

# Workspace ONE Access Customer FAQ

Workspace ONE Access is the new name for VMware Identity Manager

## General Information

**Q. What has VMware announced?**

A. VMware Identity Manager is now known as Workspace ONE Access.

**Q. Why has VMware changed the name from VMware Identity Manager to Workspace ONE Access?**

A. Providing the best possible user experience while providing the highest levels of security for access to corporate data is evolving beyond just trusting the users' identity. Information about the user's device, their network and additional intelligence on user trends and behavior are also increasingly being factored in. VMware is constantly innovating and working with partners such as the Trust Network to deliver enterprise-level security with the best possible consumer experience. As we evolve the experience, we have chosen to also evolve the naming. Workspace ONE Access is a critical part of the Workspace ONE solution in securely delivering any application to any device.

**Q. Is Workspace ONE Access different to VMware Identity Manager?**

A. No. Workspace ONE Access is the new name for VMware Identity Manager. Going forward, new capabilities within the product will further reinforce intelligent secure access to Workspace ONE delivered applications based on user, device, network, and intelligence.

**Q. Does my existing license entitle me to Workspace ONE Access?**

A. Workspace ONE Access is available as part of the Workspace ONE Standard, Advanced, Enterprise, and Enterprise with VDI packages as well as all VMware Horizon Advanced and Enterprise. Any customer with these licenses has previously been entitled to Identity Manager and is now entitled to Workspace ONE Access.

**Q. When will the product UI and documentation change?**

A. The new naming will be reflected in the user interface and documentation later this calendar year.

**Q. Do the deployment models change? Is it still available on-premises?**

A. Customers are increasingly opting to deliver Workspace ONE Access from the cloud. There are multiple advantages to doing this including reducing setup time and administration overhead and being able to access new Workspace ONE innovations, such as Workspace ONE Hub Services, faster. For organizations that either can't or prefer not to move to a hosted model, Workspace ONE Access remains available to install on-premises although it may not always have feature parity with the hosted version.

**Q. Will domain names such as vmwareidentity.com or certificates change within the product to reflect this?**

A. Existing customers will not see any change in domain names or certificates for the foreseeable future. New Workspace ONE and Workspace ONE Access customers will see a new domain name of workspaceoneaccess.com.

**Q. Is VMware discontinuing its identity products?**

A. No. Identity is still a core aspect of the user access VMware is committed to, but only one part of it. To provide the best solution for customers, VMware will continue innovate in its own products and to evolve partnerships around security and identity as has been demonstrated by the Trust Network, and announcements with Okta, Google and Microsoft.

**Q. How will this impact SDDC customers that use Identity Manager for VMware consoles?**

A. No impact. VMware consoles such as vCenter, vRealize Automation and NSX Manager will continue to utilize the same technologies as they do today and will be installed automatically along with the consoles.

**Q. Will the Identity Manager Connector change?**

A. The name of the connector will also change to Workspace ONE Access Connector. The architecture remains the same.

