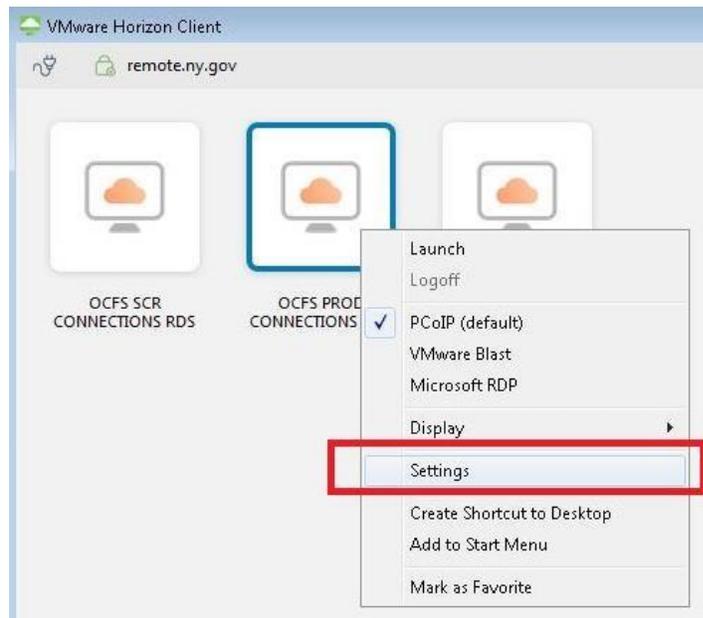


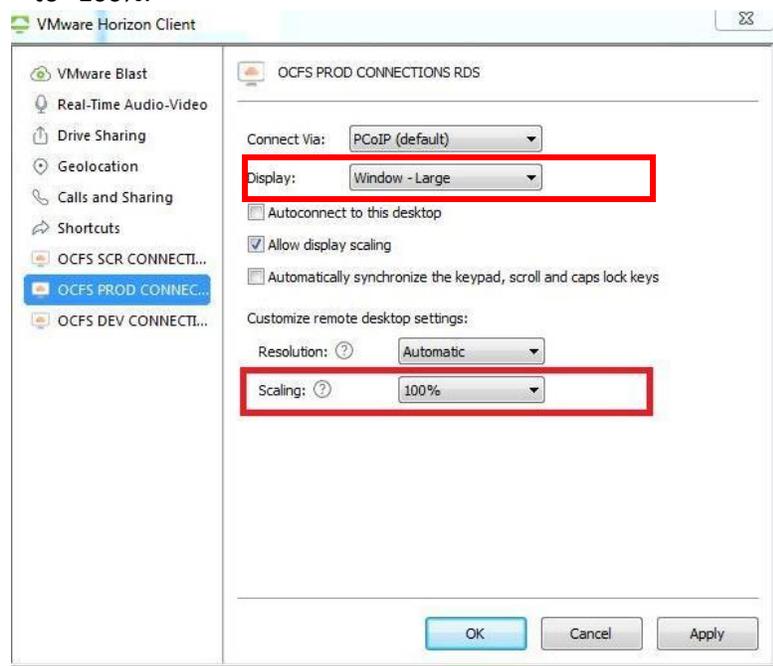
CONNECTIONS Screen Size when Accessed via VDI

If your PC was previously set to a zoomed in setting to make text larger and more visible, and, while in CONNECTIONS, you notice that some screens appear cut off, use the following steps to ensure you can see windows and text completely while using the CONNECTIONS application in VDI.

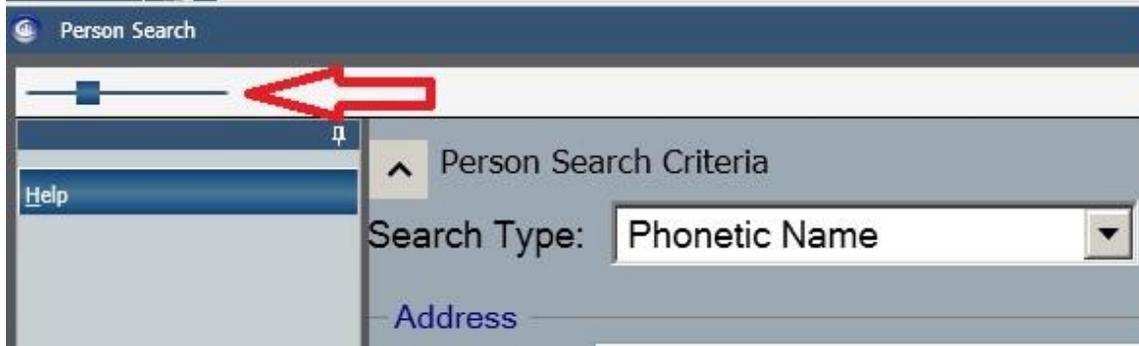
1. **Change your Scaling settings on VMware from “Automatic” to “100%” by taking the below steps. This will decrease your screen size while working in CONNECTIONS only, leaving the rest of your PC settings unchanged.**
 - a. From within the VMware desktop, right click on the OCFS PROD CONNECTIONS RDS desktop icon and open “Settings.”



- b. With the “Display” set to Windows-Large, change the Scaling from “Automatic” to “100%.”



If you find that the reduced screen size in CONNECTIONS is too difficult to work with, you can use the built-in slider bar to increase the size of individual CONNECTIONS windows while you are working within them.



Alternatively, if you find the screen size too small and do not wish to use the slider bar, change your scaling settings back to "Automatic," and proceed to the next two options (2 and 3).

- 2. While in the CONNECTIONS application, use the following keyboard workaround to display the full view of the "cut-off" window you're working in (e.g., Person Search, etc.)**
 - a. Hold the Windows Key and the Up Arrow key
 - i. NOTE: If trying this from the HTML/Browser version of VDI, you need to hold Windows, Control, and hit the Up Arrow key.

- 3. While in the CONNECTIONS application, drag the "cut-off" sub-window to the center of the screen by clicking the title bar and pulling the window left/right or up/down.** Note if the window appears to be "stuck" and doesn't move, first click the maximize icon in the upper right corner of the window.