

## Overview of Remote Employee Access

The new Remote Employee Access System allows authorized users to log in and access the Firm's network through either Citrix or VPN (also known as Stonegate IPsec VPN). This system incorporates additional security features to ensure your documents are safe and secure.

### Should I use VPN or Citrix?

Access to applications and the network depends on whether or not you are using personal equipment or a Firm-issued laptop or desktop.

- When using a **Firm-issued Laptop** (excluding netbooks), you will use the Stonegate IPsec VPN and have access to everything as if you were in the office. The VPN software is pre-installed on Firm-issued laptops.
- When using **personal equipment**, (equipment not issued by the Firm), a **loaner laptop** or a **netbook** you will use Citrix to gain access to Firm applications including iManage and email.

### Important Points to Remember

- Pop-up blockers will cause interference with the automatic software installations used by the new system on all browsers. For this reason, disable your pop-up blocking program the **first time** you log in to Citrix. Once you are logged in, you can re-enable your pop-up blocker. If you prefer not to disable the pop-up blockers during your initial login, you will need to respond to each prompt during the software downloads (with the pop-up blocking software turned **off**, most of them will run automatically without requiring you to click OK or Continue).
- When connecting to Citrix for the first time, you may be prompted to reboot your machine after the software completes the install. Please reboot. When your machine restarts, log back in to the Citrix Remote Access Screen.
- Do not forget to log out of the Citrix Desktop before you close your browser window.

Use the links below for additional information and tips:

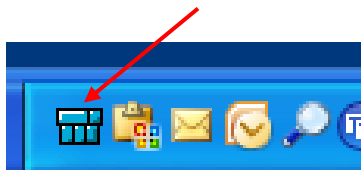
- [Supported Web Browsers](#)
- [Citrix for Windows \(XP, Vista, 7\)](#)
- [Citrix for Macintosh](#)
- [Printing Tips](#)
- [Items of Interest](#)

## Using Stonegate IPsec VPN – Firm Laptop ONLY

- Step 1 - After verifying you have an internet connection, launch the Stonegate IPsec VPN. Click on **Start > Programs > StoneGate > StoneGate IPsec VPN**. ([Figure 1](#))
- Step 2 - In the bottom right system tray a blue icon will now display. ([Figure 2](#))
- Step 3 - The StoneGate IPsec Client will open. Click on the Connect button. ([Figure 3](#))
- Step 4 - In the StoneGate IPsec VPN User Authentication window, enter your credentials ([Figure 4](#)):  
**User Name:** The username you use to sign-in for the Arnold & Porter network as if you were in the office.  
**Password:** 4 or 6 digit PIN (set up the first time you log in to Citrix) and the code from your assigned SecurID token.
- NOTE** – You do NOT need to use you're A&P Domain password for this window. To set up your PIN, go to the [RSA Token Setup](#) section and follow the instructions.
- Step 5 - The StoneGate Icon in the bottom right system tray will turn **Green** when you have successfully signed on to the StoneGate IPsec VPN Client. ([Figure 5](#))
- NOTE** – Some of your applications will take a minute as they reconnect after you've successfully signed on to the Arnold & Porter network. For example, you may see Microsoft Office Communicator take up to 2 minutes to reconnect following your sign-in.



**Figure 1 - StoneGate Program Launcher**



**Figure 2 - StoneGate Program Launcher**

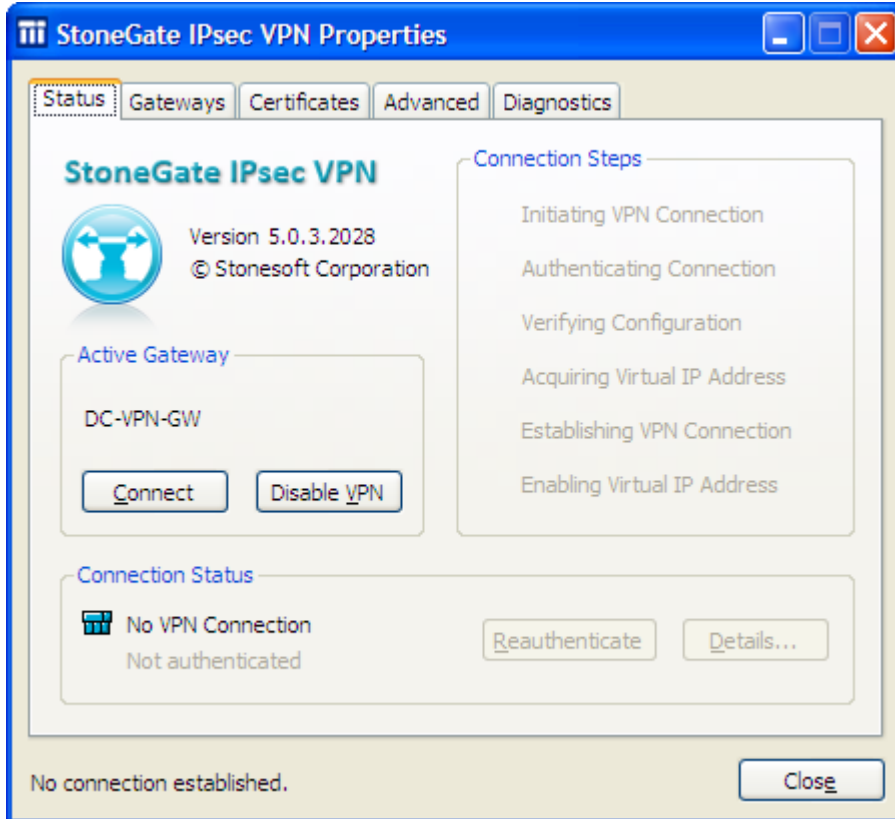


Figure 3 - StoneGate IPsec VPN Program



Figure 4 - StoneGate IPsec VPN User Authentication



Figure 5 - StoneGate Successful login

## Logging into Citrix

Step 1 - After verifying you have an internet connection, launch your preferred web browser and go to <http://www.arnoldporter.com>.

