

## Correcting Printing and Saving Problems in DART

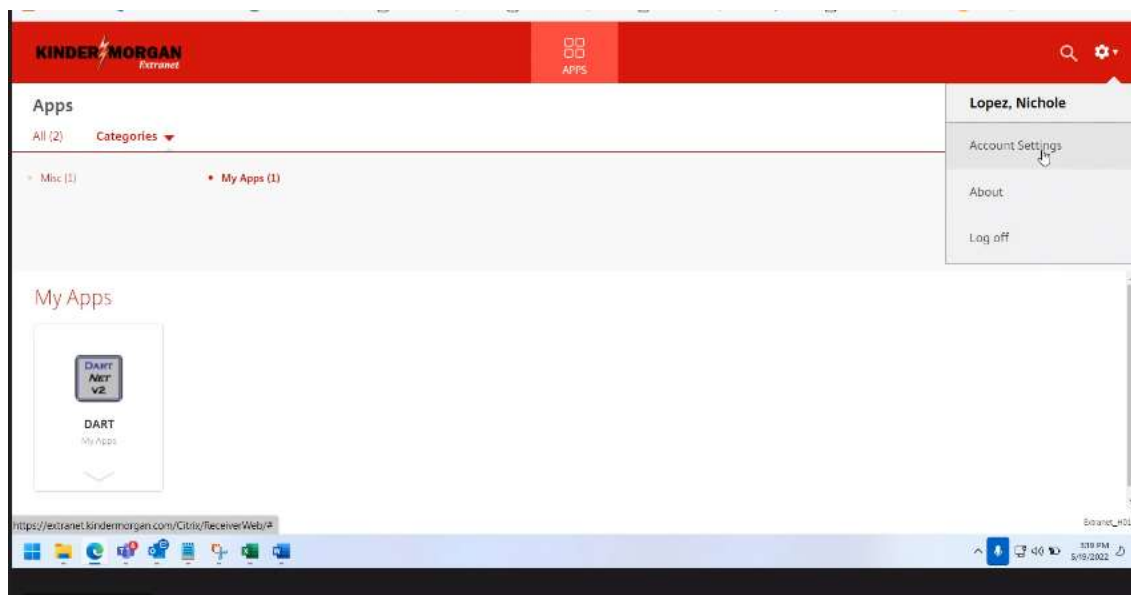
The biggest cause of DART printing and saving problems is using the Lite version of Citrix rather than the full version. The Lite version of Citrix doesn't allow print and save functionality. The following steps will assist with determining which version is being used and switching to the full version if needed. If a DART user continues to experience issues after following these instructions, they may reply to DART System Security to be put in touch with a technical expert who may assist further.

Use the Extranet link to begin the process. [Extranet \(kindermorgan.com\)](https://extranet.kindermorgan.com)

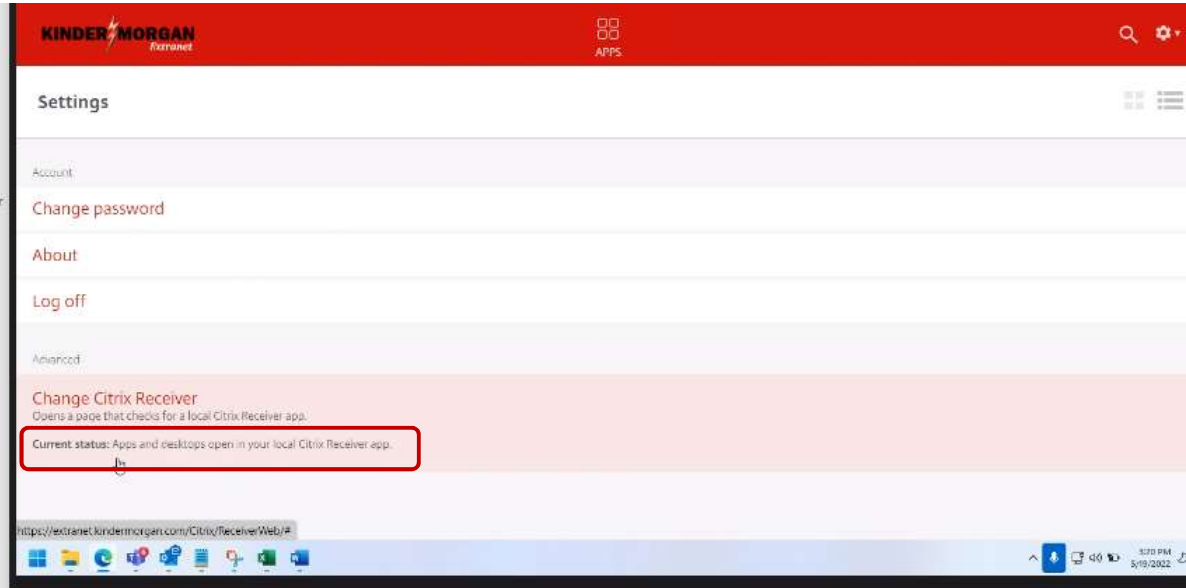
One of two screens may display, depending on their individual PC/network setups. Follow instructions based on the screen that displays.

1. If the screen below displays then click the gear in upper right hand corner for settings. From there select "Account Settings".

If a different screen displays, skip to #2 below.



