

Restart of work PC while using Remote Access and Citrix

Rebooting a computer unloads all device drivers, closes all programs and restarts the operating system. You may need to reboot a computer in the course of normal use or as a troubleshooting step to resolve a problem.

During the reboot process, all of the computer's logic is reset. This means that the CPU, memory, controllers and peripherals all receive their reset commands and return to their boot-up states.

Windows recommends that going through a reset might be a good way of improving the performance of a computer that isn't running well.

Benefits of Regularly Rebooting Your Computer

- Flushes the Memory
- Halts Memory Leaks
- Corrects Software Glitches
- Can Solve Internet & Bluetooth Connection Issues
- Speeds Up Performance
- Saves You Time
- Fixes Emergent Issues

When should you do a computer restart?

Suggestions have been made to restart your PC as least 2 times a week. The restart should be done at the end of your workday to allow the PC to restart and update.

What to expect?

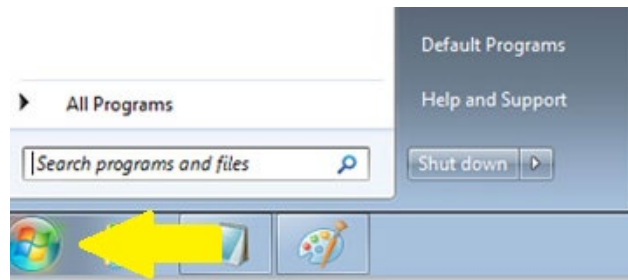
Machine should shut down and restart. Your connection within citrix will be disconnected and will need to be reconnected on your next workday.

Allow your machine to connect slowly. On initial connection to the computer we have applications that start up automatically on login. This automatic start up slows the computer until those applications are running.

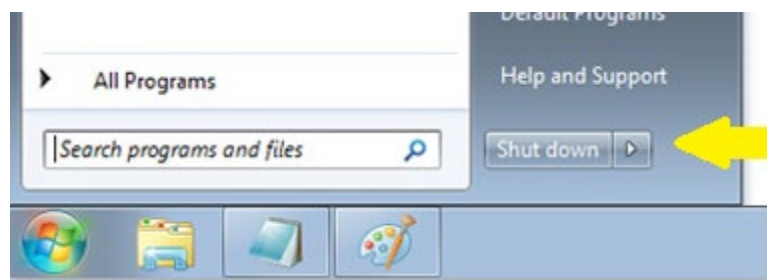
How to perform a Restart of your machine

Windows 7 Machine

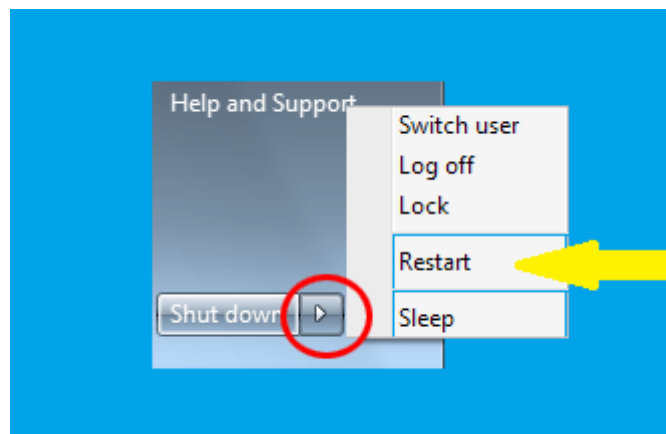
1. Click the Start. This is in the lower left corner of the screen.



2. Click the > button to the right of Shutdown.

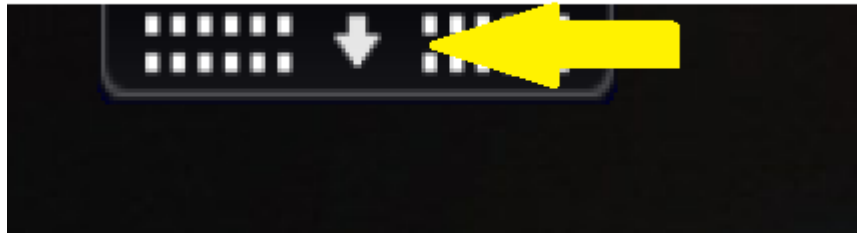


3. Click Restart. Your computer will reboot normally.



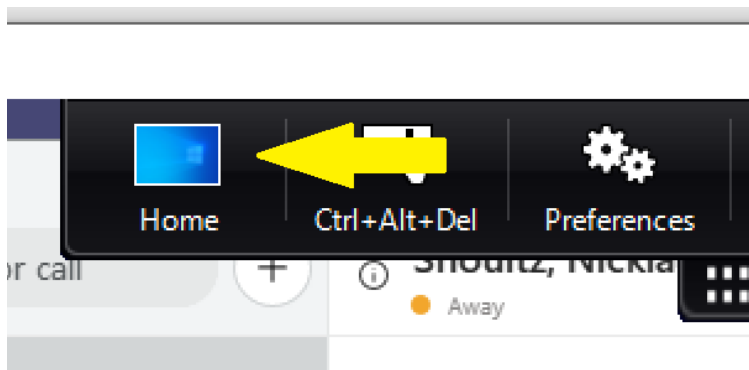
- If there are processes running that are preventing Windows for rebooting, click Restart Anyway.

