

Install or Update the Citrix Workspace App

Log Into the Firm Network Through Citrix Workspace App

Log Into the Firm Network Through Akin Remote Access

First-Time Access to NetDocs

Disconnect from Remote Desktops

Access Approved Firm apps

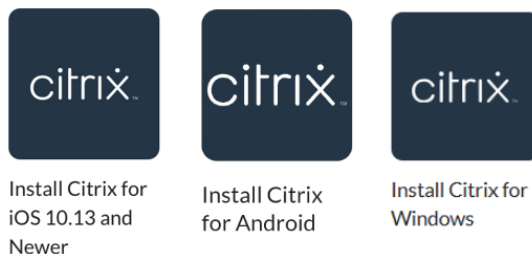
Access the firm network through the **Citrix Workspace app** or from the [Akin Remote Access](#) site using **your personal computer or mobile device**. Remote access is provided upon request by contacting the **Help Desk**.

- Email: ITHelp@akingump.com
- Extension [24357](#)
- US: [1 877 422 4357](#)
- Middle East: [971 2 406 8610](#)
- Hong Kong: [852 3694 3080](#)
- London: [44 207 012 9810](#)

INSTALL OR UPDATE THE CITRIX WORKSPACE APP

Installation or update of the Citrix Workspace app must be completed before you can access the firm network.

1. From an internet browser, navigate to <https://remote.akingump.com>.
2. From the **Resources** section, select **CITRIX**.



*The Citrix installation option changes depending upon the device you are using. For example, when using a personal computer, the option to **Install Citrix for Windows** is available.*

3. Follow the on-screen instructions to install the **Citrix Workspace** app onto your computer or mobile device.

LOG INTO THE FIRM NETWORK THROUGH CITRIX WORKSPACE APP

Log into the Citrix Workspace app to access the firm network resources through a **Citrix Desktop**.

1. Open the **Citrix Workspace** app on your personal computer or mobile device.
2. Click (tap) **GET STARTED**.
3. Type the **SERVER NAME** for your region into the **Email address or Store URL** field:

US	Europe & Middle East	Asia
ctxeast.akingump.com	ctxeuro.akingump.com	ctxasia.akingump.com

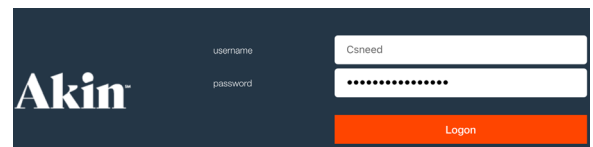
4. Click (tap) the **CONTINUE** button.

The Citrix Workspace is active for you to access the firm network apps.

5. Log in using your **network credentials** and **Duo**.

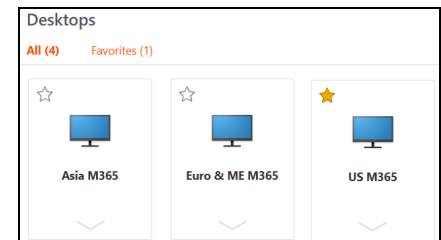
- If prompted, keep the **[REGION]** store (e.g., **XDEAST** or **XDEURO**) selected and tap **CONTINUE**.



*After successful login, the **Citrix Workspace** window opens at the **Home** screen.*



For **personal computers**, select the **DESKTOPS** module from the top of the window and choose a **Remote Desktop** for your region to launch (e.g. US M365).

*If desired, click (tap) the **FAVORITE** ☆ button to add the desktop to the **HOME** module.*




For **mobile devices**, tap the **NAVIGATION** button  (Android) or  (iOS) and choose a **Remote Desktop** for your region to launch (e.g. US M365).

*If desired, click (tap) the **FAVORITE**  button to add the desktop to the **HOME** module.*



6. Maximize the **M365 - Desktop Viewer** for best use of the remote desktop.

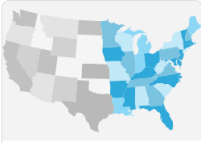
*To restore the **M365 - Desktop Viewer** and access your computer, select "**RESTORE**" from the dashboard  at the top of the screen.*

LOG INTO THE FIRM NETWORK THROUGH AKIN REMOTE ACCESS

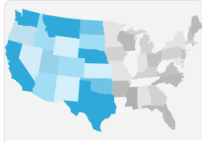
1. From an internet browser, navigate to <https://remote.akingump.com>.

