

ERD HELP

This page covers how to connect to your ERD apps via Internet browser. If you are having a connection problem, first check the information contained herein before contacting support.

If urgent support is needed, please contact the ATSC.

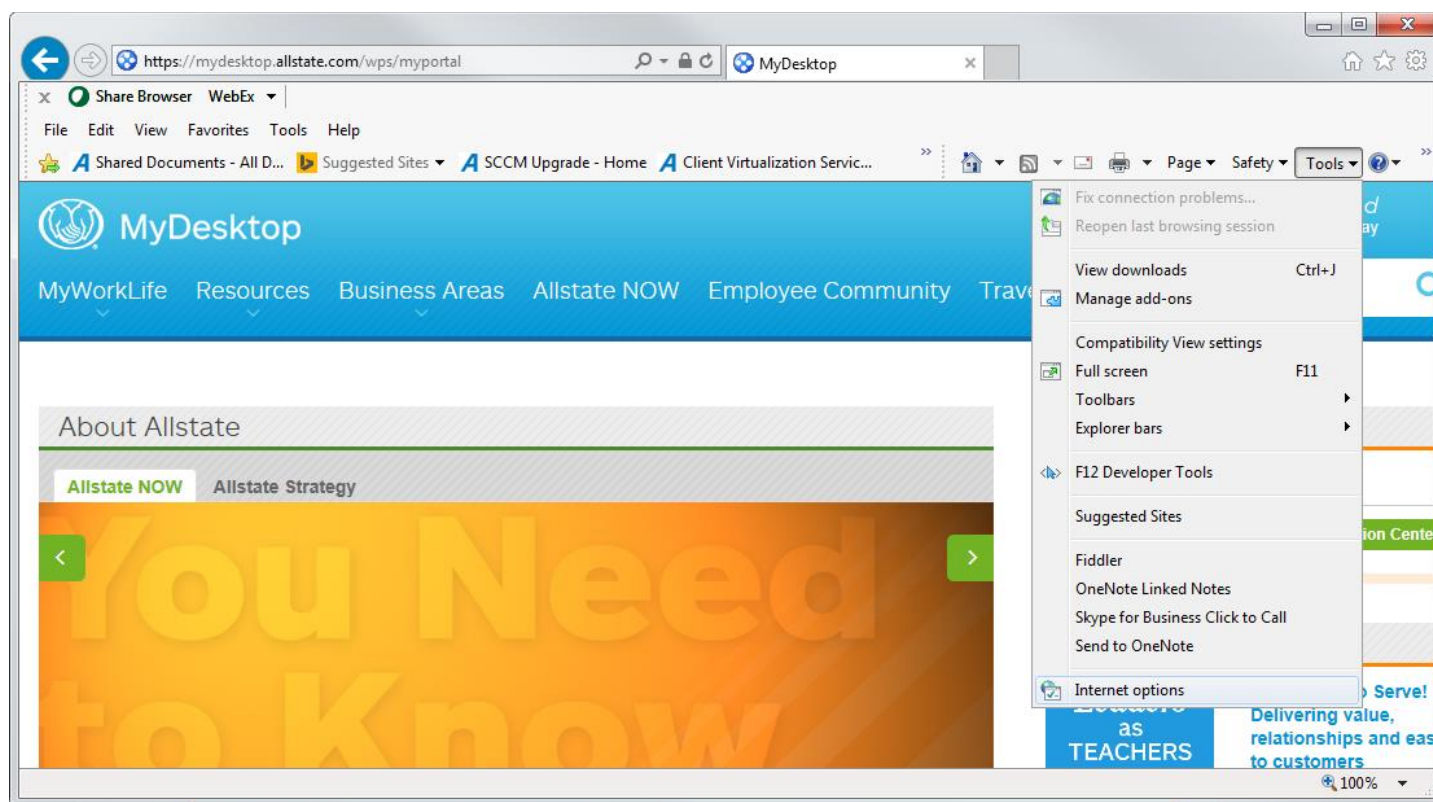
The ERD Web Portal is migrated from Web Interface to Storefront. This migration is essential to support new devices and features. Storefront has few new looks such as Apps and Favorites tab. Within Apps tab, there are 2 views- Categories and ALL apps but the applications that are available to you and the way they are launched remain the same. Due to this migration and to make the new features available, some of you might have to install the latest Citrix Receiver based on the current receiver version you have. Those scenarios are covered in detail below.

Accessing erd.allstate.com for first time:

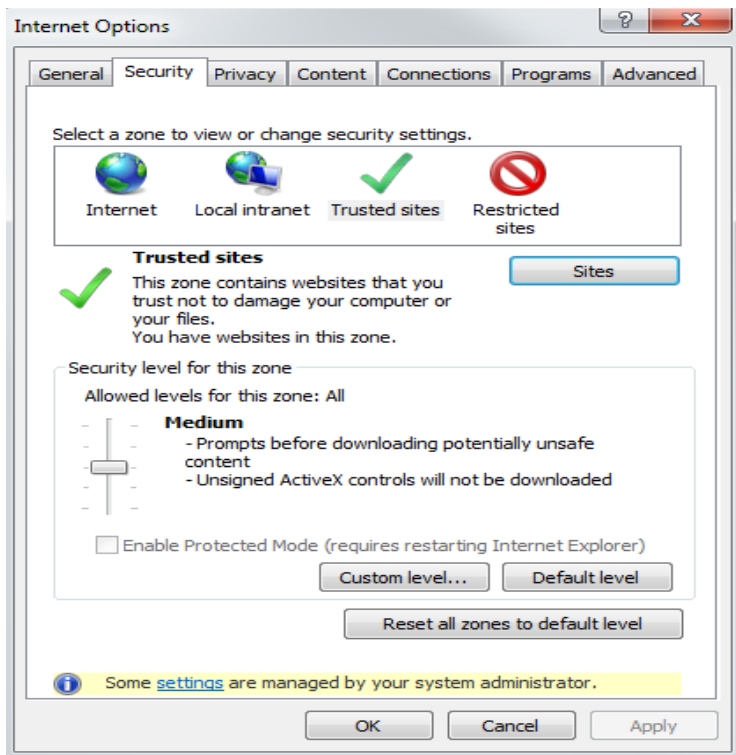
If you are accessing <https://erd.allstate.com> for the first time, you need to add that site as part of trusted sites within the internet browser.