Note - If this is your first time connecting to Citrix, please follow the first time use instructions for your operating system. [Windows OS \(XP, Vista, 7\)](#) or [Macintosh OS X](#).

Step 2 - Scroll to the bottom of the web page, and click the **For Employees** link.

Step 3 - Choose which office you are working in or visiting, click OK.

You can also bookmark the login page by clicking one of the addresses below and adding it to your Favorites.

- <https://citrix.eu.arnoldporter.com> – European Offices: Brussels, London
- <https://citrix.east.arnoldporter.com> – Eastern US Offices: New York, Northern Virginia, Washington DC
- <https://citrix.west.arnoldporter.com> – Western US Offices: Denver, Los Angeles, San Francisco, Silicon Valley

Step 4 - The Remote Employee Access login screen displays ([Figure 6](#)).

Step 5 - Log in providing the information requested:

- **Username** - same username used to access the network at the office
- **Password** - same as your network password
- **PASSCODE** - 4 or 6 digit PIN (set up the first time you log in to Citrix) and the code from your assigned SecurID token

**NOTE** – To set up your PIN, go to the [RSA Token Setup](#) section and follow the instructions.

Step 6 - Click the applicable Remote Desktop - Exchange icon ([Figure 7](#)). Normally, you will have one Remote Desktop icon displayed, depending on your home office:

- **LD Remote Desktop** – Brussels, London
- **NY Remote Desktop** – New York
- **DC Remote Desktop** – Northern Virginia, Washington DC
- **DN Remote Desktop** - Denver
- **LA Remote Desktop** – Los Angeles, San Francisco, Silicon Valley

Step 7 - (Windows) - If the File Security - Citrix online plug-in window appears, check the option for **Do Not Ask Me Again for this site**, then click Yes. ([Figure 8](#))

(Mac) - If a dialog window displays “A program requires read access to one of your folders”, Click on Allow. ([Figure 9](#))

Step 8 - The program continues the logon process and then the Citrix desktop appears. ([Figure 10](#))

**NOTE - (Windows Users Only)** You may see two **Start** buttons on your screen. One button is for the Citrix Desktop window; the other is for the Windows operating system running on your laptop or desktop. When logging out of Citrix, please be sure to click Start→Logoff on the Citrix Desktop first.

