

HOW TO CLEAR A CITRIX SESSION

About

Citrix is a brand name of remote technology software which Devereux uses to connect you to company resources when you are working somewhere other than a Devereux site, such as your home or a coffee shop. Citrix is accessed most commonly through the website <http://remote.devereux.org> or through the **Citrix Workspace** application installed on your home computer.

When you use these resources to access a Devereux application remotely, you are opening a session over the internet to our corporate servers allowing you to work as if you were physically in the office. Unfortunately performance heavily relies on the internet connection being used and dealing with residential internet and/or public Wi-Fi has a degree of unpredictability. Session timeouts or interruptions can lead to issues. Please read below for steps you can use to identify when this is happening and to attempt to resolve it before calling the Help Desk for further support.

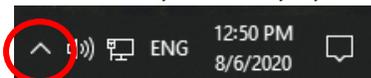
Identifying when you might need to clear your Citrix session

Common behavior you might see which would indicate you should attempt to clear your session:

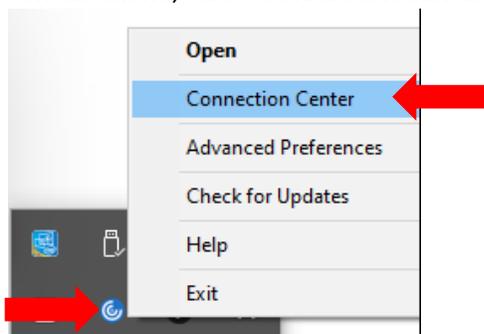
- You try to launch an app that you were connected to earlier in the day but nothing happens
- You are in the middle of working in a remote session and the app freezes
- You notice odd behavior with your mouse cursor or keyboard
- You receive unspecified error messages

Instructions for clearing your Citrix session on Windows 10

1. Access the System Tray by clicking the carrot icon in the far right corner of your task bar near the time and date.

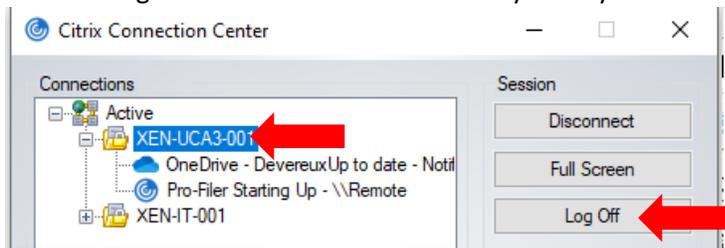


2. In the System Tray, right-click the Citrix icon which looks like a blue circle with white circles inside it. From that context menu, select Connection Center.

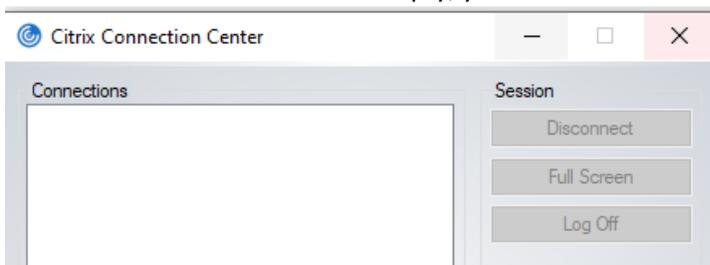


3. In the Connections box, you will see the name of the server(s) where you have current connected sessions. If you click the + icon next to a server name, you can see which applications are connected.

To clear the session, highlight the server name and click the Log Off button. **Important!** This will close any application that is listed under that server, even if you are not having an issue with it! If you have one app frozen but other apps that are working and they are all under the same server name, all of them will close when you click the Log Off button. Be sure to save any work you have open in other applications before taking this step.



4. When the Connections box is empty, you have no more active sessions.



5. Try to launch your Citrix application again. If issues persist, contact the Help Desk at helpdesk@devereux.org or (800)969-4310.