

## HELP & SUPPORT FOR 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

### Citrix

Access most Weil applications from a remote desktop.

[Go to Citrix Login](#)

### Webmail

Web-based access to email, calendar and tasks.

[Go to Webmail Login](#)

### Related Links

- [Help & Support](#)
- [Remote Assist](#)
- [Software Download](#)
- [Privacy Policy](#)
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- [Back to security question 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: 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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## About

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](#).

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## Login to Citrix or Webmail

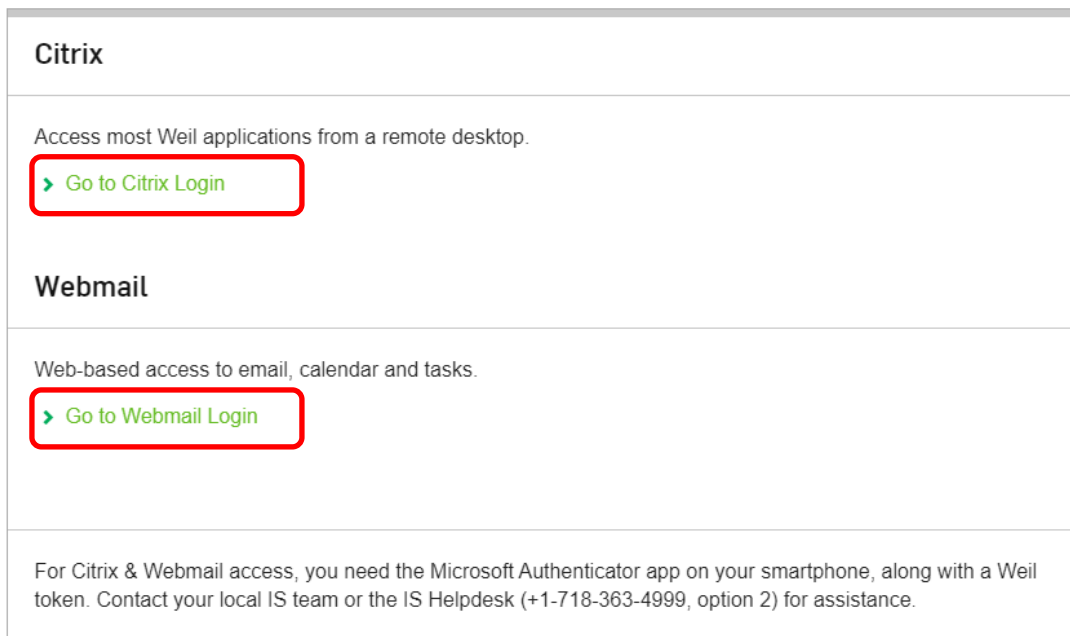
When working remotely with a non-firm computer, two options are available:

- 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:

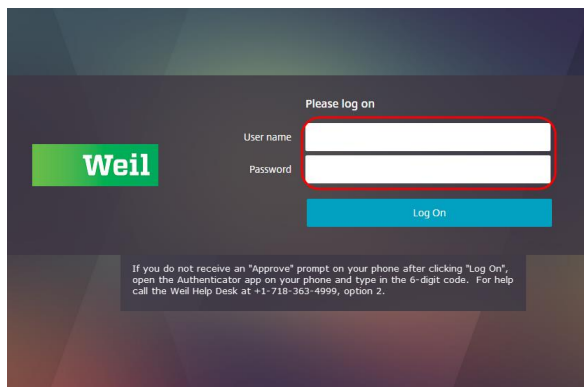
1. Go to the [Employee Remote Access](#) page by clicking **Weil Login** at [www.weil.com](http://www.weil.com) (or by going to <http://login.weil.com>).
2. Click the appropriate link.

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



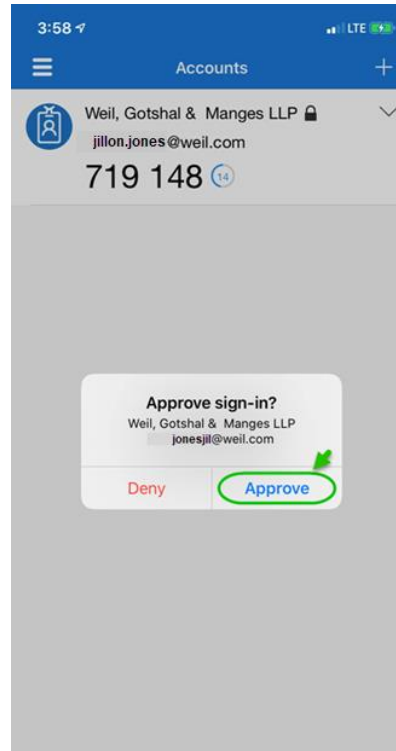
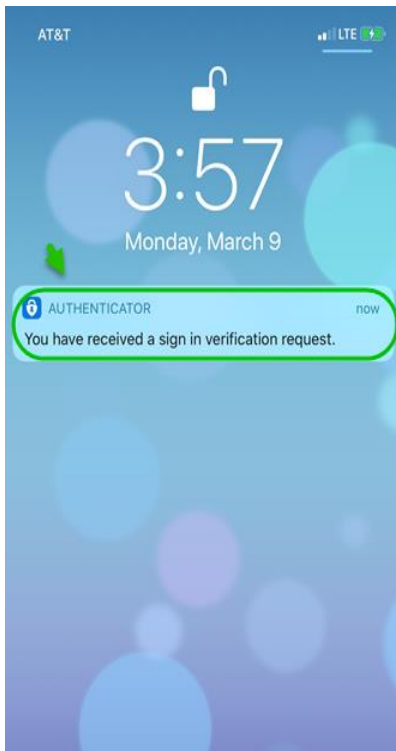
The screenshot shows a web page with a header 'Citrix' and a sub-header 'Webmail'. Under 'Citrix', there is a link 'Go to Citrix Login' highlighted with a red box. Under 'Webmail', there is a link 'Go to Webmail Login' also highlighted with a red box. Below these options, there is a paragraph of text: '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 (+1-718-363-4999, option 2) for assistance.'

