Virtual Workspace
Reference Guide for End Users
Table of Contents

INTRODUCTION ..................................................................................................................................................... 3
THREE OPTIONS FOR ACCESSING THE VIRTUAL WORKSPACE................................................................. 3
ACCESSING THE VIRTUAL WORKSPACE VIA WEB BROWSER (PUBLIC DEVICES) .............................................. 3
  LOGGING OFF OF THE VIRTUAL WORKSPACE VIA WEB BROWSER.......................................................... 5
INSTALLING AND ACCESSING THE VIRTUAL WORKSPACE CLIENT (PC) .................................................... 6
  ACCESSING THE VIRTUAL WORKSPACE USING THE VMWARE HORIZON CLIENT (PC).............................. 8
INSTALLING AND ACCESSING THE VIRTUAL WORKSPACE CLIENT (MAC) .................................................. 9
  LOGGING OFF OF THE VIRTUAL WORKSPACE CLIENT (MAC) .................................................................... 12
ACCESSING THE VIRTUAL WORKSPACE VIA THE HORIZON APP (IOS) .................................................... 13
  INSTALLING VMWARE HORIZON CLIENT APP ............................................................................................... 13
  USING THE VMWARE HORIZON CLIENT FOR IOS ..................................................................................... 14
  RADIAL MENU ............................................................................................................................................... 14
  CONNECTION MENU ...................................................................................................................................... 15
  LOGGING OFF OF THE VMWARE HORIZON CLIENT APP ............................................................................. 15
APPENDIX ........................................................................................................................................................ 16
  COPYING AND PASTING ............................................................................................................................... 16
    Using the Copy & Paste Panel (Web Browser) ............................................................................................. 16
    Clearing the clipboard in the Virtual Workspace (Web Browser) ............................................................... 17
  SAVING FILES IN VW .................................................................................................................................. 18
    Saving Files Exercise ................................................................................................................................ 19
  ACCESSING ADDITIONAL SHARED DRIVES AND DEVICES ...................................................................... 21
    Mapping a Drive in VW .............................................................................................................................. 21
    Accessing USB Devices and Optical Drives (PC Client Software) ............................................................ 22
    Adding a Device or Drive ........................................................................................................................... 22
  TRANSFER FILES USING A WEB BROWSER ................................................................................................. 25
    Downloading Files .................................................................................................................................... 25
    Uploading Files ......................................................................................................................................... 26
  PRINTING FROM VW ................................................................................................................................... 28
  INACTIVITY IN THE VW ............................................................................................................................. 28
  VIRTUAL WORKSPACE INFORMATION ....................................................................................................... 28
Introduction

The Virtual Workspace is Towson University's web-based, remote access product that allows TU users to remotely access the Towson Desktop, secure share drives and published applications from virtually any computer with an Internet connection and a browser. When using the Virtual Workspace for the first time, software must be installed. This self-help document will step you through how to download this client.

Three Options for Accessing the Virtual Workspace

Web Browser – good for accessing from public devices where you can’t install the client software.
Locally Installed Client – best performance. This is a great option to gain access from your office or home computer.
Mobile Device – install the client software to your iOS/Android device.

Accessing the Virtual Workspace via Web Browser (Public Devices)

In order to utilize the web browser-based Virtual Workspace, follow these steps:

1. Open your Internet browser and type vw.towson.edu in the address bar and press ENTER.
2. Login with your Username and Password. Note: Your Username is your NetID
3. Click the Login button. Note: You may be required to authenticate with the DUO Multi-Factor Authentication process.
4. The **Virtual Workspace Launcher** will appear in your browser window. You will be presented with a number of application icons. Some icons will launch a standalone application such as the full version of **Adobe Acrobat** or **SPSS 23**. If you wish to simulate the experience you would receive by sitting at a Towson University owned machine, you can launch the **Towson Desktop**.

5. Select the application icon you wish to launch.

6. A message box will appear asking you how you wish to open the application. Because you are using a browser on a public device, you will select **Browser (default)** then click the **Open Horizon Client** button. **Note:** You will need to disable any pop-up blocker for the application to launch.

