INTRODUCTION

APM Remote Access lets you work securely from home or another off-site location using your personal computer.

If you have a Perkins laptop, you will use AnyConnect instead of APM as it is the preferred, most seamless option for working away from the office.

Remote Desktop is the most popular APM feature - it allows your home computer to control your office computer, and feels like you are in the office. Options allow multiple monitors at home and printing to your home printer.

Easy Outlook Web allows you to quickly access your firm email and calendar or change your Out of Office automatic replies. This feature will work with most tablets and other mobile devices, but is not nearly as convenient as the firm email app on enrolled mobile devices like your cell phone or tablet.

FOR ASSISTANCE AND INQUIRIES

Call the Service Desk at x8907 or (866) 563-8907 or email servicedesk@perkinscoie.com with any questions about this service or other options for working remotely.

PREREQUISITES

- **High-Speed Internet Access** from your home computer
- **RSA SecurID Token** - either the RSA "soft token" app installed on your smart phone, or key fob-style “hard token” device
- **Windows or Macintosh** home computers are supported. Google Chrome or Firefox is recommended for the best experience, although Edge, Internet Explorer and Safari are supported.
- **Microsoft Remote Desktop** version 8 must be installed from the App Store to use Remote Desktop on a Mac. Version 10 is not supported.
- **Remote Desktop** requires your firm computer to be powered on and connected to the network
- **Windows 7** has several caveats for Remote Desktop. See page 6 for details. Newer operating systems are highly recommended.
- **A printer** at home is optional, and should be configured so your home computer can use it
- **Approval** to work off-site and/or after-hours, as applicable

Be sure to read the Help Page by clicking the red click here link at the bottom of the web page for the latest information and tips to get started quickly.
LOGGING ON

From your off-site (home) computer, browse to http://remote.perkinscoie.com.

At the login page, enter your Username and Password. These are the same credentials you use to sign on to your Perkins workstation or laptop.

An RSA token provides added security by providing a random number that changes every minute.

The procedure for entering the Token Code depends on your token type, and is described in the next two sections.

If your login fails due to an invalid Token Code, you may be asked to let your token change and enter a new number once you successfully log on. Too many failures will temporarily lock out your account.

The first time you use your RSA token, your PIN number should be blank and the system will prompt you to set it. After you set your PIN number, you will need to log on again using the PIN number.

If you see a login error message that includes Diagnostic Code R or R1, there is an RSA token issue. An RB diagnostic code means you the Token Code is was left blank. A and A1 codes mean there is a password problem. UG indicates your account is probably not set up for Remote Access.

HARD TOKENS

If you choose a key fob or “hard” token, (shown here on the right), your Token Code will be your 4-digit PIN, immediately followed by your token’s 6-digit number, for a total of 10 digits.

For example, if your PIN is set to 1234 and your token displayed the number shown above, you would type 1234159759 on the login page.

An exception is the first time you use the token and your PIN is blank. In that case, you would just enter 159759 as the Token Code, without entering a PIN, and the system will prompt you to create a 4-digit PIN number. See page 4 for an example.

The six horizontal stripes to the left of the numeric display function as a countdown timer. The stack of bars gets shorter as time runs out for the number displayed. Each six-digit code expires after sixty seconds, when a new code will be displayed.

If your token shows only one bar, you only have only ten seconds to finish logging in, so you may want to wait until a new code is displayed, which will give you 60 seconds to log in.
SOFT TOKENS

A “soft token” uses an app on your smartphone to calculate your Token Code, which looks something like the displays shown here.

Service Desk will provide instructions to install the soft token data on your phone, which is needed for the app to work correctly.

When using the app, enter your 4-digit PIN number and tap the Next button. Then type the resulting 8-digit Token Code from the app into the logon web page.

Your Token Codes are always 8 digits long, compared to 6 or 10 digits for a hard token.

