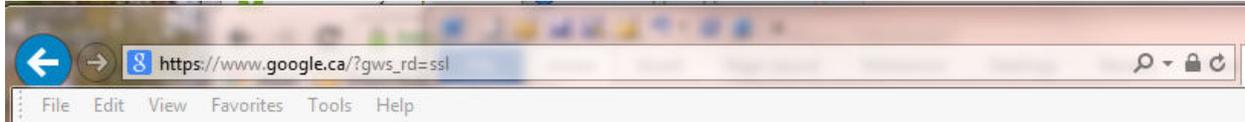


Trusted Sites and Compatibility Settings for Internet Explorer

Open Internet Explorer.

Either click on your desktop shortcut to the Mackay Portal or

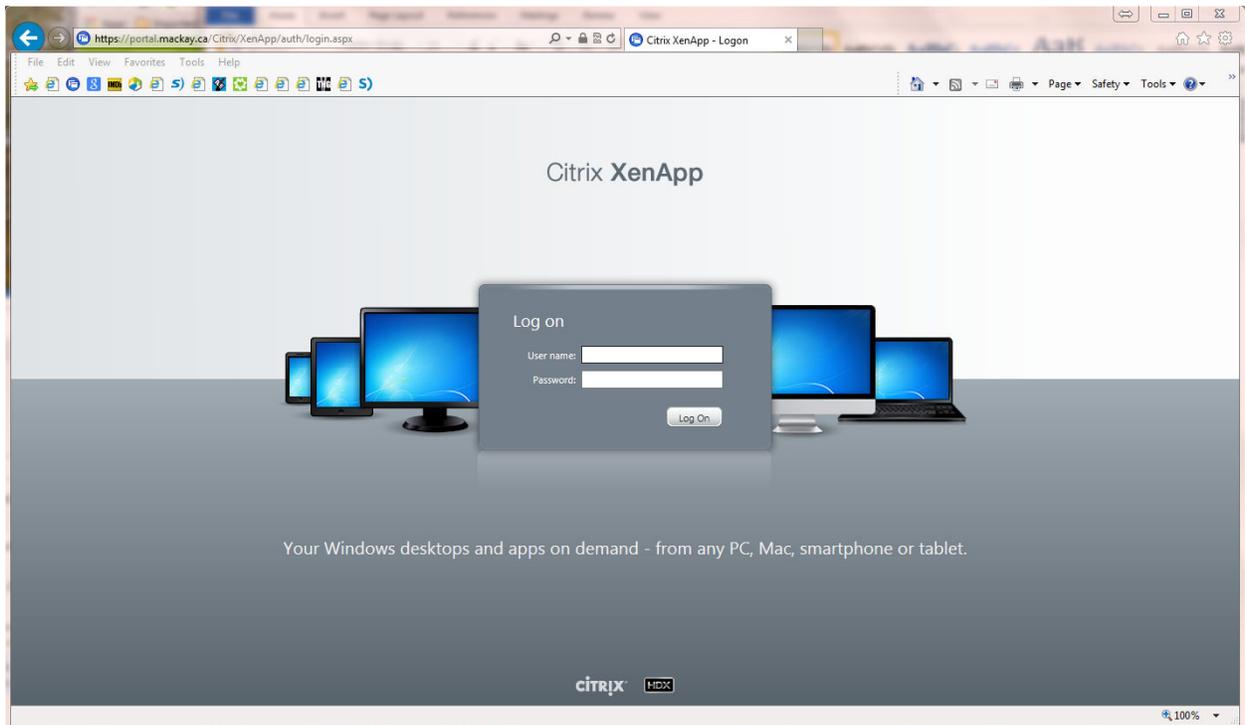
In the Address bar:



Type: <https://portal.mackay.ca>

And press the ENTER key.