7. The **Virtual Workspace** experience will launch in a new browser tab and your application will appear. **Note:** The application will have a **sidebar tab** on the left-hand side of the screen. This tab may appear open or closed depending on the browser and application you use. The tab controls the application and allows you to log off when required. To expand or minimize the tab, click the tab handle, indicated by three vertical lines. The sidebar will expand or minimize accordingly.
Logging Off of the Virtual Workspace via Web Browser

1. When finished with the application, click the tab to expand the Horizon sidebar. Your application will appear in the sidebar panel.

2. Depending on the application, you may click the X in the Horizon sidebar to close the application or in the instance of the Towson Desktop, it is recommended that you log off by double-clicking the Logoff icon.

3. A confirmation screen will appear. Click OK and you will be disconnected.
Installing and Accessing the Virtual Workspace Client (PC)

The Virtual Workspace Client is available on campus computers via the Software Center. If you wish to download the client to your personal computer, follow these steps:

1. Open your Internet browser and type vw.towson.edu in the address bar and press ENTER.
2. Login with your Username and Password. Note: Your Username is your NetID.
3. Click the Login button. Note: You may be required to authenticate with the DUO Multi-Factor Authentication process.

4. The Virtual Workspace Launcher will appear. Click the Download Horizon Client icon.
5. The **VMware Horizon** screen will appear. Click the **Install VMware Horizon Client** icon.

![VMware Horizon Screen](image)

**Figure 10**

6. Depending on the browser you are using, you may be asked to open or run the **TU-Horizon-Client64.exe** client. In Internet Explorer, click **Run**. In Chrome and Firefox, locate the file from the **Downloads** folder and double-click the file to run it.

![File Open Dialog](image)

**Figure 11**

7. Click **Install** to run the **TU-Horizon-Client64** program.

8. When the installation is finished, click the **Close** button. The **VMware Horizon Client** will show up as an installed program on your computer.

![Installation Complete](image)

**Figure 12**

![Recently Added](image)

**Figure 13**

**Figure 14**
Accessing the Virtual Workspace using the VMware Horizon Client (PC)

Once you have installed the **Virtual Workspace Client** on your Towson Owned or personal computer, you will be able to access the **Virtual Workspace**.

1. Locate the **VMware Horizon Client** icon on your desktop or go to the **Start** button and choose **VMware Horizon Client** from the menu.

![Figure 15](image15.png)

![Figure 16](image16.png)

2. Login with your **User Name (NetID)** and **Password**.

![Figure 17](image17.png)

3. Click the **Login** button. The **VMware Horizon Client** will launch. You may run any application you choose by double-clicking the application icon. The application will run as a standalone application on your computer.

**Note:** Applications may take several minutes to load

![Figure 18](image18.png)

4. When using virtual applications, you will be asked if you want to share your removable storage and local files. Click **Allow** if you want to be able to access local files while using these applications.

![Figure 19](image19.png)
Virtual Workspace: Reference Guide for End Users

Installing and Accessing the Virtual Workspace Client (Mac)

The Virtual Workspace Client is available on campus computers via the Self Service app. If you wish to download the client to your personal computer, follow these steps:

1. Open your Internet browser and type vw.towson.edu in the address bar and press ENTER.
2. Login with your Username and Password. Note: Your Username is your NetID
3. Click the Login button.

   **Note:** You may be required to authenticate with the DUO Multi-Factor Authentication process.

4. The Virtual Workspace Launcher will appear. Click the Download Horizon Client icon.

Figure 20

Figure 21
5. The **VMWare Horizon** screen will appear. Click the **Install VMWare Horizon Client** icon.

![VMware Horizon Screen](image)

*Figure 22*

6. The application will download to the **Downloads** folder.

![Downloads Folder](image)

*Figure 23*

7. Install the application as you would normally. Once installed, it will appear in your **Applications** folder, ready for use.

