Dear Users,

As part of our ongoing efforts to improve services, we would like to inform you about an important change regarding access to the **Sophis** application via Citrix. Please make sure to follow the instructions below carefully:

**1. Change of Connection Icon**

From now on, when accessing Citrix, please select the **GB - SOPHIS HP PROD 2019** icon instead of the **GB - SOPHIS PROD 2012** icon.  
Below, you will find screenshots of the icons to help you with this transition.

*(Insert screenshots here)*

**Please note that the old icon (GB - SOPHIS PROD 2012) will no longer be available after October 20th.**

In addition to this change:

* Please ensure that, during the onboarding of new users, they request access to **GB - SOPHIS HP PROD 2019**
* The servers supporting **GB - SOPHIS HP PROD 2019** are more powerful and optimized for better performance. The servers running **GB - SOPHIS PROD 2012** will soon become obsolete, as their operating systems are nearing end-of-life and will be decommissioned shortly.

**2. Special Instructions for Sophis Auto Users**

If you are using **Sophis Auto**, please make sure to stop any tasks running on the old **Sophis** version and restart them on the new **GB - SOPHIS HP PROD 2019**. Document attached for more details

If you have any questions or need further assistance, feel free to reach out to the IT support team.

Thank you for your cooperation.

Best regards,