TRAINING QRG

# WORKING REMOTELY USING CITRIX REMOTE DESKTOP - MACINTOSH

Overview

Citrix Remote Desktop allows you to use any Internet-connected PC, Macintosh or tablet device as if it were a computer attached to the firm's network. It gives access to the firm's standard applications such as Office, iManage and Finance systems. It also allows you to access share drives such as your G drive.

Citrix Remote Desktop is secured using an app on your mobile device (also known as 'Okta Verify').

> If you already have the Okta Verify app on your smartphone then please refer to the section on **Connect to Citrix Remote Desktop (subsequent connections)** on page 9.

> Before installing Citrix Workspace, check which version of macOS your Mac is running. Click the apple logo and select **About This Mac**. The Overview tab will indicate the **Version**.
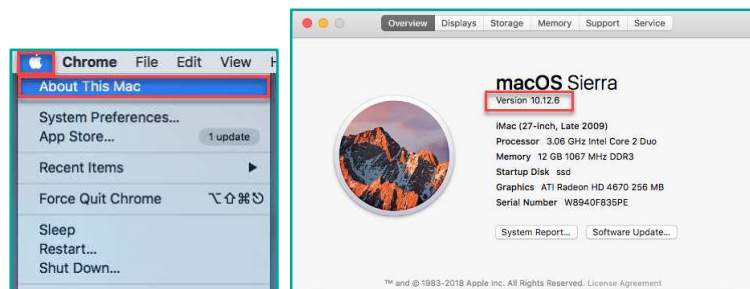
Connect to Citrix Remote Desktop for the first time

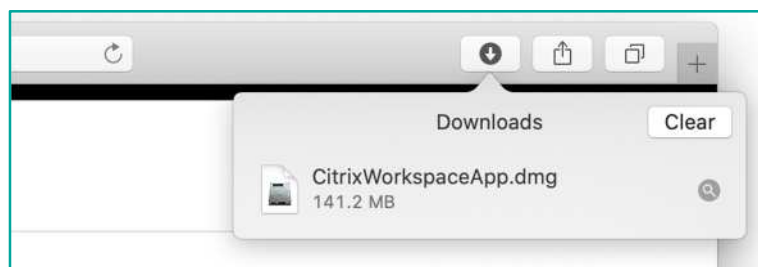1   Browse to https://www.citrix.com/downloads/workspace-app/.

1.1   For MacOS 10.13 or higher, click **Workspace app for Mac** and then select **Citrix Workspace app 2002 for Mac** to install Citrix Workspace App.
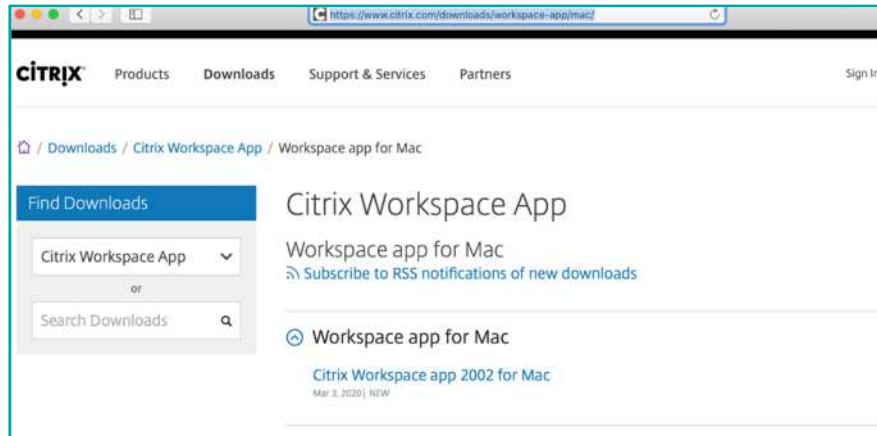
If the MacOS version is 10.12 or earlier, select **Earlier Versions of Workspace app for Mac** and then select **Citrix Workspace app 1906 for Mac**
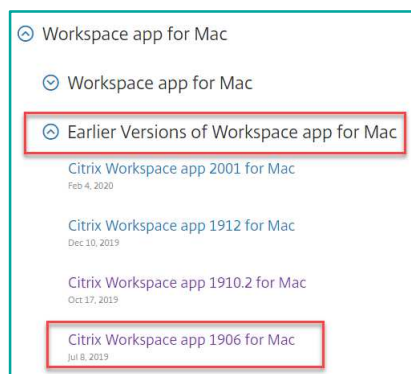
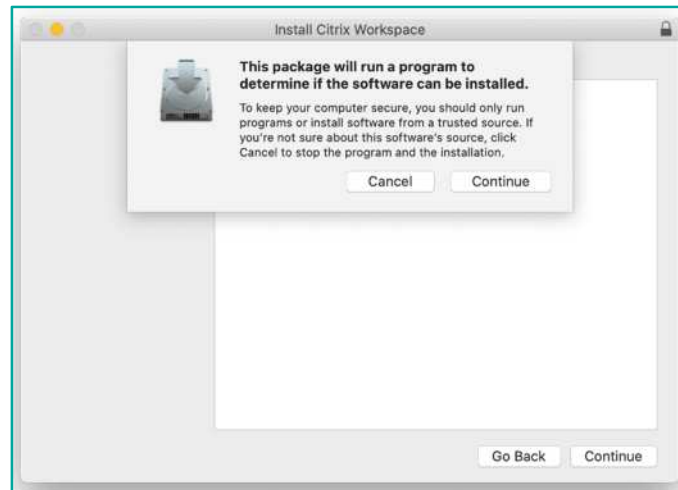2   To launch the installer, click the Downloads button and select **CitrixWorkspaceApp.dmg**.

