

Common Errors when attempting to access MCH Virtual PCs.

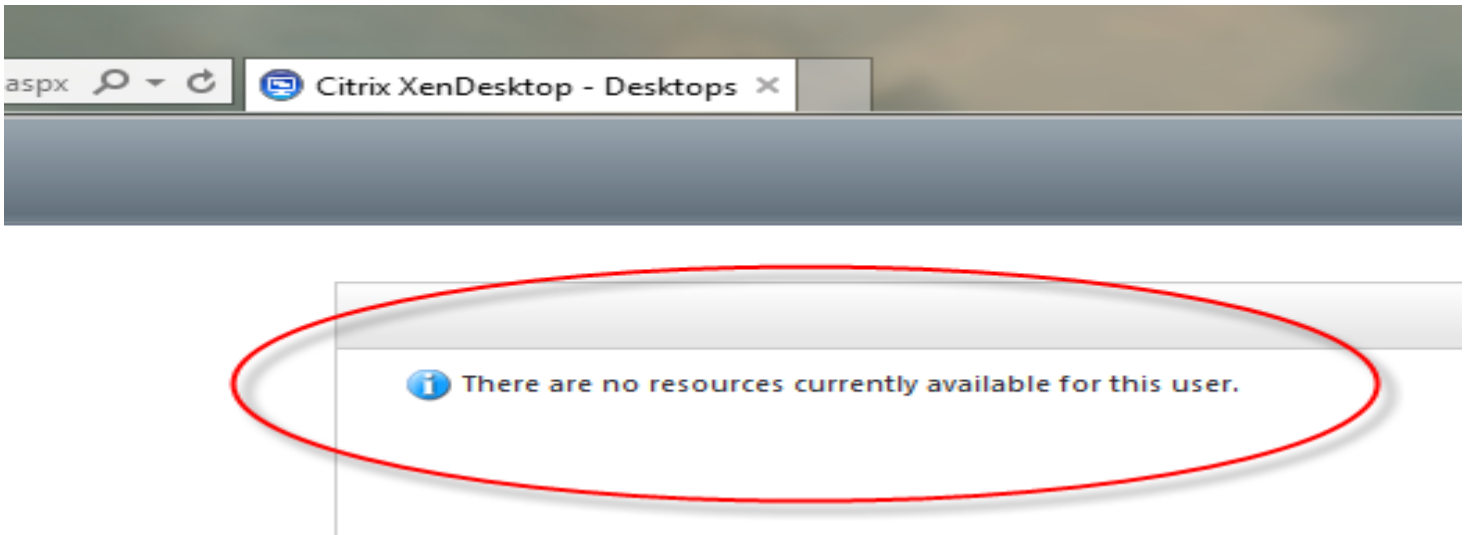
1. If you go to mypc.echd.org and receive the screen below, it means Citrix Receiver is not installed on your device and must first be installed before accessing your virtual PC. (Please see next section labeled "Installing Citrix Receiver" for installation instructions)



2. If you attempted to login and you see the error message below, there may be a problem with your account. When this happens, please call our helpdesk @ 432-640-1385 for assistance.



3. If you login and receive an error that says “There are no resources currently available for this user.”, there may be an issue with your account. Please call our helpdesk @ 432-640-1385 inform them that you are trying to access your virtual PC and your account is missing the required VPC group.



4. If login is successful and launching the virtual desktop is stuck on the screen below, there may not be an available desktop in the group. Again, please call our helpdesk @ 432-640-1385 and state that there are no “Ready” desktops available.

***(an error message stating: “There are currently no resources available” may accompany the screen below)

