Remote Access via Citrix

Remote access to Firm systems is available through two methods: via VPN from your Firm laptop or via Citrix from a non-Firm computer. Either method requires security authentication. The Firm currently uses Duo Mobile; an app installed to your mobile device, which provides two-factor authentication for system access.

Use these instructions to get started with Remote Access via Citrix on your non-Firm computer:

- Install Citrix Workspace
- Access Citrix
- Access Citrix via iPad

Access Your Remote Desktop via Citrix

Citrix is a web-based application that allows you to access your White & Case Desktop from any PC outside the office.

To use Citrix for remote access, you will need:

- a Windows or Mac PC with a broadband Internet connection
- to install Citrix Workspace to your computer
- your White & Case user name and password
- Duo mobile installed on your mobile device

► **Note**: If you currently do not have Duo Mobile, please contact the Service Desk.

Install Citrix Workspace on your PC

Prior to connecting to the Firm's systems via Citrix, the Citrix Workspace App must be installed to your Windows or Mac computer.

Step 1:   Download and install the Citrix Workspace app for your PC or Mac:

- PC: https://www.citrix.com/products/workspace-app/download-citrix-workspace-app.html

- Mac: https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html

Step 2:   Click **Finish** once installation is complete.
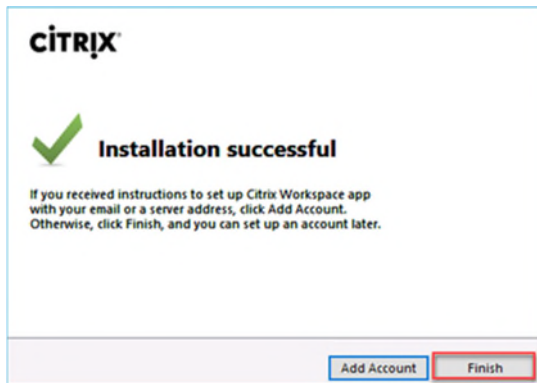

Access Citrix using a web browser

You may access Citrix from any PC via a web browser.

► **NOTE**: Prior to connecting to the Firm's systems via Citrix, the Citrix Workspace App must be installed to your computer.
If you regularly access Citrix from your personal PC, we recommend you set up your account and use the Workspace app to launch Citrix for quicker and more stable access. Click here for instructions.

Step 1:   Open a web browser and in the address bar enter, https://remotework.whitecase.com.
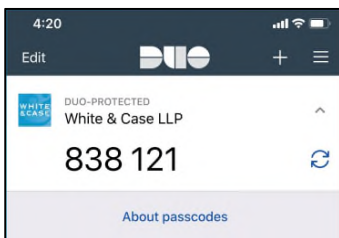
Step 2:   Click **Citrix .**

Step 3:   At the login screen, enter your **User name** and network **Password**, for the **Passcode**, type **push**. Then click **Log On**.
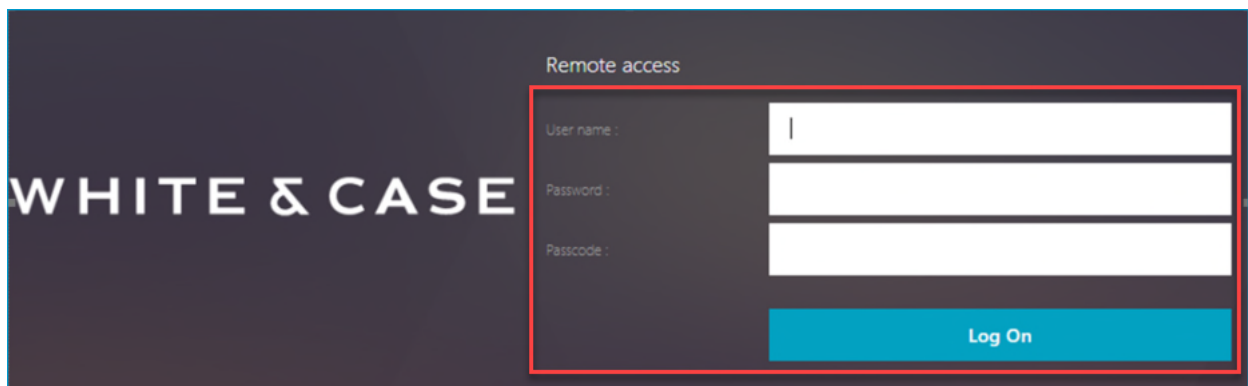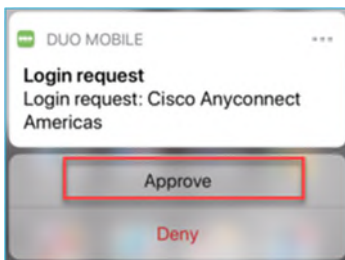

Step 4:   Open the Duo notification on your mobile device and tap **Approve**.
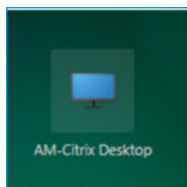

✚ **TIP**: As an alternative, in the **Password** field, enter the number generated by Duo Mobile and click **OK**.

On some iPhones, you may also **long press** on the notification to be prompted to **Approve** without opening.

Step 5:   To launch the Firm desktop, click on your regional Citrix desktop: **AM-Citrix Desktop** for Americas, **EM-Citrix Desktop** for EMEA or **AP-Citrix Desktop** for Asia.

**Step 6:**   **Open** the .ica file. You will be logged onto a White & Case desktop.

Use the Citrix Workspace app

If you regularly access Citrix from your personal PC, we recommend setting up the Citrix Workspace app and using it to launch Citrix for a quicker and more stable connection.
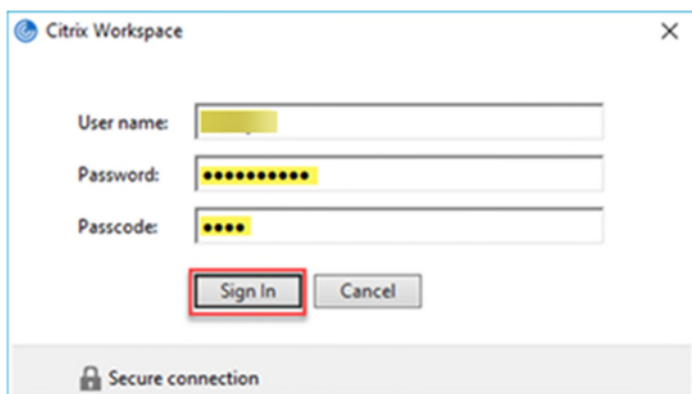
Set up your Citrix Workspace

Step 1:   Open the **Citrix Workspace** app.