To add <https://erd.allstate.com> site to trusted sites, please do the steps below.

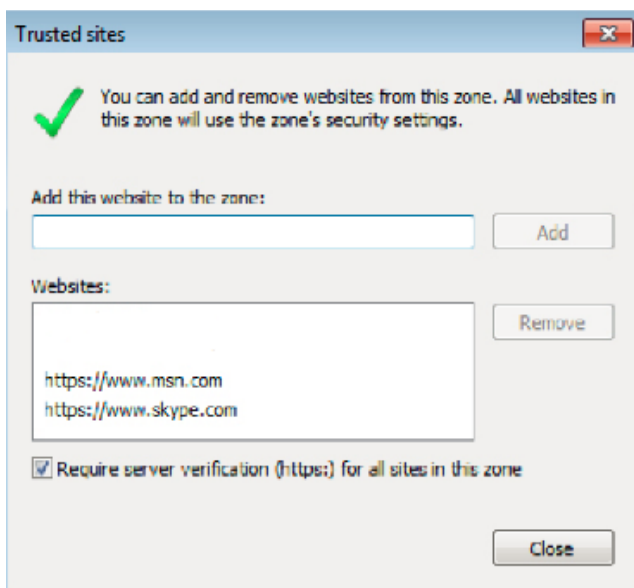
Open Internet Explorer. Go to Tools menu and select Internet Options.



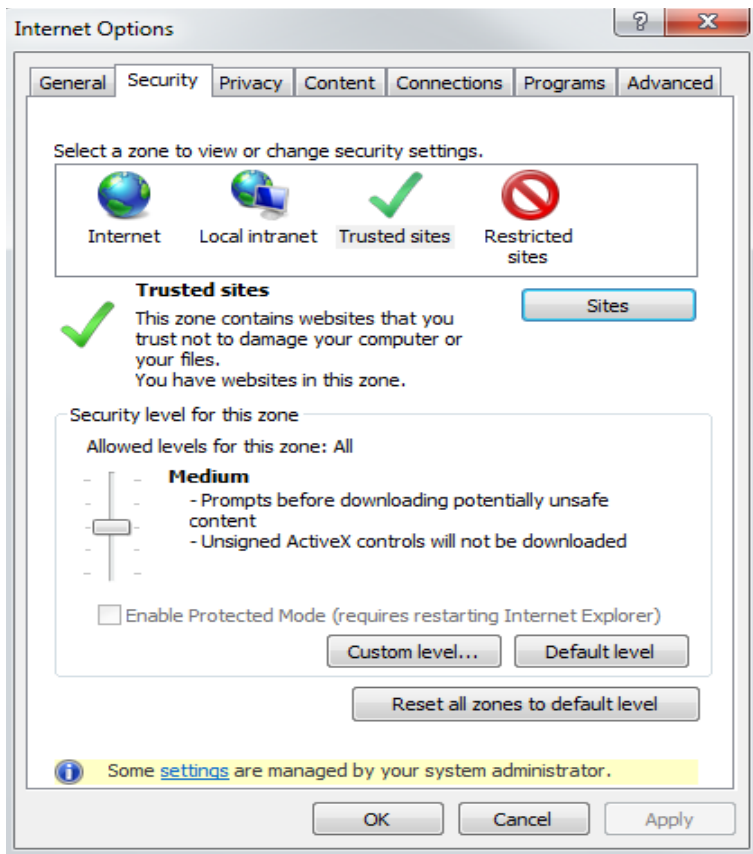
Internet options will open in default General Tab, Go to Security tab and click on 'Trusted sites' under select a zone to view or change security settings



Click on Sites and enter <https://erd.allstate.com> in the window and click Add. Once finished, click Close.

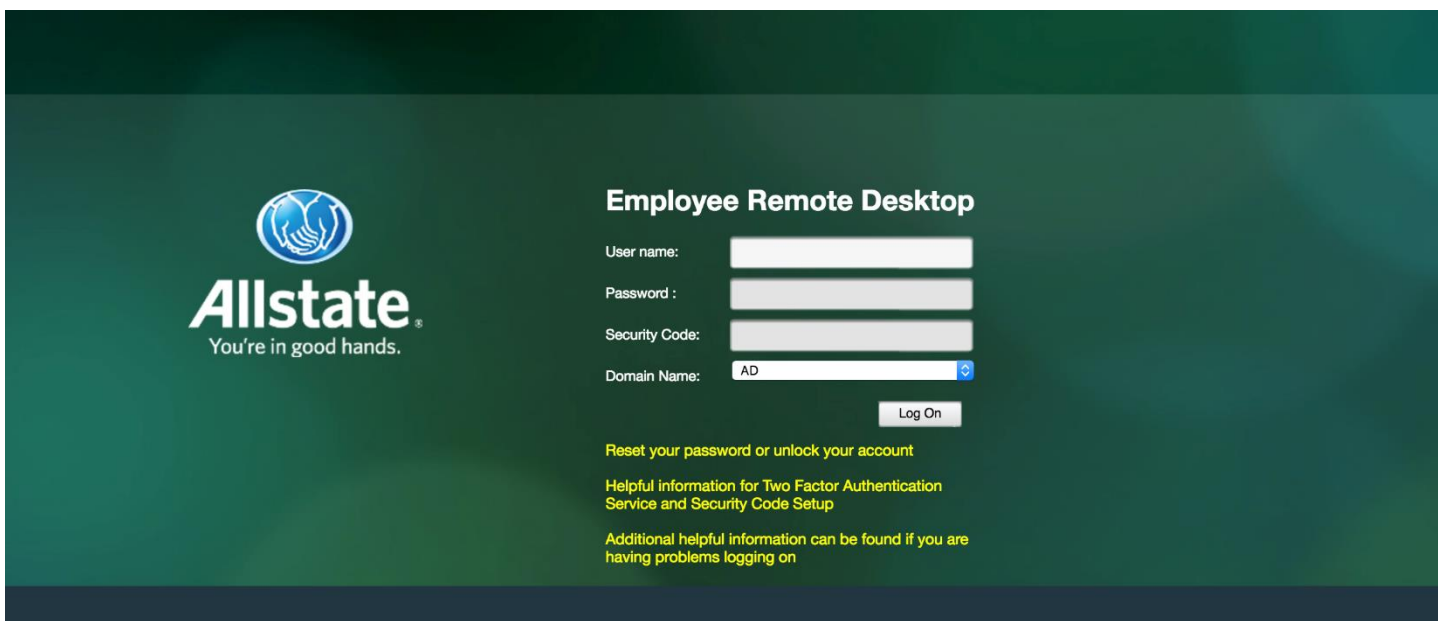


Click Apply and Ok to the Internet Options window.

