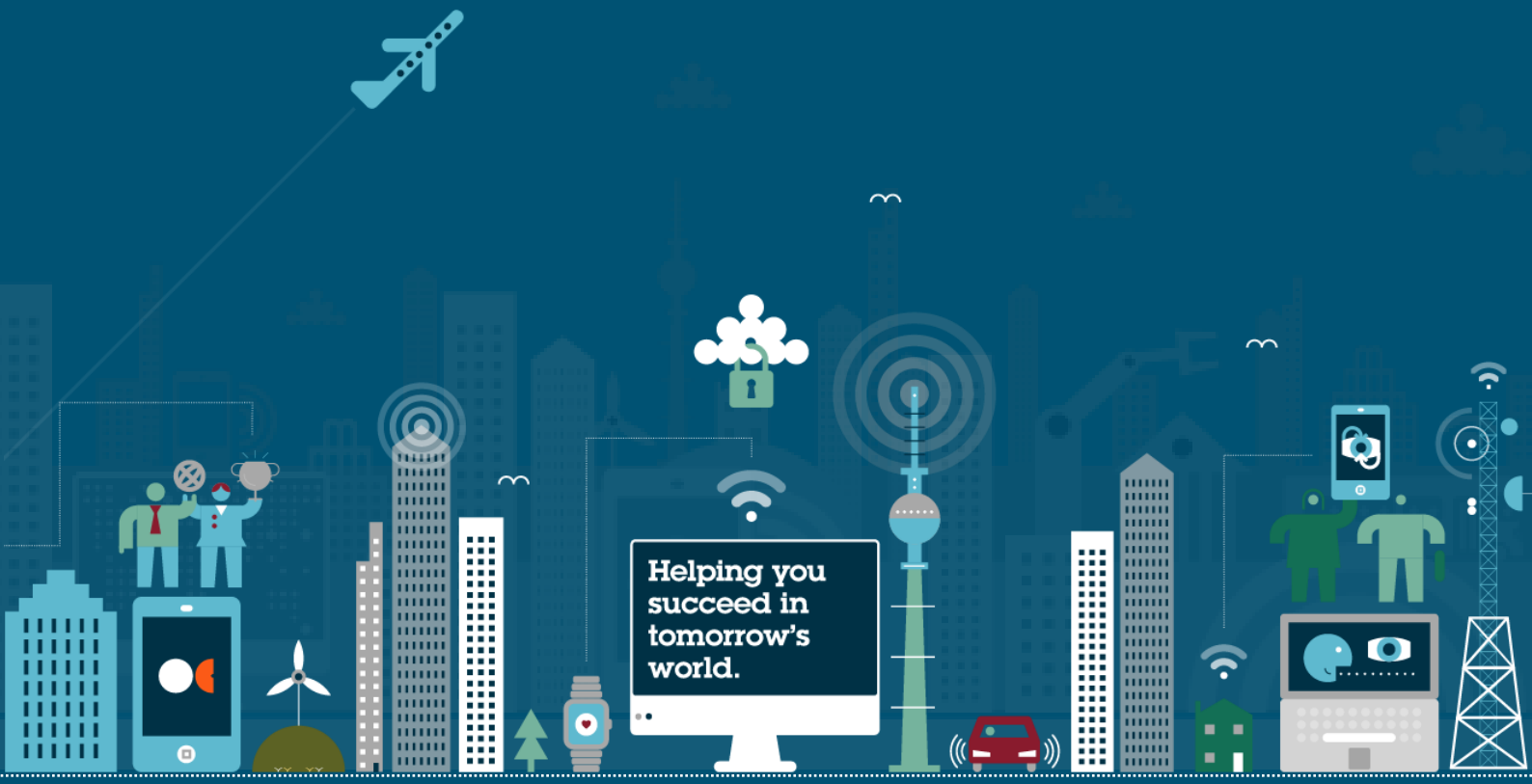
OC Virtual Desktop

Guidance for OCBCP site

August 2025



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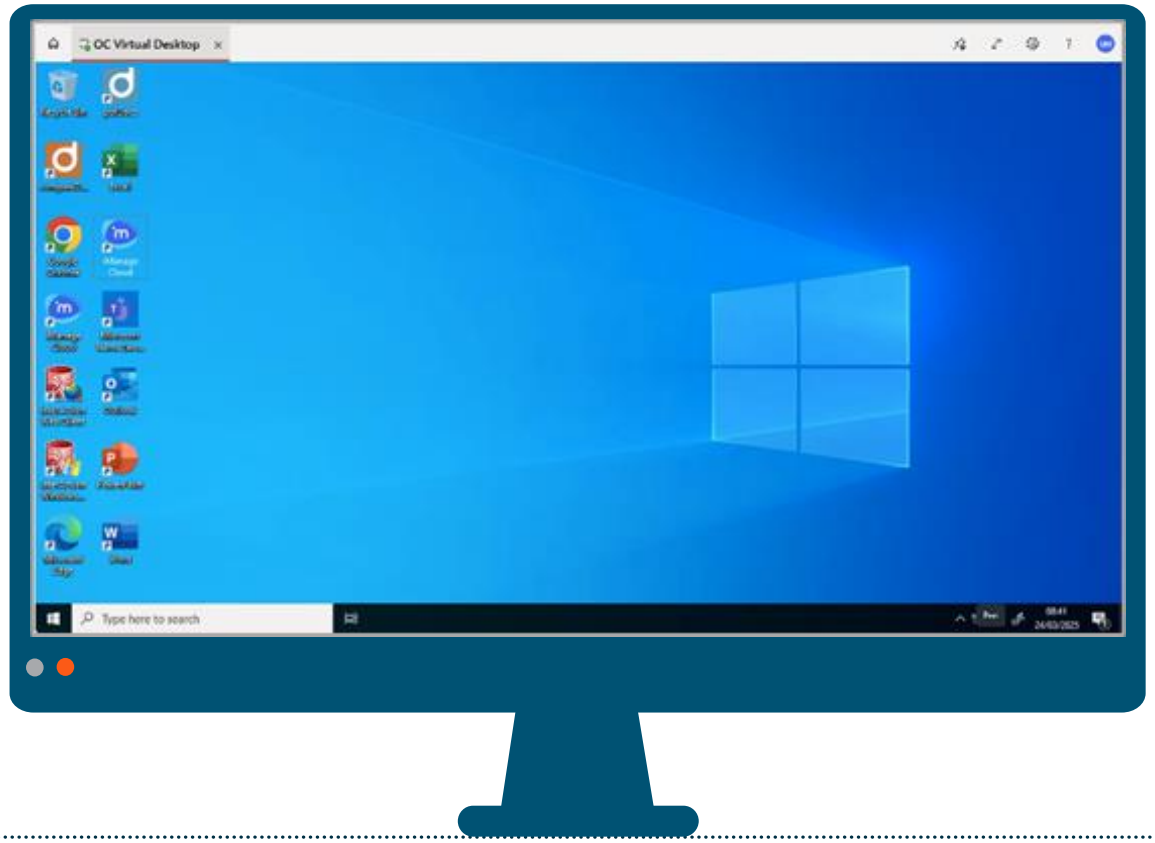
1. What is OC Virtual Desktop?

OC Virtual Desktop is a cloud-based service that provides access to core OC applications via the internet. The OC Virtual Desktop is accessible from both an OC device (your work laptop) or, if required, a non-OC device (a personal desktop/laptop or Apple device).

OC Virtual Desktop is designed primarily for temporary access to core applications during the loss of access to your primary device (i.e. OC laptop) and/or disaster recovery.



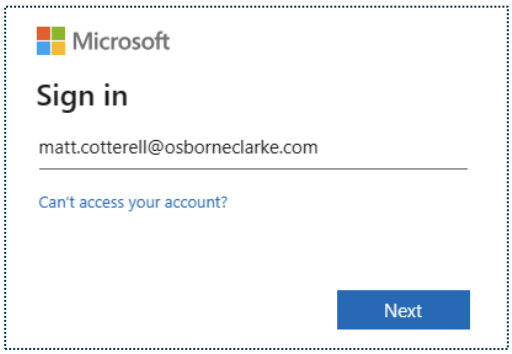
2. How do I access OC Virtual Desktop?

