

## 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 some kind of security authentication. The Firm currently supports two methods of authentication: **RSA Secure ID** and **Duo Mobile**. RSA tokens are available for use on your **laptop** and selected **mobile devices**, while Duo Mobile is an app **installed** to your mobile device and provides two-factor authentication for system access. Over time RSA tokens will be phased out and the Firm will only support Duo.

Use these instructions to get started with Remote Access via Citrix:

- [Installing Citrix Workspace](#)
- Access Citrix with [RSA Secure ID](#)
- Access Citrix with [Duo Mobile](#)
- Access Citrix via your [iPad](#)

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► **Note:** To get set up contact the Service Desk.

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## 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
- the RSA Token app and your PIN or Duo mobile installed on your mobile device

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► **Note:** If you currently do not have an RSA SecurID token or Duo Mobile, please contact the Service Desk.

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## Installing Citrix Workspace on your PC

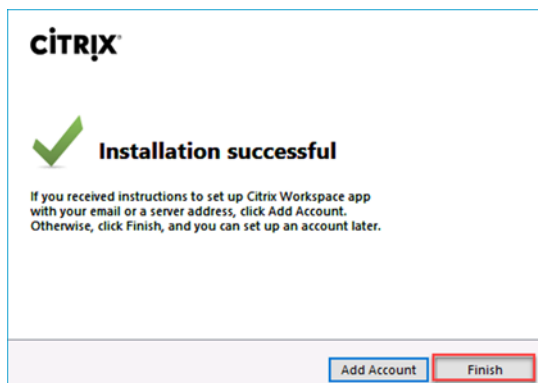
Prior to connecting to the Firm's systems via Citrix, the Citrix Workspace App must be installed to your Windows or Mac computer.

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

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



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

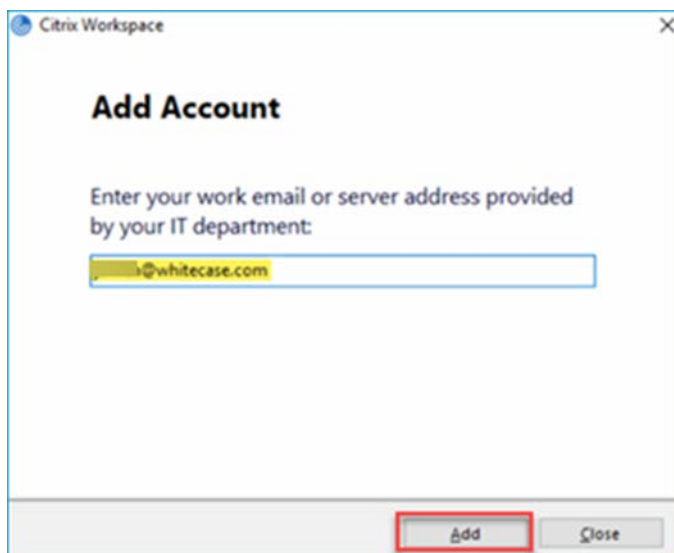


## Use the Citrix Workspace app with RSA

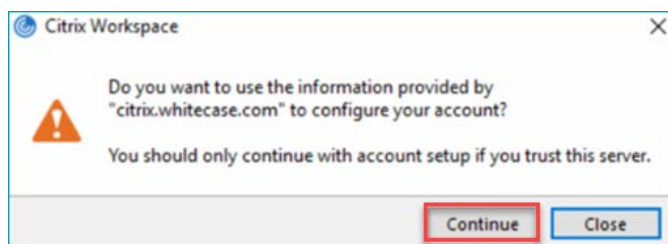
If you regularly access Citrix from your personal PC, we recommend setting up the Citrix Workspace app and using it to launch Citrix for quicker and more stable access. If you anticipate, accessing [Citrix from a web browser](#) this is not necessary.

### Set Up Citrix Workspace

**Step 1:** Start the **Citrix Workspace** app, enter your **email address** and click **Add**.



The following prompt displays.



**Step 2:** Click **Continue**. Your White & Case account is now set up and you are prompted to [Sign in](#).

### Sign in 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).

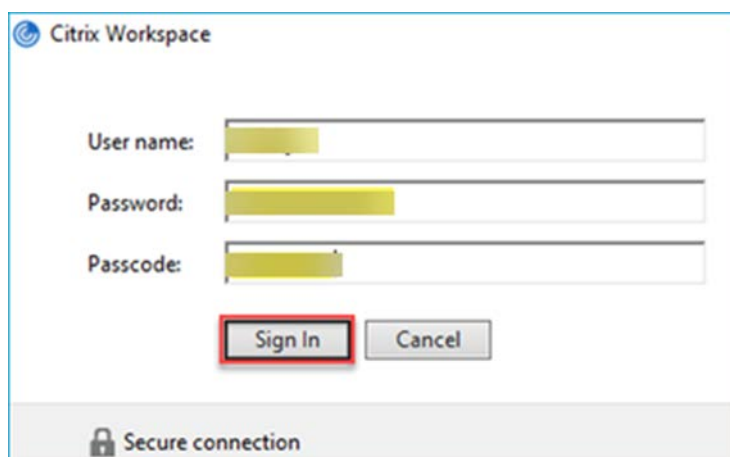
**Step 3:** On your mobile device, launch the **RSA Token** app and enter your four-digit **PIN**.

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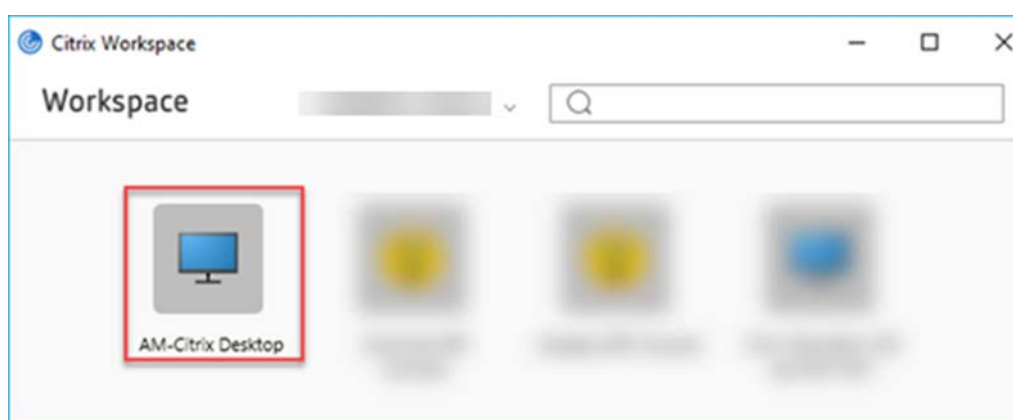
► **Note:** If you do not have the RSA Token app, a SecurID token or a PIN, please contact the Service Desk.

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

The image shows the Citrix Workspace login window. It has a title bar with the Citrix logo and the text 'Citrix Workspace'. Below the title bar, there are three input fields: 'User name:', 'Password:', and 'Passcode:'. Each field has a yellow bar indicating the input area. Below the 'Passcode' field, there are two buttons: 'Sign In' and 'Cancel'. The 'Sign In' button is highlighted with a red rectangle. At the bottom of the window, there is a status bar with a lock icon and the text 'Secure connection'.

**Step 5:** Select **Sign in**. Citrix Workspace displays your available White & Case applications.



**Step 6:** To launch your Firm Desktop, click **AM-Citrix Desktop**, **EM-Citrix Desktop** or **AP-Citrix Desktop** as appropriate.

## Use the Citrix Workspace app with Duo

If you regularly access Citrix from your personal PC, we recommend setting up the Citrix Workspace app and using it to launch Citrix for quicker and more stable access. If you anticipate, accessing [Citrix from a web browser](#) this is not necessary.

### Set up your Citrix Workspace

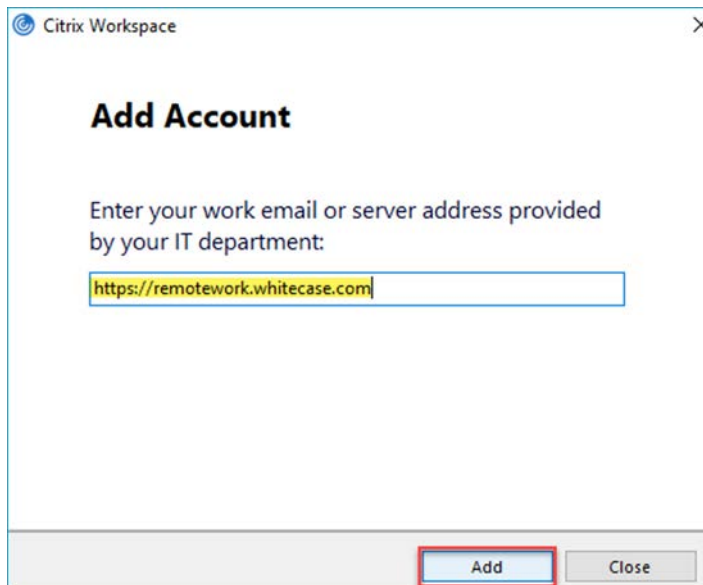
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► **Note:** If you have changed from RSA to Duo, you must first reset your Citrix Workspace app. Click [here](#) for instructions.