Step 2:   In the **Add Account** field, enter **https://remotework.whitecase.com** and click **Add**.
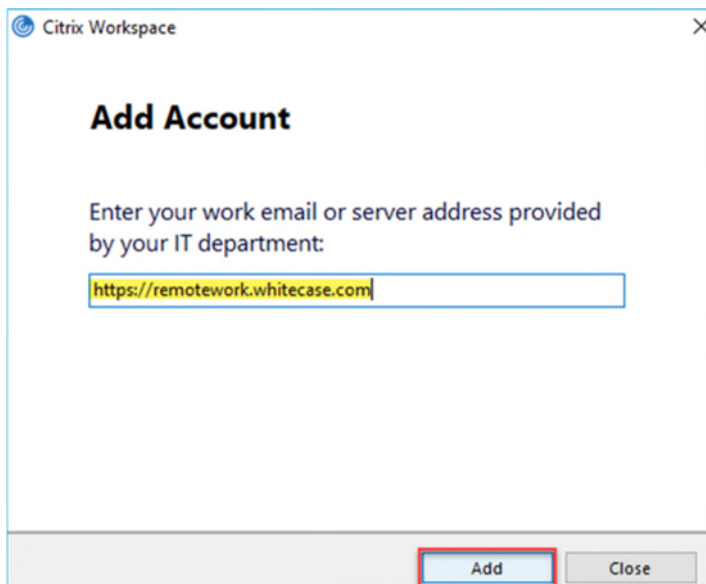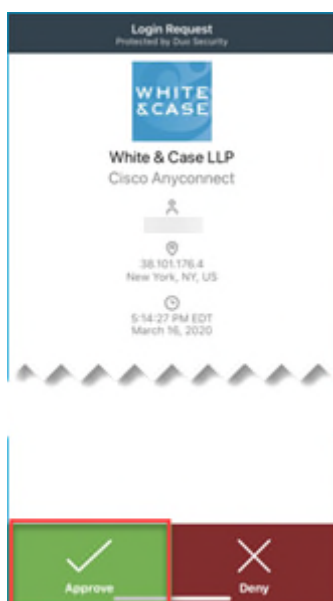
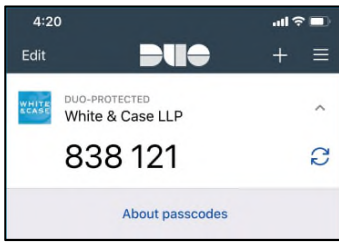**Step 3:** Enter your **User name** and network **Password**.

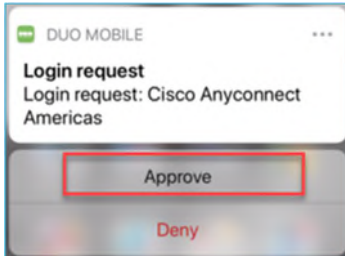**Step 4:** In the **Passcode** field, enter **push** and click **Sign in**.

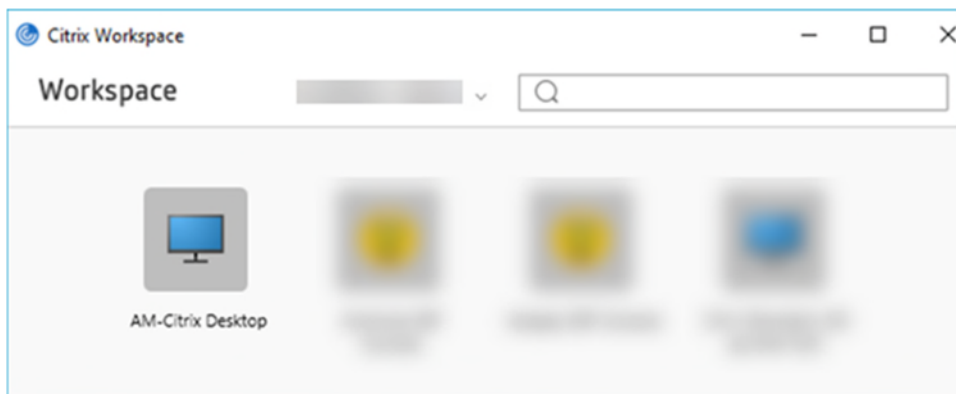**Step 5:** Open the Duo notification on your mobile device and tap **Approve.**

✚ **TIP**: As an alternative, in the **Passcode** field, enter the number generated by Duo Mobile and click **Sign in**.

On some iPhones, you may also **long press** on the notification to be prompted to **Approve** without opening.
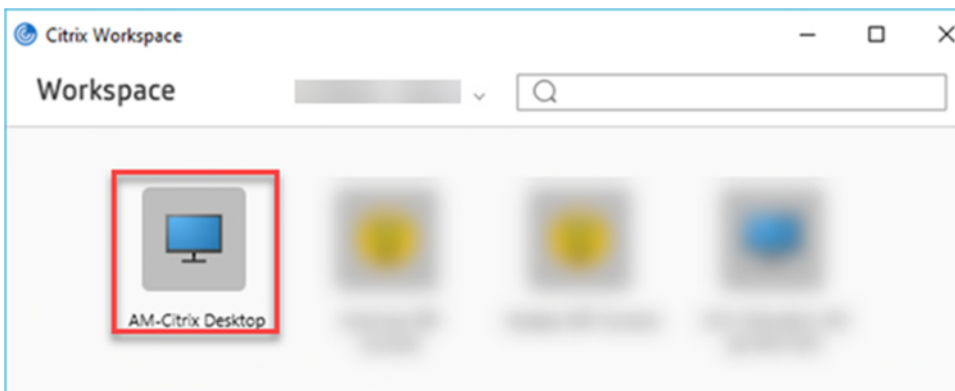

• Citrix Workspace displays.

Launch Citrix from the Citrix Workspace app

If you are signed into the Citrix Workspace app, click **AM-Citrix Desktop** for Americas **, EM-Citrix Desktop** for EMEA or **AP-Citrix Desktop** for Asia, as appropriate, to launch your Firm desktop.