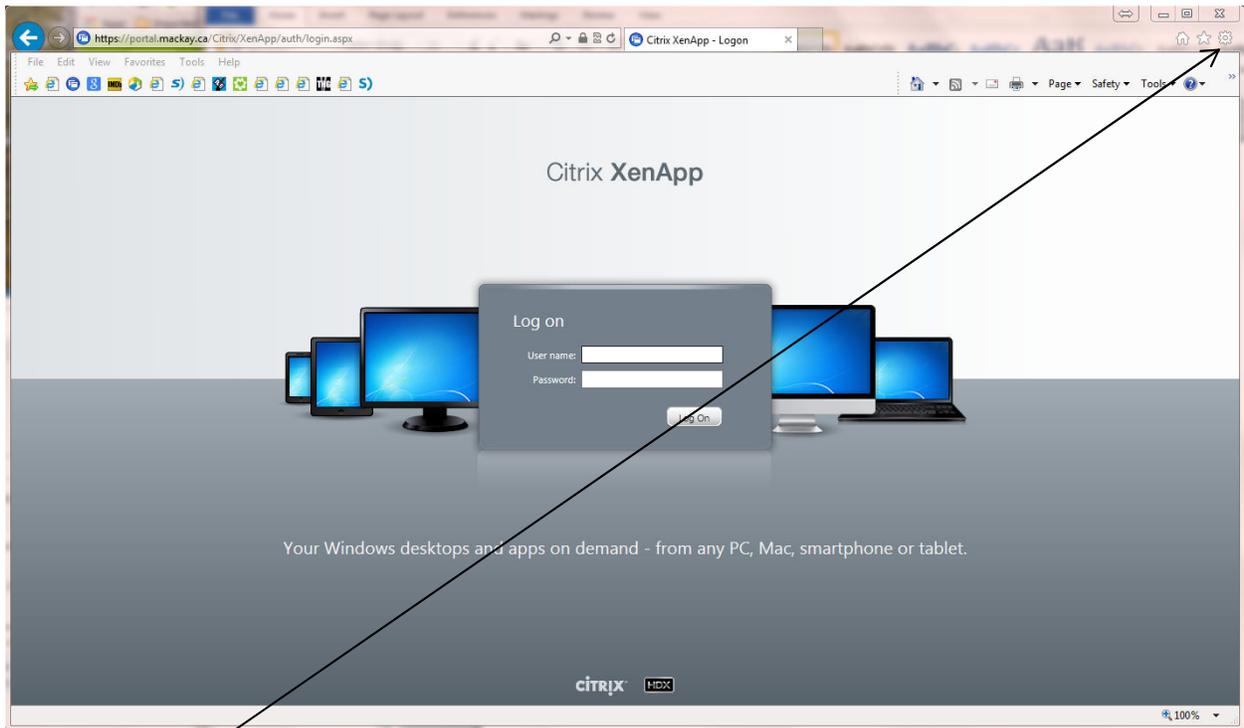
Since you already should have the citrix receiver installed you should get a web page that looks like:



This document will show you the internet options you should set on your browser to get the best performance from your citrix session.

