Akin Gump Strauss Hauer & Feld LLP
Remote Access Resources (DUO)

- Firm Laptop
- Windows Home PC
- Mac Computer
- Apple iPad
- Android Devices
- Exit
Check Point VPN connectivity enables you to work on your firm-issued laptop as if you were in the office. This is the best option for working remotely if you are physically close to your home office (e.g. within one or two time zones).

GETTING AN INTERNET CONNECTION

Connecting to Wireless with Windows

Use Windows built-in Connect to Network.

1. Click the Wireless Access icon on the Task Bar.
2. Select the Wireless Network Connection and click Connect.
3. If necessary, type a Security key and click OK.
4. The wireless network will display as Connected.

You can also use an Ethernet cable to connect your laptop to a broadband connection. If prompted, do not add a public connection to the list.

CONNECTING REMOTELY THROUGH CHECK POINT

Check Point will connect using your default mobile device.

1. Click the System Tray icon in the bottom right corner of the screen.
2. Right-click the Check Point VPN icon and select Connect to…
3. Select your regional Gateway, e.g. USEAST.

Duo Push

1. Enter your network Username and Password, then Connect.
2. Duo sends a login request to your phone. Just tap Approve to Authenticate.

Passcode

1. Open the Duo Mobile App on your enrolled device and select the key icon beside Akin Gump Strauss Hauer & Feld LLP.
2. Enter your network Username
3. Enter your network password followed by a comma and the Passcode.
4. Select Connect.

Disconnecting From Check point VPN

1. Exit all programs used during the session, then click the System Tray icon in the bottom right corner of the screen.
2. Right-click the Check Point VPN icon, select Disconnect, then Yes to confirm the disconnection.
PREPARING TO ACCESS CITRIX REMOTE DESKTOPS

Enabling Pop-Ups

When you sign into Remote Access, several windows will pop-up to download plug-ins and other ActiveX Controls. To prevent interruption during the sign-in and log-in process, enable the pop-up blocker to accept pop-ups from Remote Access.

The following instructions relate to Internet Explorer 8 or later. Follow the pop-up blocker instructions for your internet browser, e.g. Firefox.

1. Open Internet Explorer.
2. From the Tools drop-down menu, select Pop-Up Blocker, Pop-up Blocker Settings,
3. Type https://*.akingump.com and click the Add button.
4. Click the Close button to return to Internet Explorer.

Adding Citrix to Trusted Sites

1. From Internet Explorer, click the Tools button (or menu) and select Internet Options.
2. Select the Security tab.
3. Click the Trusted Sites icon and click the Sites button.
4. Type https://*.akingump.com and click the Add button.
5. Click Add.
6. Click Close to save the Trusted Site.
7. Click OK to close the Internet Options window.

Verifying the Citrix Receiver Version

The Citrix Receiver must be version 13.3.0.55 or greater. Verify the version and install the update if necessary.

1. Click the Start menu button and select Control Panel.
2. Click the Programs link and select the Programs and Features link.
3. Locate the Citrix Receiver program to verify the version.

Installing the Citrix Receiver

1. In the address bar of your browser, type http://remote.akingump.com.
2. From the One Time Setup section, select Windows Citrix Desktop Software.
3. Click Run to continue.
4. Click Run to accept the Security Warning and run the Citrix Receiver software installation.
5. Click Install to begin the installation process.
6. If an Internet Explorer Security prompt appears, click Do not show me the warning for this program again and click Allow to bypass the prompt for future access.
1. In the address bar of your browser, type http://remote.akingump.com.

2. Enter your network **User name & Password** and click **Log On**.

3. Select the **Device** if multiple devices are configured, then a **login method**:

   If “Automatically select a push to XXX-XXX-XXXX from now on” is enabled, select **Cancel** to select another device or authentication method.

   ![Duo Push](https://example.com)
   **Duo Push**
   Duo sends a login request to your phone. Just tap Approve to Authenticate.

   ![Passcode](https://example.com)
   **Passcode**
   Use the passcode generated on the Duo Mobile App.