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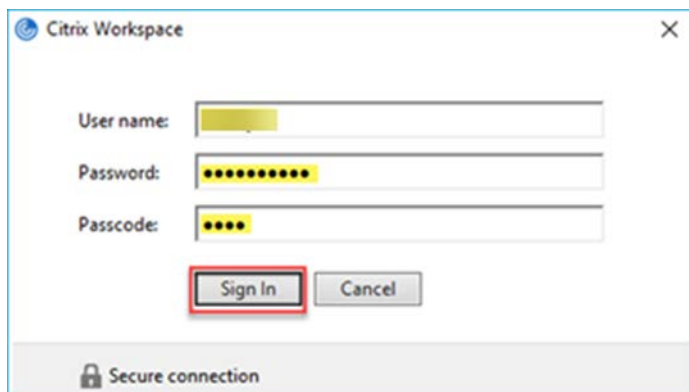
**Step 1:** Open the **Citrix Workspace** app.

**Step 2:** In the **Add Account** field, enter **https://remotework.whitecase.com** and click **Add**.



**Step 3:** Enter your **User name** and network **Password**.

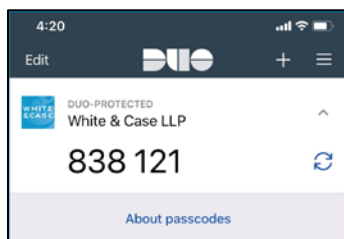
**Step 4:** In the **Passcode** field, enter **push** and click **Sign in**.



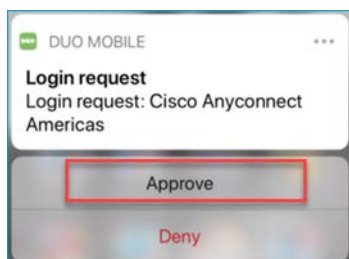
**Step 5:** Open the Duo notification on your mobile device and tap **Approve**.



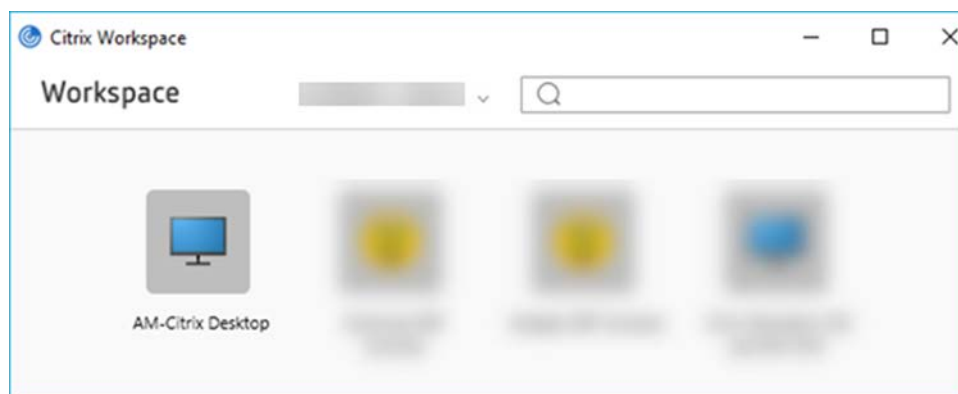
+ **TIP:** As an alternative, in the **Passcode** field, enter the number generated by Duo Mobile and click **Sign in**.



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



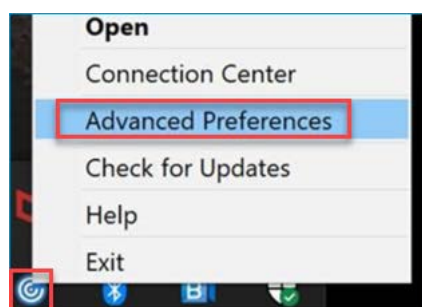
- Citrix Workspace displays.



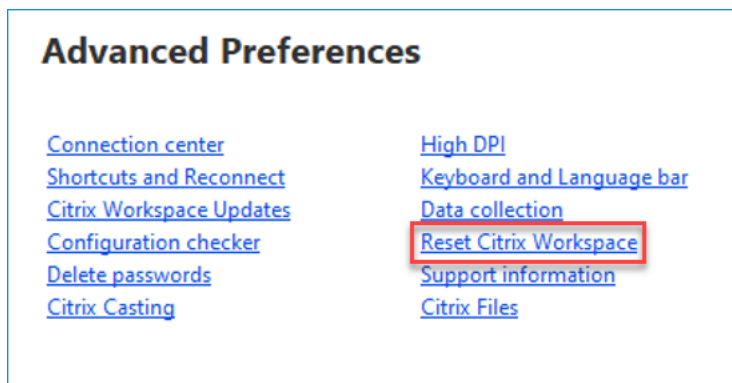
## Reset Citrix Workspace app from RSA

If your Citrix Workspace app was using your RSA credentials for authentication and you have moved to Duo, your app must be reset before you can set up a new account using Duo.

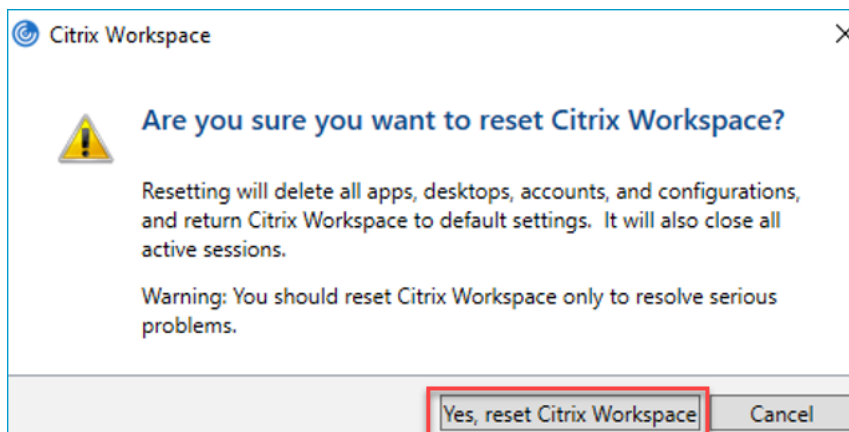
**Step 1:** From the **System tray**, right-click on **Citrix Workspace** and select **Advanced Preferences**.



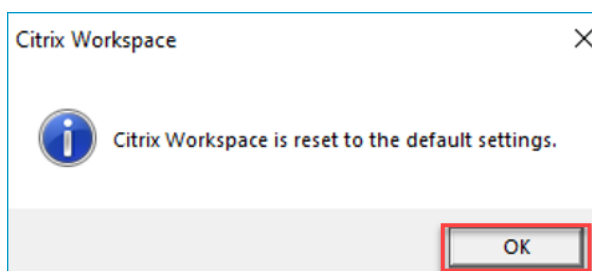
**Step 2:** From the Advanced Preferences window, click **Reset Citrix Workspace**.



**Step 3:** At the Are you sure window, click **Yes, reset Citrix Workspace**.



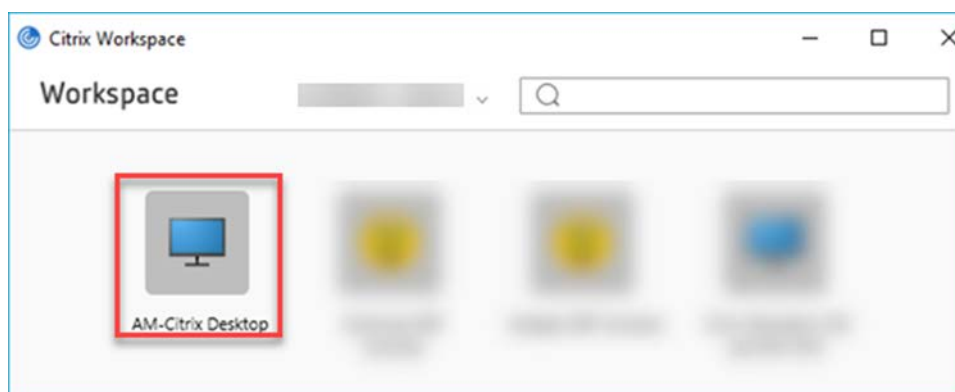
**Step 4:** Click **OK** to acknowledge that Citrix Workspace has been reset.



