

## PROBLEMS IN ACCESSING ORACLE AND VISION USING CITRIX IN SCHOOLS

Some schools are reporting issues with accessing these applications via Citrix. There are two main problems that schools have been encountering and resolutions are below.

- **Black screen when accessing Citrix**

This happens when the computer has Internet Explorer upgraded to version 11. Access can be restored by:

- Open Internet Explorer 11
- If the menu bar is not visible press the 'Alt' key for it to display
- Select 'Tools' » 'Compatibility View Settings' from the menu.
- Add **connect.derby.gov.uk** to the compatibility view list
- Save the changes and restart the browser

- **Oracle and Vision not opening when clicking on icon**

This may mean the Citrix Receiver is not installed or is not the latest version.

Access can be restored by:

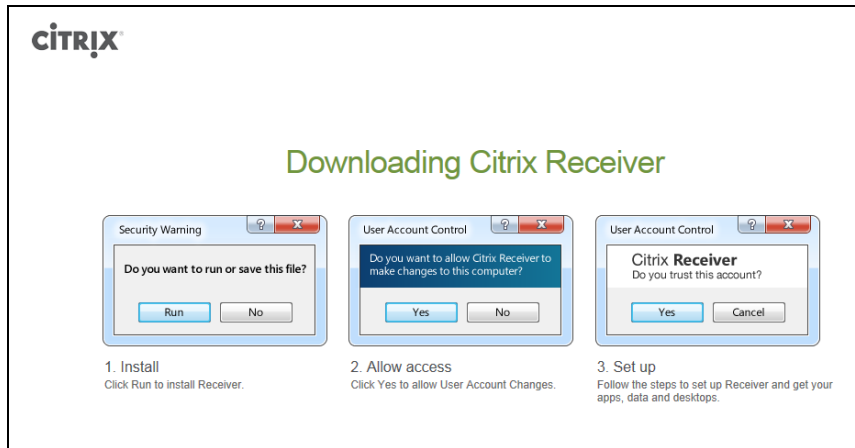
- Go to the Citrix website: <http://receiver.citrix.com/#>



- Click on 'Download Receiver for Windows'



- Follow instructions on website:



- When installed restart the browser; log in and access applications.

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**If you still require assistance, please contact the Service Desk:**

**Email: [servicedesk@derby.gov.uk](mailto:servicedesk@derby.gov.uk)  
Telephone: 01332 640530**