

VMware Workspace Portal End User Guide

Workspace Portal 2.1

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VMware, Inc.
3401 Hillview Ave.
Palo Alto, CA 94304
www.vmware.com

Contents

	About VMware Workspace Portal for End Users	5
1	Getting Started in Your Workspace Apps Portal	7
	Browser Requirements	7
	Sign In to Your Account	8
	Sign Out of Your Account	8
2	Working in Your Workspace App Portal	9
	Add Applications to Your My Apps Page	9
	Remove Applications from Your My Apps Page	10
	Organizing Your My Apps Page	10
	Using ThinApp Packages on Computers Running Windows	11
	Accessing Citrix Published Applications and Desktops from Your My Apps Page	11
	Accessing View Desktops	11
3	Install Workspace for Windows	13
	Unlink Your Windows Computer from Workspace	13
	Index	15

About VMware Workspace Portal for End Users

The VMware Workspace Portal End User Guide provides information about using the Workspace App Portal on the Web. With VMware Workspace™ Portal, you can access your company's App Center to use resources that your organization has enabled for your use.

Intended Audience

This information is intended for users who have a Workspace account set up for them by their system administrator.

Getting Started in Your Workspace Apps Portal

1

VMware Workspace Portal is a corporate workspace that makes it easy for you to access your organizations applications. Your Workspace App Portal provides secure access to applications that have been enabled for your use.

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

This chapter includes the following topics:

- [“Browser Requirements,”](#) on page 7
- [“Sign In to Your Account,”](#) on page 8
- [“Sign Out of Your Account,”](#) on page 8

Browser Requirements

For the best experience when working in your Workspace My Apps page, make sure you have the latest version of your browser.

Supported Browsers to Access Workspace App Portal

End users can access their Workspace App Portal from the following browsers.

- Mozilla Firefox (latest)
- Google Chrome (latest)
- Safari (latest)
- Internet Explorer 8 or later
- Native browser and Google Chrome on Android devices
- Safari on iOS devices

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

Sign In to Your Account

You sign-in to your Workspace App Portal to access apps that your company has entitled you to. You stay signed in until your session expires or you quit the application.

Prerequisites

Verify that you know the Workspace App Portal URL. Typically, your administrator sends you a welcome email with this information.

Procedure

- 1 To sign to your account, open a browser window and enter the Workspace App Portal URL.
- 2 Enter your user name and your password.
- 3 Click **Sign in**.

Sign Out of Your Account

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

Procedure

- 1 Click the down arrow next to your name.
- 2 Click **Sign Out** and close the browser.

Working in Your Workspace App Portal

2

In your Workspace account, you can access a catalog of resources that your organization has enabled for your use. You can use your computer or mobile device to securely access company applications from a Web browser, and you can download Workspace for Windows to access ThinApp packages that are enabled for your use.

You can add application to your My Apps page from the App Center and you can remove apps that you do not use from your My Apps page. You can mark apps that you frequently use as favorites for quick access on your computer or mobile devices.

This chapter includes the following topics:

- [“Add Applications to Your My Apps Page,”](#) on page 9
- [“Remove Applications from Your My Apps Page,”](#) on page 10
- [“Organizing Your My Apps Page,”](#) on page 10
- [“Using ThinApp Packages on Computers Running Windows,”](#) on page 11
- [“Accessing Citrix Published Applications and Desktops from Your My Apps Page,”](#) on page 11
- [“Accessing View Desktops,”](#) on page 11

Add Applications to Your My Apps Page

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

You can view all apps available to you in the App Center or you can view specific categories of apps to select.

Procedure

- 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 before adding the app, click the information icon.
- 4 Click **Add App** to add the app to your My Apps page.

What to do next

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 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.

Remove Applications from Your My Apps Page

Applications on your My Apps page that you do not use can be removed from the MyApps page.

Procedure

- 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. When you remove an application from the My Apps page, it is still available in the App Center.

Organizing Your My Apps Page

You can organize your Workspace Apps Portal page so that the applications you frequently use can be easily found. You can mark an app as a favorite, display apps by specific categories that your admin set up, and you can change the order of the apps on your My Apps page.

You can right-click an app on your My Apps page to mark the app as a favorite, move it to the top or bottom of the page, remove the app from the page, or launch the app.