3   Double click **Install Citrix Workspace**.

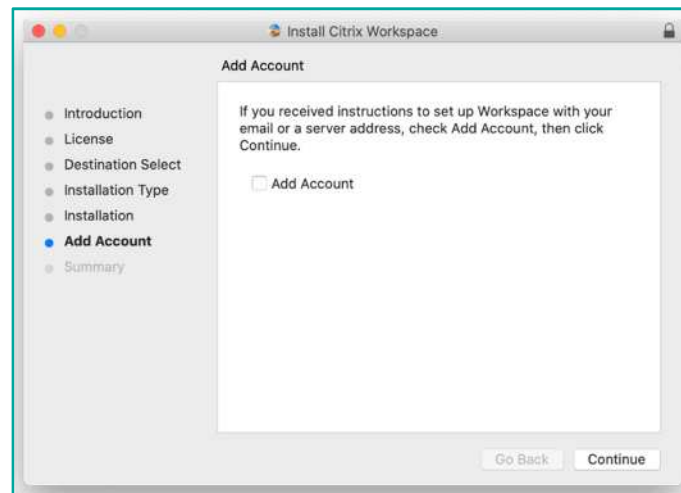4   The package will run a program to determine if the software can be installed, click **Continue**.

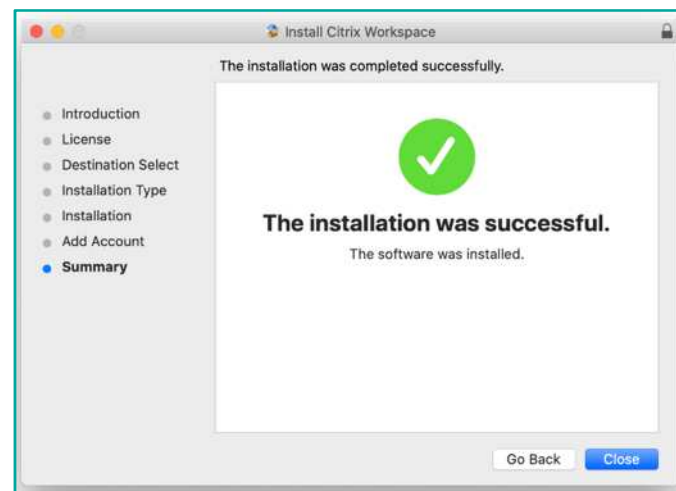5   Within the **Install Citrix Workspace** wizard click through the **Continue** prompts.

<table>
<tr><td style="background-color:#c0401e; color:white;">NOTE: Do not select Add Account.</td></tr>
</table>

6   The final screen will indicate **The installation was successful. The software was installed**, click **Close**.
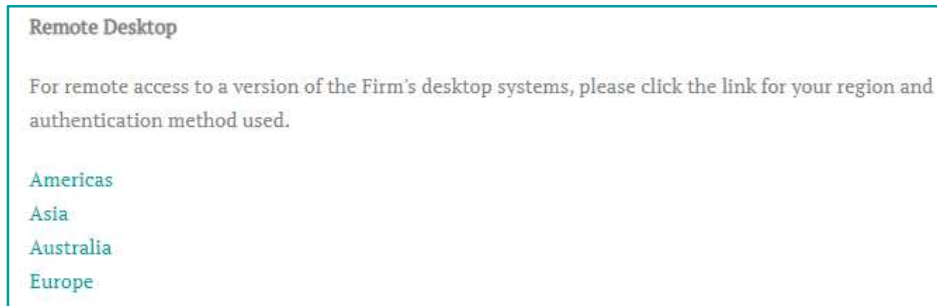

