Connecting to Remote Desktop: Safari and Windows XP/Vista/7

For assistance with this process, contact IT Support. Contact telephone numbers are at the end of this document.

To connect to the Remote Desktop system

In Safari, browse to the Squire Patton Boggs website: http://www.squirepattonboggs.com. Scroll down to the bottom of the page and select the **Login** link. Under the Remote Desktop heading, choose the relevant link.

OR

Use the link below to take you straight to the relevant Remote Desktop login page.

For UK LLP: https://vdesktop.uk.squiresanders.com

For US LLP: https://vdesktop.us.squiresanders.com

For AU LLP: https://vdesktop.au.squiresanders.com

To install the remote desktop software on a new PC

If you see a green button marked "Install", you need to install some software on your PC to help you connect to the Remote Desktop system. If not, you can skip this section and move on to the heading "To log on to Remote Desktop" below.

If you see the green "Install" button:

1. Click the checkbox "I agree with the Citrix license agreement".

2. Click the **Install** button.

3. Click **Run** when prompted to run or save CitrixReceiver.exe. The software will download to your computer: a pop-up window will open showing the progress with the download.

4. If asked to confirm that you wish to run this file, click **Run**.

5. **Windows XP:** At the security warning, click **Run** to confirm that you want to run the software.

   Windows Vista: When prompted "A program needs your permission to continue", click **Continue**.

   Windows 7: When prompted "Do you want to allow the following program to make changes to this computer", click **Yes**.

6. Wait for the installation to complete. Click **OK** to confirm that the installation completed successfully.

7. Close the Downloads pop-up window.

8. Click **Continue** to confirm installation completed

9. The Remote Desktop logon screen will appear, asking for username and passcode.

The next time you connect to Remote Desktop, you will be taken straight to the logon screen without the need to install software.

To log on to Remote Desktop

After following the instructions above, you should arrive at the Remote Desktop logon web page. Follow the instructions above to reach the Remote Desktop logon screen.

1. Enter your username – this is the normal username you use to log on to your PC or laptop in the office.

2. Enter your RSA passcode. The exact process depends on how you're accessing your RSA passcode and whether you have logged in using it before (on any computer).

	If you've never logged into Remote Desktop from ANY computer	Subsequent log ons
RSA keyfob	Your passcode is the 6-digit number displayed on the keyfob. Enter it on the web page and click **Log on**.	Your passcode is your 4-digit PIN code followed by the 6-digit number displayed on the keyfob. Enter it on the web page and click **Log on**.
	On the web page, you will be prompted to change your PIN. Set a new PIN and click **OK** – you will be taken back to the Log on screen on the web page.	Click **Open** when prompted to open or save the file.
	Enter your username as before.	Your remote desktop session will launch in a new window. If the Desktop Viewer window opens behind other windows on your desktop, click on the windows button on the taskbar to bring it to the front.
	Wait for the RSA passcode on your keyfob to expire and be replaced by a new one. In the passcode box, type your 4-digit PIN followed by the 6-digit number displayed on the keyfob. Click **Log on**.	
	On the web page, you will be asked for a password. Enter your normal Windows password and click **Log on**.	
	Click **Open** when prompted to open or save the file.	

	Your remote desktop session will launch in a new window. If the Desktop Viewer window opens behind other windows on your desktop, click on the windows button on the taskbar to bring it to the front.	
RSA app on your BlackBerry	Launch the RSA SecurID app either from the BlackBerry main screen or from the Downloads folder. If an end user licence is displayed, press the **menu** (spotty) button and choose **Accept**. When asked to Enter PIN, type **0000**. Press the menu button and choose **Get Passcode**. An 8-digit passcode will be displayed. Enter this on the web page and click **Log on**. On the web page, you will be prompted to change your PIN. Set a new 4-digit PIN and click **OK** – you will be taken back to the Log on screen on the web page. On your BlackBerry, exit from the RSA SecurID app and then go into it again. Provide your new PIN when prompted then **Get Passcode**. On the web page, enter your username as before and the 8-digit passcode from your BlackBerry. Click **Log on**. On the web page, you will be asked for a password. Enter your normal Windows password and click **Log on**. Click **Open** when prompted to open or save the file.	Launch the RSA SecurID app either from the BlackBerry main screen or from the Downloads folder. Enter your PIN number when asked. Press the menu (spotty) button and choose **Get Passcode**. An 8-digit passcode will be displayed. Enter this on the web page and click **Log on**. Click **Open** when prompted to open or save the file. Your remote desktop session will launch in a new window. If the Desktop Viewer window opens behind other windows on your desktop, click on the windows button on the taskbar to bring it to the front.

	Your remote desktop session will launch in a new window. If the Desktop Viewer window opens behind other windows on your desktop, click on the windows button on the taskbar to bring it to the front.	

For assistance

If you need further assistance in connecting to the Remote Desktop system, please contact IT Support:

IT Support – UK LLP

Email: IT Support (itsupport@squirespb.com)

Telephone: 540 7500 (+44 113 284 7500)

Monday – Friday 0800 – 1800 UK time

Out-of-hours support for business critical issues by telephone only: 540 7654 (+44 113 284 7654)

IT Support – US LLP

Email: IT Support (itsupport@squirepb.com)

Telephone: 520 3445 (+1 216 687 3445 or +1 800 743 1773, Option 2)

Monday – Friday 0600 – 0000 Eastern time; Saturdays, Sundays and US public holidays 1000 – 2000 Eastern time

After Hours Support by telephone only: call the normal number and press 1 to leave a message.