

# 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](https://www.citrix.com/downloads/workspace-app/) 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

## Remote Working Guide (continued)

### 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 take 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

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

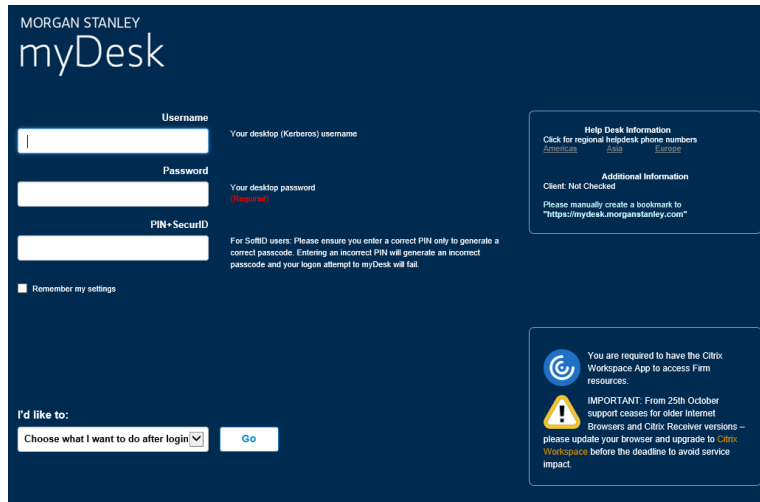
1. Set up a **Temporary Windows Login Password**
2. Access your Morgan Stanley computer by logging in via MyDesk by typing <https://mydesk.morganstanley.com> in your browser.  
**Note:** The first time you log in, it will take several minutes for your user profile to be created.
3. Reset your **Windows 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 7<sup>th</sup> or 8<sup>th</sup> Emergency code for login, Please make sure you follow step 4.3.c

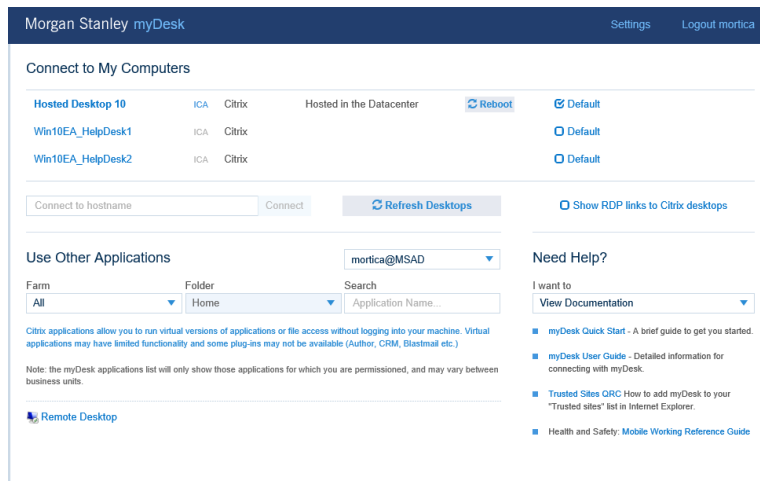
## Remote Working Guide (continued)

5. Click **Go**.



The login screen for Morgan Stanley myDesk. It features a dark blue background with the 'myDesk' logo at the top left. Below the logo are three input fields: 'Username' (with a hint 'Your desktop (Kerberos) username'), 'Password' (with a hint 'Your desktop password'), and 'PIN+ SecurID' (with a hint 'For SecurID users: Please ensure you enter a correct PIN only to generate a correct passcode. Entering an incorrect PIN will generate an incorrect passcode and your login attempt to myDesk will fail.'). There is a 'Remember my settings' checkbox. A 'Go' button is at the bottom right. On the right side, there are two informational boxes: 'Help Desk Information' (with links for 'Americas', 'EMEA', and 'EMEA') and 'Additional Information' (stating 'Client: Not Checked' and providing a manual bookmark creation instruction). At the bottom left, there is a 'I'd like to:' section with a dropdown menu set to 'Choose what I want to do after login' and a 'Go' button. At the bottom right, there is a warning box about the Citrix Workspace App and an important notice about support ceasing for older internet browsers and Citrix Receiver versions, urging users to upgrade to Citrix Workspace before the deadline to avoid service impact.

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



The dashboard for Morgan Stanley myDesk. It has a dark blue header with 'Morgan Stanley myDesk' on the left and 'Settings' and 'Logout mortica' on the right. The main content area is titled 'Connect to My Computers' and shows a table of desktops. The table has columns for 'Hosted Desktop', 'ICA', 'Citrix', 'Hosted in the Datacenter', 'Reboot', and 'Default'. The rows are 'Hosted Desktop 10', 'Win10EA\_HelpDesk1', and 'Win10EA\_HelpDesk2'. Below the table is a 'Connect to hostname' field with a 'Connect' button and a 'Refresh Desktops' button. There is also a checkbox for 'Show RDP links to Citrix desktops'. Below this is a 'Use Other Applications' section with a dropdown for 'mortica@MSAD' and a search bar. The search bar has 'All' for 'Farm', 'Home' for 'Folder', and 'Application Name...' for 'Search'. Below the search bar is a note about Citrix applications and a 'Remote Desktop' button. On the right side, there is a 'Need Help?' section with a dropdown for 'I want to' set to 'View Documentation'. Below this are links to 'myDesk Quick Start', 'myDesk User Guide', 'Trusted Sites GRC', and 'Health and Safety: Mobile Working Reference Guide'.

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.