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.

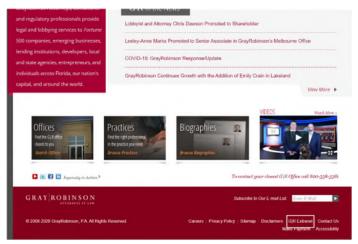
#### **Install Duo Mobile**

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.

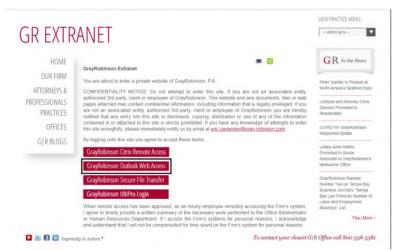


#### **Enroll Your Smartphone**

Go to the GrayRobinson website, <u>www.gray-robinson.com</u>. 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:

GAN I ROBINSO	Protect Your GrayRobinson Account
GR C	Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.
What is this? If Need help?	This process will help you set up your account with this added layer of security.
Powered by Duo Security	Start setup

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.

en What is this? Cf Need.help? Powered by Duo Security ot Continue

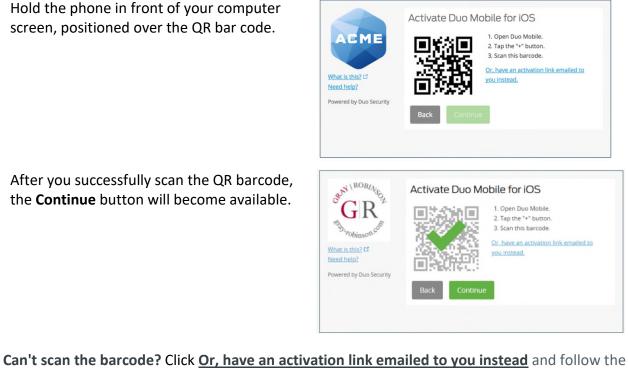
Confirm that you entered the number correctly, check the box **[your number] This is the correct number.** Click **Continue**.

#### 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**.



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

At the **When I log in:** field, click the dropdown arrow and choose "Automatically send this device a Duo Push."

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

GR	С ю 407-758-3787 JUSTADDED
What is this? Cf Need help?	Default Device: IOS 407-758-3787 When I log in: Ask me to choose an authentication method •
	Saved Finish Enrollment

**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.

#38379631 v2



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

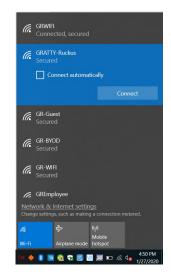
VPN (Virtual Private Network) is a secure way for you to use your GR firm-issued laptop to connect to firm resources, such as locally-saved documents and custom applications. You can use VPN anywhere outside the office with access to a secured Wi-Fi connection.

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**.

- 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.
- <u>Note</u>: 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.

#### 🌀 💿 🚾 🚾 😂 🗈 🔶 ଃ 📑 🐼 😍 📓 🔟 📮 📼 🜈 ปុ୬) 2:26 PM 1/27/2020









\_ **D** X

Connect

-

Cancel

## 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.

Second Connect Secure Mobility Client

Seco AnyConnect | webvpn.gray-robinson.com

VPN

ismith

Please enter your username and password.

OK

VPN: Ready to connect. webvpn.gray-robinson.com

Group:

Username: Password:

•

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

You are free to begin working.

DUO MOBILE	now
Login request Login request: Cisco RADIUS VPN	

## **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.

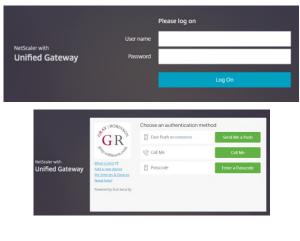
These instructions will guide you through the process of installing the Citrix Receiver on your remote computer. You install the Citrix Receiver only once per computer.

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

#### OR

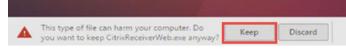
Go to <u>www.gray-robinson.com</u> and scroll to the bottom of the page. Click on G | R Extranet. Click the first button on Extranet page, **GrayRobinson Citrix Remote Access**.