**Step 5:** Click [here](#) for instructions to proceed with adding a new account using Duo.

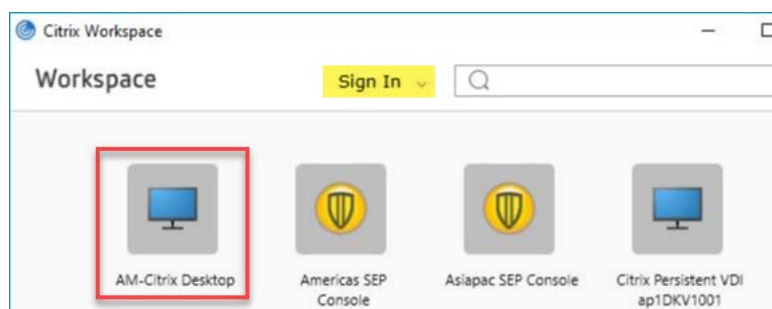
## Launch Citrix from the Citrix Workspace app

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



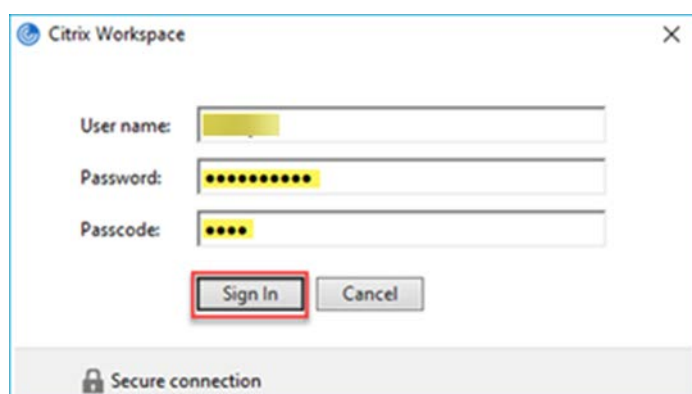
If you are not signed:

**Step 1:** Click **AM-Citrix Desktop**, **EM-Citrix Desktop** or **AP-Citrix Desktop**, as appropriate, to launch your Firm desktop.



**Step 2:** Enter your **User name** and network **Password**.

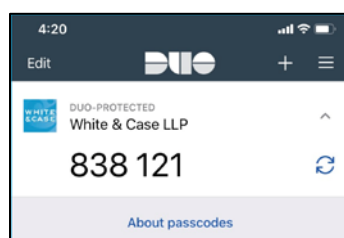
**Step 3:** In the **Passcode** field, enter **push** and click **Sign in**.



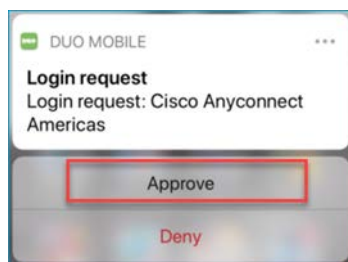
**Step 4:** Open the Duo notification on your mobile device and tap **Approve**.



**+ 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.



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## Access Citrix using a web browser

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

### Launch Citrix from a web browser using RSA

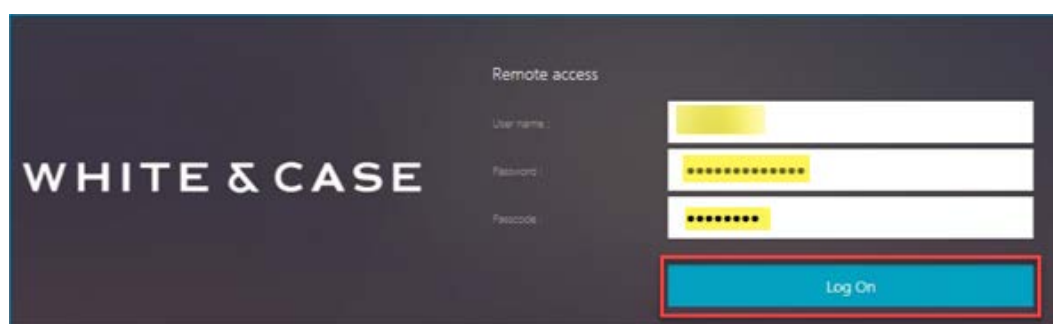
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- **NOTE:** Prior to connecting to the Firm's systems via Citrix, the Citrix Workspace App must be installed to your computer. If you regularly access Citrix from your personal PC, we recommend you set up your account and use the Workspace app to launch Citrix for quicker and more stable access. Click [here](#) for instructions.
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**Step 1:** Open a web browser and in the address bar enter, <https://remotework.whitecase.com>.

**Step 2:** Select **RSA** as your authentication method.

**Step 3:** In the Logon screen, enter your **User name** and **Password** (same as your White & Case login for Windows).



**Step 4:** On your mobile device, launch the **RSA Token** app and enter your four-digit **PIN**.

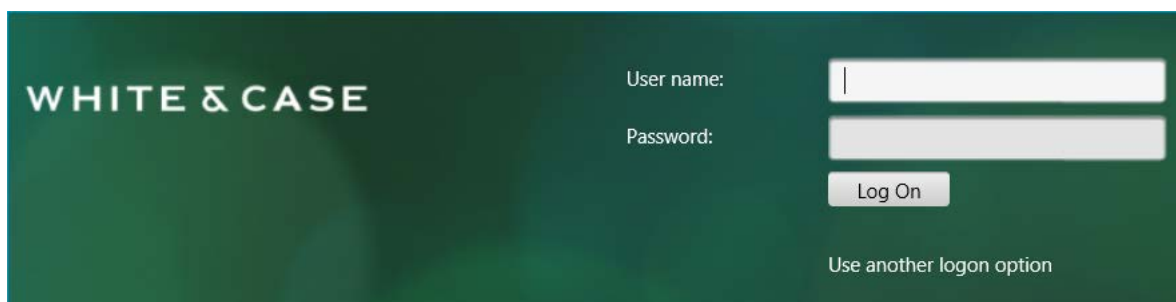
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- **Note:** If you do not have the RSA Token app, a SecurID token or a PIN, please contact the Service Desk.
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**Step 5:** Enter the **Passcode** generated by the RSA app into the **Passcode** field on the Logon screen.

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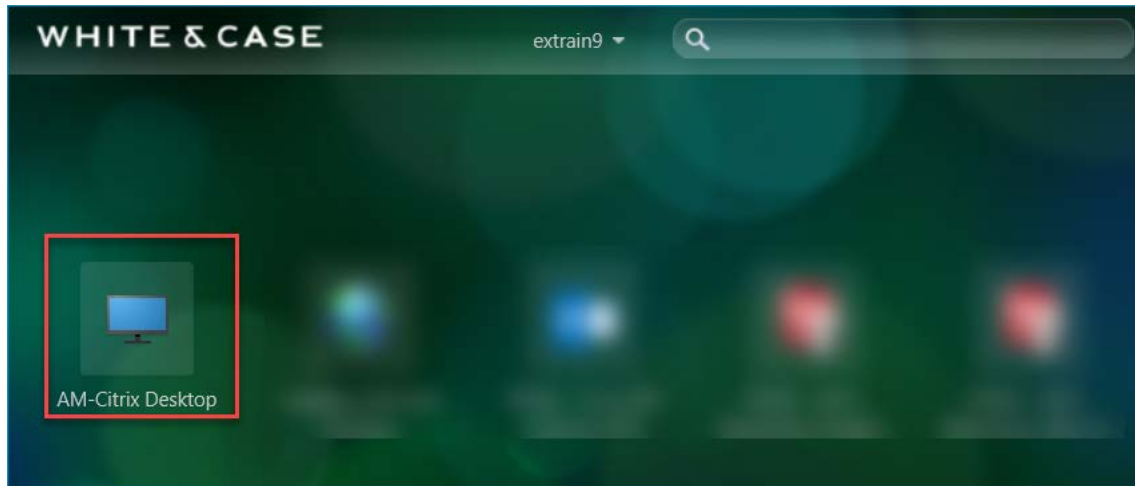
- **Note:** If accessing Citrix from the office or while connected via Cisco AnyConnect VPN, the Logon screen appears as below and no passcode is required. Enter your **User name** and Password, then click **Log On** to launch Citrix.



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**Step 6:** Click **Log On**. Your available White & Case applications display.





**Step 7:** To launch your Firm Desktop, click **AM-Citrix Desktop**, **EM-Citrix Desktop** or **AP-Citrix Desktop** as appropriate.

**Step 8:** **Open** the .ica file. You will be logged onto a White & Case desktop.

### Launch Citrix from a Web Browser Using Duo

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

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► **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.

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

**Step 2:** Select **Duo** as your authentication method.

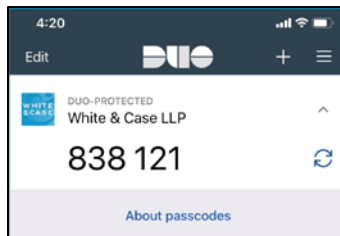
**Step 3:** At the login screen, enter your **User name** and network **Password**, for the **Passcode**, type **push**. Then click **Log On**.

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

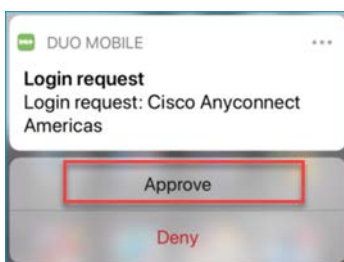


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**+ TIP:** As an alternative, in the **Password** field, enter the number generated by Duo Mobile and click **OK**.

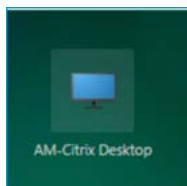


On some iPhones, you may also **long press** on the notification to be prompted to **Approve** without opening.