7   Browse to the firm website https://www.squirepattonboggs.com. Scroll down to the bottom of the page and click **Login**.
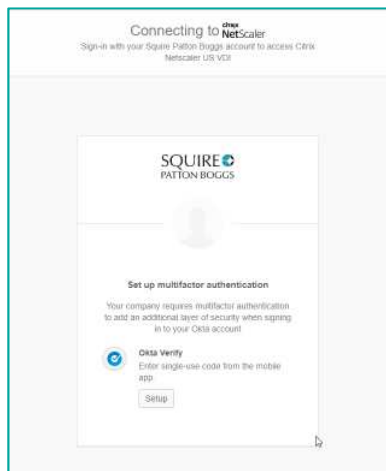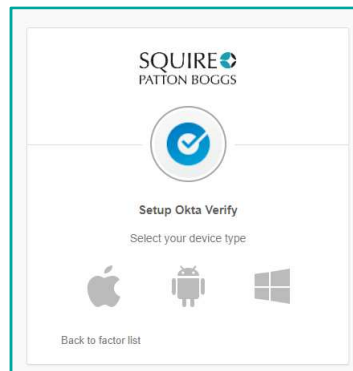

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8   Under the **Remote Desktop** heading, choose the relevant link.

9   You should arrive at the **Set up multifactor authentication** web page. Click **Setup**.

10   On the Setup Okta Verify page, select whether you want to install Okta Verify on an Apple iOS device, an Android device, or a Windows smartphone.
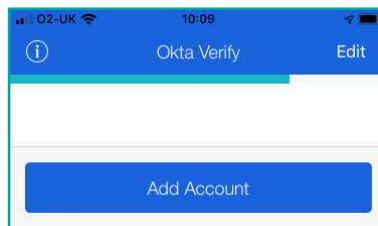
11   Download the Okta Verify app on your mobile device from the Apple AppStore or Google Play Store.
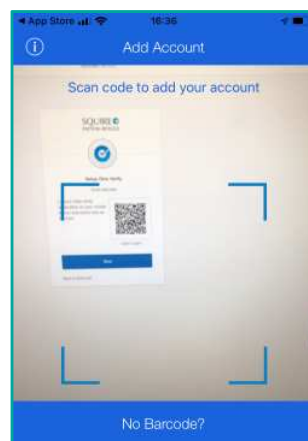
Once you have downloaded the Okta Verify app, click **Next**.
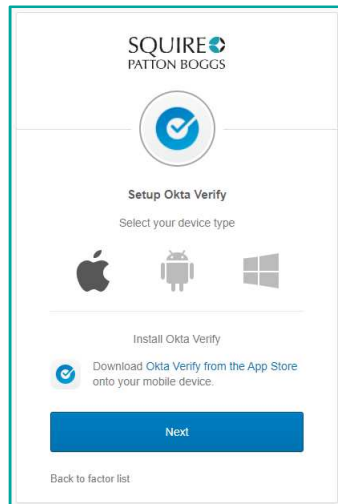
12   Open Okta Verify on your mobile device and tap **Add Account**.

13   Using your mobile device, scan the barcode on screen.
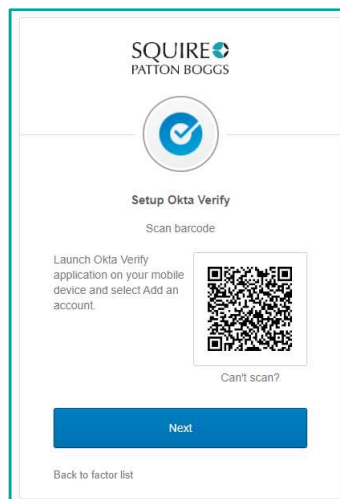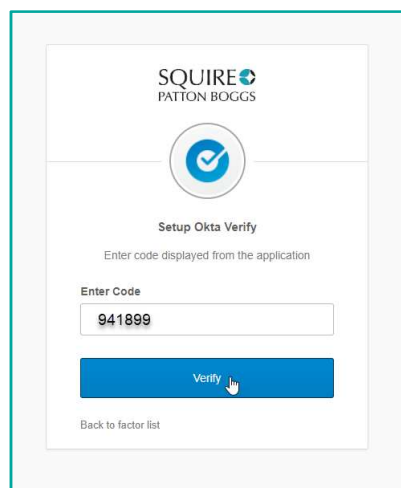
14   Once the barcode has been scanned it will create your account and a code will be generated. The progress bar at the top indicates the code will be valid for 30 seconds before it changes.

