

Remote Access via Citrix

Citrix is a web-based application that allows you to access a virtual 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 **Username** and **Password**
- **Microsoft Authenticator** installed on your mobile device

► **NOTE:** If you currently do not have **Microsoft Authenticator**, please contact the Service Desk.

Installing Citrix Workspace on your PC

Before 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:

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



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



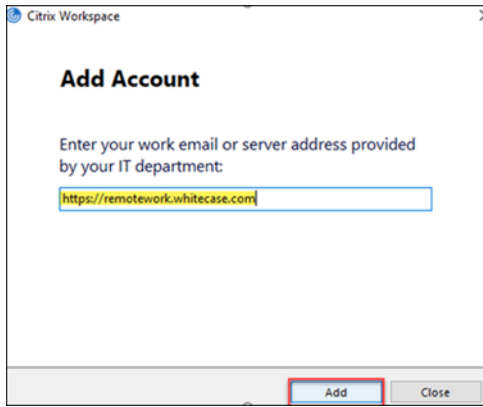
Use the Citrix Workspace app with Authenticator

Once you have installed the Citrix Workspace, you are ready to use it to connect to the White & Case network remotely via any non-firm provided laptop.

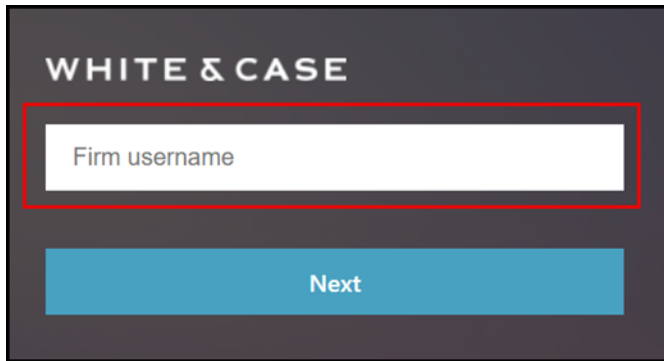
Setup your Citrix Workspace

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

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



Step 3: In the **Firm username** field, enter your **user id** and select **Next**.

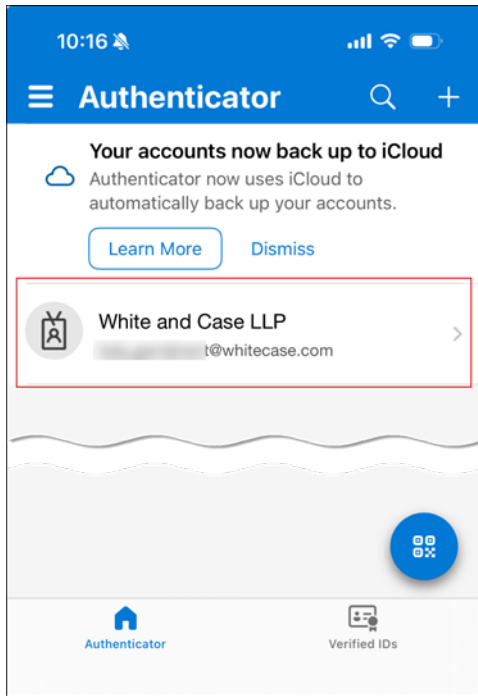


You will then see the **Enter Your Microsoft verification code** field. In that field you will need to obtain a **One-Time password code** from the Authenticator app on your mobile device.

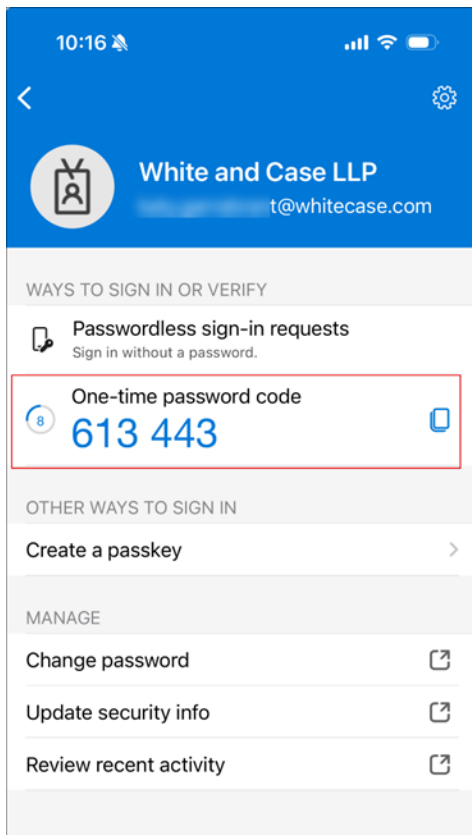
Step 4: From your mobile device, select the **Authenticator** app.