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



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

# Managing your Citrix session

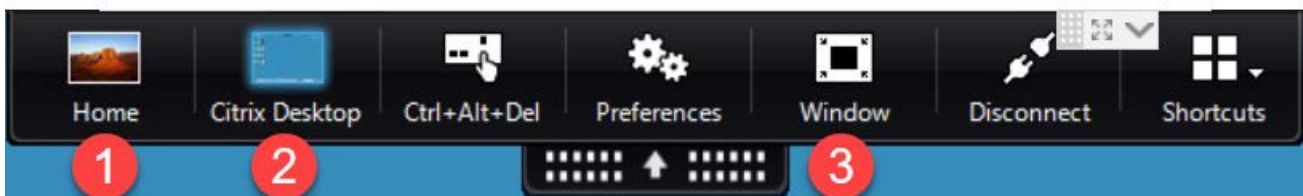
## Switch Between Full-screen and Window Views (Windows)

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:



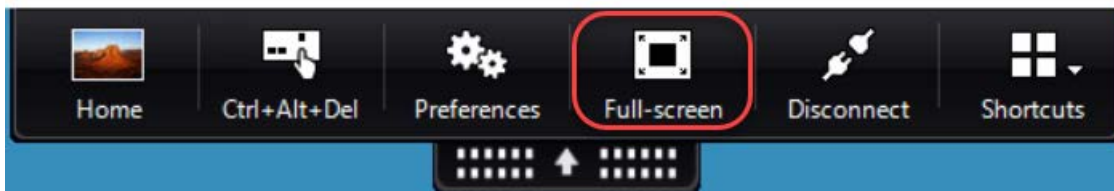
While in Full-screen mode, you may either select to **1)** switch to your personal PC Desktop, **2)** switch to your White & Case Citrix Desktop or **3)** switch your Citrix Desktop to Window mode.



## View Full-screen on Two Monitors

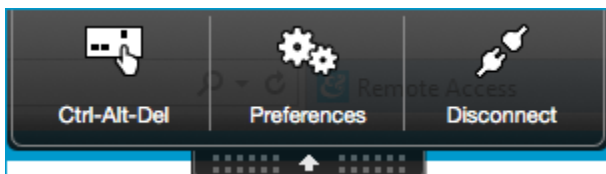
When you switch to **Full-screen** mode while using dual monitors, your Citrix Desktop will only go to full screen on the current monitor.


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 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.

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- **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. After first saving and while the document is being edited, it is strongly recommended to periodically save the document (**File | Save** or **Ctrl+S**).
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## 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.

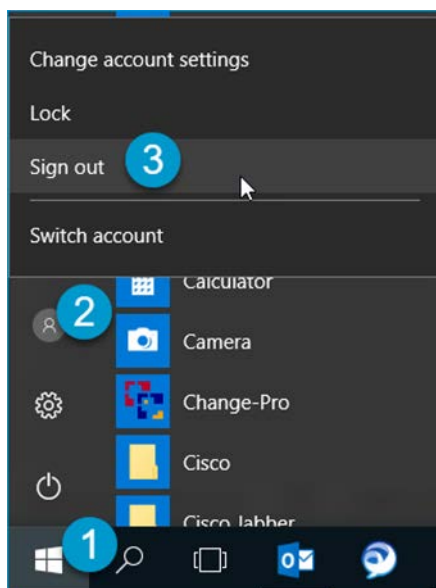
## Use Cisco Jabber for Calls

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.

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- **Note:** Make sure that Jabber is using your computer for phone calls via the setting described in **Managing Incoming and Outgoing Calls**.
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## 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**.

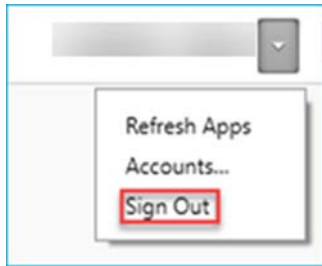


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- **Note:** Any changes made to online files or settings will be visible again when you next log in.
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## End Your Citrix Session

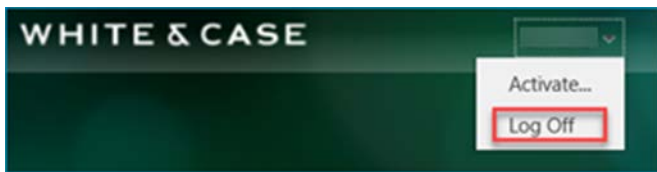
### Citrix Workspace App

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 13.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

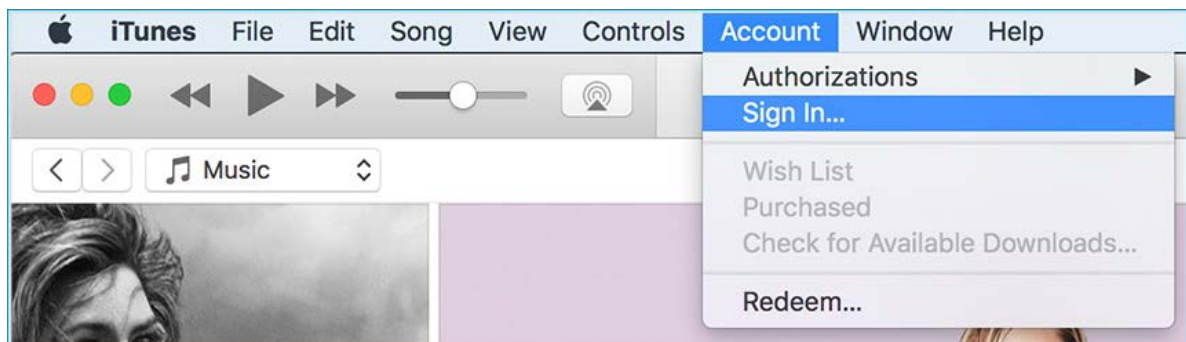
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► **Note:** iTunes may not be installed on Firm computers.

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**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 13.x

The steps to use Citrix Workspace in this quick reference are based on the latest available version of iOS, 13.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, 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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**+ 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.

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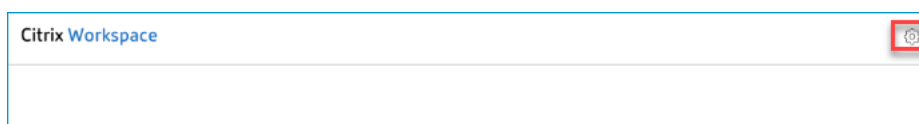
## About Apple Support for iPad

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

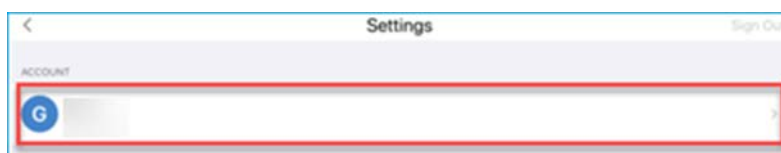
## Reset Citrix Workspace

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,

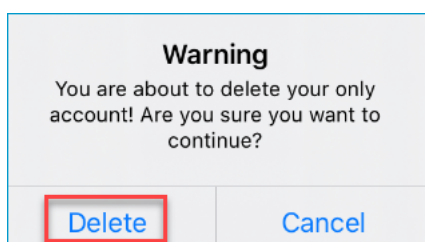
**Step 1:** From the Citrix Workspace app, tap the **Setting** button at the top right of the screen.



**Step 2:** Tap your account, and then tap **Delete Account**.



**Step 3:** At the Warning tap **Delete** to confirm.



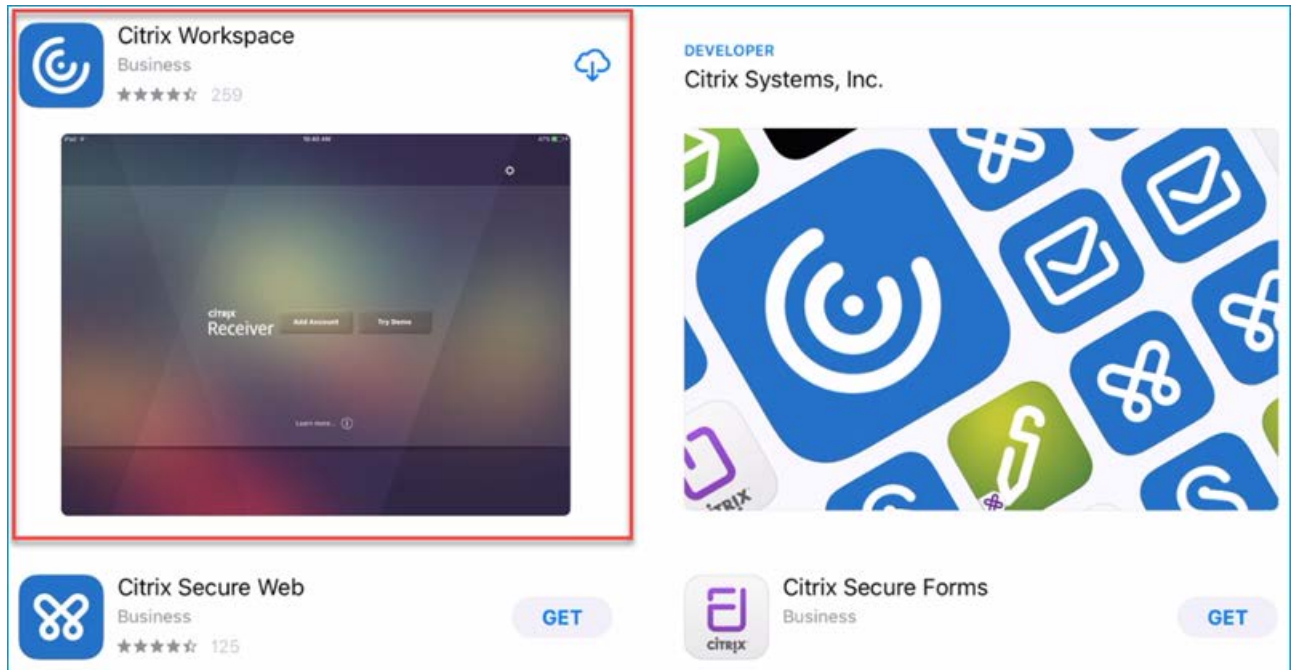
Proceed to [Add an account on log on using Duo](#).