If you are not signed in:

Step 1:   Click **AM-Citrix Desktop** for Americas**, EM-Citrix Desktop** for EMEA or **AP-Citrix Desktop** for Asia, as appropriate, to launch your Firm desktop.
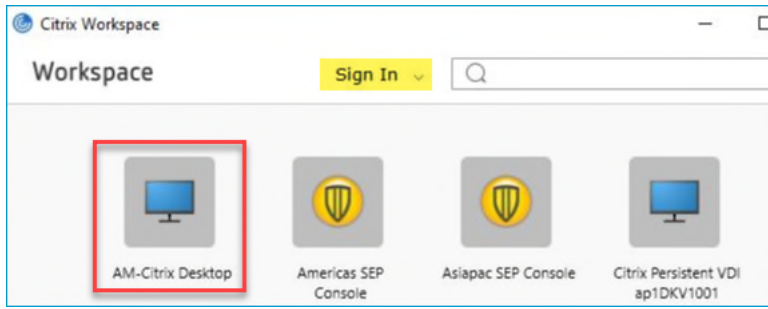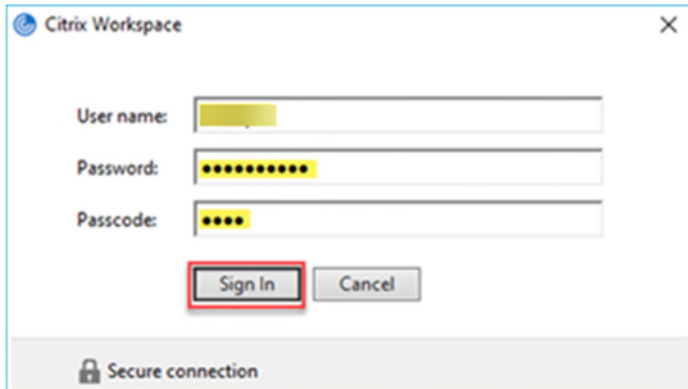
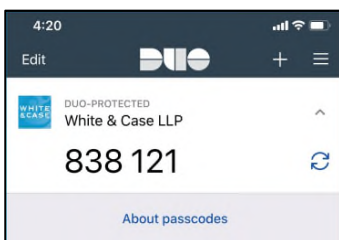**Step 2:** Enter you **User name** and network **Password**.

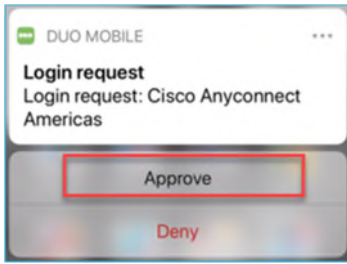**Step 3:** In the **Passcode** field, enter **push** and click **Sign in**.

Step 4: Open the Duo notification on your mobile device and tap **Approve.**

✚ **TIP**: As an alternative, in the **Passcode** field, enter the number generated by Duo Mobile and click **Sign in**.

On some iPhones, you may also **long press** on the notification to be prompted to **Approve** without opening.
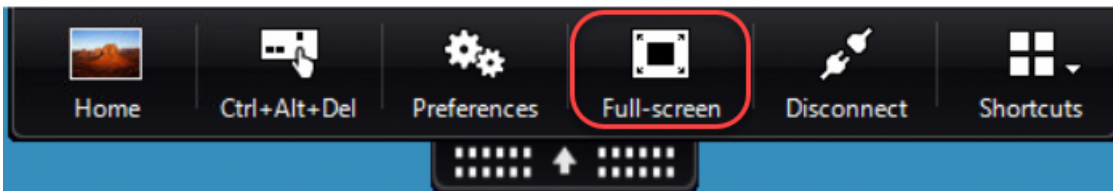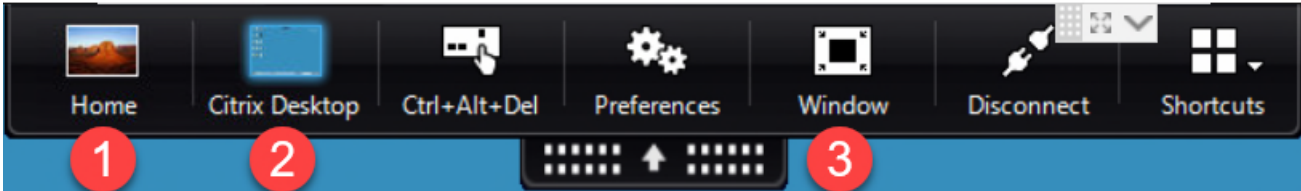

Managing your Citrix session

Switch Between Full-screen and Window Views (Windows)

When you launch Citrix, i.e. your Citrix Desktop, a Desktop toolbar makes it possible to switch between your personal PC Desktop and your White & Case Desktop.

For example, when Citrix is launched in Window mode (not full screen), you can switch to **Full-screen** mode via the following option:

While in Full-screen mode, you may either select to **1)** switch to your personal PC Desktop, **2)** switch to your White & Case Citrix Desktop or **3)** switch your Citrix Desktop to Window mode.

View Full-screen on Two Monitors

When you switch to **Full-screen** mode while using dual monitors, your Citrix Desktop will only go to full screen on the current monitor.

If you would like to view the Citrix Desktop in full screen across both monitors, drag the Citrix Workspace window directly between the two monitors and then switch to **Full-screen**.
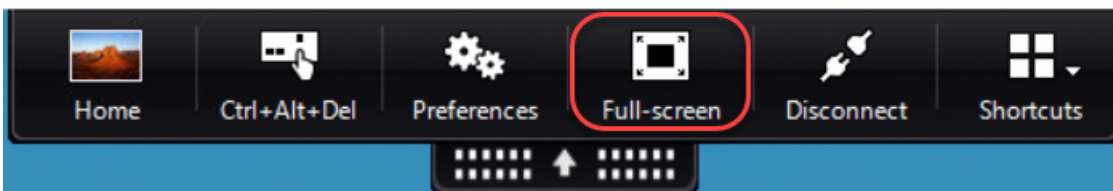
Switch Between Full-screen and Window Views (Mac)
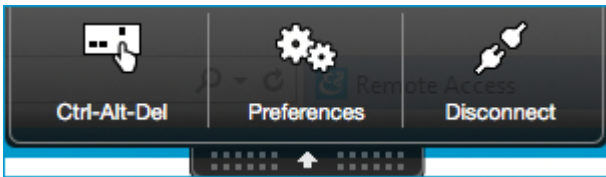
When you launch Citrix, i.e. your Citrix Desktop, the Desktop toolbar does not display some of the same options that you have in the Windows version:

To switch between full-screen mode and window mode, select the green window button at the top-left of the title bar.

Work with Files

When working in Word, Excel, PowerPoint or Acrobat DC, files can be saved only to your Desktop (in Citrix), iManage or to network drives while connected in Citrix.

► **NOTE**: Citrix does not allow connections with any local computer drives, USB drives, etc.

► **NOTE**: When creating new documents or editing an attachment, be sure to save the documents first. Thereafter, , it is strongly recommended to periodically save documents as you continue to work in the files(**File | Save** or **Ctrl+S**).

Regularly Save Your Work

To ensure the security of White & Case documents, Citrix times out and severs its connection with a user after 120 minutes of inactivity. If you have a document open that has not been saved for a period of time exceeding 120 minutes, all changes will be lost.

