

UBC Workspace User Guide

Horizon Workspace 1.5

vmware[®]

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VMware Horizon Workspace

VMware Horizon™ Workspace is a file sharing application that your system administrator has provisioned for your use in your enterprise environment. Working in Horizon Workspace provides secure access to your files. You can access this information from anywhere and at any time from your laptop, home computers and Android or Apple mobile devices.

You can access Horizon Workspace through the Horizon Web client from your browser. When you sign in to the Web client, you will see the following:

- **Files.** Files provides secure access to your files and shared folders. Files saved in your Horizon folder on your computers and on the Horizon Web client are synced between all devices and can be shared with others.

To begin working in Horizon Workspace across your different devices, install the Horizon application on your devices. Table 1 shows which features are available from different devices.

Table 1: Horizon Workspace Features by Device

Functionality	Web Client	Desktop	iOS iPad /	Android
			iPhone	Tablet / Phone
Access to my files	✓	✓	✓	✓
		From the Horizon Folder		
Upload files	✓	✓	✓	✓
		*Using the native file system		
View version number	✓			✓

Table 1: Horizon Workspace Features by Device

Functionality	Web Client	Desktop	iOS iPad / iPhone	Android Tablet / Phone
Preview	✓	✓ *Using the native file system	✓	✓
Access to History	✓			
Favorites	✓		✓	✓
Notification	✓		✓	✓
Create a Share	✓		✓	✓
Create Public Share	✓		✓	✓
Show Ignored Shares	✓		✓	✓
Sync latest file	✓	✓	✓	✓
View Files Offline		✓	✓	✓
Settings				
Change Profile picture	✓			
Unlink Device	✓	✓	✓	✓
View Quota	✓	✓	✓	✓

System requirements

The following Web browsers can be used to view your Workspace Web client:

- Mozilla Firefox (latest)
- Google Chrome (latest)
- Internet Explorer 8 or 9
- Safari (latest)

Approved operating systems:

- Apple Mac® OS X 10.6 Snow Leopard or later
- Microsoft Windows® XP SP3 32-bit versions, Windows Vista 32- and 64-bit versions, Windows 7 SP1 32- and 64-bit versions, and Windows 8 Pro and Enterprise 32- and 64-bit versions

NOTE: To install Horizon Workspace on a computer running the Windows OS, requires Internet Explorer 8 or later to be installed.

Approved mobile devices:

- iOS 6.0+ with Apple iPad® 2 or later and Apple iPhone® 4 or later
- Android™ OS v2.2 or later

Network Interface requirement

- If your company's network is set up behind a firewall, when working in Horizon Workspace on the Horizon Desktop client 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 Horizon Workspace server.

Installing Horizon Workspace on desktops

To begin working in Horizon Workspace, on multiple devices, install the Horizon Workspace application on your computers and mobile devices.

Start with your desktop computers.

NOTE: To install Horizon Workspace on a computer running Windows OS, requires Internet Explorer 8 or later to be installed.

1. On your computer, sign into the Horizon Web client and click the arrow next to your name and select **Download Horizon**.
2. Click the desktop client icon and save the installer to your computer.
3. Double-click the downloaded file to install the application.
4. Launch the application.
5. Enter the Horizon Workspace server name, your name and password.

After installation is complete, the Horizon icon displays on your system tray/menu bar and a Horizon folder is created. You can right-click the icon and select to open the Web browser or the Horizon folder on your desktop. After you sign in to the Horizon Workspace Web client, files and folders are synced to your Horizon folder.

Installing Horizon Workspace on mobile devices

Begin on the mobile device you want to use.

1. Enter the Horizon Workspace URL given to you by your system administrator.
2. On the page that displays, tap the appropriate icon to install.
3. Tap **Install**.
4. Launch the application.
5. Enter the Horizon Workspace server address, your name and password.

NOTE: For specific installation instructions for your device, see the *Using Horizon Workspace on an Android Device* on page 35 or *Using Horizon Workspace on an iOS Device* on page 45.

Sign in

You sign into your Horizon Workspace to access your account. You stay signed in until your session expires or you quit the application.

1. Ways to sign in to your account.
 - Open a browser window and enter the Horizon Workspace URL.
 - On mobile devices click the Horizon Workspace application you want to use.
2. Type your **user name**.
3. Type your **password**.
4. Click **Sign in**.

Sign out

When you are viewing your Horizon Workspace account from the Web client, you should sign out to prevent others from viewing your account.

1. Click your name on the right side of the header bar.
2. Click **Sign out**.
3. Close the browser.

Working in Horizon Workspace Files on the Web Client

Horizon Files lets you access files you saved to your Horizon folder on any device from anywhere and share these files with others. The files are saved to your Horizon Workspace account automatically and can be accessed on the Web or from your other devices.

When working in Files from the Web client, you can access the following to manage your files and folders:

- The **My Files** tab is where you access your files and folders. This is your main navigation point. From My Files you can upload or download files, share or stop sharing, or rename, move or delete your files and folders, including shared files if you have permission. When you select a file, the document previews in the right pane. You can collaborate on a file by leaving a comment or starting a conversation, which eliminates the need for email.
- The **Favorites** tab displays files that you have marked as a favorite. Marking a file as a favorite allows you to quickly retrieve a file that you want to frequently revisit.
- The **History** tab shows all activity that has happened to your files. This includes displaying when the file was last updated, who made the changes, the version of the file, and what activity took place. You can filter history to display specific activities and you can recover files that you have deleted.

Your account might have been created with a set amount of disk space available for files and folders. If you have a quota, you should consider which files on your computer to upload to your Horizon account. Files and folders that you work in frequently and want to access from anywhere or want to share with others are the type of files to save in the Horizon folder on your desktop. You can see your quota from the Horizon Web client Settings page, found by clicking your name in the heading.

Managing files and folders

The My Files page is where you can see and manage all of the files and folders in your Horizon account. You can upload files and add new folders. You can drag and drop files into Horizon folder or to the Horizon Web client. These files are accessible across all devices you have set up to sync with your account.