## 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.

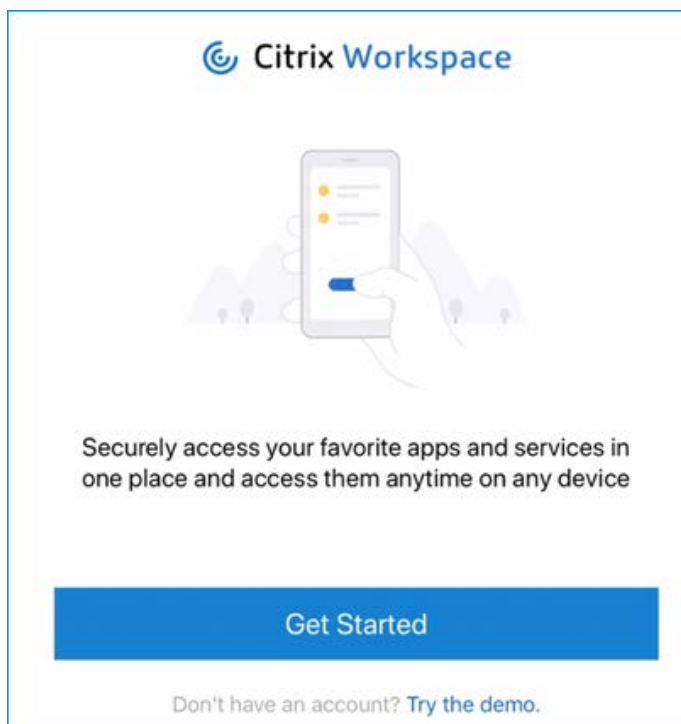




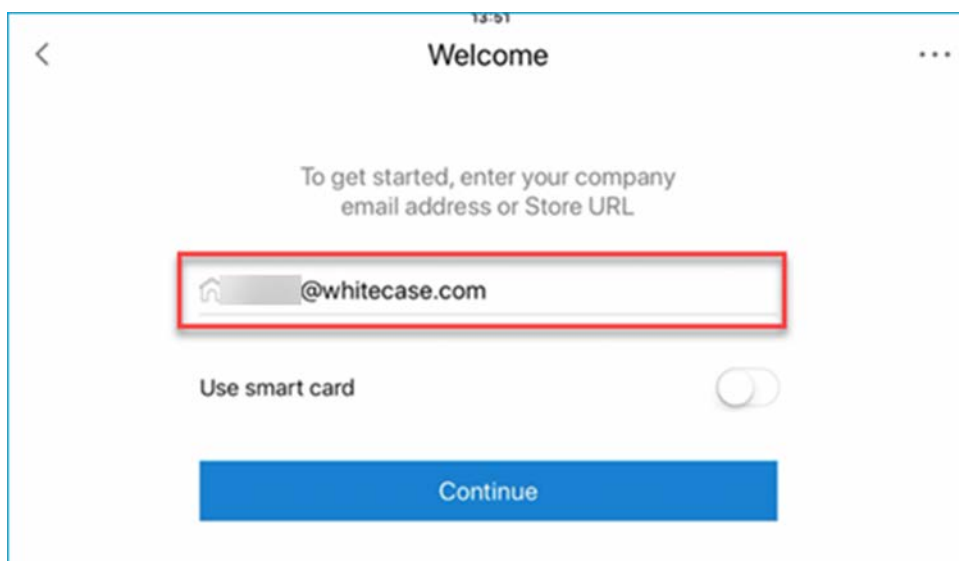
## Add a Citrix Workspace account

### Add an account and log on using RSA

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

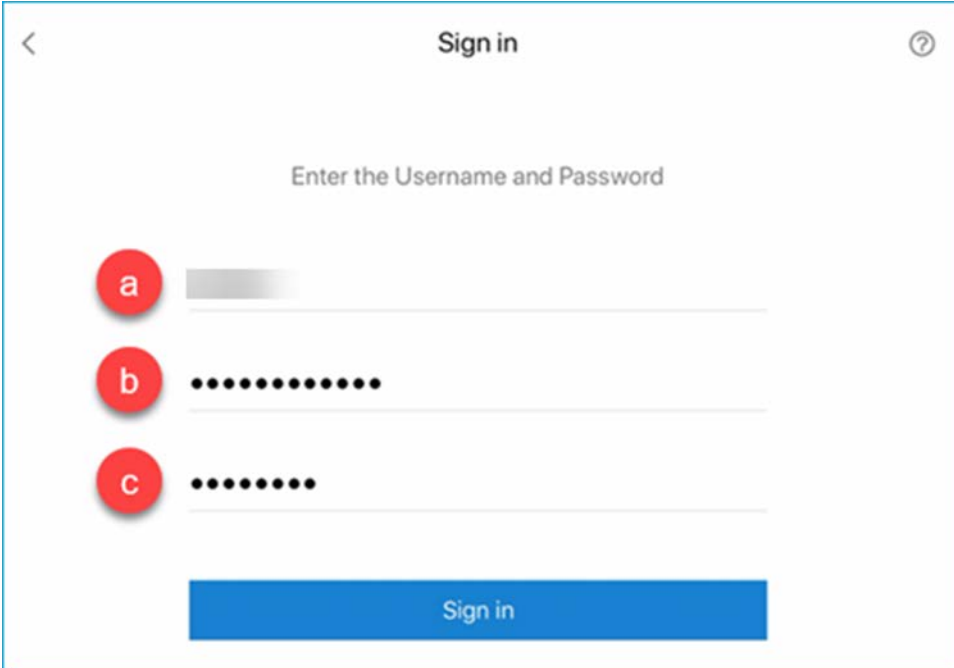


**Step 2:** In the Welcome screen, enter your White & Case email address and tap **Continue**.





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

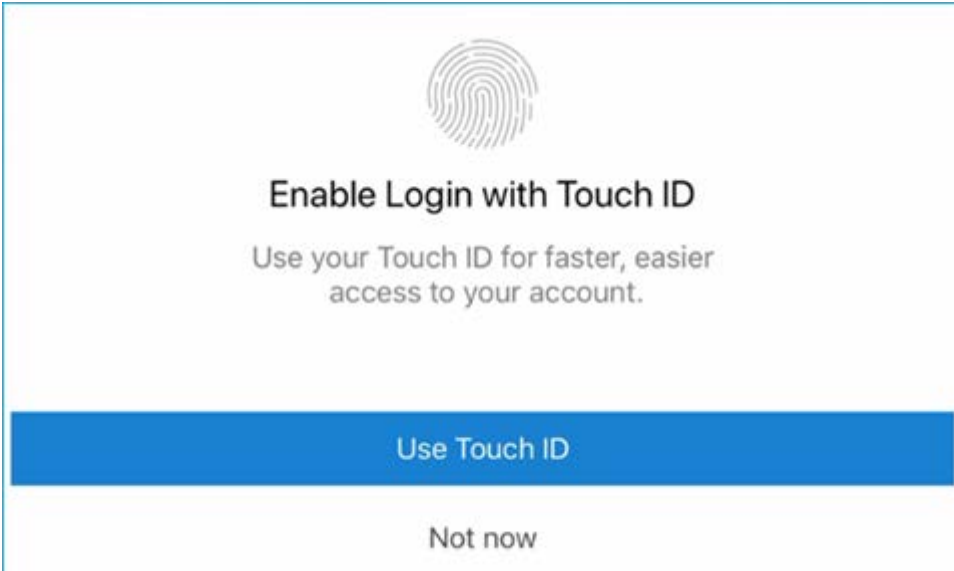
A screenshot of a mobile application's "Sign in" screen. At the top, there is a back arrow on the left, the title "Sign in" in the center, and a help icon on the right. Below the title is the instruction "Enter the Username and Password". There are three input fields: the first is labeled with a red circle containing the letter 'a' and contains a greyed-out placeholder; the second is labeled with a red circle containing the letter 'b' and contains a series of dots; the third is labeled with a red circle containing the letter 'c' and also contains a series of dots. At the bottom of the form is a blue button labeled "Sign in".

