

Symantec VIP
Soft Tokens - Apple devices

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INTRODUCTION

This guide explains how to install, register and use a soft token on your Apple devices such as an iPhone or iPad, to allow you to log on to **Remote Office**, **Outlook on the web** or other applications such as **Chrome River**, **my Choice** and **my Financial Wellbeing**.

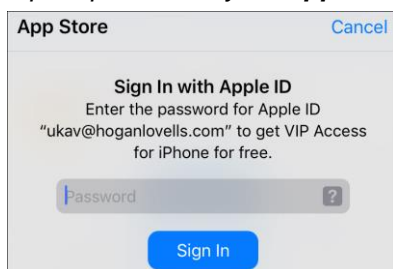
The process includes the following steps:

1. Download the **Symantec VIP** app to the device.
2. Register the device with **Symantec VIP** by contacting the **Technology Support** team.
3. Access **Remote Office**, **Outlook on the web** or other applications (for example, **my Choice**) using the soft token on the device.

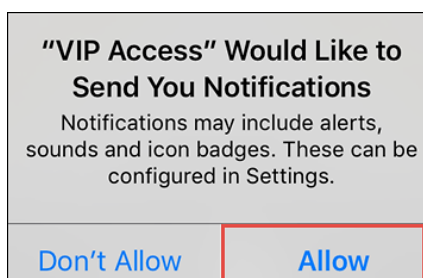
DOWNLOAD THE SYMANTEC VIP APP TO YOUR DEVICE


1. From the **Home** screen, tap **App Store**.
2. Tap in the **Search** field and type **Symantec VIP**.
3. Tap **Search**.
4. From **VIP Access for iPhone**, tap **GET**, **Install**.

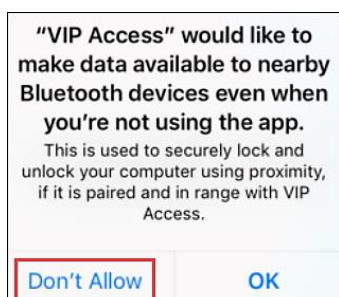
i If prompted, enter your **Apple ID** password and click **Sign In**.



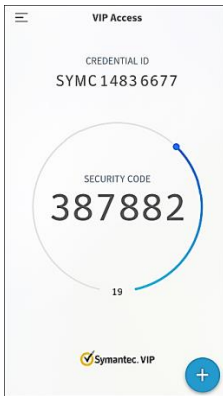
5. Press the **Home** button.
6. From the **Home** screen, tap **VIP Access**.



7. A **Welcome to VIP Access** message displays. Tap  to close the message.
8. A **"VIP Access" would like to make data available to nearby Bluetooth devices even when you're not using the app** message displays. Tap **Don't Allow**.



i The **VIP Access** window displays:



9. Follow the steps in the **Register your device with Symantec VIP** section below to register the device.

REGISTER YOUR DEVICE WITH SYMANTEC VIP

Contact the **Technology Support** team to register your device with **Symantec VIP**.

- For **International LLP**: dial extension **5000** or **+ 44 (0) 207 296 5000**
- For **U.S. LLP**: dial extension **5911** or **+1 202 637 5911**.

i Up to five different devices can be registered.

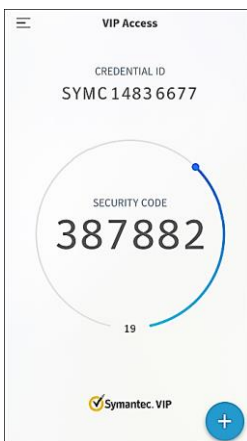
LOG ON TO REMOTE OFFICE

Remote Office (Citrix) enables you to work with many of the firm's systems (including Outlook, HLGlobal and the Document Management System) when you are away from the office.

! It is important that the most current Citrix client file is installed to ensure that all systems work correctly within the Citrix environment. For more information on installing the Citrix client file, refer to the supporting material which can be found on the [Remote Office Support Documents](#) site.

To log on to Remote Office:

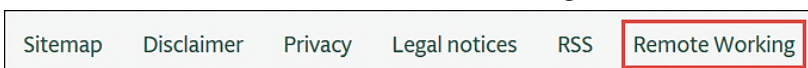
1. From the **Home** screen of your device, tap **VIP Access** to open the app.