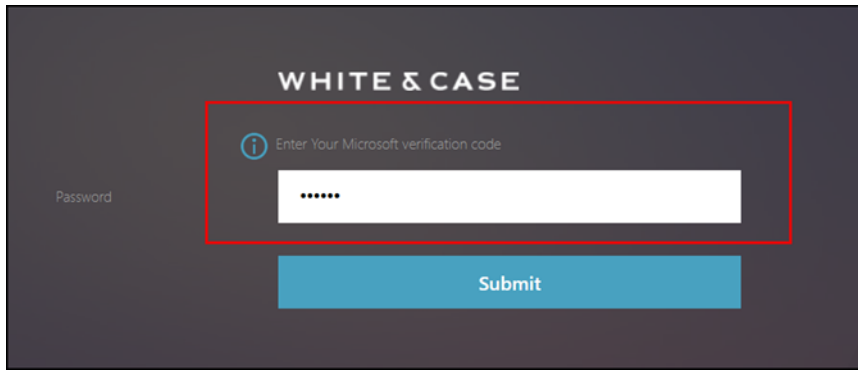
Step 5: Select **White and Case LLP**.



Step 6: Note the six-digit **One-time password** code in the Authenticator app. The passcode changes every 30 seconds.

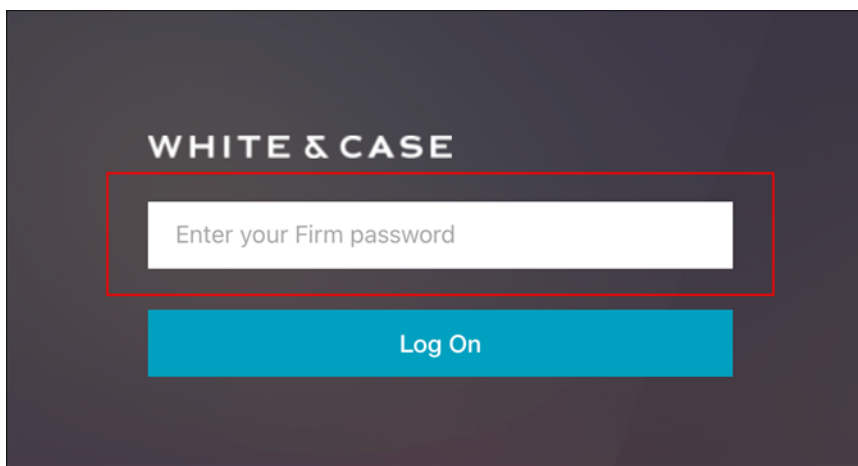


Step 7: Enter the code in the **Enter Your Microsoft verification code** field and select **Submit**.

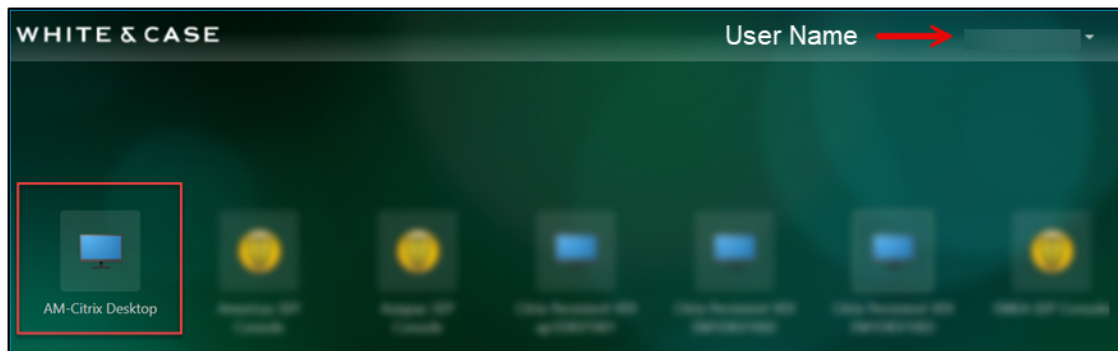


! **WARNING:** The passcode changes every 30 seconds. If the passcode changes before you enter it, enter the new passcode.

Step 8: In the **Enter your firm password** field, enter your Network Password and select **Log On**.

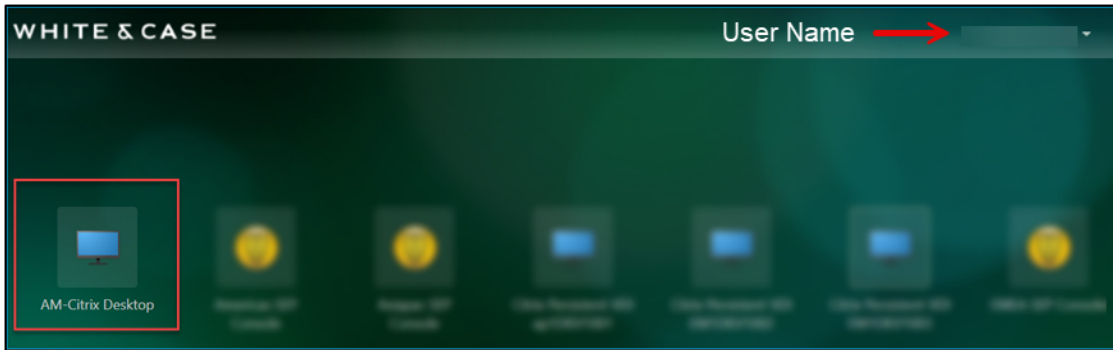


- Citrix Workspace displays.



