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Disclaimer

This guide provides instructions for accessing Azure Virtual Desktop (AVD) from macOS and iOS devices. However, please note that these platforms are not supported by the firm. Use of macOS or iOS to access AVD is at your discretion and may result in limited functionality, reduced support availability, or non-compliance with internal IT policies. For a fully supported experience, please use a Windows-based environment to access AVD.

WINDOWS INSTRUCTIONS

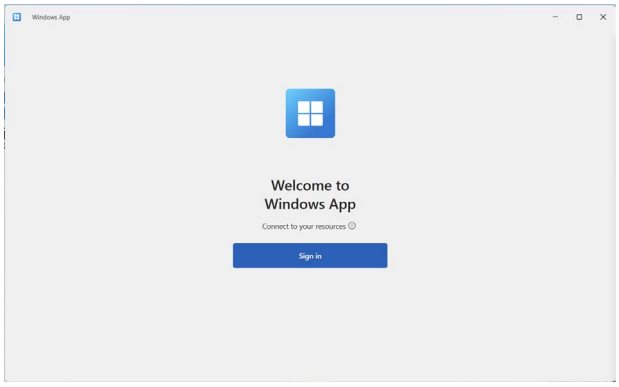
[Click here to skip forward to macOS instructions]

1. Install Windows App

1. Click here to download and install **Windows App**. You will be redirected to the **Microsoft Store**.

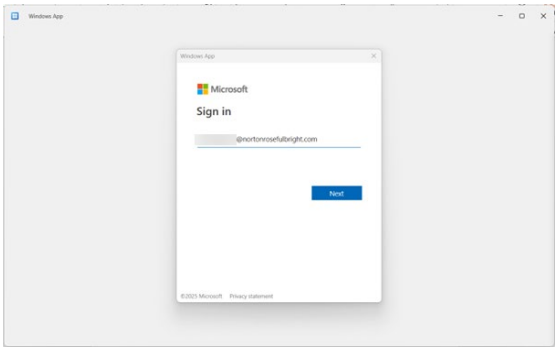
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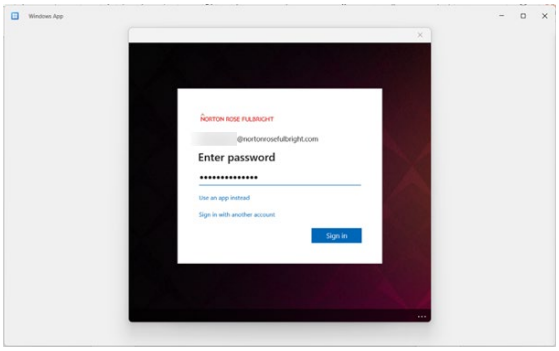
2. Once installed, launch **Windows App**.
3. Click **Sign in**.



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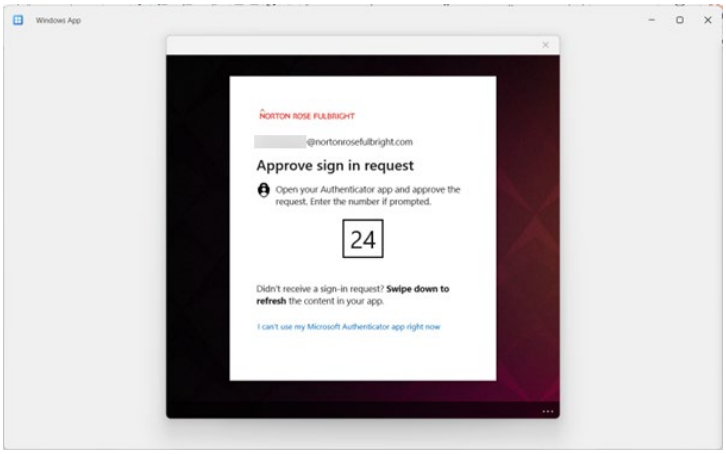
4. Enter your NRFC email address, click **Next**, enter your network password, and click **Sign in**.



