

TWO FACTOR AUTHENTICATION – COMPUTER FINGERPRINT

OVERVIEW

Goodmans^{LLP} Remote Resources

Two Factor Authentication Testing

For any of the links below to work you must have been setup by Technology

Links

- Citrix + Direct Desktop
- Outlook Web Access (Quick access to E-Mail)

Installs

- Dual Shield ActiveX add-on

Two Factor Reference Guides

- On Demand (text message)
- One-Time Password (mobile app)
- Computer Fingerprint
- Dual Shield ActiveX add-on Instructions

For any technical issues, please contact Supportline - Daytime: M-F 8am-6pm - 416.597.5906 ☎ x3000 ☎; After hours/weekends: 416.597.5151 ☎; or email techemerg@goodmans.ca;

Goodmans has decided to implement a Two Factor Authentication system called DualShield. DualShield is a versatile two-factor authentication system with strong security, powerful features and great flexibility.

One of the available options is to “fingerprint” your computer. “Fingerprinting” your computer does not mean using your actual fingerprint but is a method to record your computer’s settings and speeds up the login process. If your computer settings change the “fingerprint” option will stop working. This option should only be completed on your personal laptop or home computer.

SET-UP REQUIREMENTS

Before you can access **Goodmans Citrix + Direct Desktop** or **Outlook Web Access** you must be sure of the following:

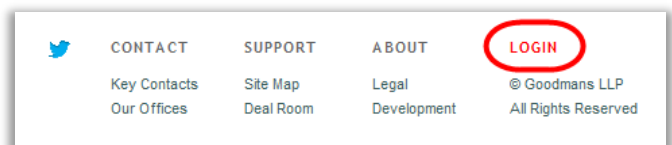
- ♦ If using **Internet Explorer (IE)** as the default you must have **ActiveX** installed. (**This is the firm preference**).
- ♦ If using **Google Chrome** or **Firefox**, you must have **Java** installed.
- ♦ If using a **MAC**, please use **Safari** or **Firefox** as your browser. You cannot fingerprint your MAC computer using Chrome.
- ♦ iPads, or Tablets cannot be fingerprinted because they are considered mobile devices. You can use the **On Demand** or **One-Time Password** for these devices

If you require assistance installing any of the above mentioned applications, please contact support.

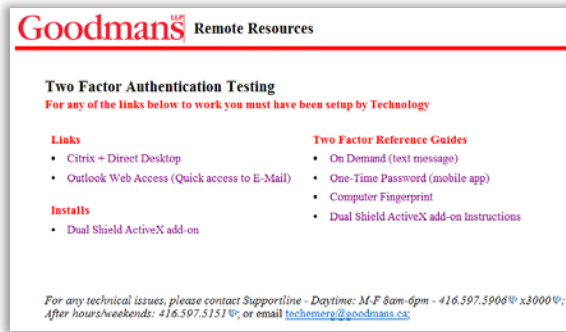
SETTING UP THE FINGERPRINT

This setup is completed once. If you have any issues please contact support at ext. 3000.

1. From your preferred web browser, go to <http://www.goodmans.ca> and click on the **Login** link at the bottom of the screen.



2. The following screen will open.



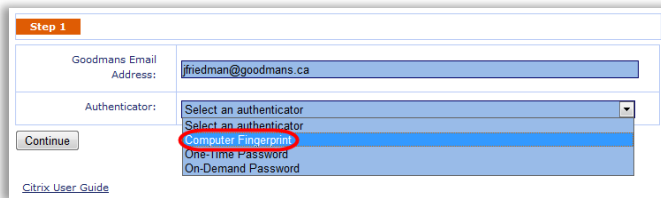
3. Click on the **Citrix + Direct Desktop** link and the following window will open.



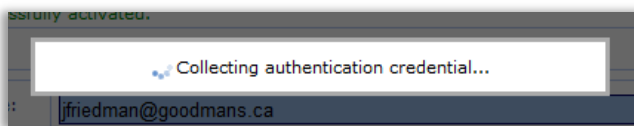
4. Enter your **Goodmans Email Address** and click **Continue**.

Note: The first time you use the computer fingerprint method your computer will be scanned and a secure fingerprint of it will be stored.. From that point on, any time you access our remote system from the same computer, it will detect that it has already been verified and grant you access.

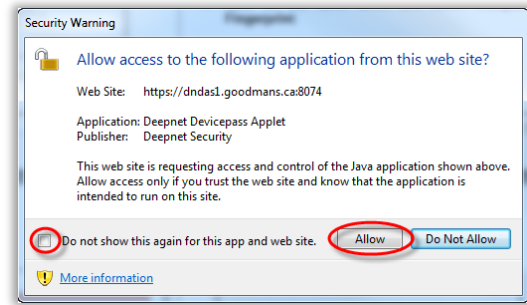
1. Click on the down arrow next to **Authentication** and select **Computer Fingerprint**.