Remote Access Remote Access Using Citrix Desktop for All Personal Devices Quick Reference Card


Select the region where you are currently located:




US East



US West (TX & CA)



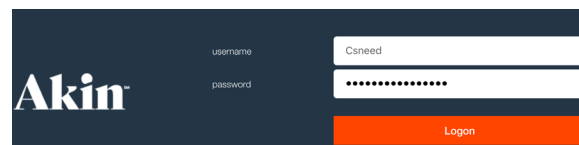
UK, Europe, & ME



Asia Pacific

- Choose the appropriate **Citrix Workspace** for your region (e.g., US East).
- Log in using your **network credentials** and **Duo**.

*After successful login, the **Citrix Workspace** opens in the browser window.*

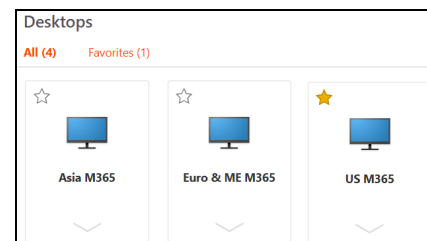




Akin login form with fields for username (Csneed) and password, and a Logon button.



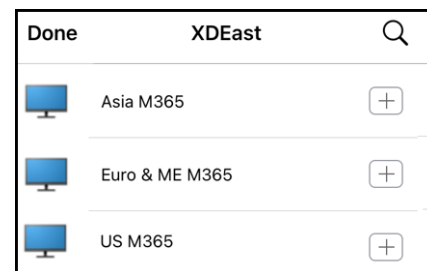
For **personal computers**, select the **DESKTOPS** module from the top of the window and choose a **Remote Desktop** for your region to launch (e.g. US M365).

*If desired, click (tap) the **FAVORITE** ☆ button to add the desktop to the **HOME** module.*



For **mobile devices**, tap the **NAVIGATION** button  (Android) or  (iOS) and choose a **Remote Desktop** for your region to launch (e.g. US M365).

*If desired, click (tap) the **FAVORITE**  button to add the desktop to the **HOME** module.*



FIRST-TIME ACCESS TO NETDOCS

Upon first-time access to the remote desktop, you will be prompted for the **NetDocuments Login Authorization**.



- From the prompt, click (tap) **ALLOW** to continue logging into NetDocuments.
- Click (tap) **GO TO HOMEPAGE** to access NetDocuments.

*To access NetDocuments in the future, click (tap) the **Start menu** button and select **NETDOCUMENTS** under the **&** section.*

DISCONNECT FROM REMOTE DESKTOPS

- When finished working, close all applications within the **M365 - Desktop Viewer** window.

Avoid simply closing the M365 – Desktop Viewer window without first signing out.

- Click (tap) the **Start menu** button within the **M365 - Desktop Viewer** window, then click (tap) the **ACCOUNT**  button and select **SIGN OUT**.
- From the **Citrix Workspace** browser window, click (tap) the **OPTIONS**  button on the top-right corner and select **LOG OFF**.

ACCESS APPROVED FIRM APPS

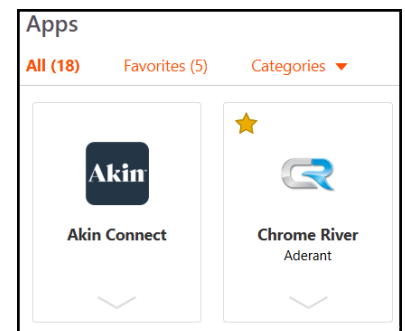
Access other approved firm apps without launching a Citrix Desktop.



- Log into the **Citrix Workspace app** or [Akin Remote Access](#), as appropriate.



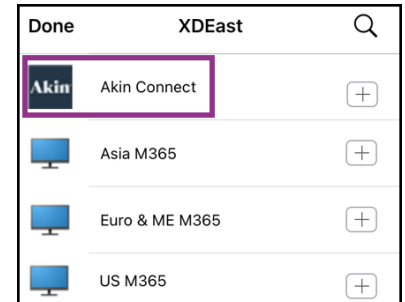
For **personal computers**, select the **APPS** module from the top of the window and choose an application to launch (e.g. Chrome River).


*If desired, click (tap) the **FAVORITE**  button to add the desktop to the **HOME** module.*



For **mobile devices**, tap the **NAVIGATION** button  (Android) or  (iOS) and choose an application to launch (e.g. Akin Connect).

*If desired, click (tap) the **FAVORITE**  button to add the desktop to the **HOME** module.*



- When finished, close the app.
- From the **Citrix Workspace** browser window, click (tap) the **OPTIONS**  button on the top-right corner and select **LOG OFF**.