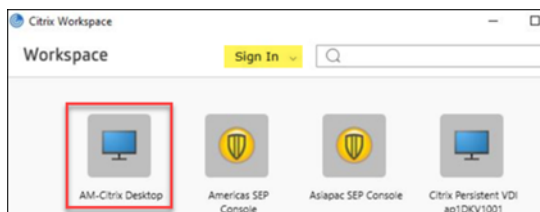
Launch Citrix from the Citrix Workspace app

! **IMPORTANT:** If you are signed into the Citrix Workspace app, click **AM-Citrix Desktop** / **EM-Citrix Desktop** / **AP-Citrix Desktop**, as appropriate, to launch your virtual Firm Desktop.

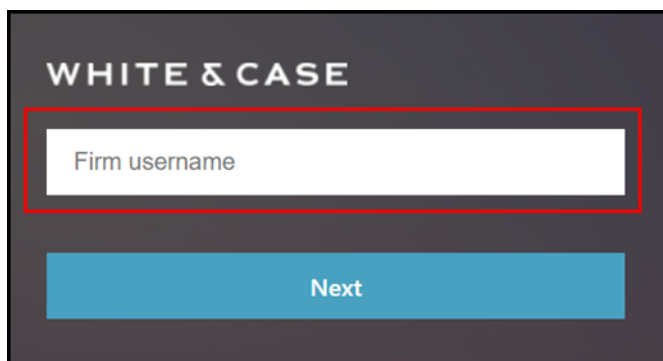


If you are not signed in:

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



Step 2: In the **Firm username** field, enter your **user id** and select **Next**.

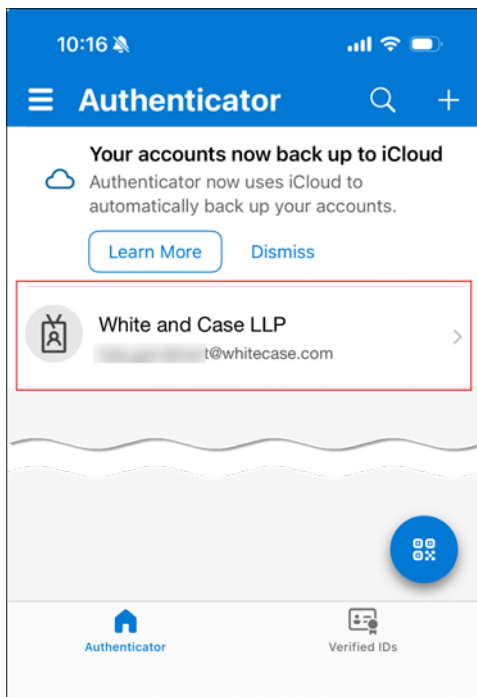


You will then see the **Enter Your Microsoft verification code** field. In that field you will need to obtain a **One-Time password code** from the Authenticator app on your mobile device.

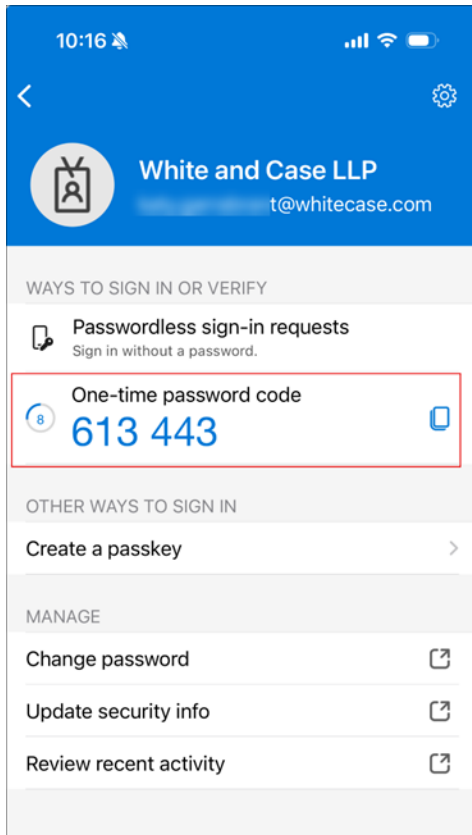
Step 3: From your mobile device, select the **Authenticator** app.