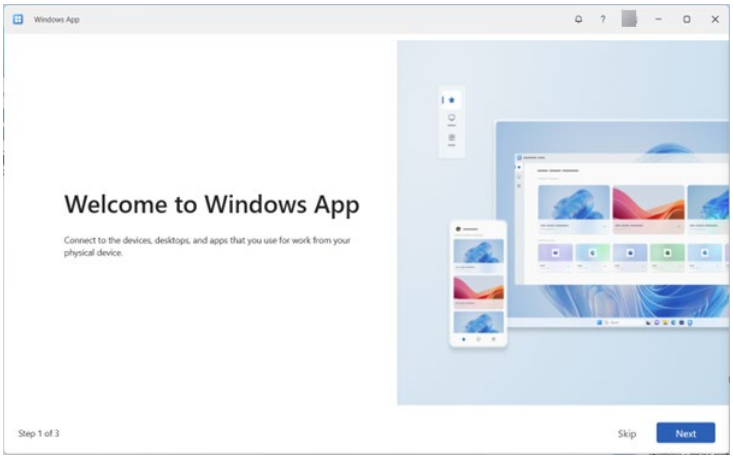


IMPORTANT: You will be required to authenticate yourself to access our environment using the **Authenticator** app. If the app is not already installed on your firm or personal mobile device, please follow the instructions described in the **MS Authenticator – Setup** guide. You can find this guide here (this link will only work if you have downloaded this document to your computer).

5. A prompt from the **Authenticator** app will appear on your mobile device asking for a code. Enter the code you see on your computer screen. Once authenticated, the **NRF Canada** Workspace will be displayed.



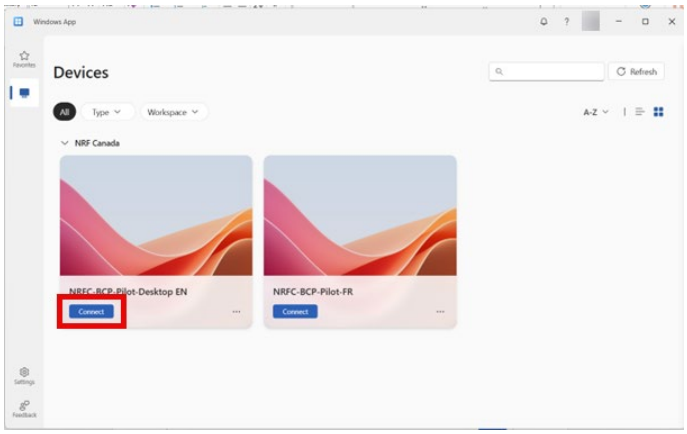
6. On your very first use, you will be invited for a quick overview of the app. You can **Skip** this section.



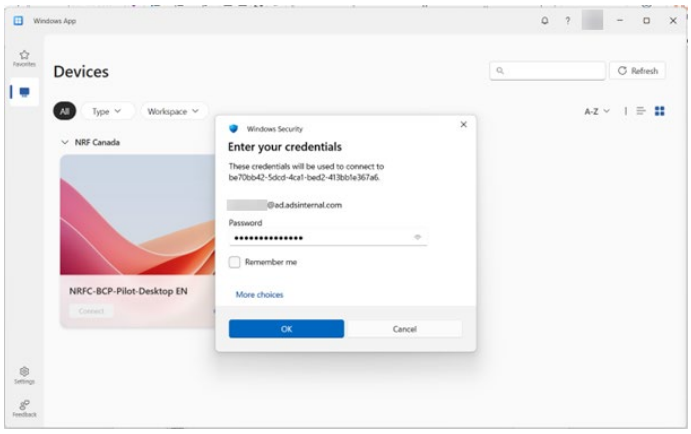
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2. Sign in to your AVD session

1. Click **Connect** on **NRFC-BCP-Desktop-EN** to launch.



2. Enter your network password, then click **OK**. Your AVD session will launch.



NOTE: Select **Remember me** to avoid entering your password on your next login.

IMPORTANT:

- AVD session will launch on full screen.
- AVD session will disconnect if session remains idle for 3+ hours.

3. Working in your AVD session

1. On top of the Remote Desktop, the Connection Bar will be visible when in Full Screen.



a) To hide or show the bar, click the **Pin** icon located on the left side of the bar. When the bar is hidden, move your mouse to the top-center of your desktop to temporarily reveal it.

b) Also, on the left next to the pin you can see the **connection** quality.

c) In the middle, you see the desktop name.

