

This document package includes the reference guides you will need to access your GrayRobinson desktop from a remote location. This package is comprehensive; you will not need to use all the instructions that are included. Below are some scenarios; pick the one that pertains to you.

- 1. If you are a staff member and have never worked remotely before:**
 - a. Start with document No. 1 (*How to Enroll in Duo*) to enroll your mobile phone with Duo. Duo is what the firm uses for multi-factor authentication, which provides extra security when you connect to the office remotely.
 - b. Next, go to document No. 3 (*Initial Installation for Citrix Remote Access*) to install the Citrix receiver on your home computer.
 - c. Finally, use document No. 4 (*Citrix Login*) to access Outlook, FileSite, Power PDF, Aderant and more.
- 2. If you are an attorney who has never worked remotely before and you have your GR laptop with you:**
 - a. Start with document No. 1 (*How to Enroll in Duo*) to enroll your mobile phone with Duo. Duo is what the firm uses for multi-factor authentication, which provides extra security when you connect to the office remotely.
 - b. Next, go to document No. 2 (*Using Your GR Laptop to Connect to the Office (VPN)*). Using the VPN (virtual private network) provides access to all of the applications you have at the office.
- 3. If you are an attorney who has never worked remotely before and you DO NOT have your GR laptop with you:**
 - a. Start with document No. 1 (*How to Enroll in Duo*) to enroll your mobile phone with Duo. Duo is what the firm uses for multi-factor authentication, which provides extra security when you connect to the office remotely.
 - b. Next, go to document No. 3 (*Initial Installation for Citrix Remote Access*) to install the Citrix receiver on your home computer.
 - c. Finally, use document No. 4 (*Citrix Login*) to access Outlook, FileSite, Power PDF, Aderant and more.
- 4. If you are an attorney who has worked remotely before and you have your GR laptop with you:**
 - a. Use document No. 2 (*Using your GR Laptop to Connect to the Office (VPN)*) to connect to the office remotely. Using the VPN (virtual private network) provides access to all of the applications you have at the office.
- 5. If you are an attorney who has worked remotely before and you DO NOT have your GR laptop with you:**
 - a. Use document No. 4 (*Citrix Login*) to access Outlook, FileSite, Power PDF, Aderant and more.

6. **If you are an attorney who has a GoToMyPC account:**

- a. Use document No. 5 (*GoToMyPC Login*) to access your office desktop.

Also, this package includes instruction on how to use Citrix from a Mac computer and how to forward your extension to your cell or other phone.

How to Enroll Duo Security

Follow these steps to register your phone and install the Duo Mobile application on your smartphone or Apple/Android tablet.

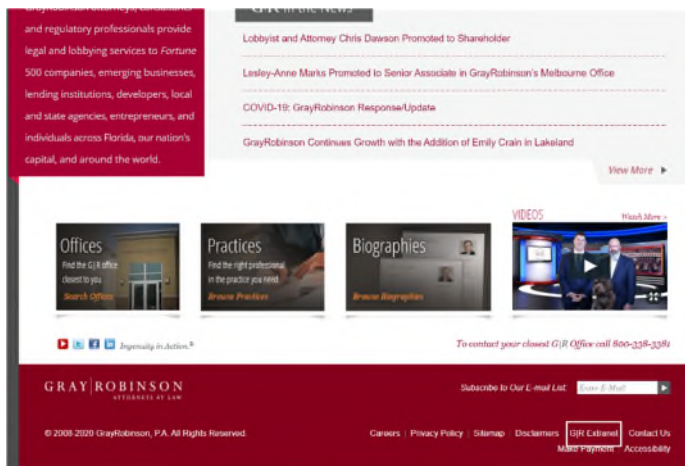
Install Duo Mobile

On your smartphone, go to the App Store (iPhone) or Google Play (Android) and search for the **Duo Mobile** app. Install the app on your smartphone.

