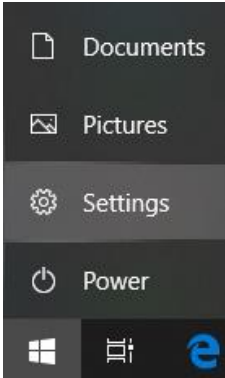
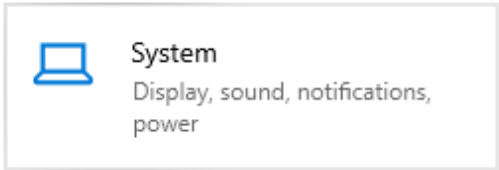



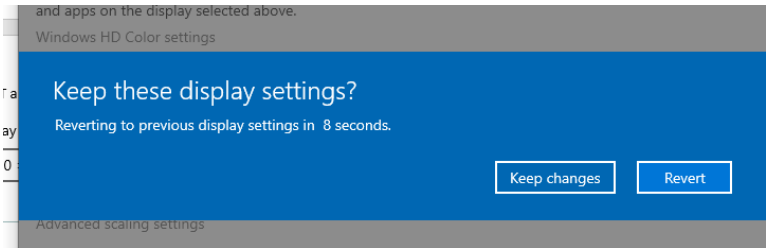
Changing your screen settings

Checking and changing your screen display settings for a better Landonline experience.

- [Checking and changing your screen resolution](#)
- [Adjusting Scaling Settings](#)
- [Screen resolution and Windows Terminal Services](#)
- [Citrix Display Issues \(Black Screens / Flashing / Flickering\)](#)

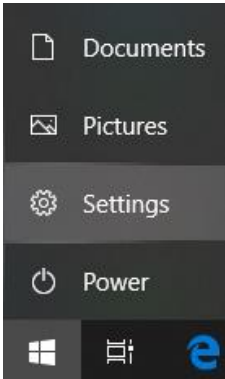
Checking and changing your screen resolution

How to check and change your screen resolution	
Purpose	Check and change your screen resolution so that it is at least at Landonlines minimum recommended setting of 1024 x 768.
Note	Some environments may require Admin access to change your display settings. Please contact your IT support staff or service provider for assistance.
Step	Description
1	<p>CLICK the Start / Windows icon at the bottom of your screen and SELECT Settings / cog icon from the menu</p> 
2	<p>SELECT System Menu</p> 

3	<p>SELECT a setting from the Display resolution List</p> <p>Display resolution</p> 
4	<p>SELECT Keep Changes</p> 

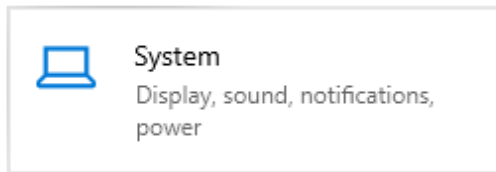
Adjusting Scaling Settings

Purpose	<p>If you want to use Landonline with a multiple display set up and wish to keep the Citrix display settings set to default, you will need to ensure the scale matches on each display. This will increase / decrease the size of items which appear on your display including font size.</p>
Note	<p>In some environments, you may not be able to change your display settings yourself If this is the case, please contact your IT support staff or service provider for assistance</p>

Step	Description
1	<p>CLICK your Start / Windows icon and SELECT Settings / cog icon from the menu</p> 

