

Introduction

Venable's browser-based remote access is available at goto.venable.com, a URL which is accessible from any device connected to the Internet.

As a reminder, firm-issued laptops have the option of using the Cisco AnyConnect software (already installed) to create a secure tunnel to the network and enable you to work directly from your laptop. Please refer to the [AnyConnect Quick Reference Card](#).

Log In

1. Browse to <https://goto.venable.com>. Venable's welcome screen opens.



2. Complete the login fields:
 - User name is your **User ID**, e.g. abc01.
 - Password is your **Venable Network Password**.
 - Passcode is your 4-digit **PVN** + 6-digit **Entrust Token Code**.
3. Click **Log On** before your current token code expires and you are logged in to the remote session.

Session Connection Options

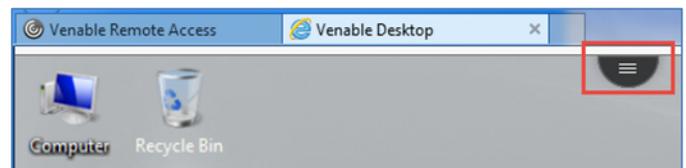
1. The Citrix StoreFront page displays the connection options you are authorized to access.



- **My Computer**: Connects directly to your Venable desktop computer where you can have access to all

software and files available there. **NOTE: If you have a Venable laptop, you are not able to connect to it and it will not be listed here as an option.**

- **Shared Desktop**: Connect to a shared desktop with access to the firm's standard applications (Microsoft Office, iManage, Expert Time, Power PDF Advanced, etc.). Jabber is available but does not include phone controls.
2. Click the icon for the desired connection. An active session opens in a new browser tab.
 - If you resize your browser window, the remote session automatically adjusts to fit within the window.
 - Click the black **Desktop Viewer Toolbar button** to expand and view available options.



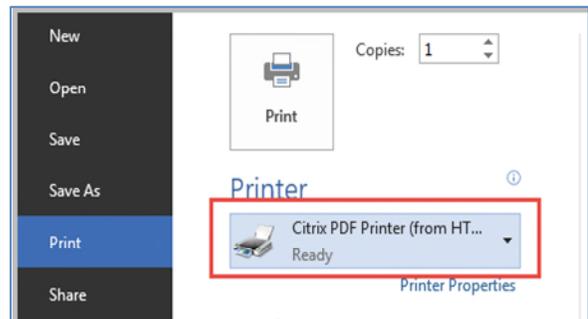
- Make your session full-screen by clicking the **FullScreen** button.



Printing

In order to print to your local printer, you will use the **Citrix PDF Printer** to create a local PDF, and then send it to your local printer as usual.

1. From within your document, select **File/Print**.
2. Choose the **Citrix PDF Printer** and click **Print**.



3. A pop-up window opens. Click **Continue** and your file is opened in a new window.

4. Select **File/Print** and select your local printer as the destination device.

Important Timeout/Disconnect Information

After 1 hour of no mouse or keyboard activity, your remote computer session will time out, and you will be disconnected.

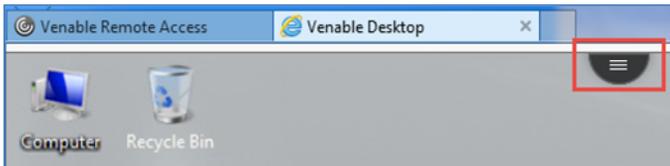
- If you reconnect within 1 hour, you resume where you left off.
- If you do not reconnect within 1 hour, you will be logged off and any unsaved work product will be lost. Also, any configuration changes you made during the session are not saved. This includes files that you may have downloaded or preferences or settings that were modified.

NOTE: When back at your Venable desk, you will need to press **Control-Alt-Delete** twice to sign on to your computer.

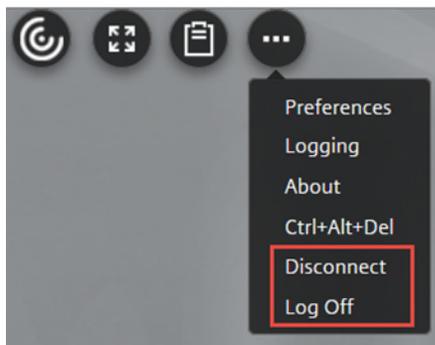
Disconnect from the Remote Computer

While there is no limit to the amount of time you can keep an active remote computer session open, the recommendation is to **log off** when finished.

1. From your active session tab, click the black **Desktop Viewer Toolbar** button.



2. Click the **More Options** button to access **Disconnect** and **Log Off** options.



- Use **Disconnect** to close the browser tab but leave the session running on the remote resource. Re-connecting to it within 60 minutes is fast.
- Use **Log Off** to log off your remote resource. You will be prompted to save any unsaved documents.

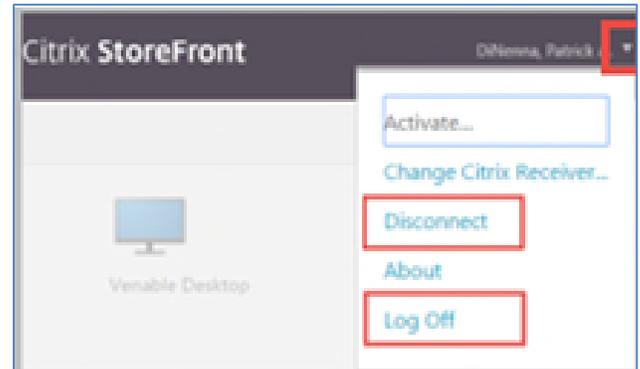
Disconnect from Remote Access

For security reasons, the Venable Remote Access connection established in the first tab of your browser automatically disconnects after 20 minutes. This auto-disconnect does not

affect the remote computer session running in the second tab of your browser.

After logging out of the remote computer, disconnect from Remote Access.

1. From the Venable Remote Access browser tab, click the **drop-down arrow** next to your name.
2. Select **Disconnect** or **Log Off**. Either one will terminate your remote connection to Venable.



3. Close your browser window.

Additional Assistance

Contact the IT Service Desk with any questions.

Remember you can use Venable's Password Account Management portal, password.venable.com, to unlock a locked account or change your PVN or network password. Refer to the [Password Account Management Portal QRC](#) for details.