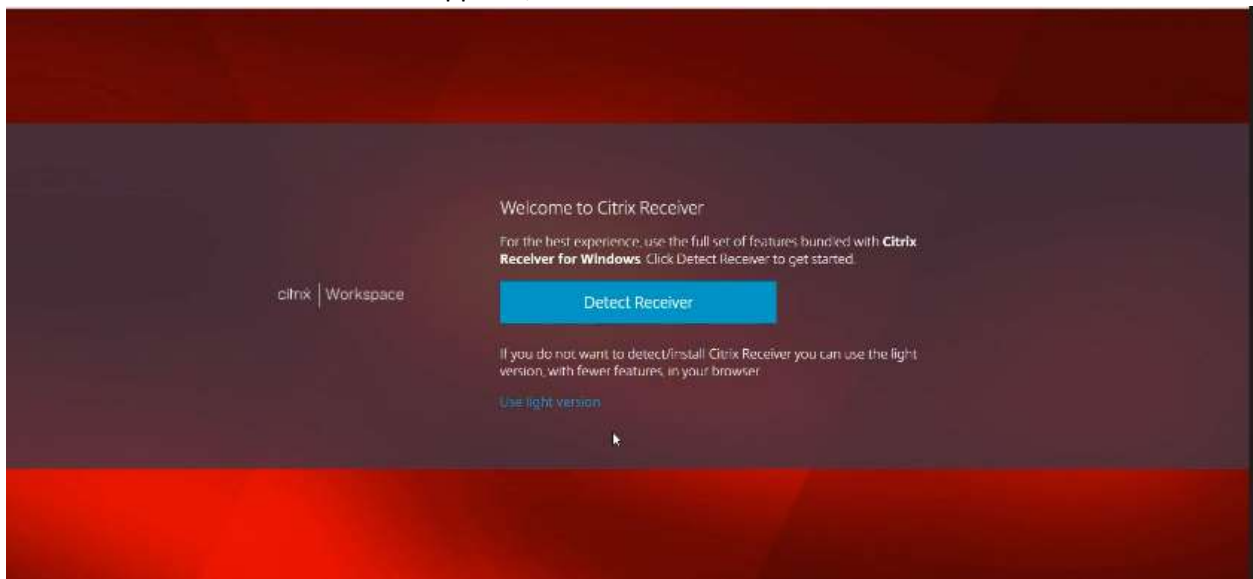
After selecting “Account Settings” the screen below will display. Check the “Current Status” near the bottom of the screen. If it says “Apps and desktops open in your local Citrix Receiver app” then you are using the full version of Citrix. If still unable to print or save then contact DART System Security to be put in touch with a technical expert who can assist further.



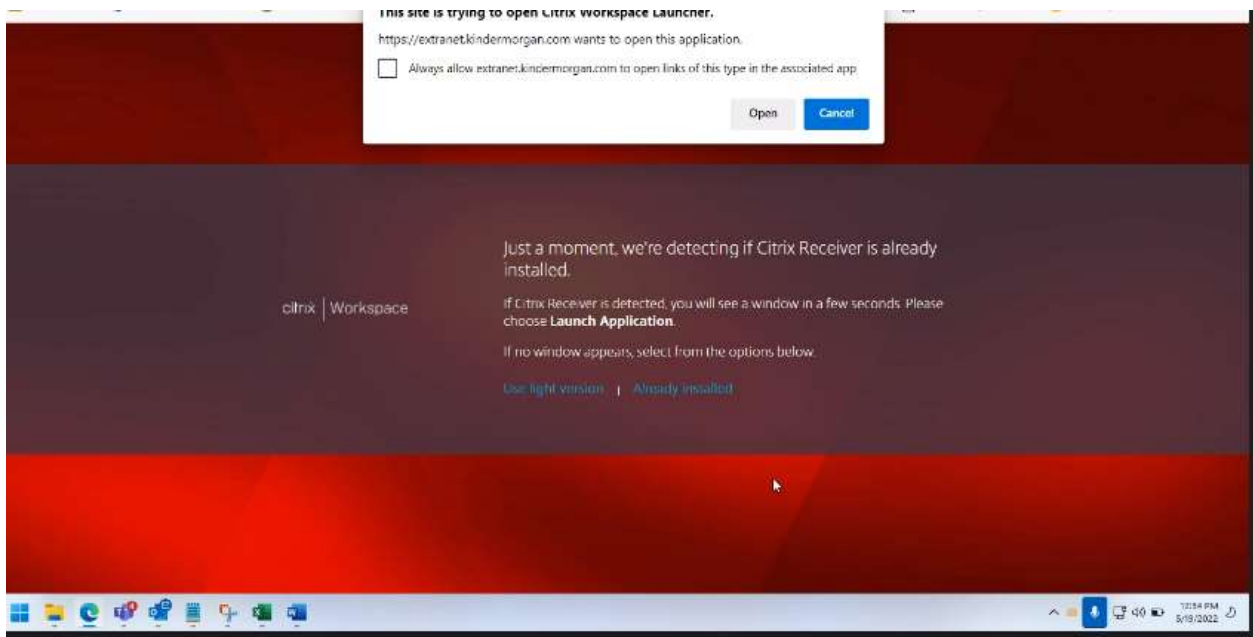
If the Current Status says “Apps and desktop open in your browser” then you are using the Lite version of Citrix and this is most likely the cause of being unable to print or save. Click on “Change Citrix Receiver” and follow the prompts in #2 below.



2. If the Citrix Detect Receiver screen appears, click Detect Receiver.



The screen below will display after clicking "Detect Receiver". Click in the check box then click "Open".



After clicking "Open" the screen below will appear. Proceed into DART using the DART icon.

