

Use these instructions to connect troubleshoot your Citrix connection to your DOR Computer. The screenshots used in the following instructions were taken from a Windows 10 computer using Google Chrome. Citrix is compatible with Edge, Chrome, Firefox and Safari.

Issue 1: Remote Desktop Connection never starts

This issue may occur for users that have McAfee Firewall installed on their personal computer.

1. In your personal Firewall software, verify that the software is not blocking the <https://citrix.revenue.wi.gov> website, or blocking the Citrix Workspace software. For a good test, turn off your personal Firewall software to verify that the website functions.

Issue 2: After the first Citrix web screen, a pop-up states Citrix Workspace is initializing and this screen will not go away

This issue may occur if there is a hidden pop-up box behind the web browser window. Minimize the web browser and you should see the hidden pop-up box.

1. Check the **Do not ask me again for this site** box and click on **Permit Use**



Issue 3: Citrix Workspace never starts up

1. Uninstall the Citrix Workspace app from the Windows **Control Panel > Programs and Features**
Note: if you have Citrix Receiver or Citrix XenApp Plugin for Hosted Apps software, uninstall them too (these are the older versions of Citrix)
2. Clear your web browser's cache. In most web browsers, a shortcut for this is **Control+Shift+Delete**
3. Reboot your personal computer
4. Go to <https://citrix.revenue.wi.gov> and reinstall Citrix Workspace. If necessary, close and reopen the web browser
5. If all of these steps still fail then reset the browser's settings to their defaults. In Internet Explorer, this can be found in **Internet Options > Advanced**

Issue 4: Adding Citrix to the Trusted Sites List

Depending on your version of the Microsoft Edge browser, you may need to set Citrix as a Trusted Site.

1. Go to **Internet Options > Security Tab > Trusted Sites**
2. Add <https://citrix.revenue.wi.gov> as a Trusted Site

Issue 5: Using Citrix on an Apple device (i.e. MacBook)

Setting up Citrix Workspace on a Mac device is different from a Windows device. Please see our full documentation [here](#).