Add a file

You can select to upload files to your account from the Web client.

TIP: You can drag and drop one or more files from your computer to your Horizon desktop folder or Horizon Web client. You must have write access to the file to drag and drop it into your account.

1. Go to **Files > My Files**.
2. From the My Files arrow, select **Upload**.
3. Select one or more files to upload and click **Open**.

Create a new folder

You can create a new folder in My Files or within other folders in My Files.

1. Go to **Files > My Files**. If you want to add a folder within a folder, navigate to where you want to add the new folder.
2. In the My Files or folder heading, click the arrow and select **New folder**. A folder is added.
3. Type the new folder name and press **Enter**.

Drag and drop files to My Files

You can drag and drop a single file or multiple files from your computer to your My Files page.

NOTE: *You cannot drag and drop a folder into the Horizon Web client, but you can drag and drop a folder to your Horizon folder.*

1. Select the files on your computer and drag and drop them into the My Files navigation pane.

Move a file or folder

You can move a file into a folder, or move a folder into another folder. For shared folders, you must have edit permissions to move a folder.

1. Go to **Files > My Files**.
2. Select a file or folder and click the arrow.
3. Click **Move**.
4. Click the destination folder to move the file.

Rename a file

To rename a file, you must have edit permissions. A file cannot have the same name as another file within the same folder.

TIP: *When you change the name, this does not change the name of shared files and folders in other users accounts.*

1. Go to **Files > My Files** and select the file to rename.
2. Click the arrow and select **Rename**.
3. Type the new name and press **Enter**.

Rename a folder

You can rename a folder, including a shared folder. You must have edit permissions to rename a shared folder.

1. Go to **Files > My Files** and select a folder to rename.
2. Click the arrow and select **Rename**.
3. Type the new name and press **Enter**.

Delete files and folders

Deleting a file or folder from your Horizon folder on any device removes it from all of your devices. These items are removed from your account and your account quota is updated. The History page shows this action. If you delete a folder with files, the History page only shows the folder that was deleted, not the files in the folder.

TIP: You can recover the deleted item by selecting to undelete the item from the History list. The ability to retrieve a deleted file is not indefinite. The system administrator sets the policy for when deleted items are no longer available.

1. Select a file or folder and click the down arrow.
2. Click **Delete**.

Delete a shared folder

When you delete a folder that is shared with others, the folder is automatically removed from the other user's workspace.

1. Select a file or folder and click the down arrow.
2. Click **Delete**.

Recover a deleted file or folder

You can recover the deleted item from the Horizon Web client History page. When an item is restored, it is returned to its original location. If you are recovering a deleted folder, the folder and all of its contents are restored.

If you had deleted a folder with files, the History page only shows the folder that was deleted, not the files in the folder. The ability to retrieve a deleted item is not indefinite. Your company

sets the policy for when deleted items are no longer available. When the undelete link is not displayed, you can no longer retrieve a deleted file.

1. Go to **Files > History**.
2. Find the file or folder you want to recover. If you do not see the item, in the **Filter by activity type** section in the Refine pane select **delete** to find all files and folders that have been deleted.
3. Next to the item you are restoring, click **Undelete**. The file or folder and its contents are restored.

Working with Favorite files

You can mark your important files as favorites to quickly retrieve them, this is similar to bookmarking a file. The Favorites page lists items that you have marked as a favorite. When a change is made to a favorite file, you receive a notification. On your mobile devices if you access a favorite, it is cached on your device and you can access that file even without an Internet connection.

Mark a file as a favorite

Marking a file as a favorite adds the file to the Favorites page for quick access. You cannot mark folders as favorites, only files.

TIP: You can mark a file as favorite when previewing the file. Click the star in the menu bar to select the file as a favorite.

1. Go to **Files > My Files** and select a file.
2. Click the arrow and select **Favorite**. The file is added to your favorites list.

Unmark a file as a favorite

Unmarking a file as a favorite removes the file from the Favorites page.

TIP: You can unmark a file as a favorite when previewing the file. Click the star in the menu bar to deselect the file.

1. Go to **File > Favorites**.
2. Select the file you want to remove from your favorites list.
3. Click the arrow and select **Not Favorite**. The file is removed from the list.

Previewing files

Select a file in My Files and the file displays in the preview pane. When a file is being previewed, you can change the version that you are viewing, add comments, and mark the file as a favorite.

NOTE: *Most files can be previewed, but some file types cannot. If a file cannot be previewed, you can download the file to your computer and use a native application to view the file.*

Using Comments for discussions

The Comments feature lets you keep notes, have a discussion, or give feedback about files in your account.

You can add comments to a shared file, and others can view and respond to these comments while viewing the document. Comments display in the panel to the right of the previewed file.

Deleted comments are listed in the History page.

Add a comment

You can view, add, or respond to a comment associated with a previewed file.

TIP: *When adding a comment, click **Cancel** to clear the dialog box to start over or cancel the comment.*

-
1. Select a file to preview.
 2. Click **Comments** in the menu bar.
 3. Enter a comment in the **add a comment** text field.
 4. Click **Add Comment**.

The comment is added to the file. You cannot edit the comment once you click Add Comment.

Delete a comment

When deleting a comment, the action is logged in your History page.

-
1. Select the comment that you want to delete.
 2. Click the **x** next to your name in the comment, and the comment is deleted.

Keeping a history of activity in your files

When you are working in the Horizon Web client, you can view the changes made to your folders and files from the History page.

The History page displays all activities performed with files in your account, including shared files. You can see who changed a file and when it was changed.

You can search the History page to find specific types of history, including:

- Files marked as favorites
- Share requests that you have ignored
- Latest version of files
- Shares that have had some activity
- Files that have had comments added
- Files and folders that have been renamed
- Files and folders that have been deleted

The History page shows when a file or folder is deleted and an undelete link displays to let you recover deleted items. When the undelete link is not shown, you can no longer retrieve a deleted file. Your system administrator sets the deletion policy.