2. The following **Authentication** message will briefly display.



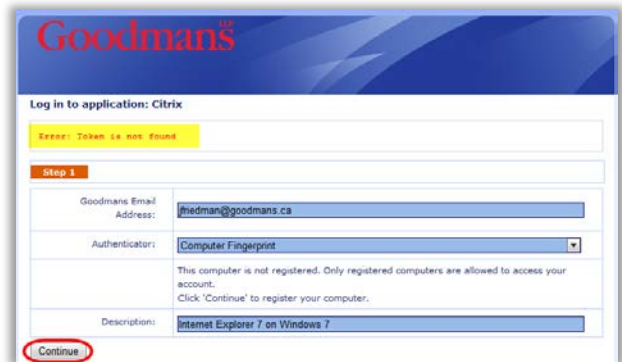
3. You may see the following **Security Warning**. If so click **Allow** and click the "Do not show this again..."



4. With the following screen still visible, click **Continue**.



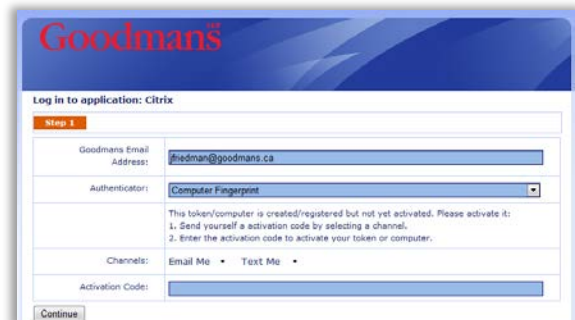
5. The following window will open.



Note: Please ignore the error message in the yellow bar. It will not impede your access.

6. Click **Continue** at the bottom of the screen.

7. The following window will open.

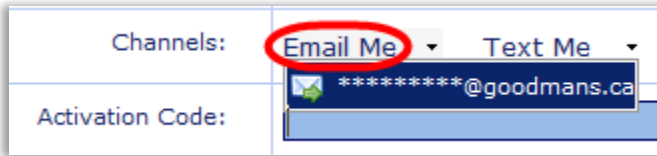


8. Select one of the **Channels** to receive your **Activation Code**.

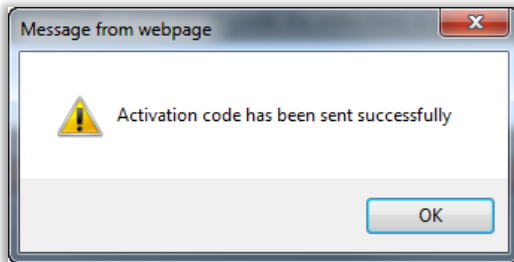
Email Me or Text Me

Note: The following steps refer to the **Email Me** method. The **Text Me** method consists of the exact same steps listed below however you will receive a text message with your activation code as opposed to an email message.

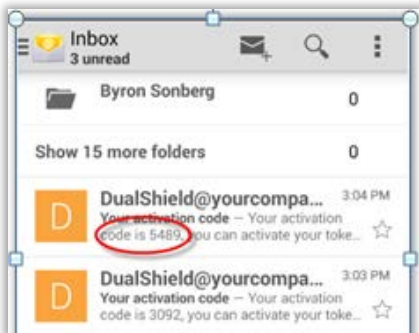
1. Click on the down arrow next to **Email Me** to display a partial view of your email address.



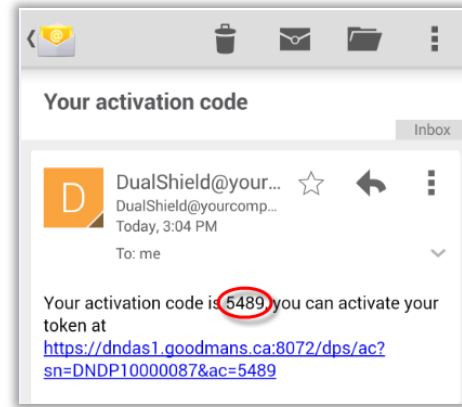
2. Click on the **Email Address** and an email will be generated along with an **Activation Code**. The following message will display.