Trusted Sites and Compatibility Settings for Internet Explorer

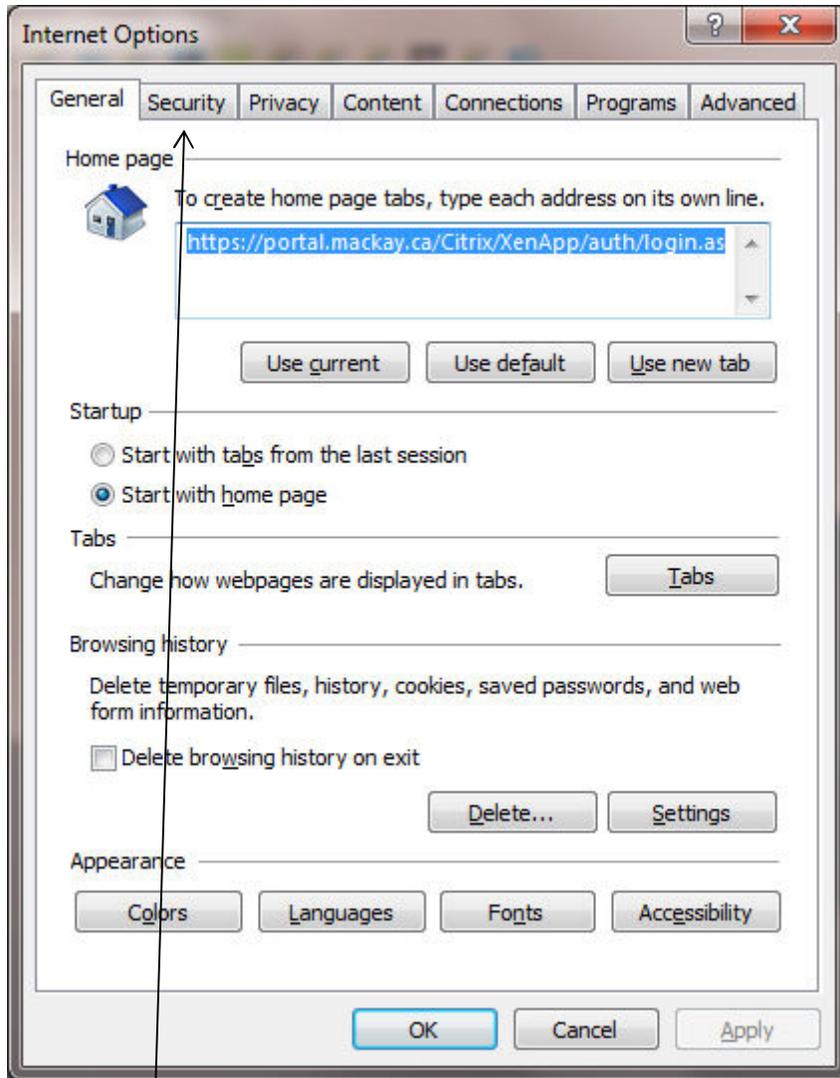
Step 1 – Adding the web site to the trusted sites on your browser.



Click on the gear icon menu option on your screen, and choose internet options which is the second from the bottom of the list.

The following screen should be displayed:

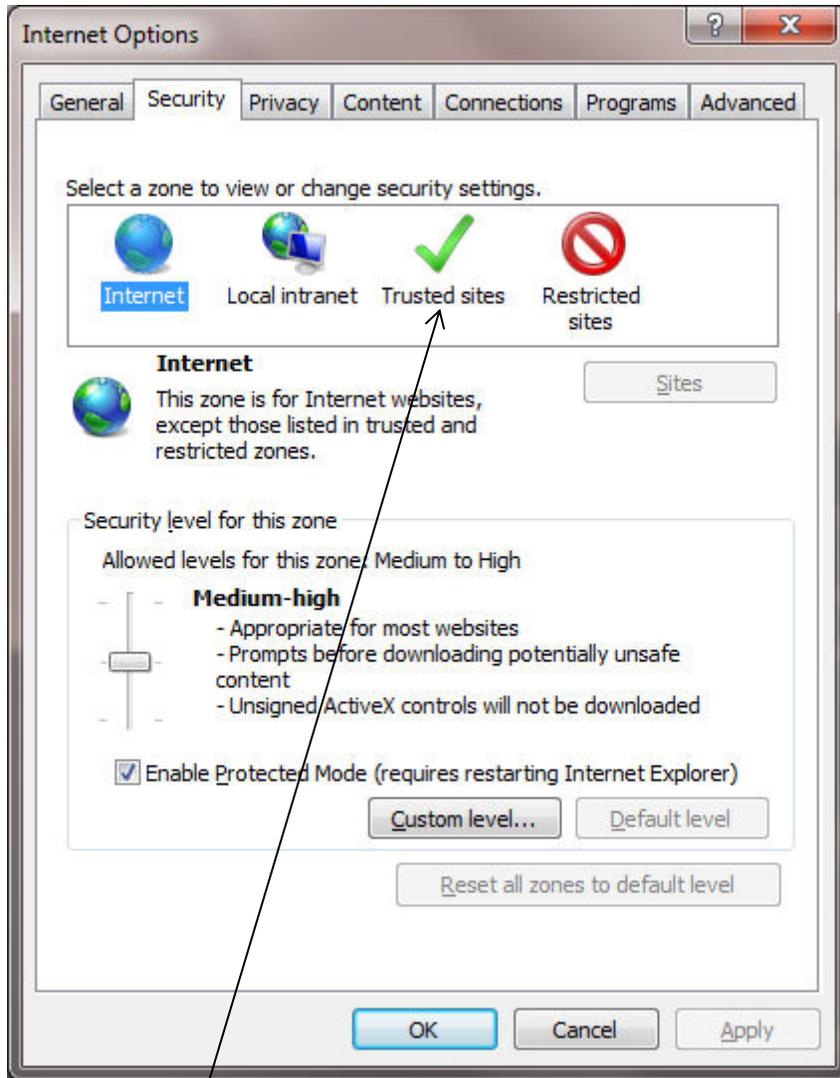
Trusted Sites and Compatibility Settings for Internet Explorer