- 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**.



Install Citrix Receiver to access your applications
☑ I agree with the Citrix license agreement
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**

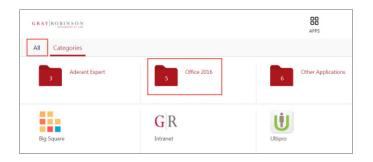
5. Click the checkbox for *I accept the license* agreement, then click **Install.** You will see a progress window as the Citrix Receiver software installs.

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.

 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.





License Agreement

No.

to must accept the licence agreement below to proceed

This is a legal agreement ("AGREEMENT") between you, the licensed luer, and Citrix Systems, Ion., Citrix Systems licensed user, and Citrix Systems Asia Pacific Py Ltd. Visue location of receipt of this component (hereinafter 'RECEMER') determines the licensing entity hereander (the applicable entity is hereinafter referred to as "CITRD").

Install Carolo

CITRIX RECEIVER LICENSE AGREEMENT

wat the license appression







**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. \*\*\*

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

#### OR

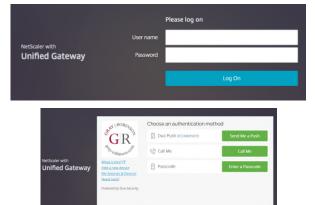
Go to <u>www.gray-robinson.com</u> and scroll to the bottom of the page. Click on G|R Extranet. Click the first button on Extranet page, **GrayRobinson Citrix Remote Access**.

- 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 Remote 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.

