

## Hello TD RAS Vendor Portal user.

You are receiving this communication because you are a user of the TD RAS Vendor Access service. You may have seen the message when logging into RAS, that the old service is being decommissioned and that a new service will replace it. Please follow these steps to migrate to the new Vendor Access service.

**\*\* Please read the complete document before attempting any of the following procedures. \*\***

### How to sort out if you are using VPN connection or just Citrix Receiver Only Access to access TD RAS Vendor Portal.

TD laptops with Windows 7 will appear as described below.

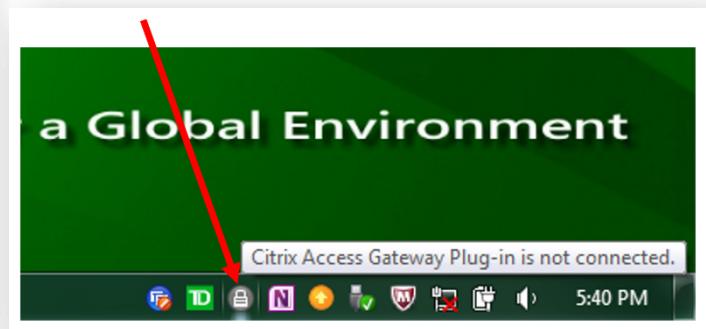
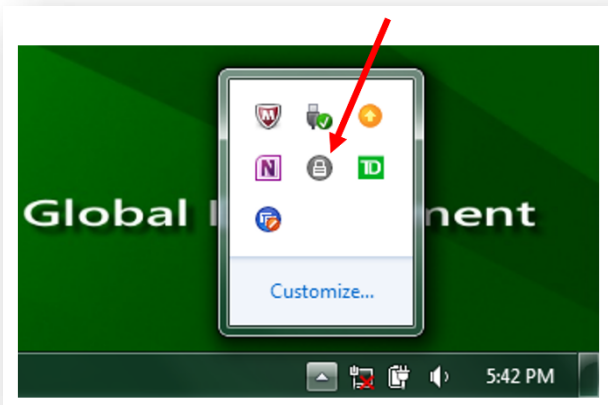
If a non-TD laptop is used, the icon may look different.

1. Please login your usual way into RAS Vendor Access.
2. After you have logged into the TD Vendor Access, have been Authenticated, and are connected, please look at your task bar where the notification icons are located.

You need to pay attention to the icon that looks like a “Padlock”



or similar icon.

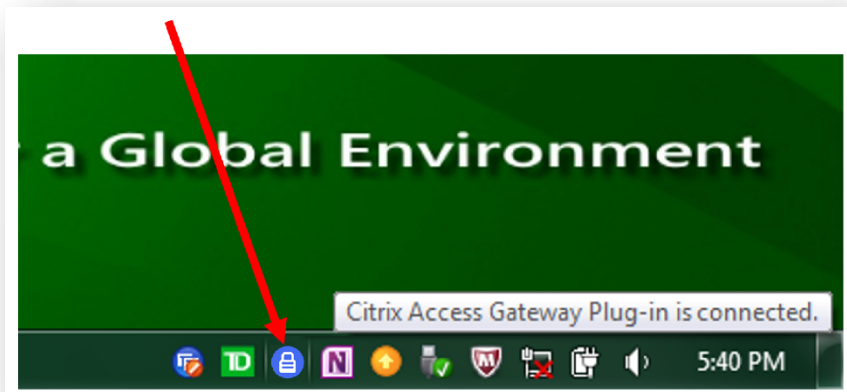


If it is **Grey** then you are connected via **Citrix Receiver** only.

- If you hover your mouse pointer over it, it will say “Citrix Access Gateway Plug-in is **not connected**”

If it is **Blue**, as below, then you are connected via **VPN**.

- If you hover your mouse pointer over it, it will say “Citrix Access Gateway Plug-in is **connected**”