Click the Security Tab:

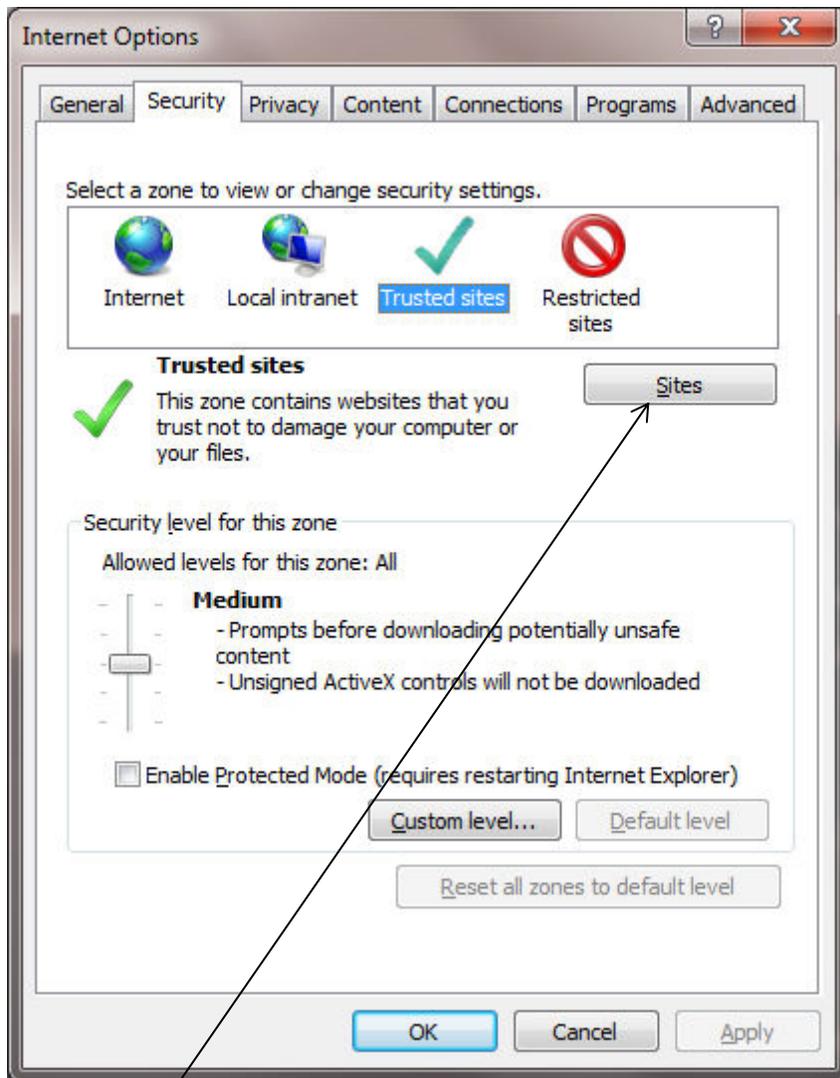
The follow screen is displayed:

