

## Contents

FAQs.....	2
1. What is Virtual Workspace? .....	2
2. Who can access Virtual Workspace (VW)?.....	2
3. How do I Log-In to VW?.....	2
4. What computer system or platform can be used to access VW? .....	2
5. When should I install the VW client versus using a Web Browser? .....	2
6. Seems like it takes a while to connect. Is this normal? .....	2
7. While using a web browser to connect, nothing happens when I click on an application or desktop. What should I do?.....	2
8. Where should I save my files when working in VW? .....	3
9. Can I map a drive in VW?.....	4
10. Will I be able to print in VW?.....	4
11. Can I personalize a virtual desktop?.....	4
12. Are there time limits to VW sessions?.....	4
13. How do I download the app for VW on my tablet or phone? .....	4
14. Can I connect USB devices? .....	4
15. How do I access a CD-ROM from VW? .....	5
16. How to copy and paste in VW? .....	6
17. How do I transfer files from my physical computer to the virtual desktop (or vice versa)?.....	6
18. What is the best way to Log Off a virtual desktop? .....	8
19. Where can I find additional resources for Virtual Workspace support?.....	8
20. How can I request software to be added to Virtual Workspace? .....	8

# Virtual Workspace (VW) FAQs

## FAQs

### 1. What is Virtual Workspace?

Virtual Workspace, commonly referred to as “VW”, is a service that allows easy access to some campus applications and network files from anywhere on the Internet via a modern web browser or the Virtual Workspace (VMware Horizon) client.

### 2. Who can access Virtual Workspace (VW)?

Current Towson University students, faculty and staff can access VW.

### 3. How do I Log-In to VW?

There are two methods to access VW:

1. Web Browser - visit: <https://vw.towson.edu>

2. Virtual Workspace (VMware Horizon) Client

- i. The client can be installed on University computers through Software Center or Self Service for Macs.
- ii. To install the client on personal devices, including Windows, Macs, and mobile devices, please refer to the OTS Training document for assistance:  
<http://www.towson.edu/technology/training/resources/remote.html>

### 4. What computer system or platform can be used to access VW?

Windows, Mac, iOS, Android, and Linux computers can access the applications and virtual desktops in VW.

### 5. When should I install the VW client versus using a Web Browser?

The Virtual Workspace (VMware Horizon) client should be used on office computers and University owned laptops. The client offers additional features including printing, and accessing local files and USB devices. OTS recommends using the VW client when possible for the best experience.

Using the web browser to connect comes in handy at a public kiosks or other computers where you may not have administrative rights.

### 6. Seems like it takes a while to connect. Is this normal?

Yes. It takes time to connect to VW. Average time is one to two minutes to properly setup a virtual desktop.

### 7. While using a web browser to connect, nothing happens when I click on an application or desktop. What should I do?

This could be due to the pop-up blocker in the web browser. Add \*.towson.edu to the allowed sites list in the pop-up blocker settings for your web browser.