<complex-block></complex-block>	Image:	Install Citrix	Receiver Uninstall Citrix Receiver
Image:	Introduction       Introduction         Introduction       Introduction      I		
Introduction          Introduction       Destination Space	• Introduction       Destination Selection         • Introduction       Control         • Introduction       Introduction         • Introduction       Introduction </th <th>000</th> <th></th>	000	
• Lease • Destination Select • Installation • Installation • Summary • Installation •	Lease     Installation Type     Installation     Summary     Summary     Summary     Installation     Summary     Summary		
Destination Select Installation Type Summary Collect Control	Destination Select Installation Type Installation Type Content Control Co		to install Citrix Heceiver for Mac, cick Continue, you will be guided through the steps necessary to install Receiver on your Mac.
<ul> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> <li>Control</li> <li< td=""><td><ul> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> <li>Installation</li> <li>Control</li>     &lt;</ul></td><td></td><td></td></li<></ul>	<ul> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> <li>Installation</li> <li>Control</li>     &lt;</ul>		
Installation Ins	Installation Summary Installation Install		
Control Circle Agreement          Output       Output       Output         Output       Output       Output       Output         Output       Output       Output       Output       Output         Output	Image: Control of the source of t		
Intraduction          Intraduction	Image: Call the Receiver         Image: Ca	Summary	
Intraduction          Intraduction	Image: Call the Receiver         Image: Ca		
Intraduction          Intraduction	Image: Call the Receiver         Image: Ca		
Introduction          Image: Control Receiver	Operation       Operation         Introduction       Implicit         Introductit       Im		
Introduction          Image: Control Receiver	Operation       Operation         Introduction       Implicit         Introductit       Im		
Introduction          Image: Control Receiver	Image: Call the Receiver         Image: Ca		
Introduction     I	Introduction       Image: Citize License Agreement         Image: Citize License Agreement       Image: Citize License Agreement         Image: Citize Cit		Co Back Continue
Introduction     I	Introduction       Image: Citize License Agreement         Image: Citize License Agreement       Image: Citize License Agreement         Image: Citize Cit	0.0.0	50 (actal) Cityly Parabar
• Introduction       Implicit       Implicit         • Lecanse       Optimization Signed       Implicit UCENSE AGREEMENT         • Installation       Summary       Use of the CDR Resource tofhuse is adapted to the CDR to benefit on the CDR resource of the cDR resource	• Introduction       Implify         • Learne       CTIRL UCENSE AGREEMENT         • Installation       Summary         • Installing the software would be advice and summary         • Installing the software you must agree to the term         • Installer       Summary         • Installing the software you must agree to the installation and quit the Installation         • Installer       Sum of the Summary         • Installer       Disagree       Agree         • Installer       Sum of the Installing the software summary       Summary         • Installer       Sum of the Installin	000	
Introduction     I	Introduction     I		
Destination State:     Installation Type:     Summary     Use of the Chiefe Receiver software is instelled to the Chiefe Receiver is instelled to use of the Receiver is instelled to use of the Chiefe Receiver is instelled to use of the Receiver is instelled to use of the Receiver is instelled to use of the Chiefe Receiver is instelled to use of the Receiver	Destination Select     Installation Type     Summary     Loca of the Chiever software is installed to the Chiever busile of the Chiever objects in the Chiever object of the Chiever objects in the Chiever object of the Chiever objects in the Chiever object of the Chiever objects of the Chiever		
Summary     Grain The granty officers may be provided with this advances in it is advanced to grant advance monotonic. It is because as a vocate in the baseline operation of the second s	Summary     Grain The graphy shares may to provide with this absorburgers in the theorem operation. The second provide se		
Summary     Grain Mingaperty software may be provided with this softwares in the software	Summary     Grada The open your between may be provided with This obtained in the theorem is a constant of the set of the soon party of the component of the set of the soon party of the component of the set of the soon party of the component of the set of the soon party of the component of the set of the soon party of the component of the set of the soon party of the component of the set of the soon party of the component of the set of the soon party of the component of the set of the soon party of the component of the set of the soon party of the component of the set of the soon party of the component of the soon party of the component of the set of the soon party of the component of the soon party of		Use of this citrix Hecenver software is subject to the citrix license covering the specific edition of the Citrix product with which you will be using this software. Your use of Citrix Resolute is limited to use on the
Dek and Chine Repeive we trademarks and the repeived trademarks of Chine Seytems, No. 101 S. and Other countries.     OTX_CODE_CRM_R_A121142     Print Save Co Back Continue     To continue installing the software you must agree to the terr of the software license agreement.     Click Agree to continue or click Disagree to cancel the installation and quit the Installer.	Citic work of the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer. Read License Disagree Ag Installer is trying to install new software. Type your password to allow this.		devices for which it was created for connection to the Citrix product(s).
City and City Reptine we build out or registered buildmarks of City and Septemb, for a 10 J. and Other countries. CitX.code: CRM.R.A.121142 Print Save Co Back Continue To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer.	Citic as differences as a software we have a software out of a software in the LS and other countries. CIX.cool: CIM.R.A.121142 Print Save Co Back Continue To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer. Read License Disagree Ag Installer is trying to install new software. Type your password to allow this.		Certain third-party software may be provided with this software that is subject to senarate incerse conditions. The incerses are incerted in the
City and City Reptine we build out or registered buildmarks of City and Septemb, for a 10 J. and Other countries. CitX.code: CRM.R.A.121142 Print Save Co Back Continue To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer.	Citic as differences as a software we have a software out of a software in the LS and other countries. CIX.cool: CIM.R.A.121142 Print Save Co Back Continue To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer. Read License Disagree Ag Installer is trying to install new software. Type your password to allow this.		third-party licenses file accompanying this component or in the corresponding license files examples at www.citiv.com
To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer.	CIX.cook:CRM.R.A121142 Print Save Co Back Continue To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer. Read License Disagree Ag Installer is trying to install new software. Type your password to allow this.		
Print Save Co Back Continue To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer.	Print       Save       Co Back       Continue         To continue installing the software you must agree to the terr of the software license agreement.       Click Agree to continue or click Disagree to cancel the installation and quit the Installer.         Read License       Disagree       Agree         Installer is trying to install new software.       Type your password to allow this.		Citrix Systems, Inc. in the U.S. and other countries.
To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer.	To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer. Read License Disagree Age Disagree Age Installer is trying to install new software. Type your password to allow this.		CTX_code: CRM_R_A121142
To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer.	To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer. Read License Disagree Age Disagree Age Installer is trying to install new software. Type your password to allow this.		
To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer.	To continue installing the software you must agree to the terr of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer. Read License Disagree Age Disagree Age Installer is trying to install new software. Type your password to allow this.		
of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer.	of the software license agreement. Click Agree to continue or click Disagree to cancel the installation and quit the Installer. Read License Disagree Ag Installer is trying to install new software. Type your password to allow this.		Print Save Go Back Continue
	Type your password to allow this.	of the software lice Click Agree to contin and quit the Installer	ense agreement. nue or click Disagree to cancel the installation r.
Password:			
Password:			Cancel Install Softwa
	Cancel Install Softwa	ROBINSON	
Cancel Install Softwa	Cancel Install Softwa		

