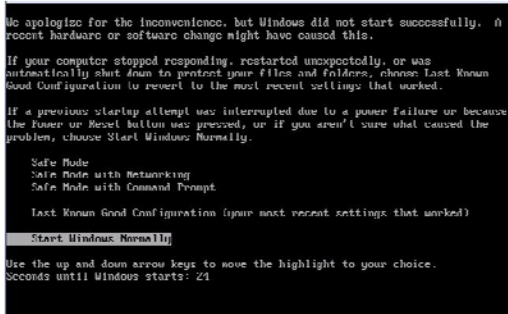**If you see a black screen with white writing…**
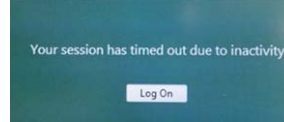

Select
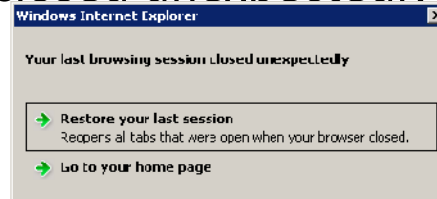"Start Windows Normally"

Citrix VDI

If a session is idle for more than 15 minutes it will time out…

You will have to log in again to initiate a new session

If you see a gray box that says, "Your last browsing session closed unexpectedly"

With the choices:
Restore your last session
Go to your homepage – select this one

If you see a plain blue screen…

Push Ctrl+Alt+Del on your keyboard and select restart from the red button in the lower right hand corner.

If this…

Then do this…

If it should go into Windows mode (Shrink from full screen and appear in a smaller window) –

click the arrow for the menu at the top and click on the window button.