View Version History

When a file in your Horizon Workspace is modified, the new version of the file replaces the older version. When you preview a file in the Web client, you can view the history of previous file versions. The menu bar displays the version number of the item. You can select an older version to view and you can make an older version the latest version.

Only the latest version of a file is counted against your quota, even though you can access previous versions.

Filter your history list

You can filter your History page by activity type, such as when a comment is made or a file is shared. The filter can display for all files and folders in your account, or for items marked as favorites only.

-
1. Go to **Files > History**.
 2. In the **Refine** pane of the History page, select the **activity type** that you want to display.

Searching in Files

Searching in Files lets you find files, including files that are shared with you in your My Files folders. You can search for a file name, a word in a file, or a file type.

Search Rules

- If you search for a word or phrase, each word within that phrase must be an exact match. Spelling variants are not allowed. For example, if you search for bananas, files with banana are not a match.

- The asterisk * can be used as a wild card after a prefix when you do not remember the complete name. For example, if you search for do*, it returns items with the word dog, door, donut, etc.
- Searches are not case sensitive: South, south, and SOUTH produce the same results.

Search for files

You can search all the folders in your My Files page by file names, by a word or a phrase, or by file type. To search all folders make sure you are at the My Files page.

1. In My Files, enter the search criteria in the search field in the navigation pane.
2. Press **Enter**. A list of files matching your search criteria displays.

Synchronizing Files and Folders

Files and folders that are added to your account are automatically synced to computers where you have Horizon Workspace installed. You can access these items directly from your computer when you are not signed into Horizon Web client. When you connect to the Internet, changes you made to the files when working in the Horizon folder for are automatically synced to your Web client account.

When you are syncing files, you can view the sync status in the Horizon Settings menu in the system tray/menu bar.

View devices you sync

The devices you sync with your Horizon account are displayed in the Settings dialog box with the last sync date and time.

1. In the header bar, click your name and select **Settings**. Devices you have linked to your Horizon Workspace Account are listed in the Devices section.

Sharing Files and Folders with Others

You can share folders with others in your organization and with external users. You can send a link to share a file as view-only with anyone. You can share from the Horizon Web client and from your Android or iOS device. You cannot share files directly from your Horizon folder on your desktop.

When you share folders, all files and folders within the folder are shared. You assign access permissions to a folder. Users you share with receive email notification with a link to the shared folder. Users that you share a folder with that do not have a Horizon account are given a link to create a virtual account. When users accept the share request, the shared folder displays in their My Files page, just as it does in yours. When you make changes in the folder, the changes are synchronized immediately between the shared folders.

You can create a link to a file and share that link with anyone. Publicly shared files cannot be changed. The recipient does not need a Horizon account or password to view the file.

You can stop sharing files and folders at any time. When you stop sharing a folder, it is removed from the user's Files page. When you stop sharing a file with the public, the link stops working.

NOTE: *A single file only can be publicly shared. A file must be in a folder to give someone access permissions.*

Access permissions

You can set different levels of access permissions to folders that you share.

- **View** is read-only access to a folder. Users can preview the content in Horizon Workspace and download files to their desktop. They cannot upload files or edit files in the folder.
- **View and edit** is read and write access to a folder. Users can view, download, edit, move, delete, and add new files to the shared folder.
- **View, edit, and share** is full permission to manage the shared folder and its content. Users have full read and write access to the folder. They can view, download, edit, move, delete, and add new files to the shared folder. In addition, they can share the folder with others and revoke access to the shared folder. This permission level gives the user the same rights as the owner.

Sharing from the Horizon Web Client

You can share folders and files from the Web client. Folders that are shared display a “buddy” icon in your My Files page.

Items that are shared with you do not count against your quota, only items you share with others.

Share a folder

When you share a folder, the content of the folder is shared. Those you share with can access and work on the files based on the permissions you grant.

You can also share a folder with a user that does not have a Horizon Workspace account. When you share a folder with them, they are asked to create a sign on name and password to sign in to a temporary Web client. They only see the folders that are shared with them.

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1. Go to **Files > My Files** and select the folder you want to share.
 2. Click the arrow and select **Share**.
 3. In the share dialog box, enter the user's email address in the appropriate permission fields. You can enter more than one email address.
 4. If desired, edit the email message that is sent with the share notification.
 5. Click **Share**. An email message is sent to each of the addressees inviting them to share the folder.

View information about shared folders

You can see who is sharing a folder and which access permission is set.

-
1. Go to **Files > My Files** and select a shared folder.
 2. Click the arrow and select **Share Info**.
 3. Click the arrow in the This Folder is shared to... to see who is sharing the folder.

Change permissions granted to a shared folder

To change permissions for a shared folder, you must first revoke the existing permissions and then recreate the share with new permissions.

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1. Go to **Files > My Files** and select the folder that you want to change access.
 2. Click the arrow and select **Share Info**.
 3. Click the arrow next to **This folder is shared to** and delete the user name.
 4. Enter the user's email address in the appropriate permissions field.
 5. Edit the email message to alert them that their access permissions have changed. (Optional)
 6. Click **Share**.

An email message is sent to the addressees inviting them to share the folder.

Revoke access to a shared folder

You can stop sharing a folder with others from the Horizon Workspace Web client. You cannot do this from the Horizon folder on your desktop.

1. Go to **Files > My Files** and select the folder for which you want to stop sharing.
 2. Click the arrow and select **Share info**.
 - a. If you want to revoke access to a specific user, click the arrow in the yellow section of the dialog box to see a list of users that are sharing this folder. Click the **x** next to the email address you want to remove. The share is removed.
 - b. If you want to revoke access to everyone, select **Stop Sharing**
-

The shared folder is removed from the user's workspace, and the user is sent an email notification.

Accepting an invitation to share a folder

When someone shares a folder with you, you receive an email notification with a link to sign into your Horizon account and accept the share. When you sign into the Horizon Web client, if you have an invitation to share a folder, a notification link displays in the header bar. You can accept the share or you can select to ignore it for now.

