

Set High DPI in Citrix Workspace

Information & Digital Services

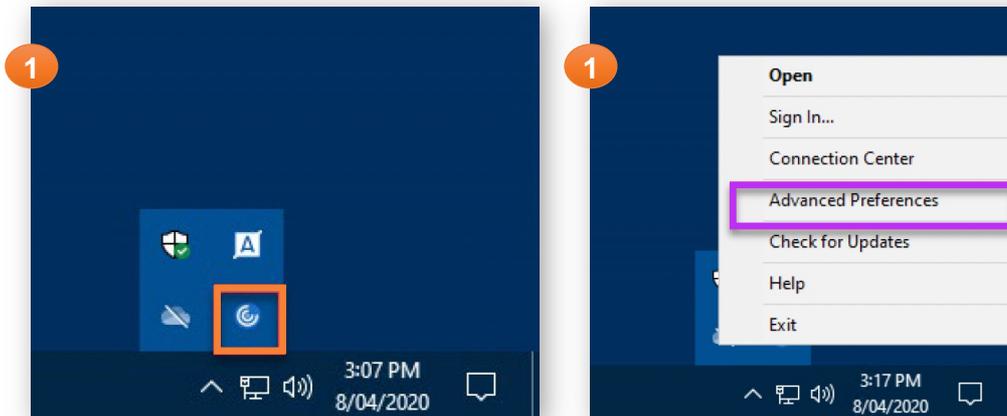
This guide will assist you to change the High DPI mode within the Citrix Workspace App.

This may be required to resolve the following issues:

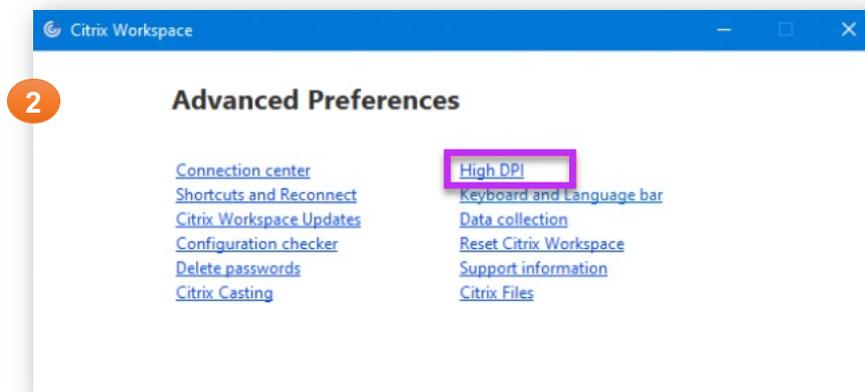
- Windows scaling differently when dragging between screens/monitors with different resolutions.
- Resolve a black screen graphical issue
- Resolve an issue which causes mouse clicks to not properly register in VirtualApps or the Virtual Desktop

Procedure

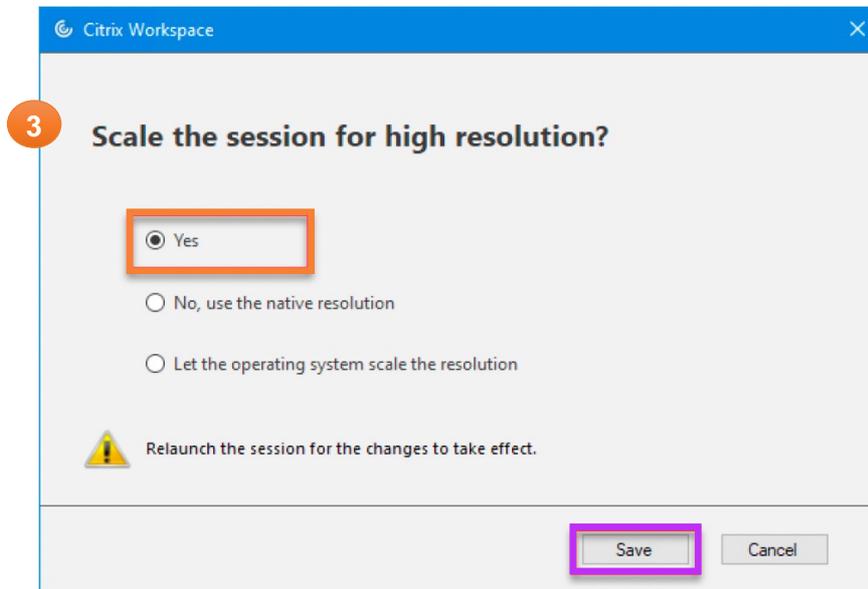
1. From the system tray (bottom corner of the screen near the date and time) right click on the Citrix Workspace App icon and click **Advanced Preferences**:



2. From the Advanced Preferences window, click on **High DPI**:



3. Select **Yes** on the 'Scale the session for high resolution' window then click **Save**



4. Close the Advanced Preferences window and restart your applications.