ORBITS INSTALLATION INSTRUCTIONS/TROUBLESHOOTING

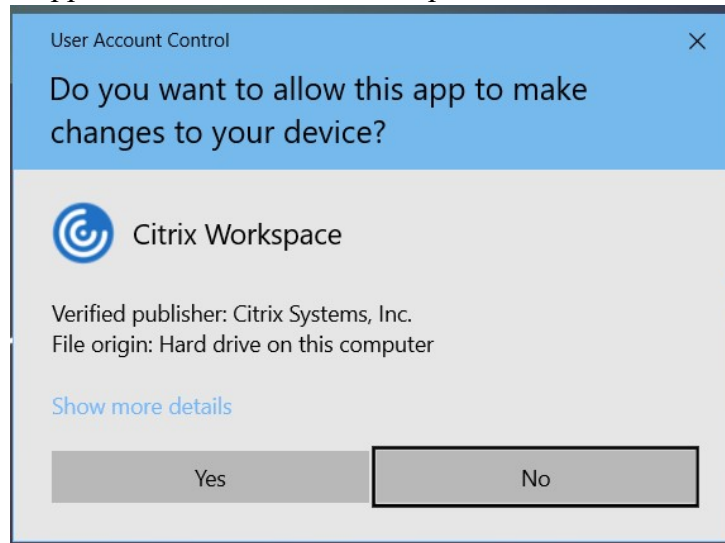# INSTALL THE CITRIX WORKSPACE ON THE COMPUTER

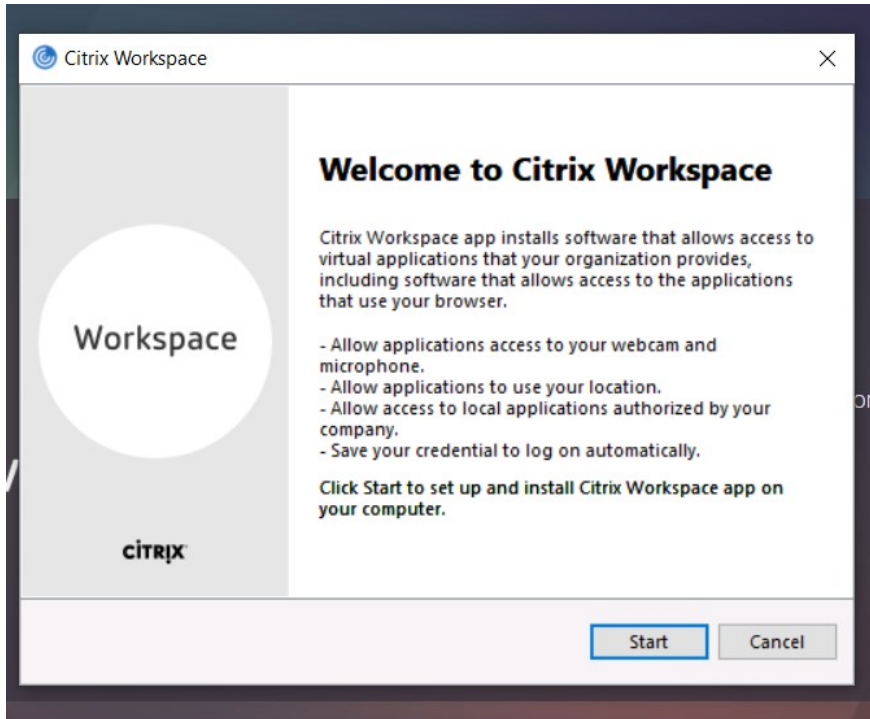
- Open your browser to https://www.citrix.com/downloads/workspace-app/windows/
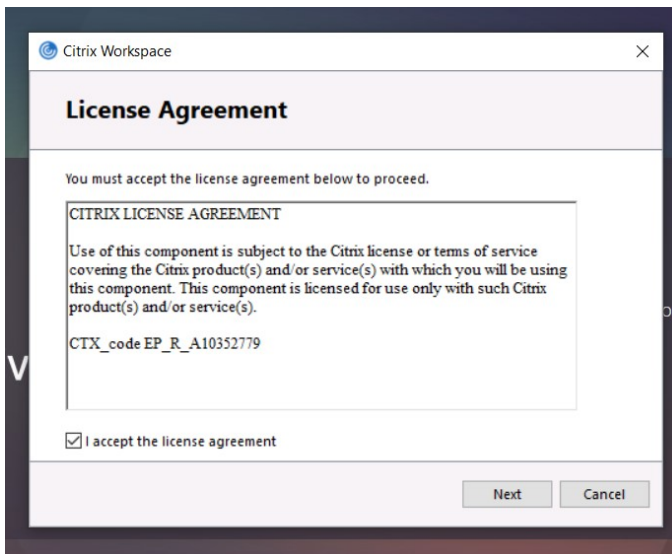- Download the latest version of the Citrix Workspace from Citrix website link above.

