

Morgan Stanley

Remote Working Guide

Welcome to Morgan Stanley.

Our new hire FTC process has been updated to allow you to connect with Morgan Stanley Infra remotely. You'll be asked to complete a series of steps in order to successfully log in to your firm computer:

1. **Before Your Start Date** – Prepare your personal device for remote computing
2. **Your First Day** – Receive your Morgan Stanley identification from your hiring manager and contact the Service Desk to connect to your firm computer

Before Your Start Date: Check Your Remote Setup

To log in to Morgan Stanley, your personal device must meet the following minimum requirements:

Personal Device Operating System

Check that you have a compatible operating system (OS)

OS	Recommended	Supported
Microsoft Windows	Windows 10	Windows 8.1 and Windows 7
Apple macOS	Catalina (10.15)	Mojave (10.14) and High Sierra (10.13)
Chrome OS	Latest version	
Apple iOS	10.x and above	
iPadOS	13.x and above	
Android	7.x and above	

NOTE: Linux is not officially supported but may work if the required browser plugins and connectivity clients are available.

Citrix Workspace

Install the latest version of the [Citrix Workspace](#) application on your personal device. Download the correct version for your device's OS from the app store or by going to <https://www.citrix.com/downloads/workspace-app/>

Browsers

Check that you have the latest version of one of the browsers below:

- Edge
- Internet Explorer
- Chrome
- Firefox
- Safari

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YOUR FIRST DAY

Step 1: Get Your Morgan Stanley Identification Details

Your assignment contact will contact you with the following information:

1. Employee ID number
2. Windows login (also referred to as loginID, MSID)
3. Temporary SecurID PIN and serial number

Important: Keep this information available for when you contact the Service Desk.

Step 2: Receive Call from Service Manager

Service Manager from WSS team will contact you and talk your manager on conference for verbal verification process

Post which Emergency Tokens will be shared by WSS Service Manager

Step 3: Contact the Service Desk

Call the Service Desk by dialing either of the numbers mentioned below:

Bangalore : 080 - 610 418 00

Mumbai : 022 – 664 118 00

Let the Service Desk Agent know that it is your first day with Morgan Stanley and ask them to help you:

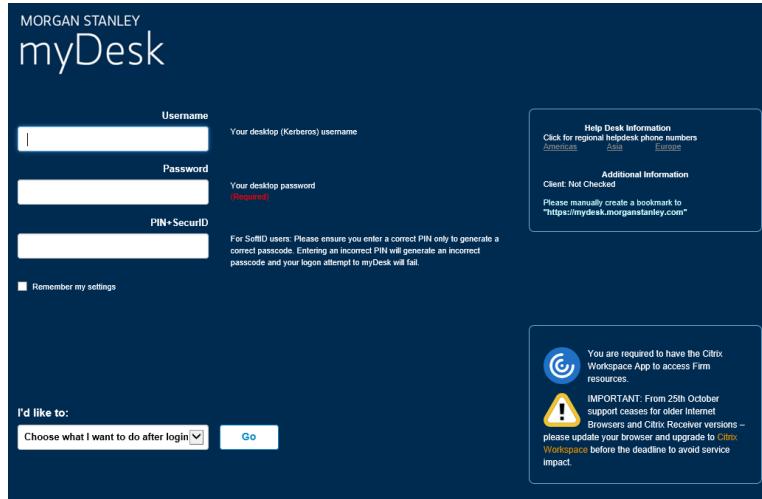
1. Set up a **Temporary Windows Login Password**
2. Access your Morgan Stanley computer by logging in via MyDesk by typing <https://mydesk.morganstanley.com> in your browser.
Note: The first time you log in, it will take several minutes for your user profile to be created.
3. Reset your **Windows Login Password**
4. Log off your Morgan Stanley computer and log out of MyDesk to allow updates to take effect.

Step 4: Log in to Your Firm Computer

1. Open the browser on your personal device, type <https://mydesk.morganstanley.com> in the address bar and press ENTER.
2. Type your:
 - a. Windows Login in the **UserName** box.
 - b. Windows Login Password in the **Password** box.
 - c. PIN and SecurID Code, with no spaces or special characters, in the **PIN+SecurID** box.**Note:** PIN is shared by your Manager and The SecurID Code (Emergency Token) is the 6-digit number shared by Service Manager from WSS for first login
3. Post your first login to Morgan System, Set up your **SecurID Access** by visiting <http://secureid/>
 - a. Reset PIN
 - b. Set up your Verbal Authentication Questions (VAC)
 - c. Emergency code and click Get more tokens**Note :** Post utilizing the 7th or 8th Emergency code for login, Please make sure you follow step 4.3.c

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5. Click **Go**.



6. Click **MyDesk User Guide** for more information on how to use MyDesk and the Citrix Toolbar.

7. Click your **Computer Name** (e.g., Remote2Office, iWin Desktop or Hosted Desktop).

Note: If prompted, click the Citrix Workspace in the Download folder on your personal device.

8. Your remote desktop is launched and you are automatically logged in.

9. Launch Microsoft Outlook for more information and day one tasks.

What's Next?

Contact your hiring manager for further details about additional system and application access you may need. Once you're logged in to the Morgan Stanley system, find helpful information by typing the quick names below in your browser:

- **remoteworking/** offers a suite of productivity and collaboration tools to help you stay connected while working remotely
- **covid19/** has all of the Firm's COVID-19 resources and answers to questions you may have

Contact the Service Desk if you have any technical issues either connecting to the Firm or with your Firm computer.