8. When you launch the application, you will be asked whether you want to **Start remote USB and Printing services**. Click **Continue**. You will be asked to enter the **Admin** password for the machine.

![Start remote USB and Printing services](image)

*Figure 24*
9. The VMWare Horizon Client screen will appear. Click **New Server** to add the **Towson University Virtual Workspace** server name.

![Figure 25](image)

10. In the **Connection Server Setup** screen enter **https://vwclient.towson.edu** in the **Connection Server** field and click **Connect**.

![Figure 26](image)

11. The **Login** screen will appear. Enter your **Username (NetID)** and **Password** and click **Login**.

![Figure 27](image)

12. The **VMWare Horizon Client** will appear. You can launch any application you choose by double-clicking the application icon.
Logging Off of the Virtual Workspace Client (Mac)

1. If you run the Towson Desktop application, it is recommended that you log off by double-clicking the Logoff icon. You will be returned to the VMWare Horizon Client.

![Logoff icon]

Figure 28

2. To log off of the other applications available in the Virtual Workspace, click the Disconnect icon located on the top left hand corner of the window.

![VMWare Horizon Client window]

Figure 29
Accessing the Virtual Workspace Via the Horizon App (iOS)

Installing VMware Horizon Client App

To access the Virtual Workspace via your iOS device, you must first install the app.

1. Open the App Store and search for VMware Horizon Client. Install the app as you would normally.
2. Open the VMware Horizon Client app.
4. Press the Add Server button. In the sign in screen, enter your Username (TU NetID) and Password in the appropriate fields, then press the Login button.

Figure 30
Using the VMware Horizon Client for iOS

Once you are logged into the Virtual Workspace through the VMware Horizon Client app, you are presented with a list of software to access including the Towson Desktop.

Radial Menu

When an application is launched, the Radial Menu provides quick access to settings, help, connection, directional keys, the keyboard and touchpad features. To access these features, touch the Radial Menu button located on the center of the screen.

This button can be moved by touching and dragging it anywhere on your screen. Tapping on the button will reveal menu options:

1. Settings
2. Touchpad
3. Keyboard
4. Cursor Keys
5. Disconnect
6. Help

Tapping on the Radial Menu button again will hide the menu options.
Connection Menu

The Connection Menu allows you to switch between the Towson Desktop and other available software via the Virtual Workspace. To switch between these applications, swipe the Connection Menu Tab to the right and select a different application. To close this menu, swipe the tab left.

Logging Off of the VMWare Horizon Client App

1. When you are finished utilizing the Virtual Workspace Towson Desktop, it is recommended that you log off by double-clicking the Logoff icon or the Disconnect icon on the Radial menu.

2. To log off of the other applications available in the Virtual Workspace, click the Logout button and then select Log Out from the pop-up screen.
Appendix

Copying and Pasting

The Virtual Workspace (VMware Horizon) client will allow you to use traditional copy/paste functions between your computer and the workspace.

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

Using the Copy & Paste Panel (Web Browser)

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.

1. Open the Horizon sidebar in your web browser by clicking on the tab.

2. In the Horizon sidebar, click the Open Copy & Paste panel icon. The Copy & Paste panel will appear.

3. Paste (right-click then select Paste or CTRL+V) the desired text into the Copy & Paste panel. The text is now ready to be pasted into software contained in the Virtual Workspace.
Clearing the clipboard in the Virtual Workspace (Web Browser)

Pasting additional text requires clearing the Copy & Paste panel.

1. Click Clear text at the bottom of the Copy & Paste panel. A notification that the clipboard has been cleared will appear.

Figure 41

2. The Copy & Paste panel is ready for new text to be pasted.

3. Repeat the process as necessary.
Saving Files 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 **Towson 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 Towson Desktop** session, you will actually be saving it in the **Desktop** folder created in your H:\VirtualWorkspace folder.

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

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

*Figure 43*

*Figure 44*
Saving Files Exercise

1. Open Microsoft Word in the Towson Desktop.
2. In a new document, type This is a test for saving files in the virtual workspace.
3. Click the File tab in the ribbon.