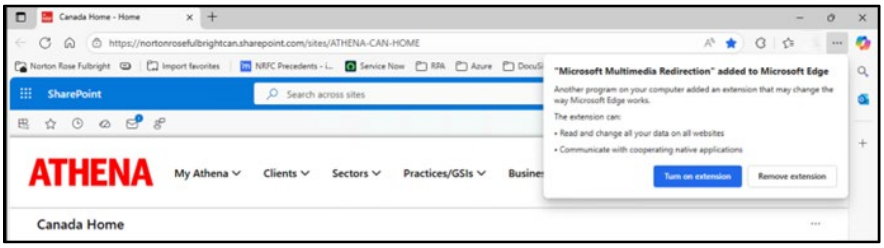
d) On the right side of the bar, click the **Minimize** icon to hide the Remote desktop completely and display your personal environment.

IMPORTANT:

Do not click the **Close** icon, since it will not end your session properly and may cause issues.

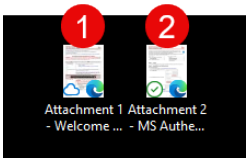
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2. Start your working session by launching **Microsoft Edge** to ensure proper authentication with our system. If you installed extensions on your primary computer, **Microsoft Edge** will prompt you to enable or remove them.

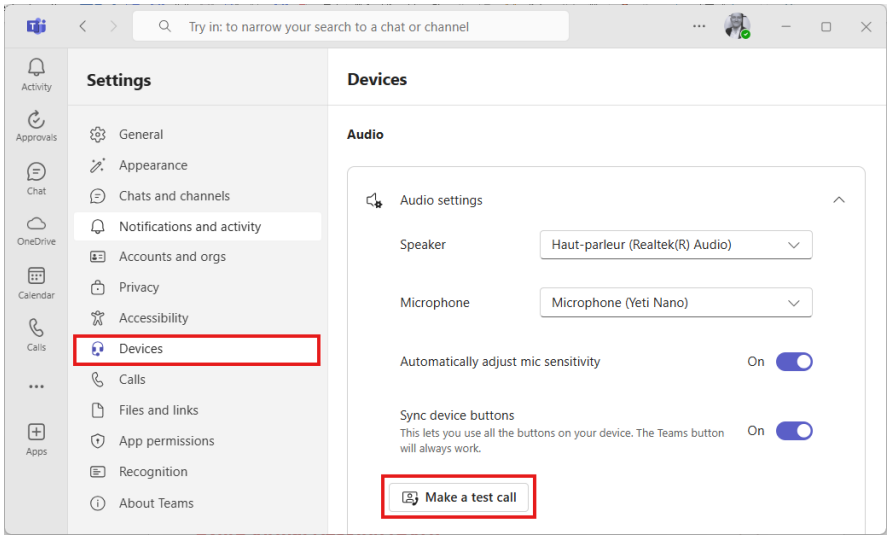


3. Next, launch **OneDrive** from the start menu to synchronize your files with the Remote Desktop.

   You will be able to access your files once the **full OneDrive sync** is completed. By default, each file icon will display a white cloud symbol (①) indicating that the file is stored in the cloud only. When you open a file, it will first download to your desktop before opening. Once downloaded, a green checkmark symbol (②) will appear confirming the file is now available locally. Any changes made to the file will automatically synchronize with OneDrive.



4. Launch **Microsoft Teams,** click on the **ellipsis** menu next to your profile picture and then go to **Settings** > **Devices** to set up your microphone, speakers, and camera. Use **Make a test call** to check they are working.



5. Launch **Adobe Acrobat** and enter your NRFC email address.

NOTE:

- You may be prompted to select the devices from which you want the Adobe licence to be removed.
- You may be prompted to set accessibility options.

6. Finally, launch any other apps needed.

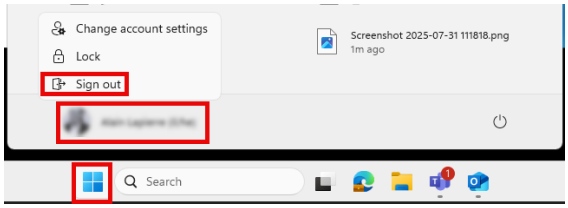
NOTE: When launching these apps for the first time:

- Outlook: you will have to sign-in with your NRFC credentials and then configure your email signature.
- iManage: you will have to enter your NRFC email address and click on **Remember email**.
- Word: you will have to enter your NRFC email address and restart Word for the WordLX tab to appear.
- OneNote: you will have to select the Notebooks to open.
- Sticky Notes: you will have to sign in to sync your notes.

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4. Sign out of your AVD session

1. Click **Start**, then click your **Name/Picture** and select **Sign Out**.



2. Close the **Remote Desktop** app.

5. Next sign in

1. Click **Start**, then launch Windows App Application.
2. A prompt from the Authenticator app will appear on your mobile device asking for a code. Enter the code you see on your computer screen. Once authenticated, the **NRF Canada** Workspace will be displayed.
3. Enter your network password.

