

INTRODUCTION

This guide provides details on how to access Remote Office (Citrix).

PRE-REQUISITES

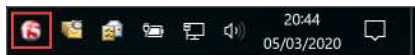
Before logging onto Remote Office (Citrix), you will need to have the following:

- A Symantic VIP soft token.
- Installed the latest Citrix Client file (on a personal Windows PC or Apple Mac). Firm-provided laptops already have the latest Citrix Client file installed.
- Installed the Skype for Business Optimization software (on a personal Windows PC or Apple Mac). For firm-provided laptops, contact the Technology Support team to install the software for you.

LOGGING ON TO REMOTE OFFICE (CITRIX)

! If you are using a firm-provided laptop to log on to Remote Office (Citrix), disconnect from **F5** before logging on:

a) From the right side of the taskbar, click the **F5** icon to display the **F5** menu.



b) Click **Disconnect**. When **F5** is disconnected, the **F5** icon will change to grey.



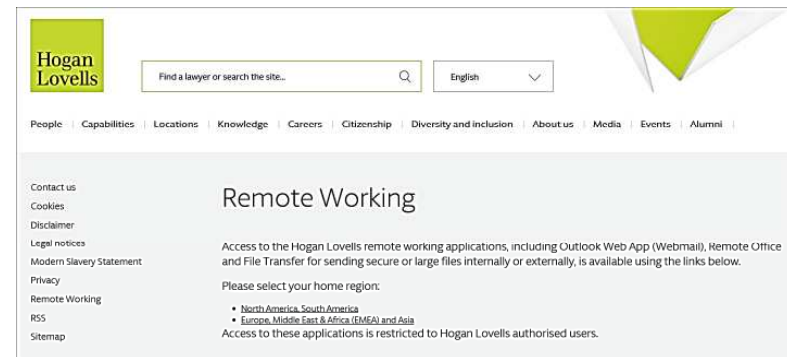
To log on to Remote Office (Citrix):

1. Launch your internet browser and go to <https://www.hoganlovells.com/en/remote-working>.

i Alternatively, from the browser window, enter the following URL: <http://www.hoganlovells.com>, scroll to the bottom of the screen and click **Remote Working**.



i The **Remote Working** screen displays.



2. From the **Remote Working** screen, select your relevant home office region:

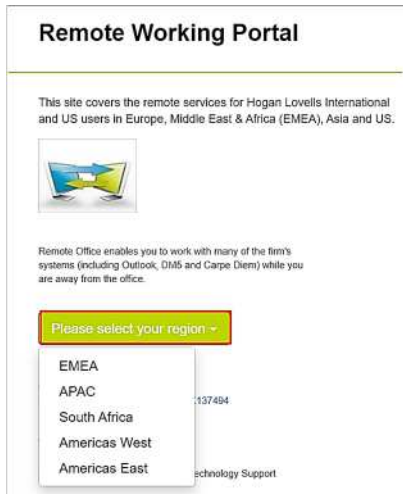
› For **HLUS LLP** users, click **North America, South America**.



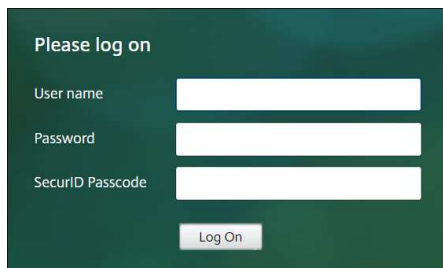
- › For **HLI LLP** users, click **Europe, Middle East & Africa (EMEA) and Asia**.



- From the **Remote Working Portal** screen, click the **Please select your region** drop-down and select the region closest to your geographic location, for example, **EMEA**.



- ⓘ The following **logon** screen displays.



- Enter the following details to log on:

User name	Enter your network user name .
Password	Enter your network password .
SecureID Passcode	Enter the six-digit code from your Symantec VIP token.

- Click **Log On** or press **Enter**.

- ⓘ The **Citrix Receiver** landing page displays. The desktop(s) published on the landing page will be specific to you.

- From the **Citrix Receiver** landing page, click once on the required published desktop you wish to use, for example, **EUW Desktop**.



- ⓘ The selected published desktop launches.

HELP AND SUPPORT

- For further guidance on how to work remotely, go to the **Remote Working** pages on the **Information Technology** section of our Intranet.
- If you need assistance when using Remote Office (Citrix), contact the **Technology Support** team.