

## Remote Access

The Firm supports a number of solutions that provide remote access to Firm systems on a variety of different devices. All remote access methods (other than BlackBerry Work) require access to an RSA token. RSA tokens are available for use on your [laptop](#) and selected [mobile devices](#), available on request from the GTS Service Desk.

To get set up, contact the GTS Service Desk.

## Connect your Firm Laptop to the Network with Cisco AnyConnect VPN

Cisco AnyConnect's Virtual Private Network (VPN) Secure Mobility Client allows quick access to the White & Case network through broadband, wireless or cable modem while providing a high level of security and a dependable connection.

Cisco AnyConnect VPN automatically connects you to the nearest White & Case network access point; this means that even if you travel and are connecting from outside your home region, your network connection remains fast.

### About Using RSA SecurID with Cisco AnyConnect

When remotely connecting to the network via a White & Case laptop, you may also use the [RSA SecurID](#) software to obtain a passcode for logging in. If you have locally installed your software token, you may even enter just your PIN to connect.

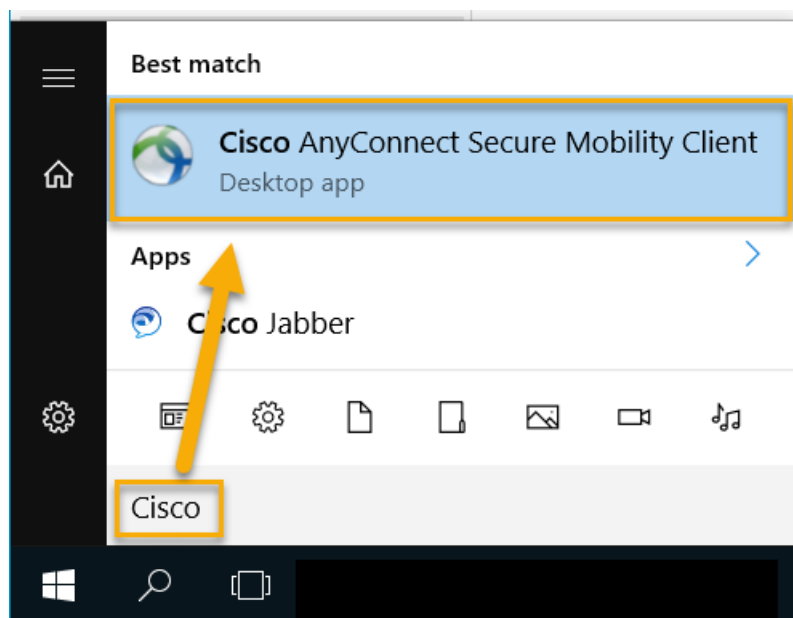
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► Please contact the GTS Service Desk for assistance with installing an RSA SecurID token on your Firm laptop.

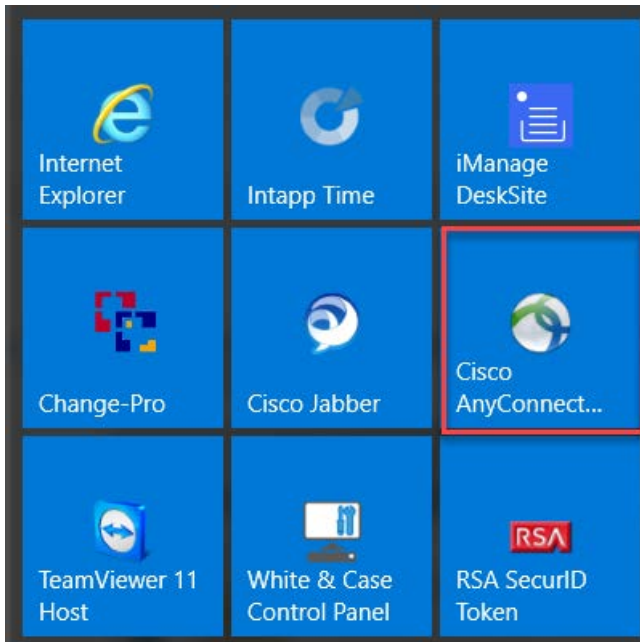
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### Connect to the VPN

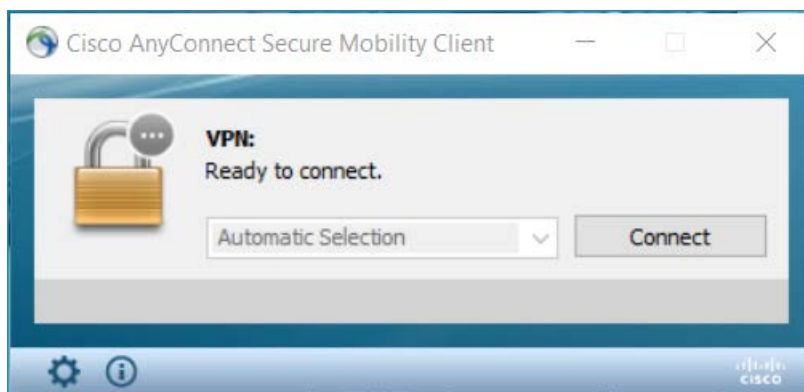
**Step 1:** Click the **Start** button  and enter **Cisco** in the search field.



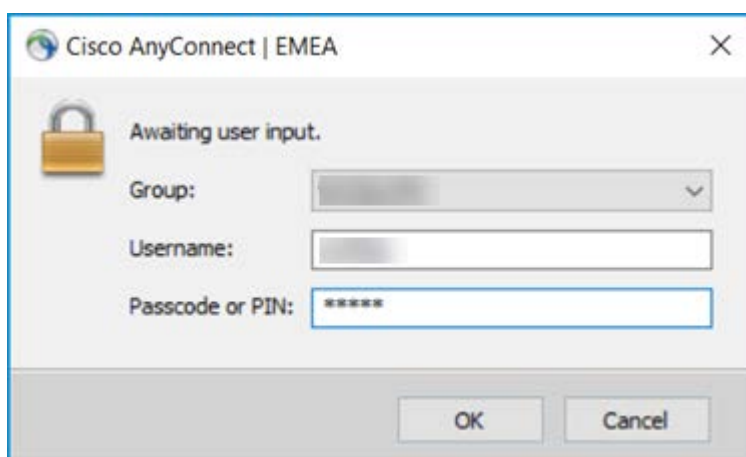
+ The app is also pinned to your Start menu.



**Step 2:** Select **Cisco AnyConnect Secure Mobility Client**. The Cisco AnyConnect client displays.



**Step 3:** Click **Connect**. The credentials dialog displays.

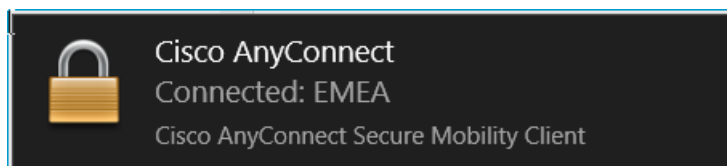


**Step 4:** Enter your network **Username** and *either*:

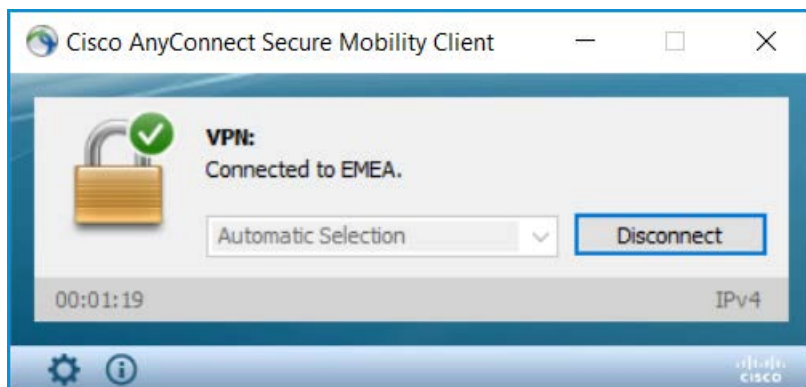
- a. Your RSA SecurID **PIN**  
This is only accepted if your software token is also [installed on your Firm laptop](#) and you've set up a PIN.
- b. Your RSA SecurID **Passcode**  
You must first set up a PIN to authenticate using the software token assigned to you.

**Step 5:** Click **OK**. If your network connection is successful, you may confirm your connectivity as follows:

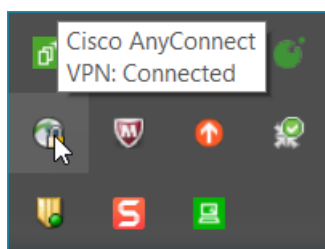
Connection successful (AnyConnect minimized):



Connection successful (AnyConnect maximized):



At any time while working, you may also check the AnyConnect connection icon in the system tray (hidden icons):

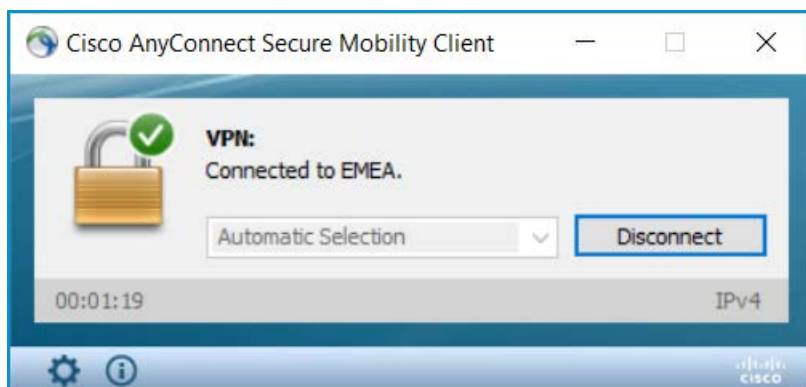


### *Disconnect from the VPN*

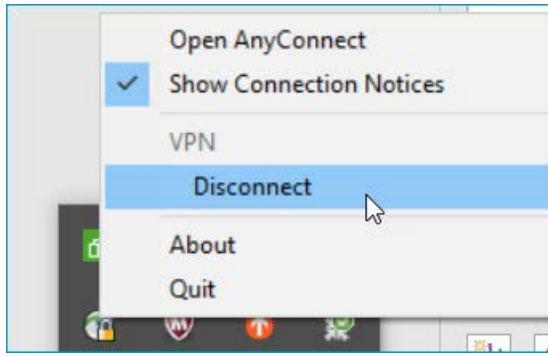
If you plan on shutting down your laptop or going into sleep or hibernate mode, it is a good idea to first disconnect from the VPN.

There are two ways to disconnect:

**Step 1:** Open the Cisco AnyConnect window and click **Disconnect**.



or right-click the Cisco AnyConnect icon in the system tray and select **VPN Disconnect**.



## Access Your Remote Desktop via Citrix

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

To use Citrix for remote access, you will need:

- a Windows or Mac PC with a broadband Internet connection
- your White & Case user name and password
- the RSA Token app, a SecurID token and your PIN

If you currently do not have an RSA SecurID token, please contact the GTS Service Desk.

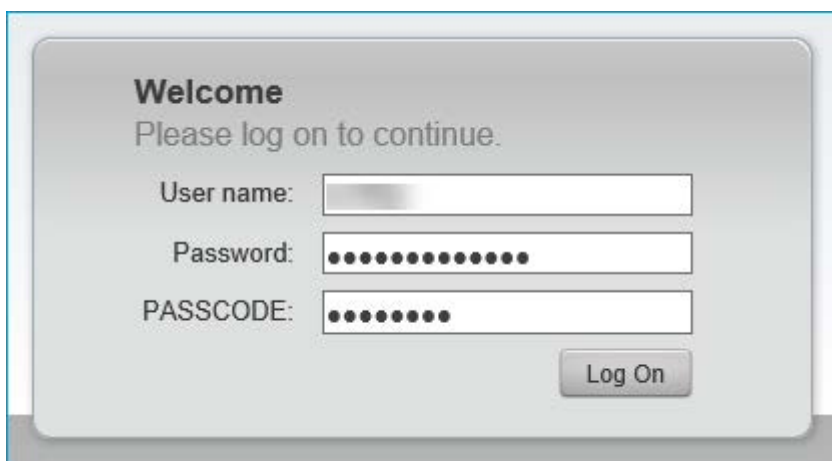
### *Launch Citrix from a Web Browser*

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

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- If using your personal PC (i.e. and not a public PC), we recommend accessing your Desktop via Citrix Workspace as described in Launch Citrix on your PC.
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**Step 1:** Open a web browser and go to <https://citrix.whitecase.com>.

**Step 2:** In the Logon screen, enter your **User name** and **Password** (same as your White & Case login for Windows).