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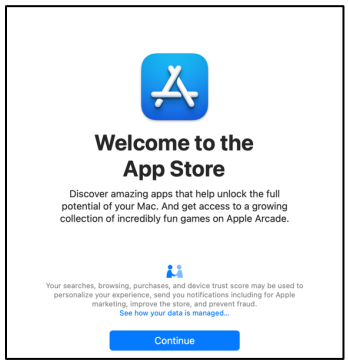
MACOS INSTRUCTIONS

1. Install Windows App

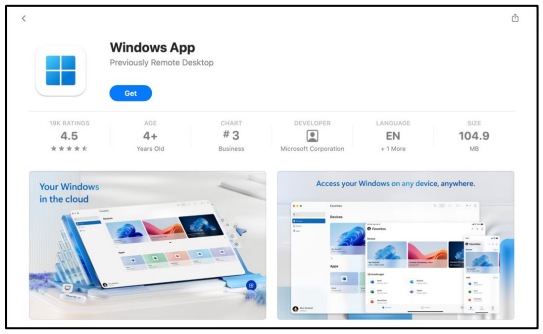
1. Click here to download and install **Windows App**. You will be redirected to the **Mac App Store**.

> **IMPORTANT: Norton Rose Fulbright** does not collect or access any personal data or files stored on your personal device. The remote access setup is designed solely to secure your connection to firm resources and to ensure business continuity.

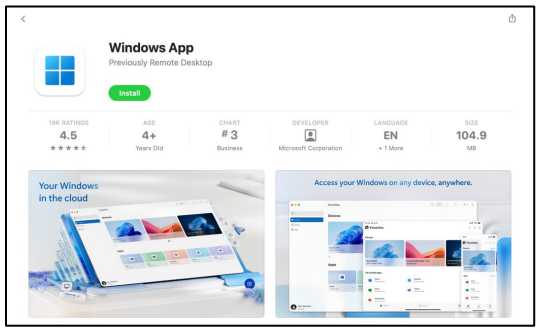
2. If you are opening the **Mac App Store** for the first time, you will see the splash screen. Click **Continue**.



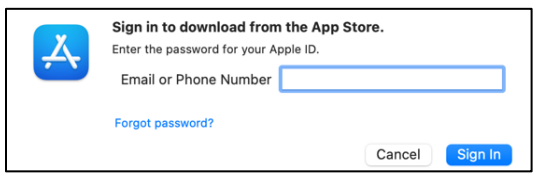
3. Search for **Windows App**, then select it, and click **Get**.