   ![SMS Passcode](https://example.com)
   **SMS Passcode**
   Receive passcodes on your phone by text message for offline use.

   ![Phone Callback](https://example.com)
   **Phone Callback**
   Duo calls your phone. Answer and press a key to quickly authenticate.

   Tap the passcode on your mobile device to copy to your clipboard if logging in from the mobile device.

   Each passcode can be used once at sign-in. SMS passcodes expire when requesting Send More.

4. Choose the appropriate **Citrix Desktop** for your region.

   ![Desktops](https://example.com)
   - Asia Desktop
   - Europe Desktop
   - Middle East Desktop
   - Moscow Desktop
   - US East Desktop
   - US West Desktop

5. At the **Citrix Receiver – Security Warning** prompt, select “Do not ask again for this site” and click **Permit Use**.

6. If necessary, click the **Citrix Receiver** icon from the taskbar to display the Citrix remote desktop.

7. Allow the **Starting Applications** process to complete before attempting to open programs.

   **THE SESSION WILL AUTOMATICALLY LOG OFF AFTER** **2 HOURS** **OF INACTIVITY.**
Setting up Your WebEx Account

Enable WebEx in Outlook and the WebEx One-Click application.

1. Close Outlook, select the Windows Start button and type WebEx.
2. Select WebEx Settings and enter the following Information on the Account tab:
   - Site URL: https://akingump.webex.com/akingump
   - User Name: Standard Akin Gump User Name
   - Password: WebEx Account Password
3. Select Remember my Password and click OK.

Changing the Display of the Citrix Desktop

1. Click the XenDesktop toolbar button at the top of the screen.
2. Select Full Screen to maximize the Citrix Desktop.
   
   To return to your desktop, select Window from the XenDesktop toolbar button.

Opening Programs

1. Click the Start button, hover over All Programs and select Firmwide Applications.
2. You may also enter the program name into the Start button Search field to launch the application.

Accessing the Documents Library

At the HDX File Security prompt, select “Do not ask me again for this virtual desktop” and click Read/write access.

Checking Out Documents From FileSite

Check out documents from FileSite to revise them while offline to avoid losing edits should internet access fails during the session. The Microsoft Office programs must be installed on the computer to work offline.

1. Open Outlook.
2. Locate the document from FileSite.
3. Right-click the document and select Check Out.
5. Click the Browse button and access the Documents Library for your operating system.
6. Select the Documents folder and click OK.
7. Enter Comments as necessary.
8. Make note of the document number and click OK.

The check-out process copies the document to the file location using the document number with its original Modified Date. It is important that you identify the document number and/or modified date so that you will be able to locate the file, especially if the document was not recently modified.
Remote Access (Windows)

LOGGING OUT OF THE CITRIX REMOTE DESKTOP

Logging Out of Remote Access

Log out of the Citrix Remote Desktop to disconnect from the remote access session.

1. Close all applications.
2. Click the Start button and select Log Off.
3. From the main application window, click your name at the top right of the screen and select Log Off.

Logging Out of the Citrix Remote Desktop

Log out of the Citrix Remote Desktop and remain connected to the remote access session to use other applications, e.g. CMS.

1. From the XenDesktop toolbar button at the top of the screen, select Disconnect.
2. Click OK to accept the message.
3. Return to the main application window to select another application, as desired.

To log out of Remote Access from the main application window, click your name at the top right of the screen and select Log Off.

WORKING WITH CHECKED OUT DOCUMENTS

Accessing Checked Out Documents - Offline

The Microsoft Office program must be installed on the computer in order to work on documents while offline.

1. Open Windows Explorer.
2. Browse to the file location, e.g. My Documents.
3. Locate the document by the FileSite document number (ex. 20160252_6)

   IMPORTANT: Do not rename the checked out file to prevent breaking the link to the FileSite document.