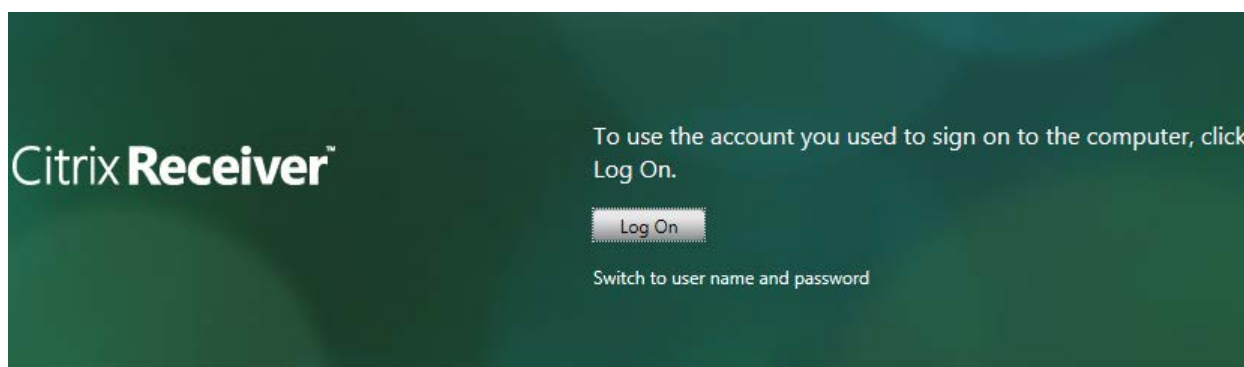


**Step 3:** On your mobile phone, launch the RSA **Token** app and enter your four-digit **PIN**.

- 
- If you do not have the RSA Token app, a SecurID token or a PIN, please contact the GTS Service Desk.
- 

**Step 4:** Enter the **Passcode** generated by the RSA app into the **PASSCODE** field on the Logon screen.

- 
- If accessing Citrix from the office or while connected via Cisco AnyConnect VPN, the Logon screen appears as below and no passcode is required. Just click **Log On** to launch Citrix.
- 



**Step 5:** Click **Log On**. Citrix Receiver displays your available White & Case applications.



**Step 6:** Just click an app you wish to open. To launch your Firm Desktop, click **Citrix Desktop**.

### *Launch Citrix on your PC*

If you regularly access Citrix from your personal PC, we recommend first installing the Citrix Workspace app and using it to launch Citrix for quicker access.

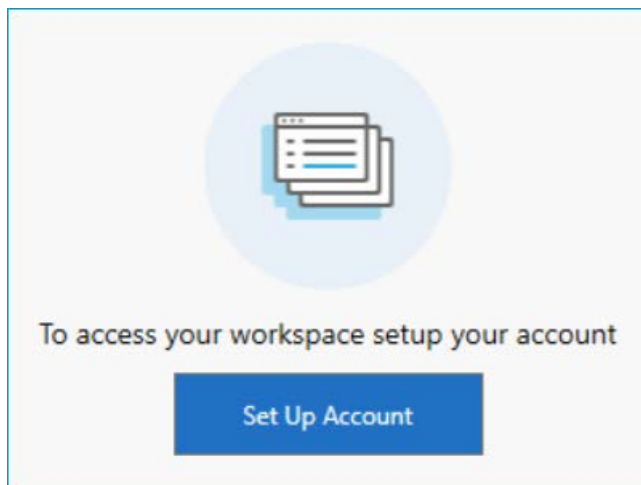
### **Install and Set Up Citrix Workspace**

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- This is a one-time installation. However, if you experience issues after launching the Citrix Workspace app, you may need to install it again.
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**Step 1:** Download and install the Citrix Workspace app for your PC:

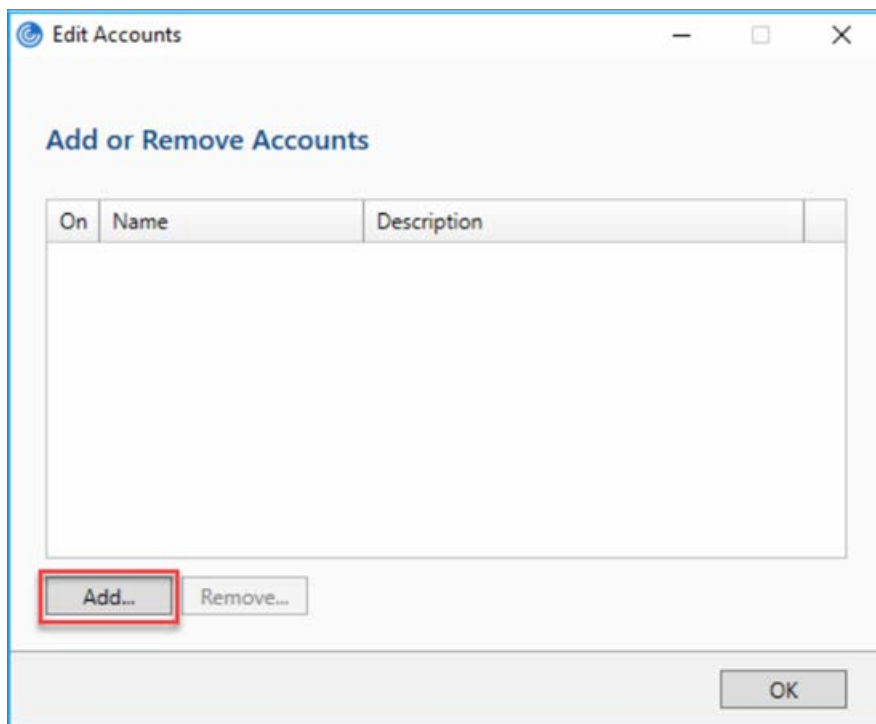
- <https://www.citrix.com/products/workspace-app/download-citrix-workspace-app.html>

**Step 2:** Start the **Citrix Workspace** app and then select **Set Up Account**.



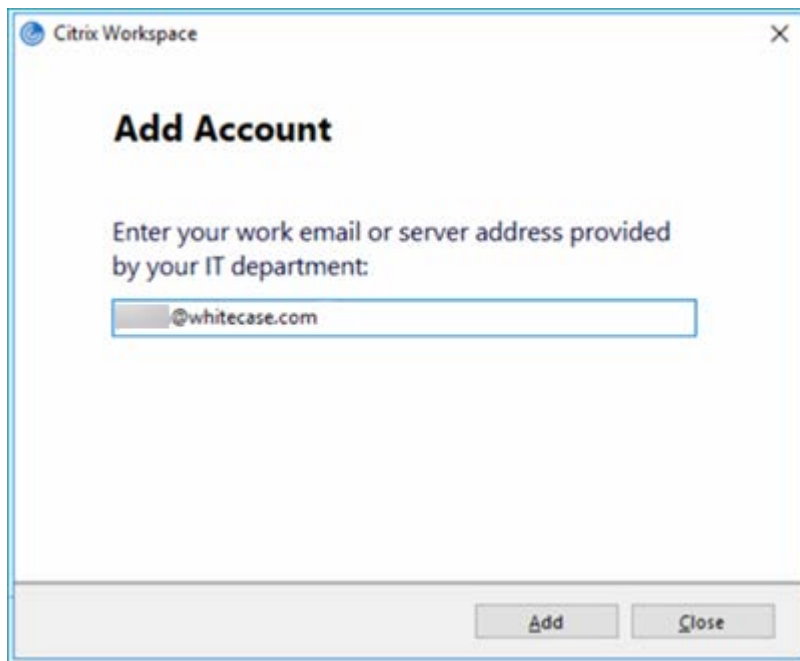
The Edit Accounts dialog displays.

**Step 3:** Select **Add**.

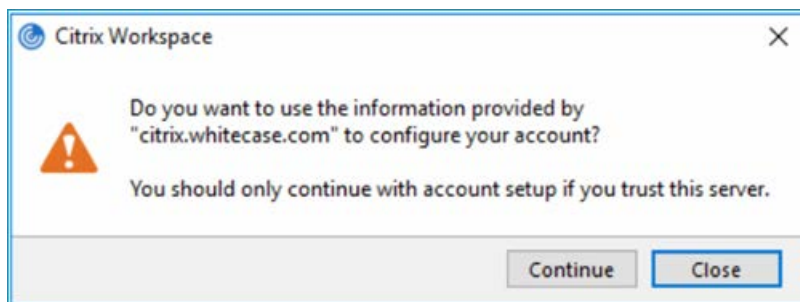


The Add Account dialog displays.

**Step 4:** Enter your White & Case email address and click **Add**.



The following prompt displays.



**Step 5:** Click **Continue**. Your White & Case account is now set up and you are prompted to [log on](#).

## Log On to Citrix

**Step 1:** Start the **Citrix Workspace** app. The Logon screen displays.

**Step 2:** Enter your **User name** and **Password** (same as your White & Case login for Windows).

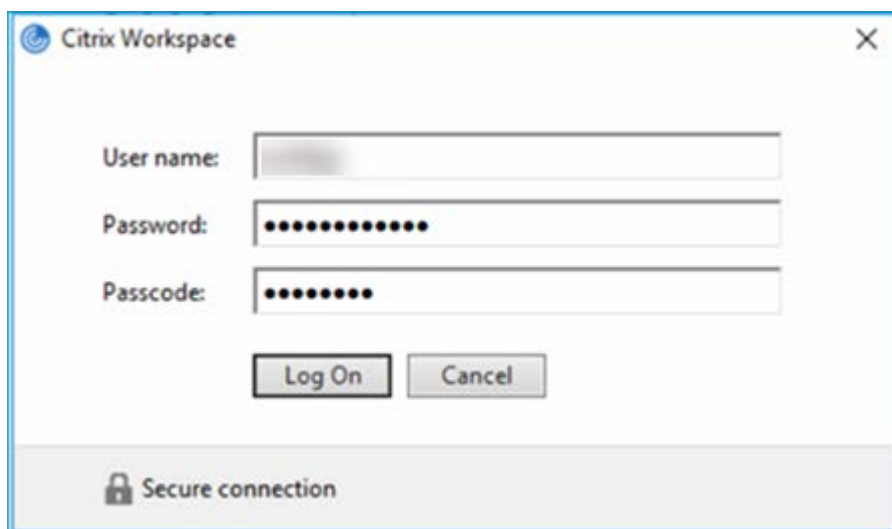
**Step 3:** On your mobile phone, launch the RSA **Token** app and enter your four-digit **PIN**.

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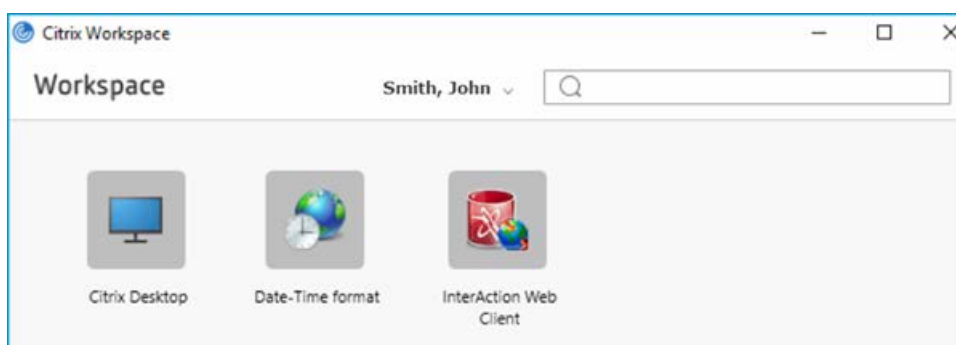
► If you do not have the RSA Token app, a SecurID token or a PIN, please contact the GTS Service Desk.

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**Step 4:** Enter the **Passcode** generated by the RSA app into the **Passcode** field on the Logon screen.



**Step 5:** Select **Log On**. Citrix Workspace displays your available White & Case applications.



**Step 6:** Just click an app you wish to open. To launch your Firm Desktop, click **Citrix Desktop**.

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► If you experience any issues after launching the Citrix Workspace App, we recommend downloading and installing a new version of the app (when available).

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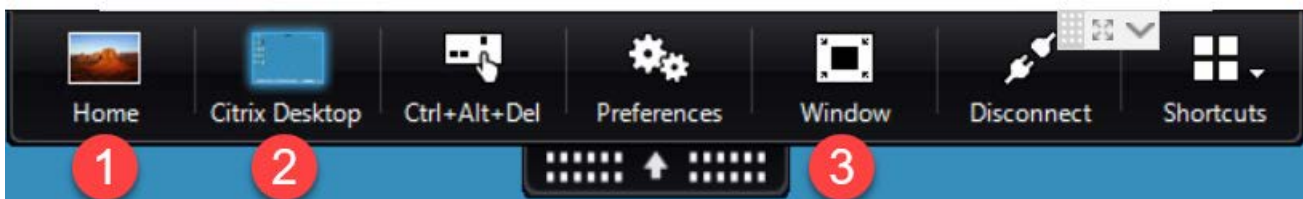
## Switch Between Full-screen and Window Views (Windows)

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:



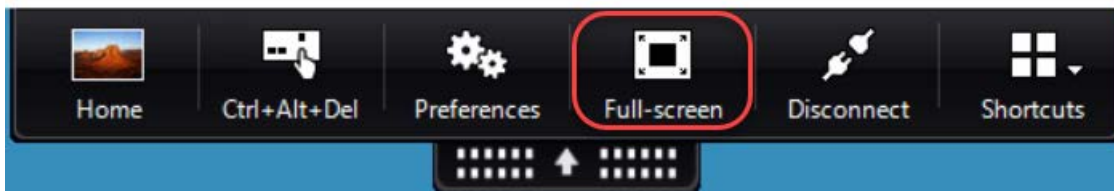
While in Full-screen mode, you may either select to **1)** switch to your personal PC Desktop, **2)** switch to your White & Case Citrix Desktop or **3)** switch your Citrix Desktop to Window mode.



### View Full-screen on Two Monitors

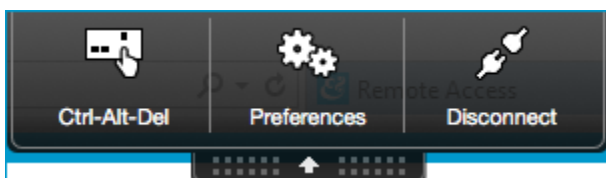
When you switch to **Full-screen** mode while using dual monitors, your Citrix Desktop will only go to full screen on the current monitor.


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 windowed 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.

- ▶ Citrix does not allow connections with any local computer drives, USB drives, etc.
- ▶ When creating new documents or editing an attachment, be sure to save the documents first, either to iManage, a network drive, or your Desktop (in Citrix). After first saving and while the document is being edited, it is strongly recommended to periodically save the document (**File | Save** or **Ctrl + S**) since iManage disrupts the auto save feature in Microsoft Word.

