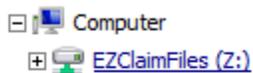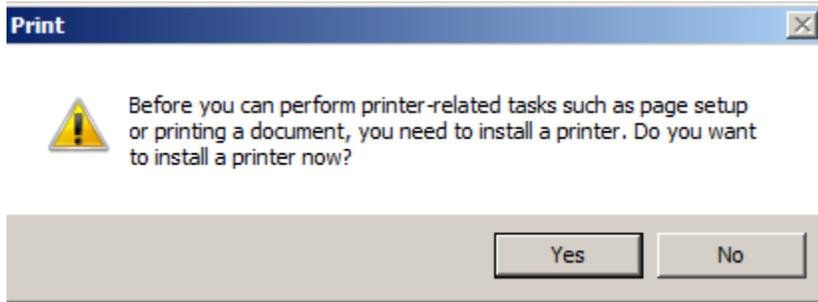**Symptom:** When attempting to print or access local drives, you receive one or both of the following messages:

No local drives

Solution:

***PLEASE BE ADVISED: If you are using Microsoft Edge, you will need to download and install Firefox or Chrome, Edge is not supported.**

1. Click 'No', and close the tab that your program has loaded into.

2. If the page asks if you want to 'Leave' or 'Stay', choose 'Leave'.

3. Go back to www.ezclaimremote.com (you most likely still have this page open in a separate browser tab).

a. In the upper right hand corner click the drop down where it says ezclients\\<yourusername>
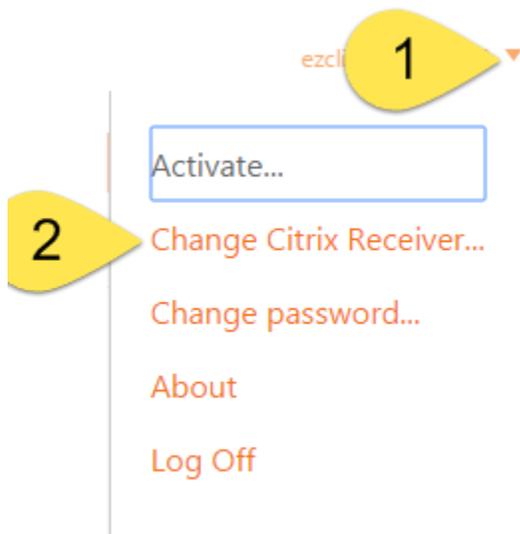
b. Choose, 'Change Citrix Receiver'

c. Next you will need to 'Detect Receiver', click that button
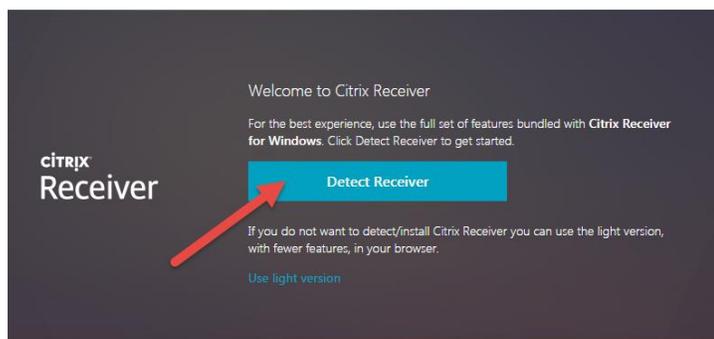
d. If you already have the Citrix Receiver installed, it will take you back to your EZClaim application where you can launch the program and your printer will be accessible again.

e. If it does not automatically take you to the next page, you may be missing the Citrix Receiver. If that is the case, the website will guide you through installing the Citrix Receiver. See this page for the full install instructions.

If you have any other questions or concerns please e-mail support@ezclaim.com or call 877-650-0904.