

Bird Marella
IT Systems Issue FAQ (Frequently Asked Question)

Topic: When VPN won't work

Applicability: Users of firm issued laptops

In case of a power outage at the office or other scenarios that impact the firm's systems you will likely not be able to use VPN as the servers required will not be functioning.

You will be able to access certain functionalities via an internet connection and web browser. See FAQ "What is and is not available in the Cloud" for additional information.

In case of an extended outage the firm will "spin-up" servers in the cloud. You will be notified when this happens and will be provided an IP address via email/text which will allow you to logon to Citrix.

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