4. Click **Install**.

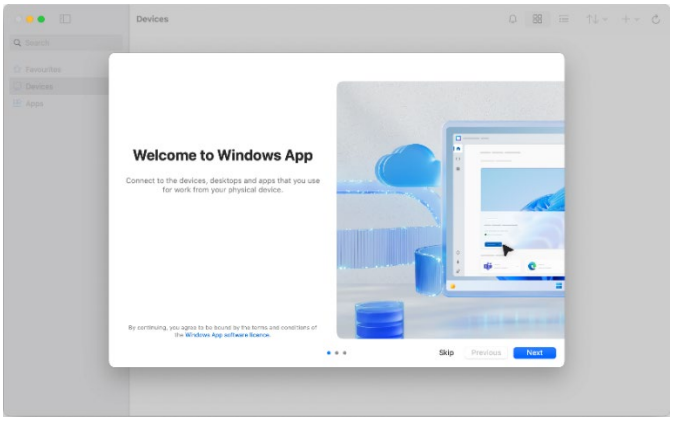


5. Enter your **personal apple email** or **personal phone number** to complete the download.

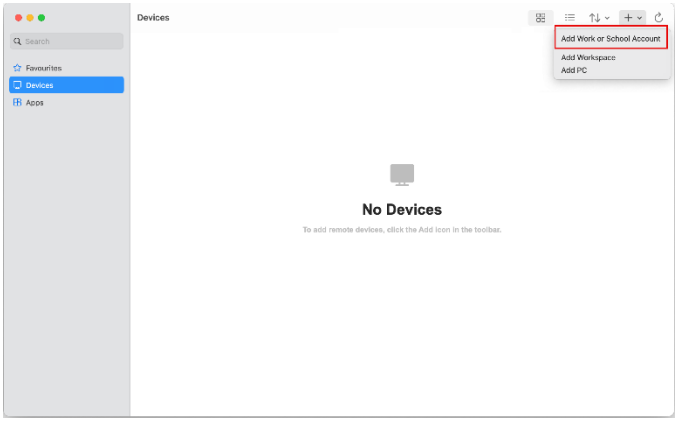


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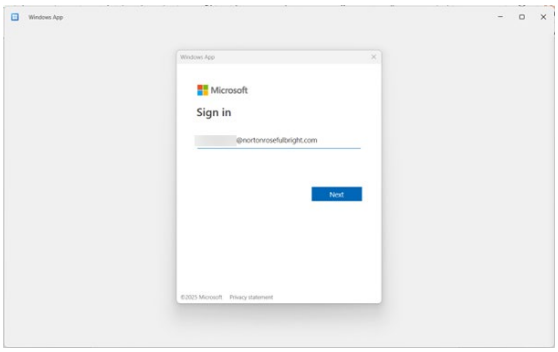
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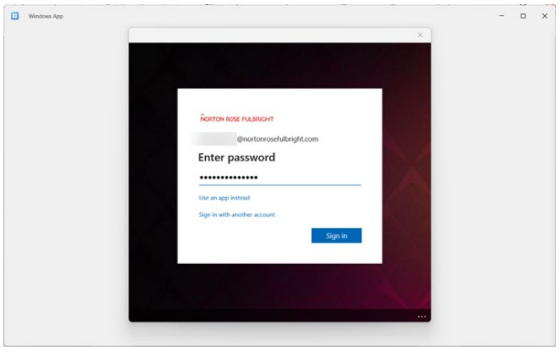


8. Select the *plus* (**+**) icon, then click **Add Work or School Account**.



9. Enter your NRFC email address, click **Next**, enter your network password, and click **Sign in**.

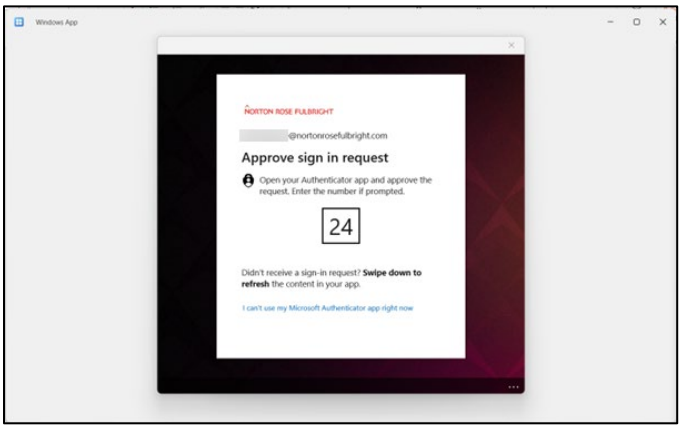




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10. A prompt from the **Authenticator** app will appear on your mobile device asking for a code. Enter the code you see on your computer screen. Once authenticated, the **NRF Canada** Workspace will be displayed.

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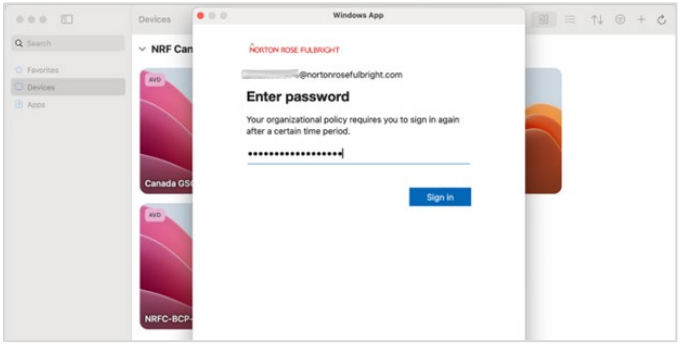


2. Sign in to your AVD session

1. After you sign in, the **Devices** tab shows your remote resources from Azure Virtual Desktop. Double-click on **NRFC-BCP-Desktop-EN** to launch.



2. Enter your network password, then click **OK**. Your AVD session will launch.



NOTE: Select **Remember me** to avoid entering your password on your next login.

