

When using Internet Explorer to start a Webinar, the Citrix Launcher may begin to execute and then drop off, returning the user to the My Meetings, My Webinars or My Computers page without further action.

This is due to an interference that can usually be overridden by adjusting one of the following options (PC Only):

**Note: Please ensure you have not simply overlooked the step of running the download which has saved into the Downloads folder (Click Ctrl + J to view downloads in any browser).**

#### **Uninstall the Citrix Online Launcher:**

1. Click on the Windows **Start** button
2. Open the **Control Panel**
3. Click on **Programs and Features** to uninstall a program
4. Click on the *Citrix Online Launcher*
5. Click **Uninstall**

**Note:** It is recommended that in rejoining you manually download and save the file to your *Desktop* and then right-click to **Run As Administrator** (Internet Explorer recommended). Click **Allow** or **Allow and Remember** for any prompts generated.

#### **Adjust Pop Up Blocker Settings:**

1. Click on **Tools**
2. Select **Internet Options**
3. Click on the **Privacy** Tab
4. Un-check the box for Turn on Pop Up blocker to disable completely **or**
5. Click **Settings**
6. add *download.citrixonline.com* or *gotomeeting.com*
7. Click **Add**
8. Click **Close**
9. Click **Apply**
10. Click **Ok**

#### **Adjust Trusted Sites:**

1. Click on **Tools**
2. Select **Internet Options**
3. Click on the **Security** tab
4. Click on **Trusted Sites**
5. Click **Sites**
6. It should populate the field for you if you are currently on the page, if not manually enter *download.citrixonline.com* or *gotomeeting.com*
8. Click **Add**
9. Un-check the box that says *Require Server Verification (https:) for all sites in this zone*
10. Click **Close**
11. Click **Ok**