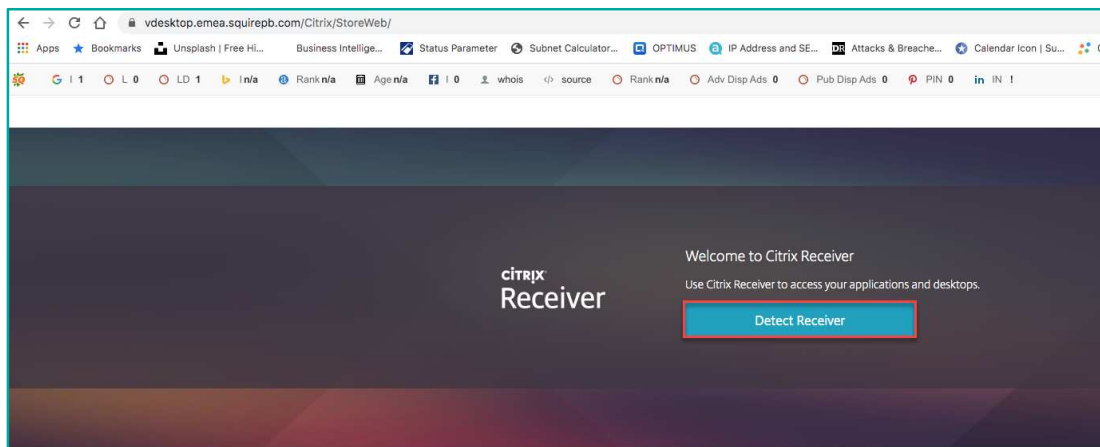15   On your computer from the Setup Okta Verify screen, click **Next**.

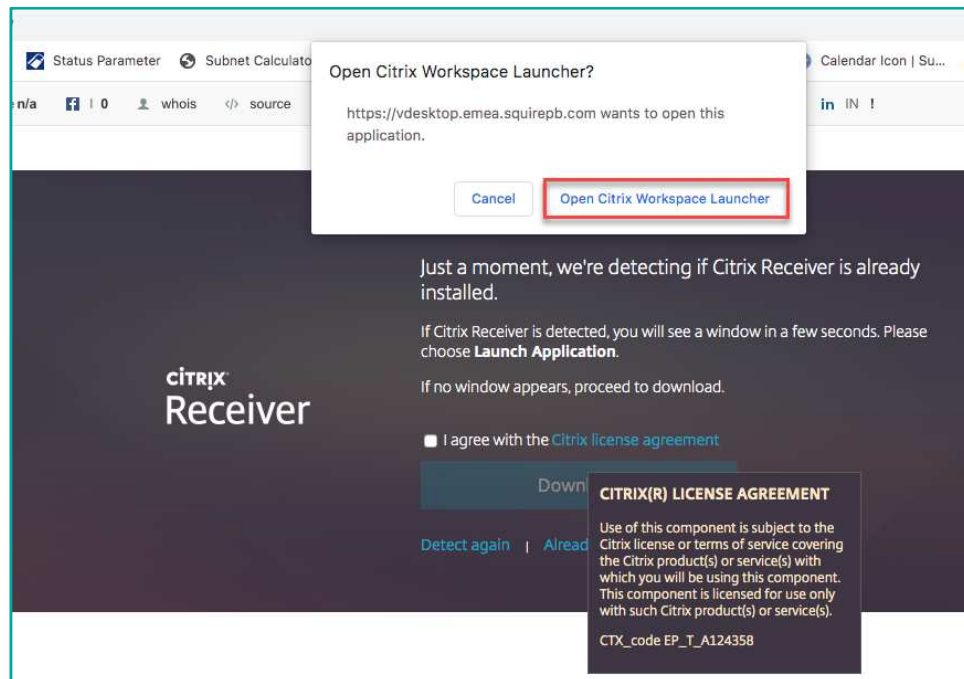16   Enter the code displayed in the app and click **Verify**.