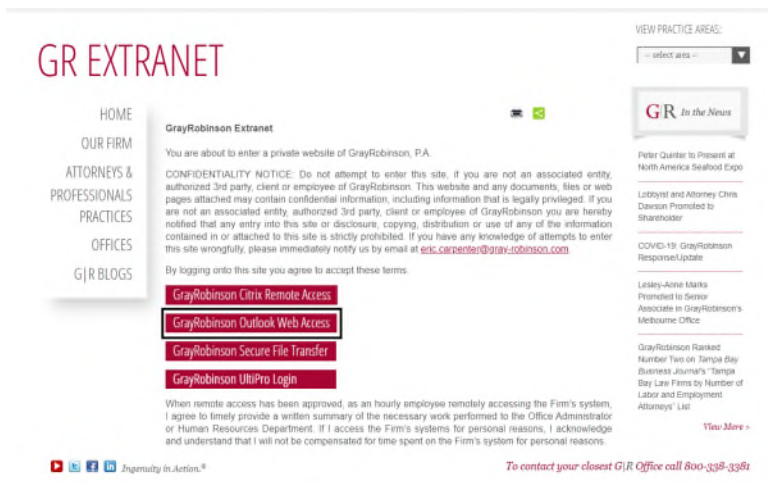


Enroll Your Smartphone

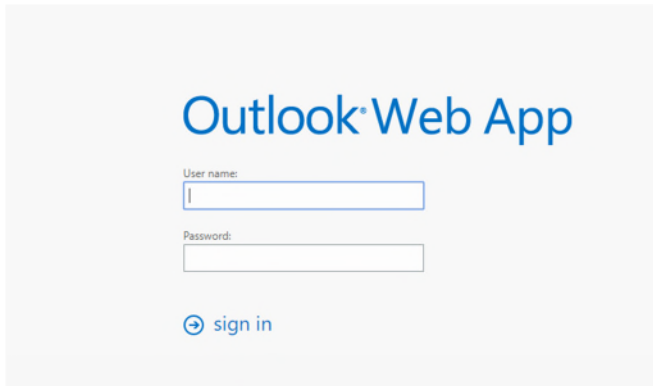
Go to the GrayRobinson website, www.gray-robinson.com. At the bottom of the home page, click on **G|R Extranet**.



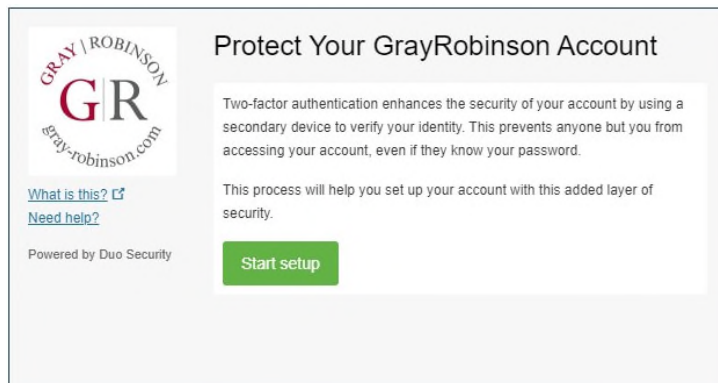
At the GR Extranet screen, click the **GrayRobinson Outlook Web Access** button.



Type in your computer credentials: your username in the User name: field and your computer password in the Password field. Click the **sign in** link or press Enter on your keyboard.

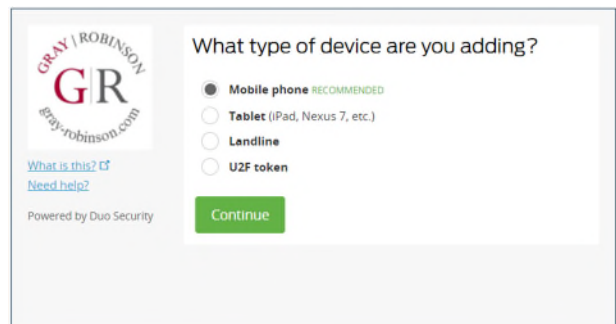


You will see this pop-up window:



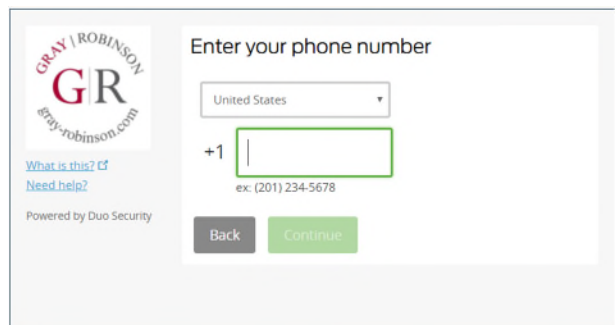
Click **Start setup** to begin enrolling your device.

