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.

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 use multi factor authentication (through the Microsoft Authenticator smartphone app) to confirm your identity before access is granted.

## Employee Remote Access

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**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: First-time use of Citrix (on a non-firm computer) involves downloading the Citrix Workspace App. (Installation is recommended 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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For Citrix or Webmail, login requires the use of a network username, password and confirmation through the Microsoft Authenticator smartphone app. This multi-layered authentication is widely considered a best practice to ensure secure access to firm electronic resources.

The Microsoft Authenticator App needs to have been installed and set-up on a smart device of yours in order to log into Citrix or Webmail successfully. If this has not been set up yet, see Install and Register Microsoft Authenticator.

**Login to Citrix or Webmail**

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

- **Citrix** – for use with any computer, including Apple products. This option involves 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:

2. Click the appropriate link.

For Citrix, click the Go to Citrix Login. For Webmail, click Go to Webmail Login.

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

For Citrix & Webmail access, you need the Microsoft Authenticator app on your smartphone, along with a Weil token. Contact your local IS team or the IS Helpdesk (+1-718-383-4999, option 2) for assistance.
4. You will receive on your smartphone a notification to verify your sign-in. Tap **Approve**.

![Smartphone notification with Approve button]

**Note:** This step requires you to have already installed and set up the Microsoft Authenticator app on your smartphone or other smart mobile device. If you have not done this yet, see “Install and Register Microsoft Authenticator”.

5. Click the **Detect Receiver** button.

If you are using a public computer or if you’re unable to successfully download the Citrix Receiver, click **Use light version**. The Citrix desktop will open as a tab within your web browser.

![Citrix Receiver welcome screen with Detect Receiver and light version options]
**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.

![Weil-Desktop-US](image)

**Note:** If prompted to install the Citrix Receiver, follow the instructions to install the version for the type of computer you are using (e.g., PC, Mac). If unable to install the receiver, follow the instructions in step 5 above to use the light version of the Citrix Receiver.

**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** button within the Citrix window and select the **Power** button.
2. Click **Disconnect** in the **Start** menu.
3. Click your username in the upper right of the **Citrix StoreFront** page, then click **Log Off**.

**For Webmail:**

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

If this has not been done already, follow the steps below to install and register your mobile phone to use the Microsoft Authenticator.

**IMPORTANT:** You must be able to answer your Weil office phone to complete this process.

1. On your smartphone, install the "Microsoft Authenticator" application from the **App Store** (or from the **Comp Portal** on a Weil enabled mobile device).

2. From your computer, go to: **https://aka.ms/mfasetup**.

3. Type your Weil email address and click **Next**.
4. Click the "Sign in another way" link.

5. Click Call +X XXX XX06 (the last two digits should be the last two digits of your office phone number).

6. Your office phone will ring. Answer the phone and acknowledge any prompts.

7. Change or Confirm that Notify me through the app is the selected option.
8. Click the **Set up Authenticator app** button.

9. Open the authenticator app on your mobile device.

10. Click on "+" sign in the top right corner to add an account.

11. Click **Work or school account**.

12. Use your mobile phone to scan the QR code displayed on your computer’s screen.

13. Click **Log Out** in the top right.
14. Log in again (see step 3 above). You will be prompted on your mobile device to verify your identity.

15. Go to the Authenticator app on your mobile device and tap Approve. You will have successfully authenticated.

You will receive the same “sign in verification request” experience when logging into any Microsoft Authenticator-enabled Weil site (Citrix, for example).

**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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