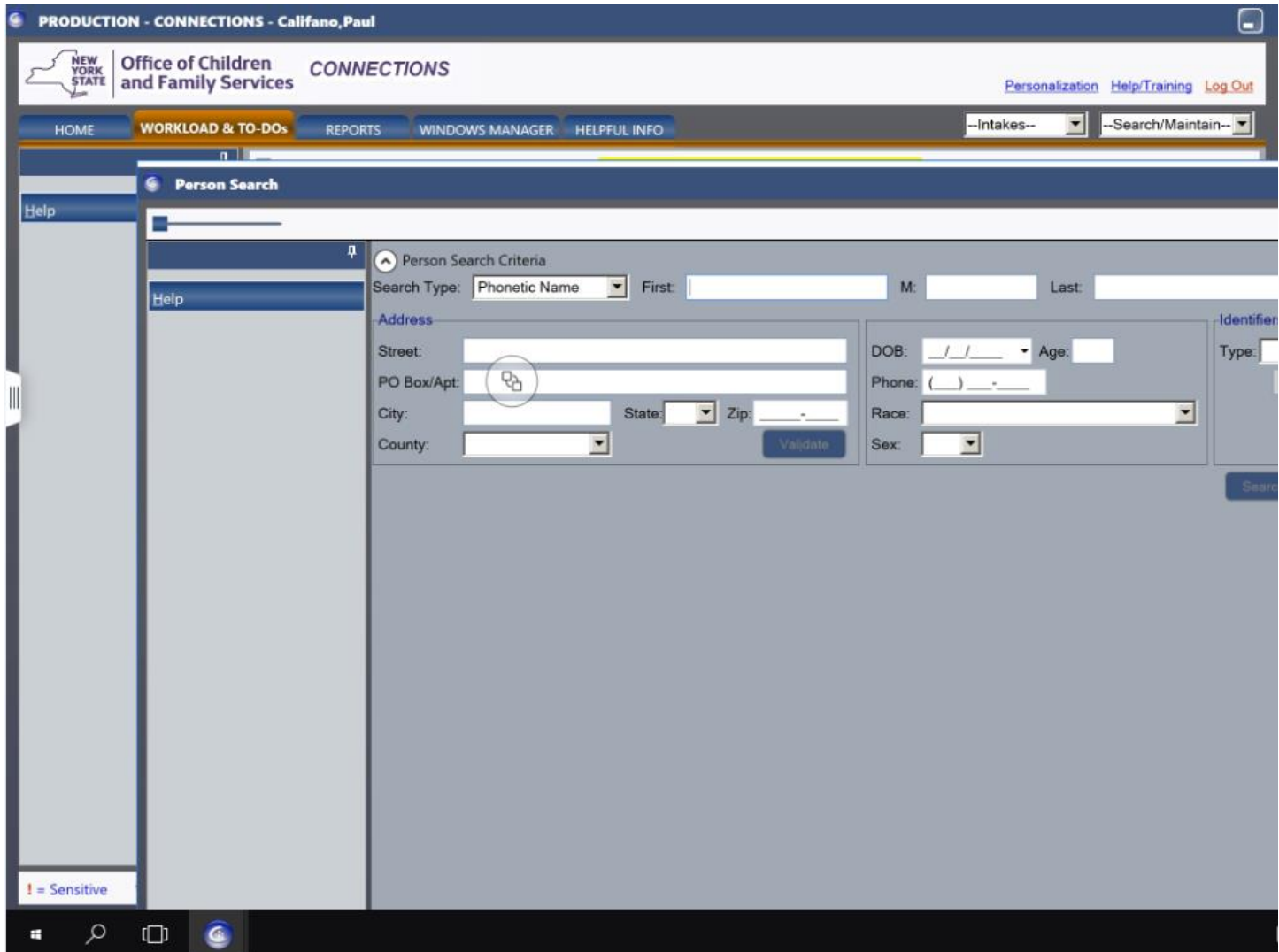


# Screen Resolution for VMWare Horizon Client on iPad for CONNECTIONS VDI.

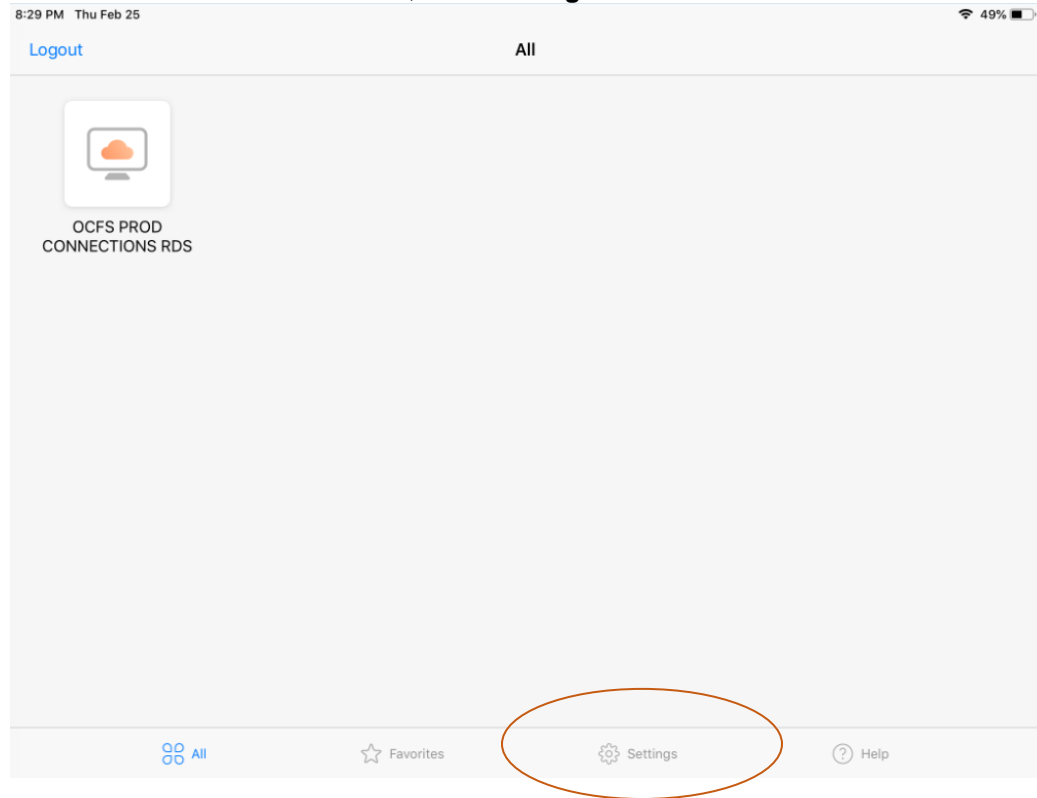
While connected to CONNECTIONS VDI with an iPad, some of the Sub-Windows (Person, Case/Stage, Staff, ect) can be cut off on the right side of the window, as shown below.