Select the type of device to enroll and click **Continue**.



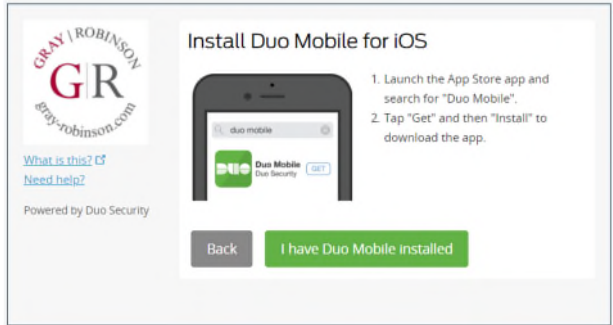
Confirm *United States* appears in the first field. Type your phone number in the second field. Use the number of the smartphone, landline, or cell phone that you will have with you when logging into Citrix, GoToMyPC or VPN.

NOTE: If you are enrolling a tablet, you will not be prompted for a phone number.



Confirm that you entered the number correctly, check the box **[your number]** This is the correct number. Click **Continue**.

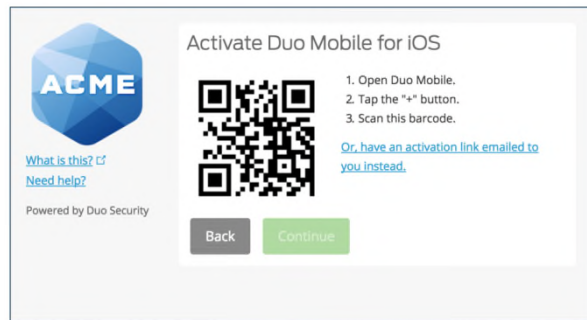
Click **“I have Duo Mobile installed.”**



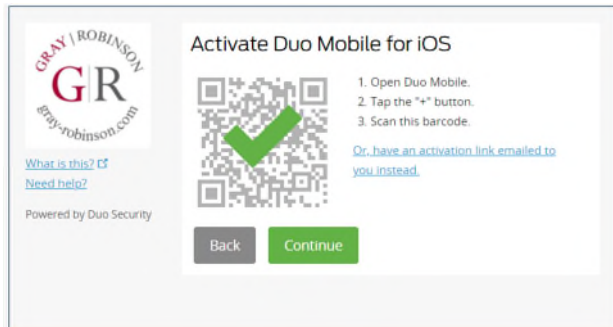
Activate Duo Mobile

Open the **Duo** app on your smartphone and click the **Add Account** button. This will open the camera on your phone. **If the app requests permission to access your camera, allow it.**

Hold the phone in front of your computer screen, positioned over the QR bar code.



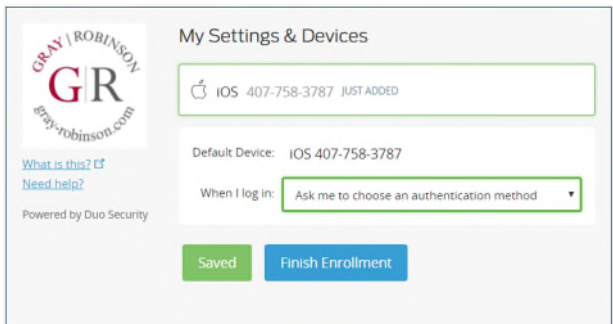
After you successfully scan the QR barcode, the **Continue** button will become available.



Can't scan the barcode? Click **Or, have an activation link emailed to you instead** and follow the instructions.

At the **When I log in:** field, click the drop-down arrow and choose **“Automatically send this device a Duo Push.”**

Click **Finish Enrollment** to complete the enrollment process.



Congratulations! Your device is ready to approve Duo authentication requests. Click **Send me a Push** to give it a try. All you need to do is tap **Approve** on the Duo login request received on your phone.

How to Login to Citrix, GoToMyPC or VPN:

- At the login screen for Citrix, GoToMyPC or VPN, enter your network username and password (the credentials you use to login to the computer at the office).
- Enter the DUO token number provided in the Duo app on your phone to verify your identity (you can also use a tablet, fob, landline, etc.)
- Click Login for secure access.