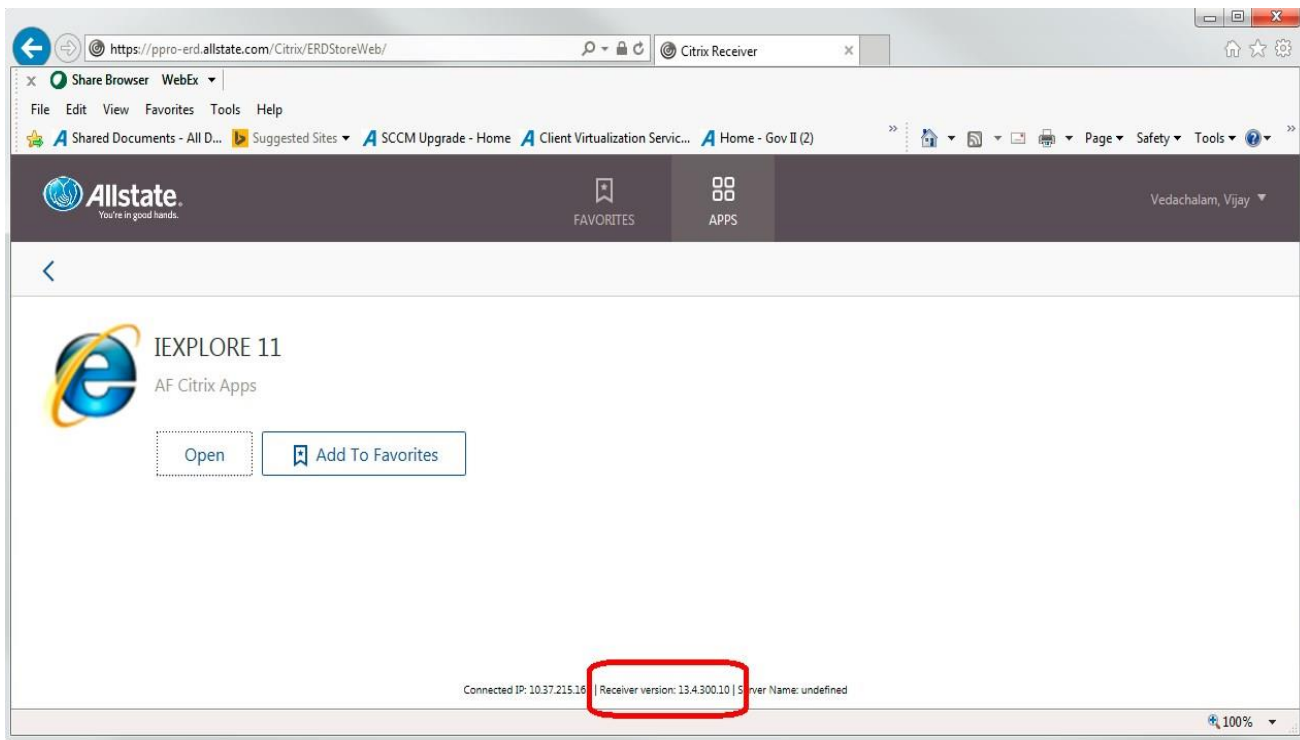


Using Internet Explorer:

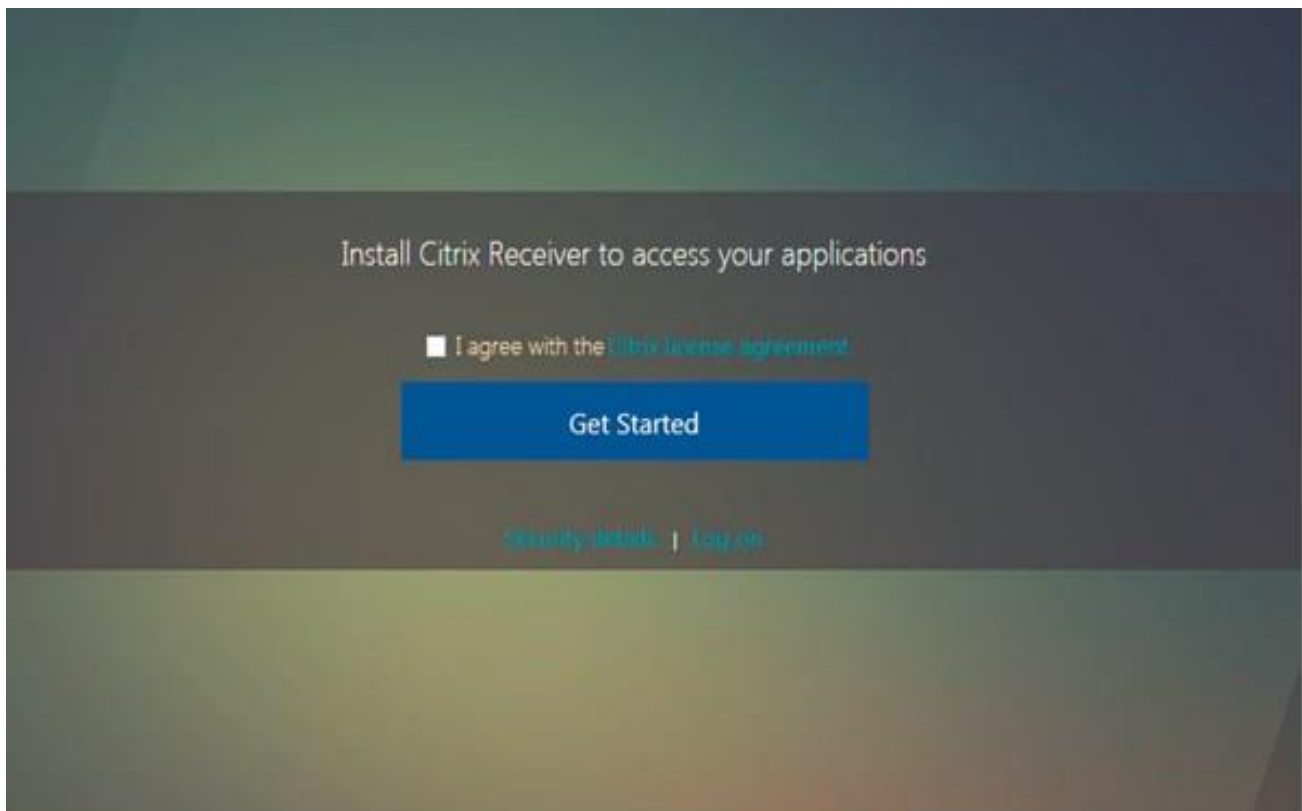
Open <https://erd.allstate.com> as shown below in your Internet Explorer browser.



