Signing in to SmartAccounting using Citrix Cloud

As part of Entertainment Partners' ongoing commitment to develop global, client-first solutions, SmartAccounting will transition to Citrix Cloud on Sept 6, 2025. This user guide will walk you through how to log in to your show using Citrix Cloud.

• Go to https://sa.ep.com or follow the links provided in the email if you received an Action Required email from EP at products no_reply@ep.com.

Note: You will no longer need to use https://connect.ep.com/, [https://connect-eu. ep.com/](https://connect-eu.ep.com/) or https://connect-au.ep.com/ depending on your territory. If you access one of those URLs, it will automatically redirect you to our Citrix Cloud page: https://sa.ep.com.

Step ① The first time you access the Citrix Cloud page, you will be greeted with a Citrix Workspace screen asking you to detect your workspace version. **Click** on "Detect Workspace version." This will detect if Citrix Workspace is already installed on your computer.
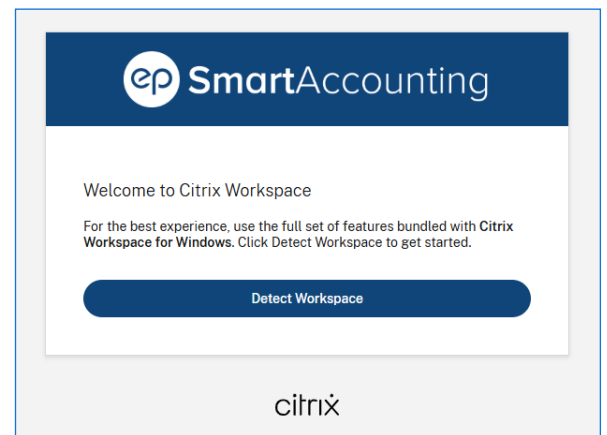

Figure 1

Step ② If you don't have Citrix Workspace installed on your computer or if the dialog box does not appear on the "Detect Workspace version" screen, **click** on the "I agree with the Citrix License agreement" checkbox and **select** the download button.
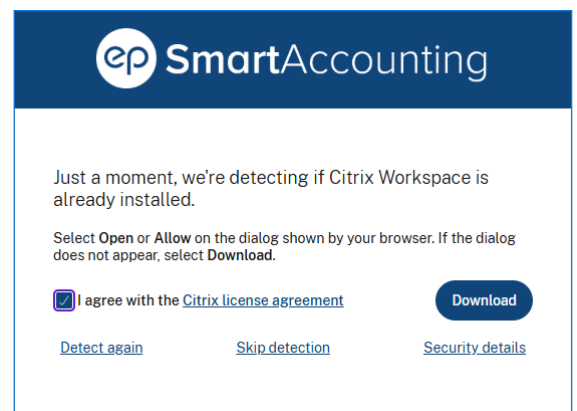

Figure 2

Step **3** This will download the latest Citrix Workspace to your computer. Once the download is completed, go to your browser's downloads folder, open, and install the Citrix Workspace application on your computer.

Note: You will need to have admin-level access to your computer to successfully install Citrix Workspace.
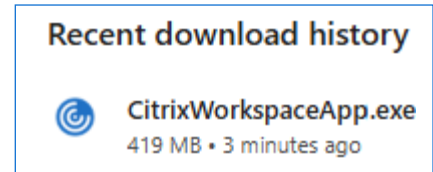

Recent download history

CitrixWorkspaceApp.exe
419 MB • 3 minutes ago

Figure 3

Step **4** Once Citrix Workspace is installed, close and re-open your web browser and go to **https://sa.ep.com**. This will now detect your installed Citrix Workspace version.

