

## Guidelines for Using Remote Desktop

1. Outlook is NOT in cached mode; therefore, Windows Search is not available to search e-mail.
2. Your Outlook PST's are NOT going to be mounted and only email in the mailbox is available.
3. Your default Firm printer is connected through the session, which is similar to how Citrix currently works.
4. Your Home (H:) drive is mounted, along with any other drives normally mounted at logon.
5. Documents and data files should be saved to the DMS or to your network drives.

**DO NOT SAVE FILES ON THE DESKTOP OR IN MY DOCUMENTS!!!!**

## Connecting to Remote Desktop by using Internet Explorer and Windows XP/Vista/7

### To connect to the Remote Desktop system

In Internet Explorer, browse to the Squire Patton Boggs website <http://www.squirepattonboggs.com>. Scroll down to the bottom of the page, hold your mouse over the **Login** link, and choose **Squire Patton Boggs** from the pop-up menu. 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.squirepattonboggs.com>

For US LLP: <https://vdesktop.us.squirepattonboggs.com>

For AU LLP: <https://vdesktop.au.squirepattonboggs.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:

6. Click the checkbox "I agree with the Citrix license agreement".
7. Click the **Install** button.
8. Click **Run** when prompted to run or save CitrixReceiver.exe. The software will download to your computer.
9. **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 program to run", click **Yes**.
10. Wait for the installation to complete. Click **OK** to confirm that the installation completed successfully.
11. **Internet Explorer 7 or 8:** a yellow information bar will appear at the top of the browser window. **Right-click** it and choose **Run Add-on**.  
**Internet Explorer 9:** a yellow information bar will appear at the bottom of the browser window. Click **Run Add-on**.
12. When prompted, click **Run** to confirm that you wish to run this add-on. You may also be asked a second time if you wish to proceed: click **Allow**.
13. 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.

#### IT Support – UK LLP

Email: IT Support ([itsupport@squirepb.com](mailto:itsupport@squirepb.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](mailto: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.

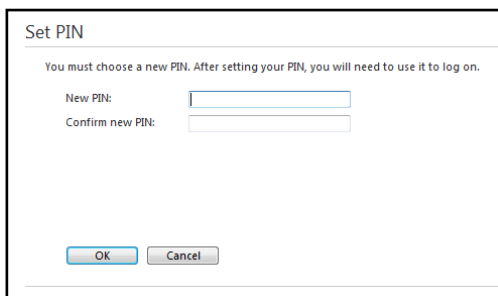


1. Enter your username – this is the normal username you use to log on to your PC or laptop in the office.
2. Enter your RSA passcode. The exact process depends on how you're accessing your RSA passcode and whether you have logged in using it before (on any computer).

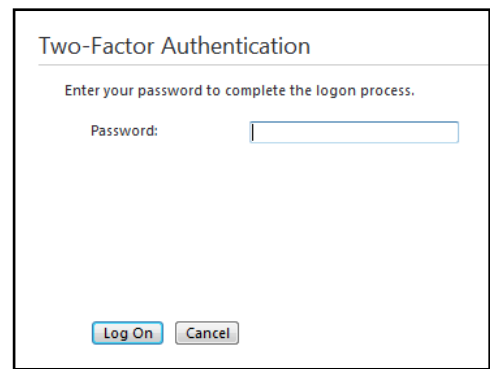
### RSA key fob

#### If you've never logged into Remote Desktop from ANY computer

- Your passcode is 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.



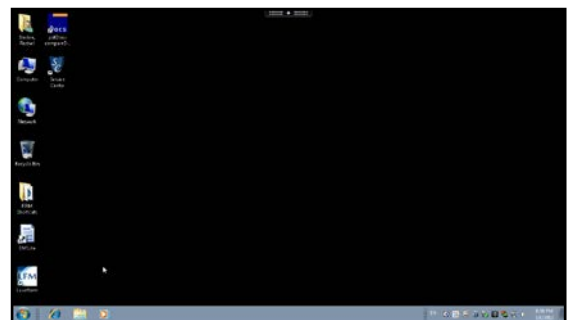
- Enter your username as before.
- Wait for the RSA passcode on your keyfob to expire and be replaced by a new one. In the passcode box, type your 4-digit PIN followed by the 6-digit number displayed on the keyfob. Click **Log on**.
- On the web page, you will be asked for a password. Enter your normal Windows password and click **Log on**.



- 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.

#### Subsequent log ons

- 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.
- 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

#### If you've never logged into Remote Desktop from ANY computer

- 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.

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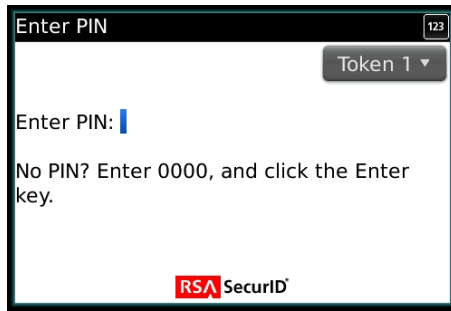
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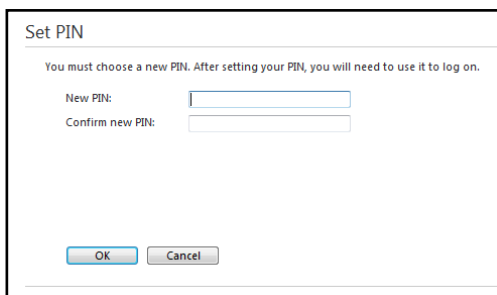
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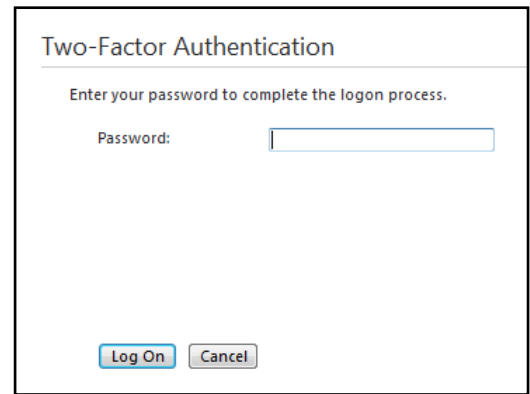
- An 8-digit passcode will be displayed. Enter this on the web page and click Log on.



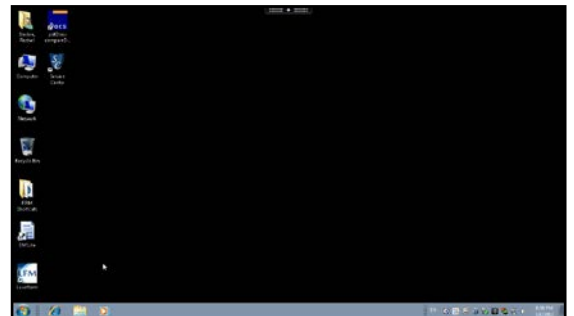
- On the web page, you will be prompted to change your PIN. Set a new 4-digit PIN and click OK – you will be taken back to the Log on screen on the web page.



- 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.



- 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.



#### Subsequent log ons

- 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.
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