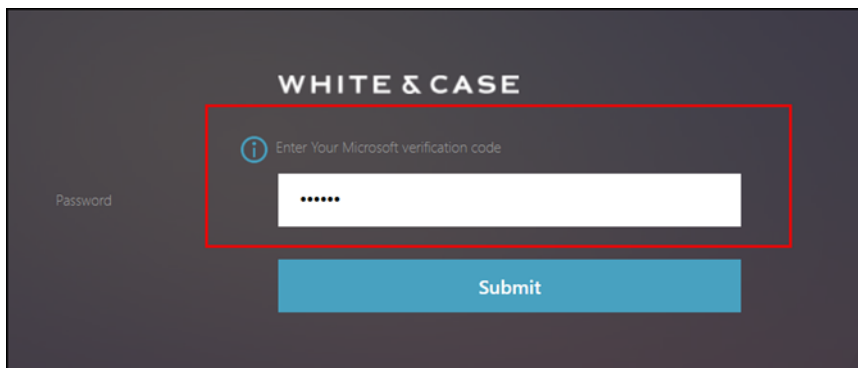
Step 4: Select **White and Case LLP**.



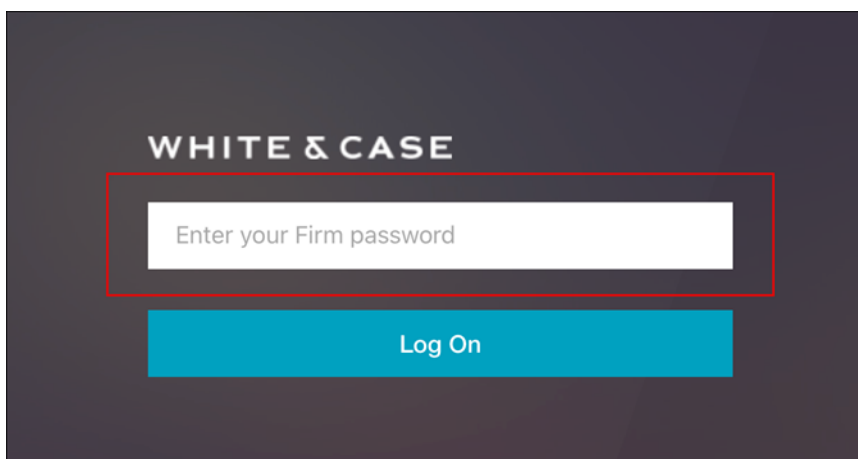
Step 5: Note the six-digit **One-time password** code in the Authenticator app. The passcode changes every 30 seconds.



Step 6: Enter the code in the **Enter Your Microsoft verification code** field and select **Submit**.



Step 7: In the **Enter your firm password** field, enter your Network Password and select **Log On**.



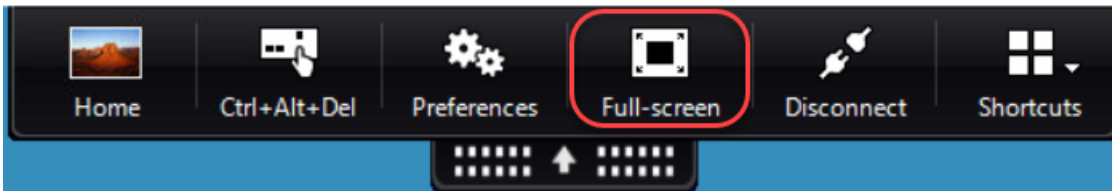
- Citrix Workspace displays.

Managing your Citrix session

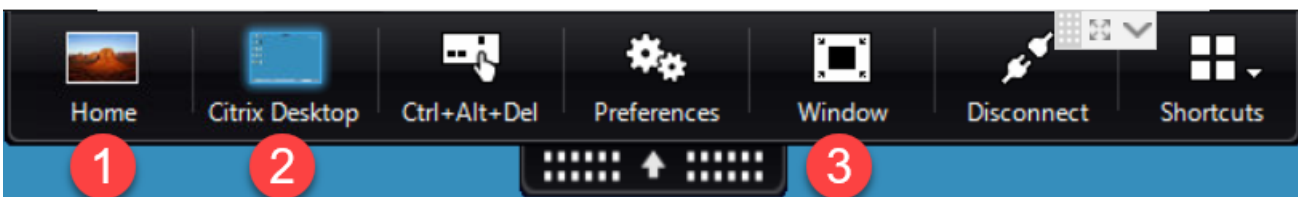
Switch Between Full-screen and Window Views (Windows)

When you launch Citrix, 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:



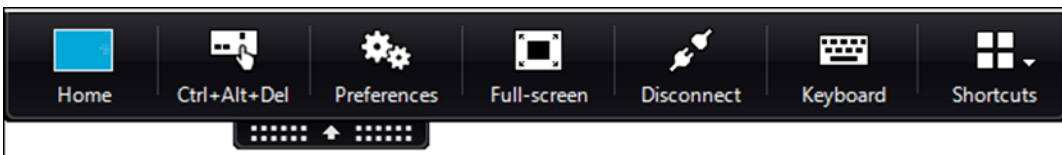
While in Full-screen mode, you may either select to **1)** switch to your personal PC Desktop, **2)** switch to your White & Case Citrix Desktop or **3)** switch your Citrix Desktop to Window mode.