Trusted Sites and Compatibility Settings for Internet Explorer



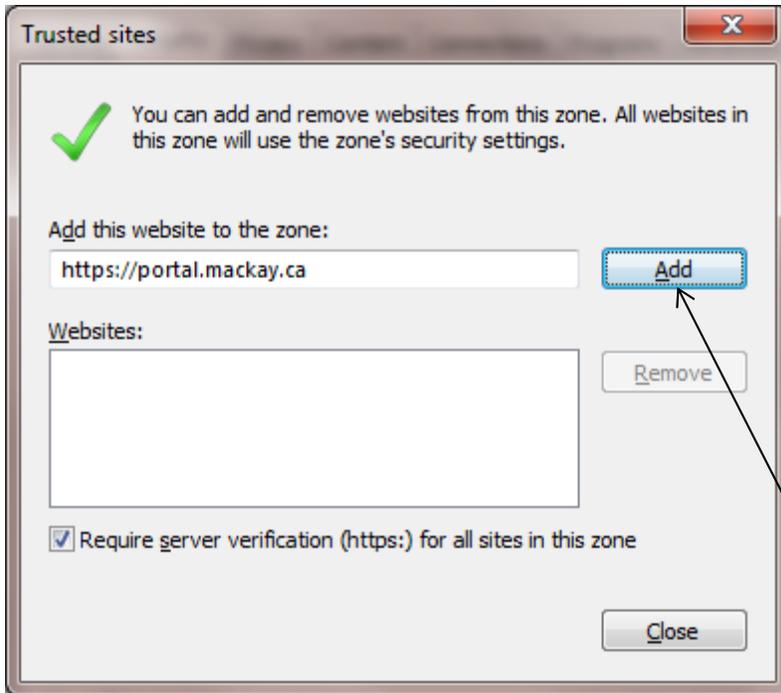
Click the Trusted sites icon. The following screen is displayed:

Trusted Sites and Compatibility Settings for Internet Explorer



Click the Sites button. The following screen is displayed:

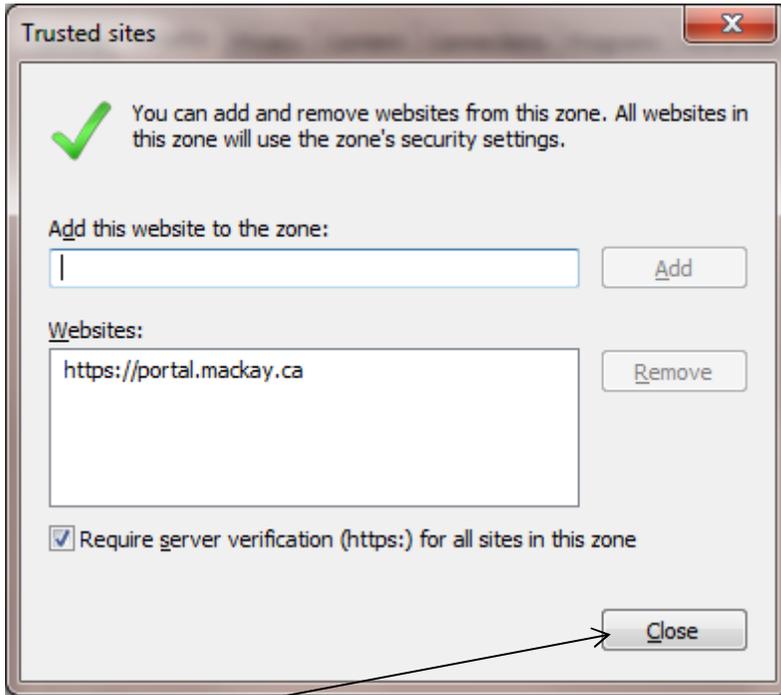
Trusted Sites and Compatibility Settings for Internet Explorer



The name, <https://portal.mackay.ca> should already been in the box if your web browser is currently on the portal page, if not, type the above address into the box above and click the Add button.

Trusted Sites and Compatibility Settings for Internet Explorer

Your screen should now look like this:



Click the close button

Trusted Sites and Compatibility Settings for Internet Explorer

Step 2 – Setting Compatibility Settings

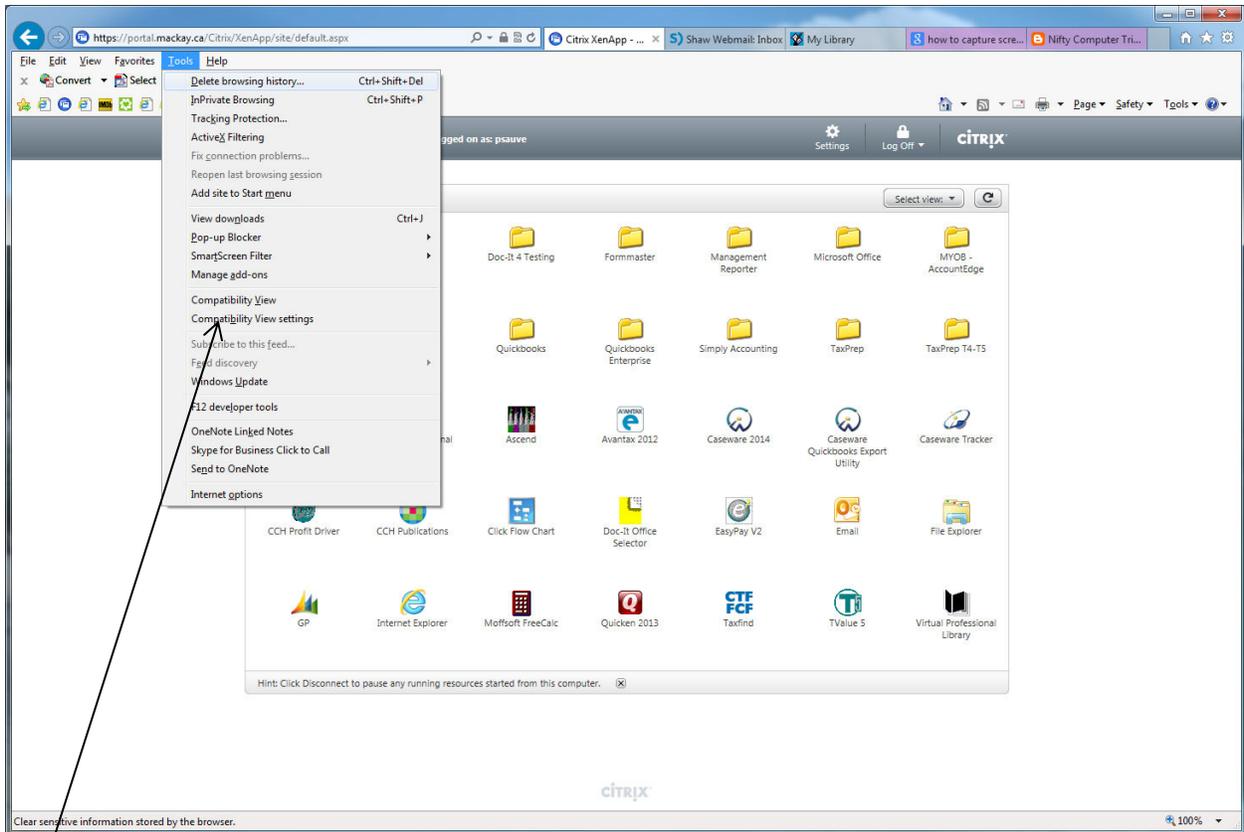
From the main screen:



Press the tools options and look for the line that says Compatibility View Settings.

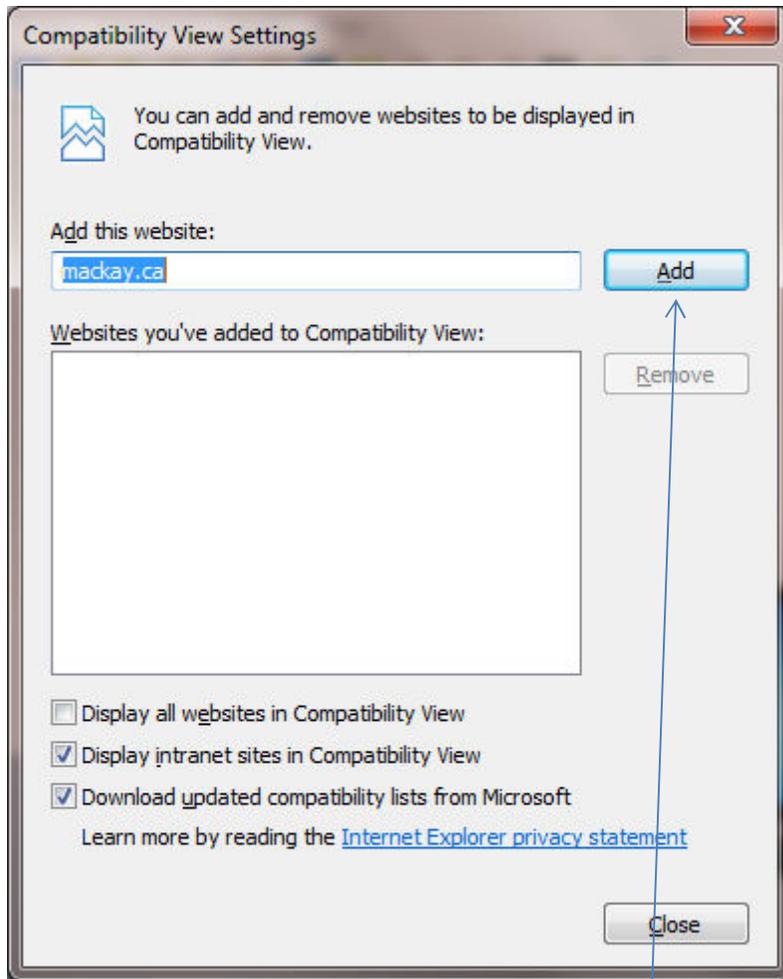
NOTE: If you do not see the menu (File Edit View etc) across the top of your browser, press and release the ALT key once and it should appear. You can then click on the Tools menu option