## Regularly Save Your Work

To ensure the security of White & Case documents, Citrix times out and severs its connection with a user after 60 minutes of inactivity. If you have a document open that has not been saved for a period of time exceeding 60 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 GTS Service Desk.

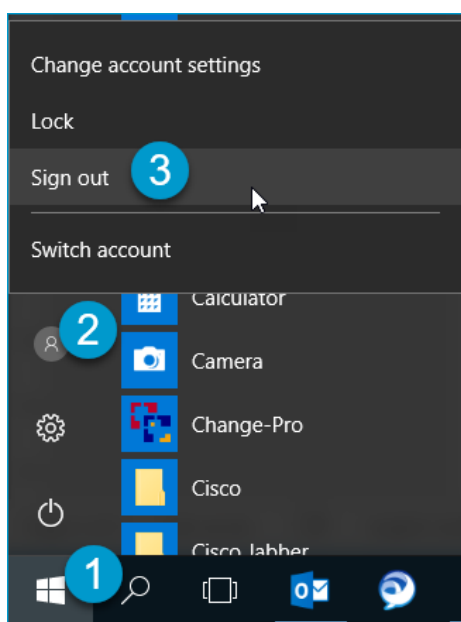
## Use Cisco Jabber for Calls

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.

- ▶ Make sure that Jabber is using your computer for phone calls.

## Log Out

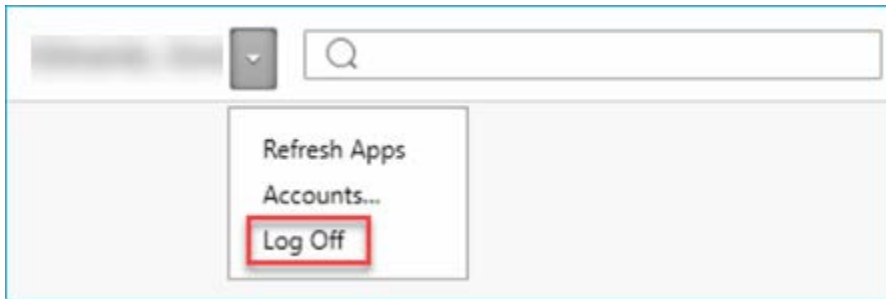
To log out, select the **1) Start**  button, then on the left side of the Start menu, choose the **2) Accounts** icon, and then select **3) Sign out**.



Any changes made to online files or settings will be visible again when logging into your Windows 10 PC.

## End Your Citrix Session

In the Citrix Workspace App, 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 12.x.

### Manage Downloaded Content from iTunes

An iTunes account is necessary for working with the iPad. Note that:

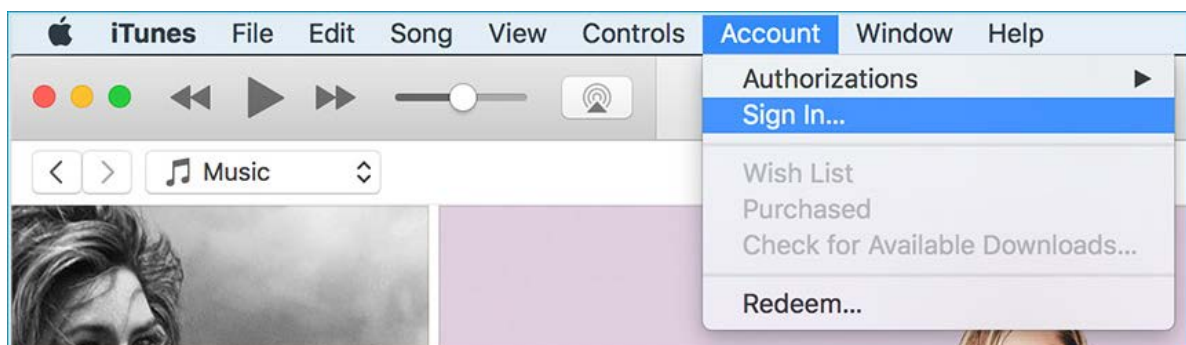
- The iPad will connect with iTunes and set the user to match the current account active in iTunes.
- If the iPad is connected to another computer with a different iTunes account, only Apps and Music (purchased or ripped from CD) are shareable. Purchased TV or Movie content can only synchronize with the iTunes account associated with the iPad.

### Create an iTunes Account on Your Own PC

► iTunes may not be installed on Firm computers.

**Step 1:** Download iTunes from the Apple website: <http://www.apple.com/itunes/>

**Step 2:** From the menu bar at the top of your computer screen or at the top of the iTunes window, choose **Account | Sign In...**




**Step 3:** Click **Create New Apple ID** and follow the prompts to create your account.

### About iOS 12.x

The steps to use Citrix Workspace in this quick reference are based on the latest available version of iOS, 12.x.

To find out 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**.

Updating the iOS is easy:

**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, try 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.

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**+** 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.

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## About Apple Support for iPad

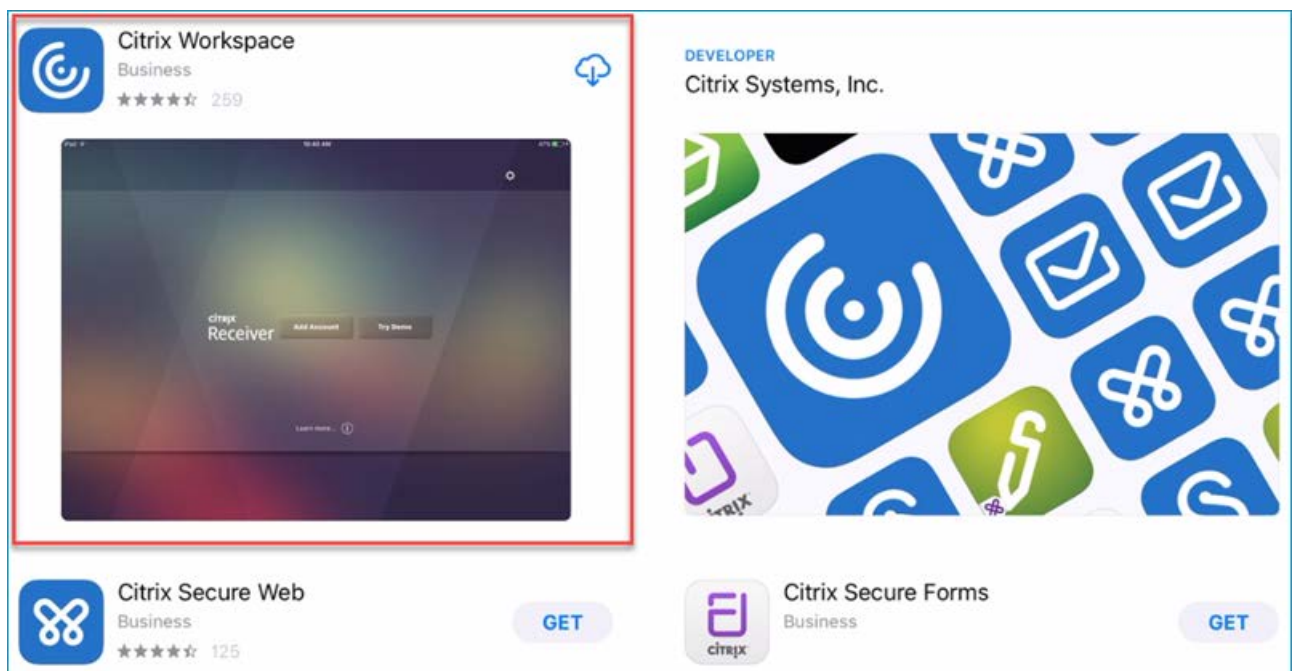
To view online tutorials for learning how to use the iPad, visit [Apple Support](#).

## *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:** In the **Search** field, enter **citrix workspace** and tap **Search**.

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

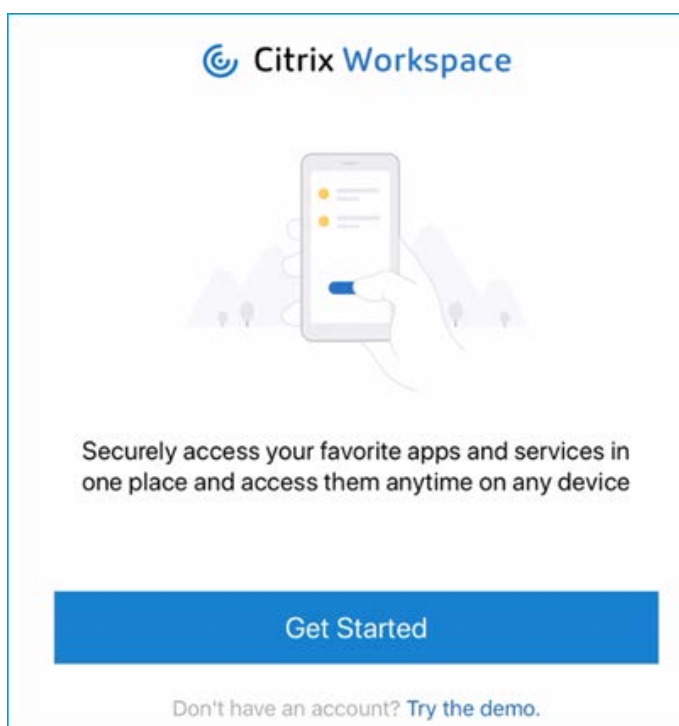


**Step 3:** Once you have installed the Citrix Workspace, the **Workspace** icon displays on your Home Screen.

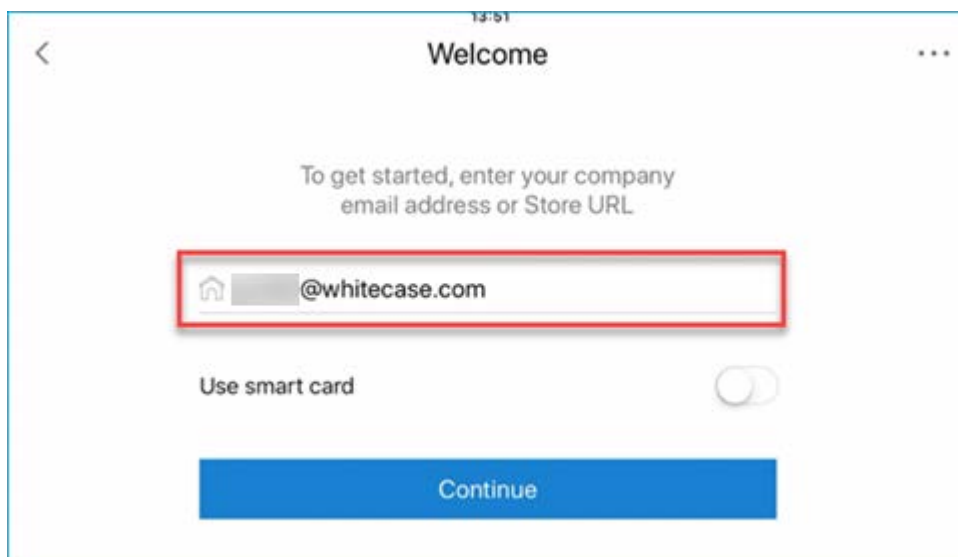


## *Add an Account and Log On to Citrix*

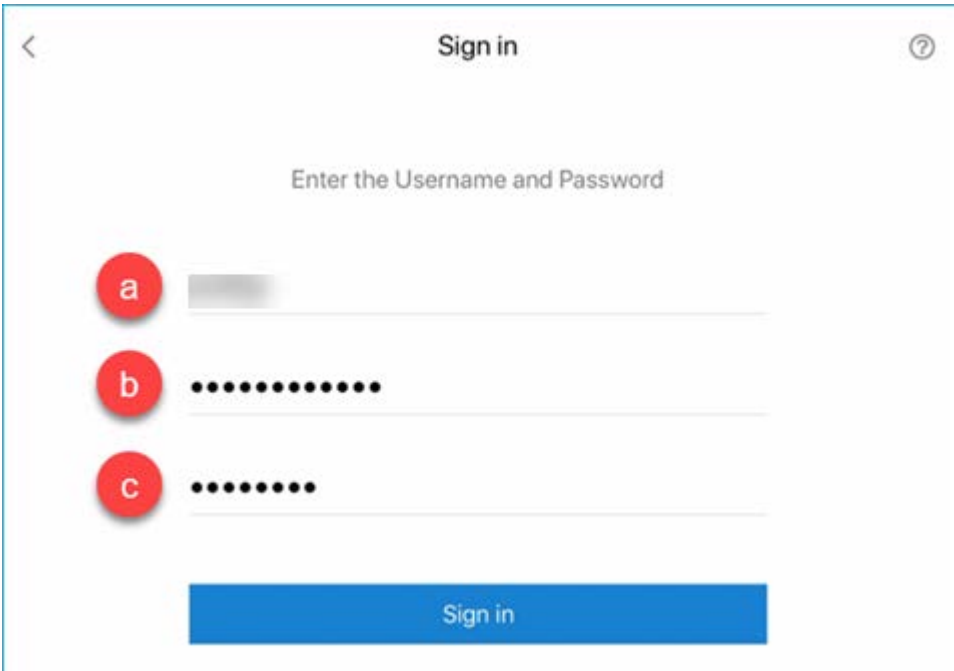
**Step 1:** Tap the **Workspace** icon on your Home Screen and then tap **Get Started** to proceed.