SELECT System Menu

2

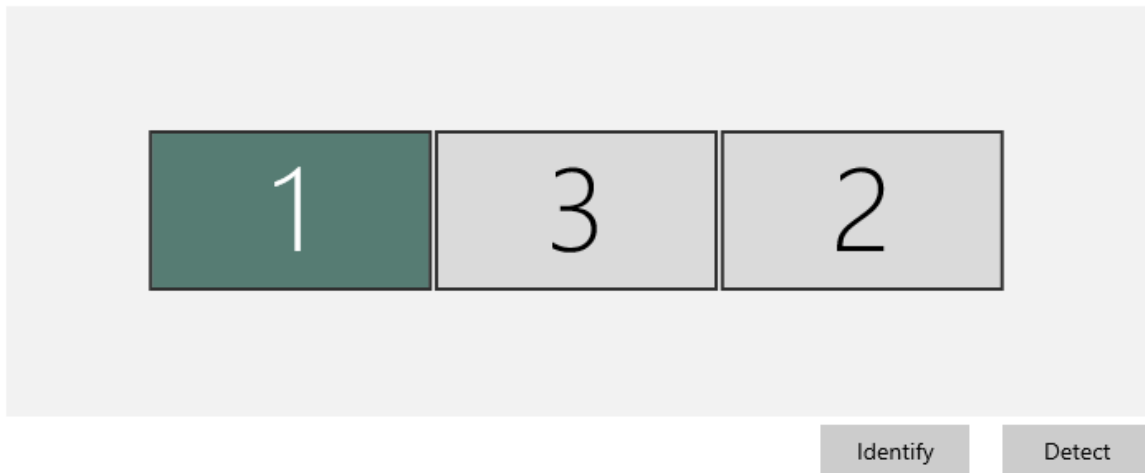


Under the Display settings you can “Rearrange your displays”. Each box represents the screens that are connected. In this example there are three.

Rearrange your displays

Select a display below to change the settings for it. Press and hold (or select) a display, then drag to rearrange it.

3



Select the screen you want to adjust, then scroll down the settings page to “Scale and Layout” where you will see the current percentage scaling:

4

Scale and layout

Change the size of text, apps, and other items

5

For Landonline to display correctly with Citrix default display settings, ensure the scaling percentage matches on each connected screen. Select each display and ensure the percentages match. You can increase the setting to higher than 100 % percent if it is too small, but ensure you increase the percentage to match other screens.

If you're unable to configure these settings, or would prefer to have different scaling settings for each monitor, you can still use Landonline but will need to look at adjusting the Citrix settings.

Please Refer Below

Screen resolution and Windows Terminal Services

In a terminal services environment, we recommend you arrange for your IT support staff or service provider to change your screen resolution for you. In some systems it may not be possible.



Summary:

- End your terminal services session
- Change the screen resolution on your computer (as above)
- Change the resolution in your terminal services/remote desktop client (to 1024x768 or full screen), and
- Log back into your terminal services session.

If you experience any difficulties, please talk to your IT support staff or support provider.


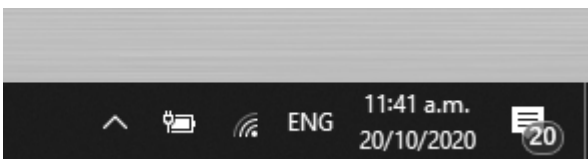

Citrix - Display Issues (Black Screens / Flashing / Flickering)

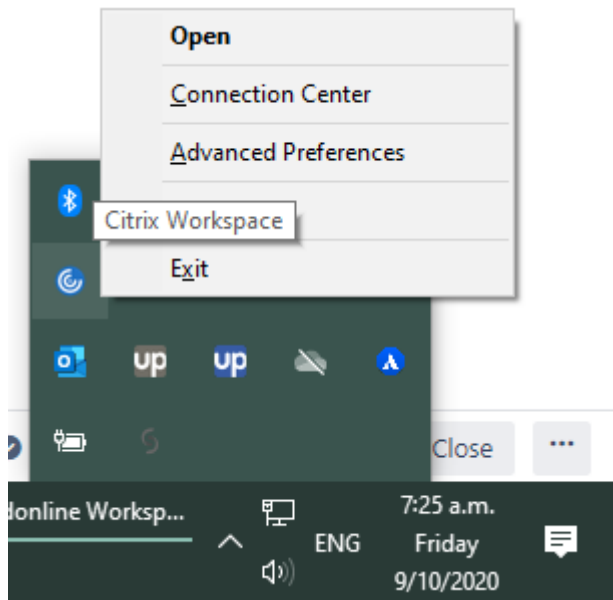
Some Landonline customers may observe Black screens, flashing and / or flickering. This is likely to be an issue with your screen scaling and Citrix display configuration. To resolve the issue without altering your scaling, we suggest you try the following:

NOTE: The below steps are for Citrix Workspace (blue icon)  but not Citrix Receiver (black icon) 
Check your Citrix icon in your System Tray.

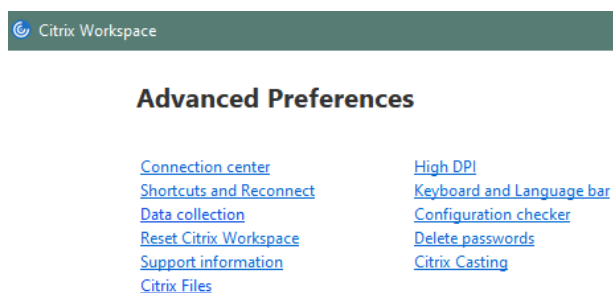
If you still want to configure your settings in Receiver, please refer to your IT support.