- 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.

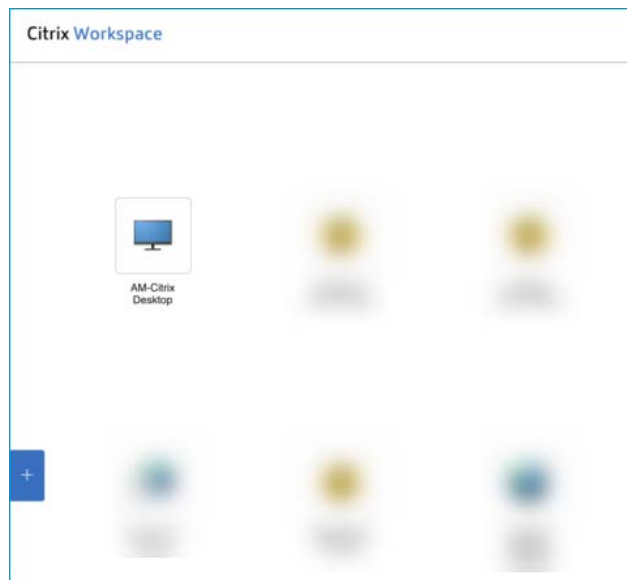


**Step 4:** With all the fields complete, tap **Sign in**.

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

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

The Citrix Workspace Home Screen displays.



## Log On to Citrix

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

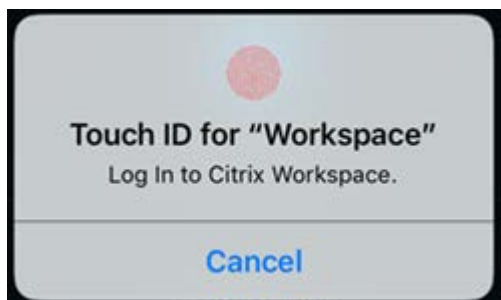
**Step 1:** Tap the **Workspace** icon on your Home Screen. The Citrix Workspace Home Screen displays.

**Step 2:** Tap an app to launch it.

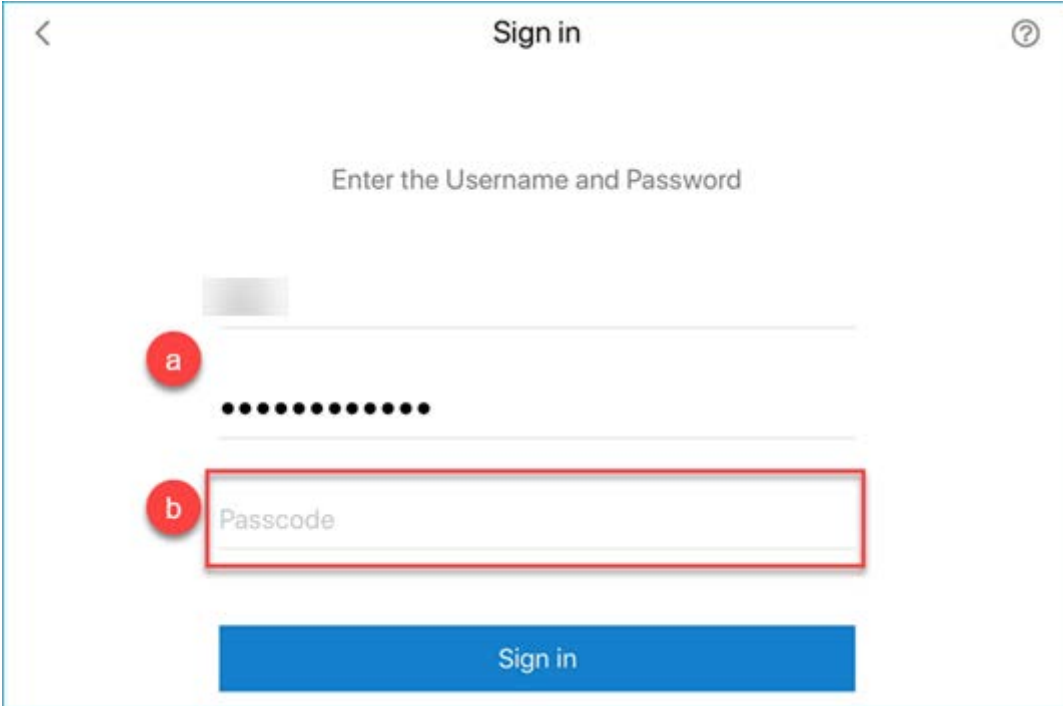
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► **Note:** If you enabled Touch ID, you may be prompted to use it now to launch Workspace.

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

A screenshot of a mobile application's 'Sign in' screen. At the top, there is a back arrow on the left and a help 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, the second is for the password (masked with dots), and the third is for the passcode, which is highlighted with a red rectangular border. A red circle with the letter 'a' is next to the first two fields, and a red circle with the letter 'b' is next to the passcode field. At the bottom, there is a blue 'Sign in' button.

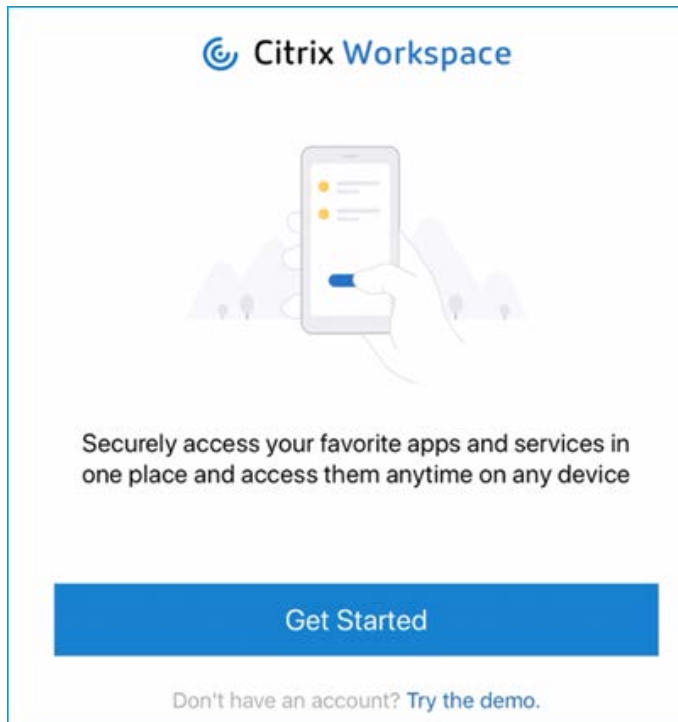
- a.* The **User name** and **Password** fields are already entered for you.
- b.* In the **Passcode** field, enter the **Passcode** from the RSA SecurID app on your iPhone or iPad.



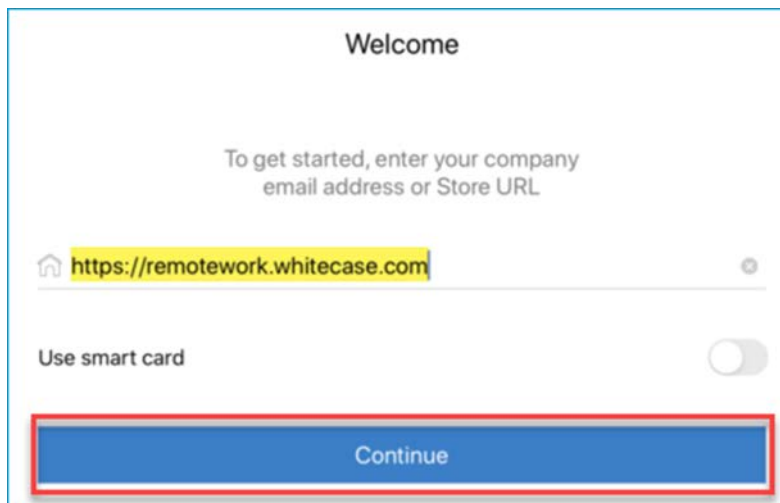
**Step 4:** Tap **Sign in**.