If you do not have a Horizon account and someone shares a folder with you, when you click the share link a temporary Horizon account is set up for you and a Welcome page displays asking you to create a password.

After you accept the invitation, the folder syncs to your account. You can see what type of access permissions you have to work in the shared folder by selecting the folder and in the drop-down menu and selecting Share Info.

Accept an invitation to share a folder

You can accept a share notification from the Horizon Web client or from your mobile device. When you receive an email notification about the share, clicking the link in the message opens the Web client.

-
1. In your header bar of the Horizon Web client, click the share notification link.
 2. Click **Add to My Files**. The folder is immediately added to your Files folder and the content of the folder is synced.

Ignore an invitation to share a folder

If you do not want to accept a share, you can select to ignore it.

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1. In the header bar of the Horizon Web client, click the share notification icon to open the share information.
 2. Click **Ignore**. The share is ignored and information indicating that you ignored the share is added to your History page. You can go to the History page at a later time and accept the ignored share invitation.

Accept an ignored invitation to share a folder

If you want to accept a share invitation that you previously ignored, you can go to the History page to find the ignored invitation.

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1. Go to the **Files > History** page.
 2. In the Refine pane, select the filter activity **ignored share request**.
 3. Find the ignored share invitation and select **accept**. The shared folder is added to your My Files page.

Leave a shared folder

You can leave a shared folder that someone has shared with you. When you leave the share, you no longer have access to the folder.

1. In My Files, select the folder from which you want to leave the share and click the arrow.
2. Select **Leave Share**.

Viewing and Changing Your Settings

You can customize your picture, view your account quota and view devices you have linked to your Horizon account from the Settings menu.

- The Settings menu from the Web client is located on the drop-down menu by your name.
- The Settings menu for desktop clients is located by right-clicking the Horizon icon on the system tray/menu bar.
- On your mobile devices, a Settings gear icon is located at the bottom of the screen.

For devices that are linked to your Horizon account, you can select to unlink them from your account. When you unlink a device, the device no longer has access to your account and all history for the device is deleted.

Managing your account quota

The quota for your Horizon account is a storage limit for files saved in your Files page. Once you reach the limit, you cannot upload new files to your account. You can see your quota and how much you have used from the Web client or from your devices Settings page.

Only your latest version of a file is counted against your quota. You can access previous versions, but they do not count against your quota. Folders shared with you also do not count against your quota.

When you reach your quota, you can delete files from your account to regain storage space or request a larger quota from your administrator.

Change your picture

Change your picture from the Settings menu on the Horizon Web client. This picture displays when adding comments to a file.

1. In the header bar, click your name and select **Settings**.
2. Click **Change Picture**.
3. Select a new file (.jpg, .png, etc.) and click **Open** to upload your picture.

Unlink your devices from Horizon Workspace

In Horizon Web client, you can unlink devices from your Horizon account. This action disables the device from accessing your account.

1. In the header bar, click your name and select **Settings**.
2. In the **Devices** section select the device you want to unlink from your Horizon account and click **Unlink**.
3. In the Unlink this computer box that displays, click **OK**.

The device is immediately disabled from your Horizon account. You have to re-enter your account information on your device to re-sync with your Horizon account.

Working in Horizon Folders on Your Desktop

The Horizon Workspace for desktops is a local version of Horizon Workspace that is installed on your computer. When you install Horizon Workspace on your computer, a Horizon folder is created on your computer. You can quickly access this folder from the Horizon icon that displays on your system tray/menu bar.

You can manage your files, including adding, moving and deleting files within the Horizon folder. Files and folder in your Horizon folder automatically sync with your account on the Horizon server.

Accessing your files from the Horizon Folder

The Horizon folder is where you keep files and folders on your computer that synchronize to your Horizon account.

NOTE: *Your account might have a set quota. If you have set quota, consider which files on your computer to add to your Horizon folder. Files and folders that you work in frequently and want to access from anywhere or want to share with others are the type of files to save in your folder*

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1. Click the Horizon icon on your system tray/menu bar.
 2. Select **Open Horizon folder**. Your Horizon folder opens on your desktop.

Managing files and folders

You can manage the files in Horizon folder just as you manage other folders on your desktop. Create a new folder within your Horizon folder, add files to the folder and the new folder syncs with your Horizon account when you are connected to the Internet. When you are syncing files, you can view the sync status in the Horizon Setting menu on your system tray/menu bar.

Add files to your Horizon folder

Adding files to your Horizon folder is the quickest way to add files to your Horizon account and make those files available from any device.

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1. Click the Horizon Workspace icon on your system tray/ menu bar and select Open Horizon folder.

2. Copy/paste, move, or drag and drop files and folders into your Horizon folder.

Delete a file or folder

Deleting a file or folder from your Horizon folder removes the item from your Horizon account and updates your quota.

1. Select a file or folder and right-click.
2. Select **Delete**.

Recovering deleted items

You can recover deleted items from the Horizon Web client in the History tab. Select and undelete an item from the History list. If you delete a folder with files, the History tab only shows the folder that was deleted, not the files in the folder. The ability to retrieve a deleted file is not indefinite. Your company sets the policy for when deleted items are no longer available.

Using your Horizon Desktop menu

In the Horizon Desktop menu available from your system tray/menu bar you can see if files in your Horizon folder have successfully synchronized to your Horizon account.

The **Options** (Windows) or **Preferences** (Mac) dialog box shows your user ID and server information, along with your Horizon account quota and information about how many files and folders you have in your account.

The location of your folder is also displayed.

Moving your Horizon folder

You can move your Horizon folder to another folder on your computer from the Horizon menu.

1. On the system tray/menu bar click the Horizon icon.
2. Click **Options**.
3. Click **Change** and select the new location for the folder.
4. Click **OK**.