**Step 2:** In the Welcome screen, enter your White & Case email address and tap **Continue**.



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

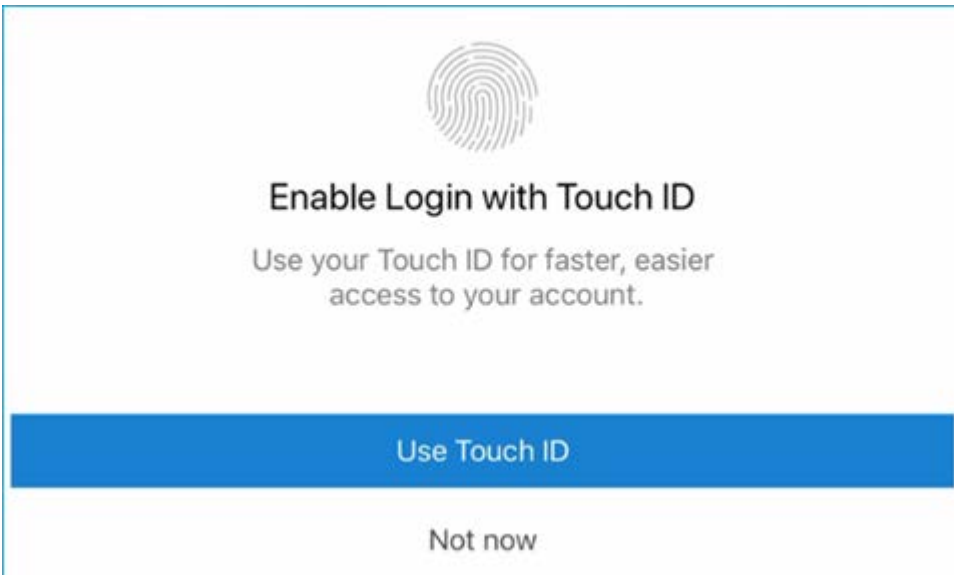
A screenshot of a mobile application's "Sign in" screen. At the top, there is a back arrow on the left and a question mark icon on the right. The title "Sign in" is centered. Below the title, the instruction "Enter the Username and Password" is displayed. There are three input fields, each preceded by a red circular label with a white letter: 'a' for the username, 'b' for the password (masked with dots), and 'c' for the passcode (masked with dots). A blue "Sign in" button is located at the bottom center.

- 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 the **Passcode** from the [RSA SecurID app](#) on your iPhone or iPad.

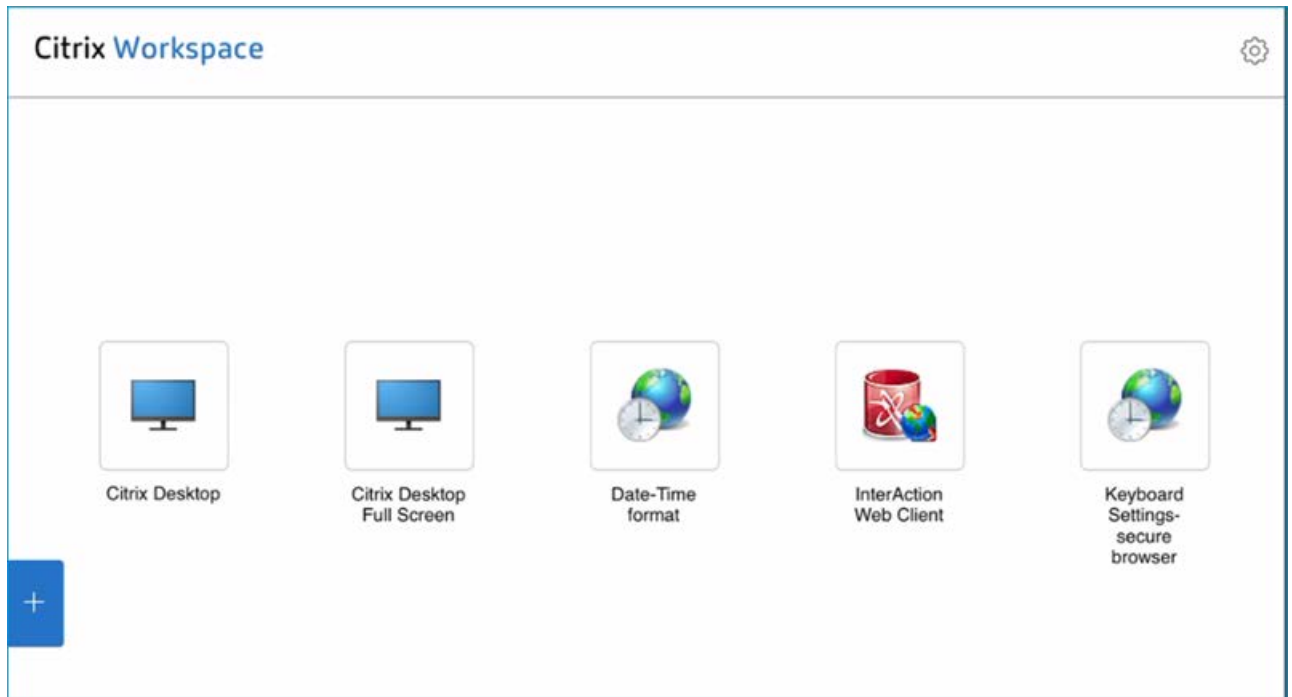


**Step 4:** With all the fields complete, tap **Sign in**.

**Step 5:** To enable Touch ID for future sign in, tap **Use Touch ID**. Otherwise tap **Not now** to proceed.

A screenshot of a mobile application screen titled "Enable Login with Touch ID". At the top is a large fingerprint icon. Below it, the text "Enable Login with Touch ID" is centered, followed by the subtitle "Use your Touch ID for faster, easier access to your account." At the bottom, there are two buttons: a large blue "Use Touch ID" button and a smaller "Not now" button below it.

The Citrix Workspace Home Screen displays.



**Step 6:** Tap **Citrix Desktop** to launch your White & Case Desktop.

### *Log On to Citrix*

This section describes how to subsequently 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:** Tap an app to launch it.

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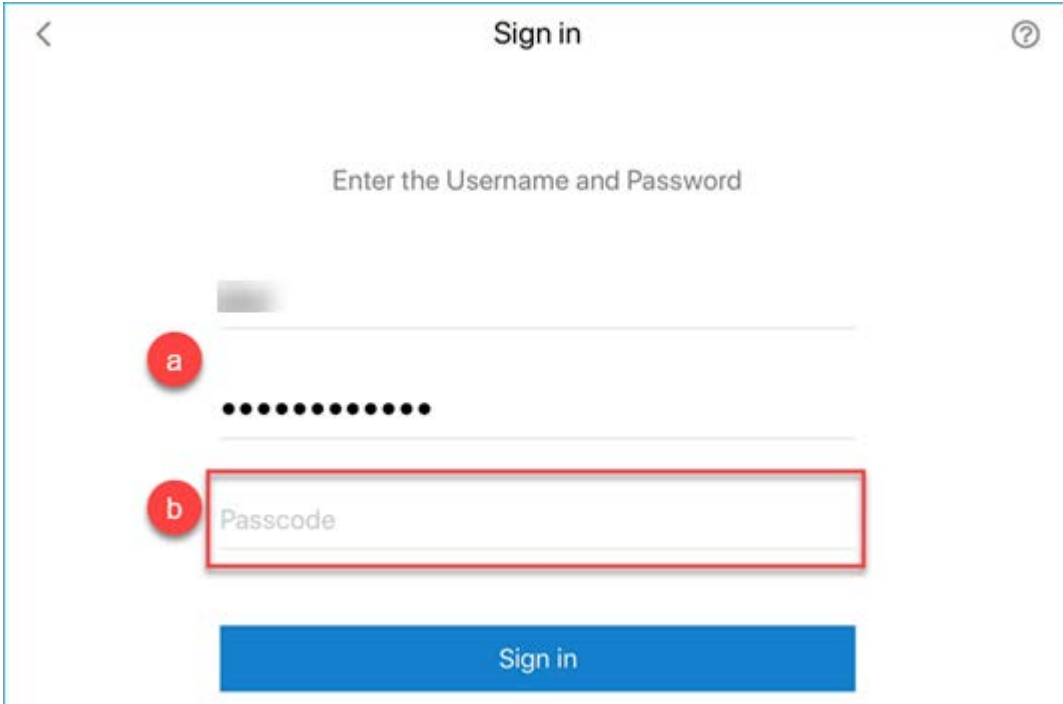
► If you enabled Touch ID, you may be prompted to use it now to launch Workspace.

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**Step 3:** In the Sign in screen, enter your credentials:

A screenshot of a 'Sign in' screen. At the top, there is a back arrow on the left and a question mark icon on the right. The title 'Sign in' is centered. Below the title, the instruction 'Enter the Username and Password' is displayed. There are three input fields: the first is for the username (containing a blurred name), the second is for the password (filled with dots), and the third is for the passcode (labeled 'Passcode'). A red circle with the letter 'a' points to the password field, and a red circle with the letter 'b' points to the passcode field. A red rectangular box highlights the passcode field. At the bottom, there is a blue 'Sign in' button.

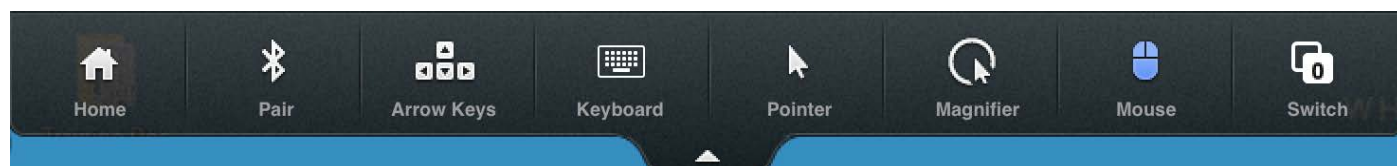
- a. The **User name** and **Password** fields are already entered for you.
- b. In the **Passcode** field, enter the **Passcode** from the [RSA SecurID app](#) on your iPhone or iPad.



**Step 4:** Tap **Sign in**.

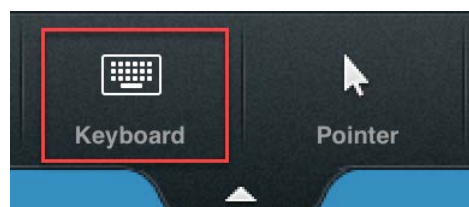
### *Navigate in Citrix Workspace*

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.

## 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

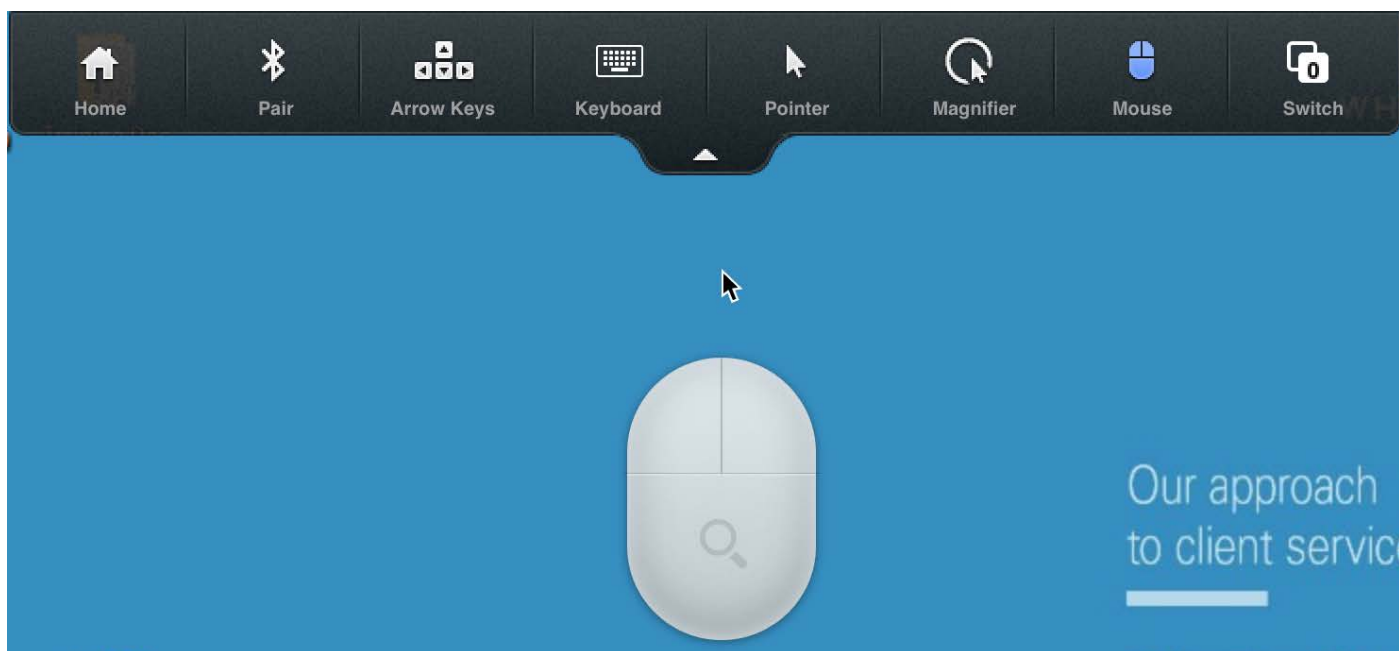
This mode turns the entire surface of the iPad into a trackpad. Moving your finger around moves an onscreen mouse pointer accordingly.

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

- 
- 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**.