## Add an account and log on using Duo

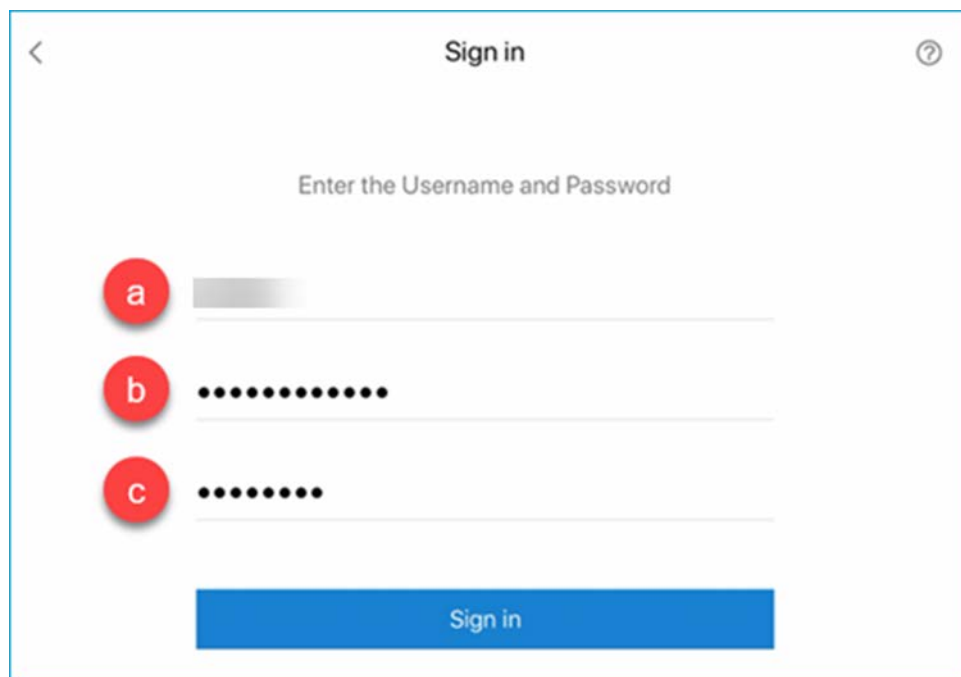
**Step 1:** Tap the **Workspace** icon on your Home Screen and then tap **Get Started** to proceed.



**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.



The image shows a 'Sign in' screen with a back arrow on the top left and a help icon on the top right. The title 'Sign in' is centered at the top. Below the title, the instruction 'Enter the Username and Password' is displayed. There are three input fields, each with a red circular label to its left: 'a' for the username, 'b' for the password, and 'c' for the passcode. The password and passcode fields are masked with dots. A blue 'Sign in' button is located at the bottom of the screen.

- 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**.

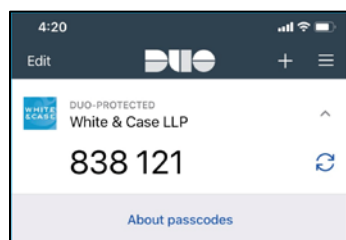
**Step 4:** With all the fields complete, tap **Sign in**.

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

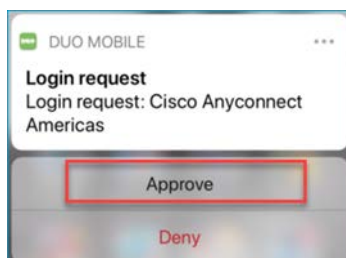


► **Note:** For your convenience you may install Duo to your iPad. However, validation of push notifications will come through on your primary device, which may be your mobile phone. Duo on your iPad would be more convenient if passcode validation were preferred.

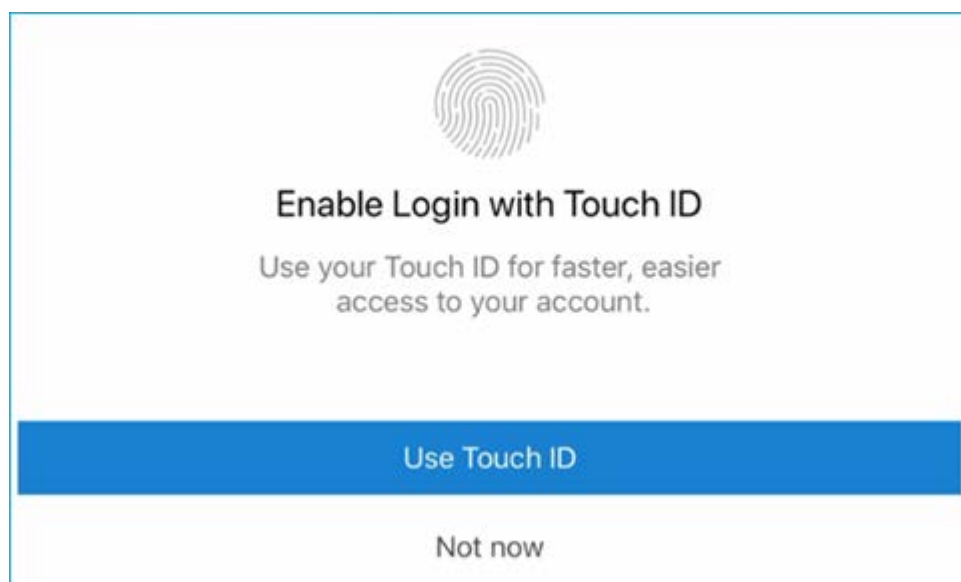
**+ TIP:** As an alternative, in the **Password** field, enter the number generated by Duo Mobile and click **OK**.



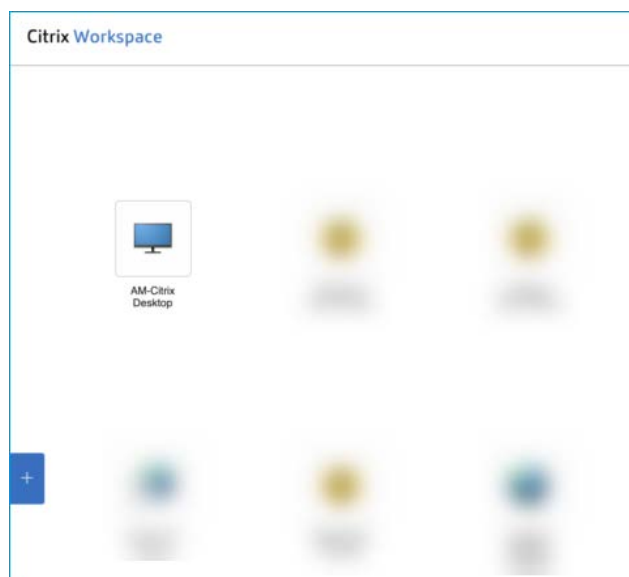
On some iPhones, you may also **long press** on the notification to be prompted to **Approve** without opening.



**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.



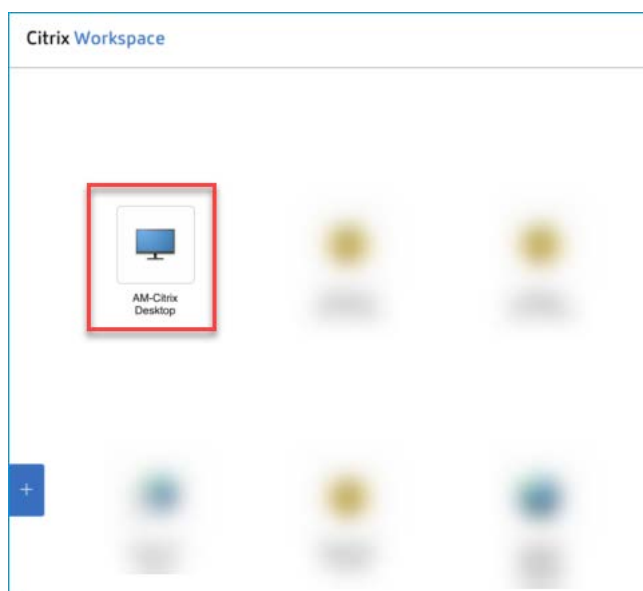
## Log on to Citrix

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**, **EM-Citrix Desktop** or **AP-Citrix Desktop**.



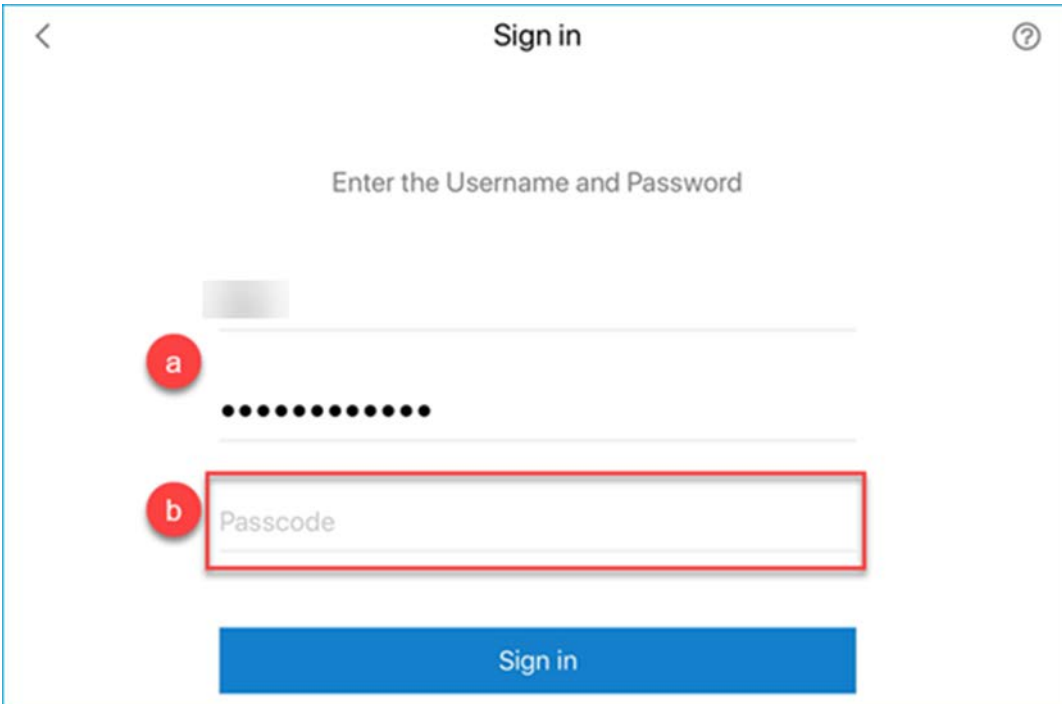
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► **Note:** If you enabled Touch ID, you may be prompted to use it now to launch Workspace.