View Full screen on Two Monitors

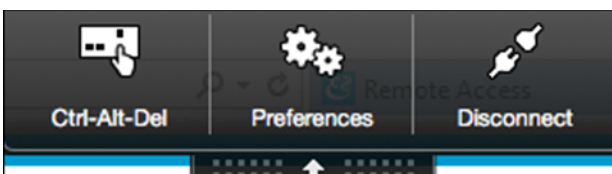
When you switch to **Full-screen** mode while using dual monitors, your Citrix Desktop will only go to full screen on the current monitor.


If you would like to view the Citrix Desktop on a full screen across both monitors, drag the Citrix Workspace window directly between the two monitors and then switch to **Full-screen**.



Switch Between Full-screen and Window Views (Mac)

When you launch Citrix, (i.e., your **Citrix Desktop**), the Desktop toolbar does not display some of the same options that you have in the Windows version:



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

Work with Files

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

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- ▶ **NOTE:** Citrix does not allow connections with any local computer drives, USB drives, and so forth.
 - ▶ **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

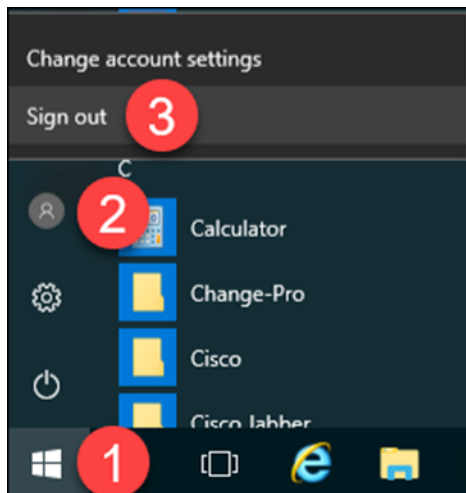
To ensure the security of White & Case documents, Citrix times out and severs its connection with a user after 120 minutes of inactivity. If you have an open document that has not been saved for a time exceeding 120 minutes, all changes will be lost.

Print Files

Citrix will automatically recognize most plug-and-play devices, such as home printers. If you are struggling to install a printer from home, contact the Service Desk.

Sign-out of Citrix Desktop

Step 1: To sign-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

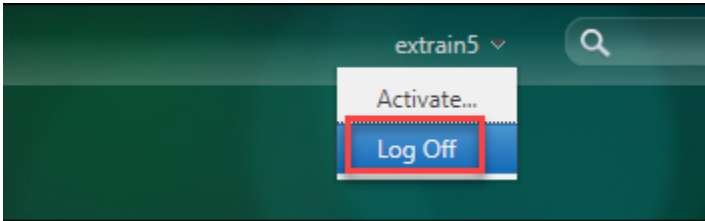
Citrix Workspace App

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**.

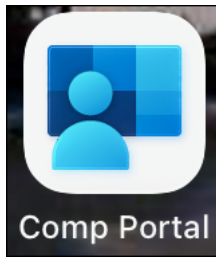


Access Citrix via your iPad

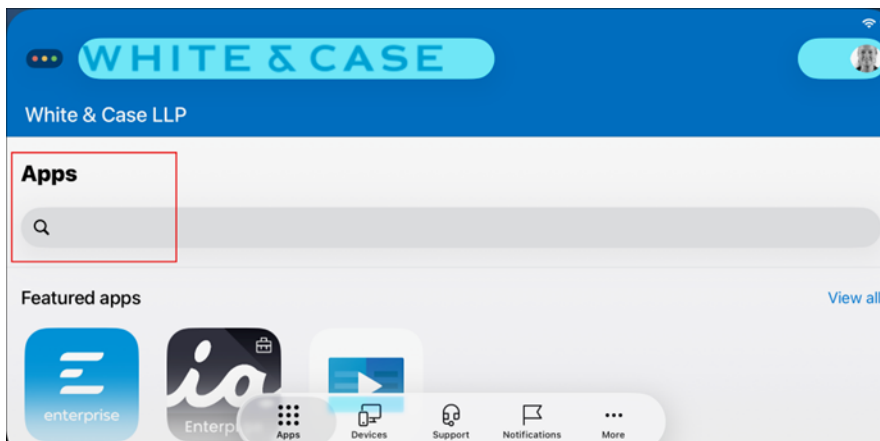
This section explains how to install and use Citrix Workspace on your iPad