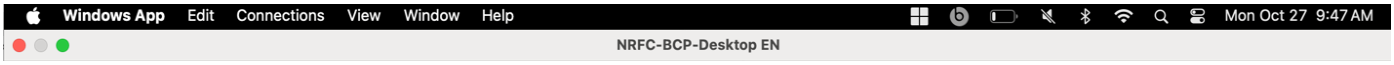
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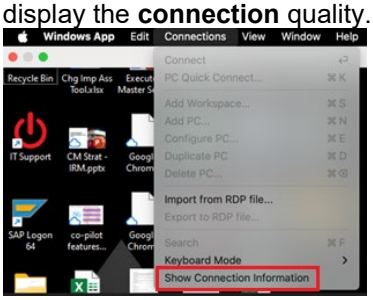
3. Working in your AVD session

1. While in the Remote Desktop, the Connection Bar will become temporarily visible when you point your mouse towards the top of the screen.



   a) When the bar is hidden, move your mouse to the top-center of your desktop to temporarily reveal it.

   b) Click **Connections** on the black menu bar at the top of the screen and select **Show Connection Information** to display the **connection** quality.



   c) Bellow, in the middle of the gray area, you can see the desktop name.

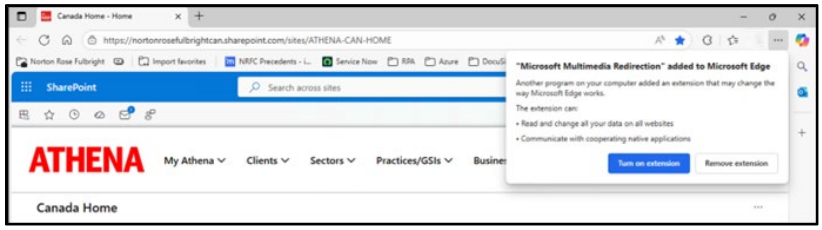
   d) On the left of the bar, click the **green** icon to **minimize** the remote desktop and display your personal environment.



IMPORTANT:

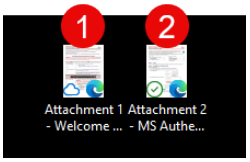
- Avoid clicking the **Restore Down** icon, as it may prevent the Remote Desktop from functioning correctly.
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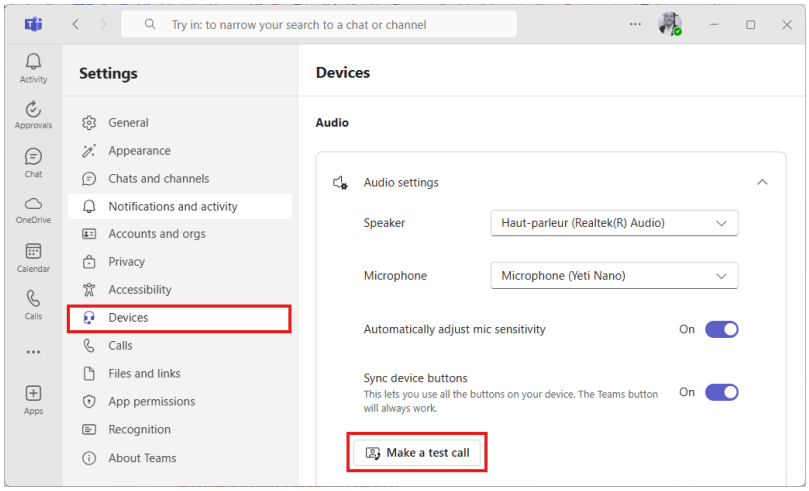
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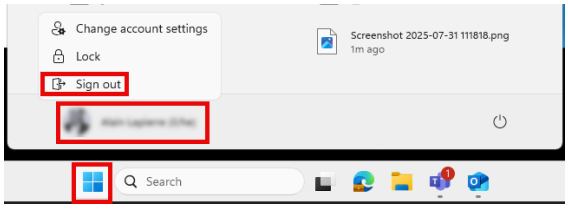
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- OneNote: you will have to select the Notebooks to open.
- Sticky Notes: you will have to sign-in to sync your notes.

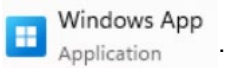
4. Sign out of your AVD session

1. Click **Start**, then click your **Name/Picture** and select **Sign Out**.



2. Close the **Remote Desktop** app.

5. Next sign in

1. Locate and launch 

.

2. A prompt from the Authenticator app will appear on your mobile device asking for a code. Enter the code you see on your computer screen. Once authenticated, the **NRF Canada** Workspace will be displayed.
3. Enter your network password.

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