BlackRock

Remote Working Checklist
Technology that helps you to work out of the office.

Working remotely with BlackRock Technology is easy so long as you are prepared and know what you need. This checklist outlines how to get ready to work remotely and set up your technology.

What you will need:
- A computer (Personal or BlackRock issued laptop, PC, MAC or Chromebook)
- Jabber installed and setup on an iOS device *OR* personal PC / Mac
- Duo Mobile installed on any work or personal device
- Good internet connectivity

Remote access at a glance

To log in remotely on your personal computer, you need two applications: Duo, a multi-factor authentication tool, and Citrix. If you're not enrolled in Duo or need to install Citrix on your computer, follow the steps below.

❑ First, turn on your personal computer, ideally before you need to work, to ensure it's working properly and to install any updates.

❑ To setup Duo, you will need access to your BlackRock computer and a mobile device or tablet. You can install Duo on a BlackRock and/or a personal device. If you do not have Duo configured already, contact the Help Desk (see contact details on page 2).

❑ Use the following links to install Citrix Client on your personal computer
   ❑ Download Citrix Client for Windows
   ❑ Download Citrix Client for Mac

How to connect to BlackRock's environment

1 Go to http://remote.blackrock.com and sign in with your BlackRock username and password

User name:	
Password:	
	Log On

2 Authenticate with Duo by sending a push notification and approving it from your Duo setup mobile device

3 Select either My VDI or My Office PC depending on your personal in office setup

*Use **My VDI** if you are a VDI user* *Use **Remote Desktops** if you have a dedicated PC at your office desk. Then click "My Office PC"*

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Communication tools and meeting technology

To stay connected with colleagues and external partners, follow the steps below to ensure you are set up with the right tools.

Jabber

Be aware Jabber will not work on your VDI or Desktop PC while connecting remotely. You should install the Jabber mobile app on a personal and / or BlackRock issued iOS device. You can also request Jabber for your personal PC or Mac computer.
- ❑ For personal iOS devices, install the Jabber app from the Apple App store
- ❑ For a BlackRock–issued mobile device, install the Jabber app from Apps@Work
- ❑ For personal computers, submit a request via ServiceNow. You will then be sent the required files to install it on your personal computer.

Once you have installed Jabber, login with **(username)@bfm.com** then enter your BlackRock password.

Remote session, audio & video performance

WiFi bandwidth at home can vary. If you experience issues with your remote session or video quality, try:
- Turning off your video/camera when on a Jabber call
- Disconnecting other devices from the WiFi
- If you experience audio issues using Jabber, disconnect and try calling the participant or conference directly from your mobile device

Webex

Webex is for hosting meetings with external partners, and allows for content sharing. You can use Webex from any mobile device or Google chrome web browser.

- ❑ Go to https://blackrock.Webex.com and login with your BlackRock credentials to access your Personal Room. All employees have been provisioned with a Webex account.

Headsets

Use a headset with your mobile device or computer while making Jabber calls. This will help reduce background noise and improve audio quality.

- ❑ Visit ServiceNow to request a wired headset.

Questions or need support? Contact the Help Desk

In the office or with Jabber:
Dial: x10-3400

Email: HelpDesk@BlackRock.com

From any phone, dial:
Americas: +1-888-340-0255
EMEA: +44-20-7743-5555
Asia: +81-3-6703-7930
Australia: +61-3-9657-3333
India: +1800-121-3550

BlackRock® Remote Working FAQ

VDI / Remote Desktop

I have a PC in the office, how do I connect to it?
If your office PC is powered on and not in use, you can use "My Office PC" when you log into the remote site.

Will VDI from a personal computer support dual screens?
Yes, it should recognize all screens.

I have a BlackRock laptop, but I haven't used it for a while. Will it still work?
If you have not used it to work for more than 90 days, then it will no longer fully work. However you can use it to go to remote.blackrock.com and connect to either a VDI or your PC in the office.

Jabber

Why does Jabber on my personal computer keep disappearing?
Jabber on your personal computer is a separate application so if you are working in your remote computer Jabber might go behind the session window.

Does Jabber on mobile have the same functionality as Jabber on my BlackRock computer?
Using Jabber on mobile or a personal computer offers the same functionality as Jabber on a BlackRock computer. You can: search the BlackRock directory and click to dial, dial into BlackRock MeetMe (BMM) meetings, listen to voicemail, and see recent / missed calls.

How do I dial externally with Jabber?
Same way you would if you was in the office using Jabber or from a desk phone. Start with 9 then enter the phone number.
****India users be aware external calls from Jabber on mobile is restricted due to local law*

Can I use Jabber on more than one mobile device?
No. When you request Jabber you select which device you want to use, iPhone or iPad. Whichever you choose becomes the only device you can use Jabber on.

Can I have Jabber on my mobile phone & my personal computer?
Yes. You will need to raise a separate request for each, but when active you can use both.

Tip – You can also transfer the call from your computer to your phone. Simply put the call on Hold then launch Jabber on your mobile device where you will see the option to pick up the call.

Other

My personal laptop is very old. Will it work for remote access?
If it is operational, you should be able to use the device to connect to your VDI. The benefits of a VDI are that all the processing is done on the VDI, so the local device does not need to be high-powered.

Can I only have Duo on an iOS device?
Duo is supported on iOS & Android providing you have the required OS version.

What is the best way for me to collaborate with clients remotely?
WebEx. This will allow you to have 1:1 or group video calls, share your screen, share files, record the session and more. WebEx is also accessible via the mobile app or from a Google Chrome browser on a computer.