# Help & Tips

## Remote Employee Access

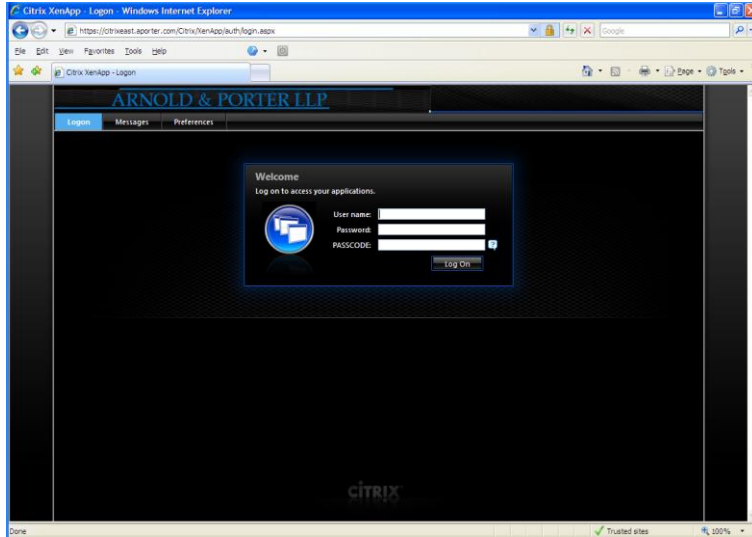


Figure 6 - Citrix Remote Employee Access Login

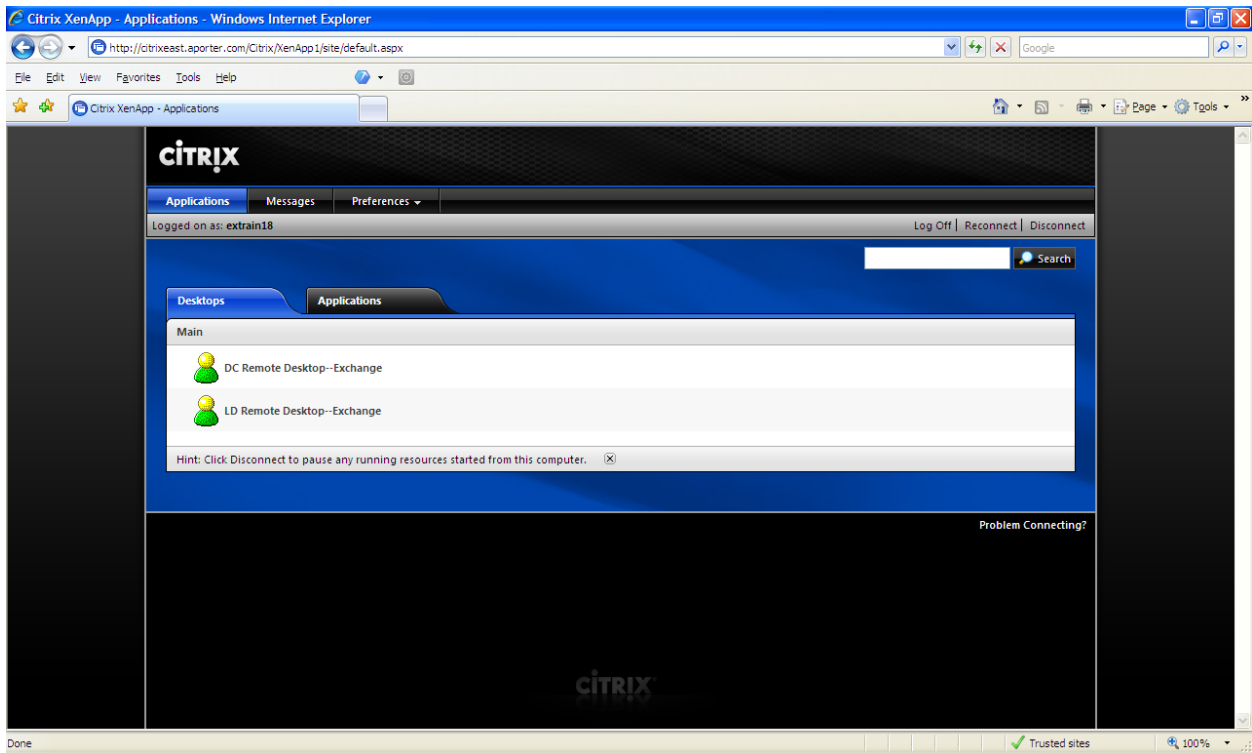


Figure 7 – Sample Citrix Desktops

## Help & Tips

# Remote Employee Access



Figure 8 - (Windows) - Citrix online plug-in File Security Window

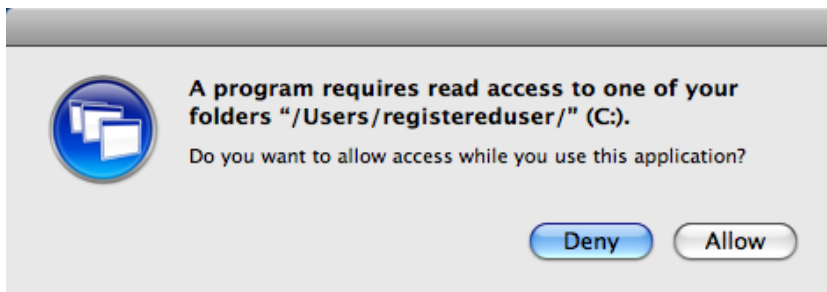


Figure 9 - (MAC) - Citrix online plug-in Files Security Window

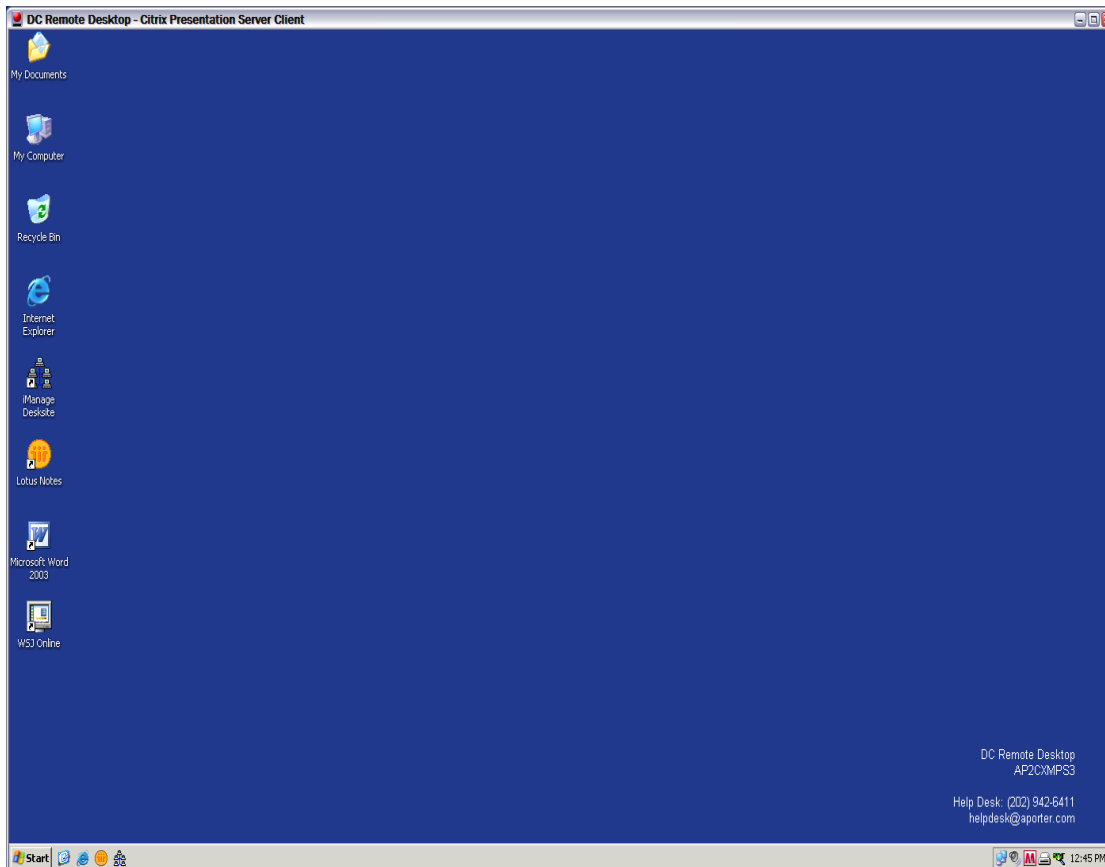


Figure 10 - Citrix Desktop

## Using Citrix for the First Time - Windows OS (XP, Vista, 7)

- Step 1 - Sign into Remote Employee Access as shown in [Logging into Citrix](#).
- Step 2 - If you don't already have Citrix installed, you will be prompted to download the latest version of the Citrix client. Read the License Agreement, then select the check box and click the button to download the client. ([Figure 11](#))
- Step 3 - Click the Run button on both warning messages as shown in [Figure 12](#) and [Figure 13](#).
- NOTE** - When connecting using Windows Vista or 7, you may receive a UAC warning for the "CitrixOnlinePluginWeb". Select Yes or Continue to proceed. ([Figure 14](#))
- Step 4 - Click OK when the installation completes.
- Step 5 - If you are connecting from a non-Firm machine you will now see an "Allow ActiveX Control" page. Click on the information bar and select Run Add-on as shown in [Figure 15](#)
- Step 6 - Click the Run button for Citrix Helper Control as shown in [Figure 16](#).
- Step 7 - Go to **Step 6** of the [Citrix Login Instructions](#) section to continue.