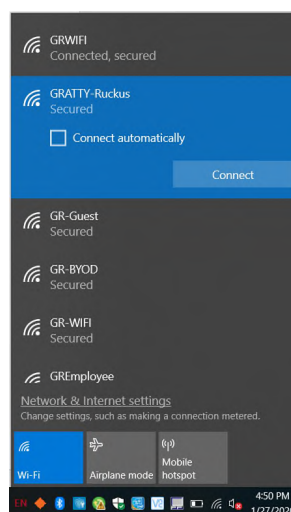
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Using Your GR Laptop to Connect to the Office (VPN)

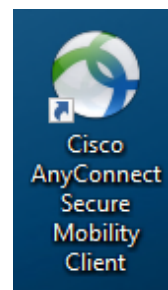
VPN (Virtual Private Network) is a secure way for you to use your GR firm-issued laptop to connect to firm resources, such as locally-saved documents and custom applications. You can use VPN anywhere outside the office with access to a secured Wi-Fi connection.

To begin using VPN, confirm your laptop is connected to a secure wireless network.

- To check your wireless connection, click the wireless button located in the system tray at the bottom right of your laptop.
- You will see a list of available wireless networks; click the one you want, e.g., your home network; provide the password for that network and click **Connect**.



1. Once your laptop is connected to a wireless network, click the **Cisco AnyConnect Secure Mobility Client** icon on your desktop. If you cannot find the icon, click the Search area in the lower-left corner of your computer and begin to type "Cisco." When you see the Cisco AnyConnect Secure Mobility Client icon, click to open it.



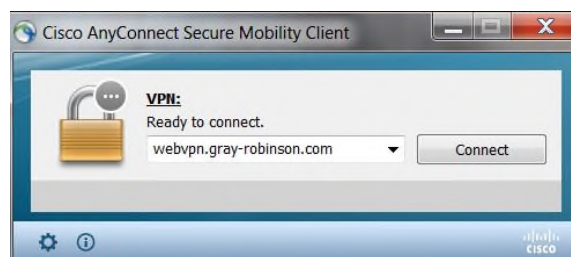
Note: The first time you use VPN, the field may be empty. Type in **webvpn.gray-robinson.com**. This will remain in the field going forward.

Using Your GR Laptop to Connect to the Office (VPN)

You will see this window.



2. Click **Connect**.



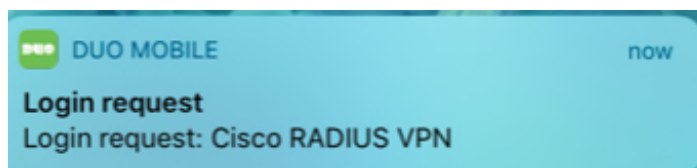
3. Enter your username in the **Username** field. Enter your computer password in the **Password** field. Click **OK**.



4. You will receive a notification on your phone from Duo Mobile.

5. Touch the Login request to open Duo. Click the **Approve** button to complete the login process.

NOTE: Keep your phone close by; click the Approve button as soon as it hits your phone to avoid a time out.



When your computer connects successfully, a confirmation box will appear in the lower right-hand corner of the screen: **Cisco – VPN Connected to webvpn.gray-robinson.com.**

You are free to begin working.

Initial Installation - Citrix Remote Access



Citrix Remote Access provides secure access to the firm’s computer resources using a web browser and any available computer. Key benefits include the speed and responsiveness of applications, ease-of-use and security. It does not require your work PC to be powered on, monitor configurations are less challenging and both Mac and Windows operating systems are supported using most web browsers.

This solution provides access to the majority of firm-standard applications, including Microsoft Office, FileSite, Aderant and Big Square. It does not currently provide access to custom and office-specific applications, such as Propel, Close-It, Lawgic or DoubleTime. These applications may be included during a later release, if possible.

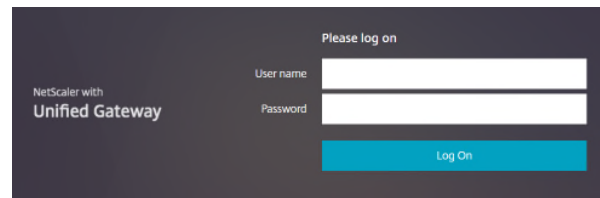
Citrix Remote Access is not currently supported from mobile devices, such as the iPad, iPhone or Android tablets and phones, and the ability to locally save documents is prohibited by firm policy. For security reasons, **after one hour of inactivity the application will close automatically.**

These instructions will guide you through the process of installing the Citrix Receiver on your remote computer. You install the Citrix Receiver only once per computer.

