

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:

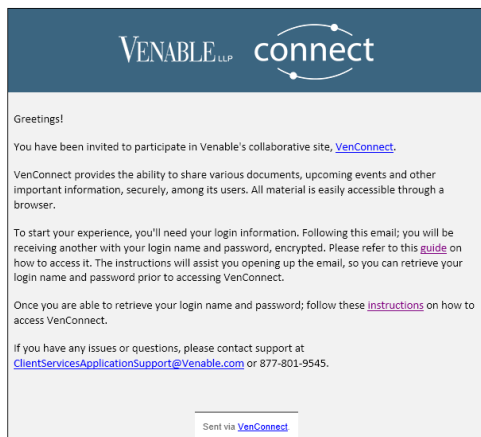
- For your first login:
 - Retrieve the Venable Network credentials sent to you in a secure email.
 - Using the provided credentials, login to Venable’s network and change your password when prompted.
- On each login, utilize a multi-factor authentication passcode sent through email.

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

Retrieve your Venable Network Credentials

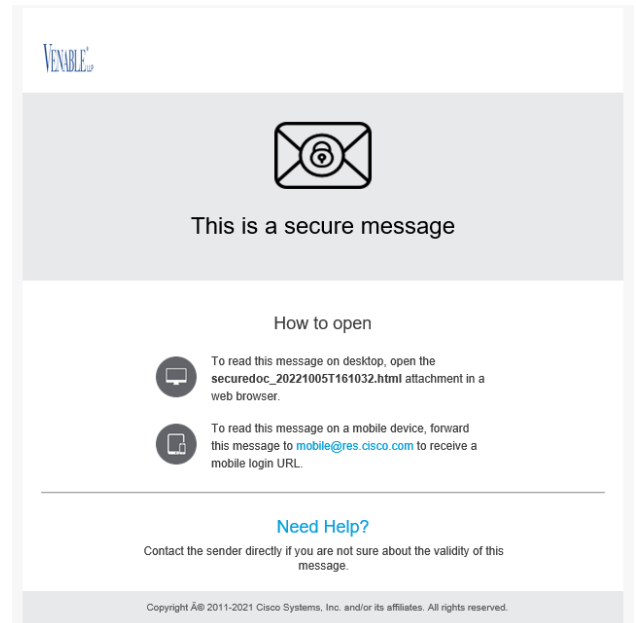
In addition to the welcome email, you will receive two emails from Venable with information for retrieving your Venable Network credentials.

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



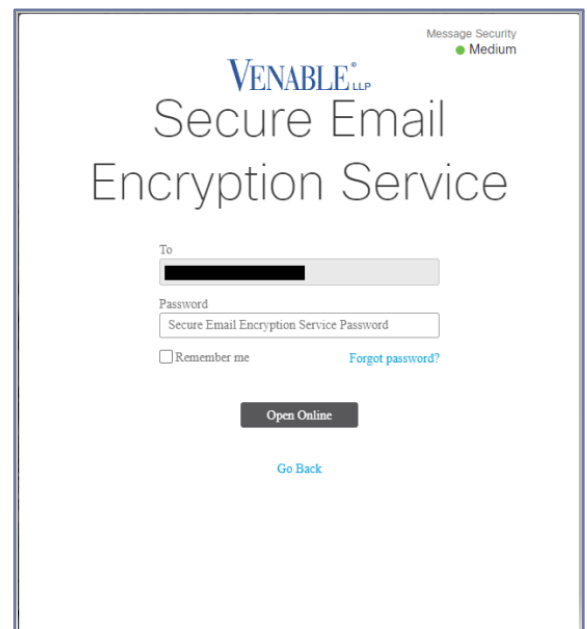
2. Open the second, secure, email from Venable with the subject “Your VenConnect Login Information”. Click the on the html attachment.

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

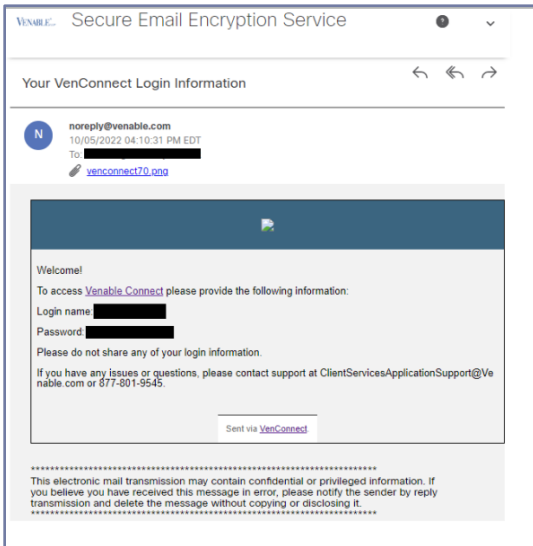


NOTE: The first time you open an encrypted message, you will be prompted to create an account with the Cisco Registered Envelope Service. Refer to the guide referenced in the “Welcome To VenConnect” email.