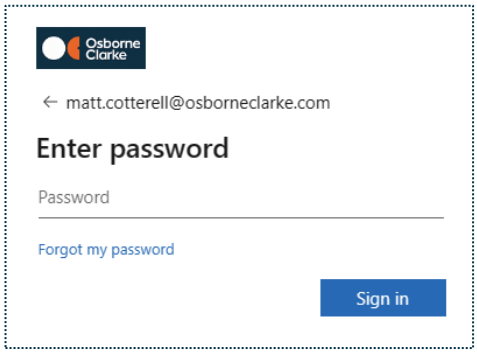
If you are accessing OC Virtual Desktop from a **personal device** you need to ensure that you have set up **Multi-Factor Authentication (MFA) for your Osborne Clarke account** before accessing the OC Virtual Desktop. You will also need access to the **mobile phone you used to set up MFA** in order to approve your log in to the OC Virtual Desktop.

If you have not set up MFA, or you do not have access to the mobile phone you used to set up MFA, please contact the **ITS ServiceDesk (ServiceDesk@osborneclarke.com** or call:**+44 117 917 3888)**

Using either your **OC laptop or your personal device (including an Apple device),** open a **new web page** using your preferred browser. In the **address bar** type: https://client.wvd.microsoft.com/arm/webclient/index.html

- If you are using an OC laptop, the **OC Desktop landing page** will be displayed.
- If you are using a **personal device**, you will be prompted to sign in to Microsoft with your **Osborne Clarke email address** followed by your **Windows password** (the one you use to log in to e.g your OC laptop).

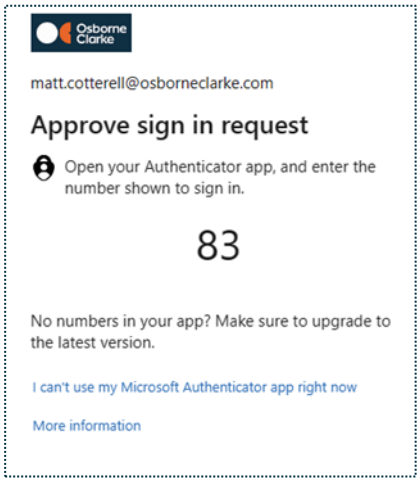




NB: if prompted, please **do not** save your OC credentials into your browser.

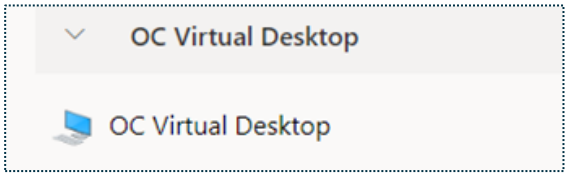
2. How do I access OC Virtual Desktop?

You will then be prompted to **approve the sign in request** using the **Microsoft Authenticator app** on your **mobile device** and to **Stay signed in.**



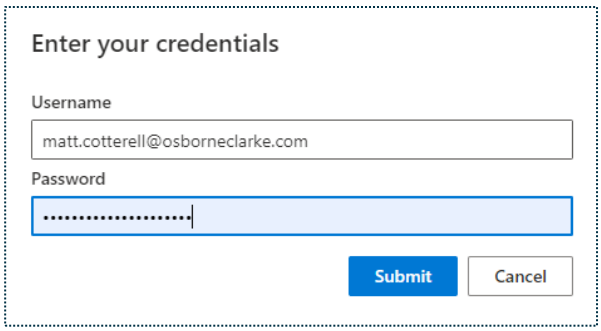
The **OC Desktop landing page** will be displayed.

Click on **OC Virtual Desktop**. *If you do not have this option, please contact the ServiceDesk.*



You will be asked if you would like to allow the virtual desktop to be able to access your clipboard and/or printer. **Tick both options** along with **Don't ask me again** and click **Allow**

You will be prompted for your credentials. Enter your **OC email address** and your usual **Windows password** (the one you use to log onto your laptop)



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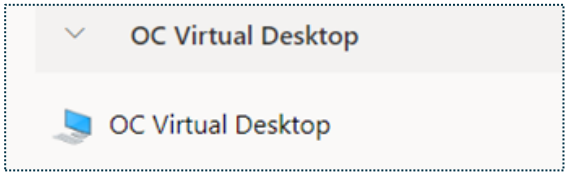