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



The screenshot shows a login form with a dark background. On the left, there is a green 'Weil' logo. The form has a title 'Please log on' and two input fields: 'User name' and 'Password', both highlighted with red boxes. Below the input fields is a blue 'Log On' button. At the bottom, there is a small text box with instructions: 'If you do not receive an "Approve" prompt on your phone after clicking "Log On", open the Authenticator app on your phone and type in the 6-digit code. For help call the Weil Help Desk at +1-718-363-4999, option 2.'

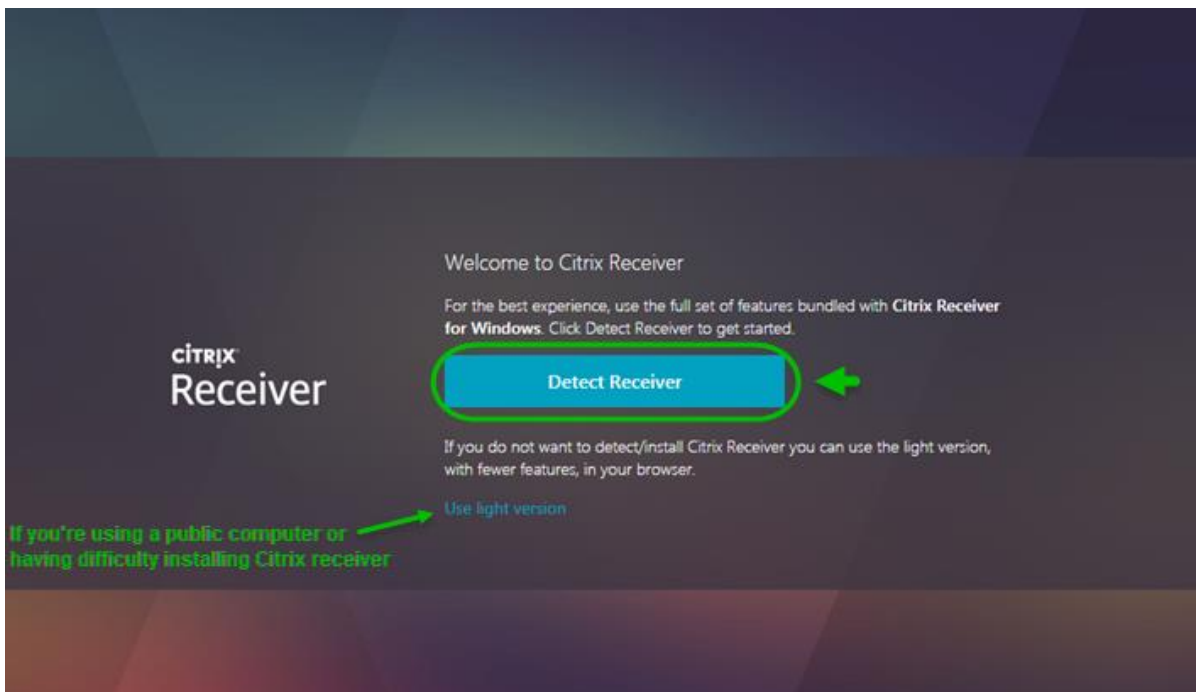
4. You will receive on your smartphone a notification to verify your sign-in. Tap **Approve**.



**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.



**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 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:

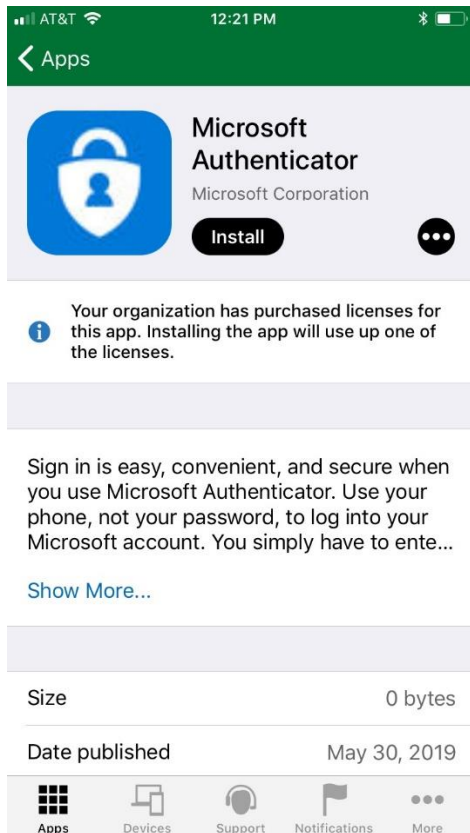
1. Click **Sign out** button located on the upper right side of screen.
2. Click **Close Window** to end session.

