

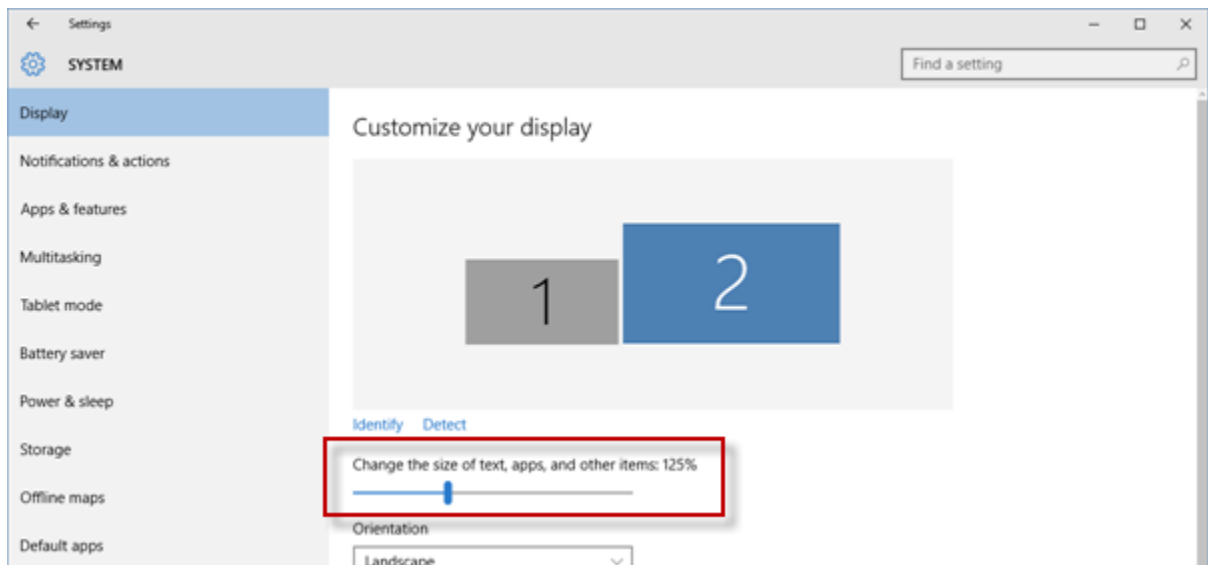
How to Adjust Windows Display Scaling Settings

Windows 10, like Windows 8.1, includes an option to adjust the DPI (dots per inch) scaling *on a per-monitor basis* using a percentage scale.

If you have a multi-monitor setup where not all the screens are the same size and resolution, Windows will often choose the best scaling for each display for you based on the display size, often resulting in a different scaling percentage for each monitor.

Citrix doesn't work well with this setup, often causing weird display issues and erratic mouse movement when running agrē. To work-around this issue, you must **set the display scaling to be the same across all active displays**.

1. If agrē is currently running, please close it before getting started.
2. To get started:
 - i. right-click on an empty space on your desktop
select **Display settings** towards the bottom of the context menu
 - ii. alternatively, you can go to **Start > Settings > System > Display**
3. You should see a graphical layout of your monitor set-up.
In this case I have a laptop display labeled 1 and an external monitor labeled 2.



4. Underneath that you'll see a slider called '**Change the size of text, apps, and other items: 125%**', as shown above. Click on each monitor and make note of what the current screen scaling settings are for each.

For example, in the screenshot above, monitor 2 is highlighted and is set to 125% scaling.

5. Adjust the scaling so that **each monitor has the same screen scaling setting**.
You can adjust the scaling by first selecting the monitor you want to adjust the scaling for, then simply move the slider.
6. Once you are finished making changes, click **Apply**.
7. You may see a warning that says you should sign-out and in again from Windows to make sure your apps look their best. It is recommended you do this right away.
8. Re-launch agrē and your display and mouse issues should be resolved.