

# Technology Training

## Quick Reference Guide



## Linklaters Remote Desktop

Linklaters Remote Desktop allows you to access the core Linklaters applications from a non-Linklaters device.

**IMPORTANT NOTE:** you will be required to authenticate during the log in process to the Linklaters Remote Desktop, so please ensure that you have your mobile device to hand.

Access from  
Windows or Mac device

Access from  
a Web Browser

Access from an  
iPad

Frequently Asked  
Questions

### 1 Accessing the Linklaters Remote Desktop: from a Windows or Mac device

From your personal laptop / computer:

1.1 Access the **Microsoft Store** (or the **App Store** for Mac).

1.2 Search for **Windows App** and **Install/Download** it.

1.3 Once complete, open the **Windows App**.

1.3.1 *If you are using a Mac, select the “+” (top right) and choose “Add Work or School Account”*

1.4 **Sign In** and use your usual **Linklaters log in details**.

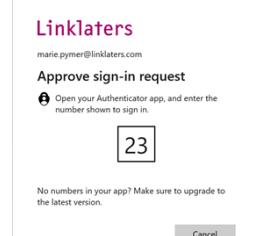
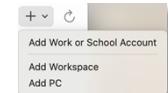
1.5 The **Authenticator** pop-up opens, and you will need to use the **Microsoft Authenticator app on your mobile device to continue**.

1.6 **Follow** the Authenticator steps as prompted.

1.7 Skip through the welcome / information section.

1.8 **Allow access**, if asked, to the Microphone and Camera.

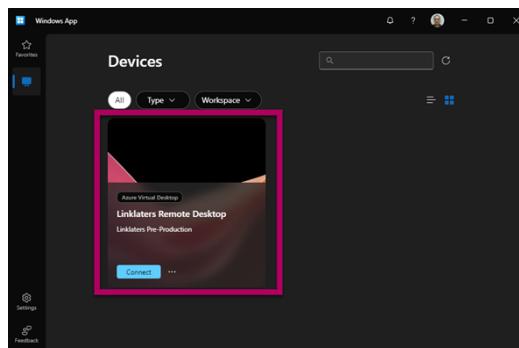
1.8.1 *If you are using a Mac, and you want to change the keyboard layout to the Microsoft one, select Connections > Keyboard Mode > select Unicode*



#### To open the Linklaters Remote Desktop:

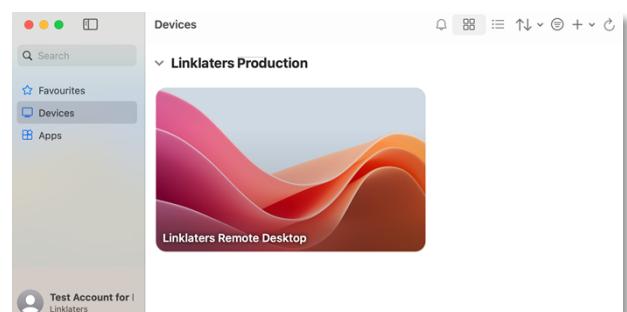
##### Windows

Select **Connect** on Linklaters Remote Desktop.



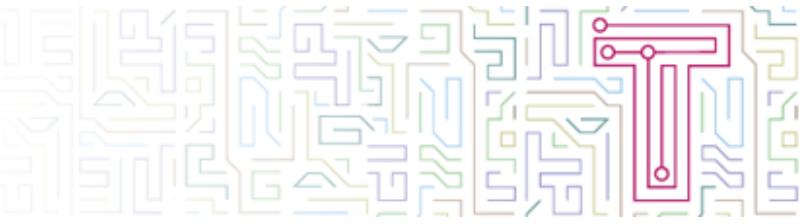
##### Mac

Double-click on **Linklaters Remote Desktop**.