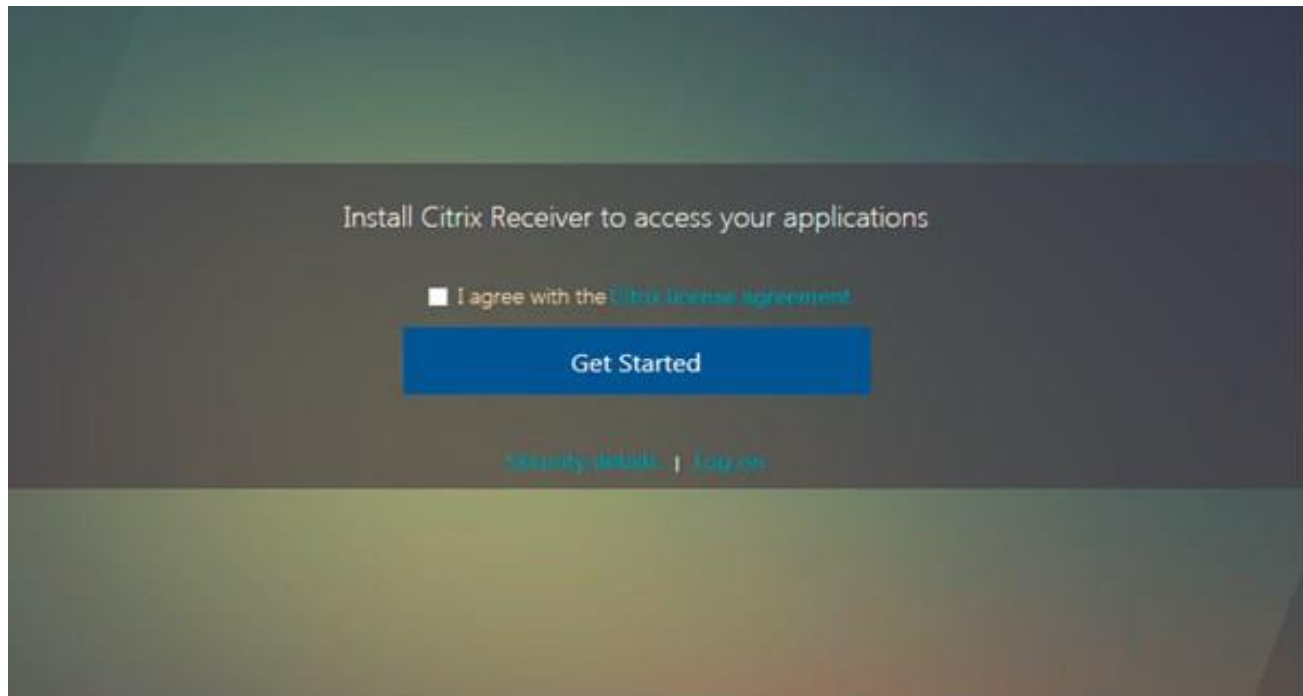
Once you have entered your credentials and clicked Log On and see a screen similar to the one below (please note you might have a different set of apps, compared to the screen below), If you see the Apps and Favorites tab, this means your machine already have a Citrix Receiver version that is compatible with Storefront. The bottom portion of this page displays the Citrix Receiver version installed on your machine.



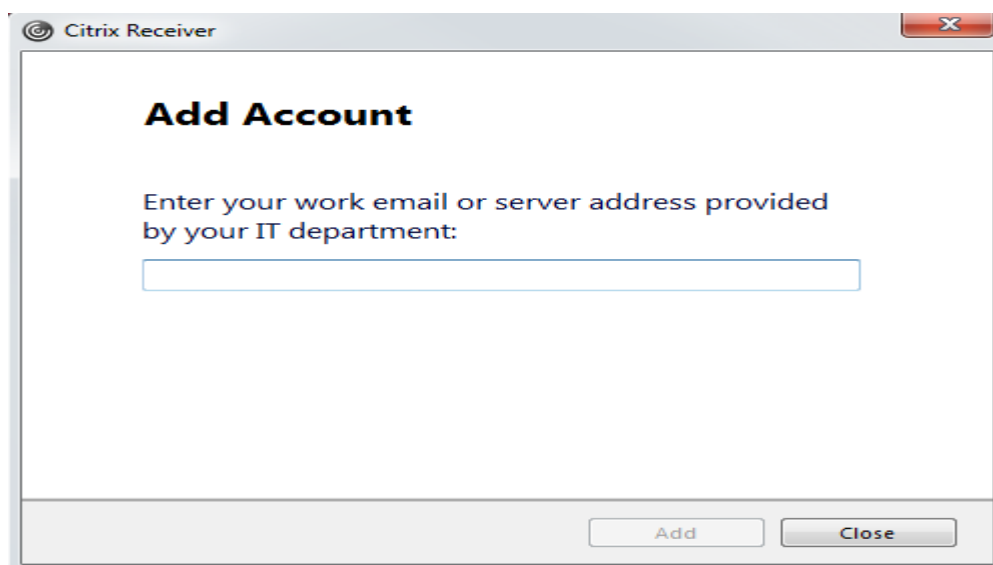
If you do not see the above screen, but the one below, this means you do not have Citrix Receiver installed on your machine.



