# Close CUApps Connections

703  Sam Beckler  February 23, 2022  <u>Connection Issues</u>

If you have an issue where your CUApps connection is frozen or not functioning properly, here are some steps to try.

- If the app is open and either frozen or all black you can press CTRL + F3 to pull up Windows Task Manager of the remote system.
    - From there you can end task on the program or process causing issues.  You can also initiate a remote logoff.
- You can try restarting your computer
- You can disconnect from Citrix
- You can log off from Citrix

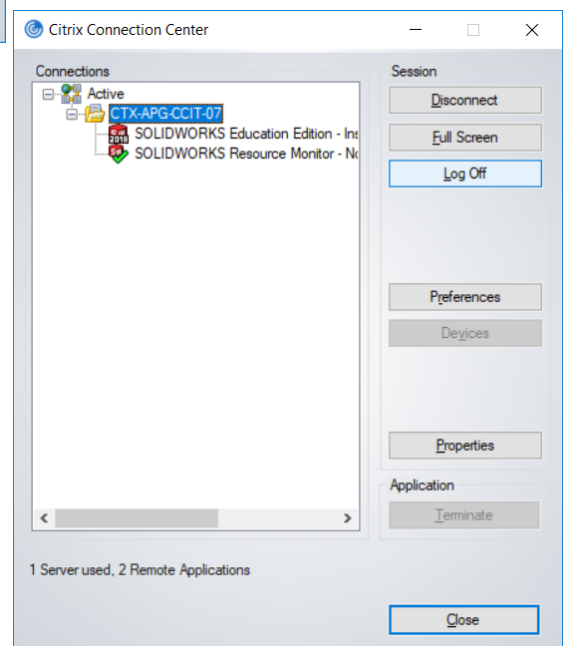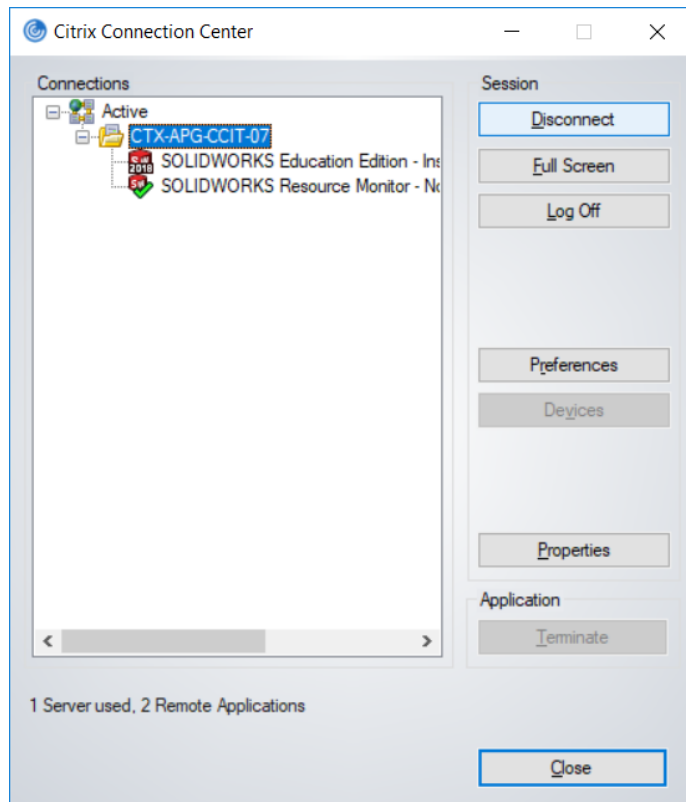**Here are the steps to disconnect or log off:**

1. To get to connection manager right click on Citrix Receiver or Citrix Workspaces systray icon



2. Then choose **Connection Center**.
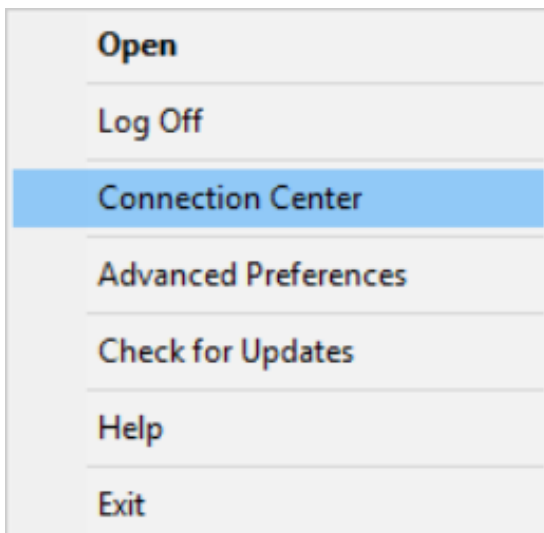


3. First click on the server hosting the active connection.  You can either force a disconnect of your session or logoff from the server

4. Wait about one minute and launch the app again.

If you have more questions about this, email ITHELP@clemson.edu or call 864-545-3494.