully. **You can now sign in.**' A red arrow points from a red box containing the number '6' to the 'You can now sign in' link. Below the message, it says: 'We sent you an email with your user name. Please make sure to check your spam folder and/or whitelist customerservice@citrix.com.' The footer contains four columns of links: ABOUT CITRIX (About, Future of work, What does Citrix do?, News, Investor Relations, Careers, Contact), COMMUNITY (Citrix Community, Blogs), LEARNING (Events and Webinars, Training and Certification, Articles and Insights, Customer Stories, Glossary), and MY ACCOUNT (Manage Licenses, Renew Maintenance, Support Case, Sign in/Register). Below the footer are social media icons for Twitter, LinkedIn, Facebook, Google+, Instagram, and YouTube, followed by a 'Subscribe to the Citrix Newsletters' link. At the bottom, there is a 'Global Sites - Choose your language' link and copyright information: 'XenApp, XenDesktop, XenMobile and XenServer are part of the Xen® family of products. © 1999-2017 Citrix Systems, Inc. All Rights Reserved. Privacy and Terms | Employee Login | Site Map'.