

Citrix – Troubleshooting

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Shelby didn't open after I clicked on it.

1. Shelby takes several seconds to open. Try waiting a minute, in case it is still in the process opening.
2. Occasionally Shelby opens behind your browser window, instead of in front. Check whether you see the Shelby icon in the task bar at the bottom of your screen. If you do, click to bring it to the front. (Note: a common reason Shelby might open behind the browser window is if you click on the browser window while Shelby is still in the process of opening. For example, clicking on the Shelby app a second time).

Printing

A. Check whether printing works from other applications

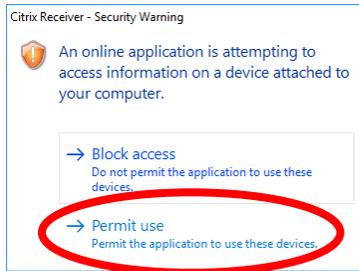
1. Choose the start menu (bottom left corner). 
2. Type and choose **Notepad**
3. Type some random text on the screen (for example: **test text**)
4. Choose **File > Print**
5. Choose **Print**

If printing works, you have successfully narrowed down the problem to printing from Shelby and Citrix.

If printing does not work, consult the documentation for your printer.

B. Permit use

When you open Shelby, make sure you choose **Permit use**. This lets Shelby print and save PDFs to your computer at your request.

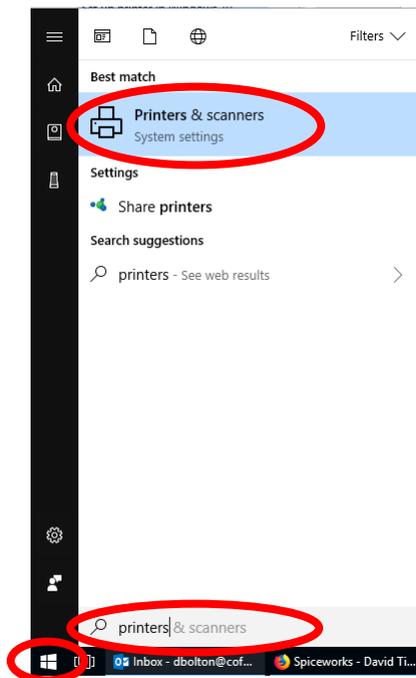


If you chose **Block access**, then you need to close Shelby and log back on.

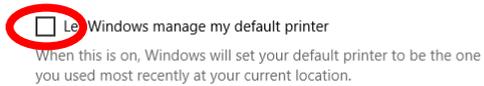
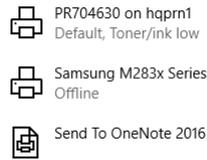
C. Set default printer

When you print from Shelby, it uses the default printer that you set in Windows. If you are using Windows 10, turning off "Let Windows manage my default" will let you specify the printer you want to show up in Shelby.

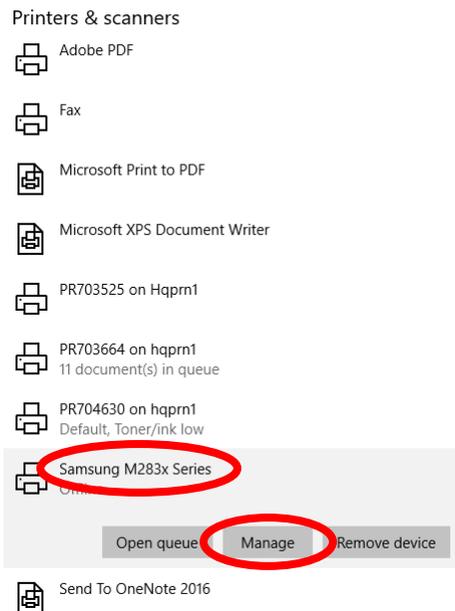
1. Choose the **Windows icon** (lower left corner of your screen). Type and select: **Printers & scanners**



2. Below the list of printers and scanners, make sure that **Let Windows manage my default printer** is unchecked.



3. Review the list of printers. The one you want to print too should say "Default" underneath the name. If it is already labeled as default then you are done. Otherwise continue.
4. Chose the printer name you want to set as default, then choose **Manage**



5. Choose **Set as default**

⚙️ Samsung M283x Series

Manage your device

Printer status: Offline



[Print a test page](#)

[Run the troubleshooter](#)

[Printer properties](#)

[Printing preferences](#)

[Hardware properties](#)

D. Printing quarterly reports fails (but other reports work)

Make sure you save as PDF before printing. For full details, see [Printing Quarterly Contribution Statements](#).