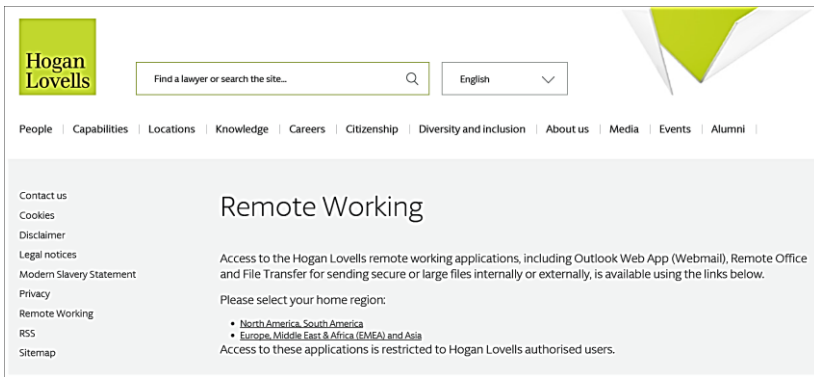
i You will need the six digit security code from your **Symantec VIP** token to log on to **Remote Office**.

2. On the computer you are using for remote access, launch the 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**.

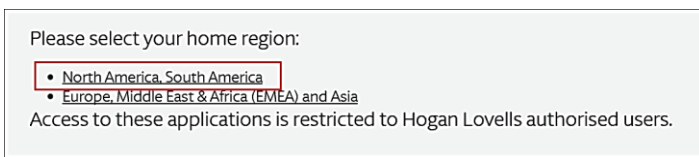


i The **Remote Working** screen displays.

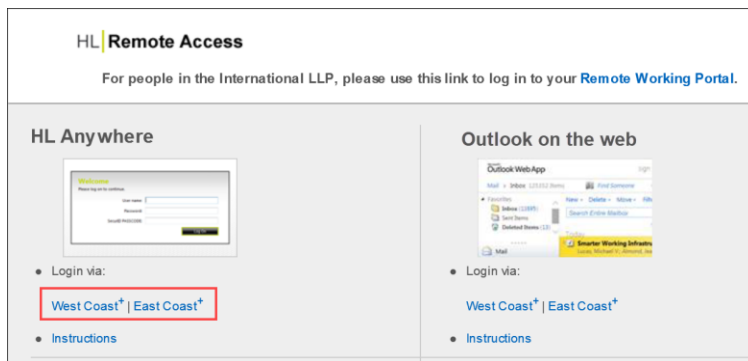


3. From the **Remote Working** screen, select your relevant home office region:

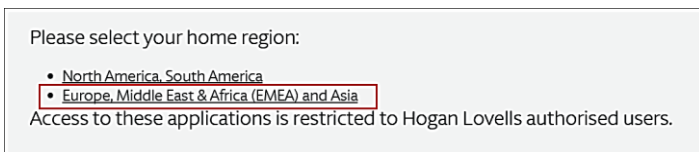
› For **HLUS LLP** users, click **North America, South America**.



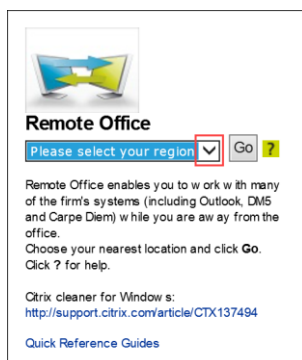
a) From the **HL Remote Access** screen, under the **HL Anywhere** section, click **West Coast** or **East Coast** link depending on your location.



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



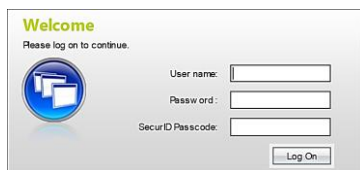
b) From the **Remote Working Portal** screen, click the **Remote Office** drop-down and select the region closest to your geographic location, for example, **EMEA**.



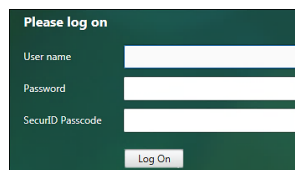
c) Click **Go**.

i One of the following **logon** screen displays depending on your home region.

HLUS LLP logon screen:



HLI LLP logon screen



4. 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.

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

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

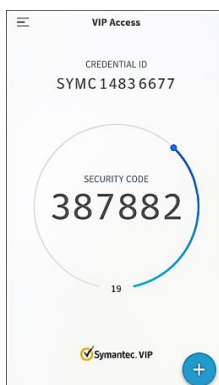


i The selected published desktop launches.

LOG ON TO OUTLOOK ON THE WEB

If you only require access to your Outlook emails, you can log on to **Outlook on the web**

1. From the **Home** screen of your device, tap **VIP Access** to open the app.

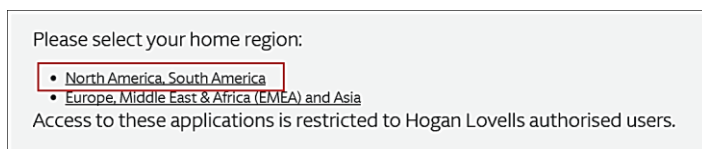


i You will need the six digit security code from your **Symantec VIP** token to log on to **Outlook on the web**.

