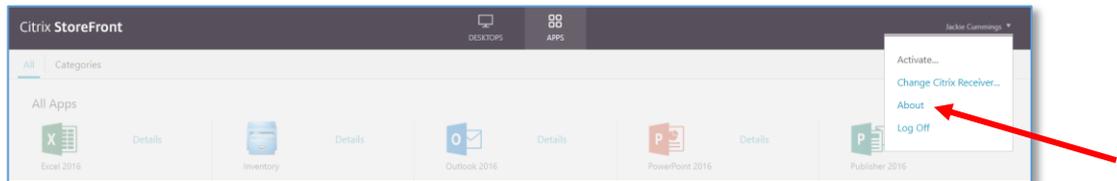# How do I save files from my Q: Drive to my local PC/Laptop

1. You need to make sure you are using the *'Citrix Receiver for Web'* and not *'Citrix Receiver for html'*. You can check this by selecting your initials in the top right of the main Citrix window and clicking on *'About'*.


2. If you are using 'Citrix Receiver for html' then please click on your initials and select *'Change Citrix Receiver'.*

3. You will be asked to install it but if you have followed the instructions to install Citrix in the 'Citrix Help' document then it should already be installed. Then please select *'already installed'.* If not then you should follow the 'Citrix Help' instructions first.

4. Once you have verified you are using *'Citrix Receiver for Web'* then select *Desktops* from the tab at the top.
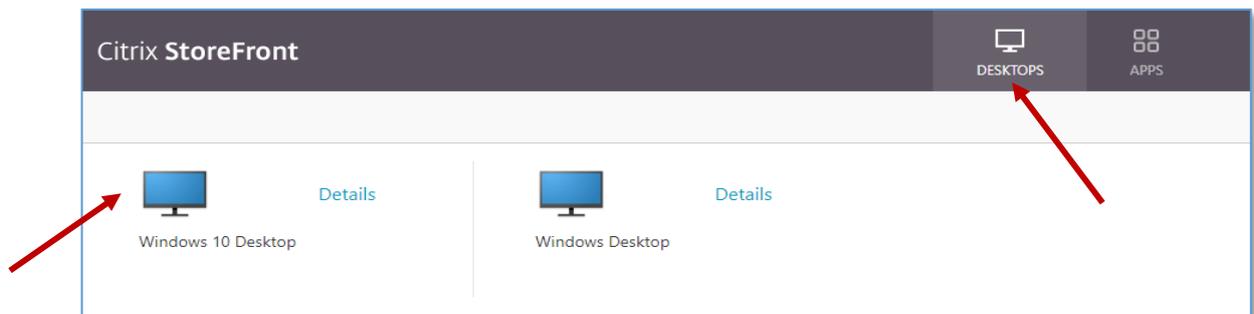
5. Double click on *Windows 10 Desktop* to open the Citrix Desktop.

6. Click on *My Computer* on the desktop and when prompted to select the level of Access, select *'Read/write access'*. This will give you access to your **Q: drive**. You can also tick the box *'Do not ask me again for this virtual desktop'* if you wish.
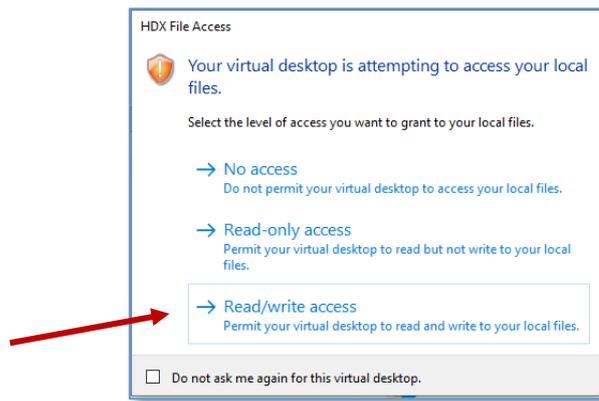
7. When saving to your local machine, you need to save to *'Local Disk (C: on <Local PCName>) →Users → StaffNo → Desktop/Documents'*. **Note**: the Desktop under 'This PC' is the Citrix desktop and you will not have permission to save there.
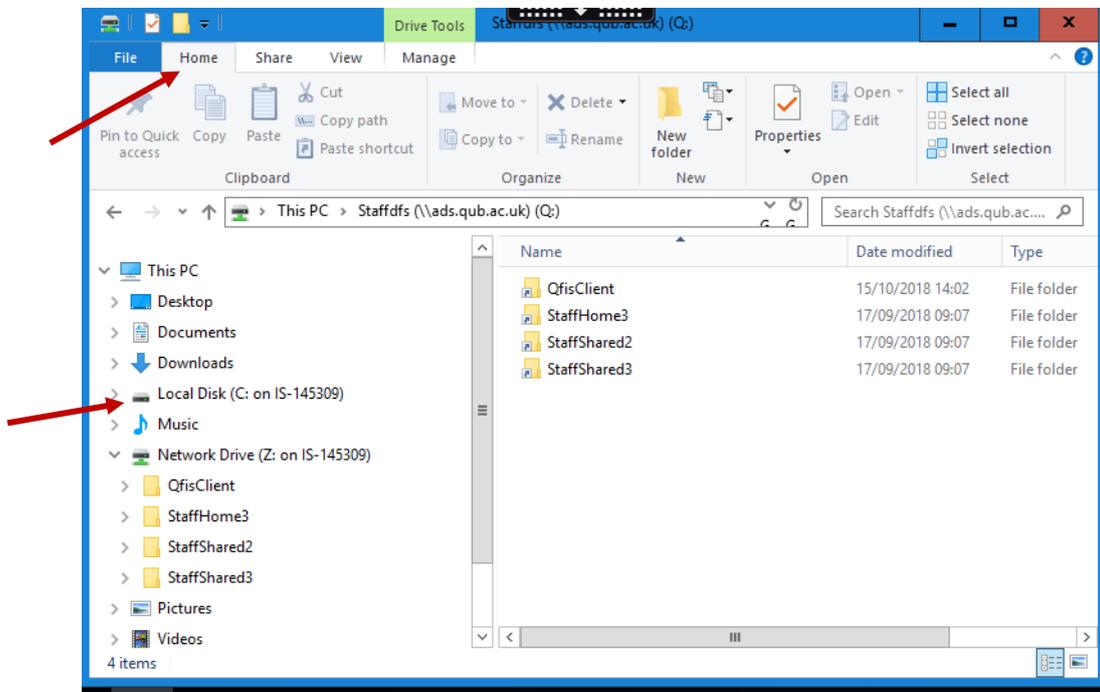
8. If you want to **copy/paste** you need to use '**Home'** on the toolbar from Windows Explorer on the Citrix Desktop.

Please Note: Drag and Drop or right clicking does not work in the Citrix environment