

Using Virtual Desktop

Remote Access

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.

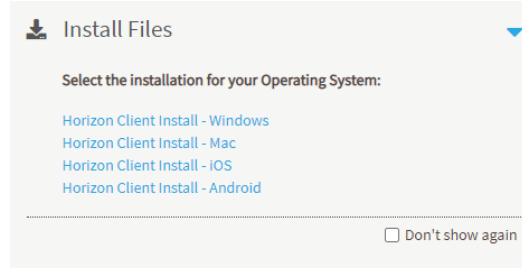


Figure 1: The list of *Horizon Client Install* links in the *Install Files* section of the *Remote Access* page

Note: After installation, you can check the *Don't show again* box to hide the *Install Files* section, as preferred.

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

Horizon Client Installation Links

Link	Instructions
Horizon Client Install – Android	On the <i>Google Play</i> page that appears, on the <i>VMware Horizon Client</i> tile, tap Install .

Tip: Contact the GTSC at +1.213.891.7189 or gtsc@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**.

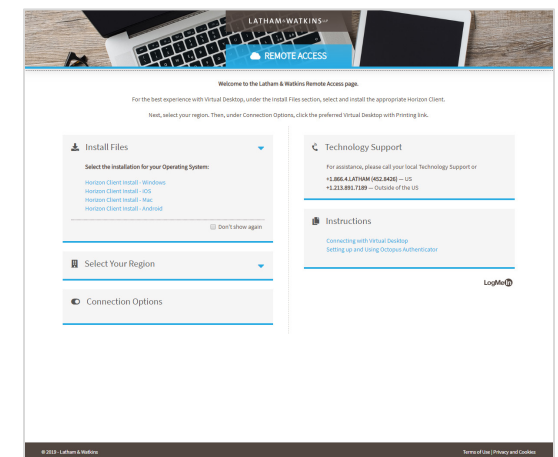


Figure 2: The *Remote Access* page appears.

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.

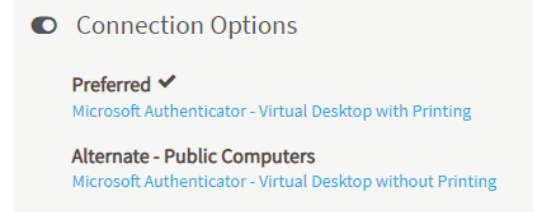


Figure 3: The *Connection Options* section expands.

Tip: The region option you select appears and the *Connection Options* section expands by default when you subsequently connect from the same device, unless you delete browser history and cookies.

3. In the *Connection Options* section, click or tap the preferred Virtual Desktop connection option.

IMPORTANT: Before you can use *Microsoft Authenticator*, you must add your Latham account to the app. Refer to the following tip sheets for more information:

- [TSE-Microsoft Authenticator-Installing and Setting Up the App - First Time MFA User \(US-DOCS\128809187\)](#)
- [TSE-Microsoft Authenticator-Installing and Setting Up the App - Online Wizard \(US-DOCS\129944923\)](#)

If you have questions, contact the GTSC at +1.213.891.7189 or gtsc@lw.com.

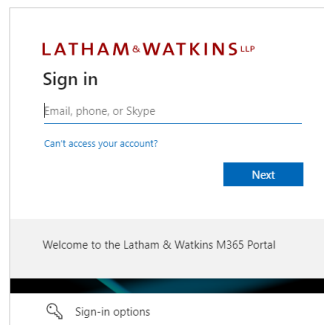


Figure 4: The *Latham and Watkins* sign-in dialog box appears.

4. If the *Sign in* line appears, type your Latham email address, and then click **Next**.
5. Under *Enter password*, type your network password, and then click **Sign in**.

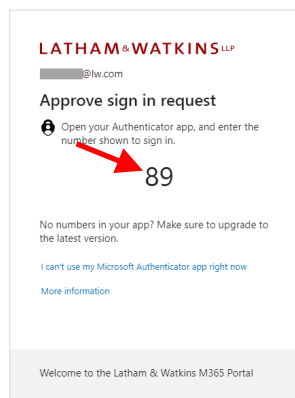


Figure 5: The *number matching* dialog box with a random number appears.

A request from Microsoft Authenticator appears on all devices on which you have set up Microsoft Authenticator.

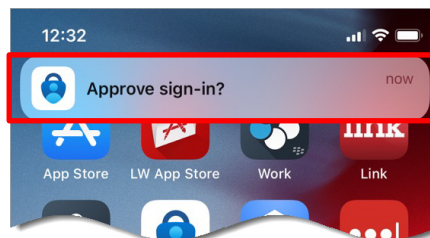
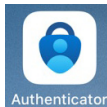


Figure 6: Example of an authentication request on an iPhone

6. On your mobile device, tap the notification.
Note: If the notification disappears before you

tap it, tap the  app icon to view the request.