## 8. Where should I save my files when working in VW?

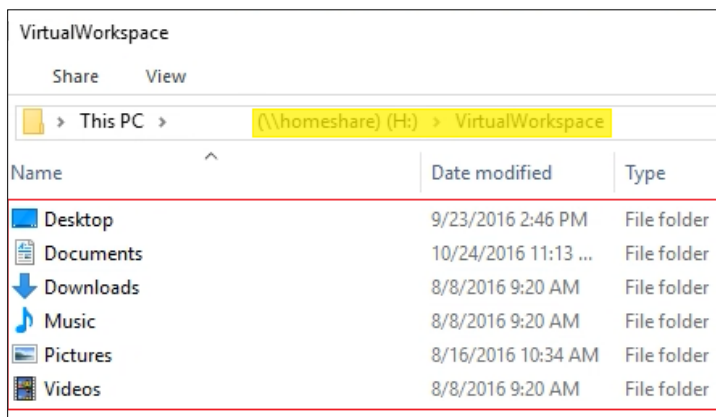
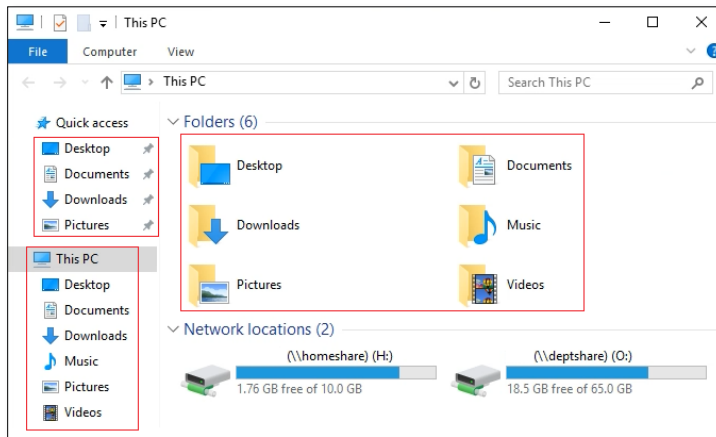
It is a best practice to save files and folders to your H:\ drive (Home Directory), O:\ drive (Department) or other network shares. In addition to the convenience of accessing these locations from different computers, these network drives are backed up nightly to protect against unintentional loss of data.

All files are erased from the C: drive of a virtual desktop after each session terminates. However, certain folders automatically save to your H: drive (aka home directory). When in a virtual desktop session, if you save items in your "Desktop", "Documents", "Downloads", "Pictures", "Music", or "Videos" folder, they will automatically be saved in corresponding folders in H:\VirtualWorkspace\.

For example, if you save an item on the desktop in your VW connection, you will actually be saving it in the "Desktop" folder created in your H:\VirtualWorkspace folder.

In the images below, the red boxes are all showing the same folder locations:

***" H:\Virtual Workspace\Documents" is the same as "This PC → Documents"***



## 9. Can I map a drive in VW?

Yes, while connected to a virtual desktop in VW, follow the instructions below to map a drive.

- Open File Explorer and select *This PC*.
- Click the *Computer* tab
- Click the Map network drive button in the ribbon menu at the top, then select "Map network drive".
- Select the drive letter you want to use for the network folder and type the path of the share ([\\server\share](#)). An example might look similar to this: [\\customshare\SharedDocs\\$](#)
- Make sure "Reconnect at sign-in" is checked off and then click Finish

## 10. Will I be able to print in VW?

Yes, the printers connected to the device you are using to access VW should be available when you are using the Virtual Workspace (VMware Horizon) client.

*Note: Printing is not supported using web browser or a mobile device.*

## 11. Can I personalize a virtual desktop?

Some personalization changes will be saved and follow you as you access virtual desktops. Custom wallpaper, mapped drives, and desktop/taskbar shortcuts will be saved.

## 12. Are there time limits to VW sessions?

Yes, inactive sessions will automatically be disconnected after 30 minutes of inactivity. One hour after disconnection, the virtual desktop or published application will be closed and/or logged off. All files and running applications will be closed. A session can be resumed by logging back into the virtual desktop or published application within one hour after the initial 30 minutes of inactivity.

In summary, any unsaved work will be lost after 90 minutes of inactivity.

## 13. How do I download the app for VW on my tablet or phone?

The VMware Horizon Client is available from your mobile device's application store (App Store for iPad and iPhone, Play Store for Android, etc.). Search for "VMware Horizon Client" in the appropriate store to locate and download the free application. Once installed, use **vwclient.towson.edu** as the server name when prompted.



## 14. Can I connect USB devices?

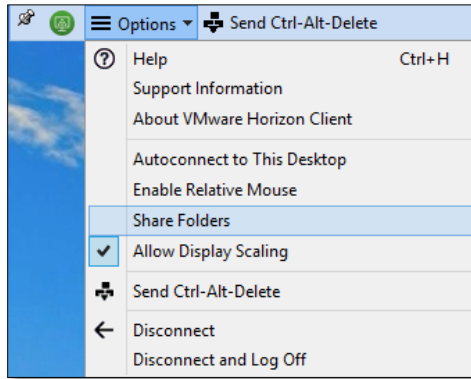
USB storage devices (flash drives and DVD drives) are supported when using the full Virtual Workspace (VMware Horizon) client.