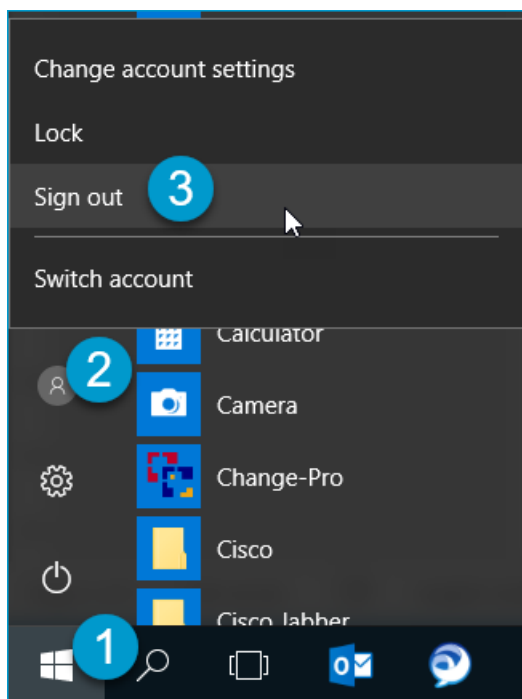


This may be used as a virtual mouse as you browse through your Citrix Desktop applications.

## Log Off and End Your Citrix Session

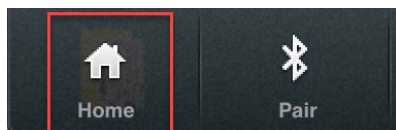
► Before ending Citrix, make sure to log off from any current **Citrix Desktop** sessions.

To log off, 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**.



## End Your Citrix Session

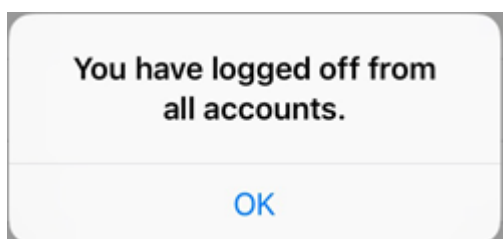
**Step 1:** From any application, tap the **Citrix Workspace** drop-down menu tab and then tap **Home**.



**Step 2:** At the Home screen, tap **Settings**  and then tap **Log Off**.



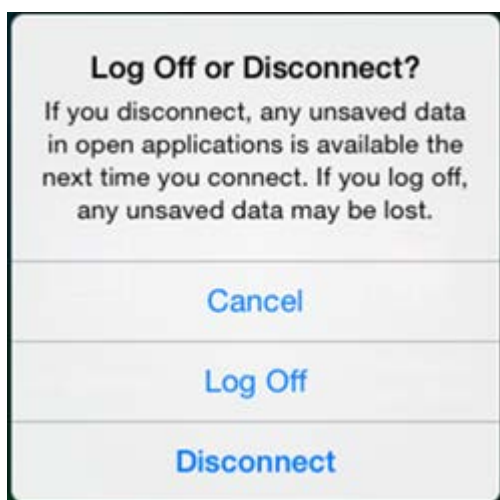
A confirmation dialog displays when you are logged off.



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► If you are currently logged into one or more applications in Citrix, you are prompted to cancel, log off or disconnect.

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**Step 3:** Tap **Log Off** to end your Citrix session and close all applications.

# Manage your RSA SecurID Token for Windows

RSA SecurID Token for Windows provides a software-based security token for authenticating to and accessing the White & Case network remotely. This is an alternative for [authenticating via a Firm-issued mobile device](#); you may also use this in addition to the token on your mobile device. Since both alternatives utilize the same software token file, both will accept the same PIN and display the same passcode.

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- ▶ RSA SecurID Token is a standard application on Firm laptops with Windows 10 / Office 2016. It is not a standard application on Firm Desktop PCs.
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To access the White & Case network from your laptop outside the office, you must first create a PIN to authenticate using the RSA SecurID token assigned to you.

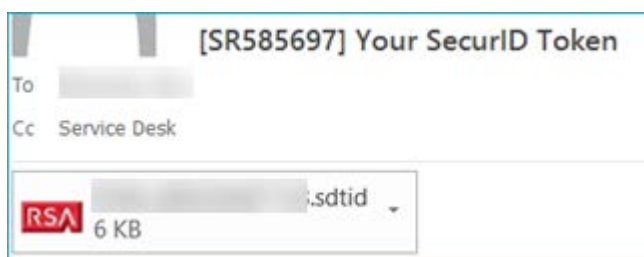
## *Import a Token and Create a PIN*

### **Request a Software Token**

You will need a software token on your laptop to successfully authenticate. You may request a software token by contacting the GTS Service Desk.

### **Import the Software Token**

**Step 1:** Access Outlook and open the message from the Service Desk:



**Step 2:** Double-click the token file (\*.sdtid file as shown above). The software token is identified on the Desktop and automatically imported.



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- ▶ You may change the name of the displayed token to something shorter (for example, to Token 1) at this point but it is not required.
-

**Step 3:** Click **OK**. You are prompted to enter a PIN.

- a.** If you already have a PIN (created for a token on your BlackBerry or mobile device), then you may now enter the PIN and obtain a passcode.



- b.** If you do not yet have a PIN, see the following section for steps to create a PIN.

**Step 4:** After you have imported the token, delete the email containing the token data.

### Create a PIN

- These steps are only required if you are a new RSA user and did not already have a PIN set up for an existing software token on your BlackBerry or mobile device.

**Step 1:** While connected to the White & Case network, access Internet Explorer, type **pinsetup.whitecase.com** in the Address bar and press **Enter**. The RSA SecurID site displays.

**Step 2:** Enter your username in the **User ID** field.

A screenshot of the RSA SecurID 'Log In' page. The page has a white background with the RSA SecurID logo at the top. Below the logo is a blue header bar with the text 'Log In'. The main content area has a yellow background and contains a 'User ID:' label next to a text input field, which is highlighted with a red border. Below this is a 'Passcode:' label next to another text input field. A note below the passcode field states: 'Your Passcode is your PIN + the number displayed on your token (the Tokencode)'. At the bottom of the form are 'Log In' and 'Reset' buttons.

**Step 3:** If not currently open, access the **RSA SecurID Token** application from your Windows **Start** menu. The **Enter PIN** screen displays.



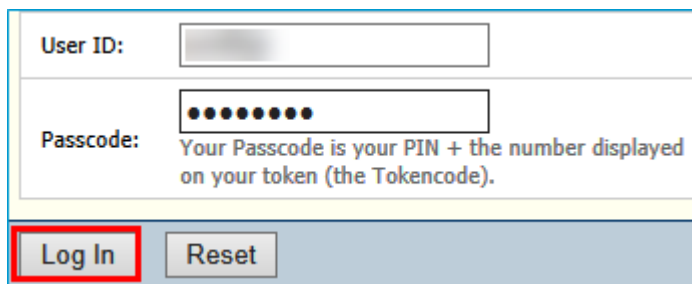
**Step 4:** Press the **Enter** arrow  or press **Enter**.

An 8-digit Tokencode displays.



**Step 5:** On the **pinsetup** screen in Internet Explorer, enter the 8-digit Tokencode (no spaces) in the **Tokencode** field.

**Step 6:** Click **Log In**. You are now in New PIN mode.

A screenshot of the 'pinsetup' screen. It has two input fields: 'User ID:' and 'Passcode:'. The 'Passcode:' field contains eight dots. Below the fields, there is a text instruction: 'Your Passcode is your PIN + the number displayed on your token (the Tokencode)'. At the bottom, there are two buttons: 'Log In' (highlighted with a red box) and 'Reset'.

**Step 7:** Enter your new PIN and re-enter it to confirm.


► The PIN must be at least 4 digits and may not begin with 0.

A screenshot of the 'New RSA SecurID PIN Required' screen. The title is 'New RSA SecurID PIN Required'. Below it, a message says: 'Either you don't have a PIN yet, or security policy requires a PIN change.' A red note states: 'PINs must contain 4 to 8 numbers.' There are two input fields: 'New PIN:' and 'Confirm New PIN:'. Both fields contain five dots. At the bottom, there are three buttons: 'OK' (highlighted with a red box), 'Reset', and 'Cancel'.

**Step 8:** Click **OK**. The *New PIN accepted* message displays.



The image shows the RSA SecurID Log In screen. At the top is the RSA SecurID logo. Below it is a 'Log In' header. A message states: 'Log in to access this protected resource. If you don't remember your login information, contact your help desk or administrator.' A red message box says: '105: New PIN accepted. You are required to authenticate with your new PIN. Wait for the code to change on your token and then enter it in the space provided.' There are two input fields: 'User ID:' with a text box and a clear button (X), and 'Passcode:' with a text box. Below the Passcode field is a note: 'Your Passcode is your PIN + the number displayed on your token (the Tokencode)'. At the bottom are 'Log In' and 'Reset' buttons.

**Step 9:** Refresh the pinsetup page in Internet Explorer by pressing **F5** or selecting the **Refresh** icon  in the Address bar.

**Step 10:** You will now need to authenticate with your new PIN. Wait for the Tokencode to change in the RSA SecurID Token application on your laptop.

**Step 11:** Return to the **Enter PIN** screen by clicking **Re-enter PIN**.



The image shows the RSA SecurID Token application screen. It has a title bar with 'Options' and window controls. The main display shows 'Tokencode:' followed by the number '7134 0002'. Below the token code are two buttons: 'Re-enter PIN' (highlighted with a red box) and 'Copy'. The RSA SecurID logo is at the bottom left.

**Step 12:** Enter your new PIN and press the **Enter** arrow  or press **Enter**. An 8-digit Passcode displays.



The image shows the RSA SecurID Token application screen. The main display now shows 'Passcode:' followed by the number '8076 5001'. The 'Re-enter PIN' and 'Copy' buttons are still visible at the bottom. The RSA SecurID logo is at the bottom left.

---

**+** Click **Copy** to copy the passcode for the next step.

---

**Step 13:** In the **pinsetup** screen in Internet Explorer, enter (or paste) the 8-digit Passcode and click **Log In**. An *Authentication Succeeded* screen displays briefly, followed by the *Congratulations. Your new PIN setup is complete* message.



**Congratulations. Your new PIN setup is complete.**

[Click Here](#) to close this window.

**Step 14:** Click the link to close the window. The RSA SecurID token on your laptop is now ready to use for remote access.

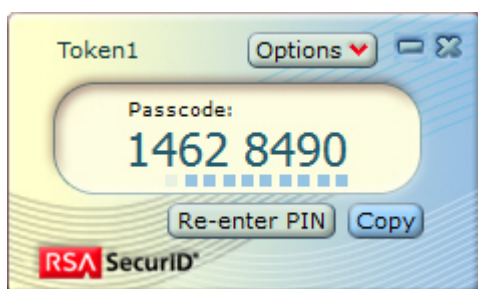
### *Obtain a Passcode for Windows*

After you have created a PIN for the software token on your laptop, you may obtain a secure passcode for logging into the White & Case network or remote White & Case applications.

**Step 1:** On your laptop, access the **RSA SecurID Token** application.



**Step 2:** Enter your PIN and press the **Enter** arrow  or press **Enter**. An 8-digit number (passcode) displays.



---

► It is possible to get a tokencode without entering a PIN, but a tokencode is not the same as a passcode and will not work.

---



**Step 3:** Enter the **Passcode** in the appropriate field when prompted by a White & Case remote access application.

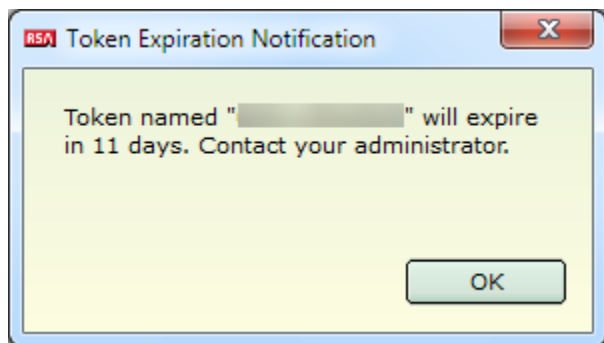
---

+ Click **Copy** when the passcode is displayed; you may simply paste it into the **Passcode** field when you're logging in.

---

## *Replace a Token on Your Laptop*

When your RSA software token is about to expire, you receive a notification after launching the RSA SecurID application on your laptop:



► Contact your local GTS or the GTS Service Desk if you have not already been notified about replacing a software token that is about to expire.

---

After you have received a new software token per email, you will first need to delete the old token on your laptop before importing the new software token.

---

+ Your new software token will also work on your other devices where the RSA SecurID app is installed, such as your iPhone or Android device. See Manage RSA SecurID Authentication for Mobile Devices for steps on replacing your token on a mobile device.

---

To replace a token on your laptop:

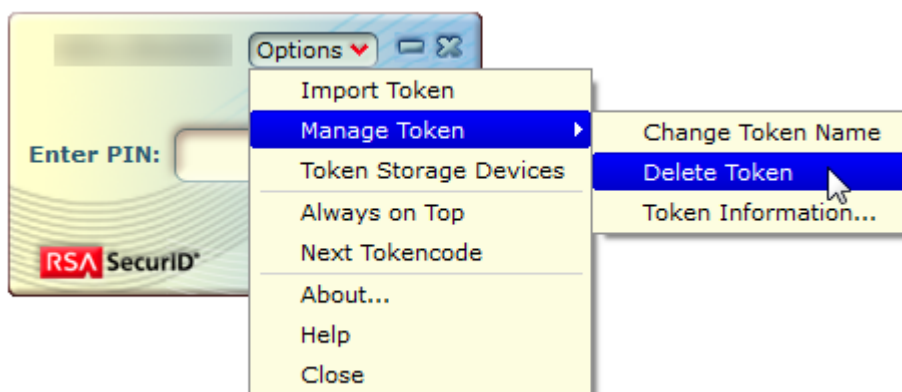
**Step 1:** Click **Start**  and select **RSA SecurID Token** from the menu.