Print Files

Citrix will automatically recognize most plug and play devices, such as home printers. If you are having difficulty installing a printer from home, contact the Service Desk.

Use Cisco Jabber for Calls

While working in Citrix, you may use Cisco Jabber just like on your Firm PC to make and receive telephone calls via your office telephone.

► **Note**: Audio quality is dependent on your internet connection and the use of video on calls via Jabber while using Citrix is not recommended.

Sign out

Step 1:   To log out, select the **1) Start** button, then on the left side of the Start menu, choose the **2) Accounts** icon, and then select **3) Sign out**.
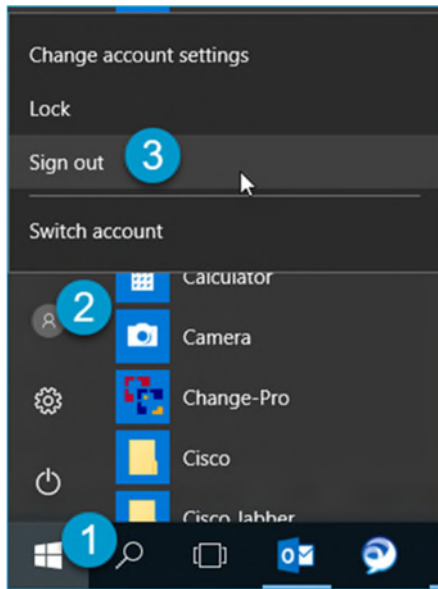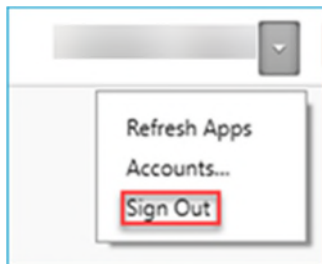
► **Note**: Any changes made to online files or settings will be visible again when you next log in.

End Your Citrix Session

Citrix Workspace App

In the Citrix Workspace App, select the drop-down next to your name and select **Sign Out**.

Web browser

From the browser window, select the drop-down next to your name and select **Log Off**.

Access Citrix via your iPad

This section explains how to install and use Citrix Workspace on your iPad iOS 14.x.

About iOS 14.x

The steps to use Citrix Workspace in this quick reference are based on the latest available version of iOS, 14.x.

Find the iOS version on your iPad

Step 1: From the **Home** screen, tap **Settings** . The Settings window displays.

Step 2: Tap **General | About** and check the **Version**.

Update the iOS on your iPad

Step 1: From the **Home** screen, tap **Settings** . The Settings window displays.

Step 2: Tap **General | Software Update**.

The next screen will show if your software is up to date. If not, follow these instructions:

Step 3: Tap **Download and Install**. This will start the upgrade, which will take several minutes and will restart your iPad during the process. If the **Download and Install** button is grayed out, trying clearing up some space. The space required by the update is mostly temporary, so you should gain most of it back after the latest iOS version is installed.

✚ **Tip**: If you are near or below 50% power, you will want to plug your device into a wall outlet or a PC during the upgrade.

About Apple Support for iPad

To view online tutorials for learning how to use the iPad, visit Apple Support.

Reset Citrix Workspace

If you already have Citrix Workspace and it is set up to authenticate using RSA and you have now moved to Duo, you will need to reset the app prior to setting up your new account,
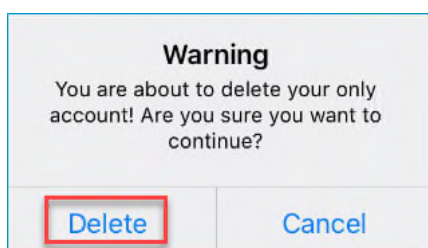
Step 1: From the Citrix Workspace app, tap the **Setting** button at the top right of the screen.
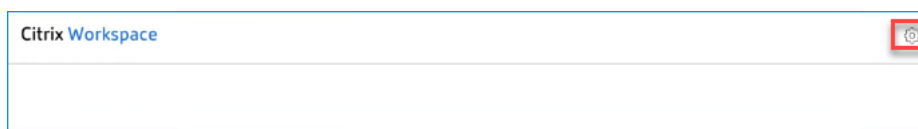
Step 2: Tap your account, and then tap **Delete Account**.
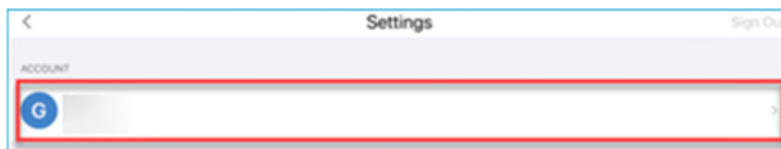
Step 3: At the Warning tap **Delete** to confirm.

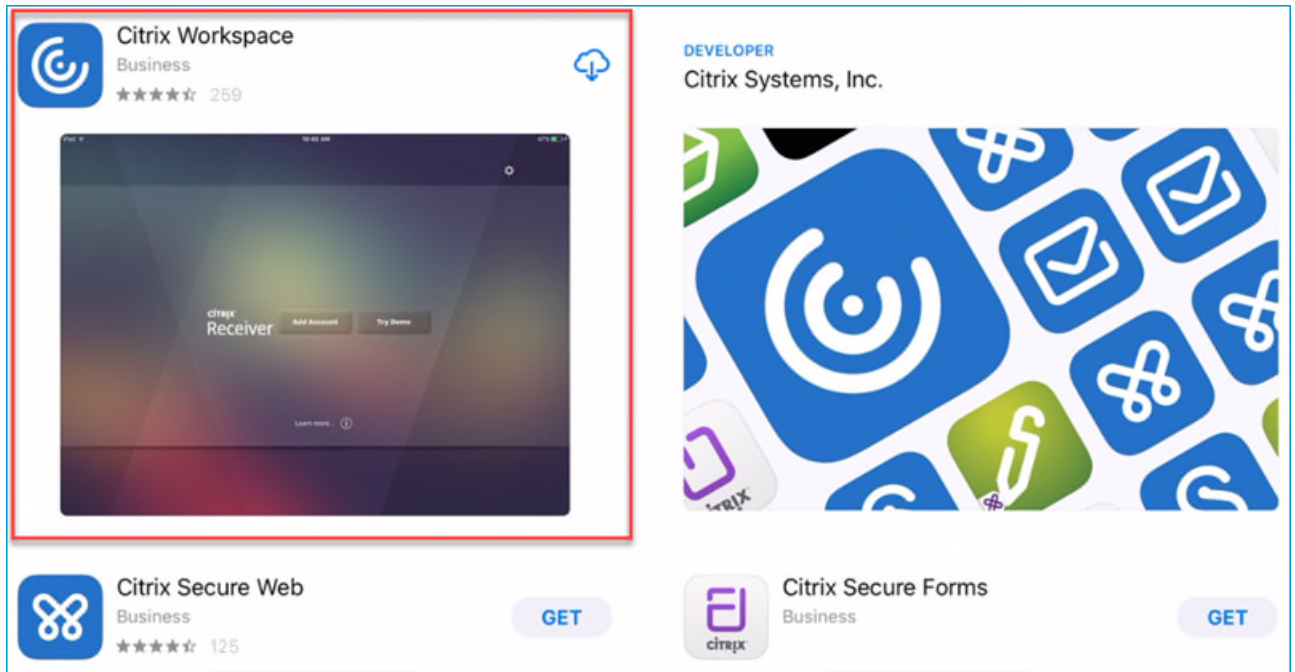Proceed to Add a Citrix Workspace account and Login.