*Note: USB pass-through is not supported using web browser or mobile client.*

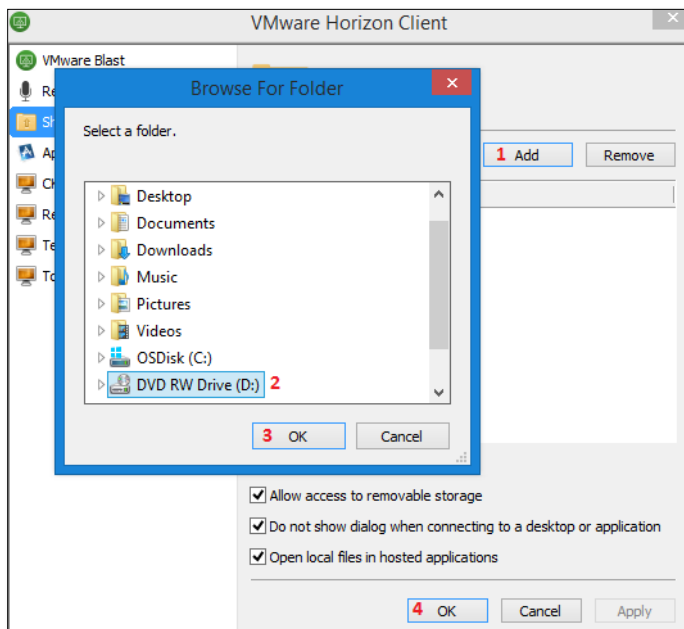
## 15. How do I access a CD-ROM from VW?

DVD and CD-ROM drives are not accessible when accessing VW from the Mac client or a web browser.

When using the VW client on Windows, in the VW Client toolbar, select *Options*, then *Share Folders* as shown below:



When the Sharing options appear, click *Add*, then select the DVD/CD drive and click *OK*.



## 16. How to copy and paste in VW?

Copy and Paste is limited to text in VW. To transfer files to or from a virtual desktop, please see FAQ 17 below.

The Virtual Workspace (VMware Horizon) client will allow you to use traditional copy/paste functions.

When using a web browser to access a virtual desktop, the *Copy & Paste panel* must to be used to transfer text to and from the virtual desktop.



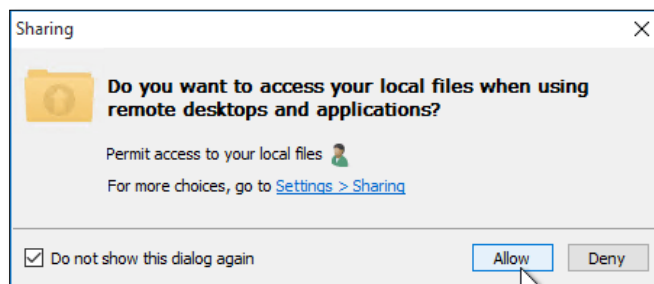
*Note: The Copy & Paste panel is accessible from the sidebar which is usually hidden and can be accessed by clicking the transparent tab on the left side of the desktop.*

## 17. How do I transfer files from my physical computer to the virtual desktop (or vice versa)?

Since virtual desktops will automatically map H: and O: drives, it is recommended that needed files be saved in those locations or other network drives such as CustomShare or SecureShare and accessed as if they were on a traditional desktop. However, if you wish to transfer a file between the virtual desktop and your physical computer, please follow these steps.