4. Once restart has begun Click the Citrix Menu.



- Citrix Menu opens to show options.

5. Click the Home option on the Citrix menu

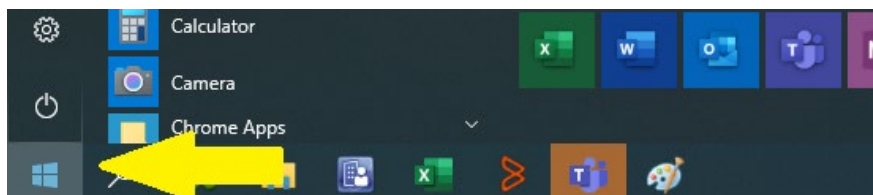


- Your home computer will display your home computer screen
- Your work computer will continue to restart.

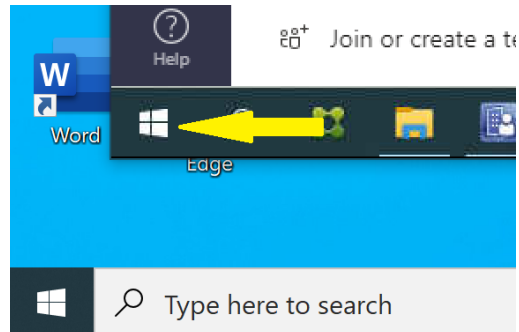
Windows 10 Machine

1. Click the Start. This is in the lower left corner of the screen.

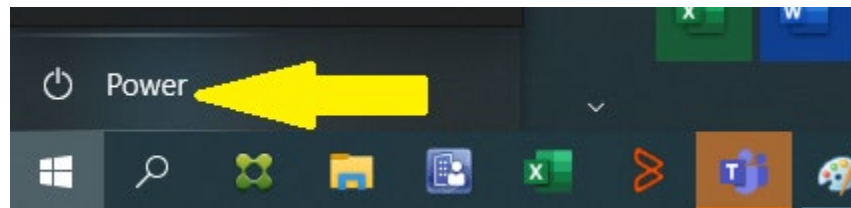
a. Citrix session full screen:



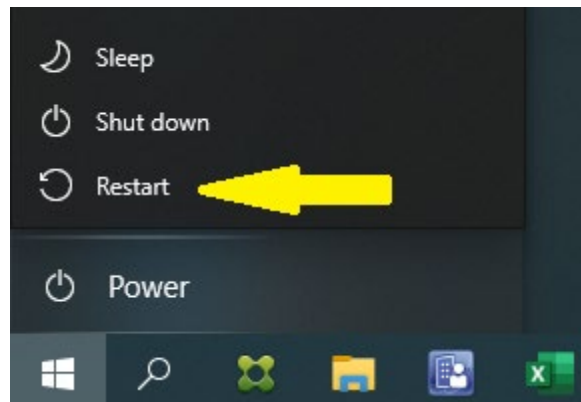
b. Citrix session and home PC start buttons shown, select Citrix session start button:



2. Click the Power Options button.

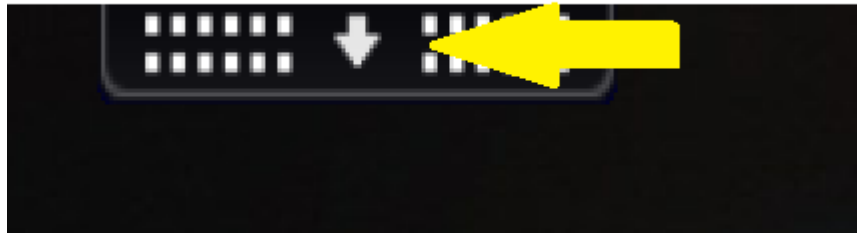


3. Click the Restart option.



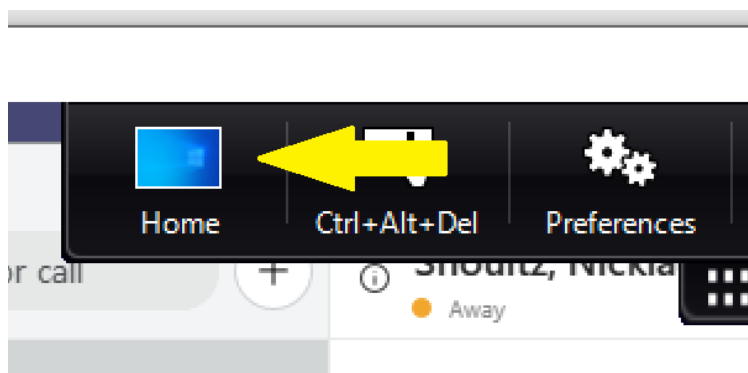
- This closes all apps, turns off the PC and then turns it back on again.
- If there are processes running that are preventing Windows from rebooting, click Restart Anyway.

4. Once restart has begun click the Citrix Menu.



- Citrix Menu opens to show options.

5. Click the Home option on the Citrix menu



- Your home computer will display your home computer screen
- Your work computer will continue to restart.

Benefits:

- Allow for updates to PC to run during time when user is logged off in the evening / overnight hours
- Allows for applications that have issue with releasing memory to be released.