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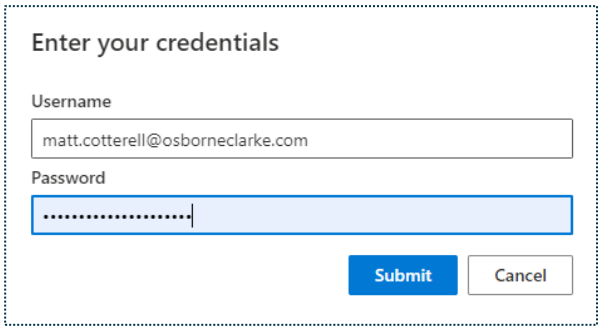
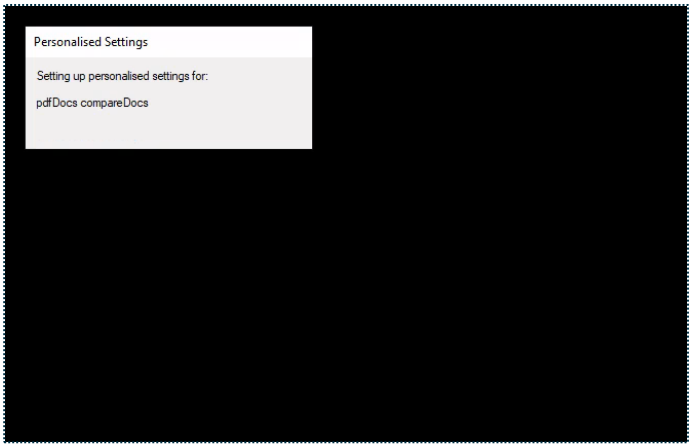


NB: if prompted, please **do not** save your OC credentials into your browser.

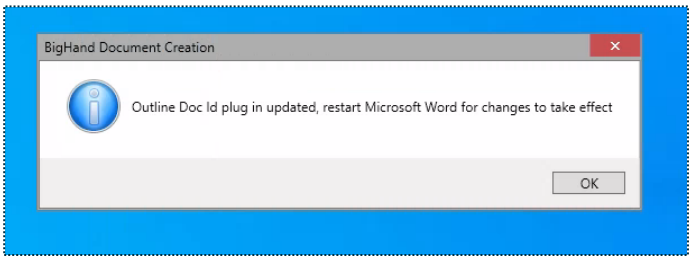
3. The initial set-up process for OC Virtual Desktop

OC Virtual Desktop uses a bank of virtual machines to ensure multiple users can access OC Virtual Desktop at any time. Therefore, you may not use the same virtual machine each time you log on. This may mean you experience the initial set-up process more than once.

When you log into OC Virtual Desktop for the first time, your personal settings will be applied and this will take a few minutes to complete.

