

# TRAINING QRG

## WORKING REMOTELY USING CITRIX REMOTE DESKTOP - WINDOWS

### Overview

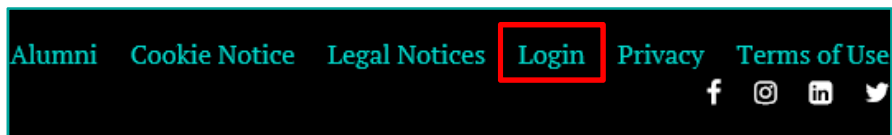
Citrix Remote Desktop allows you to use any Internet-connected PC, Macintosh or tablet device as if it were a computer attached to the firm's network. It gives access to the firm's standard applications such as Office, iManage and Finance systems. It also allows you to access share drives such as your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

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

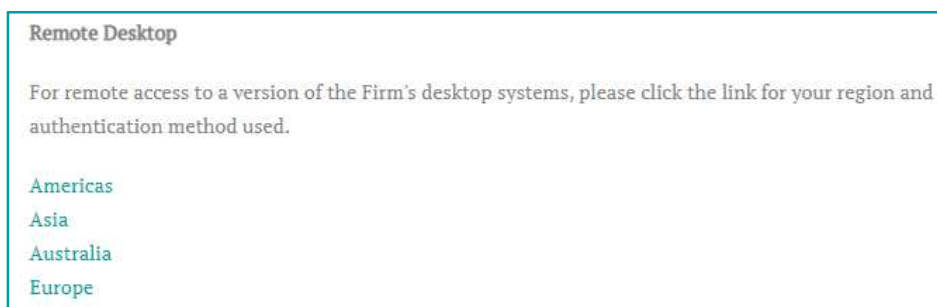
If you already have the Okta Verify app on your smartphone then please refer to the section on **Connect to Citrix Remote Desktop (subsequent connections)** on page 5.

### Connect to Citrix Remote Desktop for the first time

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

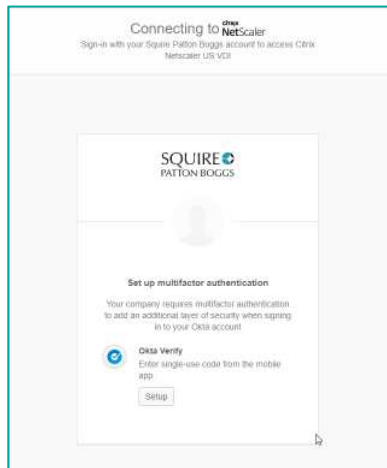


- 2 Under the **Remote Desktop** heading, choose the relevant link.

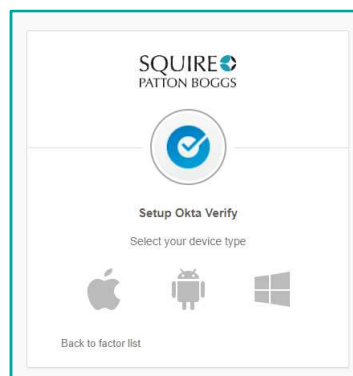


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- 3 You should arrive at the **Set up multifactor authentication** web page. Click **Setup**.

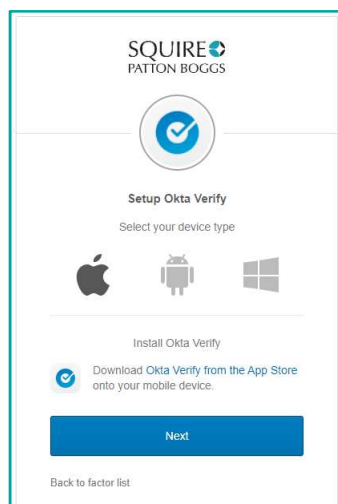


- 4 On the Setup Okta Verify page, select whether you want to install Okta Verify on an Apple iOS device, an Android device, or a Windows smartphone.



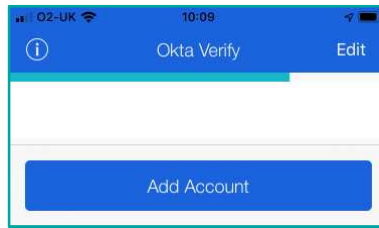
- 5 Download the Okta Verify app on your mobile device from the Apple AppStore or Google Play Store.

Once you have downloaded the Okta Verify app, click **Next**.

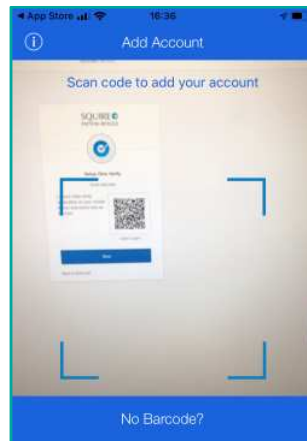


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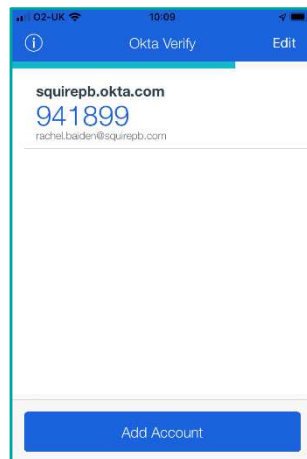
- 6 Open Okta Verify on your mobile device and tap **Add Account**.



- 7 Using your mobile device, scan the barcode on screen.