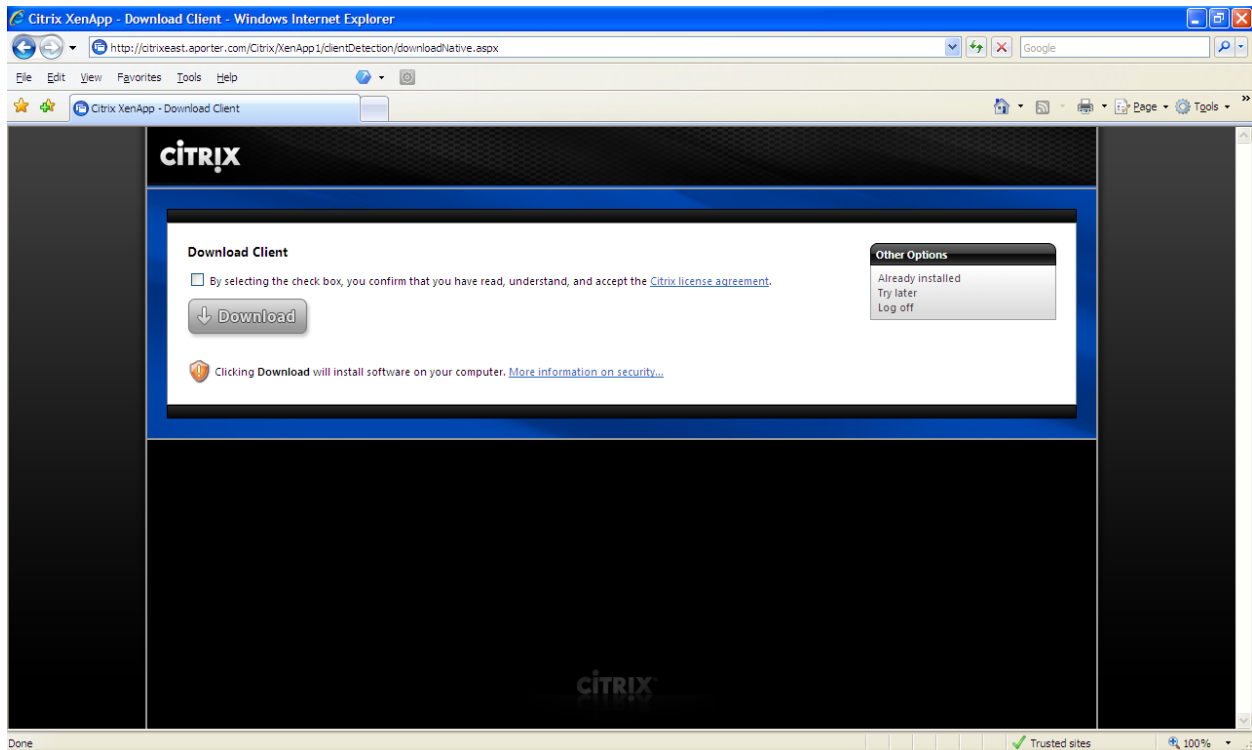


Figure 11 - Download Citrix Client

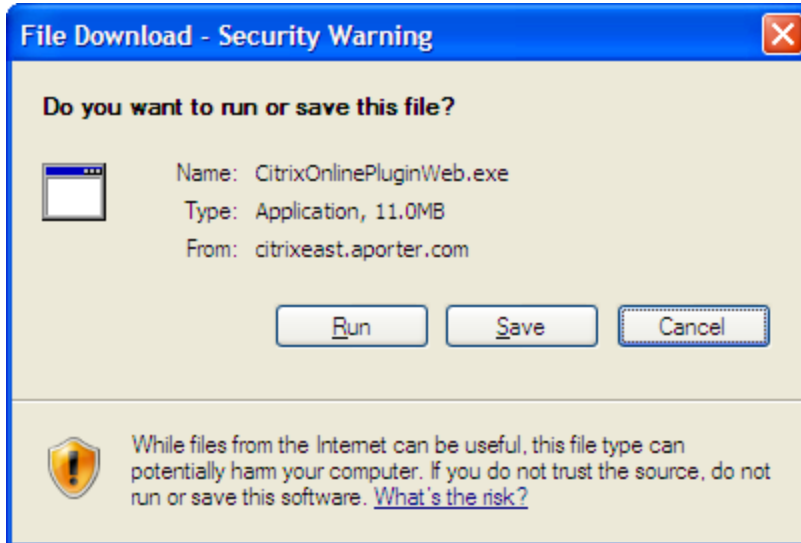


Figure 12 - Citrix Installation 1<sup>st</sup> Warning Message

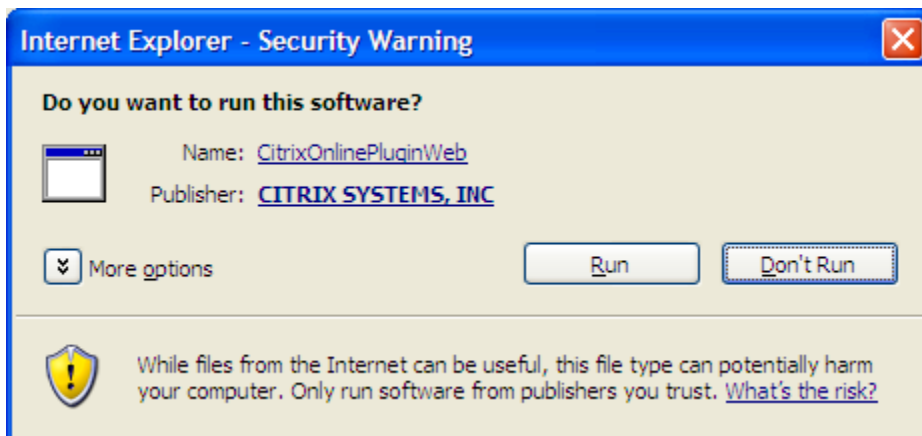


Figure 13 - Citrix Installation 2<sup>nd</sup> Warning Message

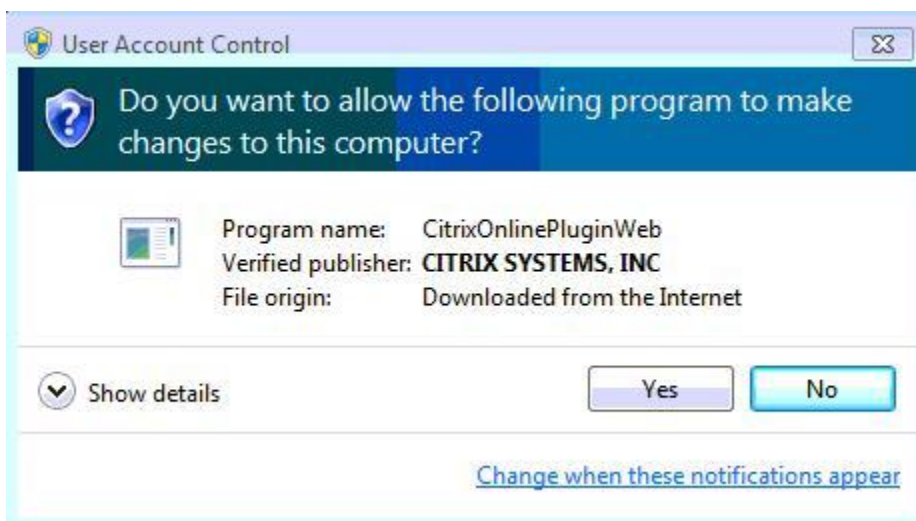


Figure 14 - User Account control (UAC) window

## Remote Employee Access

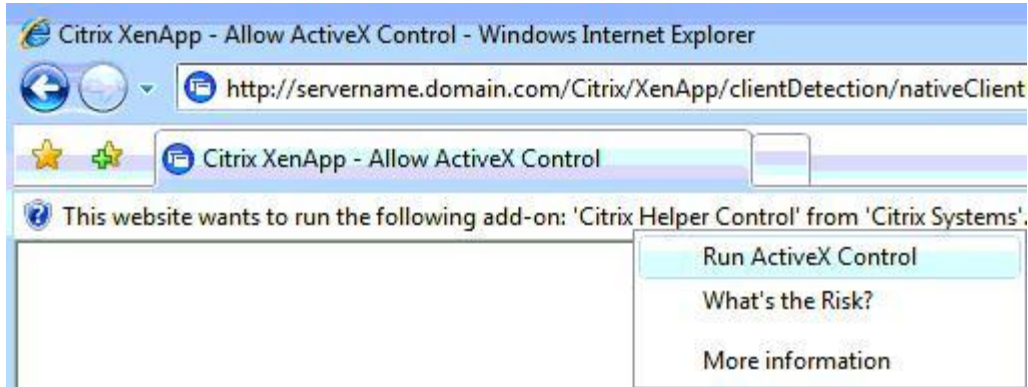


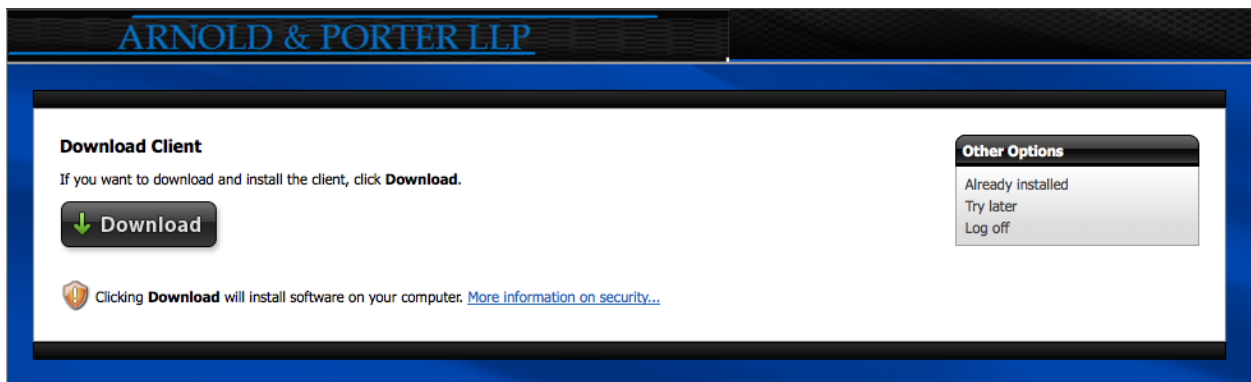
Figure 15 - Allow active X control



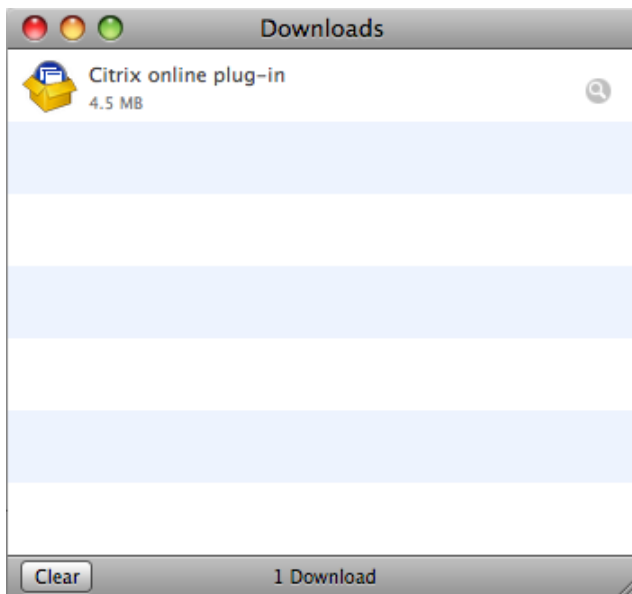
Figure 16 - Run Active X control

**Using Citrix for the First Time - Macintosh OS X**

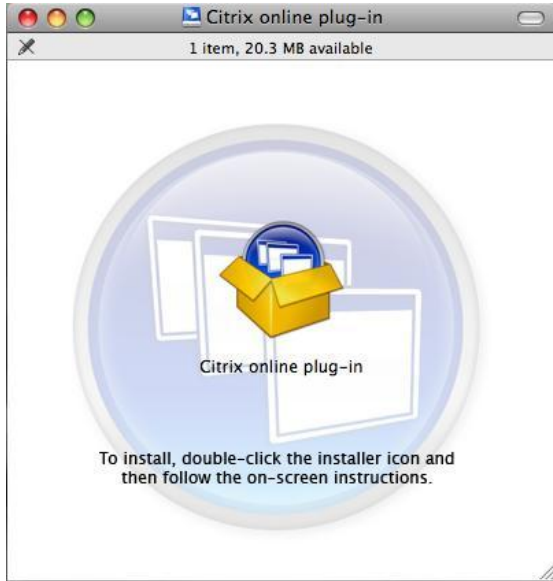
- Step 1 - Sign in to Remote Employee Access as shown in [Logging into Citrix](#).
- Step 2 - If you don't already have Citrix installed, you will be prompted to download the latest version of the Citrix client. Click the button to download the client. ([Figure 17](#))
- Step 3 - When the download has completed it should auto launch the installer. ([Figure 20](#)) If it does not you will need to manually open the downloaded file by double clicking on the "Citrix online plug-in" from the Downloads window ([Figure 18](#)), Then double click on the installer ([Figure 19](#)).
- Step 4 - Click **Continue** and follow the prompts, accepting all defaults.  
**NOTE** – If prompted, enter a username and password with administrative rights to your Mac.
- Step 5 - Go to **Step 6** of the [Citrix Login Instructions](#) section to continue.