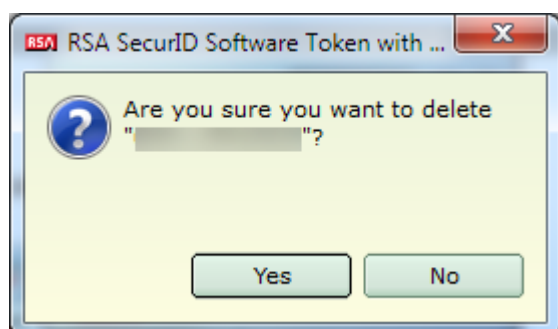
The application launches.



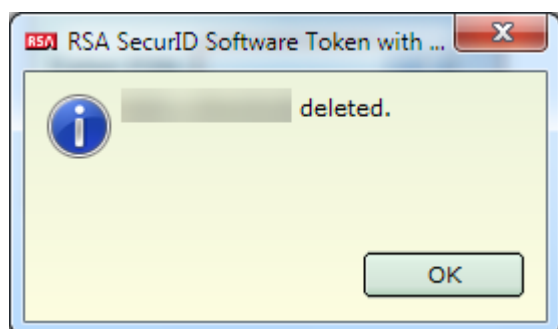
**Step 2:** Select **Options | Manage Tokens | Delete Token**.



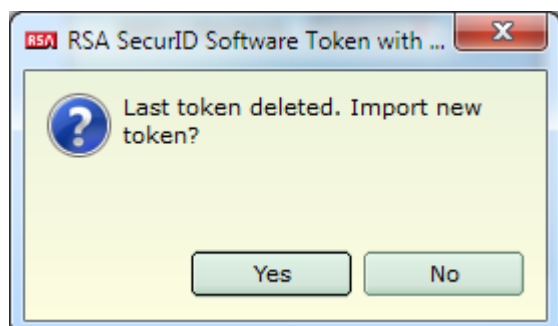
A confirmation message displays.



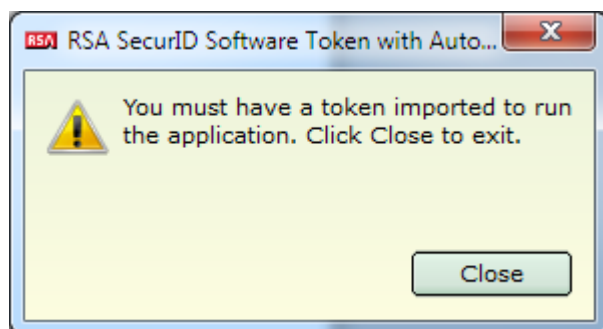
**Step 3:** Click **Yes** to delete the token. Another confirmation message displays.



**Step 4:** Click **OK**. Since the RSA SecurID Token application no longer has an active token, another message displays:



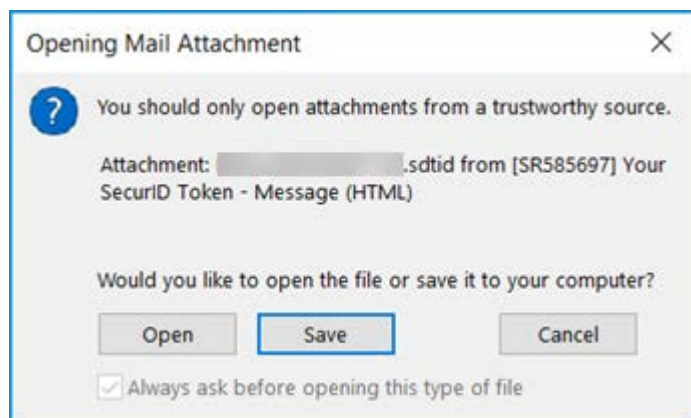
**Step 5:** Click **No**, then click **Close** in the dialog that displays:



**Step 6:** Access the email with your new token and double-click the \*.sdtid attachment in the message as shown here:



A dialog displays:



**Step 7:** Click **Open**. The token is automatically imported into the RSA SecurID Token application.



---

► You may optionally change the name of the token by clicking **Change Name** and entering the name.

---

**Step 8:** Click **OK** to proceed. The RSA SecurID Token application will now accept your PIN and will generate a secure passcode for remote access.



### *Troubleshooting: Confirm your Token Information*

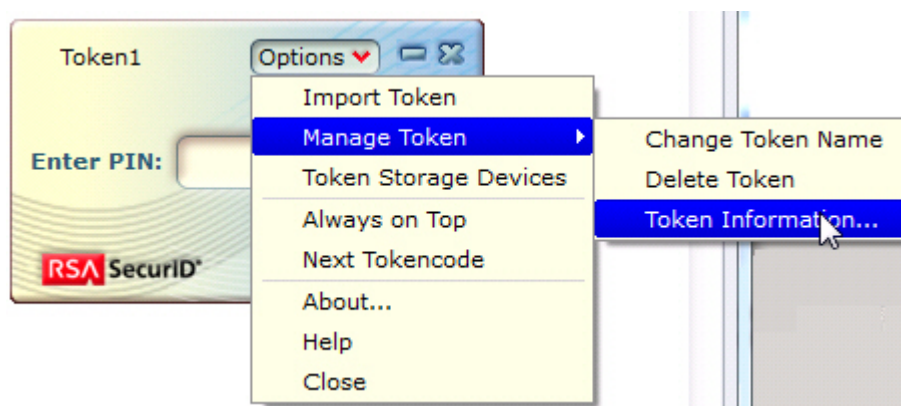
In case you are not able to log into remote applications with your software token, you may contact the GTS Service Desk for assistance.

You may be prompted by a GTS Service Desk analyst to provide software token information as part of troubleshooting.

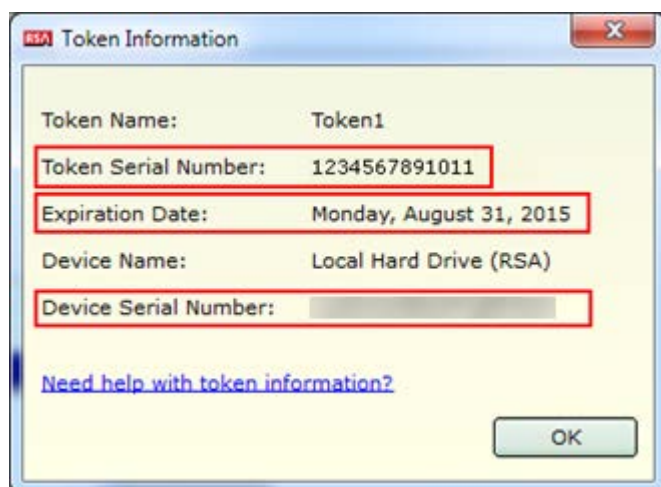
To access information about your RSA SecurID token for Windows:

**Step 1:** Launch the **RSA SecurID Token** application.

**Step 2:** Select **Options | Manage Token | Token Information...**



The Token Information dialog displays. Some key information about your token is highlighted below.



# Manage RSA SecurID Authentication for Mobile Devices

The RSA SecurID Software Token app for personal mobile devices such as iPad, iPhone, or Android touch devices provides a software-based security token for authenticating to and accessing the White & Case network remotely. This is an alternative for authenticating via a Firm-issued BlackBerry.

To access White & Case remote resources (for example, remote applications via Citrix) from a PC outside the office, you must first set up a PIN to authenticate using the RSA SecurID token assigned to you.

If you require RSA Token on a personal mobile device, you will need to bring your device into the office and inform the GTS Service Desk of your request.

## *Download the App to your Device*

### Apple Devices

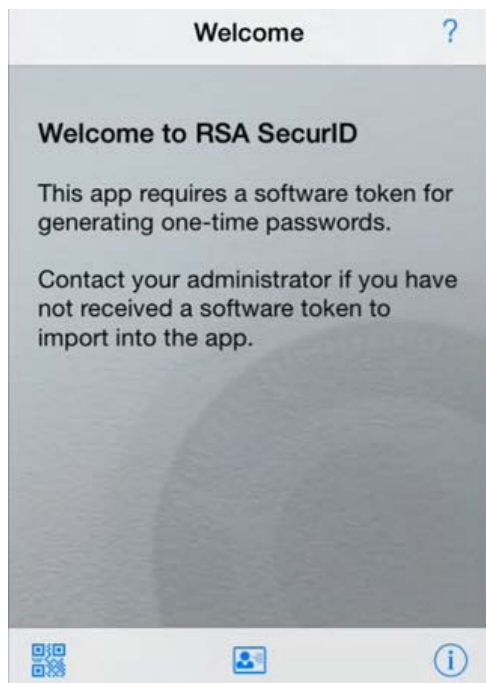
---

► RSA Token is only available for devices running iOS 6 and higher.

---

- Install the app from the White & Case **Appstore** (requires BlackBerry Work and BlackBerry Access on your device).
- [Click here to download the application](#) from the Apple App Store (Apple iTunes required).
- Or, search for "SecurID" in the "Business" category of the Apple App Store.

Once installed, you will need to import a token and create a PIN:



### Android Devices

First check if your device is compatible with RSA: [Click here](#) for currently qualified Android devices.

You can install the app from the White & Case **Appstore** (requires BlackBerry Work and BlackBerry Access on your device).

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**!** Do not install or use any other third-party token apps for Android; only install and use RSA Token.

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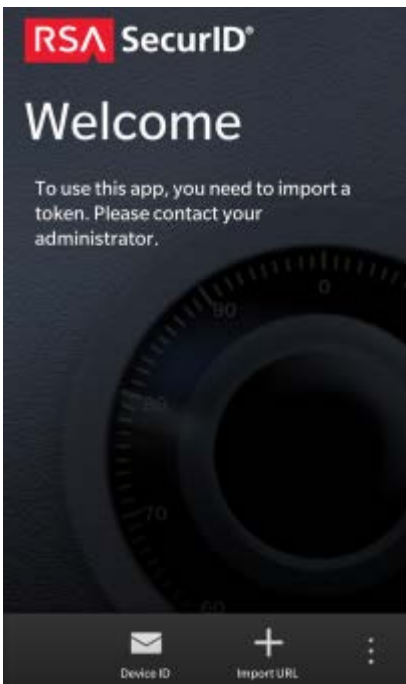
To download the app from the Android Market:

- Scan the following QR code with an application such as Barcode Scanner:



- Or open the following URL in your Android browser:  
<https://play.google.com/store/apps/details?id=com.rsa.securidapp>
- Or search for "RSA SecurID" in Google Play.

Once installed, you will need to import a token and create a PIN:



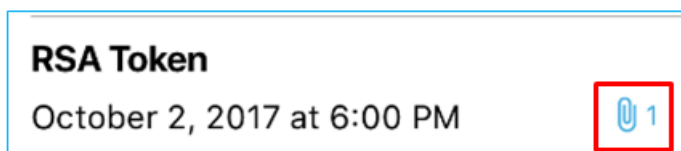
### *Request a Token*

After downloading the RSA Token app, you will need a software token on your device to successfully authenticate. You may request a software token by contacting the GTS Service Desk and providing the email address for the account you have set up on your device.

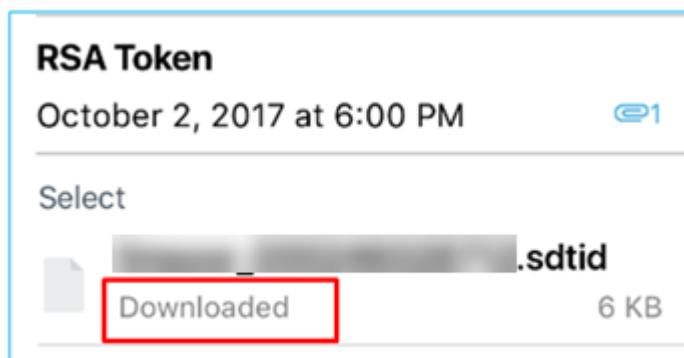
### *Import the Token*

#### **For iOS**

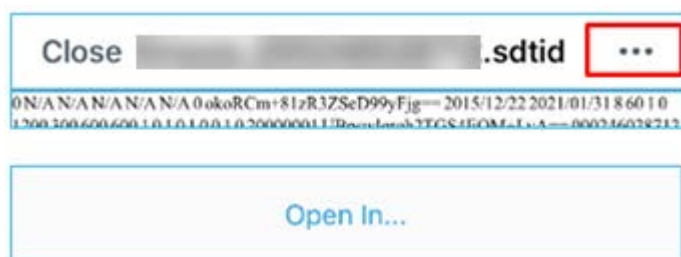
**Step 1:** In BlackBerry Work, open the email with your new token and tap the \*.sdtid attachment in the message as shown here:



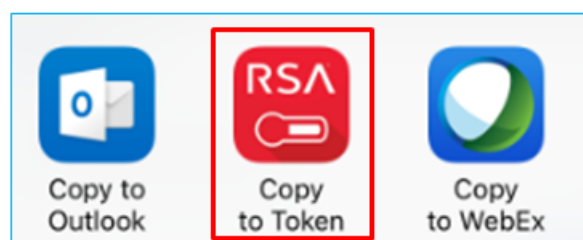
**Step 2:** Tap **Tap to Download**, then tap **Downloaded** when complete.



**Step 3:** Tap the **More...** icon at the top right of your display, then tap **Open In...** at the bottom of your display.



**Step 4:** Tap **Copy to Token**.

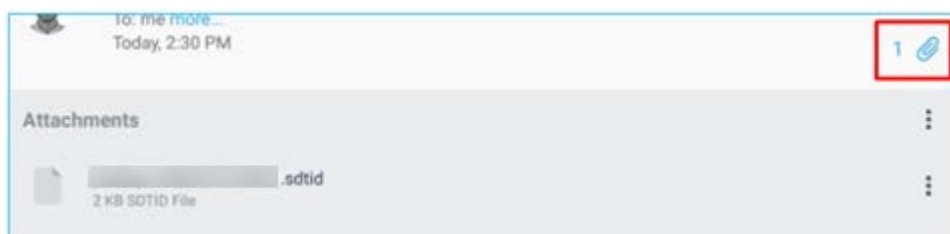


A confirmation message displays when the token is successfully imported.

