

Using Virtual Desktop

You can use Virtual Desktop to access the Latham network, programs and firm resources. You must connect to the internet to use Virtual Desktop.

Tip: If you are a retired partner, some firm resources, such as iManage, are not available. Refer to the [Accessing the Retired Partner Portal](#) section for more information.

There are two versions of Virtual Desktop available:

- **Virtual Desktop with Printing** (*Preferred option*) uses the installed Horizon Client app on the device to connect and enables printing.
- **Virtual Desktop without Printing** uses the web browser window version which requires no app installation, but provides no method by which to print.

Installing the Virtual Desktop Horizon Client

On a personal computer or device, you must install the *Horizon Client* to use the *Preferred* version of Virtual Desktop.

Note: By default, Latham computers have the *Horizon Client* installed.

1. In the web browser address bar, type <https://remote.lw.com>, and then press **Enter**.
2. Under *Install Files*, click or tap the appropriate *Horizon Client Install* link.

Note: If prompted, do not configure any settings. The information is configured automatically when you click or tap the *Preferred* Virtual Desktop version on the *Remote Access* page.

3. After you download or install, do not open the downloaded file or app. Return to <https://remote.lw.com>, and then under *Connection Options*, click or tap the *Preferred* link to connect to Virtual Desktop with printing.

IMPORTANT:

After you install the Horizon Client, check regularly and install the latest version, especially if you update the operating system on your personal device.

Logging on to Virtual Desktop

1. In the web browser address bar, type <https://remote.lw.com>, and then press **Enter**.

IMPORTANT:

If you connect from a personal device, refer to the *[Installing the Virtual Desktop Horizon Client](#)* section for information about the installation you must perform to use the *Preferred* version of Virtual Desktop.

2. Click or tap the **Select Your Region** drop-down arrow, and then click or tap the preferred region.

Note: If your region is unavailable, you can select another region.

3. In the *Connection Options* section that appears, click or tap the Virtual Desktop connection option you prefer.

IMPORTANT:

On occasion, authentication is required. You must have Microsoft Authenticator installed and configured with your Latham account. If you do not have Microsoft Authenticator installed, or your Latham account does not appear on the list, contact Technology Support at +1.866.4.LATHAM (452.8426) in the US or +1.213.891.7189 outside of the US.

4. If the *Latham and Watkins* sign-in dialog box appears, type your Latham email address, click **Next**, type your network password, and then click **Sign in**.
5. A request from Microsoft Authenticator appears on all devices on which you have Microsoft Authenticator set up. On your mobile device, tap the notification, and then complete the authentication process.

Note: If the notification disappears before you tap it, tap the  app icon to view the request. If Microsoft Authenticator is installed on multiple devices, the authentication request only needs to be approved on one device.

6. On the computer, in the *Password* box, type your network password, and then click or tap **Login**.

After the login process completes, a Virtual Desktop session begins and the desktop appears.

Using Virtual Desktop

When you log on, a temporary virtual Windows computer on the Latham network is

created specifically for your session.

Applications

Most of the global firm standard applications are available in Virtual Desktop.

Note: Firmwide folders or applications such as *LW Global Applications* are available on the *Start* menu, while non-global folders or applications such as *LW Local Office Applications* are not.

Desktop

Virtual Desktop does not sync with your usual Latham computer desktop. To view the items on your usual desktop in *Windows Explorer*, double-click or tap the **H-Desktop** shortcut.

Documents Folder

Double-click or tap the **H-Documents** shortcut to open a *Windows Explorer* window which displays the items in your usual *Documents* folder.

Tip: The speed of access to desktop or folder items may vary depending on the region from which you connect.

Time-Out

The maximum time period for a Virtual Desktop session is 24 hours. After this period, a disconnect alert appears and the session disconnects.

Note: If the session disconnects, internet access is interrupted, or you close the application or web browser window, you can reconnect to the same session within 72 hours.

IMPORTANT:

If you *sign out*, the temporary computer is no longer accessible, and you must begin a new session. For more information, refer to the *Signing Out of Virtual Desktop* section.

Signing Out of Virtual Desktop

1. Save all work and close all programs.
2. On Virtual Desktop, click the **Start** button, click the **Account**  button, and then click **Sign out**.

IMPORTANT:

The temporary computer created for the Virtual Desktop session is no longer accessible. Any unsaved work is not backed up.

Note: If you used the *Alternate-Public Computers* Virtual Desktop link to connect, close the web browser window to securely clear cached credentials and information.

Enabling Virtual Desktop Printing for Macs

1. Perform the steps in the [Logging on to Virtual Desktop](#) section. Use the *Preferred* link to begin the Virtual Desktop session.
2. On Virtual Desktop, point to the top of the screen, and then press the **Command** key.
3. On the *Horizon Client* menu bar, click **Connection**, and then click **Start Printing Services**.

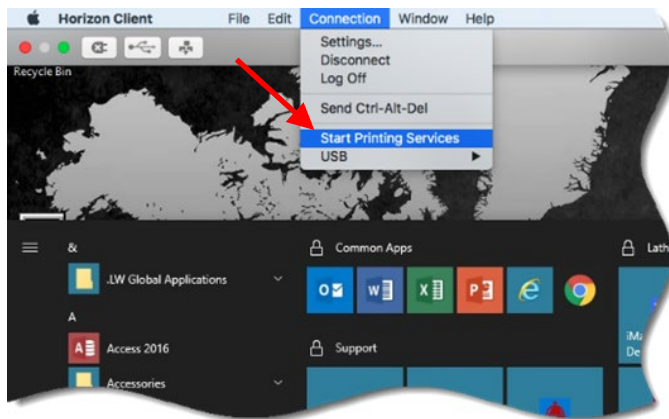


Figure 1: The *Horizon Client* menu bar and Windows *Start* menu appear.

4. On the *Start remote desktop Printing services* dialog box that appears, click **Continue**.
5. On the *Omnissa Horizon Client wants to make changes* dialog box, type the admin password for the Mac, and then click **OK**.
6. On the *Printing is enabled* dialog box that appears, click **Reconnect**.

Note: If the printer does not appear, or the Virtual Desktop session

disconnects, close the *Horizon Client* application, and then click the *Preferred* link again to reconnect to the Virtual Desktop.

Tip: If necessary, in the Mac *System Preferences*, on the *Security & Privacy* dialog box, under *Allow apps downloaded from*, click **App Store and identified developers**.



Figure 2: The *Security & Privacy* dialog box

Accessing the Retired Partner Portal

As a retired partner, when you use Virtual Desktop to connect to the Latham network, the *Retired Partners Portal* page is set as the web browser home page by default. You can use the *Retired Partner Portal* page to view financial information, firm reports, policies and guides, and firm calendars.

1. Connect to the Latham network using Virtual Desktop.
Note: Refer to the [Logging on to Virtual Desktop](#) section for instructions.
2. On Virtual Desktop, click the **Start** button.
3. Click the **Microsoft Edge**  button.
The *Retired Partners Portal* page appears.