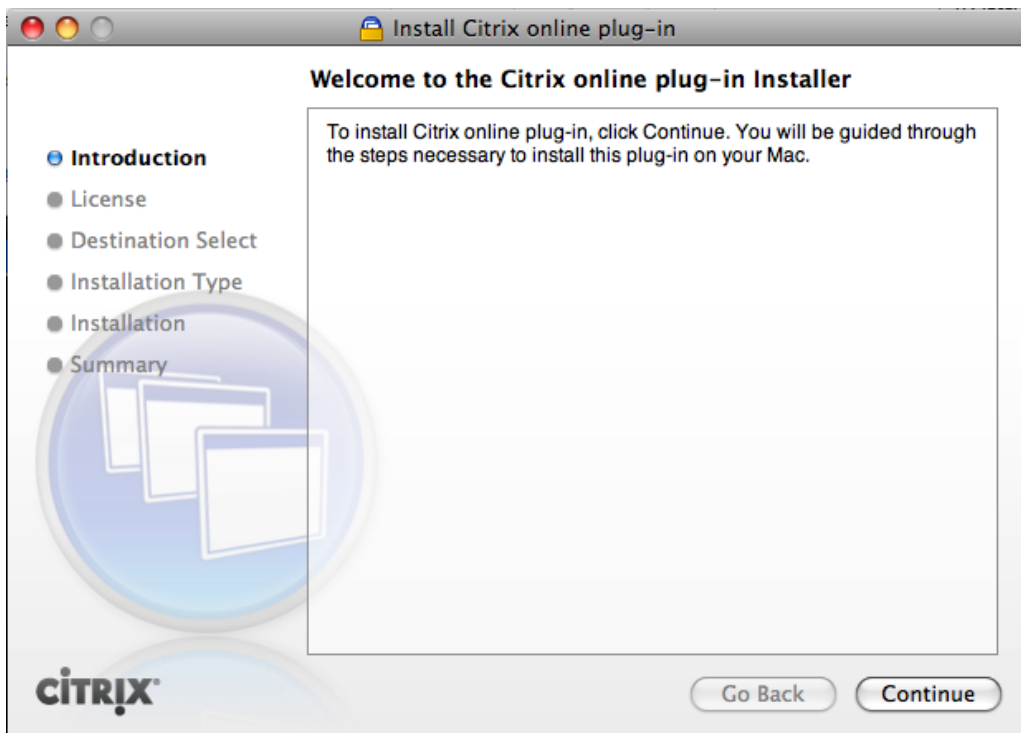
**Figure 17 - Download Citrix Client**



**Figure 18 - Web Browser Downloads**



**Figure 19 - Citrix online plug-in installer**



**Figure 20 - Citrix online plug-in installation**

### ***RSA Token Setup***

Step 1 - To connect to Citrix or Stonegate (VPN), you must have an assigned RSA SecurID Token and a PIN.

**NOTE** - If you need an RSA token, please contact the Help Desk at either [HelpDesk@aporter.com](mailto:HelpDesk@aporter.com) or call (202) 942-6411.

Step 2 - To set up your PIN, launch the Remote Employee Access login page. ([Figure 6](#))

Step 3 - Login providing the information requested.

- **Username** - same username used to access the network
- **Password** - same as your network password
- **Passcode** - enter **ONLY** the token number that appears on your token. ([Figure 21](#))

**NOTE** - If your token has 2 or fewer bars on the left side, wait until a new code is displayed before entering your code.

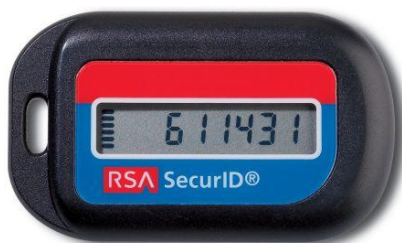
Step 4 - The PIN Generation page will appear, prompting you to select the method to create your new PIN. ([Figure 22](#)). Select **User generated** and click the **OK** button.

Step 5 - The **Set PIN** page will appear, prompting you to create a new PIN. ([Figure 23](#))

- **New PIN** - enter your new PIN (must be between 4 to 8 numbers only)
- **ConFirm PIN** - re-enter the new PIN, click the **Save PIN** button

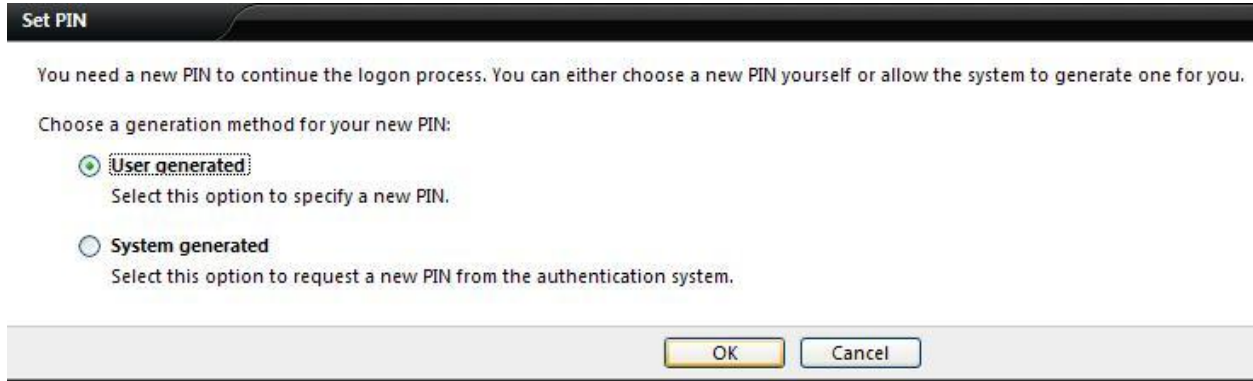
Step 6 - The Citrix login screen re-displays prompting you to log in again. ([Figure 6](#))

Step 7 - Enter in the login information as in **Step 5** of the [Citrix Login Instructions](#) section using the PIN + Token number for the passcode this time.