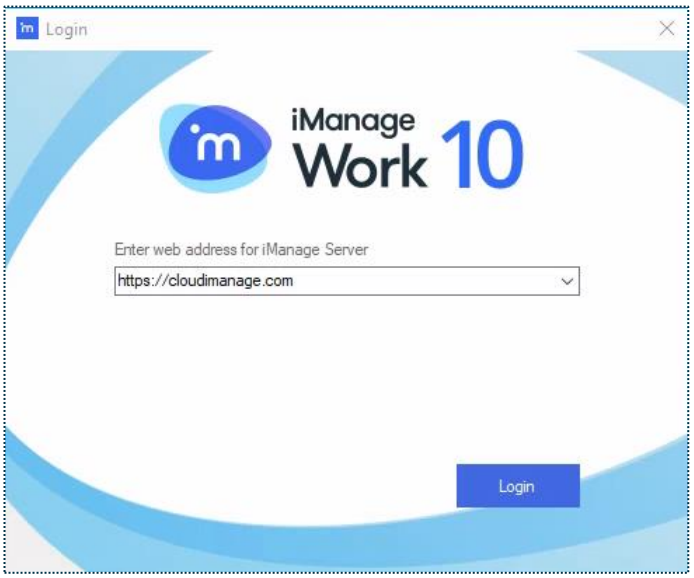


You will receive a **BigHand Document Creation** prompt. Click **OK.**



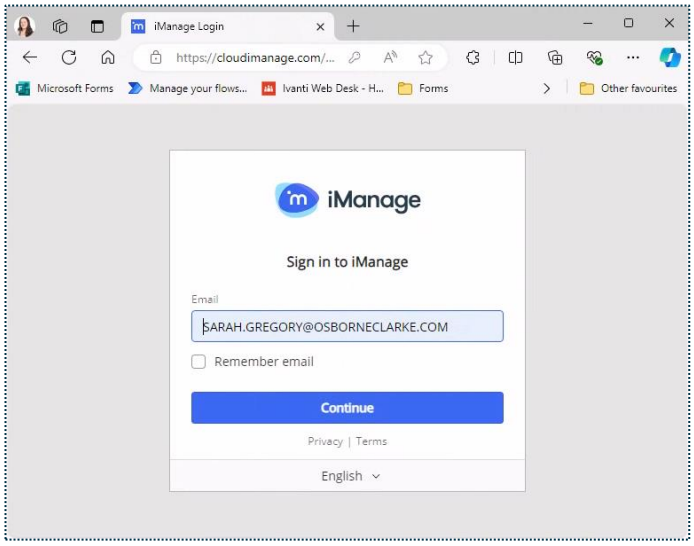
iManage

If a window appears, prompting you to log into **iManage**, check that the server details are set to https://cloudimanage.com and click **Login**



3. The initial set-up process for OC Virtual Desktop

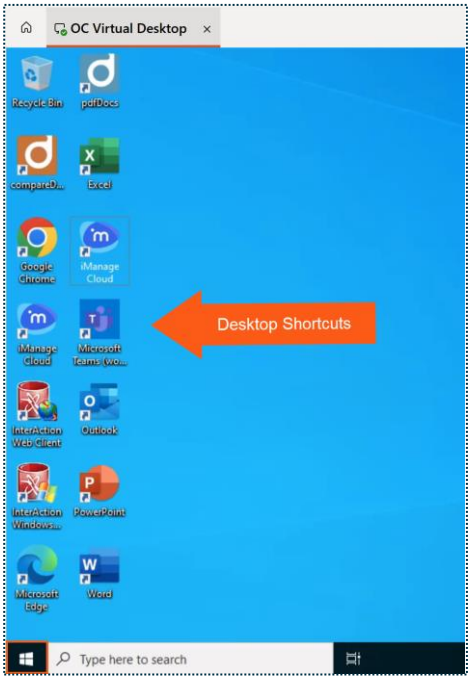
Then enter you **Osborne Clarke email address**, tick **Remember email** and click **Continue**

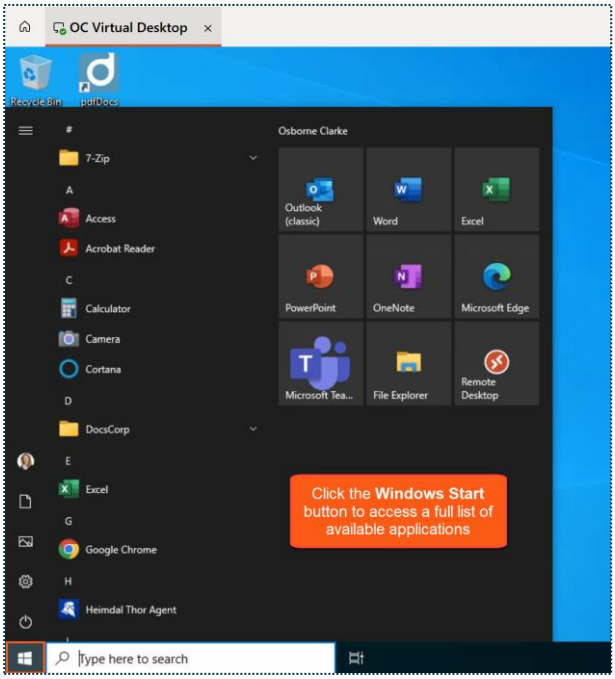


You will then be able to access **iManage** via the **Desktop shortcut** or by opening the **Edge browser** and typing https://cloudimanage.com/ **in the address bar**

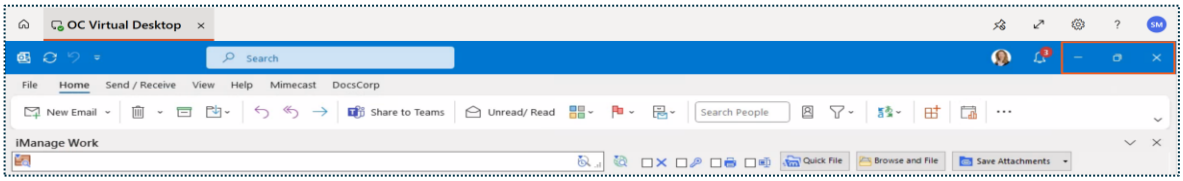
How to access your applications

The OC Virtual Desktop has **Desktop shortcuts to frequently used applications**, such as Outlook, Word, iManage and Teams. You can also find a **full list of available applications** by clicking the **Windows Start** button