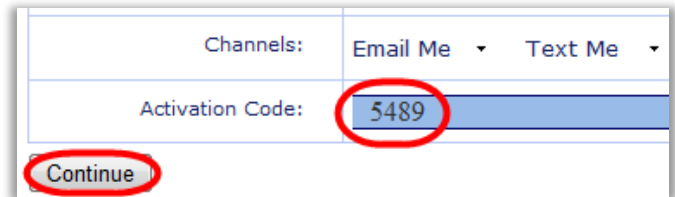
3. Check your email on your mobile device for the email message and **Activation Code**. Below is a message from an Android device. (The message display will vary slightly based on your device.)



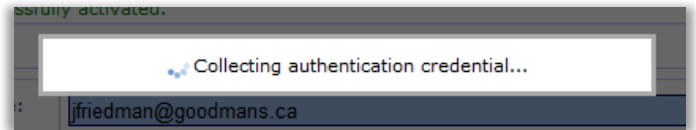
4. You can access the **Activation Code** in the message alert or you can open the email to see the code. Below is a message on an Android device. (The message display will vary slightly based on your device.)



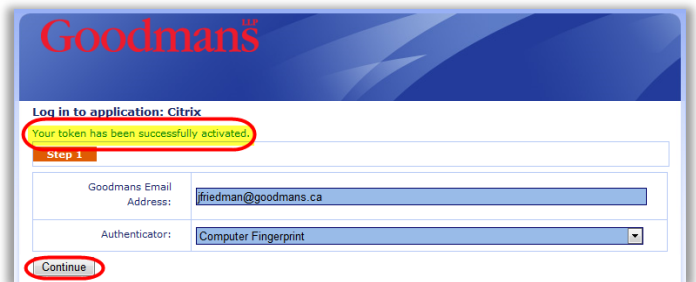
5. Return to the **Goodmans Access** window and enter the four digit activation code into the **Activation Code** field.



6. Click **Continue** and the following authentication message will briefly display.



7. Notice the message below: "Your token has been successfully activated".
8. Click **Continue**.



9. The following Citrix Login screen will open.

Citrix Log On

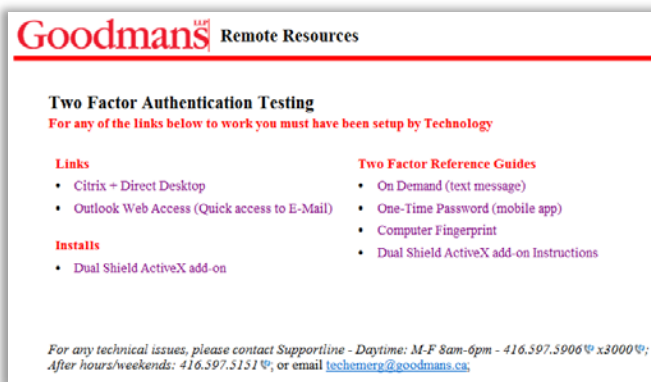


1. Enter your network password in the **Password** field and click the **Log On** button. (Your **user ID** will have been auto-populated for you.)
2. The **Citrix** window will open.
3. Select your desired login type (Direct Desktop or Application) and continue as you normally would.

ACCESSING GOODMAN'S OUTLOOK WEBMAIL

If you have already fingerprinted your computer for Goodman's **Citrix** access the process for Goodman's **Outlook Web** access will be much shorter. Please follow these next few steps.

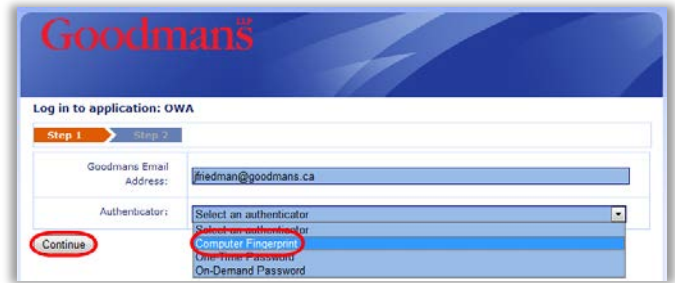
1. From your preferred web browser, go to <http://www.goodmans.ca> and click on the **Login** link at the bottom of the screen.
2. The following screen will open. Click on the **Outlook Web Access** link.



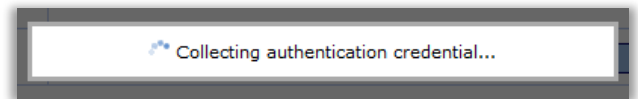
3. The following window will open. Enter your **Email Address** and click **Continue**.