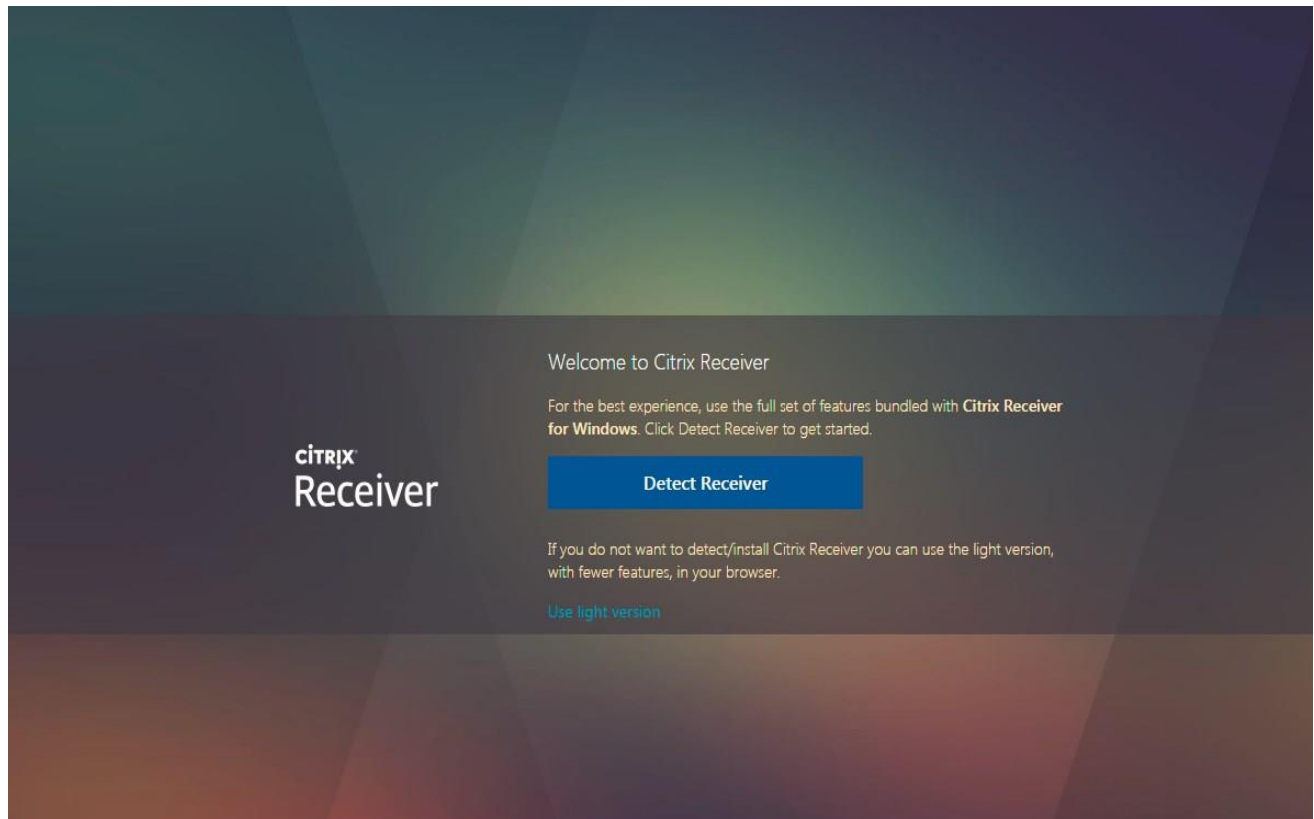
Please click 'I agree with the Citrix License agreement' and Click Get Started to download the latest Citrix Receiver from www.citrix.com and open the file to install and follow the on screen prompts by clicking Next to Install.



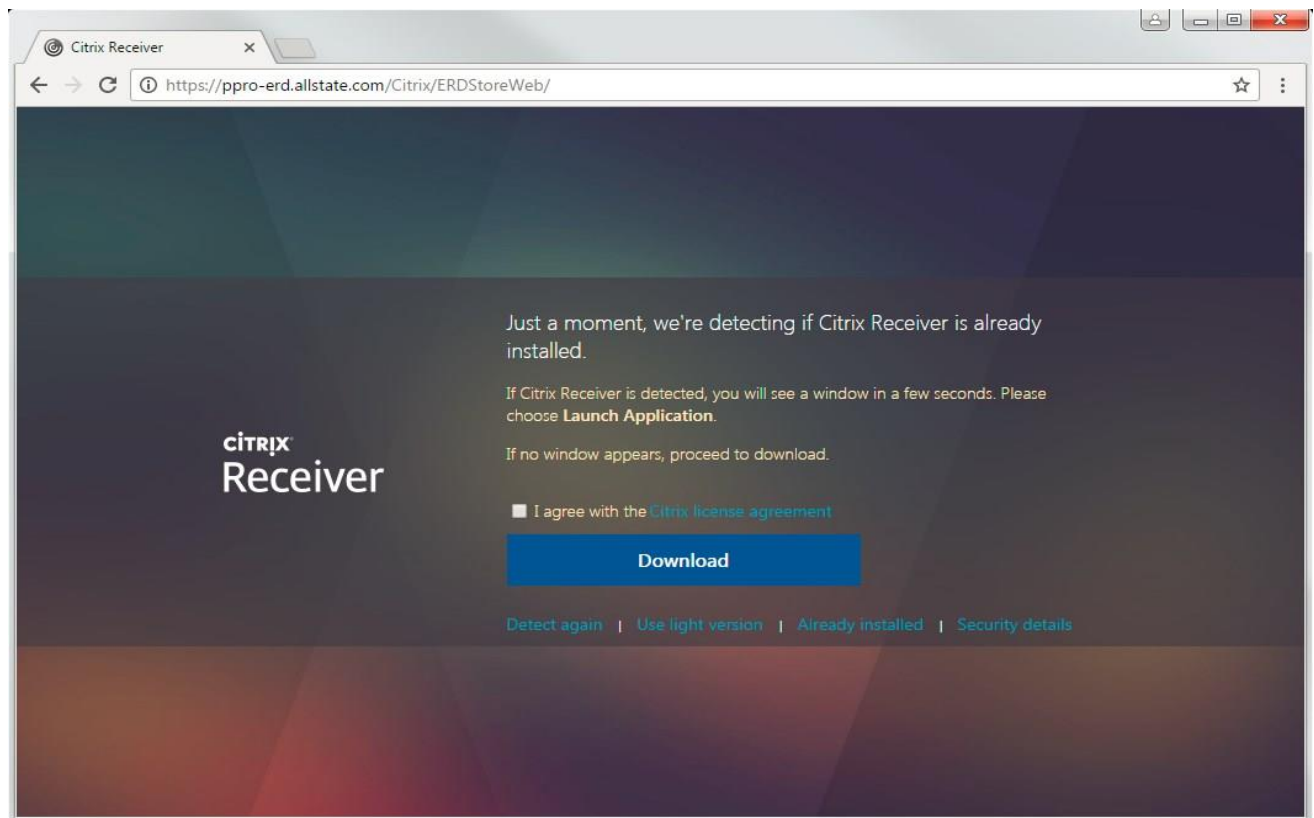
If you see the screen below, click 'Close'.