GR

Intranet

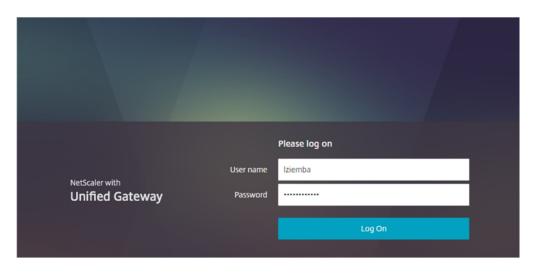
Ū

Big Squar

#### 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. <u>Note</u>: *Tap the down arrow by Gray-Robinson in the Duo app to find the code.*

	NROBIA	Choose an authentication method	1
	GR R	Duo Push Recommended	Send Me a Push
	"St. robinson.coli	🛞 Call Me	Call Me
NetScaler with Unified Gateway	What is this? C Need help?	Passcode	Enter a Passcode
	Powered by Duo Security		

## Login to GoToMyPC Using Duo

Browse to the <u>www.gotomypc.com</u> site.

1. Login using your email address and your GoToMyPC password. Secure Login Log in to your GoToMyF

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

Log in to your GoT		
Registered Ema		
	/-robinson.com	
Password		
•••••	•••	
Forgot Your Passw	/ord?	
Log In		
Ofc (Prod) (Options)		Connect Online since 6/29/18 10:28 AM EDT.
Authentication - GoToN	1yPC	×
Please enter authentic For enhanced security, your second credential in	administrator requi	ires you to enter a
Access Code:	1	
<u>U</u> ser:	ebartling	
Security <u>C</u> ode:		
OK	Cancel	

- **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**.
  - <u>NOTE</u>: Make sure you have enabled notifications from the Duo app on your phone or tablet.





### **Call Forwarding – How to forward calls to another number**



To forward calls to another phone (mobile phone, home phone, etc.):

- 1. On your phone, press the **CALL FORWARD** button (silver button with right-pointing arrow and dot)
- 2. Scroll to Set a forwarding destination
- 3. Press the **OK** button
- 4. Enter the extension number or phone number where you would like to forward your calls; press **OK**.
  - **<u>NOTE</u>**: To forward to another phone number, dial 9+area code+phone number; press **OK**.

The indicator light on your phone will remain on (red for staff phones, blue for attorney phones).

#### To cancel Call Forwarding:

Press the Call Forward button on your phone. The indicator light will turn off and your calls will ring at your extension.

If you need assistance with this process, please call the **Help Desk** at **extension 6411**.

## OpenScape Mobile App - New Install ~ iPhone



- 1. Search for and download the OpenScape Mobile app.
- 2. Tap on **OPEN** to launch the application.
- 3. Tap ACCEPT for the End User License.
- Enter your account credentials Subscriber: jdoe@system Server Address: http://osmo.gray-robinson.com Password: OpenScape web client password Cellular Number: Leave this field blank
- 5. Tap SAVE.

Your OpenScape Mobile app will now be connected to our server.

#### OpenScape UC WebClient – Initial Login Instructions

The OpenScape Unified Communication (UC) Application allows users to easily communicate with contacts, create conference calls and access important information. Whether you are in the office, working from home or traveling, the application will allow callers to easily reach you by utilizing "One Number Access."