Checking In Documents Into FileSite

1. Log into the Citrix Desktop.
2. Open Outlook.
3. Expand FileSite, if necessary.
4. Expand your default database, e.g. EASTDMS.
5. Select Checked-out Documents.
6. Right-click the document and select Check In.
7. Choose the appropriate check in option, e.g. Replace Original to update the existing document.
8. Click OK.
PREPARING TO ACCESS CITRIX REMOTE DESKTOPS

Disabling Pop-Ups in Safari

Temporarily disable the pop-up blocker to prevent interruption during the Citrix Receiver installation process.

The following instructions relate to Safari. Follow the pop-up blocker instructions for your internet browser, e.g. Firefox.

1. Open your Safari browser.
2. At the top of the Mac screen, click Safari and disable the Block Pop-Up Windows option.

Verifying the Operating System Version

From the Apple menu, choose About this Mac.

Verifying the Citrix Receiver Version

1. From the dashboard, open the Finder application.
2. Click the Applications module and double-click the Citrix Receiver icon.
3. From the Citrix Receiver menu, choose About Citrix Receiver.

INSTALLING CITRIX RECEIVER

1. Open your web browser, e.g. Safari, and browse to http://remote.akingump.com.
2. From the One Time Setup section, click the Citrix Receiver relating to your operating system and Save the file to the Downloads folder.
3. From the Downloads folder, double-click the CitrixReceiverWeb.dmg file.
5. At the Introduction window, click Continue.
6. Click Continue on the Software License Agreement window and click Agree to accept the license agreement.
7. Click Install on the Standard install page to accept the designated file location.
8. Enter your Mac password and click Install Software.
9. When the installation is successful, click Close and return to the web browser window.
ACCESSING CITRIX REMOTE DESKTOPS

Logging Into Remote Access

1. Open your web browser, e.g. Safari, and browse to http://remote.akingump.com.
2. Under Duo Method, select the Citrix Remote Desktop link for your Region.
3. Enter your Username and Password, then Log On
   Reminder, passwords are case sensitive.
4. Select the Device if multiple devices are configured, then a login method:
   - Duo Push: Duo sends a login request to your phone. Just tap Approve to Authenticate.
   - Passcode: Use the passcode generated on the Duo Mobile App, Hardware Token, or a SMS passcode. Tap the passcode on your mobile device to copy to your clipboard if logging in from the mobile device.
   - Phone Callback: Duo calls your phone. Answer and press a key to quickly authenticate.
5. Select the remote desktop corresponding to your region, e.g. US West Desktop.
   At the Citrix Receiver – Security Warning prompt, select “Do not ask again for this site” and click Permit Use.
6. If necessary, click the Citrix Receiver icon from the dashboard to display the Citrix remote desktop.
7. Allow the Starting Applications process to complete before attempting to open programs.
   THE SESSION WILL AUTOMATICALLY LOG OFF AFTER 2 HOURS OF INACTIVITY.

WORKING IN THE REMOTE DESKTOP

Changing the Display of the Citrix Desktop

1. Click the at the top of the screen to display the XenDesktop toolbar.
2. Select Full Screen to maximize or Window.

Setting up Your WebEx Account

Enable WebEx in Outlook and the WebEx One-Click application.
1. Close Outlook, select the Windows Start button and type WebEx.
2. Select WebEx Settings and enter the following Information on the Account tab:
   • Site URL: https://akingump.webex.com/akingump
   • User Name: Standard Akin Gump User Name
   • Password: WebEx Account Password
3. Select Remember my Password and click OK.
Remote Access (MAC)

Opening Programs

1. Maximize the Citrix Desktop window.
2. Click the Start button, hover over All Programs and select Firmwide Applications.
3. You may also enter the program name into the Start button Search field to launch the application.

Checking Out Documents From FileSite

For best practice, check out documents from FileSite to revise them while offline to avoid losing edits if the internet access inadvertently disconnects. The Microsoft Office programs must be installed on the computer to work offline.