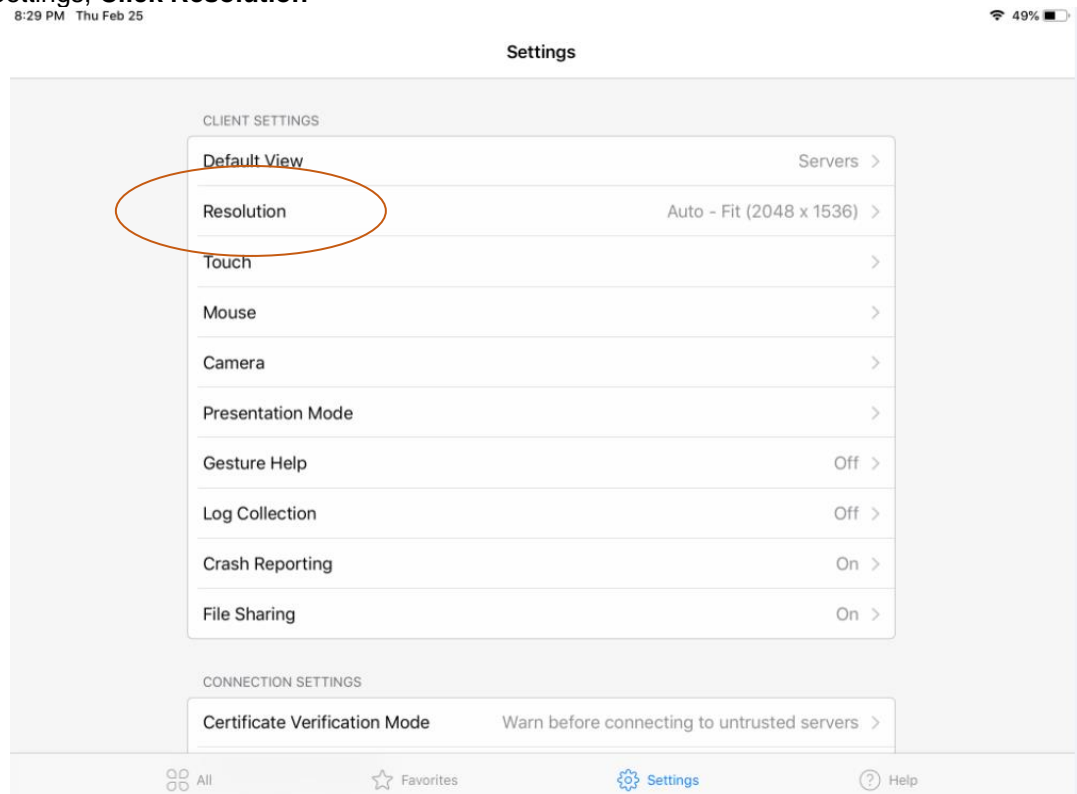
In order to resolve this, follow the following steps to change the resolution when connecting to the CONNECTIONS VDI environment so that all window can be seen in full on the iPad Screen. This change should only be needed one time and will be set to this resolution for you everytime you use the client.

