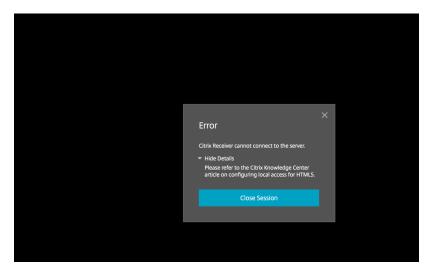
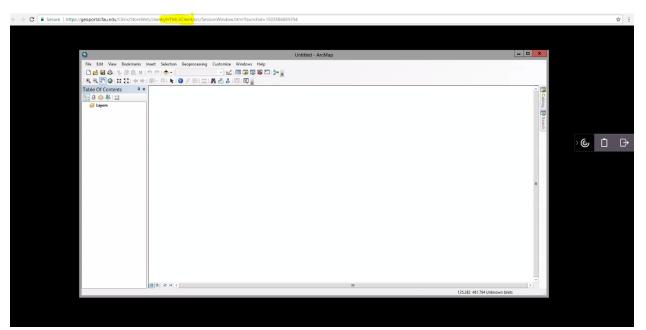
Resolving Citrix Receiver HTML 5 Configuration Issue on Geoportal

If you get the error message below on a BLACK screen OR your applications run inside your Web Browser on a BLACK screen, then Receiver is not configured correctly on your computer. Follow the directions below to configure your computer to use the Receiver Plugin correctly.



NOT CONFIGURED CORRECTLY

NOT CONFIGURED CORRECTLY



Configure Receiver Plugin

1. After logging into Geoportal, click on the dropdown menu next to your name and then choose "Change Receiver"

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	Activate		
4	Change Receiver Log Off		

2. Click the Install button

citrix	Welcome to Receiver
Receiver	For a full-featured experience, use Receiver for Windows.

3. Clcik on "I agree..." then Download. If you have already downloaded the latest Receiver, then just click on Already Installed.

	Just a moment, we're detecting if Receiver is already installed.		
	If Receiver is detected, you will see a window in a few seconds. Please choose Launch Application.		
citrix Receiver	If no window appears, proceed to download. I agree with the <u>Citrix license agreement</u> Download		
	Detect again Use light version Already installed Security details		

RECEIVER CONFIGURED CORRECTLY when your applications appear as a separate window from your web browser.

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