Trusted Sites and Compatibility Settings for Internet Explorer



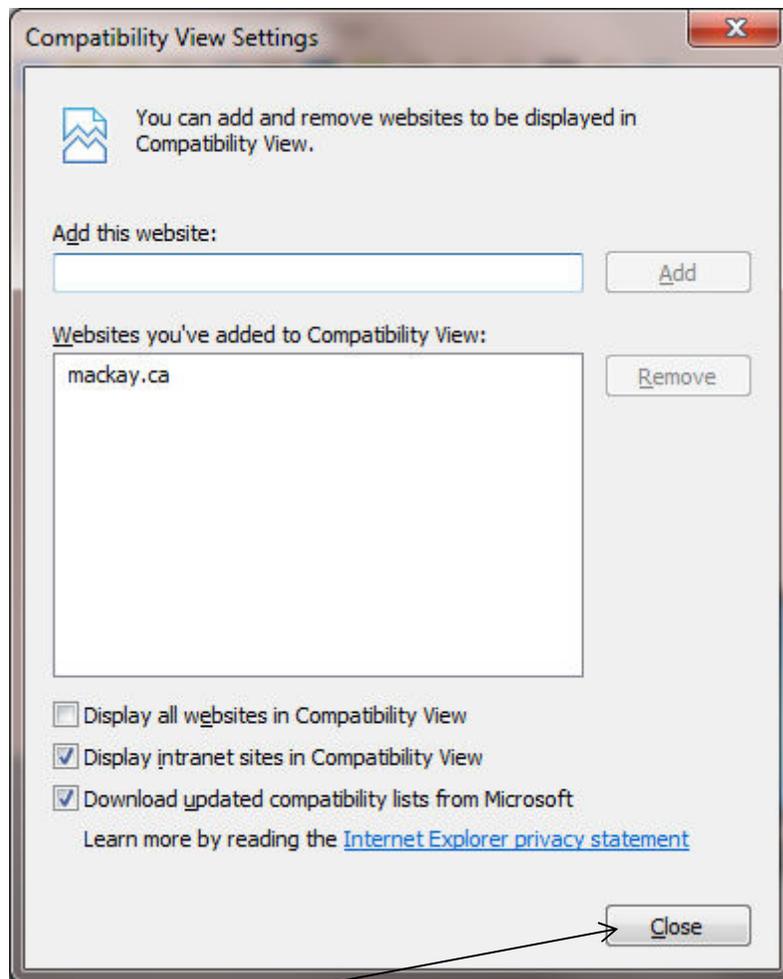
Click on Compatibility View settings and the following screen should be displayed:

Trusted Sites and Compatibility Settings for Internet Explorer



If you are on the portal page, the address mackay.ca should already be in the box as shown above, if it is not, please type mackay.ca in the box and press the Add button. The screen should now look like this:

Trusted Sites and Compatibility Settings for Internet Explorer



Click the close button:

You should be returned to your browser page. You should close the browser down and reopen it for the changes to take effect.