The “X seconds remaining” display tells you how soon you must complete the login page. If time is running out, wait for it to change and give you 60 seconds for the next code. For security, the app will time out and return to the prior screen after a while.

The first time you log on, your PIN should be blank, so you just tap the Next button without entering any PIN numbers, and copy the 8-digit Token Code into the login page.

The soft token data is specific to your username, your smartphone device, and the Perkins RSA system. The Service Desk can easily unregister it from your phone and recreate it for a new phone, so it can never really be "lost" like a hard token.

A common problem is to mistype or forget to enter your PIN. The app has no information about if your PIN - it does not communicate with our servers - so it will always provide an 8-digit number and never show an error message.
SETTING YOUR RSAPIN NUMBER

When you log in the first time without using a PIN number, the system will prompt you to create your PIN. Type \textit{y} and press enter or click \textit{Logon} when you see the dialog at the right.

\textit{Note: On these screens, the Logon button really means “Next”}. 

Enter a new 4-digit PIN number you will remember when prompted.

For soft token users, this is the only time you type your PIN directly into the logon page, instead of entering it in the app.

\textit{Service Desk can clear your PIN if you ever need to change it, so you can set a new one.}

At the \textit{Pin accepted} screen, enter a new normal Token Code.

For hard tokens, include your new PIN as the first four digits, then the six digits on your token.

For the soft token app, back up one screen and enter your PIN number in the app to generate a new eight-digit Token Code.

Be sure to wait long enough for the old number - that you used with a blank pin - has expired, and use a new number this time.

You should now be logged on, and see a menu page.
REMOTE ACCESS MENU

Above is a typical menu. Your options will depend on the resources assigned to your account and the capabilities of your home computer. For example, the Remote Desktop icon is blue on a Windows system or red on a Macs system.

While still in your office, test logging on to http://remote.perkinscoie.com to make sure your token works and to see the menu, but don't test Remote Desktop from your office computer.

Be sure to read the Help Page by clicking the red click here link at the top of the web page for the latest information and tips to get started quickly.

EASY OUTLOOK WEB

This option is a web-based version of Outlook that is quick and easy to get in and out of. It’s compatible with most tablet computers and mobile devices.

It can change your Out of Office automatic replies, signature, calendar, or contacts, or view your mobile device email settings. Unlike Remote Desktop, it will work even when your office computer is turned off or away from the office.

It does not have access to DMS documents.
REMOTE DESKTOP

- Supports multiple home monitors and remote printing on Macs. In most cases, cut and paste, disk drives, USB devices, and sound playback can be used through the connection, but not video playback or videoconferencing.

- On Windows 7
  - Temporarily changes the networking of your home computer, and may be incompatible with some specific home network configurations.
  - Asks for your username and password. When used for the first time, add “perkinscoie\” in front of your user name. For example, type perkinscoie\smitb instead of just smitb. This is remembered for the next use.
  - Requires ActiveX or Java depending on your browser
  - Will prompt multiple times asking for permission to download, install, and run plugins and make system changes, which may require you to be an administrator or enter the administrator password.

REMOTE DESKTOP TIPS

- Avoid web sites with animation, sound, or video. If possible, browse them directly on your home machine rather than on the office computer.

- If you need to use one monitor at home for local applications such as videoconferences while also using Remote Desktop, please ask for the “Remote Desktop on one of two monitors” option to be added to your menu.

- For improved performance, use Page Up and Page Down or click in a scroll bar to jump a page at a time. Scrolling and moving images are less efficient because more data must be sent to your home PC. Lowering screen resolution and using full-screen windows will also help performance.

- It may take several minutes after connect to your office computer for the remote printing set-up to complete. In some cases, you may need to add driver software for your home printer to your office computer.

- When you receive a new office computer, remind Service Desk to update your account with the new computer name, and test Remote Desktop from home at your earliest convenience.

- If you don’t see any Remote Desktop icons on your menu, contact the Service Desk to see if your account is missing your office computer’s name.