

## **Terminal Session Citrix Bookmark Restoration Steps**

Access to Terminal Session Citrix Bookmarks has been restored. Before logging in please complete **ALL** of the following steps. This process must be done at least once before Terminal Session Bookmarks will work.

### **NOTE:**

Please contact your company's IT Support line for assistance or if prompted for Admin Credentials. Children's Service Desk CAN NOT provide Admin credentials for non-Children's devices.

On your Windows device, navigate to Control Panel -> Programs and Features

- A. Select "Pulse Application Launcher"  
- Right Click and Uninstall.
- B. Select "Pulse Secure Setup Client"  
- Right Click and Uninstall.
- C. Select "Pulse Citrix Services Client"  
- Right Click and Uninstall.
- D. Select "Pulse Terminal Services Client"  
- Right Click and Uninstall.
- E. Select "Pulse Secure Host checker"  
- Right Click and Uninstall.
- F. Select "Pulse Secure Setup client 64-bit ActiveX control"  
- Right Click and Uninstall. *Enter Admin credentials if prompted*
- G. Select "Pulse Secure Setup client ActiveX Control"  
- Right Click and Uninstall. *Enter Admin credentials if prompted.*

After logging in successfully the reinstallation of Pulse services will need to take place. Double click any Terminal Services bookmark to initiate the process. Please accept all prompts to install and if the option of "Always" is offered select that also.