

Citrix Home Access

To access your schools files from home:

Go to your school's home page.

www.fmschools.org (choose your school)

1. Click on CITRIX HOME ACCESS.
2. Use the same login as you would at school.
3. Choose 99% Desktop.
4. Your desktop will load on top of your home desktop and your "My documents" folder will appear.
5. When prompted for Access Rights, click Full Access so that you can retrieve files from your computer into Citrix and vice versa.

Trouble-Shooting

No connection

Check to see if you have a yellow triangle to the right of the login screen. If not, you have installed the client successfully and there is some type of firewall blocking your connection. Go to step 1.

If you have a yellow triangle, log in and the client will automatically install. You have to follow the prompts to first SAVE and then RUN the program. Quit out of your browser, open again, and then log into Citrix again.

1. Go to TOOLS, INTERNET OPTIONS, and delete all settings
2. Go to the SECURITY tab and lower your security.
3. Check the bottom right hand of your screen where the task bar has any spyware or malware programs and turn them off just for installation purposes. Also turn of your virus detector.
4. Call your DSL or cable company. Most their technicians know Citrix and there are special settings. Keep asking for someone who knows Citrix.
5. Call the helpdesk from 7:00 am -4:30 am at 692-1111.

If you have tried these and still cannot get the connection your browser may be corrupt with a plugin. You can remove it and reinstall. If you have Explorer 7.0 and Service Pack 2 with XP, you will not be able to remove it, so you will need to go to TOOLS, manage add-ons, and then turn these off. You then need to close out of Internet Explorer and open again. You will not have plugins, but you should be able to open Citrix if this was the root of the problem.