

## Disconnect a hung session using the Unhang Me tool


Note: About the Unhang Me Tool

- This tool will empower you to unhang your own session.
- Once logged off, wait 5 minutes then log back in.
- When logging off hung sessions, keep the session ID in mind. Any application with the same session ID will be logged off. If two different applications have the same session ID, attempt to save any changes to the application that is not hung.

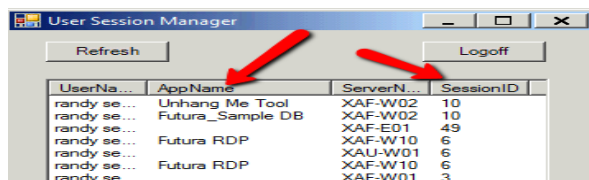
## How to add the Unhang Me Tool, to your Citrix Desktop

1. Login to your Citrix receiver, user name is aspdom\Citrix user name, i.e aspdom\randy sender
2. Within your Citrix receiver press the plus sign to the far left.
3. Select the All Applications button on the top.
4. Double click on the application labeled Unhang Me Tool. This will add this to your home screen in your Citrix receiver. There will be a green check beside the application that will let you know it is added.

## How to use the Unhang Me Tool

1. Double click on the  icon.
2. Click on the session that is hung; it will be highlighted blue once selected. You can indicate the application by the column labeled AppName. **Double check the session ID to make sure there is no other application with the same ID.**

**IMPORTANT:** All sessions with the same session ID will close. If there is another application with the same session ID (word doc, excel, etc...), please make sure to save your work before unhangng yourself.



3. Congratulations! You've disconnected your hung session!
4. NOTE: Wait 5 minutes before logging back on.