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

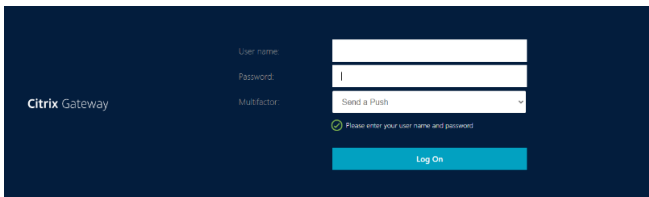


- You will receive another email with the subject “Your VenConnect Login Information”.

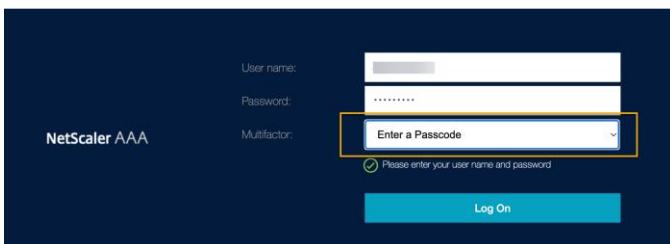


Initial Venable Network Login and Password Change

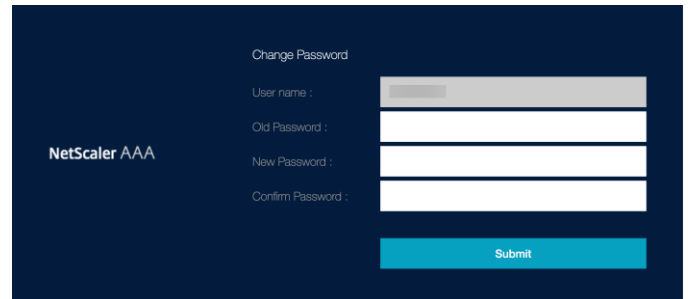
- To access VenConnect, browse to Edge and type in venconnect.venable.com.
- The browser will display the logon page as shown below:



- 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**.



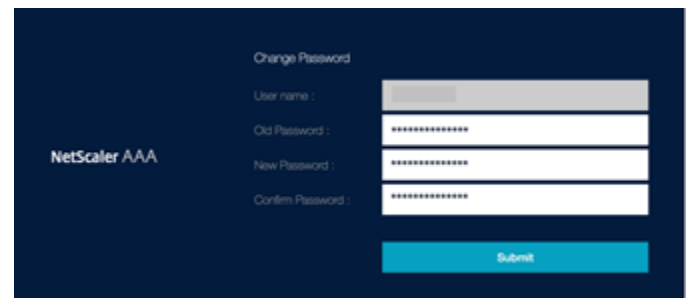
- The system will prompt you to change your password.



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

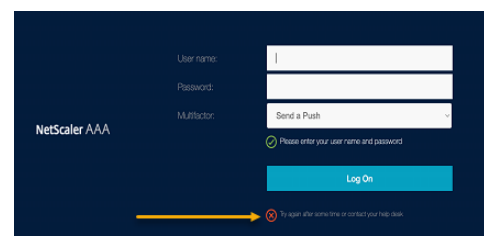
Note: The space character can be used as a special character but cannot be the first or last character of the password.

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

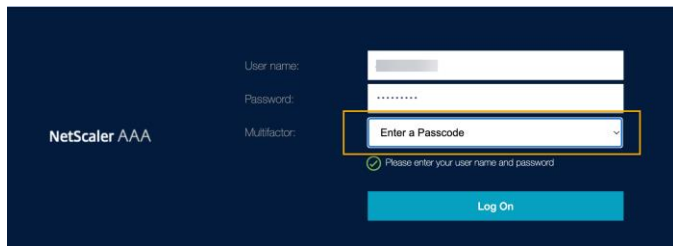


- Once your password has been successfully changed you will be returned to the initial Log On screen.