NOTE: In order for these steps to work, you must log off of the CONENCTIONS VDI environment prior to making the changes listed below.

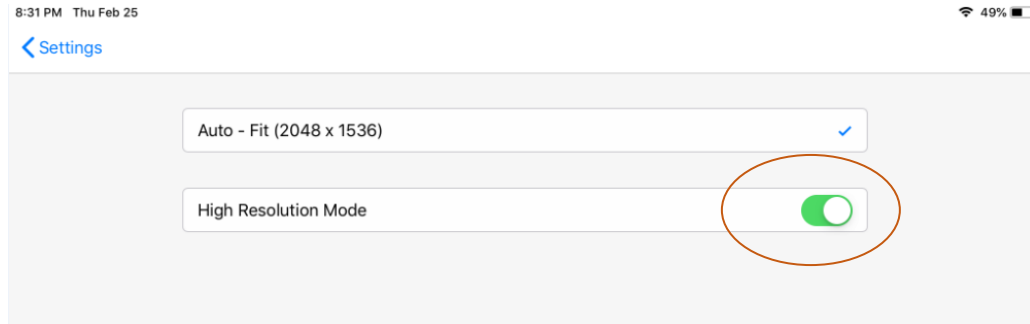
1. In the VMWare Horizon Client on the iPad, click **Settings**.



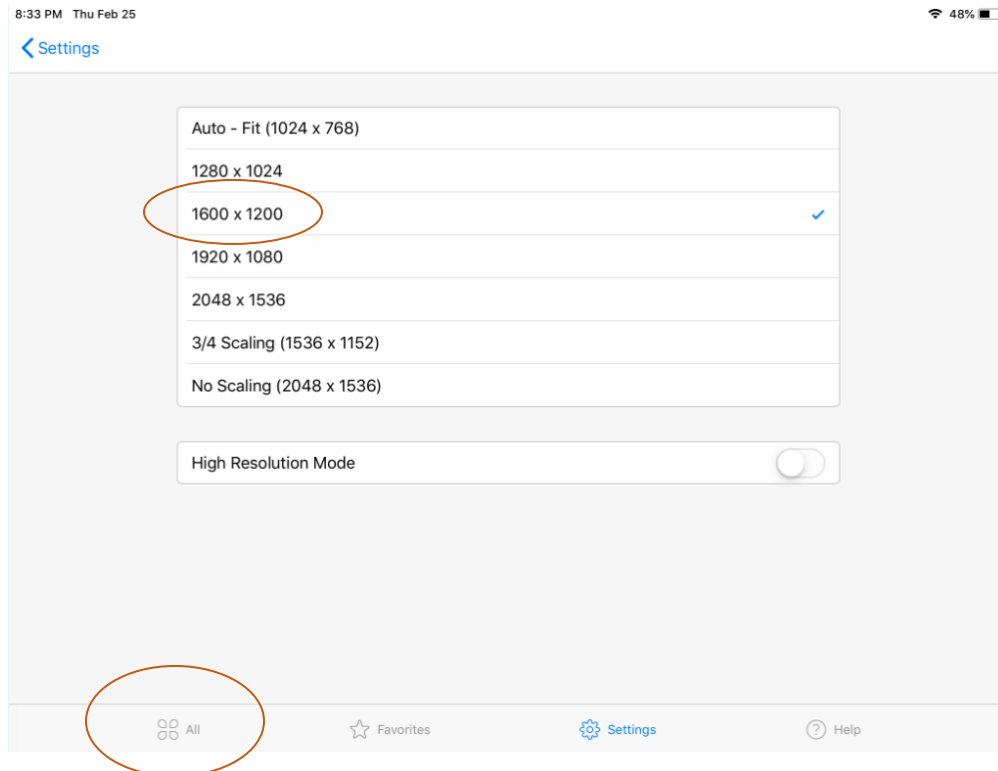
2. In the Settings, Click **Resolution**



3. Once in the Resolution, **Switch off “High Resolution Mode”**



4. After you turn off the High Resolution Mode, **Select 1600x1200**. After you select that Resolution, **Click All on the bottom.**



**NOTE:** If this resolution doesn't seem to make the screen large enough for you, you can try the other resolutions listed. Please remember that in order for the new resolution to be used, you must log off of the CONNECTIONS VDI desktop and log back in.

5. Once you're back on the All page, **Click OCFS Prod CONNECTIONS RDS** to open the CONNECTIONS VDI Desktop. At this point, you can start the app, and see that the Sub-Windows are now seen in full.