The CitrixWorkspaceApp.exe will be downloaded, open the file when the download is complete.
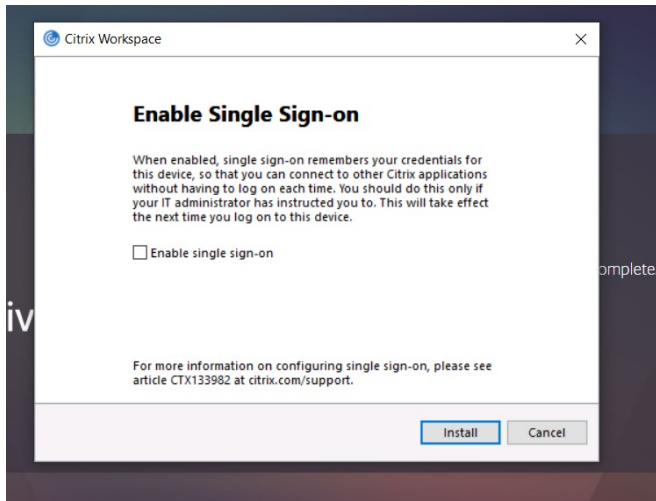

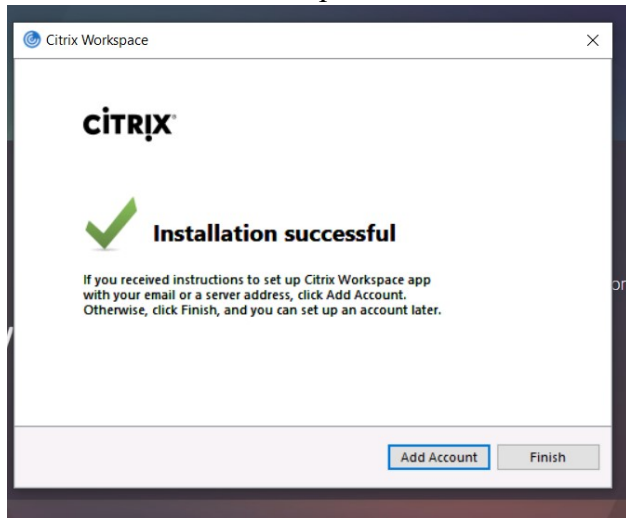The popup above will open, click the "Yes" button

- Click "Start" button

- Click the "I accept the license agreement" checkbox
- Click the "Next" button.

- Click "Install" button.

