Goodmans

TWO FACTOR AUTHENTICATION – ON DEMAND PASSWORD





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 the "On Demand Password". This option is best suited when using a loaner laptop or accessing a computer other than a home or personal computer. An "On Demand Password" is sent to your mobile device through a text message or email message. This is a one-time password. This option does require internet or cellular coverage.

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 can only can use the **On Demand** or **One-Time Password**.

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

PREPARING YOUR MOBILE DEVICE

Before you can begin using the **Two Factor Authentication** process you must ensure your mobile device **phone number** has been communicated to **Technology**.

ACCESSING GOODMANS CITRIX OR WEBMAIL

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

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	Key Contacts	Site Map	Legal	© Goodmans LLP
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2. The following screen will open.



3. Click on the **Citrix + Direct Desktop** or the **Outlook Web Access** link and the following window will open:

	HUD	
og in to application: OW	YA	
Goodmans Email Address:		
Continue		
	Nobile/Desktop	
Ditrix User Guide		
Dual Shield will not allow the	creation of content outside this box.	

4. Enter your Goodmans Email Address and click Continue.

ON DEMAND PASSWORD

An **On Demand Password** is sent to your mobile device through a text message or email message. This is a onetime password. This option requires internet or cellular coverage.

1. Click on the down arrow and select **On Demand Password**.

Step 1 Step 2		
Goodmans Email Address:	inedman@goodmans.ca	
Authenticator:	Select an authenticator	<u> </u>
Continue	Computer Fingerprint One-Time Password On-Demand Password	

2. The following window will open.

og in to application: OW	IA.
Step 1 Step 2	
Soodmans Email Address:	(nedman@goodmans.ca
Authenticator:	On Domand Password
Channels:	Email He + Text He +
One-Time Password:	
Continue	
Strik User Guide	B2DB Desitop

3. Select **Email Me** or **Text Me** as your preferred channel and an **On Demand Password** will be sent to your mobile device.

Email Me or Text Me

<u>Note</u>: 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.

Channels:	Email Me	🕨 Text Me 🕞	l
	*****	***@goodmans.ca	

2. Click on the **Email Address** and an email will be generated along with a one-time password. The following message will display.

Message from webpage	x
OTP has been sent successf	ully
	ок

3. Check your email on your mobile device for the email message and password.



4. Open the email to see your password.



- 5. Return to the **Goodmans Access** window and enter the four digit one time password into the **One-Time Password** field.
- 6. Click Continue.



7. The following window will open.

og in to application: OW	A	
fitep 1 Step 2		
Goodmans Email Address:	friedman@goodmans.ca	
Authenticator:	Static Password	
Password:		
Cominue		
	Mobile Desktop	

- 8. Enter your Static Password (Static Password = your Network Password).
- 9. Click **Continue** and depending on your original selection in step 3 on page 1, the **Citrix** login or **Outlook Web App** login screen will open.

Citrix Access



- 1. Enter your network password in the **Password** field and click the **Log On** button.
- 2. The following Citrix window will open.

Search	Logged on as: friedmaj	Ç Setings	Log Of •	CITRIX
Applications De	sktops			
Main			(elect view. •
Direct Desktop				
Hint: You can view your	resources in several different ways. Use the Select view control to change the	way that your resources are displayed.		

3. Select your desired access type and continue as you normally would.

Outlook Web Access

Security	(show explanation)	
	This is a public or shared computer	
0	This is a private computer	
_	Use the light version of Outlook Web App	
User nar	ne: meamaj	
Passwor	£	
	Sign in	

<u>Note</u>: Your **User name** and **Password** will be automatically populated for you.

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