1. Open Outlook and locate the document from FileSite.
2. Right-click the document and select Check Out.
4. Click the Browse button. The Access Security prompt may appear. If so, enable Remember these settings for this drive and click Read & Write to continue.
5. Expand Local Disk (C: on COMPUTER NAME).
6. Select Documents and click OK.
7. Enter Comments as necessary.

The check out process copies the document to the file location under the document number using its original Modified Date. It is important that you identify the document number so that you will be able to locate the file, especially if the document was not recently edited.

8. Make note of the document number and click OK.

Accessing Checked Out Documents - Offline

The Microsoft Office program must be installed on the computer in order to work on documents while offline.

1. Open the Documents application from the Dashboard.
2. Locate the document by the FileSite document number (ex. 20160252_6)

IMPORTANT: Do not rename the checked out file to prevent breaking the link to the FileSite document.

Checking In Documents Into FileSite

1. Log into the Citrix Desktop and open Outlook.
2. Expand FileSite, if necessary.
3. Expand your default database, e.g. EASTDMS.
4. Select Checked-out Documents.
5. Right-click the document and select Check In.
6. Choose the appropriate check in option, e.g. Replace Original to update the existing document.
7. Click OK.

Logging Out of the Citrix Desktop

1. Close all applications.
2. Click the Start button and select Log Off.
3. From the Citrix Applications window, click Log Off and close the browser.
PREPARING TO ACCESS CITRIX DESKTOPS

The iPad must be 4.1 or greater to configure and connect to the Citrix Desktops. You may check the version by navigating to Settings > General > About.

Installing the Citrix Receiver App

1. Open your web browser, e.g. Safari, and browse to http://remote.akingump.com.
2. Expand the iPhone and iPad section and select Citrix Receiver for iPhone and iPad to install the app.
3. Tap Install App.
4. Enter your App Store username and password, and tap OK. Allow the app to complete installation.
5. Press the Home button to return to the Home Screen on the device.
6. Return to your web browser to display the Remote Access home page.
7. From the iPhone and iPad section, tap the iOS profile for your region.
8. The Citrix Receiver message window opens requesting the creation of the account. Tap Add Account.
9. The Citrix window confirms your region (above). Tap Save to complete the setup.
10. Close the Citrix Receiver app.
Remote Access (iPad)

ENROLLING AND ACTIVATING AN IPAD DEVICE

You will need your current Duo enrolled device to login and setup an additional mobile device.

1. From your desktop or laptop computer, access Remote.Akingump.Com
2. Under Duo Method, select the Citrix Remote Desktop link for your Region.
3. Enter your Username and Password, then Log On
4. Select a login method (Duo Push, Passcode, or SMS) for the current Duo enrolled device and select Manage devices.
5. Once connected, select Enroll another device.
6. Choose the Device type Tablet (iPad, Nexus 7, etc.) and select Continue.
7. Select the Platform iOS (iPad,iPod Touch) and select Continue
8. Follow the platform-specific instructions on the screen to install Duo Mobile to your device before continuing.
9. After successfully installing the Duo Mobile app on your device, select the checkbox “I have Duo Mobile installed” and Continue.
10. Open the Duo Mobile app on your device.
    If prompted, select OK to allow “Duo Mobile” to send you Notifications.
11. Select the Accept button then the Add Account button.
    If prompted, select OK to allow “Duo Mobile” to use the camera.
12. Point your mobile device’s camera to scan the QR code displayed on your desktop or laptop webpage. The barcode will display a green checkmark if the device is successfully activated.
    1) If you cannot scan the barcode, select Can’t scan the barcode? link.
    2) Enter an email address that you can check on your mobile device and click “Send email”.
    3) Open the email on your mobile device and tap on the activation link.
13. Select the Continue button on the webpage.
14. Select Done. A message will appear stating “Your device has been enrolled and activated”.

Accessing Citrix Remote Desktop 2 Help Desk – 2Help (24357)
Logging into Remote Access

1. For best readability, turn the device to view in landscape.
2. Open the Citrix Receiver for iPad application.
3. Tap the Accounts symbol on the right side of the screen to view the available Citrix connections.