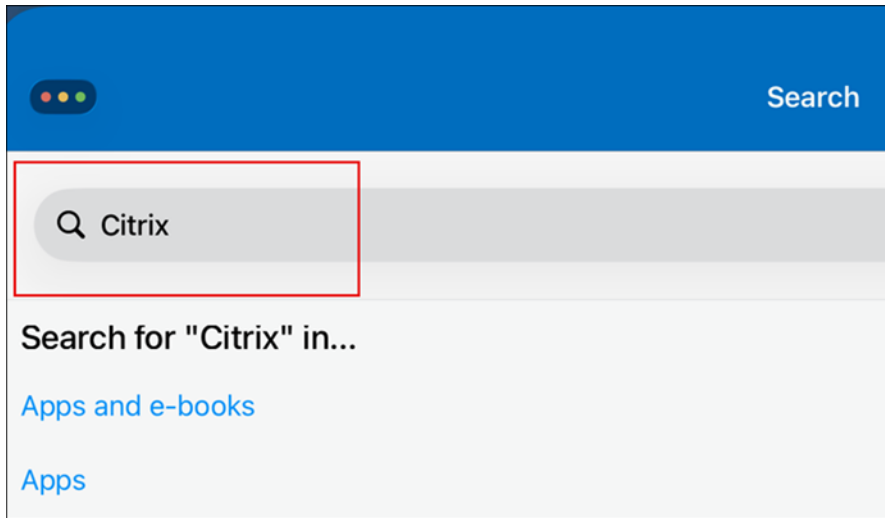
Install the Citrix Workspace App onto Your iPad

Before you can use the **Citrix Workspace** App you must first download it from the Company Portal. From the iPad, tap the Comp Portal icon.

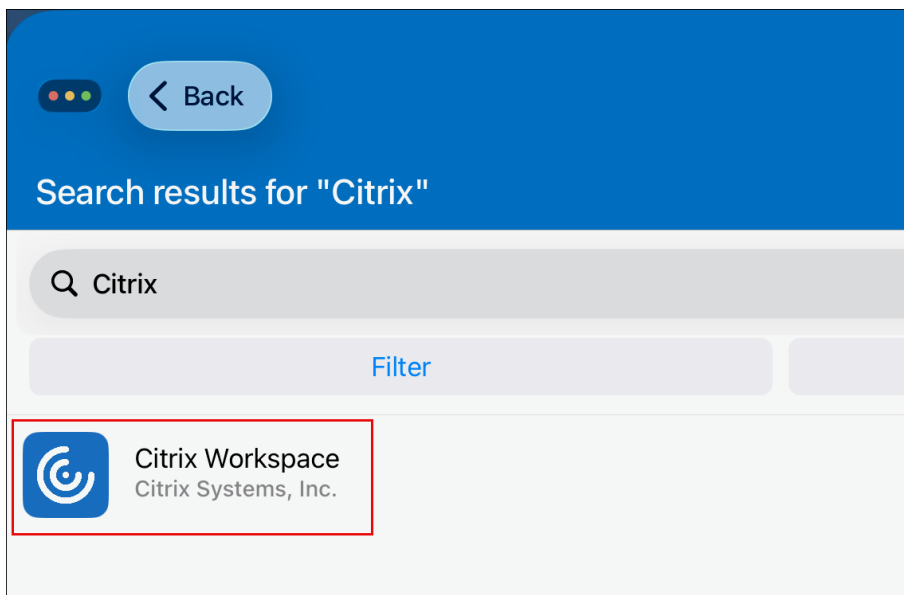


Step 1: Under **Apps**, tap the **magnifying glass** and type **Citrix**.





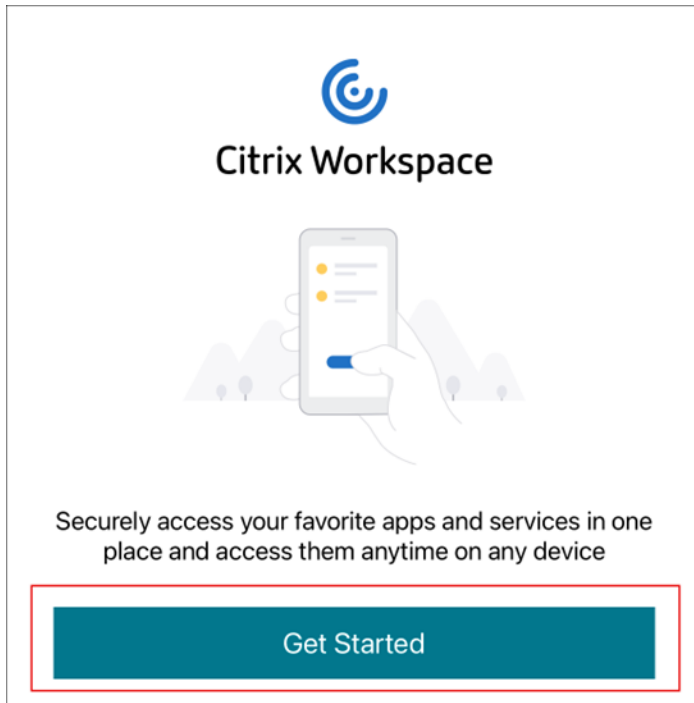
Step 2: Tap **Citrix Workspace** to install the app. Tap **Install**.



Step 3: Tap the **Citrix Workspace** app.

