# VenConnect External Client Access

### Overview

VenConnect is a web-enabled collaboration tool that allows Venable attorneys and staff to share information such as files and calendars with clients and others outside of Venable.

To ensure our client's data is securely maintained, your access to VenConnect will require the following:

- For your first login:
  - Retrieve the Venable Network credentials sent to you in a secure email.
  - Using the provided credentials, login to Venable's network and change your password when prompted.
- On each login, utilize a multi-factor authentication passcode sent through email.

You will receive a welcome email with instructions and a copy of this quick reference card.

## Retrieve your Venable Network Credentials

In addition to the welcome email, you will receive two emails from Venable with information for retrieving your Venable Network credentials.

1. Open the first email from Venable with the subject *"Welcome To VenConnect"*. Review the introduction information.



2. Open the second, secure, email from Venable with the subject "Your VenConnect Login Information". Click the on the html attachment.

Check your Spam folder if email is not received within a few minutes.

Venable'	
	This is a secure message
	How to open
e	To read this message on desktop, open the securedoc_20221005T161032.html attachment in a web browser.
E	To read this message on a mobile device, forward this message to mobile@res.cisco.com to receive a mobile login URL.
Contact	Need Help? the sender directly if you are not sure about the validity of this message.
Copyright	© 2011-2021 Cisco Systems, Inc. and/or its affiliates. All rights reserved.

NOTE: The first time you open an encrypted message, you will be prompted to create an account with the Cisco Registered Envelope Service. Refer to the guide referenced in the "Welcome To VenConnect" email.

3. Enter your password and click **Open Online**.



4. You will receive another email with the subject "Your VenConnect Login Information".



# Initial Venable Network Login and Password Change

- 1. To access VenConnect, browse to Edge and type in <u>venconnect.venable.com</u>.
- 2. The browser will display the logon page as shown below:

	I
Citrix Gateway	Send a Push ~
	Log On

 Enter the Username and temporary password obtained from the secure email. For the Multifactor field, use the dropdown to select Enter a Passcode and click Log On.

NetScaler AAA	Enter a Passcode ~
	Please enter your user name and password
	Log On

4. The system will prompt you to change your password.

	Change Password	
	User name :	
	Old Password :	
NetScaler AAA	New Password :	
	Confirm Password :	
	_	
		Submit

- Minimum length of 14 characters
  - Sufficiently complex including 3 of the following 4:
    - o Uppercase letters
    - Lowercase letters
    - o Numerals
    - Special characters

Note: The space character can be used as a special character but cannot be the first or last character of the password.

 Enter your temporary password and create a new password in accordance with the Venable Password Policy and click Submit:

Change Password	
	Submit
	Change Paseword User name : Old Paseword : New Paseword : Confern Paseword :

6. Once your password has been successfully changed you will be returned to the initial Log On screen.

Note: There will be a message notifying you to "Try again or contact the help desk". Please ignore this message. It is expected behavior from the system.

	Send a Push	Ŷ
Netscaler	Please enter your user name and password	
	Log On	
	The applies after some time or contact your help dask	

 Re-enter your Username and your new password created in Step 5. For the Multifactor field, use the dropdown to select Enter a Passcode and click Log On.

NetScaler AAA	Enter a Passcode ~
	Please enter your user name and password

 Once you click Log On you will receive an email from <u>noreply@okta.com</u> with your one-time passcode.

VENABLE
Venable LLP - Action Required: One-time verification code
Hi .
You are receiving this email because a request was made for a one-time code that can be used for authentication.
Please enter the following code for verification:
If you believe you have received this email in error, please reach out to your system

9. Enter your one-time passcode and click **Submit**.



10. After successfully authenticating to the Venable network, you will be redirected to VenConnect.

		VENABLEP	connect
Dashboard	My Site(s)		
My Site(s)	Find site		
Advanced Search	Site		
· Add Site			
Manage Sites			
Manage Users			
Support			

### Subsequent Logins

- 1. To access VenConnect, browse to Edge and type in <u>venconnect.venable.com</u>.
- Enter your Venable Network Username and password. For the Multifactor field, use the dropdown to select Enter a Passcode and click Log On.

NetScaler AAA	Enter a Passcode	~
	Please enter your user name and password	
	Log On	

3. Enter the one-time passcode you received in your email from <u>noreply@okta.com</u> and click Submit.

Pa	Enter the code for Email Authentication. Enter '0' to abort.
NetScaler AAA	Submit

4. After successfully authenticating to the Venable network, you will be redirected to VenConnect.

		VENABLE.	connect	
B Dashboard	My Site(s)			
■ My Site(s)	Find site			
Q Advanced Search	Site			
+ Add Site				
Manage Sites				
Manage Users				
Support				

#### **Important Information**

- This guide as well as the Cisco Secure Email guide can also be found at <u>guide.venable.com</u>.
- From within VenConnect, click the Support option on the navigation menu to view available Quick Reference Cards for detail on using VenConnect.
- You may direct all support issues to Venable's IT service desk at <u>ClientServicesApplicationSupport@venable.com</u>, or by calling 877-801-9545.