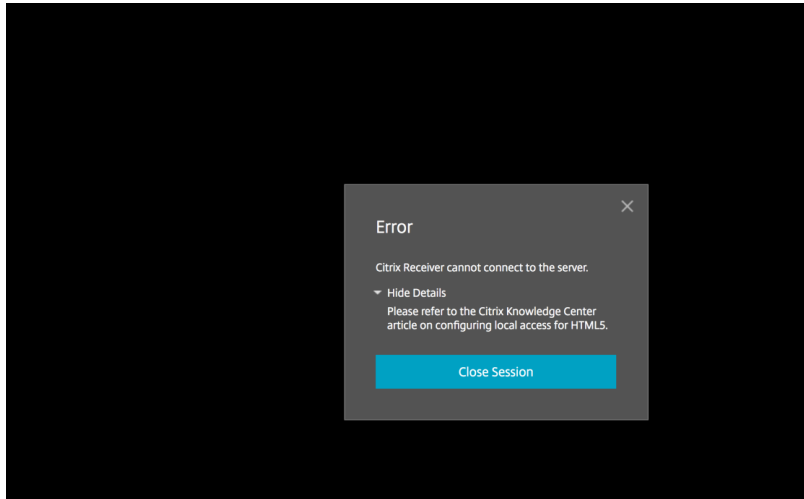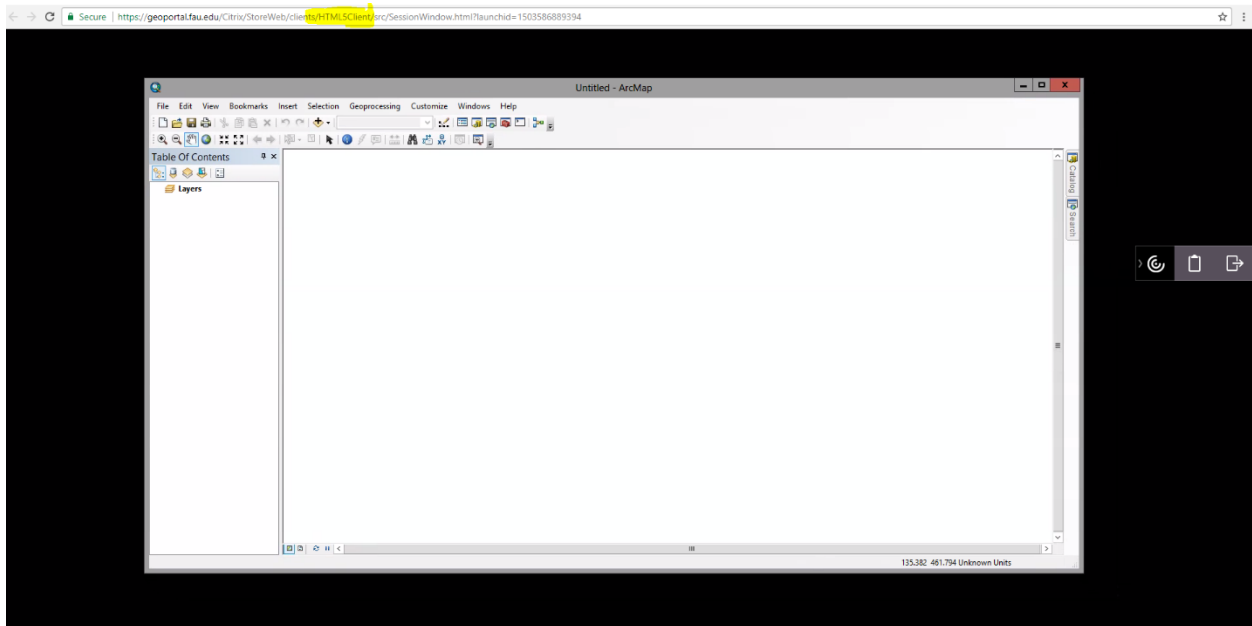## Resolving Citrix Receiver HTML 5 Configuration Issue on Geoportal

If you get the error message below on a BLACK screen OR your applications run inside your Web Browser on a BLACK screen, then Receiver is not configured correctly on your computer. Follow the directions below to configure your computer to use the Receiver Plugin correctly.
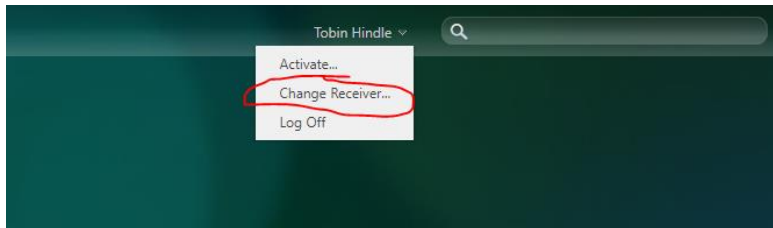
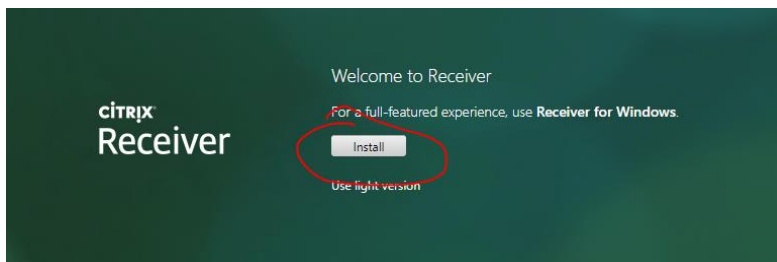**NOT CONFIGURED CORRECTLY**

NOT CONFIGURED CORRECTLY
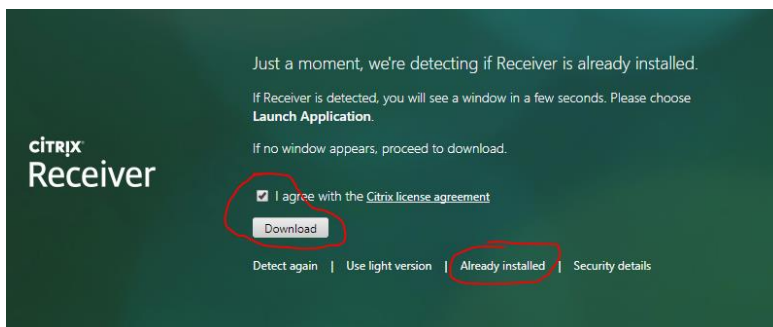
Configure Receiver Plugin

1. After logging into Geoportal, click on the dropdown menu next to your name and then choose "Change Receiver"

2. Click the Install button

3. Clcik on "I agree…" then Download. If you have already downloaded the latest Receiver, then just click on Already Installed.

RECEIVER CONFIGURED CORRECTLY when your applications appear as a separate window from your web browser.