*Install the Citrix Workspace app onto your iPad*

Before you can use the Citrix Workspace App to log into remote applications, you must first download the free **Citrix Workspace** from the App Store.

Step 1: From the Apple App Store, in the **Search** field, enter **citrix workspace** and tap **Search**.

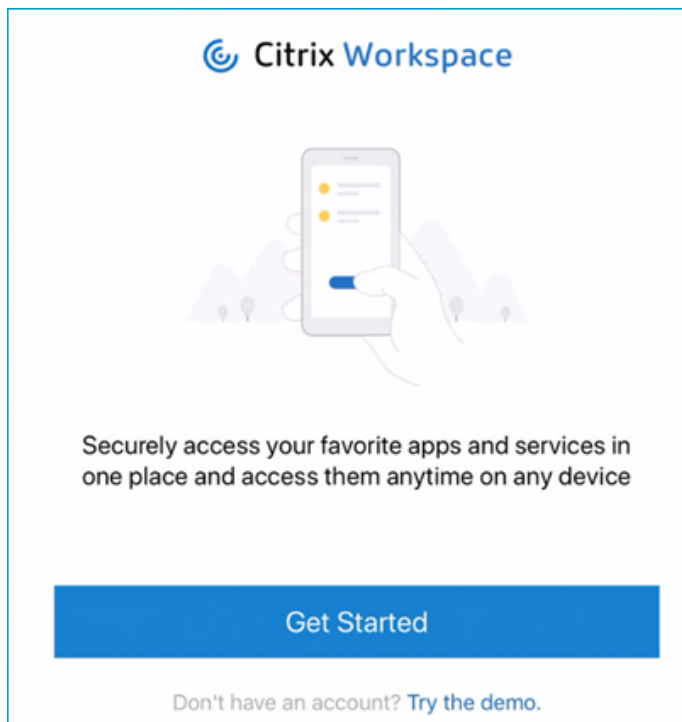**Step 2:** Install and open the **Citrix Workspace** App.

Step 3: Once you have installed the Citrix Workspace, the **Workspace** icon displays on your Home Screen.
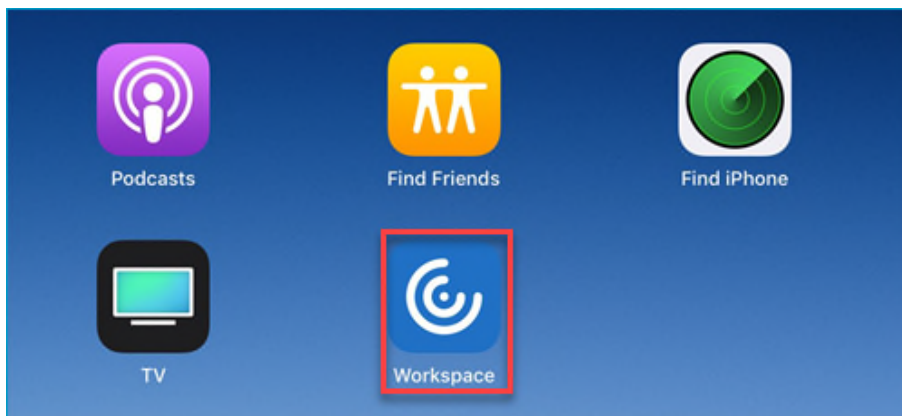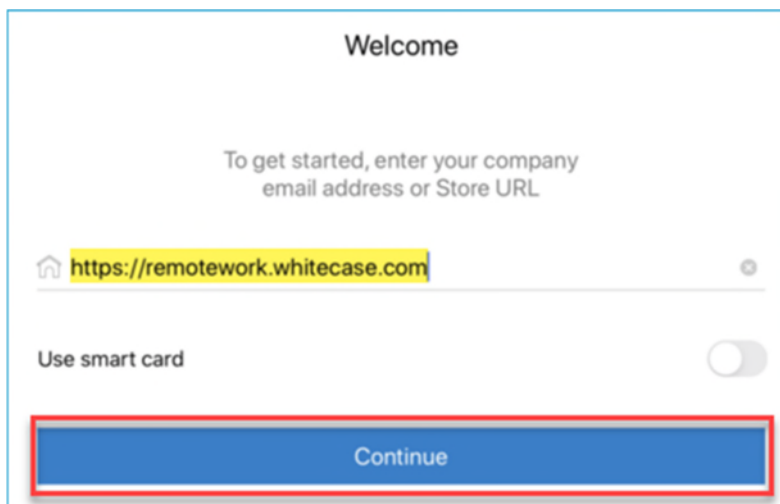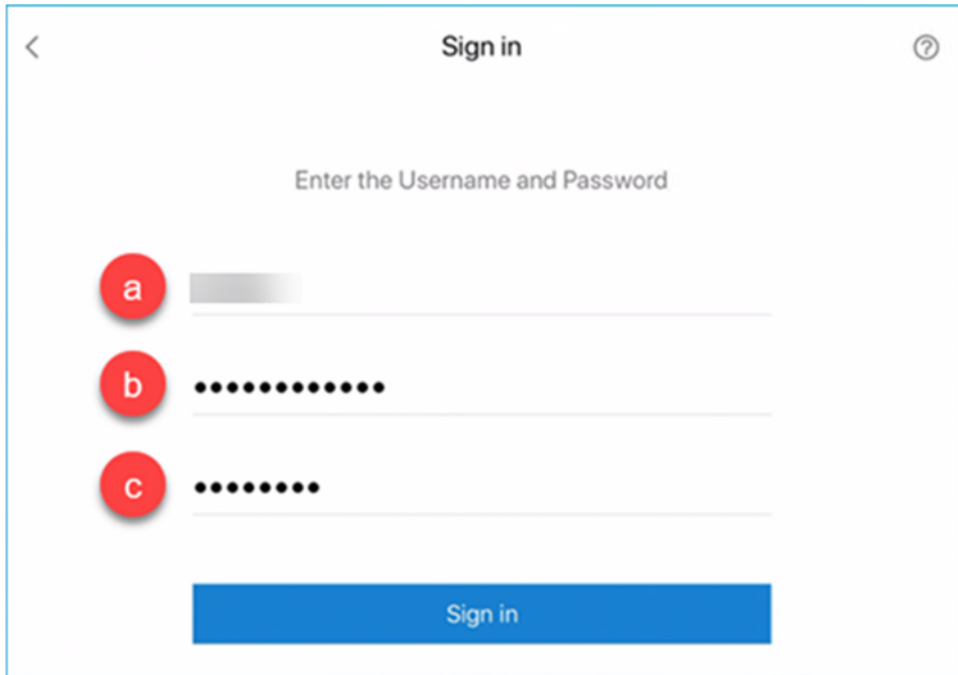
Add a Citrix Workspace account and Login

