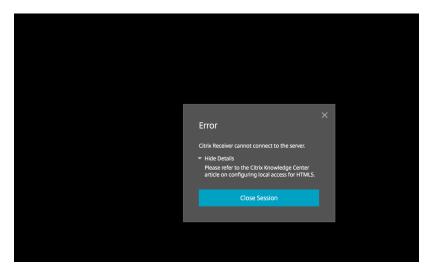
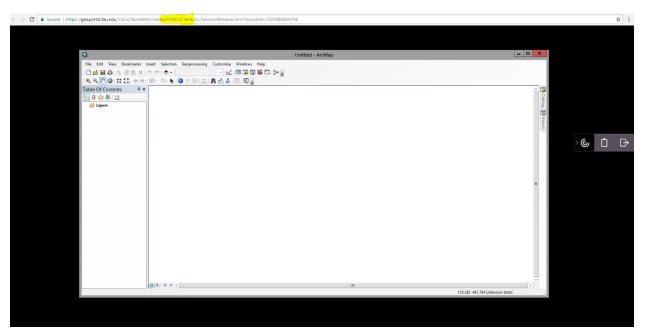
## **Resolving Citrix Receiver HTML 5 Configuration Issue on Geoportal**

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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