On computers running Windows, when you move a Horizon folder, the directory path to the Horizon folder is always named Horizon. If the path you choose does not contain a folder named Horizon, Horizon is automatically added to the end of the path. For example, if you selected **working files** to be the destination of your Horizon folder, the final path would be **C:\example\MyStuff\Horizon**.

Exiting your Horizon Desktop client

You can exit out of your Horizon Workspace Desktop client. This removes the Horizon icon from your system tray/menu bar.

NOTE: *The application starts up again when you restart your computer, or to reopen the application without restarting, go to the application's folder on your computer. For Mac computers, this is in the Applications folder; for Windows computers, this is All Programs > VMware folder.*

1. On your system tray/menu bar, click the Horizon icon.
2. Click **Exit/Quit**.

Unlinking from your Horizon account

When you unlink from your Horizon account, the Horizon folder no longer syncs with your account. The files and folders are not removed from your computer.

1. On the system tray/menu bar click the Horizon icon.
2. Click **Options**.
3. Click **Unlink this computer**.
4. Click **OK**.

To re-link to your Horizon account, click the Horizon icon on your system tray/menu bar.

Using Horizon Workspace on an Android Device

When you use VMware Horizon Workspace on your Android device, you can access your Horizon Files folders and applications that your system administrator has authorized you to use.

When you open Horizon, you see the Files page. To see the Applications page, tap the small arrow icon in the left corner of the Files header.

Installing Horizon Workspace on your Android Device

You access the link to install the application from the Horizon Workspace Web client downloads page.

1. Using the Android device, go to the URL specified by your system administrator.
2. Click the Android link and install the application.
3. Tap the application icon to open Workspace. In the Horizon server field, enter the server name of your Horizon Workspace server and tap **Connect**.
4. Enter your user name and tap **Next**.
5. Enter your password. Horizon Workspace opens to the Files page.

Sign in to your Horizon Account

To access your Horizon account you must sign in to be authenticated.

1. Tap the Horizon icon.
2. Enter your **Horizon server** authentication information. Tap **Connect**.
3. Enter your **User name** and **Password**. Tap **Sign in**.

Horizon Workspace authenticates to your Horizon account.

Managing files and folders

The Files page is where you can see and manage your files and folders. You can upload files and add new folders. These files are accessible across all of your devices you have set up to sync with your account.

Create a new folder

You can create a new folder at the Horizon Files level or within another folder.

1. Navigate to where you want to add the new folder.
2. From the menu bar or menu, tap the **New folder** icon (which is a folder with a plus sign).
3. Enter the new folder name and tap **OK**.

Add a file

When you upload files from your Android device, you open the application where you can access the file such as in Camera roll or Gallery. You then use the Android menu to upload the file to your Horizon account.

1. From your Android device, select a file to upload.
2. Tap the **Menu** and select **Share via**.
3. Select the **Workspace** icon from the list of available applications and upload the file to your Horizon account.

Move a file or folder

You can move a file into a folder, or move a folder into another folder. For shared folders, you must have edit permissions to move a folder.

1. Touch and hold the item you want to move. You can select more than one item.
2. From the menu tap **Move**.
3. Select the destination for where you want to move the item and tap **Move**. The item is moved.

Rename a file

To rename a file, you must have edit permissions. A file cannot have the same name as another file in a folder.

1. Touch and hold the file you want to rename.
2. From the menu tap **Rename**.
3. Enter the new name for the item and tap **OK**.

Rename a folder

You can rename folders, including shared folders. You must have edit permissions to rename a shared folder.

1. Touch and hold the folder you want to rename.
2. From the menu, tap **Rename**.
3. Enter the new name for the folder and tap **OK**.

Delete a file or folder

Deleted items are removed from your account and action is recorded in the History page in the Horizon Web client. Your account quota is updated to show the item has been removed from your overall account quota. If you delete a folder, all of the contents in the folder are also deleted. You can recover a file or folder from the History page using the undelete button. When un-deleting a folder, all contents of the folder are restored.

1. Touch and hold the item you want to delete.
2. From the menu, tap **Delete**.
3. Tap **OK** to confirm the deletion.

Previewing files

Select a file and the file displays in a preview screen. When a file is being previewed, you can tap Information to view the name of the file, file size, version, permissions, and when the last change took place. You can also use the menu to perform such actions as sending the file or link to the file to someone, stop sharing the file, locating the file's parent folder if it has one, renaming, moving, or deleting the file. You can touch and hold the file name, tap the star icon to select or deselect the file as a favorite.

NOTE: *Most files can be previewed, but some file types cannot. If a file cannot be previewed, you can download the file to your computer and use a native application to view the file.*

Working with Favorite files

You can mark your favorite and important files to quickly retrieve them, similar to bookmarking a file. The Favorites page lists items that you have marked as a favorite. When a change is made to a favorite file, you receive a notification. On your mobile devices you can access your favorite files at anytime, even without an Internet connection.

Mark a file as a favorite

Marking a file as a favorite adds the file to your Favorites list for quick access. You cannot mark folders as favorites, only files.

1. Touch and hold the file you want to mark as a favorite.
2. From the menu select **Favorite**, or tap the **star icon** and the file is added to your favorites list.

Unmark a file as a favorite on your Android phone

Unmarking a file as a favorite removes the file from the Favorites list. When you sync your device, the file you have deselected as a favorite is removed from your local device storage.

1. From the menu, select **Favorites**.
2. Select the file you want to remove as a favorite. The file previews.
3. Press and hold the file name.
4. From the menu, select **Not Favorite**. The file is removed from your Favorites list.

Unmark a file as a favorite on your Android tablet

Unmarking a file as a favorite removes the file from the Favorites list. When you sync your device, the file you have deselected as a favorite is removed from your local device storage.

1. From the menu, select **Favorites**.
2. Touch and hold the file you want to remove as a favorite.
3. Tap the **star icon** to de-select the file as a favorite. The file is removed from your Favorites list.

Sharing folders and files

From your mobile device you can share folders you have added to your Horizon account with others in your organization and with external users. You assign access permissions to the folder and share all the files contained within the folder, or share a folder within a folder.