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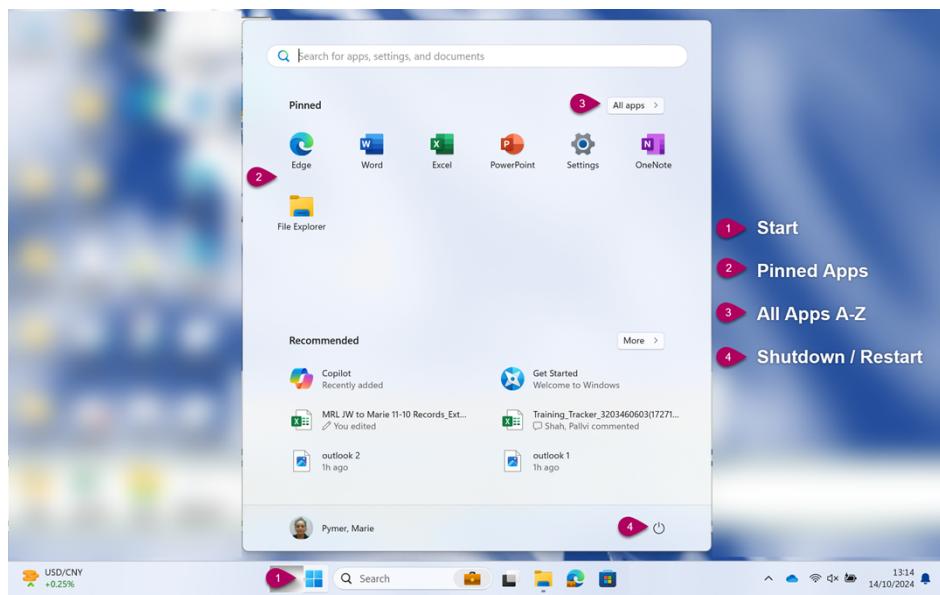
**1.9** You will be logged into your Linklaters desktop automatically.

**Note:** the first log in will take a little longer than normal as your profile is built.

Your Linklaters Remote Desktop is now ready to use. You may wish to pin the **Windows App** to your personal laptop / computer for easy access in future.

## 2 The Linklaters Remote Desktop

Your Linklaters Remote Desktop will be prepared and presented *similar* to the image below. This is the new look Windows 11 desktop. For more information on Windows 11 and some of the set-up steps you need to recreate, please view the [Windows 11 Day One Guide](#).



### 2.1 Accessing Documentation

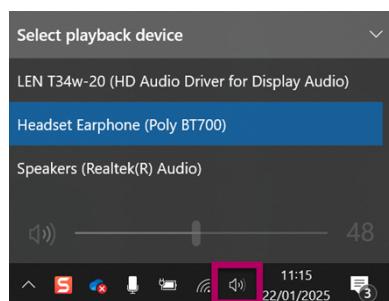
Please note that any shortcuts or documents you have saved on your Linklaters device desktop will be synced and available in your Linklaters Remote Desktop session. You also have full access to your OneDrive content. However, you should continue to save documents and emails into iManage, which you can do in the same way while using your Linklaters Remote Desktop.

### 2.2 Printing

Your local printers will be automatically mapped.

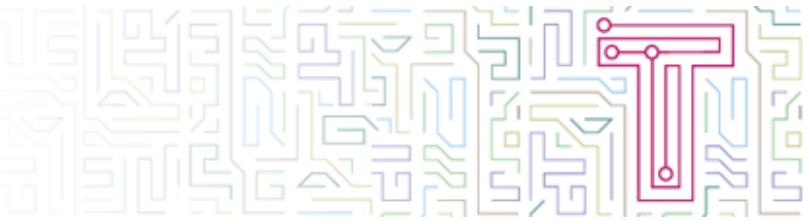
### 2.3 MS Teams Meetings and Calls

You will now be able to join MS Teams meetings and calls via the Linklaters Remote Desktop. However, it is important that you check your Teams audio settings BEFORE joining calls, e.g. to ensure your audio is not coming through the webcam or other device speakers. Your usual audio settings should already be set as your default options within MS Teams, however, you **MUST ensure your preferred option is set on the host device** (e.g. **your personal laptop**, the screenshot is an example you will need to access your own device's audio settings). You may need to log out of the Linklaters Remote Desktop and rejoin for these settings to be applied.



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**Note:** quality of video and audio will be dependent on your connection.

### 2.4 Other Settings

Please also note that in most applications you will need to check your settings. For example, in Outlook you *may* need to add your signature and ensure items such as check spelling before sending is switched on. Please view the [Windows 11 Day One guide](#) for more information on many of these set-up requirements.

### 2.5 Signing out of your Linklaters Remote Desktop session

If you lock the screen, or have a period of inactivity your session will disconnect, and you will connect again via the Windows App. Please note, you will need to authenticate again to reconnect.

To sign out from Linklaters Remote Desktop:

- Right-click on the **Start** icon > select “**Shut down or sign out**” and then choose “**Sign out**”

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## 3 Accessing Linklaters Remote Desktop: from a Web Browser

### Why would you need to the Web Browser to access Linklaters Remote Desktop?

There are a few reasons why you might need to access Linklaters Remote Desktop via the Web Browser, e.g. when using a computer or laptop where you **do not** want the Windows App to be installed, or on secondment and using client IT equipment so you are unable to install apps.

From a non-Linklaters laptop / computer:

- Use this URL: <https://windows.cloud.microsoft>
- Follow the instructions from step **1.4 onwards as detailed in Section 1**.