![Accounts List]

4. Tap the appropriate Citrix Connection for your region, e.g. Citrix West.
5. Enter your Username and Password, then Log On
   
   Reminder, passwords are case sensitive.

6. Select the iOS Device if multiple devices are configured, then a login method.
   
   **Duo Push**
   
   Duo sends a login request to your phone. Just tap Approve to Authenticate.

   **Passcodes**
   
   Use the passcode generated on the Duo Mobile App, Hardware Token, or a SMS passcode.

   **Phone Callback**
   
   Duo calls your phone. Answer and press a key to quickly authenticate.

   *Tap the passcode on your mobile device to copy to your clipboard if logging in from the mobile device.*

7. Select the remote desktop corresponding to your region, e.g. US West Desktop.
Remote Access (iPad)

## Working in the Citrix Remote Desktop

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| Opening FileSite Documents (Word) | 1. Tap the **Start** menu button.  
2. Open the **Keyboard**.  
3. Type the name of the Microsoft Office application into the Start menu **Search** field, e.g. **Word**.  
4. Tap the application from the Programs list.  
5. Hide the keyboard to view the full screen.  
6. Tap the **Office button** and select **Open**.  
7. Locate and open the document from **Recent Documents**, **Recent Workspaces** or perform an **Advanced Document Search**.  
8. Open the **Keyboard**.  
9. Make changes as necessary to the document.  
10. Hide the keyboard to view the full screen when finished.  
11. Tap the **Office button** and select **Close**.  
12. Tap **Yes** to save and close the document.  

*You must choose **Close** from the **Office button** to check in edits into FileSite. Do not close the program using the Windows Close button.*  
13. Tap the **Office button** and select **Exit**. |
Remote Access (iPad)

UPDATING THE EXCHANGE PASSWORD

When you change your Akin Gump network password, you must update the Exchange password on the iPad to match.

Updating Password at the Exchange Prompt

1. At the Exchange password prompt, enter your new password and tap OK.
2. When the prompt appears again, power down the iPad (not standby).
3. Power up the iPad and the password will be updated.

Updating Password Manually

1. From the Home screen, tap Settings.
2. Tap Mail, Contacts, Calendars.
3. Tap the Akin Gump Account option.
4. Tap the password field to enter the updated password.
5. Tap Save.
6. Press the Home button to return to the Home Screen.

DISCONNECTING FROM REMOTE ACCESS

1. Exit all applications within the Citrix desktop.
2. Tap the Start button and select Log Off. The window returns to the Citrix Applications screen.
3. From the Citrix Applications screen, tap the Log Off button on the upper left side of the screen.
4. Tap Log Off from the menu to continue disconnecting from the Citrix Receiver.
5. Press the Home button to return to the Home Screen.
PREPARING TO ACCESS CITRIX REMOTE DESKTOPS

Verifying Operating System Version

1. From the Home Screen, tap Settings.
2. Tap About phone.
3. Locate Firmware Version.
   The device must be 2.2 or greater to configure and connect to Akin Gump Secure Network (Remote Access).
4. Tap the Home button to return to the Home Screen.

Configuring the Citrix Receiver App

1. Open your web browser, e.g. Internet Browser, and browse to http://remote.akingump.com.
2. Expand the Android section and select Citrix Receiver for Android to install the app.
3. When prompted, select Google Play Store to continue.
4. Tap Install and Accept.
5. After the installation has completed, tap Open.
6. Tap Add Account and type the Citrix account corresponding to your region below into the Address field.
   - US East https://citrixeast.akingump.com (NY/DC/Beijing)
   - US West https://citrixwest.akingump.com (CA/TX)
   - Middle East https://citrixme.akingump.com (Abu Dhabi, Singapore)
   - Asia https://citrixasia.akingump.com (Hong Kong)
7. Tap Next. A message appears stating the Citrix receiver could not verify the server address.
8. Tap Manual setup to continue.
9. If necessary, press the Esc key on the device to hide the keyboard.
10. From the Type drop-down menu, select Web Interface.
11. In the Description field, type the name of the Citrix account, e.g. Citrix East.
12. If necessary, press the Esc key on the device to hide the keyboard.
13. Tap Add to finish adding the Citrix account.
14. Press the Home button to return to the Home Screen.
ENROLLING AND ACTIVATING AN ANDROID TABLET

You will need your current Duo enrolled device to login and setup an additional mobile device.

