

Horizon Workspace User Guide for Web and Desktop Clients

Horizon Workspace 1.0

vmware[®]

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Content

| | |
|---|-----------|
| Horizon Workspace Overview | 5 |
| VMware Horizon Workspace | 5 |
| System Requirements | 5 |
| Install Horizon Workspace | 6 |
| Installing Horizon Workspace on your devices | 6 |
| Sign in to your Horizon Workspace account | 6 |
| Sign out of your Horizon Workspace account | 7 |
| Sign in to your Horizon Account From Desktops | 7 |
| Exiting your Horizon Desktop Client | 7 |
| Working in Horizon Workspace Files | 9 |
| Working in Horizon Workspace Data | 9 |
| Managing files and folders | 9 |
| Open the Horizon Web Client | 9 |
| Accessing your files from the Horizon Workspace menu | 10 |
| Add a file | 10 |
| Create a new folder and add files | 10 |
| Create a new folder | 10 |
| Drag and drop a file to My Files | 11 |
| Drag and drop to move files and folders to Horizon Folder | 11 |
| Move a file or folder | 11 |
| Rename a file | 11 |
| Rename a folder | 12 |
| Delete a file or folder | 12 |
| Recover a deleted file or folder | 12 |
| Working with Favorite files | 12 |
| Mark a file as a favorite | 13 |
| Unmark a file as a favorite | 13 |
| Previewing files | 13 |
| Using Comments for discussions | 13 |
| Add a comment | 14 |
| Delete a comment | 14 |
| Keeping a history of activity in your files | 14 |
| View Version History | 15 |
| Filter your history list | 15 |
| Searching in Files | 15 |
| Search for files | 15 |
| Deleting Items from My Files | 16 |
| Delete a file or folder | 16 |
| Recover a deleted file or folder | 16 |
| Sharing With Others | 17 |
| Sharing files and folders | 17 |
| Access permissions | 17 |
| Share a folder | 17 |

| | |
|--|-----------|
| Change permissions granted to a shared folder | 18 |
| Revoke access to a shared folder | 18 |
| Share a file with the public | 19 |
| Stop sharing public files | 19 |
| Delete a shared folder | 19 |
| Accepting an invitation to share a folder | 19 |
| Accept an invitation to share a folder | 20 |
| Ignore an invitation to share a folder | 20 |
| Accept an ignored invitation to share a folder | 20 |
| Synchronizing Files and Folders | 21 |
| Synchronizing files and folders between devices | 21 |
| Viewing and Changing Your Settings | 23 |
| Viewing and changing your settings | 23 |
| Managing your account quota | 23 |
| Change your picture | 23 |
| Unlink your devices from Horizon Workspace | 23 |
| View devices you sync | 24 |
| Working with Horizon Workspace Applications | 25 |
| Working in the Applications page | 25 |
| Add an application | 25 |
| Remove an application | 25 |
| Use ThinApp Packages in Windows | 25 |
| Working in the Computers Page | 27 |
| Working in the Computers page | 27 |
| Accessing your View desktops | 27 |

Horizon Workspace Overview

VMware Horizon Workspace

VMware Horizon™ Workspace is an integrated hub that provides secure access to your personal and shared folders and files and applications. The first time you access Horizon Workspace is through the Horizon Workspace Web Client from your browser. When you sign in to the Web client, depending on your set up, you see the following application tabs in the header.

- **Files.** Files saved in your Horizon folder on your computers, on your Android and iOS mobile devices, and on the Horizon Web Client are synced between all devices and can be shared with others.
- **Applications.** Applications that are enabled for your use can be accessed from the Applications tab from the Horizon Web Client or from your mobile devices.
- **Computers.** VMware Horizon View desktops your system administrator has enabled can be accessed from the Computers tab in the Horizon Web Client or from your iOS devices. You can open your desktops with either View, if it is installed, or in a web browser window using Horizon HTML Access.

To begin working in Horizon Workspace across your different devices, install the Horizon application on your devices.

System Requirements

The following Web browsers can be used to view your Horizon Web Client:

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

NOTE: Internet Explorer 9 is required to launch your desktop from the My Computers tab with VMware Horizon View HTML Access.

Approved operating systems:

- Apple Mac® OS X 10.6 Snow Leopard or later
- Microsoft Windows® XP SP3, 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

Approved mobile devices:

- iOS 6.0+ with Apple iPad® 2 or later and Apple iPhone® 4 or later
- Android™ OS v2.3 with HTC EVO™ 4G, HTC Incredible™, Motorola Droid 2, Motorola Droid X, Samsung Galaxy S®, Samsung Galaxy S II
- Android OS v4.x with Samsung Galaxy S II, Samsung Galaxy S III

- Android OS v2.2 with HTC EVO 4G, Motorola Droid, Samsung Galaxy S, Samsung Galaxy S II
- Android OS V3.x with Motorola Xoom

Install Horizon Workspace

Download, install, and launch the Horizon Workspace on your computer.