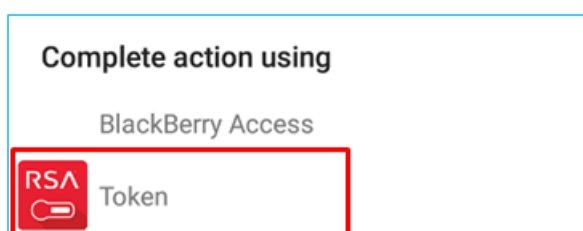
You are now ready to [create your PIN](#).

## For Android

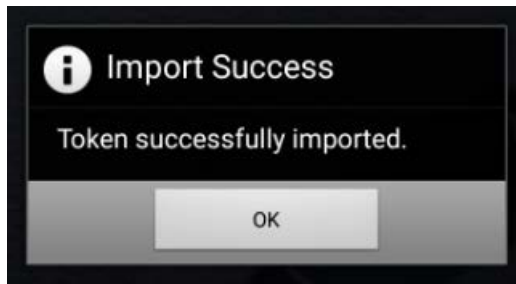
**Step 1:** In BlackBerry Work, open the email with your new token and tap the \*.sdtid attachment in the message as shown here:



**Step 2:** Tap the attachment, and in the **Complete action using** menu, tap **RSA Token**.



A confirmation message displays when the token is successfully imported.



You are now ready to [create your PIN](#).

- 
- After you have imported the token, save the email containing the token data so that it may be installed to other devices.
- 

### *Create a PIN*

**Step 1:** While connected to the White & Case network, access Internet Explorer, type **pinsetup.whitecase.com** in the Address bar and press **Enter**. The RSA SecurID site displays.

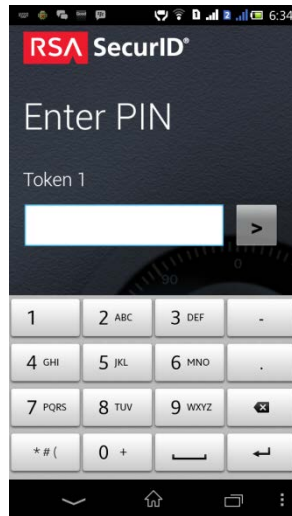
**Step 2:** Enter your username in the **User ID** field.

The RSA SecurID login interface. At the top is the 'RSA SecurID' logo. Below it is a 'Log In' header. A message reads: 'Log in to access this protected resource. If you don't remember your login information, contact your help desk or administrator.' There are two input fields: 'User ID:' and 'Passcode:'. The 'User ID' field is highlighted with a red border. Below the 'Passcode' field, a note states: 'Your Passcode is your PIN + the number displayed on your token (the Tokencode)'. At the bottom are 'Log In' and 'Reset' buttons.



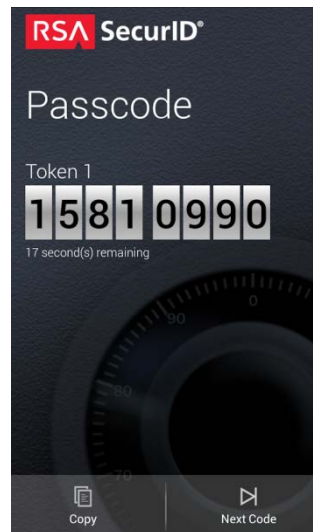
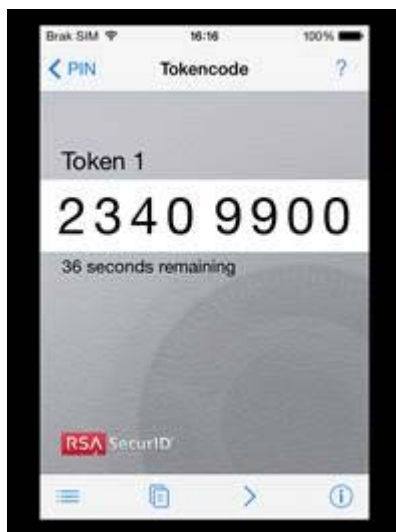


**Step 3:** On your device, access the **RSA Token** app. The **Enter PIN** screen displays.



**Step 4:** Tap the **Enter** arrow  or press **Enter**.

An 8-digit Passcode displays.



**Step 5:** On the **pinsetup** screen, enter the 8-digit Passcode displayed on your device (no spaces) in the **Passcode** field.

A screenshot of the RSA SecurID web login page. The page has a header with the "RSA SecurID" logo. Below the header is a "Log In" section with a message: "Log in to access this protected resource. If you don't remember your login information, contact your help desk or administrator." There are two input fields: "User ID:" and "Passcode:". The "Passcode:" field is highlighted with a red rectangle and contains eight dots. Below the "Passcode:" field is a note: "Your Passcode is your PIN + the number displayed on your token (the Tokencode)." At the bottom are "Log In" and "Reset" buttons.

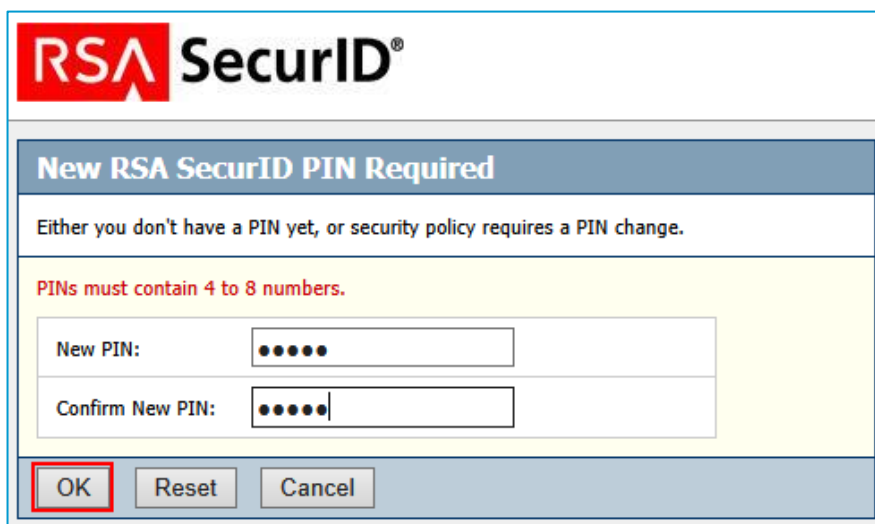
**Step 6:** Click **Log In**. You are now in New PIN mode.



A screenshot of the RSA SecurID login interface. At the top, there is a blue header bar. Below it, there are two buttons: 'Log In' and 'Reset'. The 'Log In' button is highlighted with a red rectangular box.

**Step 7:** Enter your new PIN and re-enter it to confirm.

► The PIN must be at least 4 digits and may not begin with 0.



A screenshot of the RSA SecurID 'New RSA SecurID PIN Required' dialog box. The title bar is blue and contains the RSA SecurID logo. The main area has a light blue header with the title 'New RSA SecurID PIN Required'. Below the header, there is a message: 'Either you don't have a PIN yet, or security policy requires a PIN change.' A yellow warning box contains the text: 'PINs must contain 4 to 8 numbers.' Below this, there are two input fields: 'New PIN:' and 'Confirm New PIN:'. Both fields have a red dot indicating a required field. At the bottom, there are three buttons: 'OK', 'Reset', and 'Cancel'. The 'OK' button is highlighted with a red rectangular box.

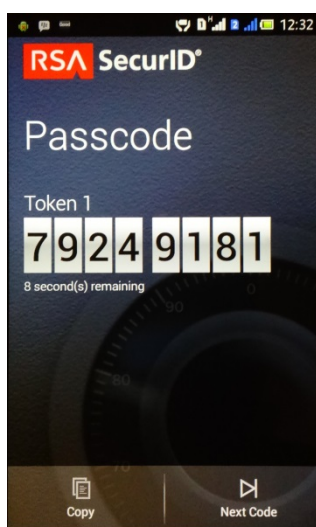
**Step 8:** Click **OK**. The *New PIN accepted* message displays.





A screenshot of the RSA SecurID 'Log In' screen. The title bar is blue and contains the RSA SecurID logo. The main area has a light blue header with the title 'Log In'. Below the header, there is a message: 'Log in to access this protected resource. If you don't remember your login information, contact your help desk or administrator.' A yellow warning box contains the text: '105: New PIN accepted. You are required to authenticate with your new PIN. Wait for the code to change on your token and then enter it in the space provided.' Below this, there are two input fields: 'User ID:' and 'Passcode:'. The 'Passcode:' field has a red dot indicating a required field. Below the input fields, there is a message: 'Your Passcode is your PIN + the number displayed on your token (the Tokencode).' At the bottom, there are two buttons: 'Log In' and 'Reset'.

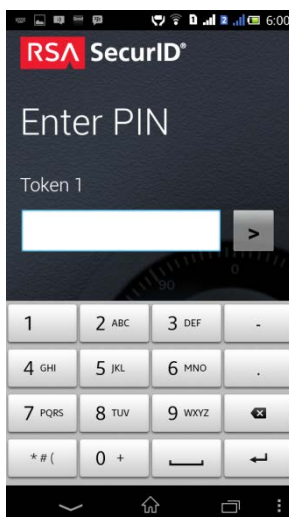
**Step 9:** Refresh the pinsetup page in Internet Explorer by pressing **F5** or selecting the **Refresh** icon  in the Address bar.

**Step 10:** You will now need to authenticate with your new PIN. Wait for the Passcode to change on your device.

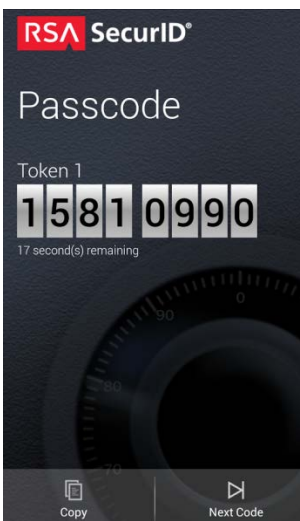


**Step 11:** On your device, return to the **Enter PIN** screen by tapping **PIN**  or pressing the **Back** button on your device.

**Step 12:** Enter your new PIN and tap the **Enter** arrow  or press **Enter**.



An 8-digit Passcode displays.



**Step 13:** In the **pinsetup** screen, enter the 8-digit Passcode displayed on your device in the **Passcode** field and click **Log In**.



The image shows the RSA SecurID Log In screen. At the top is the RSA SecurID logo. Below it is a 'Log In' header. A message states: 'Log in to access this protected resource. If you don't remember your login information, contact your help desk or administrator.' A yellow warning box contains the text: '105: New PIN accepted. You are required to authenticate with your new PIN. Wait for the code to change on your token and then enter it in the space provided.' Below this is a form with a 'User ID:' field and a 'Passcode:' field. The 'Passcode:' field has a red border and contains the text: 'Your Passcode is your PIN + the number displayed on your token (the Tokencode)'. At the bottom are 'Log In' and 'Reset' buttons.

An Authentication Succeeded screen displays briefly, followed by the Congratulations. Your new PIN setup is complete message.



The image shows the RSA SecurID Redirect screen. It has the RSA SecurID logo at the top. Below it is a 'Redirect' header. A green box contains the text: 'Authentication Succeeded.' At the bottom is a 'Continue' link.

**Congratulations. Your new PIN setup is complete.**

[Click Here](#) to close this window.

**Step 14:** Click the link to close the window. The RSA SecurID token on your device is now ready to use remotely.

### *Obtain a Passcode*

After you have created a PIN for the software token on your device, you may obtain a secure passcode for logging into remote White & Case applications.



**Step 1:** On your device, access the **RSA Token** app.



**Step 2:** Enter your PIN and tap the **Enter** arrow or press **Enter**. An 8-digit number (passcode) displays.

- 
- It is possible to get a tokencode without entering a PIN, but a tokencode is not the same as a passcode and will not work.
- 

**Step 3:** Enter the **Passcode** in the appropriate field when prompted by a White & Case remote access application (for example, when logging into Citrix).

### *Replace a Token on Your iPhone or iPad*

You will be notified in advance by GTS if your token is about to expire. After you have received a new software token per email, you will first need to delete the old token on your device before importing the new software token.

- 
- Contact your local GTS or the GTS Service Desk if you have not already been notified about replacing a software token that is about to expire.
- 

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**+** Your new software token will also work on your Firm laptop where the RSA Token app is also installed. See [Manage your RSA SecurID Token for Windows](#) for steps on replacing the token on your laptop.