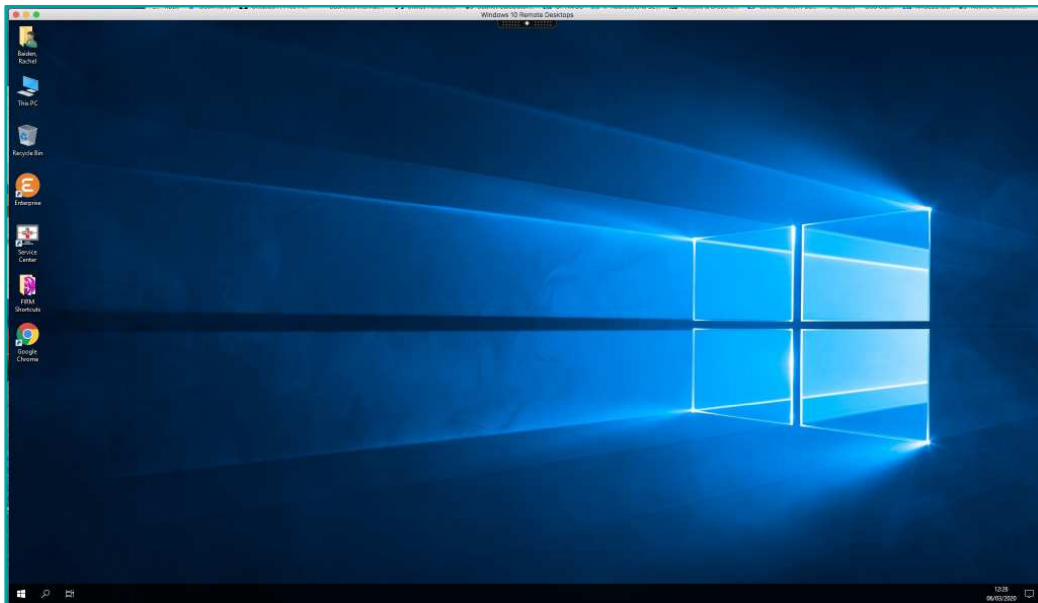17   From Welcome to Citrix Receiver, click **Detect Receiver**.

18   Then, click **Open Citrix Workspace Launcher**.

19   A remote desktop session will launch in a new window.

Connect to Citrix Remote Desktop (subsequent connections)

The process above only applies to the first time you connect to Citrix Remote Desktop. After the initial setup, the process is quicker.

1   From the firm's web site https://www.squirepattonboggs.com click the **Login** link.

2   Click the link for the Remote Desktop session you require.

3   Enter your Username (email address) and Password, then click **Sign In**.
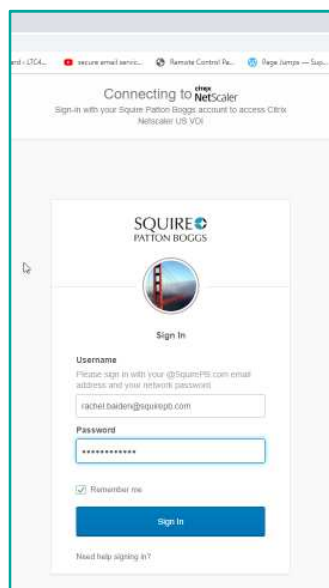
4   Open Okta Verify on your smartphone to generate a passcode. Enter this code and click **Verify**.
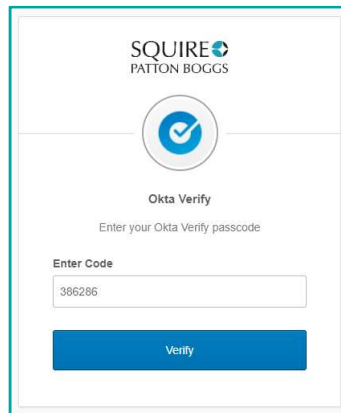
5   Launch the remote desktop session.

Differences between Citrix Remote Desktop and your normal desktop or laptop PC

- Documents and data files should be saved to iManage or to a network drive. **Files saved on the C:\ drive will be deleted when you disconnect from Citrix Remote Desktop.**

- Windows Search is not available to search email.

- If you have Outlook email archives (PSTs) mounted on your normal computer, these are **not** mounted on Citrix Remote Desktop.

- The default printer from the machine you're using to connect to Citrix Remote Desktop is available to print to from within the remote desktop session.

- If your remote desktop session is inactive for more than three hours, you will be logged off and any unsaved work may be lost.

- Applications (such as Outlook, Word and Internet Explorer) do not launch automatically when you log on to a Citrix Remote Desktop session: you will need to launch any applications you require manually.

Log off from Citrix Remote Desktop

Once you have finished working on the Citrix Remote Desktop, you should log off to close your session properly.

1   Click the Start menu.

2   Go to the Power icon and select **Shut down**.

3   You are logged off from the remote session.