#### To log in:

- 1. Open a web browser.
- 2. Enter the IP address: <u>http://10.100.82.135:7789/tweb/login/login?getLoginDlg</u> Press **Enter**.
- 3. Type in your **User name**.
- 4. Type in your network **password**.
- 5. Click OK.

\*\*\*The first time you login, enter **Siemens1#** in the Password field. You will be prompted to change your password. The password you create must be at 12 characters long, must include capital and lower-case letters, must include at least one number and at least one special character (!@#\$\*).\*\*\*

You are now logged into the OpenScape UC WebClient application.

## **Changing Office Phone to Cell Phone**

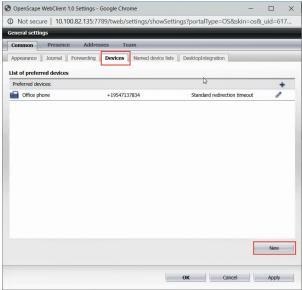
- 1. Open and login to OpenScape. You should find an icon for the OpenScape app on your desktop.
- 2. If this is your first time logging in, you need to program a device (e.g., your cell phone number). If not, skip to step 8.
- 3. To add your cell phone number to the application, click the **menu** option located in the upper right corner of the Openscape window.



4. Click General.



5. Click **Devices**. Click the **New** button to add a new device.



 Within the New Device window, enter "cell phone" and your phone number (+1xxxxxxxx). Be sure to include a "+1" at the beginning. Change the ring time to 18 seconds if desired. Click OK

Name:	cell	phone					-	
Phone:	+1	6179: 19						
	•	ring time:	18	sec				1 before
	С	Standard r	edirecti	on timeout		pł	none ni	umber
	C	No redirect	tion tim	eout	_			

7. .Click **OK** to save your settings.

Com	mon Presence	e Addresses Team			-
Appe	arance Journal	Forwarding Devices Named device	lists DesktopIntegration		
	f preferred device	i			
	erred devices:			+	
	Office phone	+19547137834	Standard redirection timeout	1	
	cell phone	+16179132519	ring time: 18 sec	1	×

8. In the upper right corner of the screen, click the drop down arrow next to the phone icon. Select **Cell Phone** 



9. Your office phone should now be set to ring to your cell phone. Exit Openscape.

- 1. Open and login to OpenScape.
- 2. In the upper right corner of the screen, click the drop down arrow next to the phone icon.
- 3. Select Office Phone.



4. Your office phone should now be set to ring to your office phone. Exit Openscape.



#### Accessing Xpressions Web Assistant

1. Open Xpressions by clicking the GR Xpressions icon on your desktop



2. Open Internet Explorer or Chrome.

OR

- 3. Type the following URL in the web browser: <u>http://grexpressions</u>
- 4. The following login page will be displayed:



User ( or mailbox/ID number ) :	
Password ( or PIN ) :	

Remember me on this computer.

Login Cancel

- 5. Enter your **mailbox number** (phone extension) in the User field.
- 6. Enter your **password** in the Password field (default password is your phone extension).
- 7. Click Login.

#### **Recording and Editing Greetings**

You can record and save your greetings and one name recording.

- 1. Select **Recordings** from the list on the left.
- 2. Click **Create** at the bottom of the page. The following page opens:

#### Create a new recording

#### Select a type of recording.

Type of recording	Recording
-------------------	-----------

Personal greeting	Personal After Hours	
O Private group	IS Department <	

Select a method:

- Record via telephone now
- Upload recording:

Choose File No file chosen

- 3. In the **Type of recording** section select the **Personal greeting** radio button.
- 4. In the **Recording** column click the down arrow to select the greeting you would like to record:

Type of recording	Recording
<ul> <li>Personal greeting</li> </ul>	Personal After Hours 💌
	Personal After Hours Personal Busy Personal Internal Personal External Personal Alternate

- 5. In the Select a method section, select **Record** via telephone now and click Create.
- In the dialog box, enter the number of the telephone with which you want to record the greeting and click OK.