Step **5** If you already have a Citrix Workspace version installed on your computer, you will see a dialog screen asking to open the Citrix Receiver Launcher. **Click** on the box that says, "Always allow sa.ep.com to open links of this type in the associated app" and then **click** on the "Open Citrix Receiver Launcher" button.
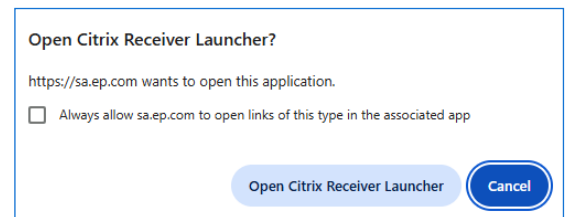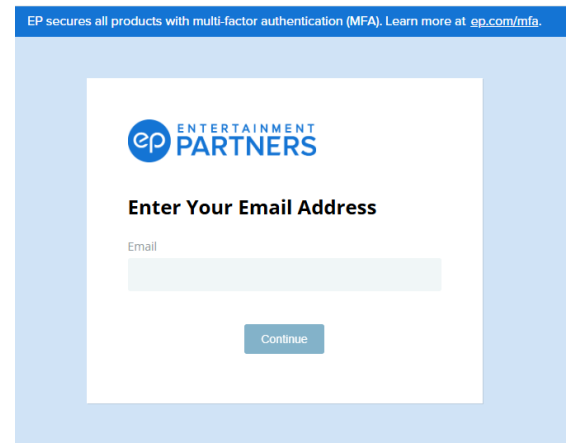

Open Citrix Receiver Launcher?

https://sa.ep.com wants to open this application.

☐ Always allow sa.ep.com to open links of this type in the associated app

Open Citrix Receiver Launcher   **Cancel**

Figure 4

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ENTERTAINMENT PARTNERS

Step **6**   You'll find the same sign-in screen that you use for your other EP products. Enter the email address associated with your EP Account and **click** "Continue."
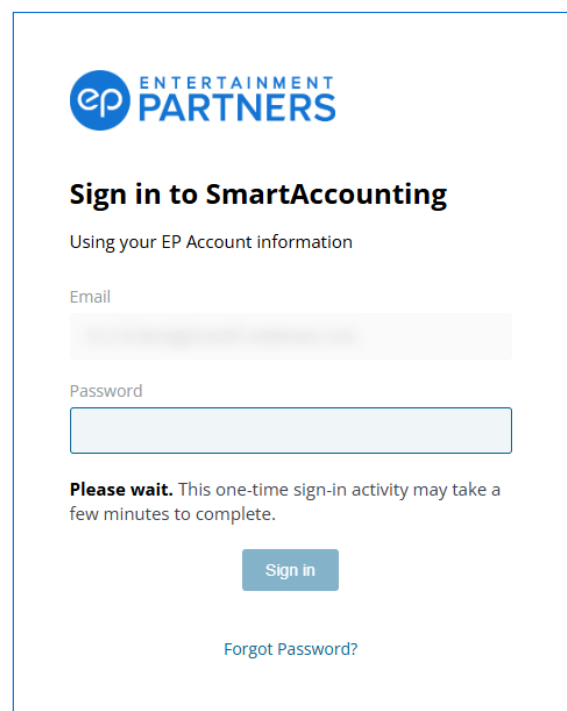
Figure 5

Step **7**   On the second screen, enter your password and **click** "Sign In."

Figure 6

Step **8** On the MFA prompt screen, enter the MFA passcode generated by the same authentication method you use for your other EP products.

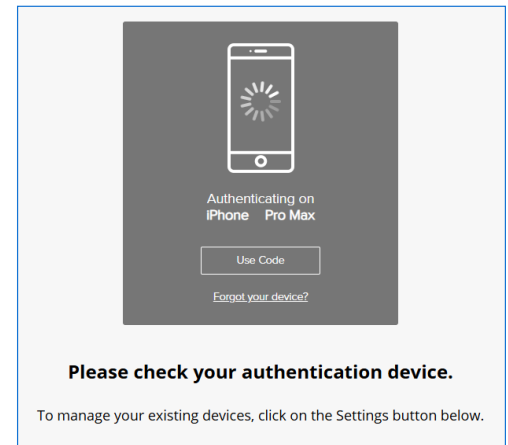**Note:** For detailed setup instructions on MFA go to **https://www.ep.com/mfa/sa/**.

Figure 7

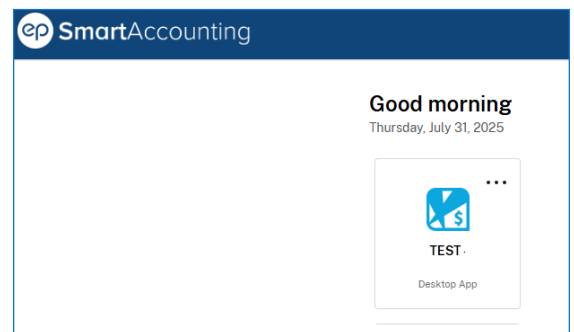**Step** **9** You will then be presented with a list of your available SmartAccounting shows.