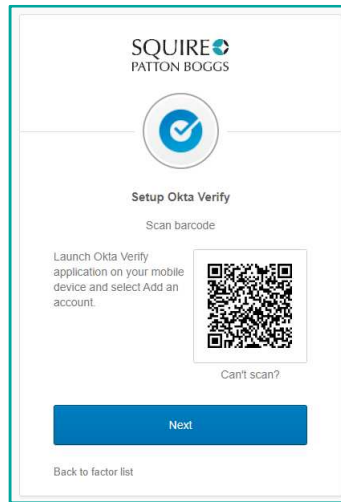


- 8 Once the barcode has been scanned it will create your account and a code will be generated. The progress bar at the top indicates the code will be valid for 30 seconds before it changes.

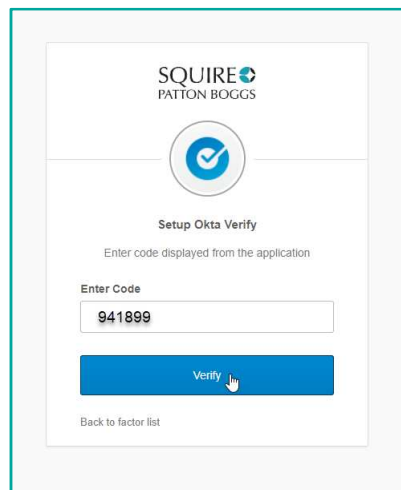


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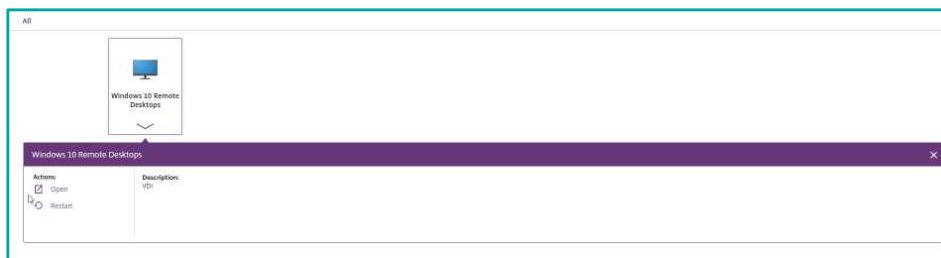
- 9 On your computer from the Setup Okta Verify screen, click **Next**.



- 10 Enter the code displayed in the app and click **Verify**.



- 11 The following screen will appear. Click on the **Windows 10 Remote Desktops** icon to log into the remote desktop.



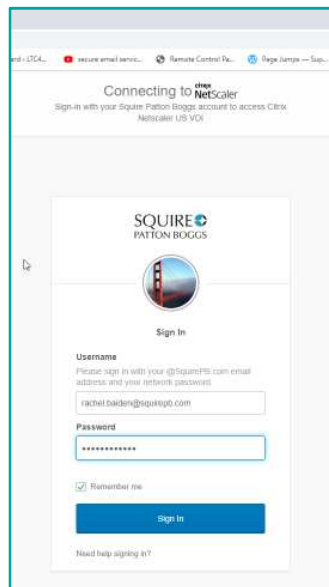
- 12 A remote desktop session will launch in a new window.

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## 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**.



Connecting to **NetScaler**  
Sign in with your Squire Patton Boggs account to access Citrix  
NetScaler U2 VDA

**SQUIRE PATTON BOGGS**

Sign In

**Username**  
Please sign in with your @squirepb.com email address and your network password

rachel.balden@squirepb.com

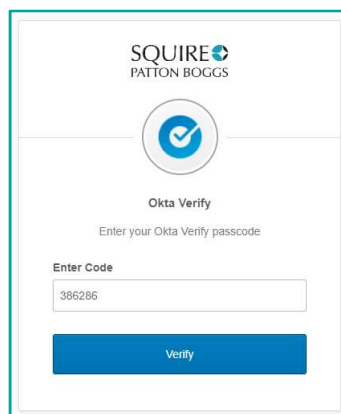
**Password**  
\*\*\*\*\*

Remember me

Sign In

Need help signing in?

- 4 Open Okta Verify on your smartphone to generate a passcode. Enter this code and click **Verify**.



**SQUIRE PATTON BOGGS**

**Okta Verify**

Enter your Okta Verify passcode

**Enter Code**

386286

Verify


- 5 Launch the remote desktop session.

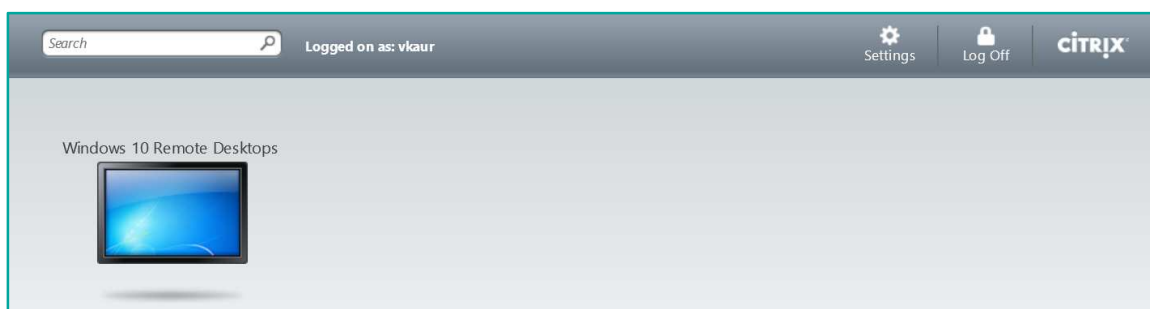
## Differences between Citrix Remote Desktop and your normal desktop or laptop PC

- 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 On the Remote Desktops screen, click **Log Off**.



- 4 You are logged off from the remote session.