If you are joining a MS Teams meeting when use this web browser version, please note you will be unable to use the camera (audio only).

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## 4 Accessing Linklaters Remote Desktop: from an iPad

From your iPad:

### 4.1 Access the App Store.

### 4.2 Search for **Windows App Mobile** and **Install/Download** it.

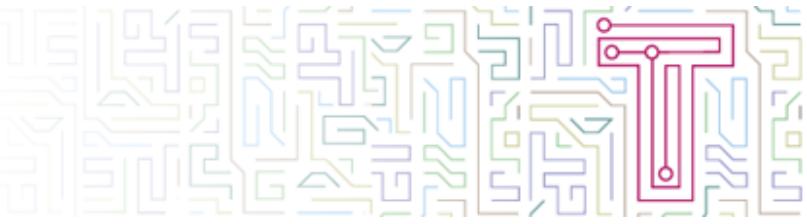
### 4.3 Once complete, open the **Windows App**.

### 4.4 **Allow access**, if asked, to devices and settings as required, such as Microphone and Camera.

### 4.5 Tap the “+” icon (top right)

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4.6 Tap “Work or School Account”

4.7 Sign In and use your usual **Linklaters** log in details.

4.8 The **Authenticator** pop-up opens, and you will need to use the **Microsoft Authenticator app on your mobile device to continue**. **NOTE:** You **will not** have to complete the authenticate steps if your iPad is enrolled into InTune (i.e. you receive your work emails on the device).

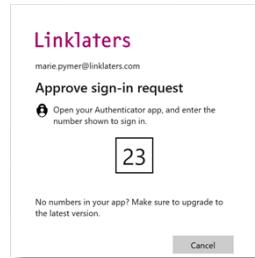
4.9 Follow the Authenticator steps as prompted.

4.10 Tap **Linklaters Remote Desktop** to access it.

4.11 Enter your Linklaters log in details where, and if, asked.

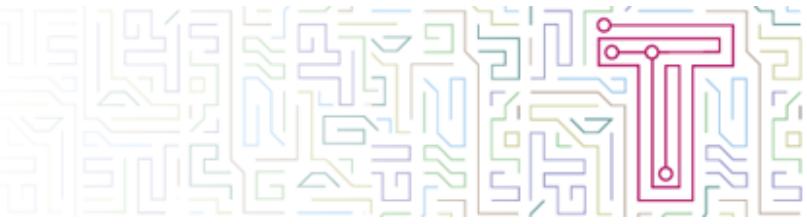
You **will need to pair a keyboard or mouse** to your iPad:

- Turn on keyboard or mouse and ensure you put it into pairing or discovery mode.
- **On the iPad**, go to its **Settings** > then **Bluetooth** > turn on Bluetooth.
- Move the iPad and accessory near to each other.
- Look under “Other Devices” for your accessory then tap its name to pair it with your iPad. For more information on connecting to an iPad, please view the [Apple guidance here](#).



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### 5 Frequently Asked Questions

**Can I cut / copy and paste content between my Linklaters Remote Desktop session and my personal computer / laptop?**

A: No, for security reasons, you are unable to cut/copy and paste content between your personal computer/laptop and your Linklaters Remote Desktop session (and vice versa).

**Can I use the Linklaters Remote Desktop across two screens?**

A: Yes, you can use more than one screen. Before you connect to the desktop > select the ellipsis icon next to "Connect" > choose **Settings** > toggle **Use default settings** to "Off". Under **Display configuration** change the option to "**Select displays**" and then choose your preferred set up.



**Can I use BigHand?**

A: No. Unfortunately, this is one of the applications that you cannot use.

**Not all my applications are appearing in the Linklaters Remote Desktop, why is that?**

A: The Linklaters Remote Desktop was created to include core applications only. If you find certain applications are missing, you will need to contact IT Support (Ext:4141 or +44 207 456 4141) who may be able to help.

**\*\*Can I use Linklaters Remote Desktop on my personal iPad?**

Yes. There is an iPad iOS client you can install and use. Please see the end of this guide for instructions.

**What can I do to make sure I have the best experience using the Linklaters Remote Desktop?**

For the best user experience the personal device being used to connect to the Linklaters Remote Desktop needs to be running an up-to-date supported operating system. In addition, the device needs to be connected to a stable internet connection.

**My dates display in the US date format, how do I change this?**

- Go to **Settings > Time and Language > Language and Region**
- Under **Region**, set "Country or Region" to your most suitable location and "Regional Format" to correspond with the same.

**Why is my Outlook slow to open?**

This is to be expected upon first log-in as it is building your Outlook profile. Subsequent log-ins should be much quicker.