

PMA Cinch – Basic Troubleshooting

PMA_Cinch@pmagroup.com

Switch Browsers

Try a different browser; Chrome, Edge, Firefox and Safari are all acceptable browsers.

Clear your Browsing History/Cache

Regardless of the browser you are using, **CLOSE ALL WEB TABS PRIOR TO PROCEEDING.**

Google Chrome

1. Open a new web page.
2. Click the 3 vertical dots in the upper right of the screen.
3. Select More tools.
4. Select Clear browsing data.
- 5. When the list appears, select All time from the Time Range drop down.**
6. Check the boxes for Browsing history and Cached images and files.
7. You do not need to check Cookies and other site data.
8. Click Clear Data.
9. Close Chrome and reopen it.

Microsoft Edge

1. Open a new web page.
2. Click the 3 horizontal dots in the upper right of the screen.
3. Select Settings.
4. Select Privacy, search and services.
5. Scroll down, and in the Clear browsing data section, click Choose what to clear.
- 6. When the list appears, select All time from the Time range drop down.**
7. Check the boxes for Browsing history and Cached images and files.
8. You do not need to check Download history or Cookies and other site data.
9. Click Clear now.
10. Close Edge and reopen it.

Go to www.pmacompanies.com and select PMA Cinch from the upper right side of the screen. When you see the Cinch page, select the gold box, Log into PMA Cinch. Proceed from there.

Un-Install and Re-Install Citrix Workspace (existing users only)

You must have administrative rights to your computer for both processes below to be successful. If you are not sure, please check with your IT department before proceeding.

Uninstall Citrix

1. Click your Windows button, then select Settings.
2. Click on Apps and see your list of Apps & features.
3. Select Citrix (Receiver or Workspace).
4. Click Uninstall. This may include rebooting your computer.

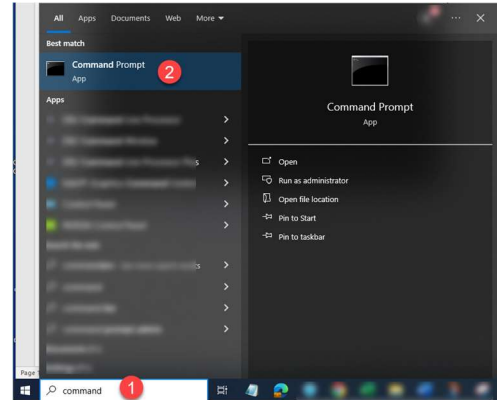
Re-Install Citrix Workspace (existing users only)

1. Download Citrix Workspace from <https://www.citrix.com/downloads/workspace-app/>
2. Select the version relevant to your operating system, usually the version listed under Workspace app for Windows Current Release.
3. Open the Windows command prompt (C:\>)
4. Navigate to c:\ and type citrixworkspaceapp.exe /cleaninstall and then press Enter.

```
Command Prompt
Microsoft Windows [Version 10.0.19045.3448]
(c) Microsoft Corporation. All rights reserved.

R:\>c:

C:\>citrixworkspaceapp.exe /cleaninstall
```



5. Proceed through the installation by clicking Start.
6. Accept the license agreement and click Next.
7. Do not check Enable single sign on. Click Next.
8. Do not check Enable app protection. Click Install.
9. When the installation is complete, you may see a box with choices to Add Account or Finish. Click Finish. **DO NOT CLICK Add Account.** If you click it accidentally, use the X in the upper right to close the next window.

