

HELP & SUPPORT FOR REMOTE ACCESS

Click on a topic below to view more information about Remote Access.

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Work Remotely Using a Firm Laptop

When working remotely using a firm laptop, you are automatically connected to the Weil network once you provide your network password and establish an internet connection. This option is only available from a firm laptop or non-firm computer with locally-installed firm applications.

Remote Access Options Using Any Computer

The Employee Remote Access page provides two options for working remotely from a non-firm computer: Citrix and Webmail (both are described further below). These Remote Access options require a Confirmation Code in order to confirm your identity before access is granted (*See "About Tokenless Remote Access" below*).

Employee Remote Access

Welcome to tokenless remote access.

Select your region to login to Citrix or click 'Go to Login' to login to Webmail.

Related Links

- [Help & Support](#)
- [Remote Assist](#)
- [Software Download](#)
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- [Back to token login](#)
- [Back to security question login](#)

Citrix

Access most Weil applications from a remote desktop.

- ▶ [Asia-SH](#)
- ▶ [Asia-HK](#)
- ▶ [Europe](#)
- ▶ [US](#)

Webmail

Web-based access via internet connection to:

- [Email](#)
- [Calendar](#)
- [Tasks](#)
- ▶ [Go to Login](#)

Citrix

Citrix is a remote desktop that provides access to firm-standard applications. (Practice-specific and individually installed applications are not available.) This is the most flexible of the remote options as it can be accessed from any computer with an internet connection.

Note: For first-time Citrix use on a non-firm computer, a Citrix software download is required. (Installation is required on non-firm computers.)

Webmail

Webmail provides a web-based view of Outlook mail, calendar, and tasks through a standard web browser and Internet connection. Use Webmail (aka "Outlook Web Access" or "OWA") to perform a quick check of mail from a non-firm computer.

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About Tokenless Remote Access

For Citrix or Webmail, login requires the use of a network username, password and a unique Confirmation Code sent by email or texted to your cell phone. This multi-layered authentication is widely considered a best practice to ensure secure access to firm electronic resources. For a machine that you use with frequency, you can check the box to “remember this computer” so that future logins will require only username and password.

Which email address or cell number is used for the confirmation code?

If you register your personal email or cell phone number in Workday, you can use them to receive a confirmation code. To update your personal information, visit [Workday](#) from the Portal and click on the Personal Information button (then select “Contact Information”). Enter a personal (non-Weil) email address and/or your cell phone number with the Phone Device type set as “Mobile”.

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Login to Citrix or Webmail From a Non-Firm Computer

When working remotely with a non-firm computer, two options are available:

- Citrix – for use with any computer, including Apple products. This option requires a one-time installation of Citrix software.
- Webmail – for use with any computer when only Outlook data is required.

Follow these steps to log in:

1. Go to the [Employee Remote Access](#) page by clicking **Weil Login** at www.weil.com (or by going to <http://login.weil.com>).
2. Click the appropriate link.

For Citrix, click the appropriate **Region**.

For Webmail, click **Go to Login**.

The screenshot displays two side-by-side panels. The left panel, titled "Citrix", contains the text "Access most Weil applications from a remote desktop." and a list of regions: "Asia-SH", "Asia-HK", "Europe", and "US". A red rounded rectangle highlights this list, and a red arrow points to it with the text "Click your region". The right panel, titled "Webmail", contains the text "Web-based access via internet connection to:" and a list of services: "Email", "Calendar", and "Tasks". A red rounded rectangle highlights the "Go to Login" link at the bottom of this panel.

3. Enter your network **User name** and **Password** (same as network credentials) and click **Log On**.

Please enter your network credentials.

User name:

Password:

Compliance with Firm Policies By logging in to this system, you agree to comply with Firm policies and agreements (including but not limited to those contained in the Attorney and Administrative Staff Handbooks), which among other things provide that,

a. Weil systems contain highly sensitive information, including trade secrets and proprietary, confidential, and/or privileged information of the firm and its clients, the improper disclosure of which may constitute a violation of law, firm policy, ethical obligations, or client confidentiality obligations and

b. Any information on the Firm's systems may be accessed by the Firm and disclosed by the Firm, consistent with Firm policy and legal obligations.