Figure 8

Step **10** **Double click** on the show icon you would like to access; this will launch your Smart-Accounting show.
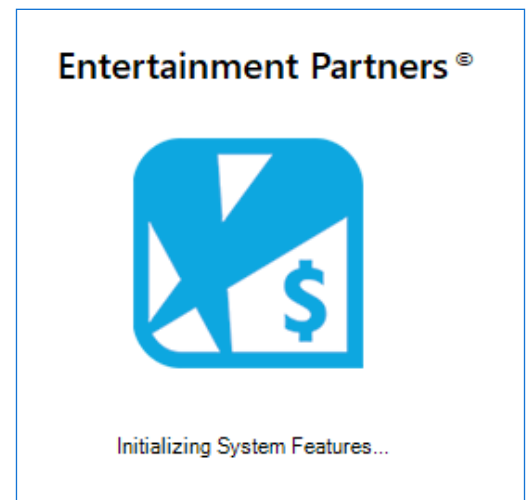

Figure 9

Figure 10

Step 11 Once SmartAccounting has loaded, you will be greeted with the SmartAccounting login screen to once again enter your EP Account credentials. Enter your email and **click** "Continue."

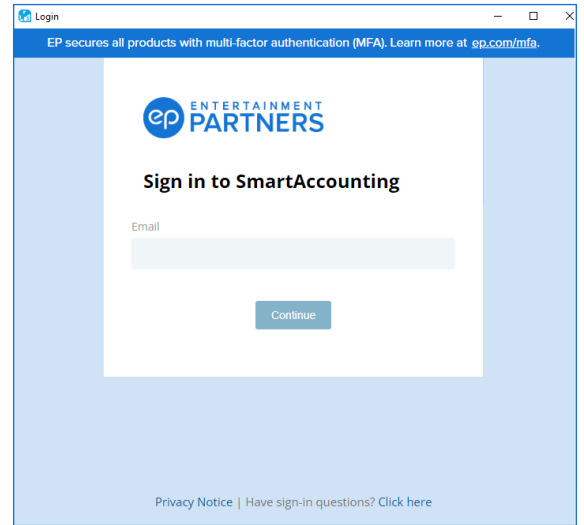**Step 12** Enter your password, and then **click** on "Sign in."

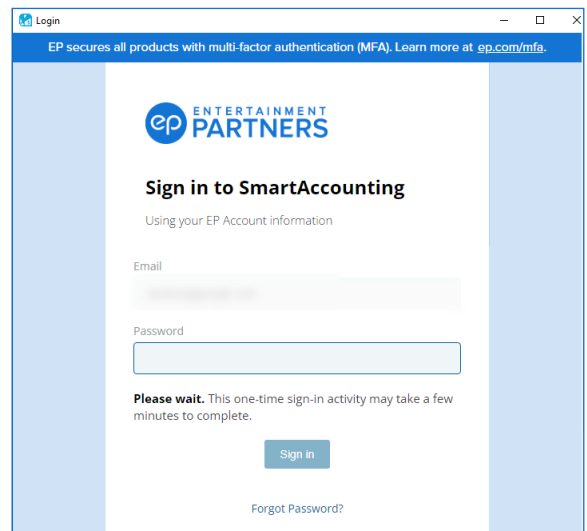**Figure 11**

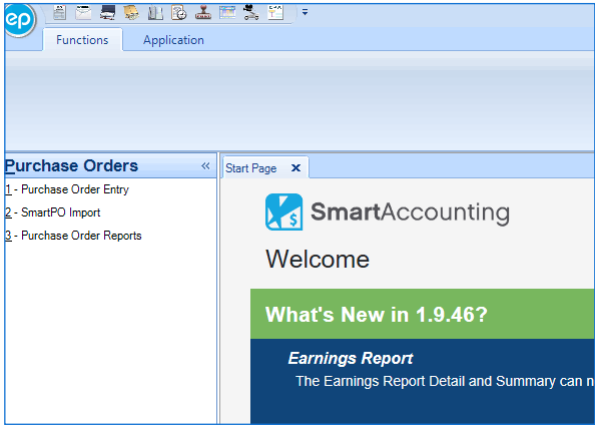**Step** **13**   You will then be greeted with the SmartAccounting Welcome page.

Figure 12