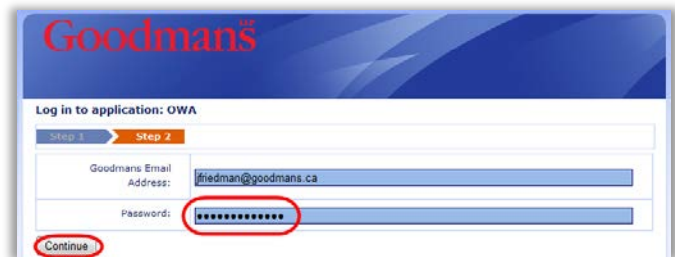
4. Click on the drop-down arrow to select **Computer Fingerprint** as the authenticator.



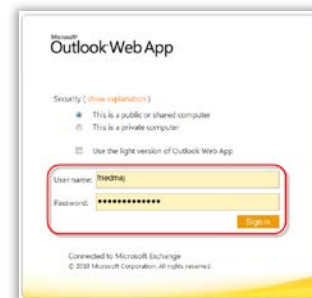
5. The following authentication message will display briefly.



6. Click Continue and the following window will open.



7. Enter your Password and click Continue.
8. The following **Outlook Web App** login screen will open.



Note: Your **User name** and **Password** will be automatically populated for you.

9. Click on the **Sign in** button. The next window you will see is your **Outlook Web Access** screen.
10. You can now proceed with your Outlook Inbox, Calendar, Contacts, etc.

FUTURE ACCESS USING FINGERPRINT

Now that you have “fingerprinted” your computer, accessing **Citrix** or **Outlook Web** will be much safer and secure.

From your preferred web browser, go to <http://www.goodmans.ca> and click on the **Login** link at the bottom of the screen.

Goodman's Remote Resources

Two Factor Authentication Testing

For any of the links below to work you must have been setup by Technology

Links	Two Factor Reference Guides
<ul style="list-style-type: none">Citrix + Direct DesktopOutlook Web Access (Quick access to E-Mail)	<ul style="list-style-type: none">On Demand (text message)One-Time Password (mobile app)Computer FingerprintDual Shield ActiveX add-on Instructions
Installs	
<ul style="list-style-type: none">Dual Shield ActiveX add-on	

For any technical issues, please contact Supportline - Daytime: M-F 8am-6pm - 416.597.5906 x3000; After hours/weekends: 416.597.5151; or email techenberg@goodmans.ca.

1. Click on either the **Citrix + Direct Desktop** or **Outlook Web Access** link.

Citrix + Direct Desktop Link

1. Clicking on the **Citrix** link will display the following page. Enter your email address and click **Continue**.

Goodman's

Log in to application: Citrix

Goodmans Email Address:

2. Select **Computer Fingerprint** as your authenticator from the list of options and click **Continue**.

Goodman's

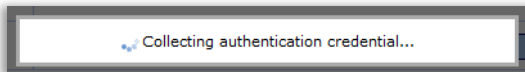
Log in to application: Citrix

Step 1

Goodmans Email Address:

Authenticator:

3. The following **Authentication** message will briefly display.



4. Click **Continue** again and the following **Citrix Access Gateway** window will open.



5. Enter your firm password and click **Log On**. (Your **user ID** will have been auto-populated for you.)



6. Select either the **Applications** tab or the **Desktops** tab and proceed as you normally would.

Outlook Web Access Link

1. Clicking on the **Outlook Web Access** link will display the following page. Enter your email address and click **Continue**.

Goodman's

Log in to application: OWA

Goodmans Email Address:

2. Select **Computer Fingerprint** as your authenticator from the list of options and click **Continue**.

Goodman's

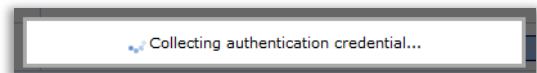
Log in to application: OWA

Step 1 Step 2

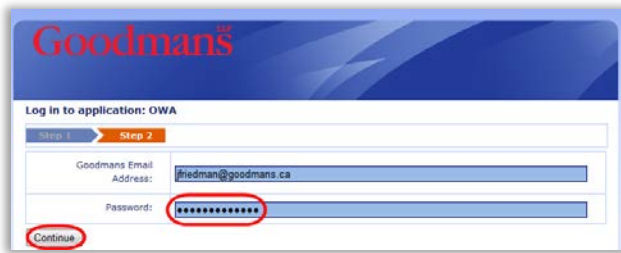
Goodmans Email Address:

Authenticator:

3. The following **Authentication** message will briefly display.



4. Click **Continue** again and the following page will open.



5. Enter your firm password and click **Continue**.
6. Your **Outlook Web App** page will display with your login information already complete. Click the **Sign In** button to access your firm email account and proceed as usual.