## Install and Register Microsoft Authenticator

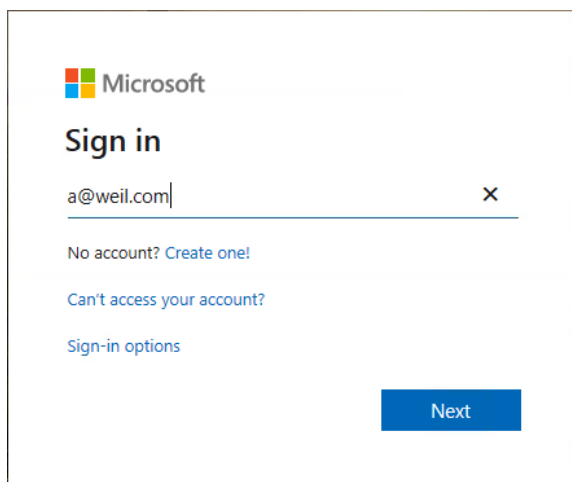
If this has not been done already, follow the steps below to install and register your mobile phone to use the Microsoft Authenticator.

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

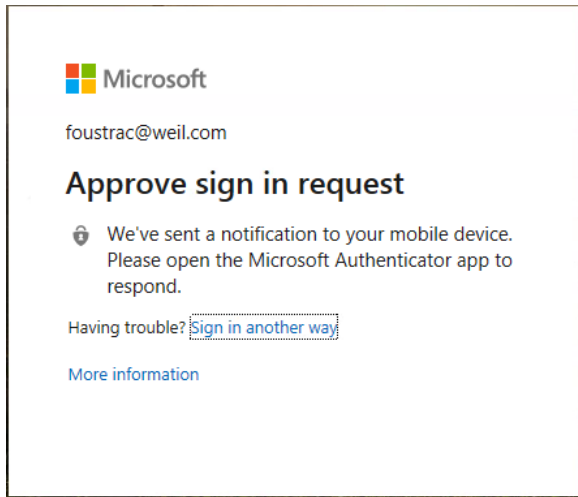
1. On your smartphone, install the "Microsoft Authenticator" application from the **App Store** (or from the **Comp Portal** on a Weil enabled mobile device).



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.

Microsoft | baichan@weil.com | ?

## Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.  
[View video to know how to secure your account](#)

what's your preferred option?  
We'll use this verification option by default.

Notify me through app

how would you like to respond?  
Set up one or more of these options. [Learn more](#)

Authentication phone United States (+1) 2128333026

Office phone United States (+1) 212 833 3026 Contact your admin if you need to update your office number. Do not use a Lync phone.  
Extension

Alternate authentication phone Select your country or region

Authenticator app or Token **Set up Authenticator app**

Authenticator app - iPhone Delete

Authenticator app - iPhone Delete

Save cancel

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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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.

## Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for [Windows Phone](#), [Android](#) or [iOS](#).
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



[Configure app without notifications](#)

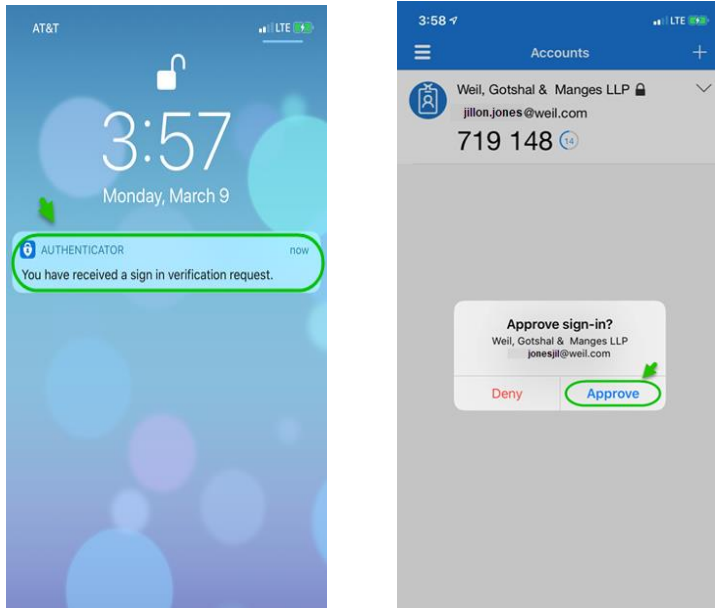
If you are unable to scan the image, enter the following information in your app.  
Code: 286 684 307  
Uri: <https://cys01pfpad01.phonefactor.net/pad/011241163>

If the app displays a six-digit code, choose "Next".

Next cancel

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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