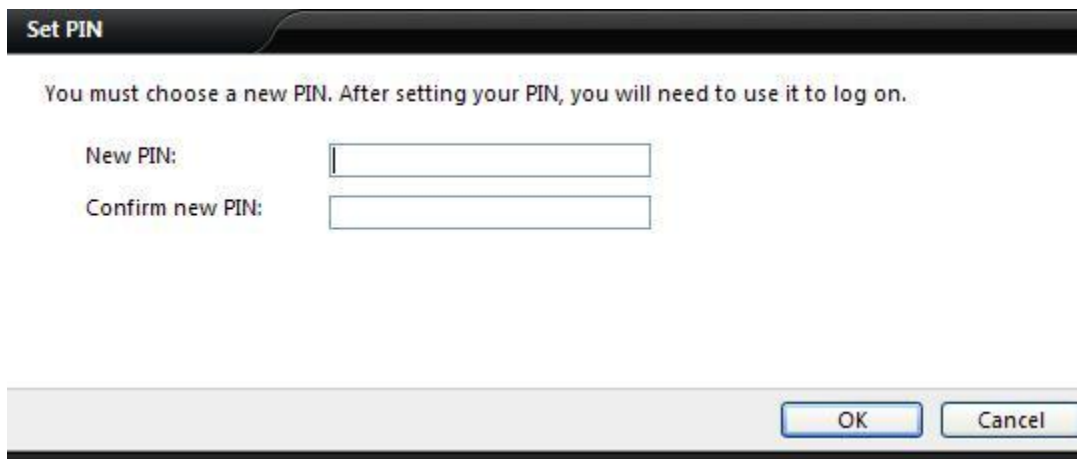


**Figure 21 - RSA SecurID Token**

## Remote Employee Access



**Figure 22 - Generate PIN**



**Figure 23 - New PIN Setup Page**

## **Printing**

### **Windows Users**

- Step 1 - You should have access to printing when in Citrix. If you cannot print using Citrix, sign out of your Citrix session and follow the instructions below to reset your local printer.
- Step 2 - Go to **Start\Settings\Printers and Faxes**.
- Step 3 - Right-click on your local printer, select **Set as Default**.
- Step 4 - Sign back in to Citrix and verify the printer is available.

### Logging Out of Citrix

- Step 1 - Close all applications such as Word and Desksite that you opened while working.
- Step 2 - Choose **Start\Log Off [username] ...** from the Citrix Desktop ([Figure 24](#)) to end your work session.

**NOTE** - Citrix will automatically log you out if you are inactive for 20 minutes. If this happens you must log back in to re-establish your Citrix session. A session can **only** be re-established if no more than 2 hours have elapsed since the session timed out.

- Step 3 - Click the Log Off button in the **top right corner** of the Citrix web page. ([Figure 25](#))

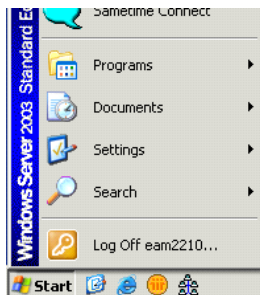


Figure 24 - Citrix Logout



Figure 25 - Citrix Log Off Icon

### Logging Out of Stonegate IPsec VPN

- Step 1 - Close all applications such as Word and Desksite that you opened while working.
- Step 2 - Right click on the Stonegate VPN icon in the bottom right corner of the screen and choose Disconnect. ([Figure 26](#))

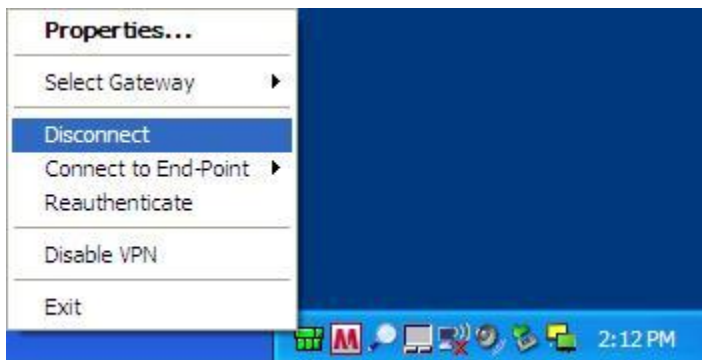


Figure 26 - VPN Disconnect

## Tips & Items of Interest

1. The following browsers and operating system combinations are supported:

Operating System	Browsers
Windows XP (32-Bit & 64-Bit)	Internet Explorer
	Firefox
Windows Vista (32-Bit & 64-Bit)	Internet Explorer
	Firefox
Windows 7 (32-Bit & 64 Bit)	Internet Explorer
	Firefox
Apple Macintosh OS X (Tiger, Leopard, and Snow Leopard)	Safari
	Firefox

2. A wired high-speed internet connection provides the best performance. When using a wireless network, you may experience some delays or dropped connections depending on the network.
3. An RSA SecurID token and PIN are required to log in to the Remote Employee Access System.
4. When opening Notes in Citrix, you will need to enter your Notes password.
5. Save all work and close all applications such as email, Word, Excel, etc. before you logout.
6. Remember to Sign Off services such as Citrix and Stonegate IPSec VPN.

**NOTE** – Neglecting to log out of Citrix and Stonegate IPSec VPN could cause your account to be locked which will require assistance from the Help Desk in order for you to log on again. To contact the Help Desk, call 202-942-6411 or send an email to [HelpDesk@aporter.com](mailto:HelpDesk@aporter.com).