1. From the Horizon Web Client, click the arrow next to your name and select **Download Horizon**.
 2. Click the client icon for the computer you are using and save the client installer to your computer.
 3. Double-click the executable file, and click **Run** to start the installer.
 4. Read and agree to the terms of the license agreement. Click **Next**.
 5. Enter the Horizon Workspace server information to associate with your machine. Click **Next**.
-

RESULT:

The installer wizard runs. After installation is complete, the Horizon icon displays on your system tray/menu bar and a Horizon folder is created.

Installing Horizon Workspace on your devices

To begin working in Horizon Workspace across your different devices, begin by installing the application on your devices.

1. In the Horizon Web Client header bar, click your name and select **Download Horizon**.
 2. Select the desktop version to install and run the application.
-

RESULT:

A Horizon folder is created on your computer.

AFTER COMPLETING THIS TASK:

To download Horizon Workspace on your mobile device, go to the appropriate device's App Store and search for the VMware Horizon Workspace application.

Sign in to your Horizon Workspace account

To access your Horizon Workspace account, you must sign in to the Web client and be authenticated.

-
1. Open a browser window and enter the URL provided by your system administrator.
 2. Type your **email address**.
 3. Type your **password**.
 4. Click **Sign in**.
-

Sign out of your Horizon Workspace account

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.
-

Sign in to your Horizon Account From Desktops

To synchronize the content of the Files page and your Applications page between your Horizon folder and your Horizon account, you must sign in to be authenticated.

1. Click the **Horizon icon** on your system tray/menu bar.
 2. Enter your user name and password and click **Sign in**. Files and applications are synchronized in your Horizon account.
-

Exiting your Horizon Desktop Client

You can exit out of your Horizon desktop client.

NOTE: To re-access your Horizon desktop client from your system tray/menu bar, you must open the Horizon application from your computer.

1. On your system tray/menu bar, click the Horizon icon.
 2. Click **Exit**. You are logged out of your Horizon desktop client.
 3. To re-access your Horizon Workspace desktop client, go to **Start > Programs > VMware > VMware Horizon Workspace** to open the application. The Horizon icon displays on your system tray/menu bar and begins to sync.
-

Working in Horizon Workspace Files

Working in Horizon Workspace Data

VMware Horizon Workspace Data enables you to access files you have saved to your Horizon folder on any device from anywhere and share these files with anyone. The files are stored on a server and you can use the Horizon Web Client from any browser to access them. You can also install the Horizon Workspace application on your Apple Mac and Window computers, and iOS and Android mobile devices to access these files.

The Files tab includes the following:

- 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. 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 your account using the Horizon folder or the Horizon Web Client. These files are accessible across all of devices you set up to sync with your account.

Open the Horizon Web Client

Open the Horizon Web Client from your Horizon menu.

1. Click the Horizon icon on your system tray/menu bar.
 2. Select **Open Horizon web page**.
-

Accessing your files from the Horizon Workspace menu

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

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

Add a file

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

***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 and add files

In your Horizon folder you can organize files in folders. Create a new folder within your Horizon folder, add files to the folder, and the new folder syncs with your Horizon account.

1. In your Horizon folder, right-click and select **New > Folder**.
 2. Name the folder.
 3. Add files to the folder.
-

Create a new folder

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

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 a file 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.

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

Drag and drop to move files and folders to Horizon Folder

You can drag and drop files and folders from your computer to your Horizon folder.

1. With your Horizon folder open, select an item on your computer and drag and drop it into your Horizon folder. The item syncs immediately with your Horizon Workspace account.
ADDITIONAL INFORMATION: Drag and drop items out of your Horizon folder back to your computer is not recommended. To remove an item from your Horizon folder, select the item and click delete. This delete action can be tracked in the History page. Dragging and dropping an item out of your Horizon folder is not tracked.

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 a file or folder

Deleted items are removed from your account and the History page lists the deleted file. If you delete a folder, all of the contents in the folder are also deleted. Your account quota is updated.

1. Go to **Files > My Files** and select the file or folder you want to delete.
 2. Click the arrow and select **Delete**. The item is deleted without a confirmation. If you want to reverse the deletion, go to the History page.
-

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. From the Horizon Web Client, 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 you can access your favorite files anytime, 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**.
-

RESULT:

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

Delete a comment

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.
-

RESULT:

The comment is removed and the action is logged in your History page.

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 Horizon Workspace 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 wildcard 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 the My Files view, enter the search criteria in the search field in the navigation pane.
 2. Press **Enter**. A list of files matching your search criteria displays.
-

Deleting Items from My Files

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 in the Horizon Web Client only shows the folder that was deleted, not the files in the folder.