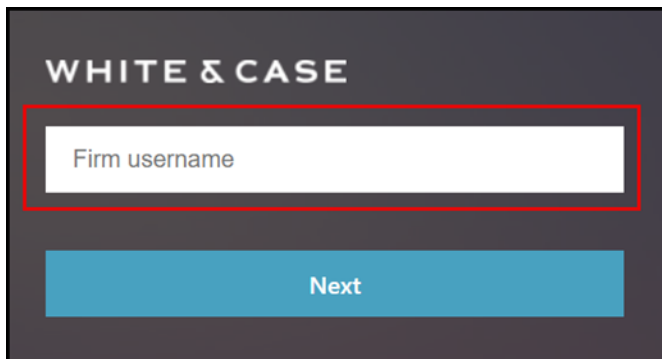


Step 4: From the Citrix Workspace screen, tap **Get Started**.



Step 5: From the **Welcome** screen, tap and type your Firm email address (e.g., john.smith@whitecase.com) and tap **Continue**.

Step 6: In the **Firm username** field, enter your **user id** and select **Next**.

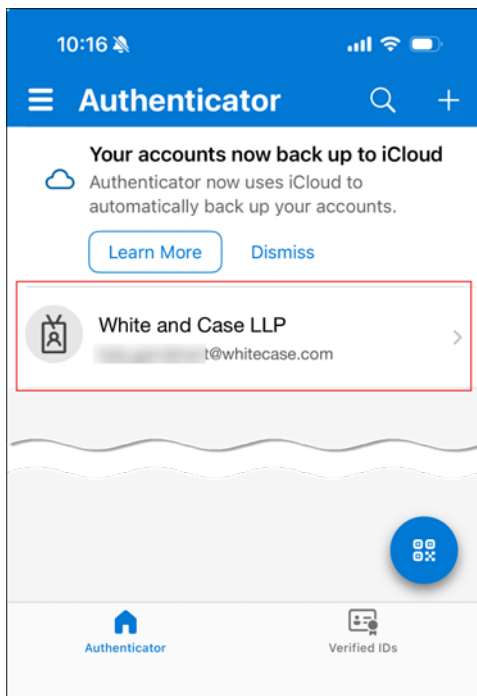


You will then see the **Enter Your Microsoft verification code** field. In that field you will need to obtain a **One-Time password code** from the Authenticator app on your mobile device.

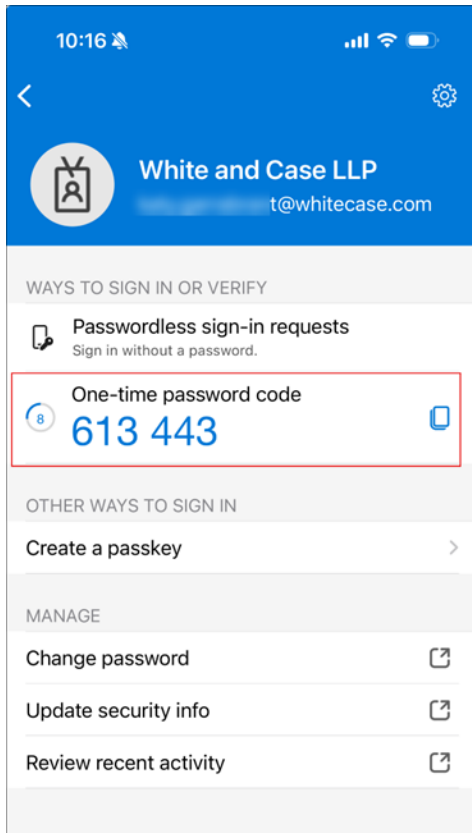
Step 7: From your mobile device, select the **Authenticator** app.



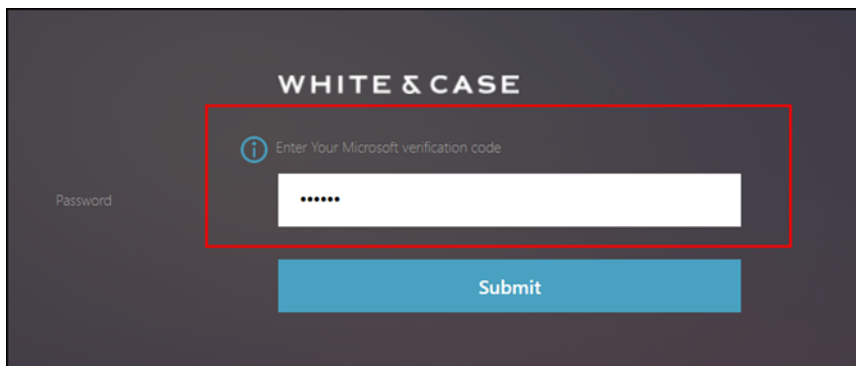
Step 8: Select **White and Case LLP**.