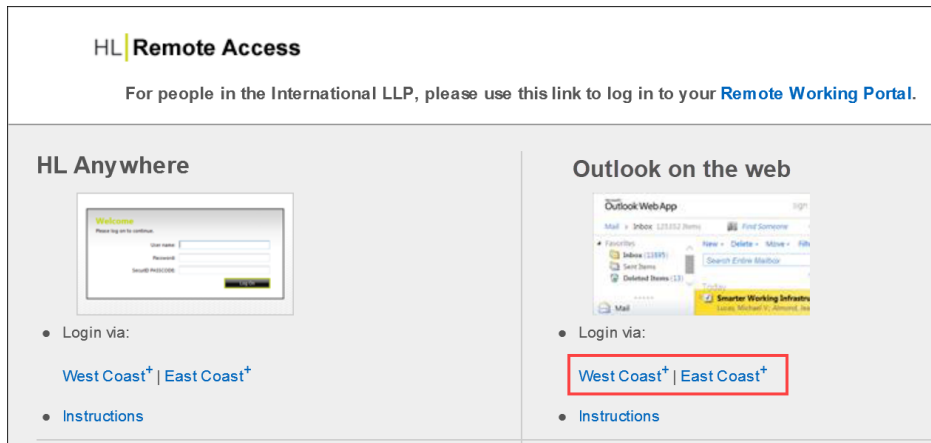
2. On the computer you are using to access your Outlook emails, launch the internet browser and go to <https://www.hoganlovells.com/en/remote-working>.

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

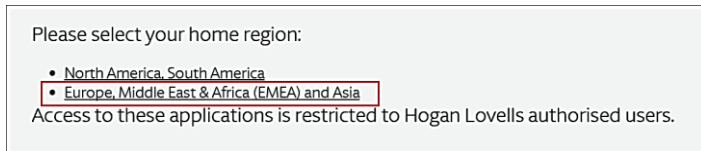
› For **HLUS LLP** users, click **North America, South America**.



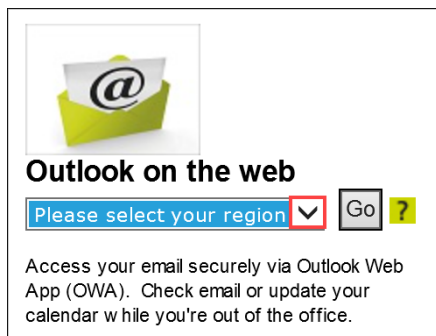
- a) From the **HL Remote Access** screen, under the **Outlook on the web** section, click **West Coast** or **East Coast** link depending on your location.



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

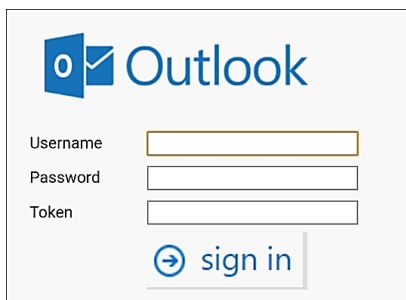


- b) From the **Remote Working Portal** screen, click the **Outlook on the web** drop-down arrow and select **EMEA and Asia**.



- c) Click **Go**.

i The **Outlook on the web** login screen displays.



- 4. Enter the following details to log on:

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

- 5. Click **sign in**.

i The **Outlook on the web** screen displays where you will have access to your Outlook emails.

LOG ON TO OTHER APPLICATIONS: CHROME RIVER, MY CHOICE AND MY FINANCIAL WELLBEING

You can log onto applications such as **Chrome River**, **my Choice** and **my Financial Wellbeing** via the internet browser:

1. Launch **Internet Explorer**.
2. Enter the relevant URL for the application you wish to access. Refer to the below table for the URL details:

APPLICATION	URL
Chrome River (HLI)	http://chromeriverintl.hoganlovells.com
Chrome River (HLUS)	http://chromeriverus.hoganlovells.com
my Choice	https://mychoice.hoganlovells.com
my Financial Wellbeing	https://myfinancialwellbeing.hoganlovells.com

i The **Secure Logon for Hogan Lovells** screen displays.

3. Enter the following details to log on:

Domain\Username	Enter adslocal\ network user name , for example, adslocal\smithj .
Password	Enter your network password .
Security Code	Enter the six digit code from your Symantec VIP token.

4. Click **Sign in**.

i The home page for the relevant application displays.

i When launching **Chrome River** for the first time, **Adobe Flash Player** will need to be installed. The following dialogs displays:

a) **System Setup** dialog: click **Next**.



b) **Adobe Flash Player Settings** dialog: click **Allow**.



Once logged on, the **Dashboard** displays.