

VMware Workspace Portal User's Guide

Workspace Portal 2.0

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vmware[®]

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About the Workspace App Portal User Guide

The user guide provides information about using VMware® Workspace™ Portal from the Workspace App Portal on the Web. With Workspace, you can access a catalog of resources that your organization has enabled for your use.

This information is intended for users who have Workspace accounts setup for them by their Workspace system administrator.

Getting Started in the Workspace App Portal

With Workspace, you can use your computer and mobile devices to securely access company applications. Your company's IT department creates a Workspace account for you and sets you up with the applications you need for work.

You can access your Workspace app portal from a Web browser, and you can download Workspace for Windows to access ThinApp packages that are enabled for your use.

Browser Requirements

You can view your Workspace app portal and your Web applications from any of these browsers.

- Mozilla Firefox (latest)
- Google Chrome (latest)
- Safari (latest)
- Internet Explorer 9 or later

If you use Internet Explorer to open View in a browser with HTML Access, the browser must be version IE 9 or later.

NOTE: *Viewing Workspace pages with Internet Explorer 8 might not display all elements on the page correctly. For best viewing upgrade to a newer version.*

Sign In to Your Account

Verify that you know the Workspace URL. Typically, your administrator sends you a welcome email with this information. You sign-in to your Workspace app portal to access your apps. You stay signed in until your session expires or you quit the application.

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1. To sign in to your account, open a browser window and type the Workspace Portal URL.
 2. Type your user name.
 3. Type your password.
 4. Click **Sign in**.

Sign Out of Your Account

When you are finished working in your Workspace app portal in the browser, you should sign out to prevent other users from viewing your account.

1. Click the down arrow next to your name.
2. Click **Sign out**.
3. Close the browser.


Working In Your Workspace App Portal

VMware Workspace Portal is a corporate workspace that makes it easy for you to access your organizations applications. The Workspace app portal on the Web provides secure access to applications that your organization enables for your use.

From the Workspace My Apps page, you can securely access these applications without reentering your sign-in credentials.

Add Applications to Your My Apps Page

You can manage which applications appear in your My Apps page. Applications that are available are listed in the App Center.

1. On your My Apps page, click **App Center**.
2. If you want to see specific types of apps, select the category from the column on the left.
3. To see a description of the app, select the app and click the  icon.
4. Click **Add App** to add the app to your My Apps page.

If the app does not have licensing requirements, it is added to our account and is labeled as New in your My Apps page. Apps that require the administrator to enable for your use are labeled as Pending.

When you open some applications the first time, you might need to register the application to activate the license your organization reserved for you. After the applications are registered you can launch them from your Workspace app portal My Apps page.

Remove Applications

Applications on your My Apps page that you do not use can be removed. When you remove an application from the My Apps page, it is still available in the App Center.

1. On your My Apps page, point to the application to remove.
2. Click the **X** in the right corner to remove the app.

The application is removed from the My Apps page.

NOTE: If you reinstall an app that you previously removed on your computer or mobile device, clear your browser's cookies and cache before reinstalling the app. If you do not, when you launch the app, it might not open.

Organize Your My Apps Page

When you are working in the Workspace app portal from your computer, you can drag and drop the icons on your My Apps page to rearrange the apps.

1. Select an application to move and drag and drop it to the new location on the page.

Using ThinApp Packages On Computers Running Windows

When you install Workspace for Windows on a computer running the Windows OS, VMware® ThinApp® packages that you are entitled to appear on your My Apps page. ThinApp packages are Windows applications that are packaged as virtual applications. When you sign in to your Workspace account, these applications are synchronized to your Windows computer.

This synchronization creates **Desktop** and **Start** menu shortcuts, file-type associations, and an entry in **Add/Remove Programs**.

Compatible Windows Computers

The following types of devices can be used to access Workspace for Windows.

<p>Computers and operating systems</p>	<ul style="list-style-type: none"> • Microsoft Windows XP SP3 32-bit and 64-bit • Windows Vista 32- and 64-bit • Windows 7 SP1 32- and 64-bit • Windows 8 Pro and Enterprise 32- and 64-bit <p>You must have administrator privileges on your computer to install Workspace for Windows on your desktop.</p> <p>NOTE: Before Workspace for Windows can be installed, Internet Explorer 8 or later must be installed on computers running the Windows operating system.</p> <p><i>Viewing Workspace pages with Internet Explorer 8 might not display all elements on the page correctly. For best viewing upgrade to a newer version.</i></p>
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Workspace for Windows network interface requirement	If your company's network is set up behind a firewall, when working in Workspace on Workspace for Windows, disable all Internet connections on your computer other than the connection to your internal corporate network. This will make sure you can always connect to the Workspace server.
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Download Workspace for Windows

When ThinApp packages are enabled, you must install Workspace for Windows to access and use these applications.

Verify that your computer meets the software and hardware requirements before you install the application. You must have administrator privileges to install Workspace for Windows. If you do not, contact your system administrator.

Before installing Workspace on a computer, make sure that Internet Explorer 8 or later is installed.

1. On your computer, open a browser and type the Workspace web address, your user name, and password to sign in to your Workspace App Portal.
2. Click the down arrow next to your name and select **Download**.
3. Click the **Download Workspace for Windows** link and save the installer to your computer.
4. Double-click the downloaded file to install the application.
5. If asked, enter the Workspace Web address.
6. Type your user name, and password.

After the installation and configuration is finished, the Workspace icon  appears on your system tray.

NOTE: Viewing Workspace pages with Internet Explorer 8 might not display all elements on the page correctly. For best viewing upgrade to a newer version.

Unlink Your Windows Computer from Workspace

You can unlink your Windows computer from your Workspace account. This action disables the devices from accessing your account.

1. In your Workspace apps portal, My Apps page, click the down arrow next to your name and select **Device**.
2. In the Unlink this computer box, click **OK**.

The device is immediately disabled from your Workspace account. You must re-enter your account information on your computer to re-link with your Workspace account.

Accessing Citrix Published Applications From Your My Apps Page

Citrix published applications that are enabled for your use can be launched from your Workspace app portal. The user name and password you use to sign into Workspace is used to authenticate you on these apps.

You must have Citrix Receiver installed to use Citrix published applications. Ask your system administrator for information about downloading the Citrix Receiver.

Accessing View Desktops

When View™ desktop is enabled for your use, you can launch your View desktop directly from the your Workspace app portal. If the Horizon Client software is installed on your computer, you can open your View desktop directly or if the Horizon Client is not installed, you can choose to open the View desktop in a Web browser.

The Horizon Client offers more features and better performance than viewing your desktop in a Web browser. For example, with the Horizon Client software, sound is available when you watch videos. Sound is not available when your desktop is launched from a Web browser.

NOTE: *If you use Internet Explorer to access View from a Web browser, Internet Explorer must be version IE 9 or later.*

When you access your View desktop, you are not working in your Workspace account.

Change Your View Access Preference

To start working in your View desktop from Workspace, you can select to open the Horizon Client on your computer or launch the View desktop in a browser.

By default your View desktop is configured to open in the Horizon Client. If you do not have the Horizon Client installed, you can change the default to open View in a browser.

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1. On your Workspace My Apps page on the Web, click the down arrow next to your name and select **Preferences**.
 2. To always open View Desktops in a browser, select **Browser**.
 3. Click **Save**.