You further acknowledge that your obligation to comply is not limited to this session but rather is a general condition of your ongoing access to the Firm's systems.

Prerequisite Software For non-firm computers - If you are using Citrix for the first time at this computer, you must first install the Citrix client software by clicking the link below and following the instructions provided: [Software Download](#)

Customer Support If you need help, contact the IS Helpdesk at +1-877-363-4999, option 2 or, from outside of the US, at +1-718-363-4999, option 2.

4. Follow the **Identity Verification** steps:

- Select **Send me an email** or **Send a text to my phone** to specify how a confirmation code should be sent to you, then click **Continue**.

Identity Verification

We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.

Select Authentication Method

Please select authentication method to be challenged:

Send me an email

Send a text to my phone

- If you selected **Send a text to my phone**, click **Continue** to confirm the phone number that the confirmation code will be sent to.

Identity Verification

We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.

Confirm the Phone Number

To confirm that you can receive SMS for authentication at this phone number, click Continue.

phone_1: +1 - XXXXXX8636

(You should receive an SMS message within 30 seconds after you click "Continue")

- If you instead selected **Send me an email**, click by the email address that the confirmation code should be sent to and click **Continue**.

Identity Verification
We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.

Select Email Address:
Select an Email address where you can be reached for authentication.

- mzbalez@gmx.com
- miguel.balez@weil.com

(Expect an email in 5-30 seconds after you click "Continue")

Note: The phone numbers or email addresses that appear during the above step reflect the information you have entered into Workday (to add/edit a mobile phone number or email address, select "Contact Information" within the **Personal Information** worklet of [Workday](#)).

5. Enter the code (contained in the email or text message that you receive) into the **Confirmation Code** field (of the **Enter Confirmation Code** page).
6. Specify whether or not the computer you are using should be remembered, then click **Continue**.

If you select **Yes**, you will not be prompted for a confirmation code from this computer for future remote sessions. DO NOT select Yes if you are working from a public computer or one that is not secured by you.

If you select **No**, you will be prompted to generate and enter a confirmation code each time you use the same computer.

Enter Confirmation Code
We are now sending an SMS message containing a confirmation code to the following phone number you selected.

Selected Phone Number:
phone_1: +1 - XXXXXX8636

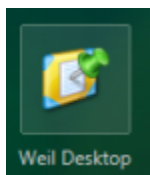
Enter the confirmation code below. After entering the confirmation code, you will be authorized to continue.
If you didn't receive the SMS within 60 seconds, or had other problems, [Click here](#).

Confirmation Code: ●●●●●●

Would You Like Us to Remember this Computer? [Learn More](#)

- Yes. I plan to use this computer in the future to access my account.
- No. This is a public computer or one I do not plan on using often to access my account.

For Citrix: If you are logging into Citrix, your desktop icon (e.g., Weil Desktop) will now appear. Click it to launch the Citrix desktop.



Note: If you are using Citrix for the first time on this computer, follow the prompts to run and install the Citrix Receiver. Installation of the Citrix receiver is required to successfully launch your Citrix desktop.

For Webmail: If you are logging into Webmail, the Web version of Outlook will now open automatically.

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How to Log Out of Citrix or Webmail

For Citrix:

1. Click the **Start** menu within the Citrix window and select **Log off**.
2. Click the **Log off** button in the Applications window of the Employee Remote Access screen.

For Webmail:

1. Click **Sign out** button located on the upper right side of screen.
2. Click **Close Window** to end session.

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Getting Help for Remote Access

If you need help with any of the Remote Access options, contact the IS Helpdesk at **1 877 363 4999, option 2** or, from the outside of the US, at **1 718 363 4999, option 2**.

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