1. From your desktop or laptop computer, access Remote.Akingump.Com
2. Under Duo Method, select the Citrix Remote Desktop link for your Region.
3. Enter your Username and Password, then Log On
4. Select a login method (Duo Push, Passcode, or SMS) for the current Duo enrolled device and select Manage devices.
5. Once connected, select Enroll another device.
6. Choose the Device type Tablet (iPad, Nexus 7, etc.) and Continue.
7. Select the Platform Android and Continue
8. Install the Duo Mobile App to your device.
9. Select the checkbox “I have Duo Mobile installed” and Continue.
10. Open the Duo Mobile app on your device.
    If prompted, select OK to allow “Duo Mobile” to send you Notifications and use the camera.
11. Select the Accept button then the Add Account button.
    If prompted, select OK to allow “Duo Mobile” to use the camera.
12. Point your mobile device’s camera to scan the QR code displayed on your desktop or laptop webpage. The barcode will display a green checkmark if the device is successfully activated.
    1) If you cannot scan the barcode, select Can’t scan the barcode? link.
    2) Enter an email address that you can check on your mobile device and click “Send email”.
    3) Open the email on your mobile device and tap on the activation link.
13. Select the Continue button on the webpage.
14. Select Done. A message will appear stating “Your device has been enrolled and activated”.

If you are having trouble enrolling your Android tablet, please contact your local help desk.
Remote Access (Android)

ACCESSING CITRIX REMOTE DESKTOPS

Logging into Remote Access

1. Open the Receiver application.
2. For best readability, turn the device to view in landscape.
3. Tap the appropriate Citrix Connection, e.g. Citrix East.
4. Enter your Username and Password, then Log On.
   Reminder, passwords are case sensitive.
5. Select the Android device if multiple devices are configured, then a login method:
   - **Duo Push**: Duo sends a login request to your phone. Just tap Approve to Authenticate.
   - **Passcodes**: Use the passcode generated on the Duo Mobile App, Hardware Token, or a SMS passcode.
     Tap the passcode on your mobile device to copy to your clipboard if logging in from the mobile device.
   - **Phone Callback**: Duo calls your phone. Answer and press a key to quickly authenticate.
6. Select the remote desktop corresponding to your region, e.g. US West Desktop.
7. The Gestures icons appear with tips to navigate the virtual desktop. Uncheck Show this when apps start if desired and press the Esc key on the device.

Opening Microsoft Office Documents From FileSite

1. Tap the Start menu button.
2. Tap the Citrix Taskbar tab in the top middle of the screen and tap the Keyboard icon to show the keyboard.
3. Type the name of the Microsoft Office application into the Search field, e.g. Word.
4. Tap the application from the Programs list.
   Press the Esc key on the device to hide the Keyboard.
5. Tap the Office button and select Open.
6. Locate and open the document from Recent Documents, Recent Workspaces or perform an Advanced Document Search.
7. Tap the Citrix Taskbar tab in the top middle of the screen and tap the Keyboard option to display the keyboard.
8. Make changes as necessary to the document.
   Press the Esc key on the device to hide the Keyboard.
9. Tap the Office button and select Close.
10. Tap Yes to save and close the document.
   You must choose Close from the Office button to check in edits into FileSite. Do not close the program using the Windows Close button .
11. Tap the Office button and select Exit.
1. Exit all applications within the virtual desktop.
2. Tap the **Start button** and select **Log Off**. The window returns to the Citrix Applications screen.
3. From the **Citrix Applications** screen, tap the **Options** button (3 vertical boxes on the top right of the screen) and tap **Exit**.
4. Press the **Home** button to return to the Home Screen.