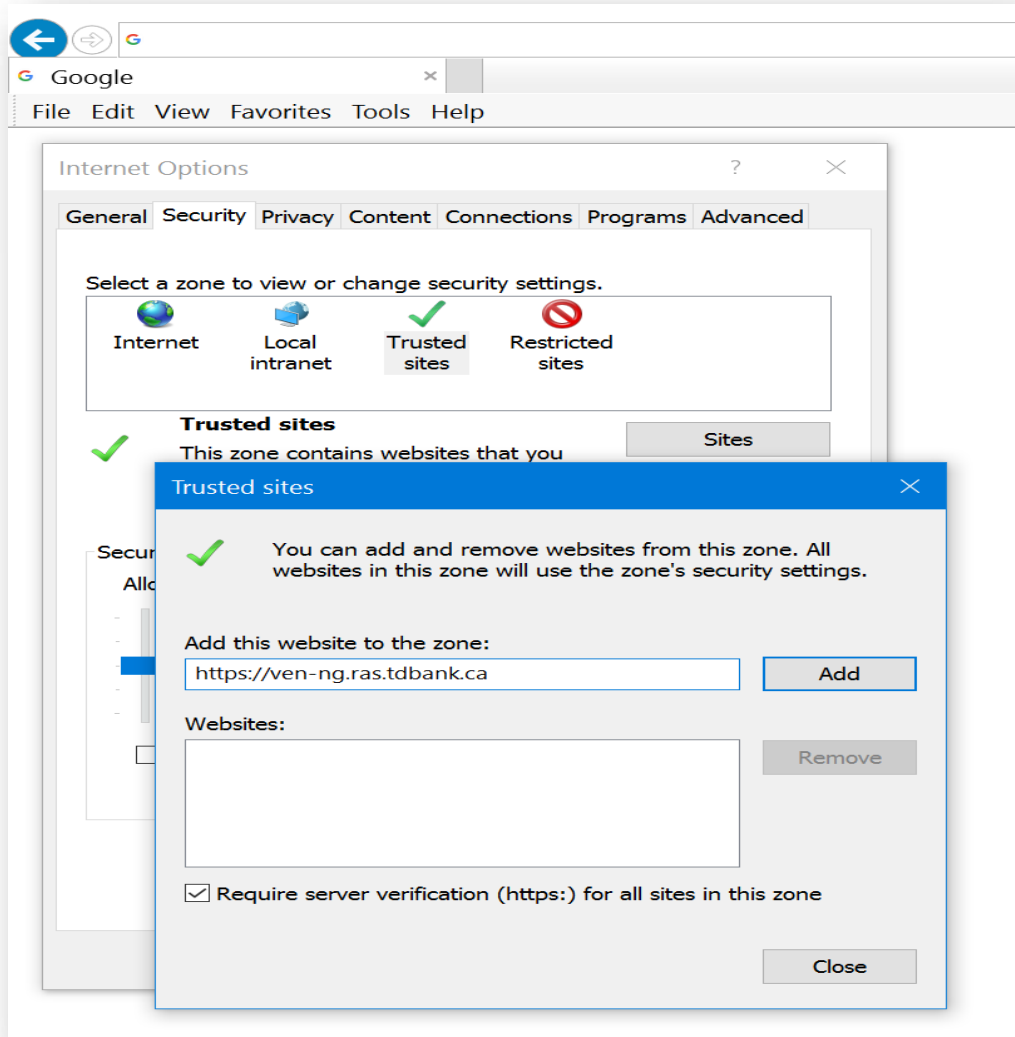
The following steps are **ONLY** for users that connect via Citrix Receiver Only Access.

**\*\*\* If you determine that you are a VPN user (Blue "Padlock" icon) please contact your TD representative \*\*\***

Please log out of RAS Vendor Access Portal, and restart your Internet Browser.

It will be necessary to upgrade the Citrix client on your computer. For most users, you will be able to do this yourselves by following these steps:

1) Open Internet Explorer, go to Menu Bar/Tools/Internet Options/Security/Trusted Sites/Sites setting and add the new Vendor Access URL: <https://ven-ng.ras.tdbank.ca>



2) Connect to <https://ven-ng.ras.tdbank.ca> and log in with the same username, password and RSA token that you have use for the old vendor access site.\*

3) You will be prompted to allow download and installation of new software. Please accept the downloads and installation prompts.

4) You should be directed to a screen that will look similar to this, displaying the application icons to which you have seen in the past:



**NOTE!** In some cases, you may not be forwarded to the application page initially after installing the new software. This is particularly true if your location is outside of North America. Just close your browser, and log back into the new RAS Vendor Access site. <https://ven-ng.ras.tdbank.ca>

5. If you do not receive a prompt to download the Citrix receiver or are unable to complete these instructions due to security restrictions on your computer, please engage your local support personnel or your supervisor. If necessary, somebody with administrative rights on your computer can download the latest Citrix Receiver client from this URL: <https://www.citrix.com/downloads/citrix-receiver.html>

**After successfully testing**, do **NOT** use the TD RAS landing page (<https://ras.tdbank.ca>) to log into RAS. Continue to use the new RAS Vendor Access site (<https://ven-ng.ras.tdbank.ca>).

\* If you receive a “page cannot be displayed” error, AND you are located in an IBM, Sapient, Cognizant, WiPro or TCS office in India you may need a change to your HOSTS file (usually located in C:\Windows\System32\drivers\etc\). If there are lines in the HOSTS file that contain the string **ven.ras.tdbank.ca** or **ctx.ras.tdbank.ca**, replace them with the following lines:

New Hosts file:

```
# Normal State – Access SOC RAS via TD SOC
142.205.84.221 ven.ras.tdbank.ca
142.205.84.167 ctx.ras.tdbank.ca
142.205.84.158 ven-ng.ras.tdbank.ca
```

```
# DR State – Access CPO RAS via TD SOC
142.205.187.225 ven.ras.tdbank.ca
142.205.187.199 cts.ras.tdbank.ca
142.205.187.245 ven-ng.ras.tdbank.ca
```

End.