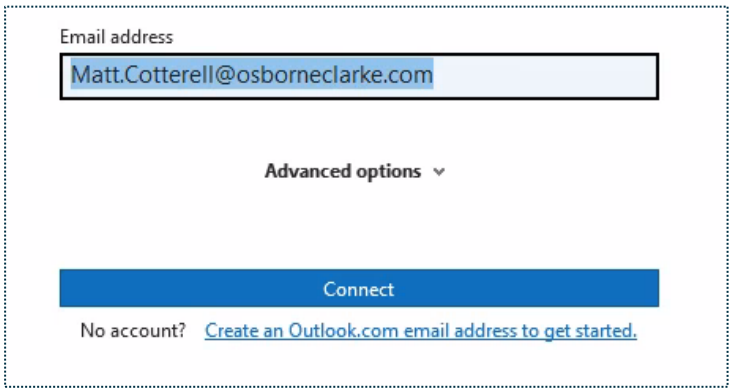
NB: when you access an application, it will open within the same OC Virtual Desktop web page. Use the buttons on the application's title bar to e.g. Minimise it to the Task Bar



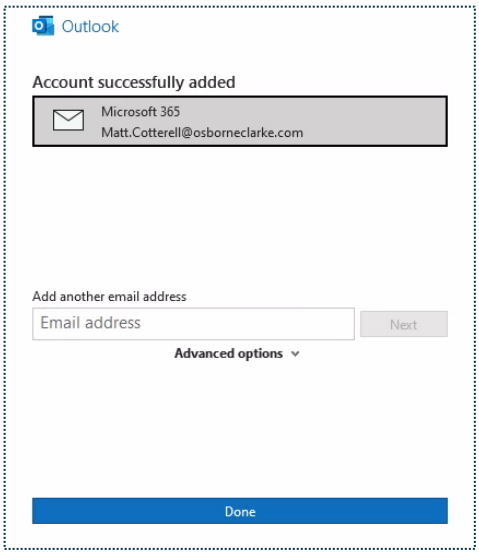
3. The initial set-up process for OC Virtual Desktop

Outlook

When you open **Outlook**, a prompt will appear displaying your **OC email address**. Click **Connect**



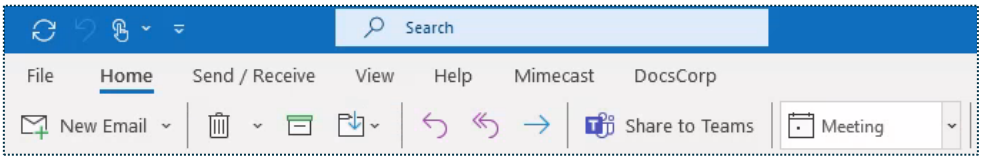
When you see the message **Account successfully added**, click **Done**

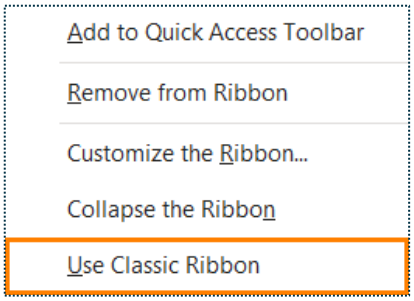


NB: If you have access to shared mailboxes in Outlook on your OC laptop, these will also be available in Outlook in the OC Virtual Desktop

You may notice that your **Outlook ribbon** is minimised:

- To display the full ribbon, **right-click** on it and select **Use Classic Ribbon** from the menu.