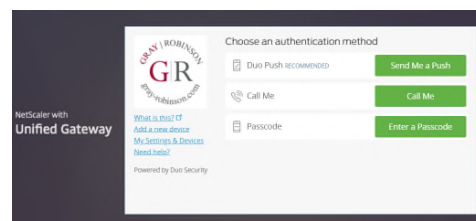
1. Open Internet Explorer and go to <https://citrix.gray-robinson.com>

OR

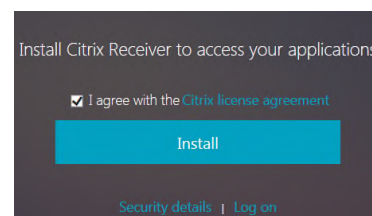
Go to www.gray-robinson.com and scroll to the bottom of the page. Click on G|R Extranet. Click the first button on Extranet page, **GrayRobinson Citrix Remote Access.**



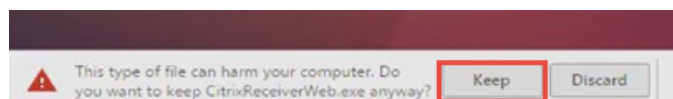
- Type your user name in the **User name** field.
- Type your network password in the **Windows Password** field.
- Click **Log On**.
- Choose the **Duo** authentication method (Send Me a Push, Call Me or Enter a Passcode).



2. Click the checkbox “I agree with the Citrix license agreement,” then click **Install**.



NOTE: If you use Google Chrome as your web browser, you may see this security warning. Click **Keep**, then run the file.



3. Click Run to install CitrixReceiverWeb.exe. This will take a moment.

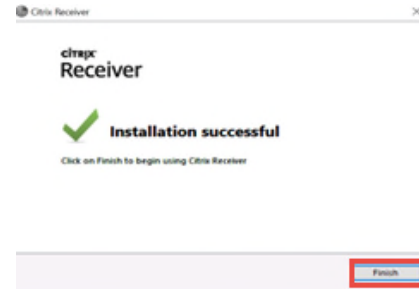
Initial Installation - Citrix Remote Access



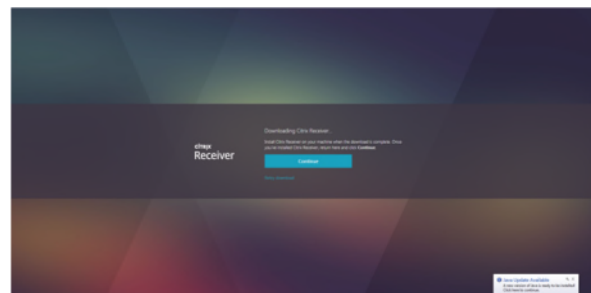
5. Click the checkbox for *I accept the license agreement*, then click **Install**. You will see a progress window as the Citrix Receiver software installs.



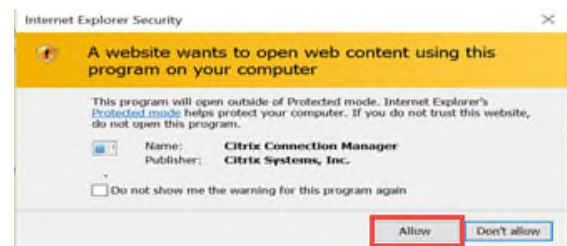
6. Once the installation is complete, you will see this window; click **Finish**.



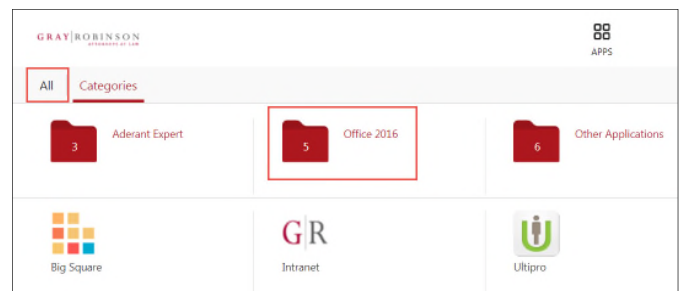
7. If you see this window, click **Continue**.