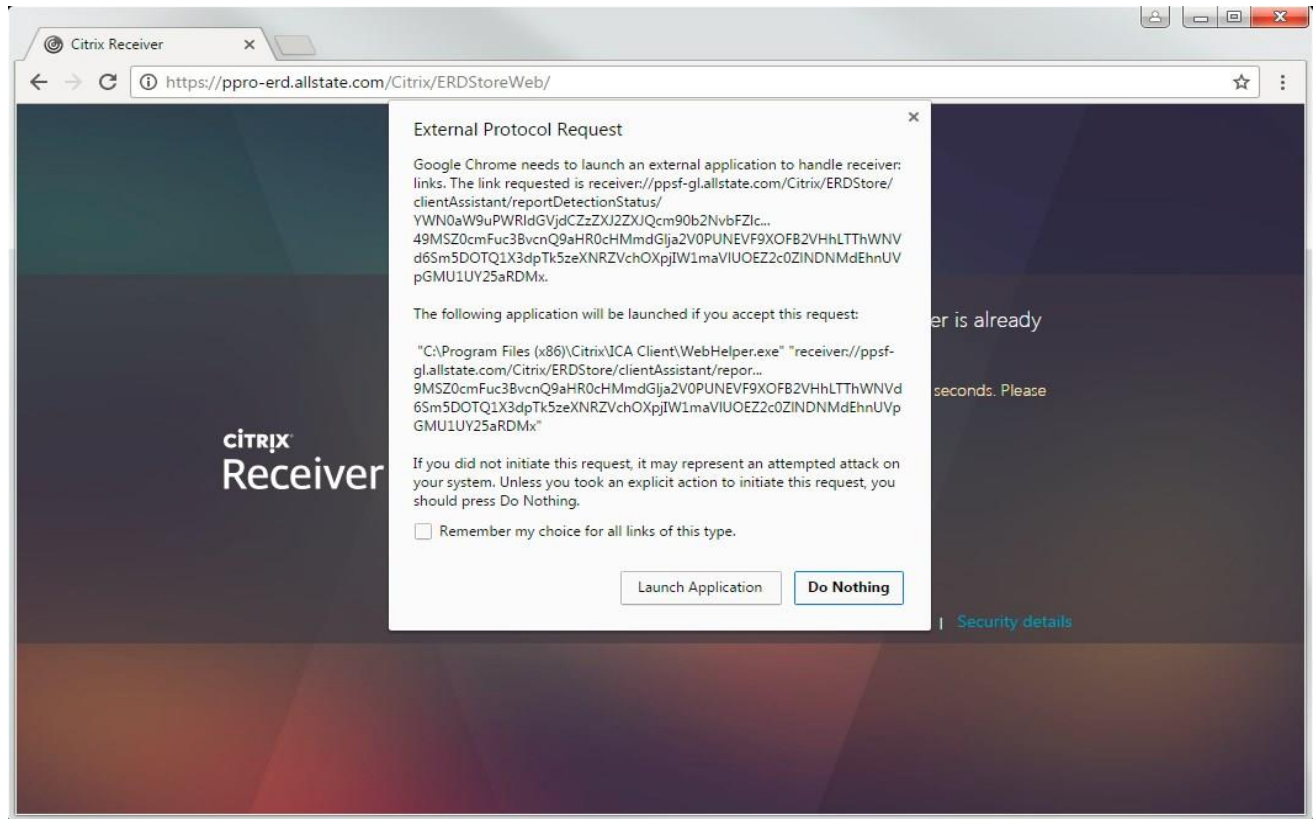
Using Google Chrome: The first time you access <https://erd.allstate.com> via Google Chrome you will be prompted to use the light version or detect the Citrix Receiver version. Please click Detect Receiver.