Explorer User Prompt	
Script Prompt: On which phone number do you want to be called?	OK Cancel
5142	

7. Your phone will ring, you can use your phone to start your recording. Click **Record** to start the recording. To end the recording, click **Pause**. You control the record and play features with the buttons that are now displayed in the browser window. You can record greetings, listen to them and delete them.

Edit recording : Pers	sonal Internal
Refresh V Refresh	automatically.
Playback is paused The maximum allowed leng	gth is 120 seconds.
Length of recording:	Seconds
Current position in recordi	ng: Seconds
• Record > Play	Pause
Go to position	Seconds
Exit	

NOTE: Uncheck the **Refresh automatically** option before recording. The screen will stop "blinking" to make it easier to click the options.



#### Sample Greetings

When recording your personal greeting, please make sure to announce your first and last name. If you are an assistant or paralegal, also state the name(s) of the individual(s) you assist. This will alleviate confusion when callers are sent to your Voicemail. For example:

#### External:

Hello. You have reached the voicemail of [first name, last name}, [title, e.g., legal assistant to attorney(s) \_\_\_\_\_]. I am currently unavailable to answer your call. Please leave me your name, number and a brief message, and I will return your call as soon as I can. If you need immediate assistance, please dial "0" for the operator. Thank you.

#### Busy:

Hello. You have reached the voicemail of [first name, last name}, [title, e.g., legal assistant to attorney(s) \_\_\_\_\_]. I am currently on the other line, assisting another caller. Please leave me your name, number and a brief message, and I will return your call as soon as I can. If you need immediate assistance, please dial "0" for the operator. Thank you.

#### Internal:

HI! You have reached the voicemail of [first name, last name]. Leave your name and extension, and I will return your call as soon as I can. Thank you.

#### After Hours:

Hello. You have reached the voicemail of [first name, last name}, [title, e.g., legal assistant to attorney(s) \_\_\_\_\_]. The office is currently closed (or I have left the office for the day). Please leave me your name, number and a brief message, and I will return your call when I return to the office. Thank you.

#### Alternate Greeting (also referred to as vacation greeting):

Hello. You have reached the voicemail of [first name, last name}, [title, e.g., legal assistant to attorney(s) \_\_\_\_\_]. I am currently unavailable to answer your call. Please leave me your name, number and a brief message, and I will return your call as soon as I can. If you need immediate assistance, please dial "0" for the operator. Thank you.

## Time Profile for the Simplified Greeting Configuration

These settings apply for all weekdays for which you have recorded the greetings.

The following dialog will open for the greeting configuration:

Time profiles

Message recor	ding no	ot allow	ved 🗌				
Greeting cannot	ot be in	terrup	ted 🗌				
Alternate gree	ting		no	ne 💌	(Ove	errides	all greetings below)
Internal			no	ne 👻			
External			no	ne 👻			
Busy			no	ne 👻			
After-hours			no	ne 🗸			
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Business days							
Business hours							
• from	08:30	)am					
• to	05:31	lpm					
			_			tem se	

Once you have recorded the 4 main greetings and set your business hours, it will look like this:

**Time profiles** Message recording not allowed Greeting cannot be interrupted Alternate greeting none • (Overrides all greetings below) Internal Personal V External Personal V Personal \* Busy After-hours Personal • Mon Tue Wed Thu Fri Sat Sun Business days 1 -**Business hours**  from 07:30am • to 04:30pm Use default system settings