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

A screenshot of a mobile application's 'Sign in' screen. At the top, there is a back arrow on the left and a help 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 a passcode (containing the word 'Passcode'). A red circle with the letter 'a' is next to the password field, and a red circle with the letter 'b' is next 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.

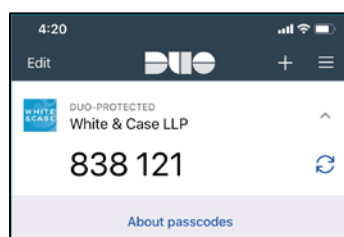
*b.* In the **Passcode** field, enter **push**.

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

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

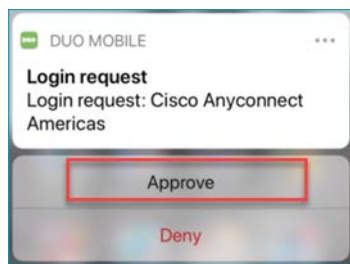


**+ TIP:** As an alternative, in the **Password** field, enter the number generated by Duo Mobile and click **OK**.



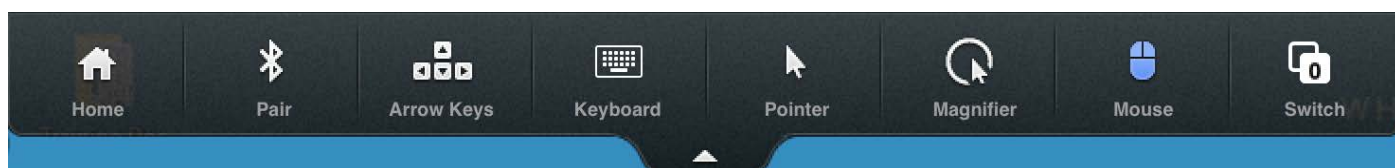


On some iPhones, you may also **long press** on the notification to be prompted to **Approve** without opening.



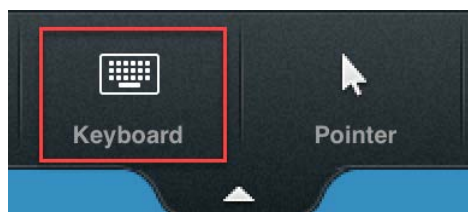
## Navigate in Citrix Workspace

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

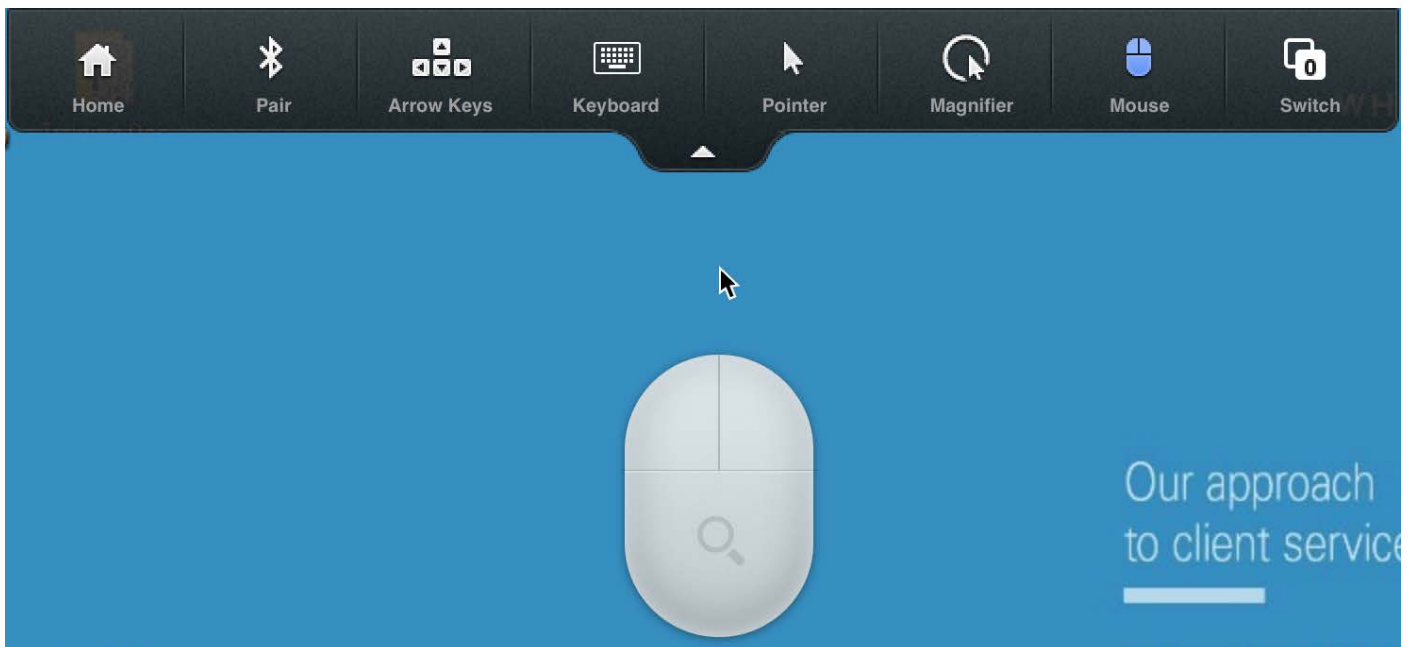
This mode turns the entire surface of the iPad into a trackpad. Moving your finger around moves an onscreen mouse pointer accordingly.

| 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**.

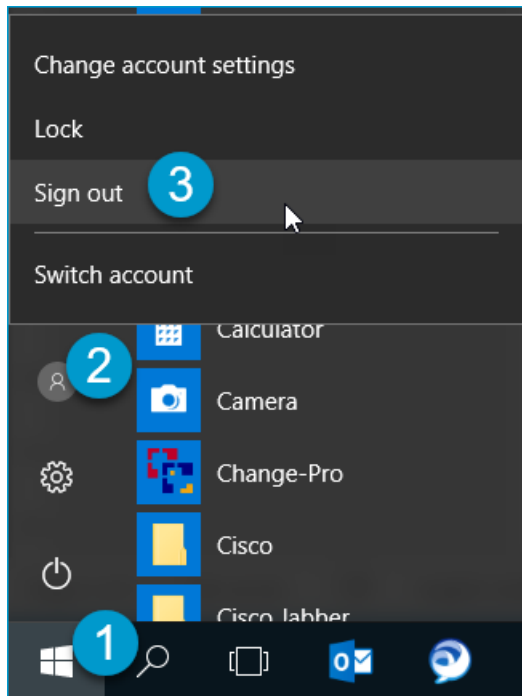


This may be used as a virtual mouse as you browse through your Citrix Desktop applications.

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

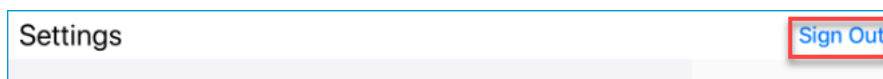


### End Your Citrix Session

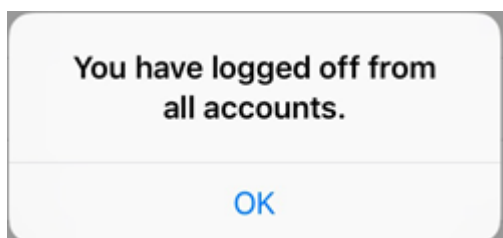
**Step 1:** From any application, tap the **Citrix Workspace** drop-down menu tab and then tap **Home**.



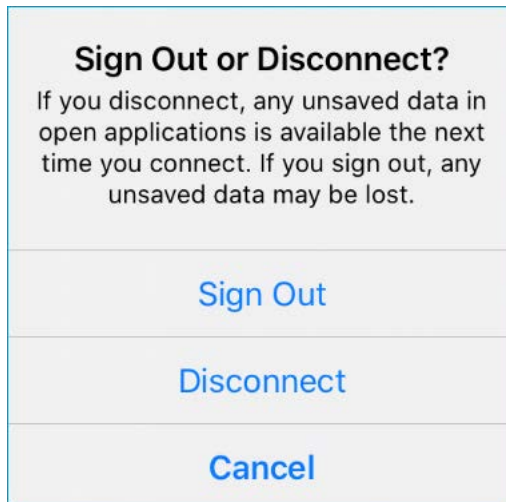
**Step 2:** At the Home screen, tap **Settings**  and then tap **Sign Out**.



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.



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