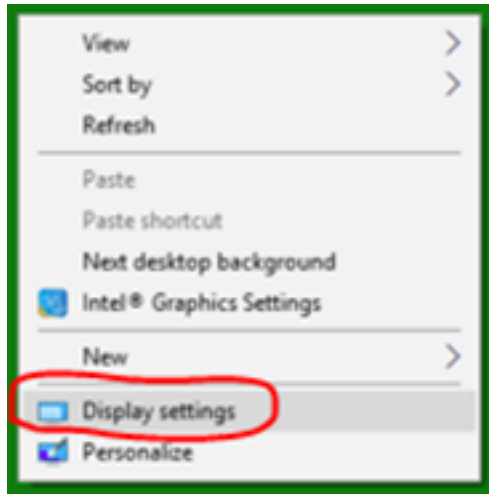


The Technical Support office has isolated an issue when using multiple monitors that causes problems with Citrix.

A display setting can cause the mouse cursor to jump around while the keyboard malfunctions.

To fix the problem, right click on the desktop and choose "Display Settings."



The setting in the below **MUST be set to 100%** for Citrix to work. The Dell desktop machines have no issue unless the user changes this setting.

**Dell Laptops** have a default setting of **150%** and **must be changed to 100% before Citrix will work.**

# Display

Identify

Detect

Make Windows better

[Give us feedback](#)

## Color

Night light

Off

[Night light settings](#)

## Scale and layout

Change the size of text, apps, and other items

100% (Recommended) ▾

[Advanced scaling settings](#)

Resolution

1920 × 1080 (Recommended) ▾

Orientation

Landscape ▾