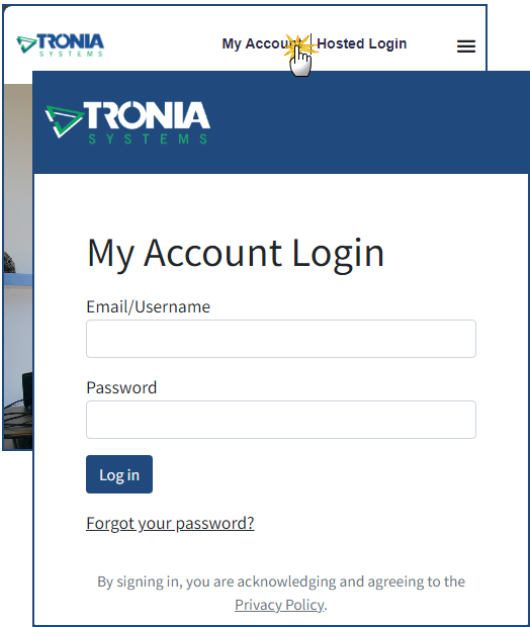


Tronia’s My Account / Grower Central

Access your Tronia account information via the [My Account](#) link on [Tronia’s website](#).



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What You Can Do and View in My Account

What you can do in My Account:

- download or print past activities/transactions (invoices, payments, etc.)
- run and print reports (statements, account activity, etc.)
- submit requests to add/modify/reactivate/deactivate Citrix accounts (up to two weeks in advance of the Effective Date)
- change or reset you're My Account Password

What you can view in My Account:

- current chargeable balance
- documents associated with your account (documents attached to transactions; eDocuments; eSignatures)
- details of Tronia customer support tickets
- list of current hosted users (with status and last login data)
- Tronia's published notification/communication/information documents
- Tronia's privacy policy

Logging in to My Account

The Login page is the first page you'll see after you click the **My Account** link on Tronia's website.

To login to My Account:

- Navigate to Tronia's website: <https://my.tronia.com>
- Click the [My Account](#) link.
- At the login page, type in your **Email/Username** and **Password** (as provided to you by Tronia).

Note

If you have forgotten your My Account *password*, please use the automated "Password Reset" process on the login page to reset your credentials.

If you have forgotten your *Email/Username login* please [contact your CSC](#).

- Click **Log In**.
- If your Username/email address is setup on multiple retailer accounts, you'll be prompted to select which account you'd like to access.
 - Switch accounts any time by clicking **Select Account** from the menu.

Tip

If you would like additional users to have full access to your data in **My Account**, please [contact your CSC](#) with their names and email addresses.

My Account Features

Grower Central pages unique to My Account:

- **Customer Support**
View details of Tronia support tickets.
- **User Modifications**
Request changes to your Citrix IDs.

Customer Support

Click on the link to the **Customer Support** page. From here, you can see an overview of your Tronia support tickets.

- Click **View** (far right column) to get more details about each ticket.

User Modifications

Note User Mods can be requested up to two weeks in advance, but please give us at least 1 business day to complete your request.

Click on the link to the **User Modifications** page. From here you can request a new Citrix login ID (they're in the format of *TSLStAlbert1@tronia.com*), or request an existing ID be renamed, reactivated, or deactivated.

Tip **View Current Users** brings up a list of all your Citrix IDs. Status (active/deactivated) and Last Login are displayed.

- The **Effective Date** lets us know when you want to start using (or stop using) a Citrix ID, and also when to start or stop the billing for it. You can specify a date **up to two weeks in advance**.
We try to setup new IDs within 1 business day (in case you're in a rush).
- **Add**
 - Under **What would you like to do?** choose **Add User(s)**.
 - The **Username** is comprised of your unique 3 letter company prefix, a location, and a number. The location is the most important piece of information; we can determine the rest if you're not sure.
 - To request more than one user, click **+ Add User**.
A second text box appears and you can type an additional user name.
You can add up to 4 additional users on the same request.
- **Reactivate**
 - Under **What would you like to do?** choose **Reactivate User(s)**.
 - The **Username** is comprised of your unique 3 letter company prefix, a location, and a number. The location is the most important piece of information; we can determine the rest if you're not sure.
 - To request more than one user, click **+ Add User**.
A second text box appears and you can type an additional user name.
You can request reactivation up to 4 additional users on the same request.
- **Deactivate**
 - Under **What would you like to do?** choose **Deactivate User(s)**.
 - The **Username** is comprised of your unique 3 letter company prefix, a location, and a number.
 - To deactivate more than one user, click **+ Add User**.
A second text box appears and you can type an additional user name.
You can request deactivation of up to 4 additional users on the same request.

- **Rename**
 - Under ***What would you like to do?*** choose ***Rename User***.
 - Indicate the ID that needs changing in ***From: Username***.
 - Specify what you'd like the new name to be in ***To: Username*** .
The username is comprised of your unique 3 letter company prefix, a location, and a number. The location is the most important piece of information; we can determine the rest if you're not sure.
- Click ***Review Request***.
 - If you need to **change or cancel** the request, click ***Close***.
 - To confirm your request, click ***Send Request*** and your CSC will contact you with the details when your request has been completed.
 - Click ***New User Modification*** to request additional modifications.