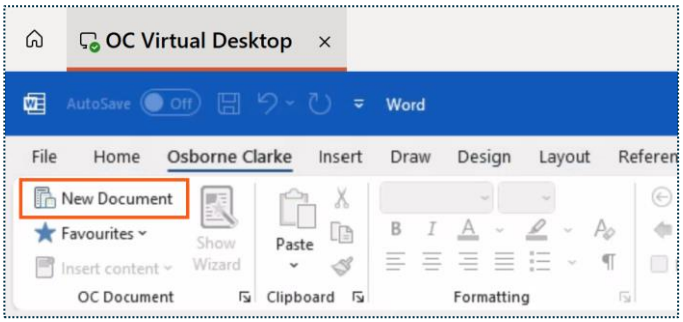


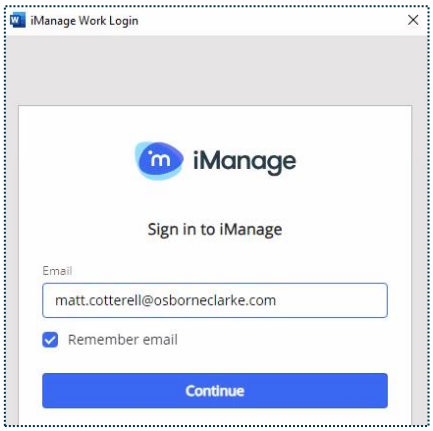


3. The initial set-up process for OC Virtual Desktop

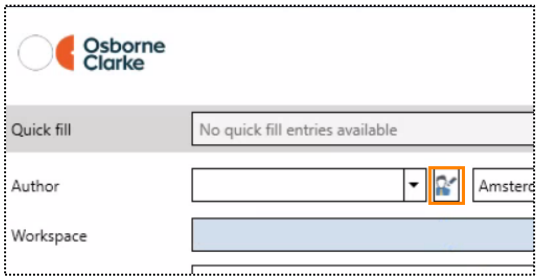
Microsoft Word

When you first create a **New Document** in Word, you will be prompted to enter your **OC email address** to sign into **iManage**. Tick **Remember email** and the click **Continue**



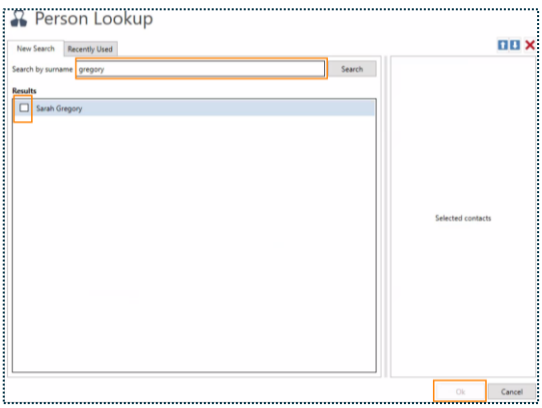


Your **Author details** will not be auto-populated so you will need to set these. Click the **Author** button:



Click add an author (+)

Search for the author using their **surname**. **Tick the box** next to their name and click **OK**



4. Applications available on the OC Virtual Desktop

You will have access to the following applications on OC Virtual Desktop:

- Microsoft Edge and the exchange
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook
- Microsoft Teams (for Messages and Collaboration)
- OneNote
- iManage
- CompareDocs
- pdfDocs
- InterAction Web app
- InterAction Windows* Client – installed for the CRM team only

* **NB:** for each new remote desktop you log into you will need to remap the file share

5. Workarounds for unavailable applications

OC Virtual Desktop is a back-up solution designed to provide temporary access to core OC applications. As such, some applications will be unavailable:

Intapp Time
Please record time using the **Intapp Time app on your OC Mobile.** Once you have logged into OC Virtual Desktop, you can access further guidance on how to use the app by searching for **Intapp Time Cloud on the exchange.** If you don't have an OC mobile you will be able to add you time entries manually when you have access to your OC laptop again.