![File tab in Microsoft Word ribbon](image)

4. Click Save in the file menu, then click Browse.

![Save dialog in Microsoft Word](image)

5. In the Save As window, select Documents under Quick access.
6. Type VW save test in the File name field and click Save.

![Save As dialog in Microsoft Word](image)
7. Click the This PC icon on your computer’s desktop.
8. In the This PC window, select This PC, then double-click on your H:\ drive icon.
9. In your H:\ drive, double-click the VirtualWorkspace folder.

![This PC window with VirtualWorkspace folder highlighted](image1)

Figure 48


![Documents folder with VW save test.docx highlighted](image2)

Figure 49

11. You have located the file.

![Documents folder with VW save test.docx highlighted](image3)

Figure 50
Accessing Additional Shared Drives and Devices

Mapping a Drive in VW

There may be instances where you need to access information on a departmental secure shared drive that is not listed in the virtual workspace’s file explorer. While connected to the Towson Desktop in VW, follow the instructions below to map a drive.

1. Double-click the This PC icon in the Towson Desktop.
2. Click the Computer tab.
3. Click the Map network drive button in the ribbon menu at the top, then select Map network drive.

![Figure 51](image)

4. Select the drive letter you want to use for the network folder and type the path of the share (\server\share\customshare\SharedDocs$). An example might look similar to this:

![Figure 52](image)

5. Make sure Reconnect at sign-in is checked and then click Finish.
Accessing USB Devices and Optical Drives (PC Client Software)

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

Please note: USB pass-through is not supported using web browser or mobile client. DVD and CD-ROM drives are not accessible when accessing VW from the Mac client or a web browser.

1. After inserting your flash drive or CD/DVD into your computer, double-click the This PC icon in the Towson Desktop. The storage device or devices will be listed under This PC in the Devices and drives section.

2. Double click on the device or removable media you wish to access.

Adding a Device or Drive

If you do not see the device or drive in the file explorer, your file sharing settings need to be changed in the Horizon Client software. This can be accomplished by taking the following steps:

1. In the Towson Desktop, click on Options in the Horizon Client toolbar.
2. In the Options dropdown menu, click on Share Folders.
3. The following window will list the current folders and drives that are able to be accessed from the **Horizon Client** software. To add an additional device or drive, click the **Add** button.

![Image of the Horizon Client window](image1)

*Figure 55*

4. Browse to the folder or device you wish to add, then click **OK**.

![Image of the folder selection window](image2)

*Figure 56*
5. Click **OK** again. Your folder or device will be added to the **Devices and drives** section of the file explorer.

*Figure 57*
Transfer Files Using a Web Browser

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

**Downloading Files**

1. Open the Horizon sidebar in your web browser by clicking on the tab.

![Figure 58](image)

2. Click on the Open File Transfer panel icon in the sidebar menu. The Transfer Files panel will open.

![Figure 59](image)

3. Select the files that you would like to transfer from the Towson Desktop, then press CTRL + c. This will add the files to a transfer list in the Transfer Files panel.

![Figure 60](image)
4. Click the download icon corresponding with each file you wish to transfer. The file or files will be saved to the Downloads folder on your machine.

**Uploading Files**

1. Open the Horizon sidebar in your web browser by clicking on the tab.

2. Click on the File Transfer panel icon in the sidebar menu. The Transfer Files panel will open.
3. Click on the **Upload** tab in the **Transfer Files panel**.

![Figure 64](image)

4. Drag and drop the files to be uploaded into the **Transfer Files panel**. Uploaded files will appear in the **Documents** folder in the **Towson Desktop**.

![Figure 65](image)

![Figure 66](image)
Printing from VW

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.

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

Inactivity in the VW

Inactive sessions will automatically be disconnected after 30 minutes of inactivity. One hour after disconnection, the Towson 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.

Virtual Workspace Information

For further information on the Virtual Workspace, please visit [http://www.towson.edu/technology/wireless.html](http://www.towson.edu/technology/wireless.html).