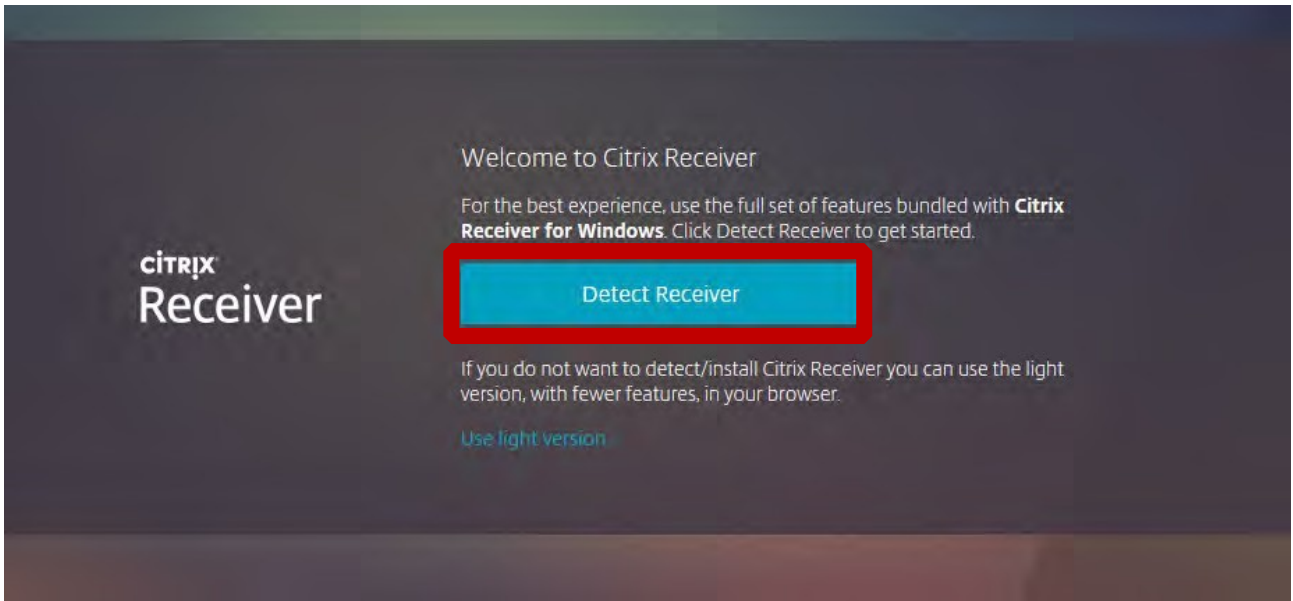- The Citrix Workspace will Initialize and install

- Click the "Finish" button.

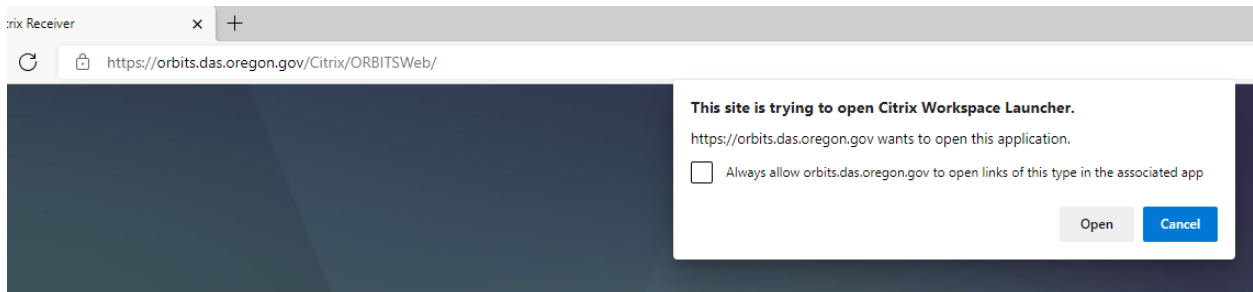Have user login to the Citrix site with their credentials:

- https://orbits.das.oregon.gov

Enter your username and your new password you entered above.