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

Delete a file or folder

Deleted items are removed from your account and the History page lists the deleted file. If you delete a folder, all of the contents in the folder are also deleted. Your account quota is updated.

1. Go to **Files > My Files** and select the file or folder you want to delete.
 2. Click the arrow and select **Delete**. The item is deleted without a confirmation. If you want to reverse the deletion, go to the History page.
-

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. From the Horizon Web Client, 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.
-

Sharing With Others

Sharing files and folders

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.

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.

REMEMBER: *You cannot give access permission to a single file. A file must be in a folder to give someone else 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 files, 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 files, 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.

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.

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.
-

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.

1. Go to **Files > My Files** and select the folder that you want to revoke access.
 2. To share the folder with new permissions, in My Files select the folder.
 3. Click the arrow and select **Share Info**.
 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**.
 7. In the Access rights have been changed notification dialog box, click **OK**.
-

RESULT:

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.

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**
-

RESULT:

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

Share a file with the public

When you share files with the public, you give out the URL link to the file. Anyone who has the URL can view the file. A public link cannot be edited.

1. Select the file to share.
 2. Click the arrow and select **Share Publicly**.
 3. Copy the URL link and click **Close**.
 4. Send the URL link by email to people with whom you want to share the file.
-

Stop sharing public files

In the Horizon Web Client, you can stop sharing a file publicly.

1. Select the file you are sharing publicly.
 2. Click the arrow and select **Share Publicly**.
 3. Click **Stop Sharing**.
 4. Click **Ok** to confirm you want to stop sharing this file. The URL link you sent to share the file no longer works.
-

Delete a shared folder

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

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

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 in to the Horizon Web Client, if you have an invitation to share a folder, a notification link displays in the header bar.

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, you can see what type of permissions you have to work in the shared folder by selecting the folder and in the drop-down menu select 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.

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.

1. In the Horizon Web Client, 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.
-

Synchronizing Files and Folders

Synchronizing files and folders between devices

Files and folders that are added to your account are automatically synced to any device 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 Horizon for Windows or Mac folder 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.

Viewing and Changing Your Settings

Viewing and changing your settings

In the Settings menu in the Horizon Web Client you can change your picture, view your account quota, and view devices you have linked to your Horizon account and the last time they were updated.

For devices that are linked to your Horizon Workspace 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 the how much you have used from the Web client or from your devices.

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**.
-

RESULT:

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

View devices you sync

The devices you sync with your Horizon Workspace 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.

Working with Horizon Workspace Applications

Working in the Applications page

The Applications page displays applications that have been enabled for your use. From this page, you can securely access these applications without reentering your sign in credentials.

If you use a computer running Windows, you can access both Windows and Web applications. ThinApp packages that your organization enabled for you display in the Applications tab. If you are not working on a computer running Windows, these packages are not displayed.

You can access your Web applications from any device.

Add an application

You can manage which applications are displayed in your Applications page. Applications that have been enabled are listed in the Add applications list.

1. In the Applications page click **Add Application**. If you want to see Windows and Web applications separately, click **All** and select which view you want.
 2. Select an application to display and click **Add**.
-

Remove an application

You can organize the applications that display on the Applications page. When you remove the application from the page view, it is still available in the Add Application list.

1. In the Applications page mouseover over the application to remove.
 2. Click the **X** in the right corner.
-

RESULT:

The application is removed from the Applications page. You can click Add applications to add the application back.

Use ThinApp Packages in Windows

VMware ThinApp packages are Windows applications that have been packaged as virtual applications. When you are working on a computer running Windows, ThinApp packages that you are entitled to are displayed in the Applications page. When you sign in to your Horizon Workspace account, these applications are synchronized to your computer. This creates Desktop and Start menu shortcuts, file-type associations, and an entry in Add/Remove Programs.

These applications can be used when you are not connected to the Internet.

Working in the Computers Page

Working in the Computers page

The Computers page shows the desktops that are enabled for your use. When VMware Horizon View is installed, you can access your View desktops from your Horizon Web Client.

You can access your desktops from a Web browser using the VMware Horizon View HTML Access Web client when you do not have the Horizon View client software installed.

The Horizon View Client software offers more features and better performance than viewing your desktop from the browser. For example, with the Horizon View Client software, sound is available when you watch videos. Sound is not available when your desktop is launched from a Web browser.

When you access your desktop, you are not working in your Horizon Workspace account.

Accessing your View desktops

If the Horizon View is installed on your computer, you can select whether to work in your desktops with View Client or in a browser with the View HTML Access Web Client.

1. In the Horizon My Computers page, right click on a desktop.
 2. Select **Open with VMware View** or **Open with web browser**.
 3. If you select to open you desktop in Vmware View, in the Launch Application dialog box, select **VMware View Client** and click **OK**.
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RESULT:

If you select to open in a Web browser, a new tab opens the browser and displays your desktop. When you work in your desktop, you are working outside of your Horizon account.