How to Reset a Case Logistix® User Session

1. If your application will not launch and you are getting a black or frozen screen, find the Citrix Receiver icon ( ) located in the Windows® System Tray at the bottom right corner of your screen.

   Note: You may need to click the triangle to reveal hidden icons.

2. Right click on the Citrix Receiver icon and select About.

3. Click on the Advanced triangle to reveal options, then click Connection Center.

4. From here you can do one of two things:
   A. If you see an open Case Logistix entry under the session, select it and click Terminate.

   Either of these options will end your session on our hosted servers. If you do not see an active session and you are still unable to get connected, please contact Thomson Reuters Legal Managed Services Technical Support at 1-800-364-9853.