- Click Detect Receiver
- If you don't get the "Detect Receiver" Screen
  - o Choose the Gear Icon in the upper right
  - o Choose Account Settings
  - o Choose Change Citrix Receiver
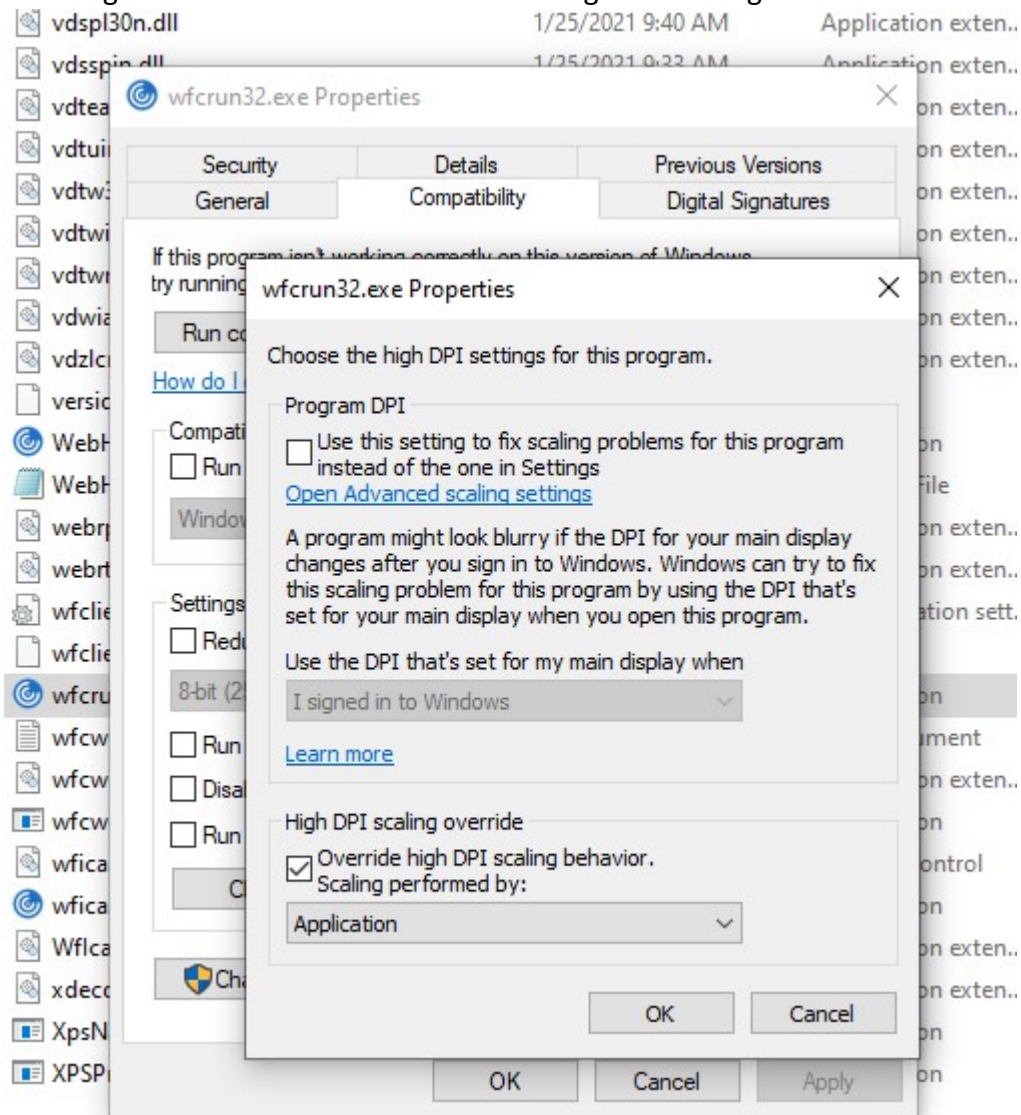 - o Choose the Detect Receiver Button

- Popup opens - Check the checkbox "Always allow anywhere.das.oregon.gov to open links of this type in the associated app.
- Click the "Open" button.
- The screen will open to the Orbits application.

Troubleshooting
- **User has two monitors of different size and ORBITS Windows look funny and mouse doesn't work right. Turn Off High DPI Scaling Behavior**

- Go to C:\Program Files (x86)\Citrix\ICA Client
- Scroll to the bottom and there are two exe's you will need to modify.
- Right click on **wfcrun32.exe** -> click Properties->click Compatibility->Click Chang High DPI Settings -> then check the box "Override high DPI scaling behavior".

- Click OK and then do the same for the **wfica32.exe**

- Login into Orbits fresh and make sure his printers are displaying
- Click on File-> Printer Setup all the user's printers should display.