You can send a file as an attachment or send a link to a file. The recipient opens the attachment or clicks the link they received to view the file. The recipient does not need a Horizon account or password to view this file.

You can stop sharing a folder and files at any time. When you stop sharing, the item is removed from the user's My Files page.

Share a file

When you share a file, you can send the file as an attachment or give out the URL link to the file. Anyone who has the URL can view the file. The link to the share can be disabled if you want to stop the share.

1. Touch and hold the file you want to share.
2. From the menu tap **Send** or **Send Link**.
3. Select the application you want to use to send the file as an attachment or send a link to the file. You are launched into the application you select to share the file.

NOTE: Select the **Back** button to navigate back to the Horizon application. If the Back button does not return you to the Horizon application, you must use the Home button and relaunch the application.

Stop sharing files

You can select to stop sharing a link to a file. When you stop sharing a file, the URL link you sent to share the file no longer works.

1. Touch and hold the file you are sharing publicly.
2. From the menu, select **Stop sharing**.

Share a folder

When you share a folder, the content of the folder is shared. Those you share with can access and work on the files based on the permissions you grant. When the invitee accepts the share, the shared folder is added to their My Files page.

1. Touch and hold the folder you want to share.
2. From the menu tap **Share**.
3. Tap the triangle icon in the right corner.
4. Enter the email address for the person or group in the appropriate access field.
5. Tap **OK**. An email message is sent to the addressee inviting them to share the folder.

Stop sharing folders

You can stop sharing folders you have shared by removing their permissions.

1. Touch and hold the folder you are sharing and from which you want to remove a person from the share.
2. From the menu, tap **Share**.

3. Tap the person who you want to revoke sharing access and select **None** for their sharing permissions. This removes their access to the share.

Accepting an invitation to share a folder

When someone shares a folder with you, you receive an notification about the shared folder and the option to accept or decline the share.

If you do not have a Horizon account and someone shares a folder with you, you will receive an email with information about the shared folder. When you accept the share, a temporary Horizon account is set up for you and a Welcome page displays asking you to create a password.

After you accept the invitation, you can view the permissions you have to work in the shared folder by selecting the folder and in the menu select Share info.

Accept an invitation to share a folder

When you receive an invitation to share a folder, you are notified by an email and a notification appears on your device. After accepting the share, the newly shared folder displays in your Horizon Files page.

1. From the menu, select **Notifications**. If you have a share notification, it is listed with information about the share, who it is from, and the permissions that are being granted to you for this folder.
2. Touch and hold the share notification and select to either accept or decline the invitation. If you have more than one share notification, you can tap the menu and select to accept or decline all invitations.

Ignore an invitation to share a folder

If you do not want to accept a share, you can select to ignore it.

1. From the My Files menu, tap **Notifications**.
2. Tap the share you want to ignore and tap **Decline Invitation**. If you have more than one share notification, you can tap the Menu and select to accept or decline all invitations.

Accept an ignored invitation to share a folder

If you want to accept a share invitation that you previously ignored, you can go to the History page in the Horizon Web client and select to accept the invitation.

1. In the Horizon Web client, go to the **History** page.
2. Find the ignored share invitation and select **accept**.

The shared folder is added to your Files page, just as any other share.

Leave a shared folder

You can leave a shared folder that someone has shared with you. When you leave the share, you no longer have access to the folder.

-
1. Touch and hold the folder from which you want to leave the share.
 2. From the menu tap **Leave Share**. You are removed from the share.

Managing your settings

The Settings page displays information about your Horizon account, including server and user account information, file quota and document cache size, the Horizon Workspace version your device is running, and copyright and privacy policy information. You can also set security information such as using a passcode and auto-lock, and enable logging and reporting to send diagnostic data to your system administrator.

Managing your account quota

The quota for your Horizon account is a storage limit for files saved in your Files page. Once you reach the limit, you cannot upload new files to your account. You can see your quota and how much you have used from the Settings page.

Only your latest version of a file is counted against your quota. Even though you can access previous versions, they do not count against your quota. Folders shared with you also do not count against your quota.

When you reach your quota, you can delete files from your account to regain storage space or request a larger quota from your system administrator.

Check your quota usage

The Settings screen displays your account quota and the amount of space you have used. Contact your system administrator if you need to increase your quota.

-
1. Tap the menu icon and select **Settings**.
 2. On the Settings screen under Files, your quota is listed.

Set a security passcode

If you want to use a security passcode for your device, enable the Security passcode. The security passcode locks your Horizon account after a specified period of inactivity, with a default auto-lock of five minutes. When you want to access your Horizon account again, just enter your

passcode. This feature ensures your account is secure if your device is lost or stolen, rather than keeping your account accessible at all times.

A security passcode is optional unless required by your system administrator.

1. From the menu, select **Settings**.
2. Scroll to the General section and tap **Security passcode**.
3. Enter a passcode and tap **OK**. The passcode must be at least four digits.
4. Re-enter the passcode and tap **Confirm**.
5. Optional: To change your auto-lock setting from the default of five minutes, tap **Lockout duration**. The lockout duration can be from one minute to 30 minutes.

Change your security passcode

If you have an existing security passcode, you can change the passcode. A security passcode is optional unless required by your system administrator.

1. From the menu, select **Settings**.
2. Scroll to the General section and tap **Change passcode**.
3. Enter your existing passcode and tap **OK**.
4. Enter a new passcode and tap **OK**.
5. Re-enter your new passcode and tap **Confirm**.

Unlink your device

Unlink your device from your Horizon account. This action removes all account information from your device, including cached data. In order to sync your device again, you have to re-enter your account information.

1. From the menu, select **Settings**.
2. Scroll to the Account section and tap **Unlink device**.
3. Tap **Unlink** to confirm you want to unlink the device from your account.

Using Search

Using the Search feature is a quick and easy way to search your files and folders for an item.

1. From the menu bar or menu tap the **Search icon**, which is a magnifying glass.

-
2. In the search bar, enter all or part of a word you are searching for and tap the **Search icon** on your keyboard. Your account is searched and the results display items that match your search criteria.

