

## How to use Reuters 3000Xtra on a machine which has not been set up for it

- 1) You will need to use Internet Explorer as, at the time of writing, 3000xtra does not work with an alternative browser. Go to the website:

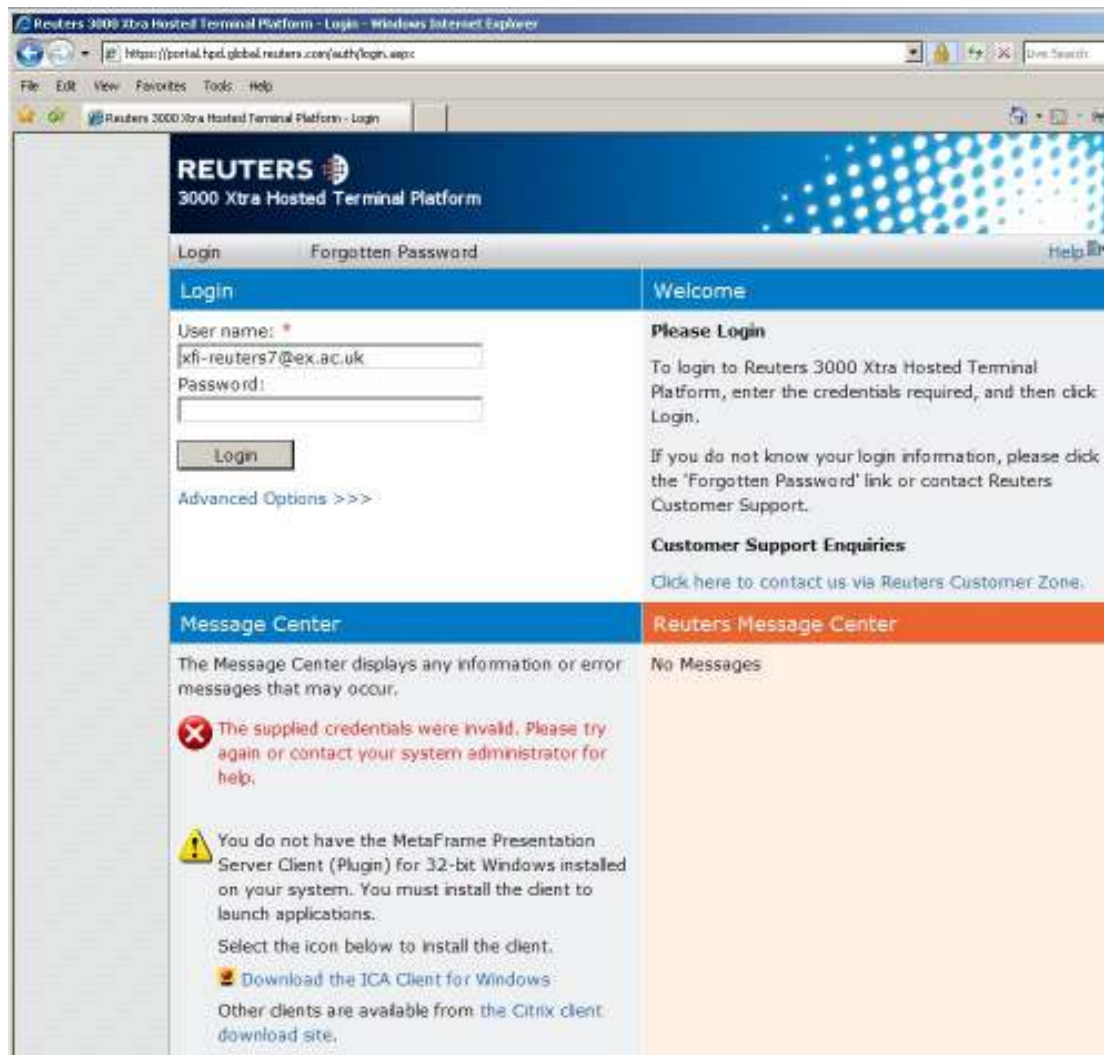
<https://portal.hpd.global.reuters.com/auth/login.aspx>

This is the log in page, but also tells you if the Citrix client software is installed. At the left it will tell you the status of this software.

- 2) If the Citrix software is not installed you can download it from here. Click on the link and save it to the computer. You need to be an administrator level user to install it (or have the admin password on Vista)



- 3) The citrix install should be very straightforward. Once installed the message centre should no longer show the message about it not being installed. You may need to restart Internet Explorer or restart the whole computer to ensure it is all working properly.



- 4) If you log in incorrectly the message area will show this. Log in in 5 times incorrectly will temporarily lock the account. Also if the software asks you to change the password please do not. Instead please email this fact to:

[Sobe-data-help@ex.ac.uk](mailto:Sobe-data-help@ex.ac.uk)

You can also email any requests for help to this email address.

Trevor Sharp  
Computing Officer  
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