Step 1: Tap the **Workspace** icon on your Home Screen and then tap **Get Started** to proceed.

Step 2: In the Welcome screen, enter **https://remotework.whitecase.com** in the email address field and tap **Continue**.

Step 3: In the Sign in screen, fill in the following fields.

- *a.* In the **User name** field, enter your White & Case user name.
- *b.* In the **Password** field, enter your White & Case password.
- *c.* In the **Passcode** field, enter **push**.

Step 4: With all the fields complete, tap **Sign in**.

**Step 5:** Open the Duo notification on your mobile device and tap **Approve**.

► **Note**: For your convenience, you may install Duo to your iPad. However, validation of push notifications will come through on your primary device, which may be your mobile phone. Duo on your iPad would be more convenient if passcode validation were preferred.
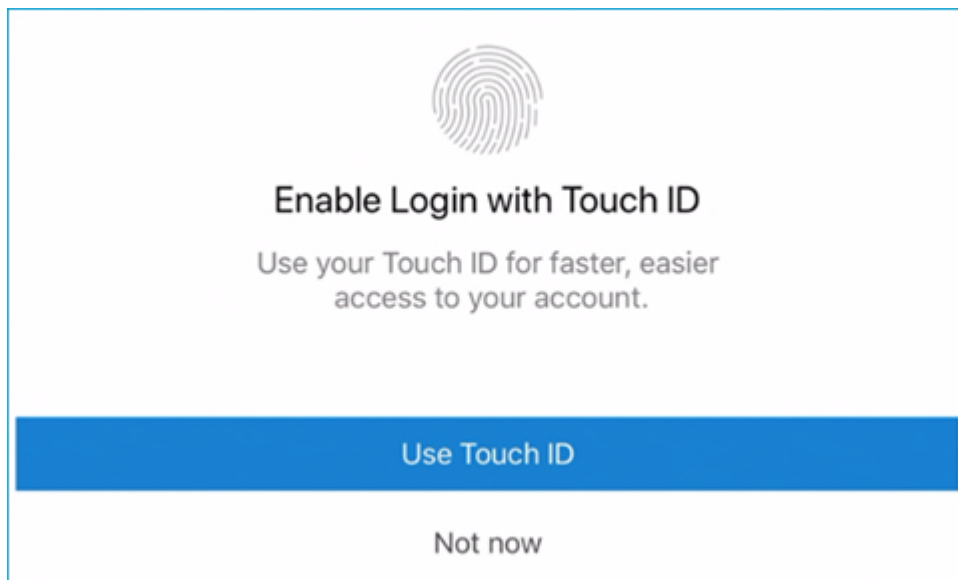
✚ **TIP**: As an alternative, in the **Password** field, enter the number generated by Duo Mobile and click **OK**.
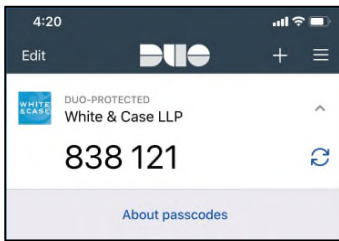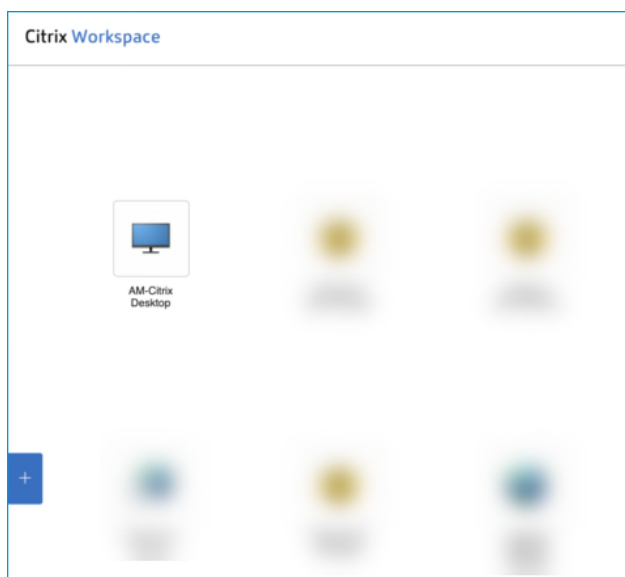

On some iPhones, you may also **long press** on the notification to be prompted to **Approve** without opening.
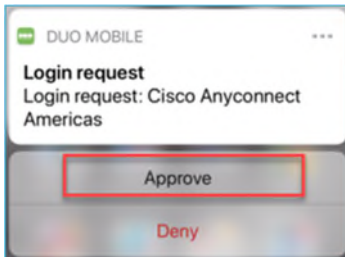
Step 6: To enable Touch ID for future sign in, tap **Use Touch ID**. Otherwise tap **Not now** to proceed.
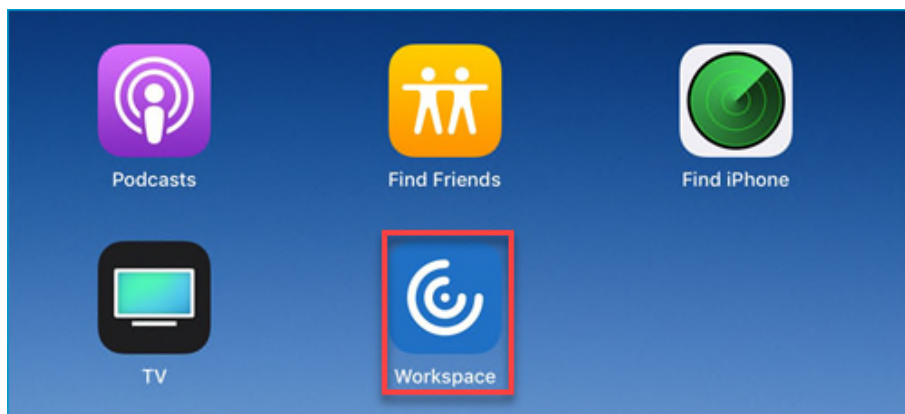

The Citrix Workspace Home Screen displays.

