Using Virtual Desktop

You can use Virtual Desktop to access the Latham network, programs and firm resources. You must connect to the internet to use Virtual Desktop.

**Tip:** If you are a retired partner, some firm resources, such as iManage, are not available. Refer to the Access the Retired Partner Portal section for more information.

There are two versions of Virtual Desktop available:

- **Preferred:** Virtual Desktop Access with Printing uses the appropriate version of the Horizon Client application or app for the device from which you connect and enables printing.

- **Alternate – Public Computers:** Virtual Desktop Access without Printing uses the web browser window version which requires no application or app installation, but provides no method by which to print.

**How to:**

**Install the Virtual Desktop Horizon Client**

You must install the Horizon Client to use the Preferred version of Virtual Desktop on a personal device.

**Note:** By default, Latham computers have the Horizon Client installed.

1. In the web browser address bar, type https://remote.lw.com, and then press Enter.
2. On the Remote Access page that appears, in the Install Files section, click or tap the appropriate Horizon Client Install link.

   **Note:** If prompted, do not configure any settings. The information is configured automatically when you click or tap the Preferred Virtual Desktop version on the Remote Access page.

**Horizon Client Installation Links**

<table>
<thead>
<tr>
<th>Link</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Horizon Client Install – Windows</td>
<td>Click the link to begin installation. Accept all defaults. <strong>Note:</strong> By default, Latham computers have the Horizon Client installed.</td>
</tr>
<tr>
<td>Horizon Client Install – Mac</td>
<td>Click the link to begin installation. Accept all defaults. <strong>Note:</strong> You must enable printing after installation. For more information, refer to the Enable Mac Virtual Desktop Horizon Client Printing section.</td>
</tr>
<tr>
<td>Horizon Client Install – iOS</td>
<td>On the Apple App Store page that appears, on the VMware Horizon Client tile, tap Get.</td>
</tr>
</tbody>
</table>

**Tip:** Contact the GTSC at +1.213.891.7189 or global.technology.support@lw.com for assistance with the Horizon Client installation.

**IMPORTANT:** After you install the Horizon Client, check regularly and install the latest version, especially if you update the operating system on your personal device.

**How to:**

**Log on to Virtual Desktop**

1. In the web browser address bar, type https://remote.lw.com, and then press Enter.

**Figure 1:** The list of Horizon Client Install links in the Install Files section of the Remote Access page

**Figure 2:** The Remote Access page appears.
IMPORTANT: If you connect from a personal device, refer to the Install the Virtual Desktop Horizon Client section for information about the installation you must perform to use the Preferred version of Virtual Desktop.

2. In the Select Your Region section, click or tap the Select Your Region drop-down arrow, and then click or tap the preferred region.
   Note: If your region is unavailable, you can select another region.

3. In the Connection Options section, click or tap the appropriate Virtual Desktop version.

4. On the Login dialog box that appears, type your network ID in the User name box.
   Example: ksmith

5. Type the RSA passcode from the RSA Token app on your mobile device in the Passcode box.

6. On the VMware Horizon dialog box that appears, in the Username box, type your network ID.
   Note: By default, the insertion point is placed in the Username box when the dialog box appears.

7. In the Password box, type your network password.

8. Click or tap Login.
   Note: If you use the Alternate Virtual Desktop version to connect, on the VMware Horizon page that appears, click or tap the appropriate Virtual Desktop button.

How to:

Use the Virtual Desktop Session
When you log on, a temporary Windows 10 computer on the Latham network is created.

Figure 5: The Virtual Desktop desktop appears.

Tip: The Computer Name and IP Address of the temporary computer, and the Logon Time for the session appear on the Virtual Desktop desktop. You may be asked for this information if you call for technical support.

Applications
Most of the global firm standard applications are available in Virtual Desktop.

Note: Firmwide folders or applications such as LW Global Applications are available on the Start menu, while non-global folders or applications such as LW Local Office Applications are not.

Desktop
The desktop is not accessible, and is not synced with the desktop of your Latham computer. Click or tap the H-Desktop shortcut to open a Windows Explorer window which displays the items on your desktop.

Note: The speed of access to desktop items may vary depending on the region from which you connect.

Time-Out
The maximum time period for a Virtual Desktop session is 24 hours. After this period, the VMware Horizon Client disconnect alert appears and the session disconnects.

Figure 6: The VMware Horizon Client disconnect alert

Note: If the session disconnects, internet access is interrupted, or you close the application or web browser window, you can reconnect to the same session within 12 hours.

IMPORTANT: If you sign out, the temporary computer is no longer accessible, and you must begin a new session. For more information, refer to the Sign Out of Virtual Desktop section.

Printing
You must use the Preferred Horizon Client version of Virtual Desktop to print.
How to:
Sign Out of Virtual Desktop
1. Save all work and close all programs.
2. On the Virtual Desktop desktop, click the Start button, click the Account button, and then click Sign out.

**IMPORTANT:** The temporary computer created for the Virtual Desktop session is no longer accessible. Any unsaved work is not backed up.

**Note:** If you used the Alternate Virtual Desktop version to connect, close the web browser window to securely clear cached credentials and information.

How to:
Enable Mac Virtual Desktop Horizon Client Printing
When you use the Horizon Client Install – Mac link on the Remote Access page, after installation is complete, you must enable printing for Virtual Desktop sessions.

**Tip:** If necessary, in the Mac System Preferences, on the Security & Privacy dialog box, change the Allow apps downloaded from setting to App Store and identified developers.

1. Perform steps 1-8 in the Log on to Virtual Desktop section. Use the Preferred version to begin the Virtual Desktop session.
2. On the Virtual Desktop desktop, point to the top of the screen and press the Command key.
   
   ![Figure 8: The Horizon Client menu bar and Windows Start menu appear.](image)

3. On the VMware Horizon Client menu bar, click Connection, and then click Start Printing Services.
4. On the Start remote desktop Printing services dialog box that appears, click Continue.
5. On the VMware Horizon Client wants to make changes dialog box, type the admin password for the Mac, and then click OK.
6. On the Printing is enabled dialog box that appears, click Reconnect.

   **Note:** If the printer does not appear, or the Virtual Desktop session disconnects, close the Horizon Client application, and then click the Preferred Virtual Desktop version link to reconnect.

How to:
Access the Retired Partner Portal
If you are a retired partner, you can use the Retired Partner Portal page to view financial information, firm reports, policies and guides, and firm calendars.

**Note:** When you use Virtual Desktop to connect to the Latham network, the Retired Partners Portal page is set as the Internet Explorer browser home page by default.

1. Connect to the Latham network using Virtual Desktop.

   **Note:** Refer to the Log on to Virtual Desktop section for instructions.

   ![Figure 9: The Virtual Desktop desktop appears.](image)

2. On the Virtual Desktop desktop, in the lower-left corner, click the Start button.
3. On the Start menu that appears, click the Internet Explorer button.

   ![Figure 10: The Internet Explorer button on the Start menu](image)

The Retired Partners Portal page appears in the Internet Explorer window.