ALERT: This method has resolved the issue for many Landonline customers. But if your organisation has policies that discourage or prevent you from making a change then please contact your IT support before proceeding.

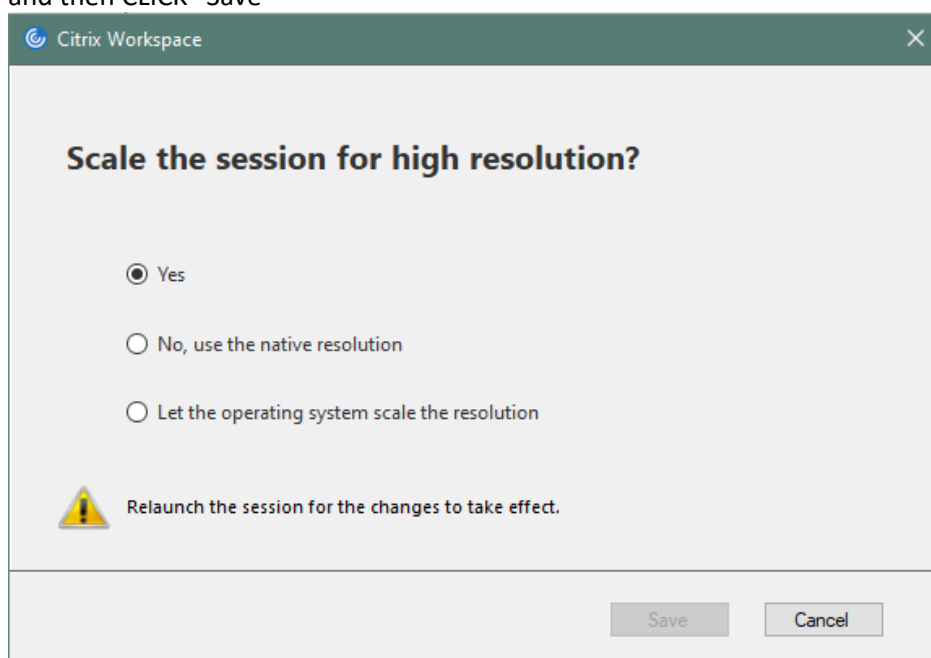
Step	Description
1	<p>Find your System Tray at the bottom right-hand corner of your primary display / monitor.</p> <p>And CLICK the upwards pointing Arrow icon to expand. </p> 
2	<p>RIGHT CLICK on Citrix Workspace (Blue icon)  and SELECT Advanced Preferences</p>




SELECT the option High DPI

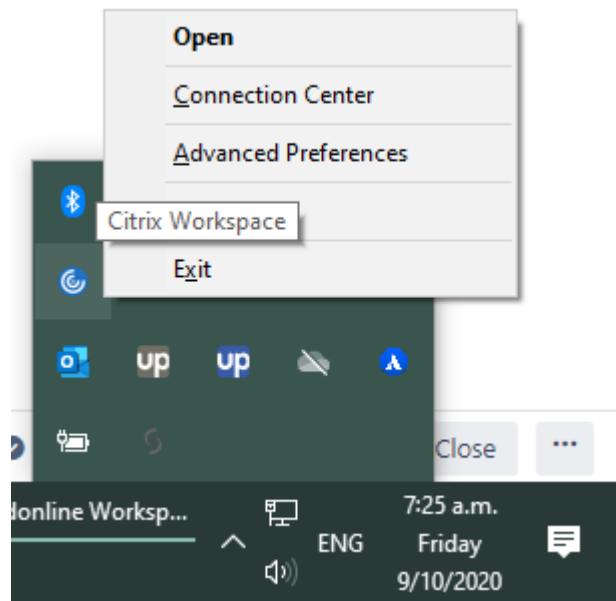


From the options shown CHANGE the setting to "Yes" (however if you find Landonline too blurry or hard-to-read afterwards, you can change to "No, use the native resolution" instead and then CLICK "Save"



If Landonline is still open, close it now.

Right-click on the Citrix icon  again in your **System Tray** and SELECT Exit to CLOSE Citrix



RELAUNCH Landonline – There should no longer be display problems.

If not consider adjusting your system scaling settings or referring to your IT support. For more detailed explanation of Citrix display configuration settings please refer to <https://support.citrix.com/article/CTX230017>.