***Steps to fix the Blue Jigsaw Puzzle Piece***

Before we begin, if you suddenly encounter a Blue Jigsaw Puzzle Piece, and you are not in a Citrix environment, or another Virtual environment similar to Citrix, reach out to your local IT team for assistance.

As a note, this issue is not caused by the extension or SimpleLTC. This specific problem occurs when a Citrix or other virtual environment fails to move the users' chrome profile data to the new host. Moving the user from one hosted instance to another mounts the users profile data. The process of moving the user usually omits the generic profile data for the user to make the move faster. But, in omitting the chrome profile data, the user’s extension becomes corrupt and fails to migrate properly. This causes the blue puzzle piece to appear in place of the normal symbol and makes the Browser Extension unusable until the issue is resolved.

The solution to make the Browser Extension usable again:

1. Open up a File Explorer Window. File Explorer looks like a manila folder, and is likely already on your taskbar as an icon for you to click.
2. Up in the navigation bar inside of the File Explorer, go to C:\Users\**current user**\AppData\Local\Google\Chrome\User Data. The current user is generally your first initial, and last name. There may also be a default profile and public folder under Users, but we don’t want either of those folders, just the folder associated with your name.
3. When you get to the User Data page, there will be several folders up top. Scroll down to the bottom, and you should see a file titled “First Run”. Rename “First Run” to “First Run.bak”.
4. After you successfully rename the file, close out of your current Chrome session. Make sure you’ve closed out of *every* Chrome window that’s open.
5. Reopen Chrome. The blue jigsaw puzzle piece should now appears a blue button with a white “S” in it, as it has in the past. You can navigate to pointclickcare to confirm that you can sign into the extension.
6. You’re all set!