Log on to Citrix

This section describes how to log on to Citrix after installation / first use.

Step 1: Tap the **Workspace** icon on your Home Screen. The Citrix Workspace Home Screen displays.
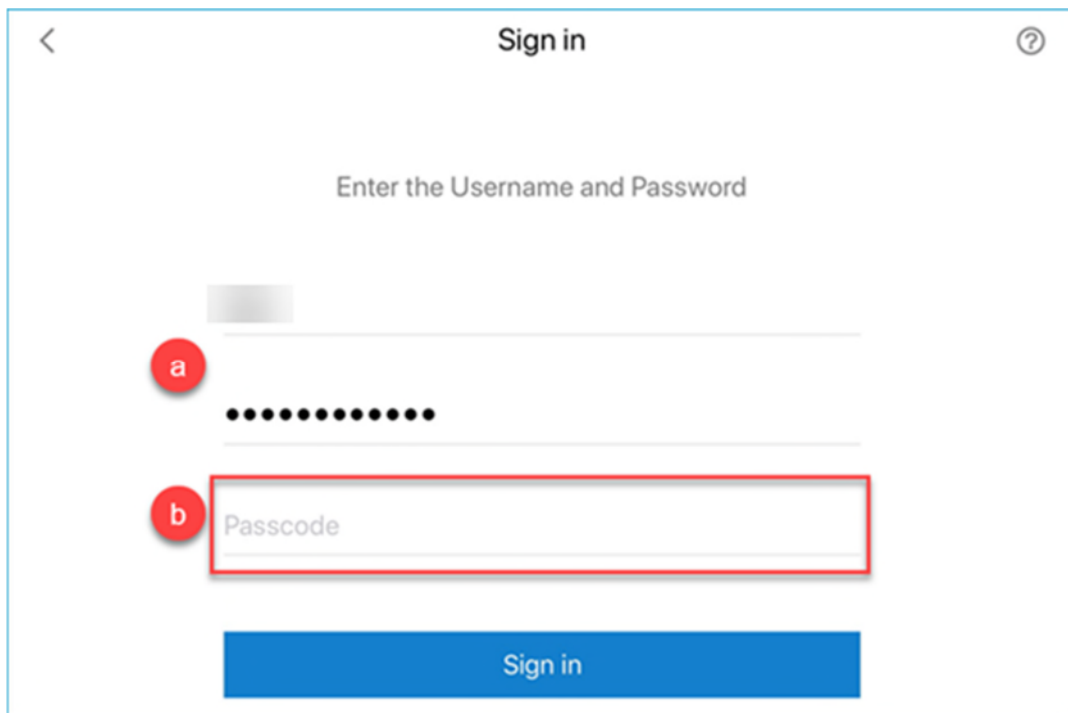

Step 2: To launch the Firm desktop, click on your regional Citrix desktop: **AM-Citrix Desktop** for Americas, **EM-Citrix Desktop** for EMEA or **AP-Citrix Desktop** Asia**.**
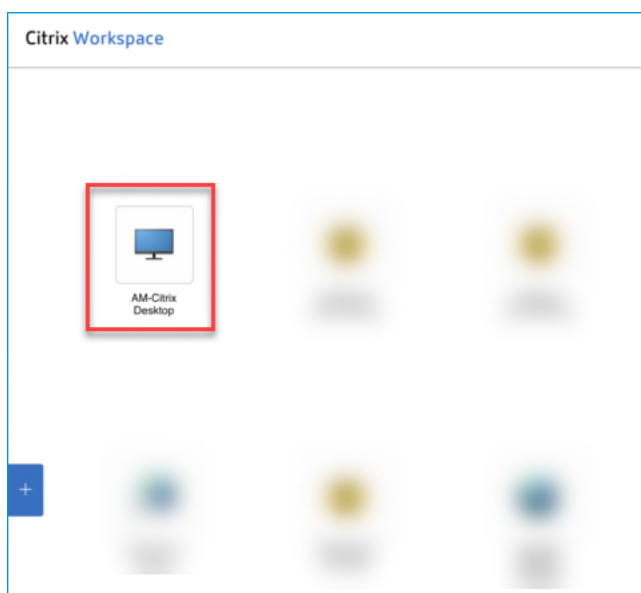
► **Note**: If you enabled Touch ID, you may be prompted to use it now to launch Workspace.
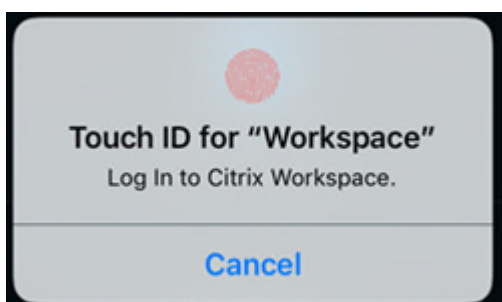
Step 3: In the Sign in screen, enter your credentials:

a. The **User name** and **Password** fields are already entered for you.
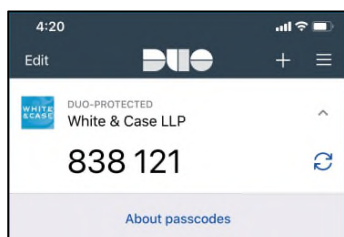
b. In the **Passcode** field, enter **push**.

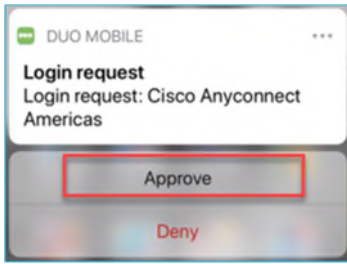**Step 4:** With all the fields complete, tap **Sign in**.

Step 5: Open the Duo notification on your mobile device and tap **Approve**.

