



Summary

Orchestra's Support Team wants to get you back into your system and work as quickly as possible. Please see the following for common Login Issues before submitting a ticket to Support:

Troubleshooting Topics

-Citrix Password resets are completed by Orchestra Support with the approval of your Key User. Please submit a Support Ticket with the username requested.

Citrix Password Security Requirements

-If you are experiencing connection issues such as inconsistent load times, system log-offs, data not syncing, and login issues, please ensure your Citrix Receiver is updated regularly.

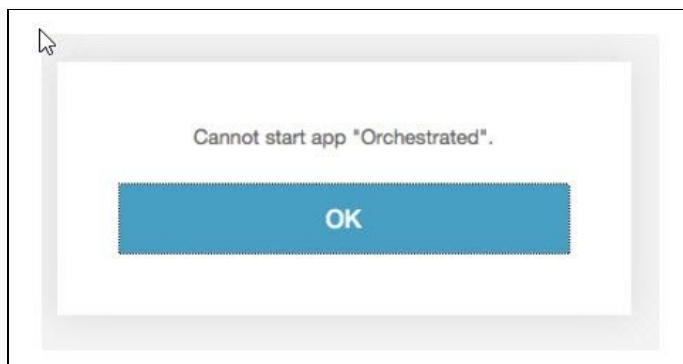
Update Citrix Receiver

-Upon logging into the Orchestrated Citrix web page and clicking the Orchestrated Icon, the application fails to load or times out. Please ensure the file type is associated.

Citrix Missing File Type Association

-Please see the following link if Orchestrated freezes, closes, you receive a "Cannot Start App 'Orchestrated'" pop-up, or a constant spinning wheel when opening the program.

Clear a Frozen/Stuck Session



Troubleshooting Questions:

If the Common Login Issues listed above do not solve your issue, please submit a Support Ticket with the following answers to the questions listed below. Your responses will help expedite the troubleshooting discovery process and shorten your resolution time.

1. Have you tried logging out of Citrix, restarting your computer, and logging back in to re-establish your connection?
2. Is anyone at your company able to login, or is this isolated to a specific user?
3. Which user(s) is/are experiencing the issue?
4. When was the last time you were able to successfully login?
5. Are you receiving any error messages? If so, please include a screenshot in your ticket. For a quick reference, How To: Take Screenshots of a Specific Window
6. If you were booted out of the system, what type of transaction were you performing?
7. How do you normally exit out of Orchestrated? It is recommended that you use File > Exit, as this will help ensure your user profile is fully logged out.
8. How often does this seem to be an issue? Is this reoccurring or is there a recognizable pattern?
9. Please run an internet connection bandwidth test via www.speedtest.net and send in a screenshot.