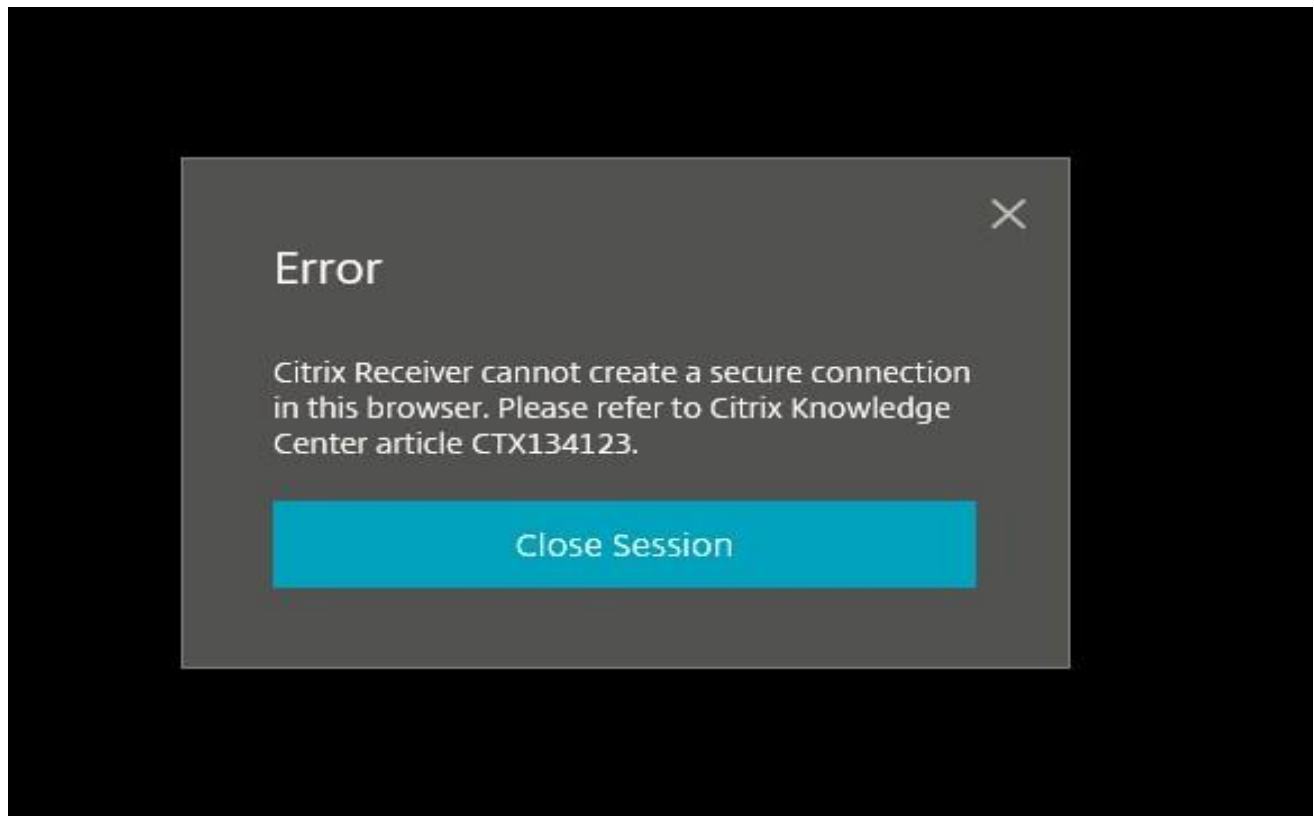
Please click 'I agree with the Citrix License agreement' and Click Download to download the latest Citrix Receiver from www.citrix.com and open the file to install.



In the below window, check the box 'Remember my choice for all links of this type' and click Launch Application.

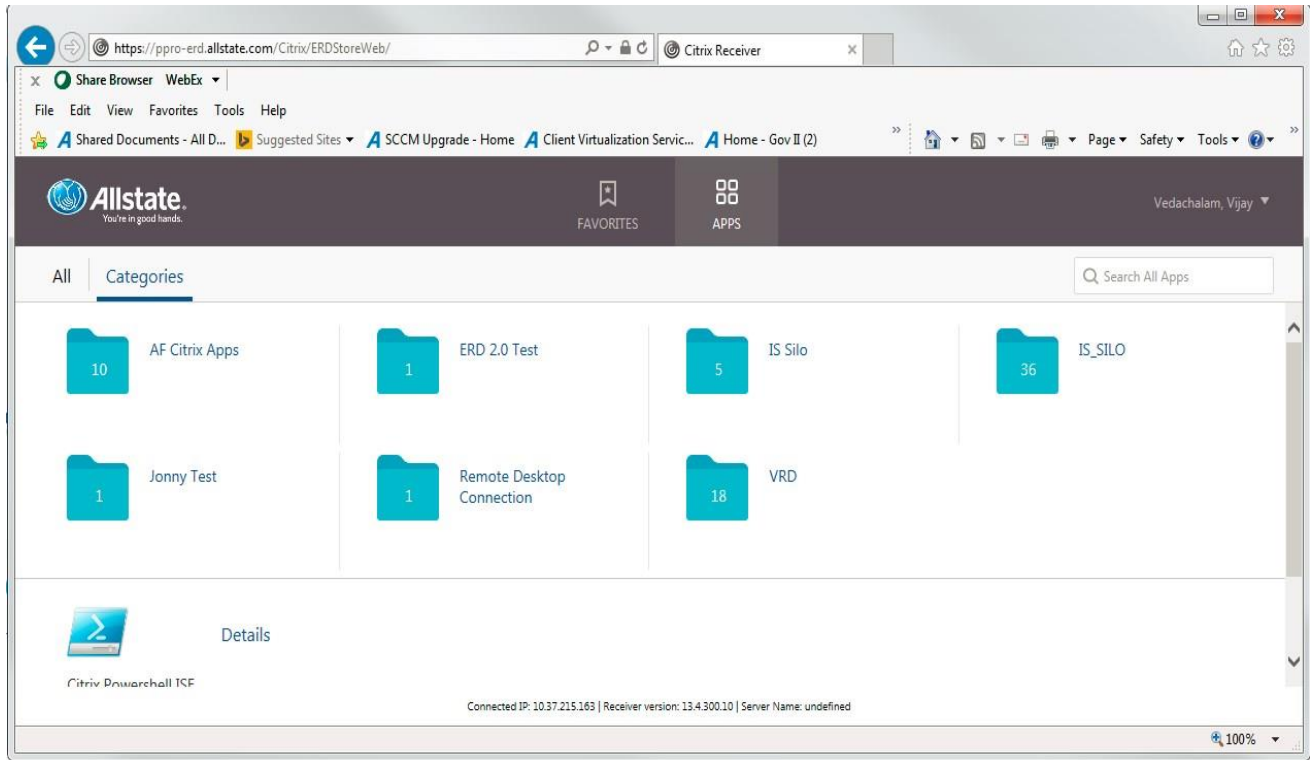


If you see the error below using Google Chrome, this means either you clicked on Use Light version on the previous window instead of Use Full Version or your machine does not have the Citrix Receiver package. If you are using a personal machine then please download the latest Citrix Receiver from www.citrix.com.

