

If you are experiencing difficulty in joining a session from a Mac, it is likely that one of the following steps will need to be completed in order to rectify.

Proceed with troubleshooting by addressing the following factors in the order listed below.

**Troubleshooting Steps:**

1. Check **Downloads** (double click Citrix Online Launcher to run)
2. Use **Safari** (or alternate browser)
3. **Restart** Machine (Apple icon > Restart)
4. Check for **Software Updates** (anything related to Safari or Operating System will affect ability to connect)
5. Uninstall **GoToMeeting** and **Citrix Online Launcher** (empty trash after removing each instance)