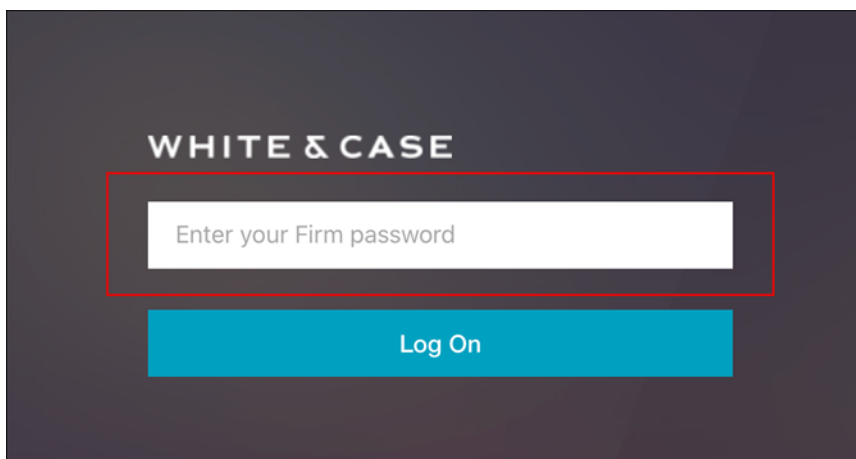
Step 9: Note the six-digit **One-time password** code in the Authenticator app. The passcode changes every 30 seconds.



Step 10: Enter the code in the **Enter Your Microsoft verification code** field and select **Submit**.



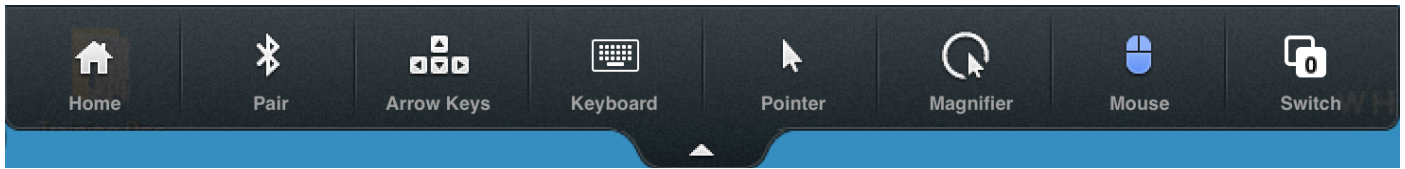
Step 11: In the **Enter your firm password** field, enter your Network Password and select **Log On**.



- Citrix Workspace displays.

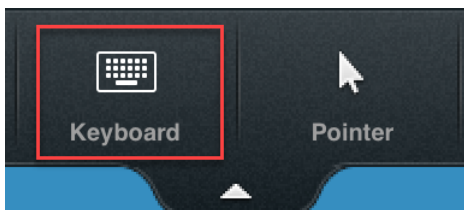
Navigate in Citrix Workspace

Citrix Workspace displays a drop-down menu tab (either along the top or on the right-side of the screen) that allows you to access extra functions under these 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 be displayed 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 |

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- **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.
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Use the Mouse


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

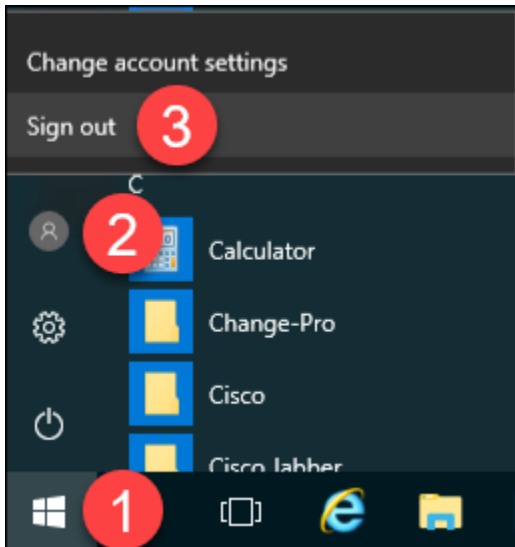


This may be used as a virtual mouse as you browse through your Citrix Desktop applications.

Sign Out and End Your Citrix Session

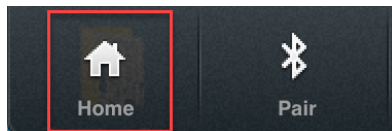
-
- **NOTE:** Before ending a Citrix session, make sure to log off from any current **Citrix Desktop** sessions.
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Step 1: To log off, select the **1) Start**  button, then on the left side of the Start menu, choose the **2) Accounts** icon, and then select **3) Sign out**.

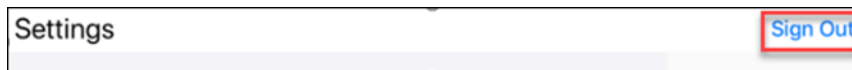


End Your Citrix Session

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



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



- The **Enter your credentials** screen displays.

To Sign Back into Citrix

Step 1: Tap the **Workspace** app.

Step 2: At the **Enter your credentials** screen, tap into the fields to enter your login credentials.