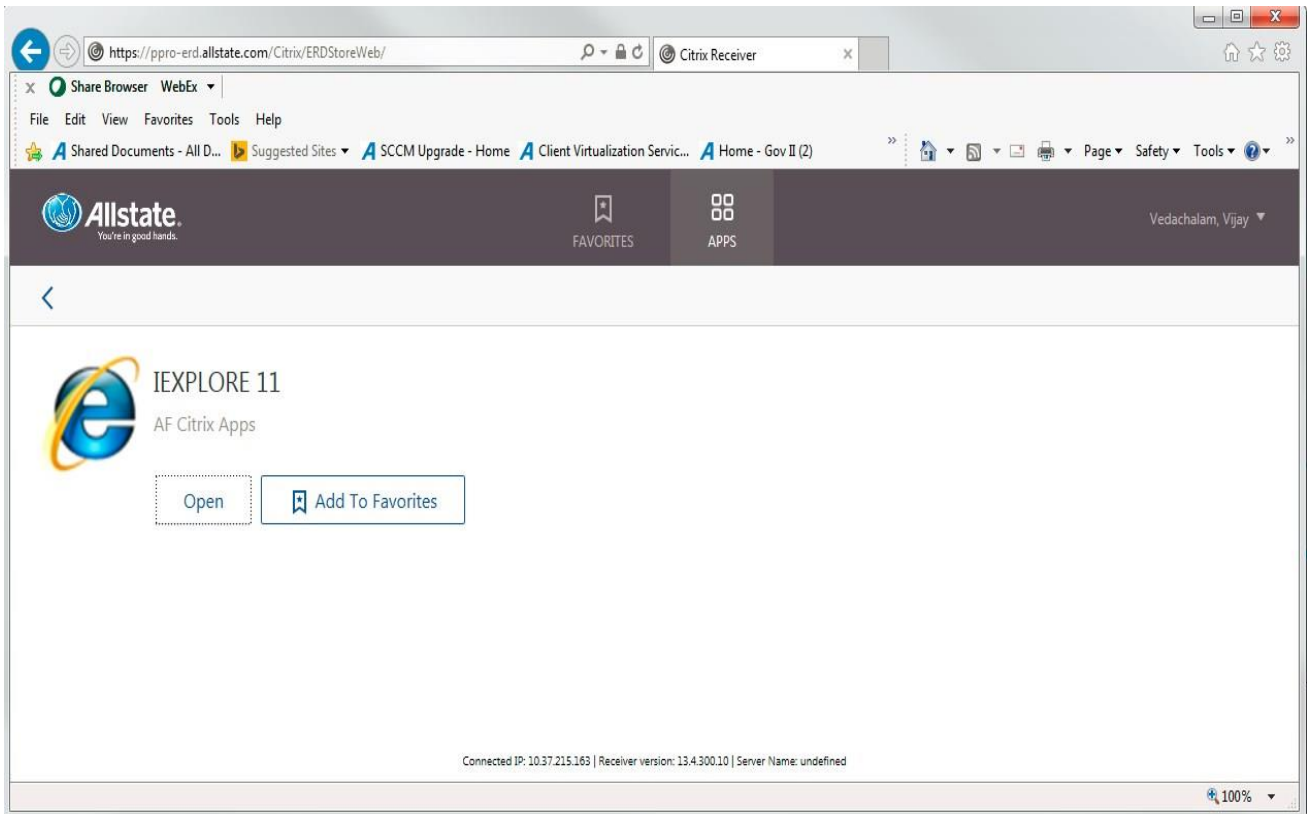


Categories and All View:

Once your credentials have been successfully validated, you will be taken to the Categories view under Apps. Categories group applications by silos. If you do not like this view, you can click on the All view to see all your applications.



You can add your apps that you use most frequently to the Favorites tab by clicking on Details and clicking Add To Favorites.



Frequently asked questions:

Why is this change needed?

Web Interface is being replaced by Storefront as part of Citrix Life Cycle event. Storefront supports newer features such as support for newer HTML5 browsers, Unified experience on all devices, support for Windows 2012 and 2016.

What difference do I see with Storefront?

The login page looks the same, but once you are logged in, you get to see 2 views, Favorites and Apps. Apps basically list out all the apps you are subscribed to. Any of these apps can be added to Favorites.

Can I use Google Chrome books for external access?

Yes Storefront supports Google Chrome books (Web interface did not). Please install the latest receiver for Chrome OS from www.citrix.com.

Can I use the built in HTML5 capability of modern browsers such as Microsoft Edge and Google Chrome browser without downloading the actual Citrix Receiver for accessing apps from <https://erd.allstate.com> ?

Yes and No. Yes you can use modern browsers. But when you run into an issue please do not call ATSC, please go ahead and install the latest Citrix Receiver from www.citrix.com for a seamless experience. The reason being some features might not work or not compatible with HTML5 browsers.

If I have a Windows 10 machine, which browser do I need to use Microsoft Edge or Internet Explorer 11 browser?

Even though both browsers are supported, we recommend using Internet Explorer 11 for a seamless experience. Please download the latest Citrix Receiver from www.citrix.com for the best experience.

If I have an existing Citrix Receiver V 4.x already installed on my external machine, do I still need to upgrade to the latest Citrix Receiver version from www.citrix.com ?

No you do not need to upgrade your Citrix Receiver.

If I am using IPAD or iPhone or MAC or Android to access my ERD apps, do I need to do anything to access <https://erd.allstate.com> ?

Yes, you need to remove your account from Citrix Receiver app and re add it by entering the Access URL as <https://erd.allstate.com> with your credentials. Please note this is the same URL as before.