8. Click **Allow** if the Internet Explorer Security window appears.



9. When the Citrix application page opens, select the appropriate icon or category (for example: Office 2016 to access Outlook, Word, etc.), or click **All** to see all programs available on Citrix.



Initial Installation for MAC - Citrix Remote Access



Citrix Remote Access provides secure access to the firm's computer resources using a web browser and any available computer. Key benefits include the speed and responsiveness of applications, ease-of-use and security. It does not require your work P.C. to be powered on, monitor configurations are less challenging and both Mac and Windows operating systems are supported using most web browsers.

This solution provides access to the majority of firm-standard applications, including Microsoft Office, FileSite, Aderant and Big Square. It does not currently provide access to the Client Matter Memo or other custom and office-specific applications such as Propel, Close-It, Lawgic or DoubleTime. These applications may be included during a later release, if possible.

Citrix Remote Access is not currently supported from mobile devices, such as the iPad, iPhone or Android tablets and phones, and the ability to locally save documents is prohibited by firm policy. For security reasons, **after two hours of inactivity the application will close automatically.**

These instructions will guide you through the process of installing the Citrix Receiver on your Mac computer. You install the Citrix Receiver only once per computer.

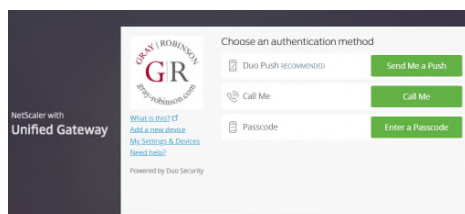
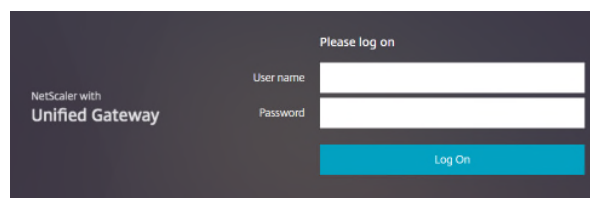
***** Please Note: Your Mac computer must be using at least OS X 10.10 (Yosemite) to install the receiver. *****

1. Open a browser and go to <https://citrix.gray-robinson.com>

OR

Go to www.gray-robinson.com and scroll to the bottom of the page. Click on G|R Extranet. Click the first button on Extranet page, **GrayRobinson Citrix Remote Access.**

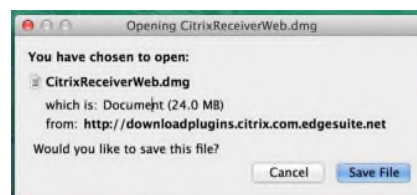
- Type your user name in the **User name** field.
- Type your network password in the **Password** field.
- Click **Log On.**
- Choose the **Duo** authentication method (Send Me a Push, Call Me or Enter a Passcode) to login.



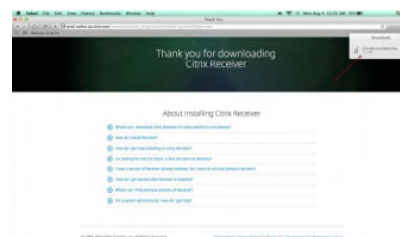
2. Depending upon what browser you use, you may see one of these notices:

From FireFox:

Click **Save File**

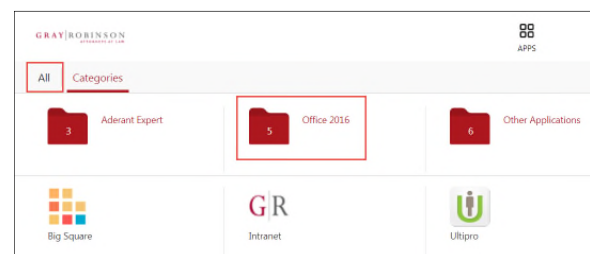
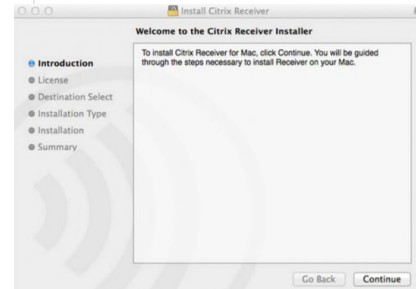


From Safari:



Initial Installation for MAC - Citrix Receiver Access

3. Access the Downloads folder on your Mac. Find and select the **CitrixReceiverWeb.dmg** file. When prompted, click **Install Citrix Receiver**.
4. Follow the instructions provided by the Receiver Installer.
5. Click **Agree** to accept the terms of the license agreement.
6. Type your computer user name and password, then click **Install Software** to finish the installation process.
7. When the Citrix application page opens, select the appropriate icon or category (for example: Office 2016 to access Outlook, Word, etc.), or click **All** to see all programs available on Citrix.