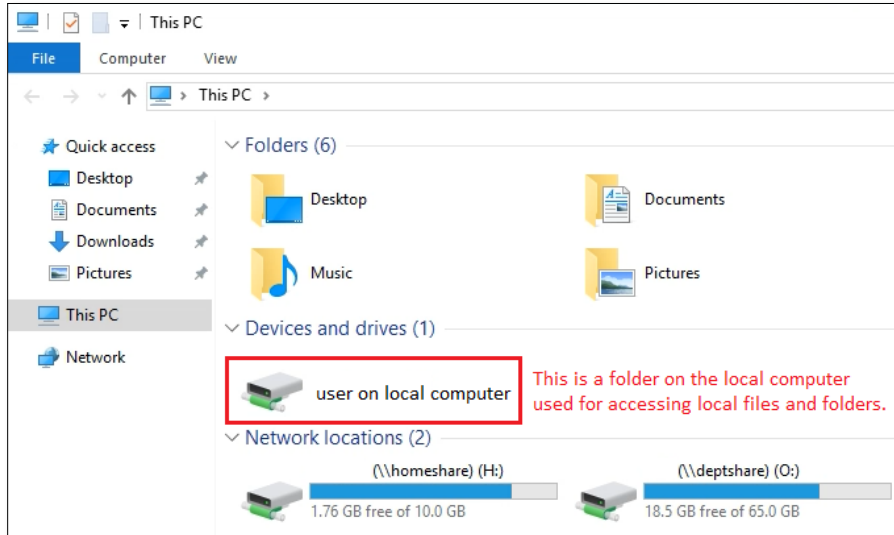
*Transfer files using the Virtual Workspace (VMware Horizon) Client*

When accessing a virtual desktop from the VW client, a prompt to access removable storage and local files may be seen. By clicking allow, access to USB drives and the local user's profile will be allowed.



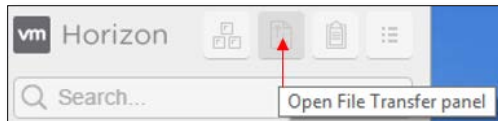
# Virtual Workspace (VW) FAQs

When logged into a virtual desktop, open *File Explorer*, and select *This PC*, as shown below. The highlighted drive is on the computer you are connecting from. This is the logged in person's profile folder that contains Desktop, Documents, Pictures, etc.



## *Transfer files using a web browser*

When using a web browser to access a virtual desktop, the *File Transfer panel* must to be used to transfer files to and from the virtual desktop.

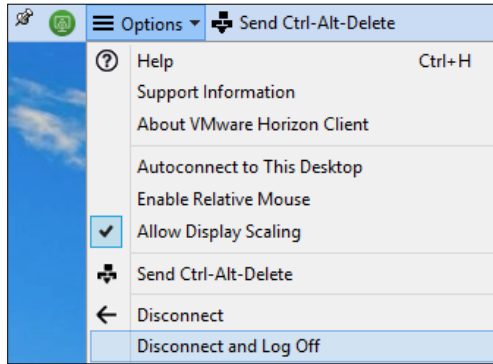


Uploaded documents will appear in the Documents folder in the virtual desktop. Files downloaded from the virtual desktop will be saved in the Downloads folder on the local computer.

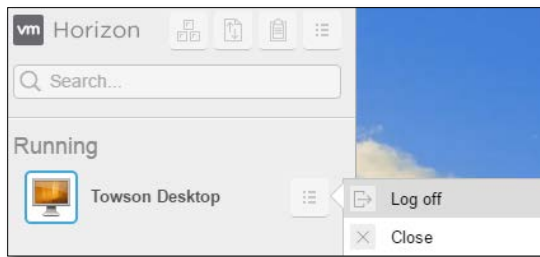
*Note: The File Transfer panel is accessible from the sidebar which is usually hidden and can be accessed by clicking the transparent tab on the left side of the desktop.*

18. What is the best way to Log Off a virtual desktop?

The preferred method to log off when using the Virtual Workspace client is to use the VW Client toolbar. Select *Options*, then *Disconnect and Log Off*. The Start menu and Desktop of the virtual desktops also have shortcuts to Logoff.



When using the web client, open the sidebar and click the menu next to the logged in desktop, as shown below. Click *Log Off* to end the session.



19. Where can I find additional resources for Virtual Workspace support?

OTS Training documents for Virtual Workspace & Remote Access are posted on this page: <http://www.towson.edu/technology/training/resources/remote.html>

20. How can I request software to be added to Virtual Workspace?

Please submit a service request through [TechHelp](#). When submitting your request, use the following request type: *Employee Role* → *Remote Access...* → *Virtual Workspace*. Be sure to include any details about the software and licensing.