Save



No	tification	Not	tifications	
1.	Select <b>Notifications</b> from the list on the left. The first time that you open the Notification page, there are no existing notifications. You can activate an automatic notification (text message) for new incoming messages. The system will then inform you of new incoming messages.	Nar Not Mes	tification: 1 ne of notification: ification of new incoming m ssage type Onl All messages E-mail Voice mails ification to the following de E-mail v Number/a	y if urgent
	List of notifications	Ad	d additional device	
	Active message types for MWI LED E-mail Voice mails	Tin fr	ne dependency ne ranges (hour : minutes) om 12:00am to 12: dd additional time range ve Back	Days 00am Mon Tue Wed Thu Fri Sat Sun Weekdays (Mon-Fri) Every day (Mon-Sun)
	Global notification settings	3	Name the no	otification. (ex. SMS Text)
	Notifications:  Disabled Enabled Notification options	4.	In the <b>N</b> messages a type for white	otification of new incoming area, you can select the message ch you want to receive notification. icemails (notification of new
	Min. notification interval (in minutes): 5 •		You can also be notified	o define whether you only want to of new messages that are marked <b>nly if urgent</b> option).
	Notification list (disabled) No notifications available. Please create a new one. Create notification	5.	area, enable	<b>ication to the following devices</b> the device selection by clicking the n the left side. The adjacent list field led.
	Save	6.	In the list field	eld, select the device to which the should be sent. (E-mail (notification SMS Text Msg)
2.	Click Create notification. A new page opens.		providers:	4S Text address for most popular cellnumber@txt.att.net
			AT&T Verizon	cellnumber@vtext.com
			T-Mobile	cellnumber@tmomail.net
			Alltel	cellnumber@message.alltel.com
			Sprint	cellnumber@messaging.sprint.com
			Sprint PCS	cellnumber@messaging.sprintpcs.com
			Nextel	cellnumber@messaging.nextel.com
			please check	address does not work for your phone, with your cell phone provider for the for your phone.)



- 7. If you would like to send a notification to another device, click the **Add additional device** and repeat from step 4.
- 8. When you have defined several notifications you can activate or deactivate them with a click in the corresponding check box. If the check box is activated, the corresponding notification is enabled.
- 9. In case there is an error in sending a notification to the selected device, you can define up to two alternative notification devices using the **If fails** button. In this case, a window opens in which you can select the notification devices in exactly the same way as described in step 4. Once you have configured the alternative devices, click the **Add** button to close the window. This opens a window in which you can save your settings by clicking **OK**.

Jse the following device:	
E-mail 🗸	
A sector data and	
Number/address:	
If this also fails, use:	

10. In the **Time dependency** area, you can now define a time range in which the notification should take place. Click into the from: or to: field and enter a time range with the following syntax: Hour:Minutes (e.g. 08:00am or 8:00pm). In the Days area, you can activate the check boxes corresponding to the days on which you want to use the notification function.

You can define additional time ranges via the **Add additional time range** button.

The time ranges are processed sequentially. If you want to delete a defined time range, you must select it and then click **Delete time range**.

Notifications	
Notification: 2	
Name of notification:	Email
Notification of new	incoming messages
Message type	Only if urgent
All messages	
Fax	
Voice mails	
Notification to the feature	ollowing devices
E-mail 🗸	Number/address: joyce.jarrett@gray-robinson If fails
Add additional	device
Time ranges (hour	: minutes) Days
from 8:30 am	to 5:30 pm
Add additiona	l time range
Save Back	

- 11. Once you have entered all the information for the notification function, confirm these entries by clicking **Save**.
- 12. The **Back** button takes you back to the notification function start page. The notification that you have created is now shown in the **List** of notifications.

-	e message types for MWI LED
E F	ax
<u>ا</u> ا	'oice mails
Glob	al notification settings
Notif	cations:      Disabled
	Enabled
Notifi	cation options
	otification interval (in minutes): 5
Noti	ication list (disabled)
Noti	ication list (disabled) <u>Notification 1 (SMS Text)</u> Delete notification

**NOTE**: Selecting the option field next to each list entry, you can activate or deactivate the notification function for the corresponding notification. You can use the **Delete notification** to delete a selected notification.



13. If the notification you have just created is the first notification, you need to activate the notification feature first. For this, tick the **Enabled** check box in the **Global notification settings** section.



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.
- Download the iTimeKeep app and login using your credentials to begin tracking your time.

9:26 AM	🕇 🔋 89% 💻
Add Time	Save
<sup>fa</sup> ν. Claire's Boutiqι	ue Inc
	Today
	0.50
acts from clier	
	Add Time

agreement.

Clear

# 3 Easy Steps to Getting Started with iTimeKeep

# 1 DOWNLOAD iTimeKeep



Apple Store: >Click here

Google Play Store: ><u>Click Here</u>

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.