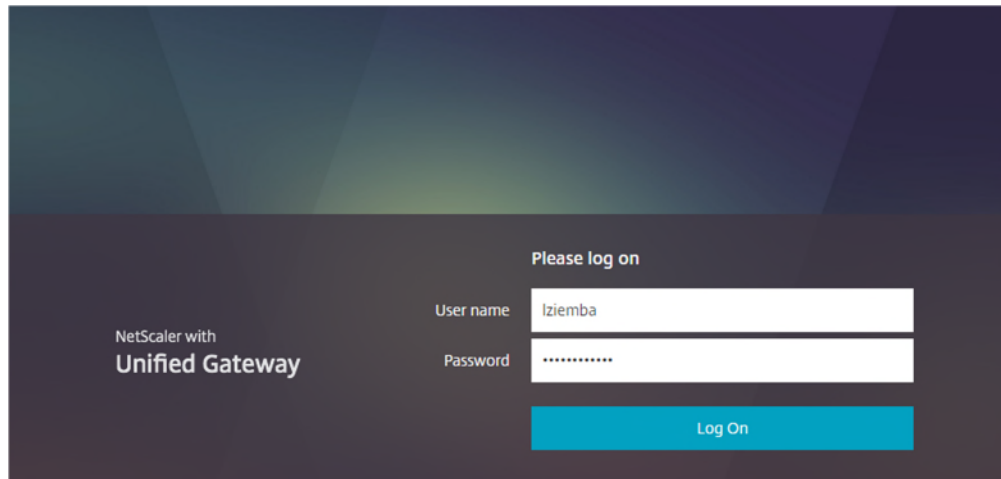


Citrix Login Using Duo

How to Login to Citrix

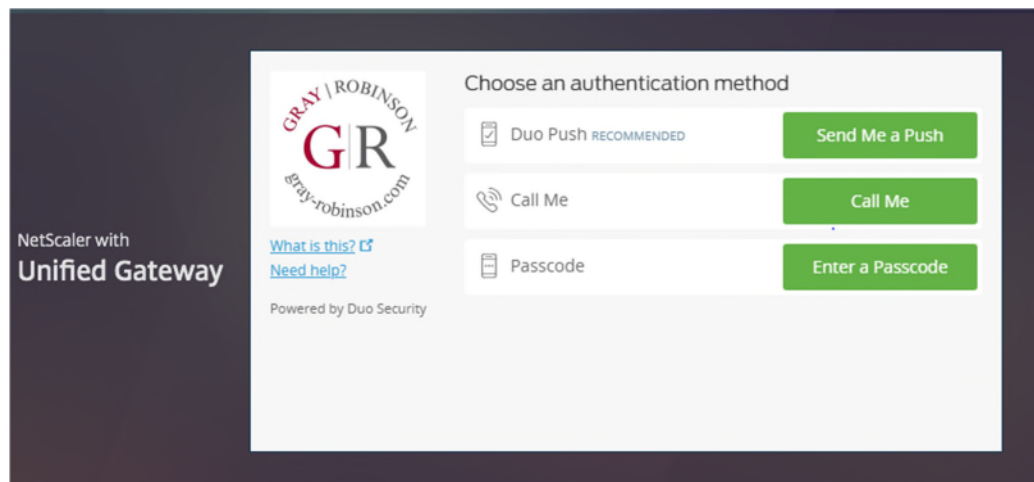
At the login screen for Citrix, enter your network **User name** and **Password** (the credentials you use to login to the computer at the office).

Click the **Log On** button.