Using Horizon Workspace on an iOS Device

The VMware Horizon Workspace client for iOS devices provides you easy access to install Horizon Files and other recommended mobile apps and to launch Web apps that your system administrator recommends.

Installing and configuring Horizon Workspace on your iOS device

You access the link to install the application from the Horizon Workspace Web client downloads page.

1. Using your iOS device, go to the URL specified by your system administrator.
2. Click the iOS link and install Horizon Workspace.
3. When the Horizon Workspace application is installed, tap the Workspace icon to launch it.
4. Follow the screen prompts to enter your company's Horizon Workspace server address, your user name and your password.
If your system administrator requires you to use a secure sign in, follow the prompts to enter your secure ID and tap either **Sign In** or **Go**. **Note:** If you tap both Go and Sign In, your sign-in fails.
5. Accept the terms of use.
6. You might be asked to create another password. This password is used as a "passcode" that you use to securely access the Horizon Workspace app. Tap **Create Password Now** and follow the screen prompts to create this passcode.

Install and configure Horizon Files

1. In the Horizon Workspace app, Mobile apps screen, tap the Horizon Files app. The Apple App Store screen opens.
2. Tap **Install App**.
3. When the Horizon Files application is installed, tap the Files icon to launch it.
4. Follow the screen prompts to enter your company's Horizon Workspace server address, your user name and your password.

Working in Horizon Files

When you use Horizon Files on your iOS device, you can access your Horizon Files folders and your View desktops.

When you open Horizon, you see the Files page. The View desktops link is in the bar at the bottom of the My Files navigation pane, along with the Settings link.

Managing files and folders

The Files page is where you can see and manage your files and folders. You can upload files and add new folders. These files are accessible across all of your devices you have set up to sync with your account.

Create a new folder

You can create a new folder at the My Files level or within another folder.

1. In My Files, navigate to where you want to create the new folder.
2. Tap the **plus icon (+)** and select **New Folder**.
3. Enter the name for the new folder and tap **OK**.

Add a file

You can select to upload files to add them to your account.

1. In My Files, navigate to where you want to upload a file.
2. Tap the **plus icon (+)** and select **Upload**.
3. Select the item to upload and tap **OK**.

Move a file or folder

You can move a file into a folder, or move a folder into another folder. For shared folders, you must have edit permissions to move a folder.

1. To move folders in My Files, tap **Edit**. To move files in a folder, select the folder and tap **Edit**.
2. Select the item to move. You can select more than one item at a time.
3. Tap **Move**.
4. Select the destination for where you want to move the item. The item is moved.

Rename a file

To rename a file, you must have edit permissions. A file cannot have the same name as another file in a folder.

1. From My Files, select the folder and tap **Edit**.
2. Select the file you want to rename.
3. Tap **Rename**.
4. Enter the new name for the item and tap **OK**.

Rename a folder

You can rename folders, including shared folders. You must have edit permissions to rename a shared folder.

1. From My Files, tap **Edit**.
2. Select the folder you want to rename. Tap **Rename**.
3. Enter the new name for the folder and tap **OK**.

Delete a file or folder

Deleted items are removed from your account and action is recorded in the History page in the Horizon Web Client. Your account quota is updated to show the item has been removed from your overall account quota. If you delete a folder, the content in the folder is also deleted. You can recover a file or folder from the History page on the Web client.

1. From any of your folders, tap **Edit**.
2. Select the item to delete. You can select more than one item at a time.
3. Tap **Delete**.

Previewing files

When you select a file, the file displays in a preview screen. When a file is being previewed, at the top of the preview pane you can view information such as the file name and file size. You can also use the icons to perform such actions as marking the file as a favorite, and sharing the file. On the iPad, you can use the full-screen mode icon to enlarge or minimize the file preview.

You can clear the File Preview cache from the Files Settings page.

Working with Favorite files

You can mark your favorite and important files to quickly retrieve them, similar to bookmarking a file. The Favorites page lists items that you have marked as a favorite. When a change is made to a favorite file, you receive a notification. On your mobile devices you can preview your favorite files even without an Internet connection.

Mark a file as a favorite

Marking a file as a favorite adds the file to your Favorites list for quick access. You cannot mark folders as favorites, only files.

-
1. From My Files, select a file you want to mark as a favorite.
 2. In the preview pane, tap the **star icon** and the file is added to your favorites list.

Viewing your favorite files

View your favorite files easily by accessing the Favorites page.

-
1. From the Files page, tap **Favorites**. Your favorite files display in a list and you can select to preview individual files.

Unmark a file as a favorite

Unmarking a file as a favorite removes the file from your Favorites list. When you sync your device, the file you have deselected as a favorite is removed from your local device storage.

-
1. From the Files page, tap **Favorites** or the **star icon**.
 2. Select the file you want to remove as a favorite.
 3. Tap the **star icon** to de-select the file. The file is removed from your favorites list.

Sharing folders and files

From your mobile device you can share folders that you have added to your Horizon account with others in your organization and with external users. When you share a folder, you assign access permissions to the folder. All files and other folders in the folder are shared. You can share a folder within a folder if the top level folder has not been shared.

You can share a file as a view-only link. You send a file as an attachment or send a link to a file. The recipient opens the attachment or clicks the link they received to view the file. The recipient does not need a Horizon account or password to view this file.

You can stop sharing a folder and files at any time. When you stop sharing, the item is removed from the user's My Files page.

Share a folder

When you share a folder, the content of the folder is shared. Those you share with can access and work on the files based on the permissions you grant. When the invitee accepts the share, the shared folder is added to their My Files page.

-
1. In My Files, tap **Edit** and select the folder to share.
 2. Tap **Share**.
 3. In the Users text box, enter the person's email address.
 4. Select the permission level this person can have.
 5. Tap **Invite**. An email message is sent inviting to share the folder and a notification is added to their Horizon account.