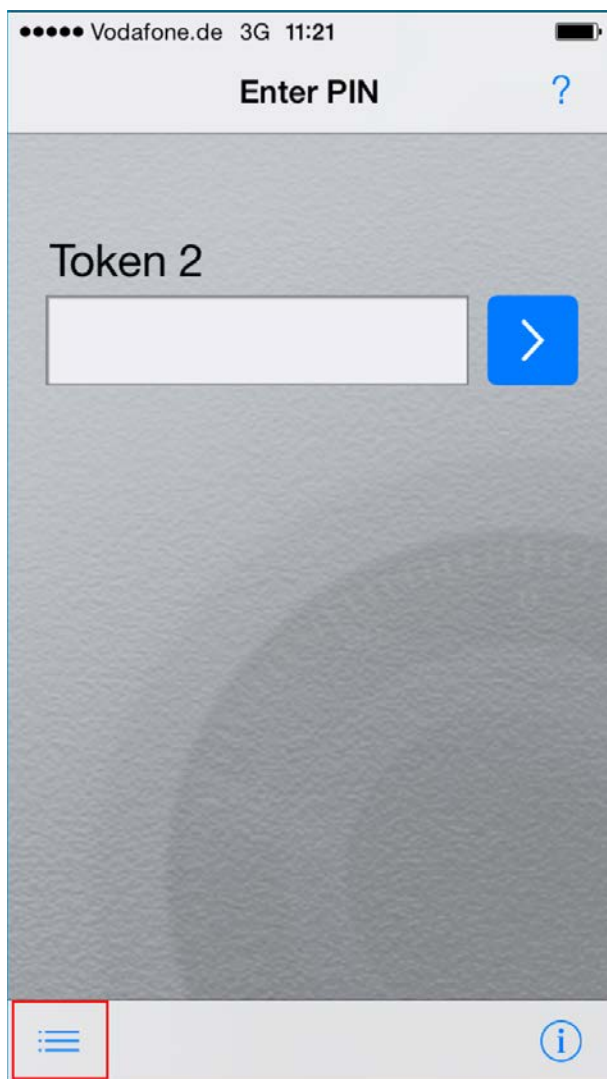
---

To replace a token on your iPhone or iPad:

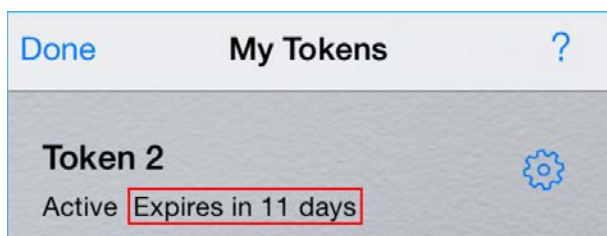
**Step 1:** Launch the RSA Token app on your device.



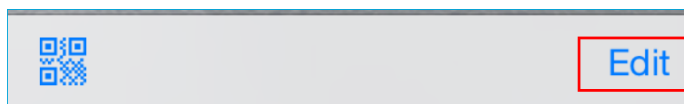
**Step 2:** Tap out of the PIN entry field and then tap the **Tokens** menu at the bottom left of your display.



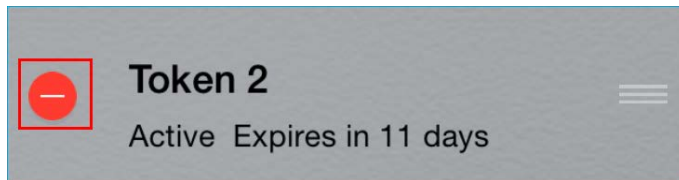
If your token will soon expire, you will see the remaining days displayed.



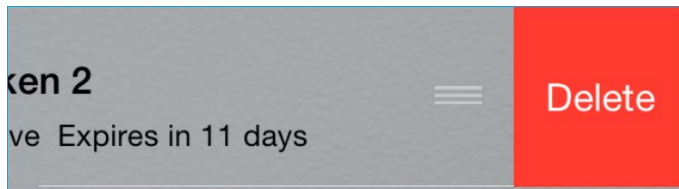
**Step 3:** At the bottom right of your display, tap **Edit**.



A "minus" icon displays next to your token.



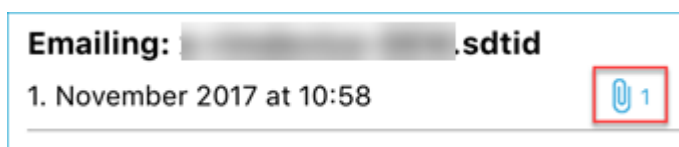
**Step 4:** Tap the minus icon to get the Delete option, then tap **Delete**.



The RSA Token app returns to a welcome screen.



**Step 5:** In BlackBerry Work, open the email with your new token and tap the \*.sdtid attachment in the message as shown here:

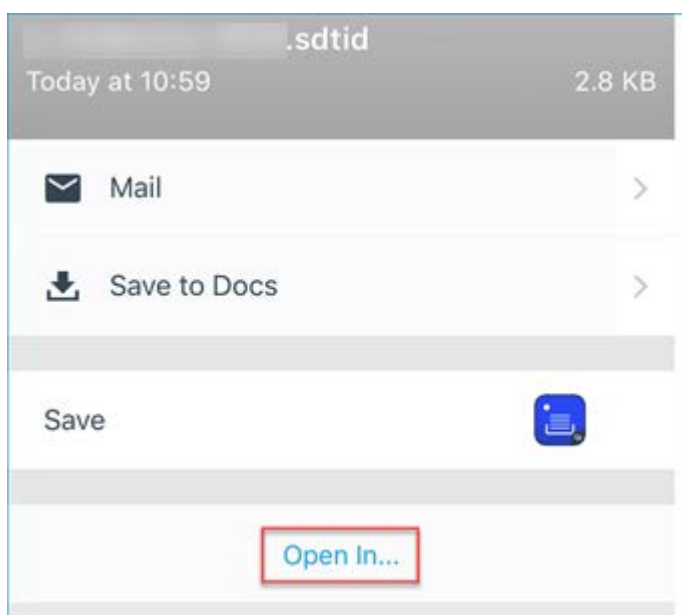




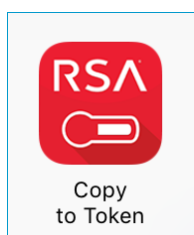
**Step 6:** Tap **Tap to Download**, then tap **Downloaded** when complete.



**Step 7:** Tap the **Open In...** icon at the top right of your display, then tap **Open In...** at the bottom of your display.



**Step 8:** Tap **Copy to Token**.



A confirmation message displays when the token is successfully imported.



You are now prompted to enter a PIN, which will be the same as for your previous token.

Vodafone.de 3G 11:23

Enter PIN ?

Token 3

>

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
,	0	⌫

## Replace a Token on Your Android

You will be notified in advance by GTS if your token is about to expire. After you have received a new software token per email, you will first need to delete the old token on your device before importing the new software token.

- 
- ▶ Contact your local GTS or the GTS Service Desk if you have not already been notified about replacing a software token that is about to expire.
- 

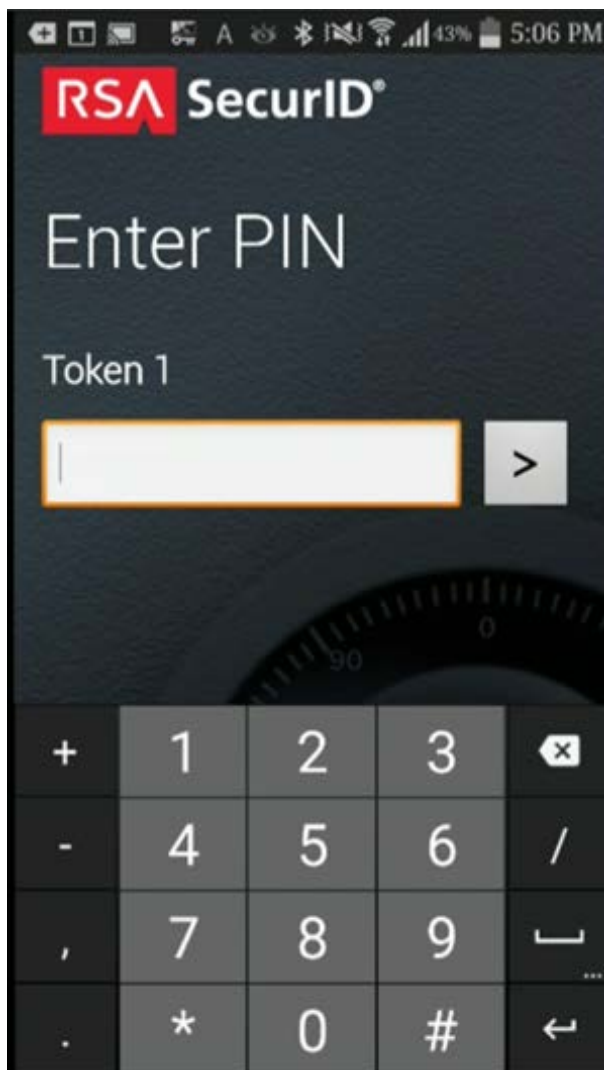
- + Your new software token will also work on your Firm laptop where the RSA Token app is also installed. See Manage your RSA SecurID Token for Windows for steps on replacing the token on your laptop.
- 

To replace a token on your Android:

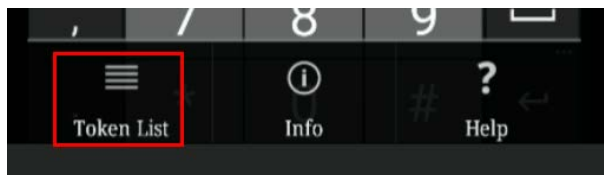
**Step 1:** Launch the RSA Token app on your device.



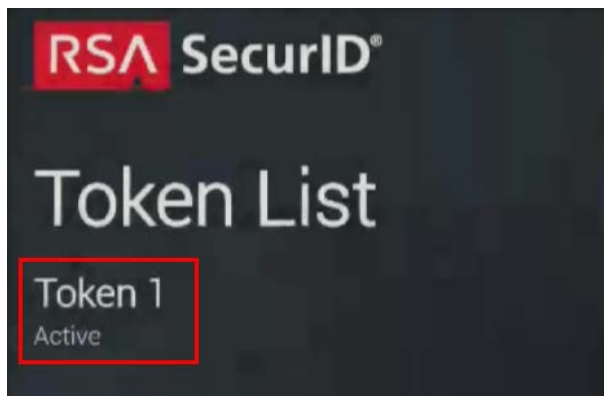
The app launches and prompts you to enter your PIN.



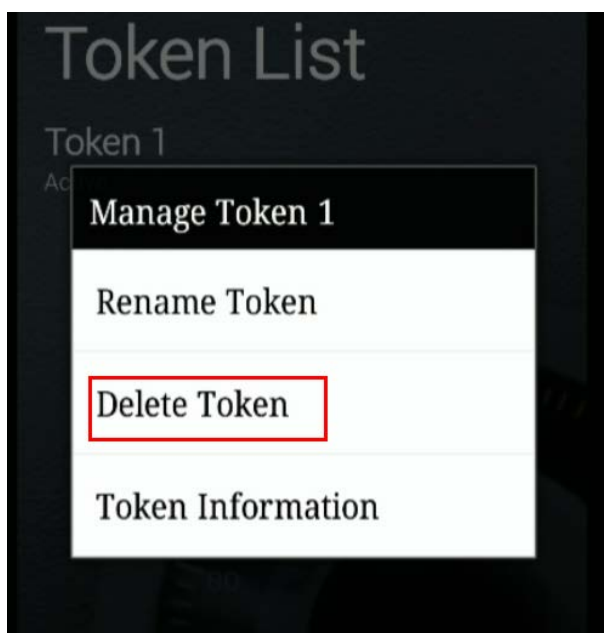
**Step 2:** Tap the menu and then tap **Token List**.



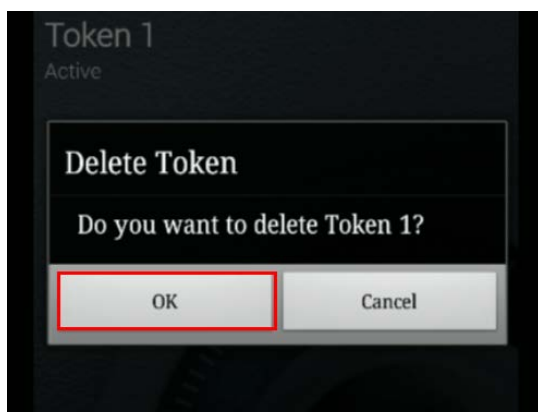
**Step 3:** In the screen that displays, tap and hold the token.



**Step 4:** In the menu that displays, tap **Delete Token**.



**Step 5:** In the confirmation message that displays, tap **OK**.



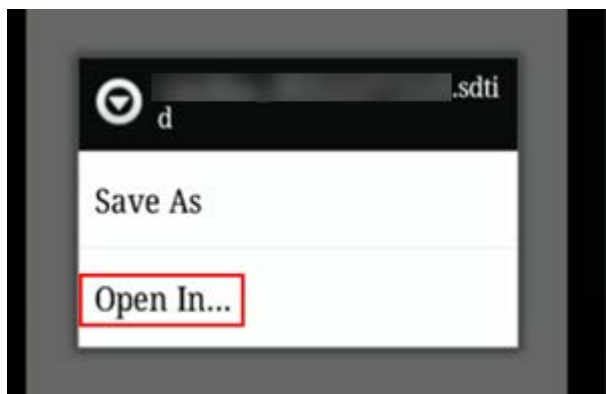
**Step 6:** In BlackBerry Work, open the email with your new token and tap the \*.sdtid attachment in the message as shown here:



**Step 7:** Tap **Downloaded** when the file has completed downloading.



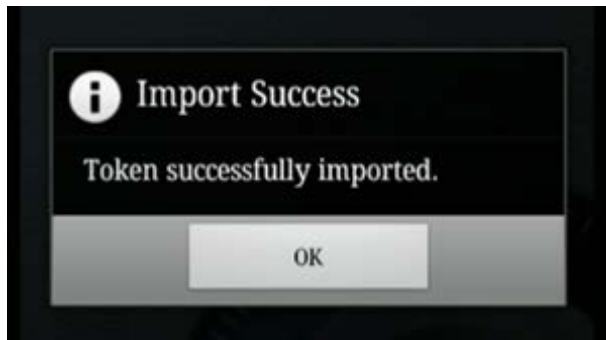
**Step 8:** Tap and hold the attachment until the **Open In...** option displays. Tap **Open In...**



**Step 9:** In the Complete action using menu, tap **RSA SecurID**.



A confirmation message displays when the token is successfully imported.



When you launch the RSA SecurID app again, you are prompted to enter a PIN, which will be the same as for your previous token.