At the *Choose an authentication method* screen, click one of the following buttons:

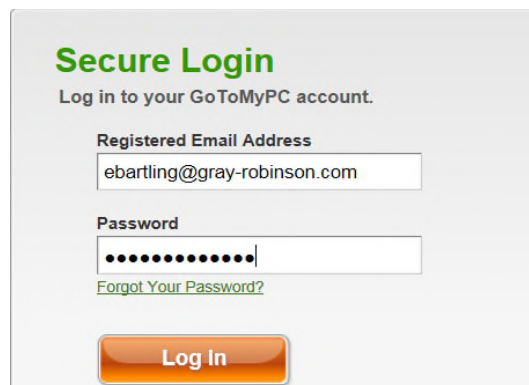
- a. **Send me a Push** – to get a prompt on your phone or other Duo device
- b. **Call Me** – to get a callback from Duo
- c. **Enter a Passcode** – To use this option, click this button, then enter the six digit Duo code provided in the Duo app on your phone. **Note:** *Tap the down arrow by Gray-Robinson in the Duo app to find the code.*



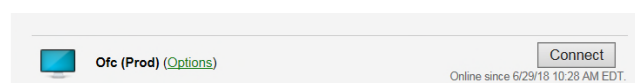
Login to GoToMyPC Using Duo

Browse to the www.gotomypc.com site.

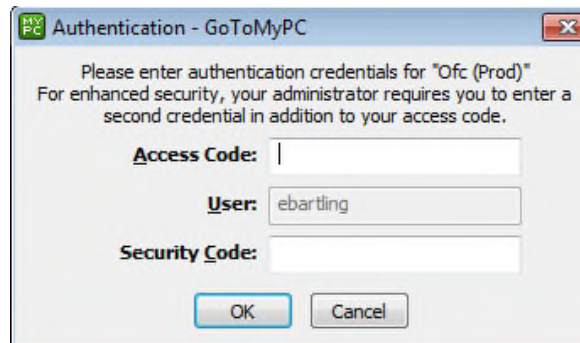
1. Login using your email address and your GoToMyPC password.



2. Click **Connect**.



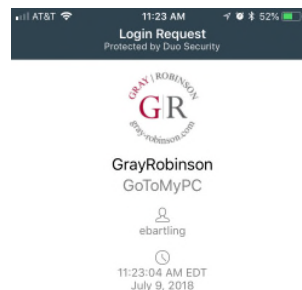
3. In the **Access Code** field, enter your GoToMyPC access code.
4. In the **Security Code** field, type the word "push."



NOTE: After enrolling in Duo, the initial login to GoToMyPC will take approximately 45 seconds; subsequent logins will be much faster.

5. On your phone or tablet, tap **Approve**.

NOTE: Make sure you have enabled notifications from the Duo app on your phone or tablet.

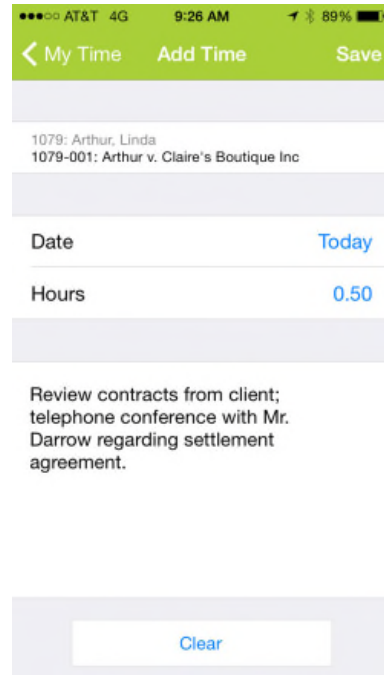




iTimeKeep is an easy-to-use Apple and Android app for time entry, which seamlessly integrates with Aderant for a better way to track billable hours. Just download the app, connect it to our system and start entering time; iTimekeep's intuitive design requires virtually no training.

Here is how to get started:

1. Call the Help Desk (ext. 6411) and request an iTimeKeep account.
2. You will receive an email once your name and credentials are added to the iTimeKeep database.
3. Download the iTimeKeep app and login using your credentials to begin tracking your time.



3 Easy Steps to Getting Started with iTimeKeep

1 DOWNLOAD iTimeKeep



Apple Store: [>Click here](#)

Google Play Store: [>Click Here](#)

From any Browser (PC or Mac): [>Click Here](#)

2 LOGIN with your credentials.

We will be sending your credentials via email shortly.

User ID (always your email)

Your Password

START entering your time.

Click on the **+** sign to add your first time entry.

3 SUBMIT your time, and it will immediately show up in Aderant.