Share a file

When you share a file, you can give out the URL link to the file. Anyone who has the URL can view the file. The link to the share can be disabled if you want to stop the share.

-
1. Select a file that you want to share. The file previews.
 2. Tap the share icon and select Share Publicly. The URL is created.
 3. Tap the share icon again. To immediately send an email, select **Email Link** to open an email message. The URL link is in the body of the message. Select **Copy Link** to be able copy and paste the URL link to anywhere.

View information about shared folders

You can see who is sharing a folder and which access permission is set.

-
1. In My Files, tap **Edit** and select a shared folder.
 2. Tap **Share**.

The dialog box lists the users that share the folder and their access permissions.

Stop sharing folders

You can stop sharing folders you have shared.

1. In My Files, tap **Edit** and select the folder to stop sharing.
2. Tap **Share**.
3. Tap **Stop Sharing** and then tap **OK**.

Stop sharing files

You can select to stop sharing a link to a file. When you stop sharing a file, the URL link you sent to share the file no longer works.

1. Select a file you are sharing with others.
2. Tap the share icon and select **Stop Sharing**.

Change access permissions

You can change access permission assigned to an individual.

1. In My Files, tap **Edit** and select a shared folder.
2. Tap **Share**.
3. Tap the user name to change.
4. The page that opens shows the access assigned. Tap the new access permission row and tap **Done**.

Accepting an invitation to share a folder

When someone shares a Horizon folder with you, you receive an email notification with a link to sign into your Horizon account and accept the share. When you sign in to your account, if you have an invitation to a share the Notifications page displays a link.

If you do not have a Horizon account and someone shares a folder with you, when you click on the share link a temporary Horizon account is set up for you. A Welcome page displays asking you to create a password.

Accept an invitation to share a folder

When you receive an invitation to share a folder, you are notified by an email and a notification appears on your device. After accepting the share, the newly shared folder displays in your My Files page.

1. From the Files menu, select **Notifications**. If you have a share notification, it is listed with information about the share and who it 's from.
2. Select the share you want to accept and tap **Add to My Files**.

Ignore an invitation to share a folder

If you do not want to accept a share, you can select to ignore it.

1. From the My Files menu, tap **Notifications**.
2. Tap the share you want to ignore and tap **Decline Invitation**. If you have more than one share notification, you can tap the Menu and select to accept or decline all invitations.

Accept an ignored invitation to share a folder

If you want to accept a share invitation that you previously ignored, you can go to the Settings page to accept the ignored invitation. The shared folder is added to your My Files page, just as any other share.

1. Go to the **Settings** page.
2. Tap **Show Ignored Invitations**.
3. Select the share you want to accept and tap **Add to My Files**.

Leave a shared folder

You can leave a shared folder that someone has shared with you. When you leave the share, you no longer have access to the folder.

1. In My Files, tap **Edit**.
2. Select the folder from which you want to leave the share.
3. Tap **Share**.
4. Scroll down and tap **Leave**. You are removed from the share.

Managing Horizon Files Settings

The Settings screen displays information about your Horizon account, including the version of Horizon Workspace your device is running, privacy policy, server and user information, your quota use and limits.

Manage your account quota

The quota for your Horizon account is a storage limit for files saved in your Files page. Once you reach the limit, you cannot upload new files to your account. You can see your quota and how much you have used from the Settings page.

Only your latest version of a file is counted against your quota. Even though you can access previous versions, they do not count against your quota. Folders shared with you also do not count against your quota.

When you reach your quota, you can delete files from your account to regain storage space or request a larger quota from your system administrator.

Check your quota usage

The Settings page displays your account quota and the amount of space you have used. Contact your system administrator if you need to increase your quota.

-
1. From the My Files menu, select **Settings**.
 2. Scroll to the Account section to view your quota usage and account quota limit.

Unlink your device

Unlink your device from your Horizon Workspace account removes all account information from your device, including cached data. In order to sync your device again, you have to re-enter your account information.

-
1. From the My Files menu, select **Settings**.
 2. Tap **Unlink from Horizon**.
 3. Tap **OK**.

Using Search

Using the Search feature is a quick and easy way to search your files and folders for an item.

-
1. From My Files, tap **Edit**.

2. Tap **Cancel**. The search bar displays.
3. In the search bar, enter all or part of a word you are searching for and tap **Search** on your keyboard. Your account is searched and the results display items that match your search criteria.

Using VMware Ready Devices with Horizon Workspace

Your VMware Ready Android smartphone has built-in capability to run a virtualized operating system. In this virtualized OS you can run your corporate applications and data. Your personal information, applications and data are completely separate from your managed corporate information.

To manage your corporate workspace from your device, install the VMware Switch application from Google Play. When Switch is set up, you can securely access the corporate applications that your system administrator entitles to you.

If your system administrator requires you to use a VPN to sign in, install the appropriate VPN client application from Google Play and create a connection using the VPN connection settings provided by your system administrator.

System Requirements

- VMware Ready Android device
- Device must not be rooted

To verify that your device is a VMware Ready device, go to Settings > Apps > All Apps and scroll down the list to find the VMware Ready application.

Download and configure VMware Switch

Download the VMware Switch app to access the virtual operating system.

1. From the VMware Ready device, go to Google Play and install the Switch application.
2. Tap the Switch application and in the Set Up VMware Switch screen enter the information that your system administrator provided, including server name, server type and your name and password.
3. Accept the terms of use and tap **Next**. The Switch application begins downloading your workspace.
4. When the download is complete, tap the Switch application icon to complete the workspace setup.
5. Follow the screen prompts which include setting up a password (passcode) specifically for accessing the Switch application.

Configure Email

When the Switch workspace opens the first time, you are prompted to enter your corporate email account credentials.

1. Enter your email address and password. Tap **Next**.
2. The server address is displayed, if it not correct you can change it.
3. Complete the email set up.

After configuring your email, the installation of your corporate workspace is ready to use. You can switch between your corporate workspace and personal phone by touching the Switch icon.

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