Display Apps by Categories on Your My Apps Page

Your company can organize your apps by categories to make it easier to find like apps or apps that work together. You can view apps by category from the App Center page and you can set up your My Apps page to display your apps by the categories that you select.

Procedure

- 1 To find apps by category on your My Apps page, click **Categories**.
- 2 Select the categories to display in your My Apps page.

If the category has apps associated with it, the apps display on your page.

What to do next

Organize your apps by either selecting apps to add to your favorite list, or by displaying your frequently used apps at the beginning of your apps list. See [“Organize Your My Apps Page,”](#) on page 11.

Mark Apps as Favorites

To make locating your apps faster, you can mark your favorite apps so that they display in your favorites list. Your favorite apps display on any of your devices that can open the app.

Procedure

- 1 On your My Apps page, right-click the app.
- 2 Click **Make Favorite**.

A star displays on apps that are marked as favorites.

- 3 To see only favorite apps, click **Favorites**.

Organize Your My Apps Page

When you are working in the Workspace App Portal, you can drag and drop the icons on your My Apps page to rearrange the order of the apps.

Procedure

- ◆ Select an application to move and drag and drop it to the new location on the page.
To quickly move the app to the top or bottom of the page, right-click the app and select the **Move to Top** or **Move to Bottom** arrow.

What to do next

You can also mark apps that you use frequently as a favorite. See [“Mark Apps as Favorites,”](#) on page 10.

Using ThinApp Packages on Computers Running Windows

When you view your MyApps page from Workspace for Windows, applications that have been packaged as ThinApp packages appear on the My Apps page. When you sign in to your Workspace account, these applications are synchronized to your Windows computer. You can only access these apps from a Windows device.

When a ThinApp packaged app is synchronized to your computer, Desktop and Start menu shortcuts are added and an entry is made in the Add/Remove Programs directory.

To install Workspace for Windows, see [Chapter 3, “Install Workspace for Windows,”](#) on page 13.

Accessing Citrix Published Applications and Desktops from Your My Apps Page

Citrix published resources 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 resources. Ask your system administrator for information about downloading the Citrix Receiver.

Accessing View Desktops

When a View desktop is enabled for your use, you can launch your View desktop directly from the 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.

Reset Your View Desktop

When you launch your View desktop from Workspace and if your desktop stops responding, you reset the desktop from your My Apps portal. Your View administrator must have enabled this feature.

If you do not have this feature, contact your View administrator to reset your desktop.

Procedure

- 1 Sign in to your Workspace My Apps portal.
- 2 Right-click on the View desktop that is not responding and click **Reset Desktop**.

Resetting the desktop shuts down your View desktop. All unsaved work is lost. When you are notified that the desktop has been reset you can launch it again.

Change Your View Access Preferences

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.

Procedure

- 1 On your Workspace My Apps page, 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**.

When you open your View Desktop from your My Apps page, the desktop is launched from a browser.

Install Workspace for Windows

If your administrator has enabled applications that are packaged with VMware ThinApp, you must install Workspace for Windows to access and use these applications.

Prerequisites

Verify that your computer meets the software and hardware requirements before you install the application. Workspace for Windows can be installed on computers running Microsoft Windows 7 or 8 and on Microsoft Servers 2008 and 2012. You must have administrator privileges to install Workspace for Windows. If you do not, contact your system administrator.

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

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.

Procedure

- 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 Enter your user name and password.

After the installation and configuration is finished, the Workspace icon appears on your system tray. You can sign in and access your apps.

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.

Procedure

- 1 In your Workspace Apps Portal, My Apps page, click the down arrow next to your name and select **Devices**.
- 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.

Index

A

- adding applications **9**
- app portal **5, 7**
- apps by categories **10**
- arrange apps on my page **11**

B

- browsers **7**

C

- catalog **9**
- Citrix published apps **11**

F

- favorites **10**

H

- Horizon Client **11**

I

- install Workspace for Windows **13**
- Internet Explorer 9 **11**

L

- log in **8**

M

- mark apps as favorite **10**

O

- organize My Apps page **10, 11**

R

- reset View **12**
- right-click to organize My Apps page **10**

S

- secure access **9**
- sign in **8**
- sign out **8**

T

- ThinApp **11**

U

- unlink **13**

V

- View, reset **12**
- View desktop **11**
- View preferences **12**