✚ **TIP**: As an alternative, in the **Password** field, enter the number generated by Duo Mobile and click **OK**.
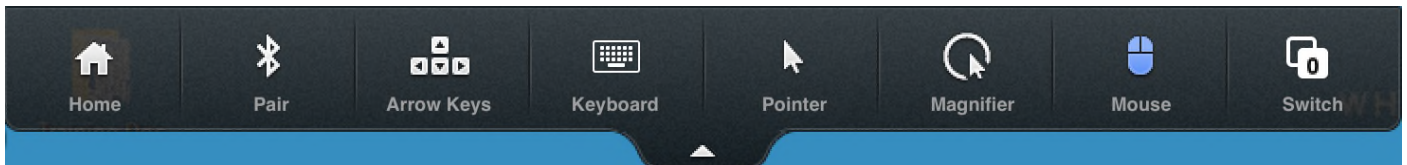
On some iPhones, you may also **long press** on the notification to be prompted to **Approve** without opening.
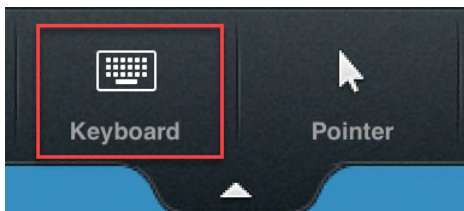

Navigate in Citrix Workspace

Citrix Workspace displays a drop-down menu tab that allows you to access extra functions under the following categories: Home, Pair, Arrow Keys, Keyboard, Pointer, Magnifier, Mouse and Switch.

Use the Keyboard

To display the keyboard, tap the Citrix Workspace menu tab at the top of the screen and choose **Keyboard**.

To close the keyboard, simply tap the keyboard icon at the bottom right of the keyboard display.

► **Note**: If you have an external keyboard, a full keyboard will not display on the iPad.

Navigate Through Active Items in an Application

Step 1: To navigate through opened items in an application (i.e., multiple opened emails), tap two fingers on the iPad screen. The Active Items dialog displays.

Step 2: To navigate to an item, single tap it.

Gestures Guide for Citrix Workspace Sessions

There are two modes to simulate using a mouse with Citrix Workspace. The first mode, which is the default, interprets all taps with a small feedback ring on the screen.

The gestures for this mode are as follows:

iPad Taps and Gestures	Windows' Mouse Equivalent
Single tap	Single click
Double tap	Double click
Three-finger tap	Bring up or dismiss the virtual keyboard or engage external keyboard
Tap and hold	Right click
Tap and drag	Drag
Swipe Right	Left Arrow key

Swipe Left	Right Arrow key
Swipe Up	Mouse Wheel up
Swipe Down	Mouse Wheel down

Track Pad Mode

This mode turns the entire surface of the iPad into a trackpad. Moving your finger around moves an onscreen mouse pointer accordingly.

iPad Gesture	Windows Equivalent
Single tap	Single-click
Double tap	Double-click
Two finger tap	Show/hide magnifying glass
Three-finger tap	Bring up or dismiss the virtual keyboard or engage external keyboard
Four-finger swipe	Navigate through open applications
Tap and hold	Right-click
Tap and drag	Drag

► **Note**: The magnifying glass zooms in on an area of the screen as you track your finger over the surface of the iPad.

Inside the magnified area is a mouse pointer that you can use for precision tapping.

Use the Mouse

To display the Mouse, tap the Citrix Workspace menu tab at the top of the screen and choose **Mouse**.
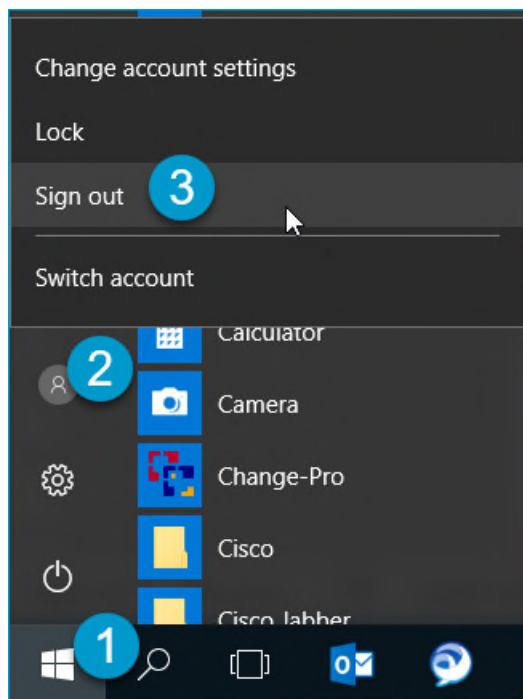

This may be used as a virtual mouse as you browse through your Citrix Desktop applications.

Log Off and End Your Citrix Session

▶ **Note**: Before ending Citrix, make sure to log off from any current **Citrix Desktop** sessions.

To log off, select the **1) Start** ![Start icon] button, then on the left side of the Start menu, choose the **2) Accounts** icon, and then select **3) Sign out**.
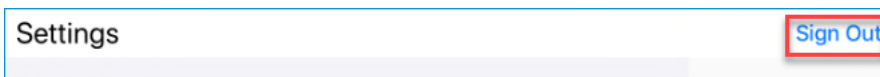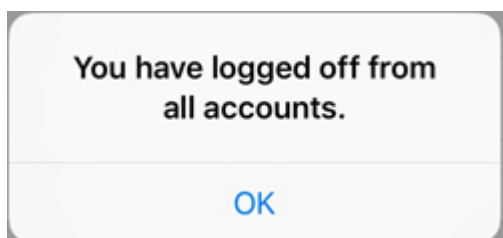

End Your Citrix Session

Step 1: From any application, tap the **Citrix Workspace** drop-down menu tab and then tap **Home**.
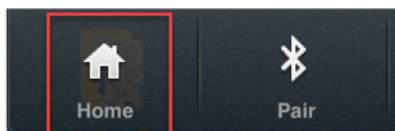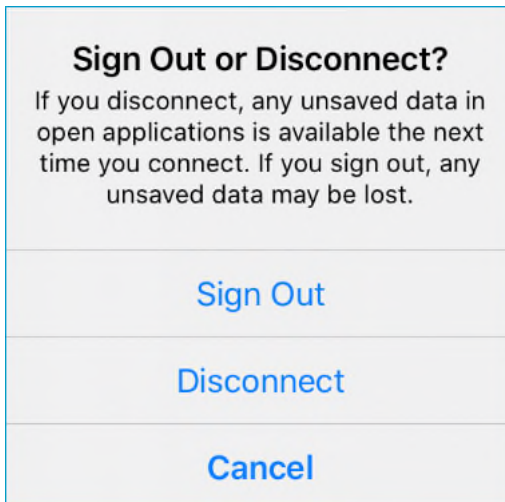

Step 2: At the Home screen, tap **Settings** ⚙ and then tap **Sign Out**.

A confirmation dialog displays when you are logged off.

► **Note:** If you are currently logged into one or more applications in Citrix, you are prompted to Sign Out, Disconnect or Cancel.

Step 3: Tap **Sign Out** to end your Citrix session and close all applications.