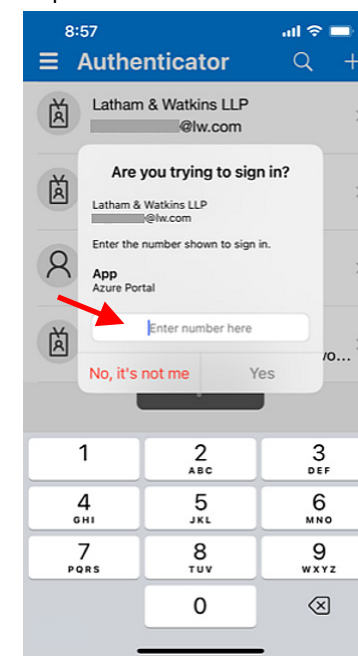


Figure 7: The *Microsoft Authenticator* app opens, and the *Enter number here* box appears.

7. Type the number from the *number matching* dialog box that appeared on the computer, and then tap **Yes**.

Note: If *Microsoft Authenticator* is installed on multiple devices, the authentication request only needs to be approved on one device. The notification will disappear from all other devices after you approve it on one device.

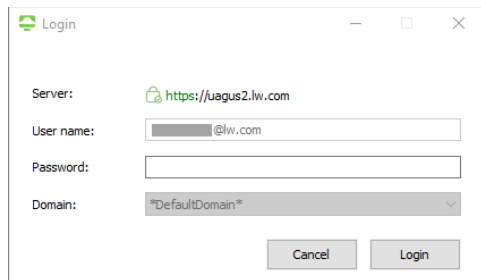


Figure 8: The Login dialog box updates to show a new Password box and a Domain box.

8. In the **Password** box, type your network password.
9. Click or tap **Login**.
The login process completes, and you are logged in to *Virtual Desktop*.

How to:

Use the Virtual Desktop Session

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



Figure 9: 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.

Documents Folder

Click or tap the **H- Documents** shortcut to open a *Windows Explorer* window which displays the items in your *Documents* folder.

Favorites Folder

Click or tap the **H- Favorites** shortcut to open a *Windows Explorer* window which displays the items in your Internet Explorer *Favorites* folder.

Tip: The speed of access to desktop or folder 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.

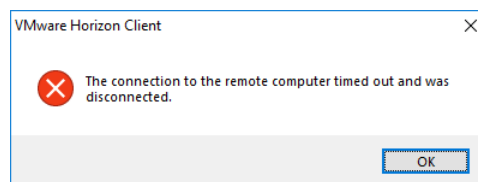


Figure 10: The *VMware Horizon Client* disconnect alert

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 72 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*.

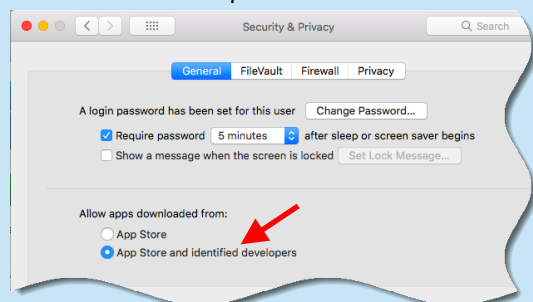


Figure 11: The *Security & Privacy* dialog box

1. Perform the steps 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.

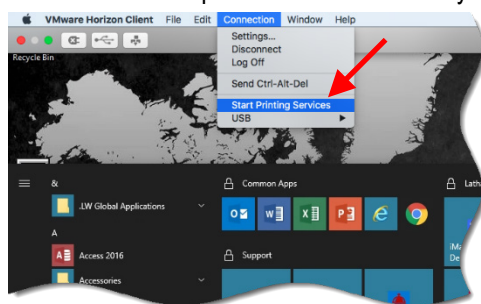


Figure 12: The *Horizon Client* menu bar and Windows *Start* menu appear.

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 web 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 13: The *Virtual Desktop* desktop appears.

2. On the Virtual Desktop desktop, in the lower-left corner, click the **Start** button.
3. On the *Start* menu that appears, click the **Microsoft Edge** button in the *Common Apps* group.

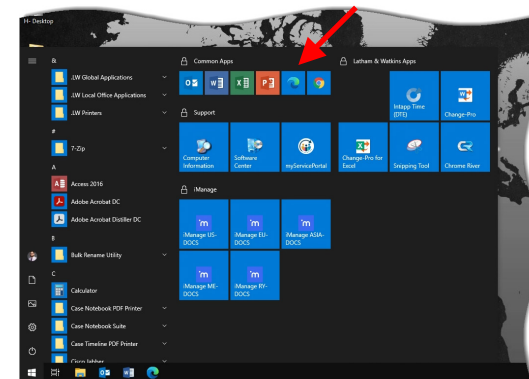


Figure 14: The *Microsoft Edge* button on the *Start* menu

The *Retired Partners Portal* page appears in the Edge window.