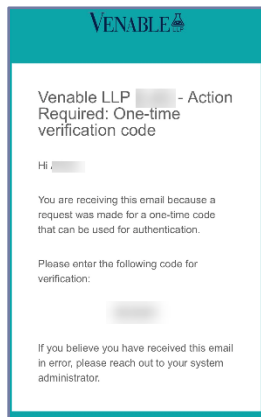
Note: There will be a message notifying you to “Try again or contact the help desk”. **Please ignore this message**. It is expected behavior from the system.



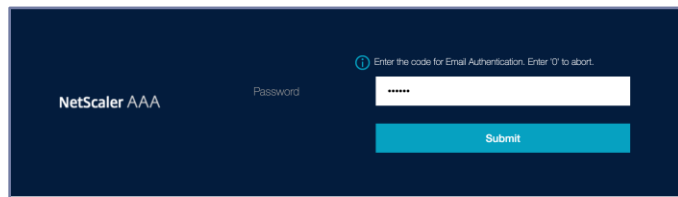
7. Re-enter your **Username** and your new **password** created in Step 5. For the Multifactor field, use the dropdown to select **Enter a Passcode** and click **Log On**.



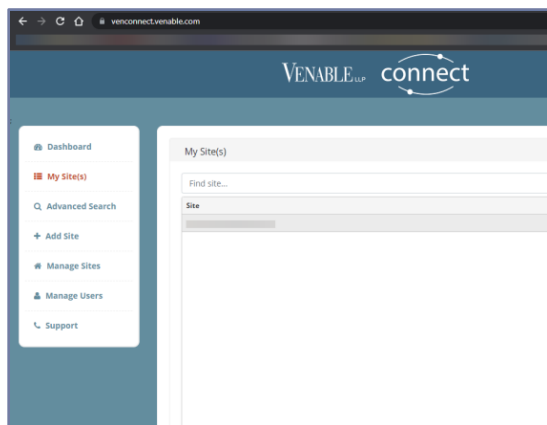
8. Once you click **Log On** you will receive an email from noreply@okta.com with your one-time passcode.



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

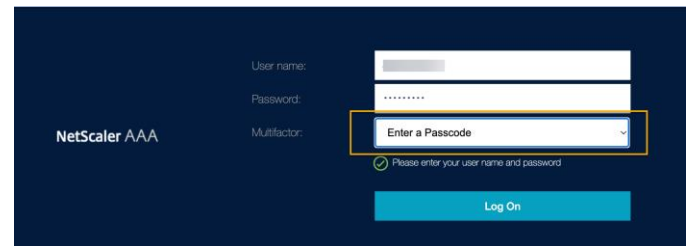


10. After successfully authenticating to the Venable network, you will be redirected to VenConnect.

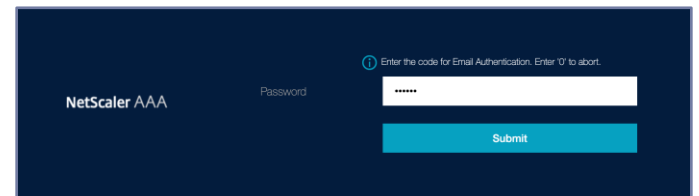


Subsequent Logins

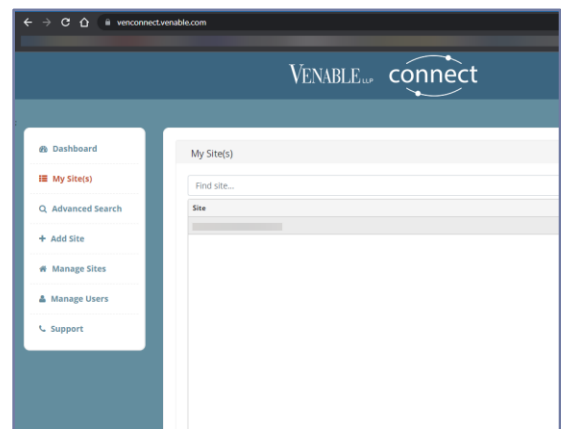
1. To access VenConnect, browse to Edge and type in venconnect.venable.com.
2. Enter your Venable Network **Username** and **password**. For the Multifactor field, use the dropdown to select **Enter a Passcode** and click **Log On**.



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



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



Important Information

- This guide as well as the Cisco Secure Email guide can also be found at guide.venable.com.
- 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 ClientServicesApplicationSupport@venable.com, or by calling 877-801-9545.