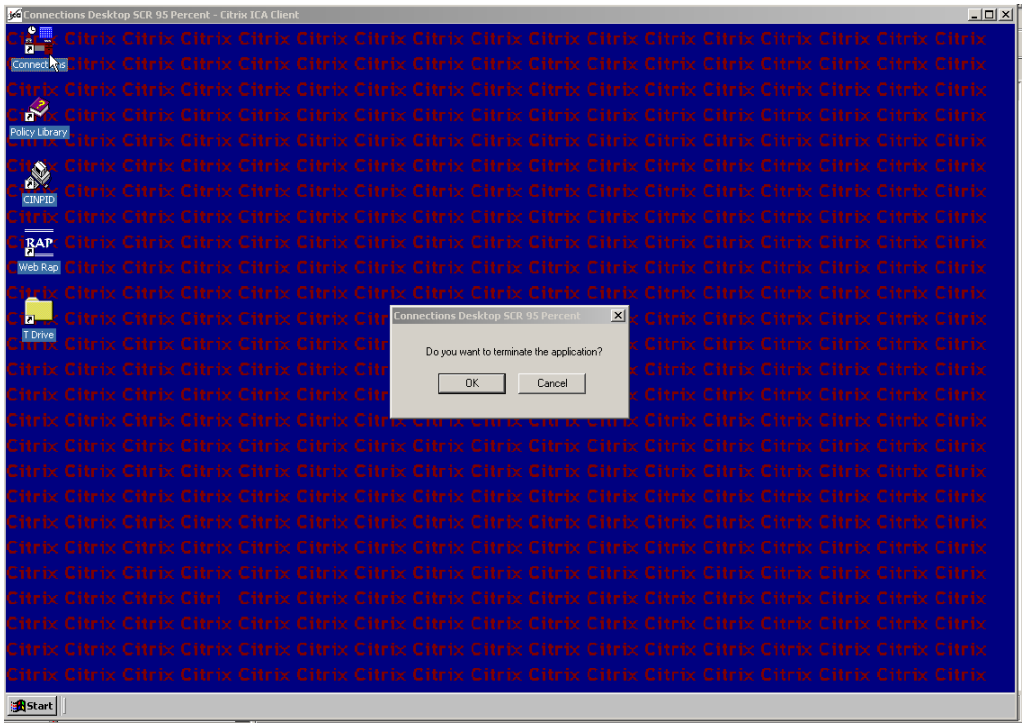
Notification of Best Practice Guideline “Citrix Log-off”

At this time our technical staff has asked us to remind users of a best practice guideline when logging off from Citrix. When you have finished your work in CONNECTIONS, you should close both CONNECTIONS and your Citrix session. This is best done as a two-step process: first close CONNECTIONS, then log off of Citrix. Doing so (as opposed to logging off Citrix while CONNECTIONS is still open) will reduce the chances of problems occurring during logoff.

When you have closed CONNECTIONS, you can end your Citrix session by clicking on the **Start** button in the bottom left-hand corner of the Citrix desktop. Select **Log Off <User name>** from the pop-up menu that appears. Remember, this is not logging off your machine. It is just ending your session with the Citrix server and when the log off is complete you will be returned to your local desktop. **The only correct way logging off is by clicking Start | Log Off | Yes.**

With Citrix 95% Screen Resolution, if users click the “X” in the upper right-hand corner of the Citrix session and then clicks, “OK” to a “pop up” display message which asks the user if they “wish to terminate the application” **(see graphics below)**, the session will transition into a “disconnected state” for 15 minutes.



Dated: 5/9/03