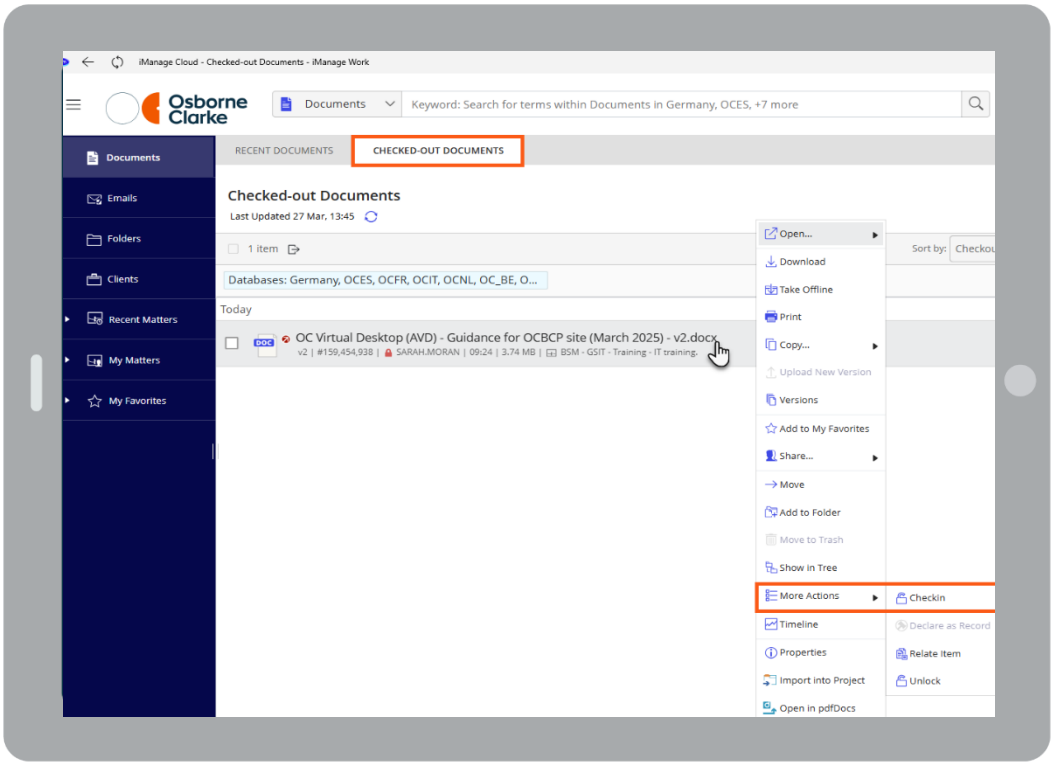
Teams Meetings & Telephony
You will be able to access all your Teams channels and chats via OC Virtual Desktop. However, **you won't be able use Microsoft Teams for calls or meetings in the virtual desktop environment because the virtual desktop will not connect to your camera or audio devices.** Instead please use the **Teams Mobile app on your OC iPhone or dial into your meeting using your mobile phone.** Once you have logged into OC Virtual Desktop, you can access further guidance on how to use the Teams app on the exchange.

BigHand
BigHand is not available in the virtual environment. To submit a task or record a dictation please use the **BigHand mobile app on your OC iPhone.** If you do not have the app installed on your phone, please contact the **ServiceDesk** to request a licence. Once you have logged into OC Virtual Desktop, you can access further guidance on how to use the BigHand app on the exchange.

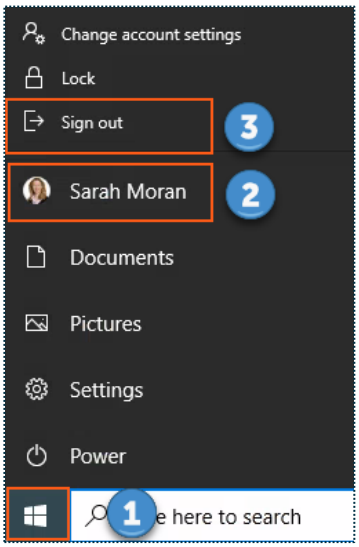
OneDrive
OneDrive is not installed on the OC Virtual Desktop. However, you can access OneDrive via **Microsoft Teams** within the virtual desktop environment or via the **Microsoft Office** applications.

6. Ending your OC Virtual Desktop session

When you end your OC Virtual Desktop session, it is not guaranteed that when you next log in that session will be on the same virtual machine. Therefore it is very important to make sure you have **checked all your documents back into iManage before ending the session.**



When you have finished using the OC Virtual Desktop, please **close down all applications** and **Sign out** to finish your session. Click the **Windows Start** button, click your **Profile Picture** and select **Sign out**:



7. OC Virtual Desktop – important things to note

OC Virtual Desktop will connect you to the first available resource in a pool of virtual desktops. This may not be a virtual desktop that you have previously connected to, or will connect to in the future, and as such it is important to note the following:

- **Save your changes regularly** to ensure you don't lose your work if your internet connection drops
- Use the **Save and Sync** button on the **iManage** tab when working on iManage documents to guarantee all changes are uploaded to the DMS.

If saving documents outside of iManage **do not save items to your Desktop**. You must save these to **OneDrive** to guarantee access as you may be using a different virtual machine the next time you log on.

You may experience the first time log in process more than once. When you log into the virtual machine for the first time your personal settings will be applied (this will take a few minutes to complete). You will receive a number of prompts for example when you open some applications for the first time. Please provide the requested details to continue.

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