

Parallels Secure Workspace

User Manual

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Document Guidance

Introduction	This document is an introduction to Parallels Secure Workspace. This document is intended for the end user. The 'Getting Started' section of this document is a quick starter guide that succinctly explains the product essentials. The rest of the document serves as reference content with a more elaborate explanation of the various product options.
Feedback	We strive to continuously improve our products and to develop solutions that fit the needs of our customers. For questions or feedback on this document, please contact us: https://www.parallels.com/support/
Last Updated	20/10/2023
Intended Audience	This book is intended for anyone who wants to use Parallels Secure Workspace. The information in this guide is written for end users who are familiar with common desktop applications.

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Getting Started

Parallels Secure Workspace is a way to deliver IT services. It brings applications and documents to your browser.

Parallels Secure Workspace can be used on Microsoft Windows PCs, Macs, iPads, Android tablets, and Chromebooks. Across all these devices, the user interface and experience remain the same. Parallels Secure Workspace works over a fixed line, Wi-Fi and 3G/4G. Hence it is suited for usage in the office, on the road, or from home.

A short introductory video to get you started using Parallels Secure Workspace is available on our website: **https://psw-tutorial.parallels.com/**

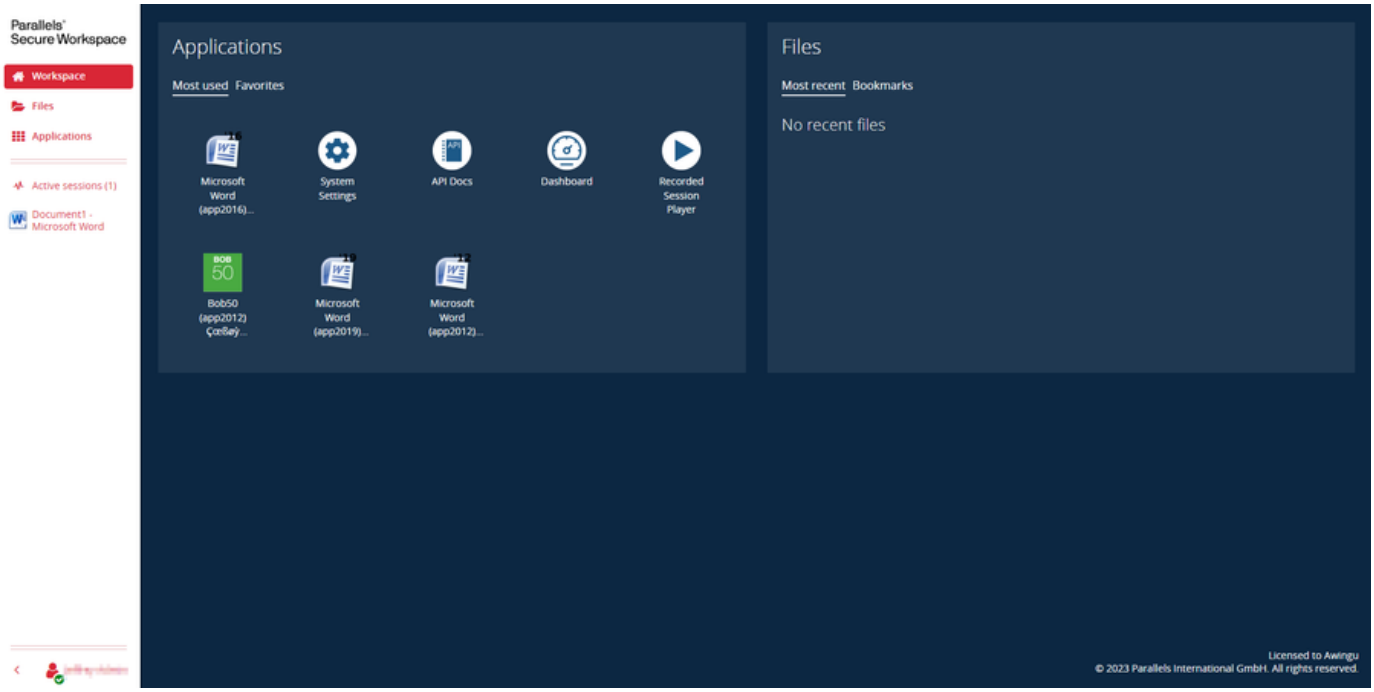
Using Parallels Secure Workspace

To start using Parallels Secure Workspace, open your browser and navigate to the URL provided to you by your system administrator. Sign in with the provided credentials.

Parallels Secure Workspace supports the most recent version of the following browsers:

Platform	Recommended Browser	Supported Browsers
Windows 10 and higher	Chrome	Chrome, Firefox, Edge
macOS	Chrome	Chrome, Firefox, Safari
Linux	Chrome	Chrome, Firefox
iOS	Safari	Safari
Android	Chrome	Chrome
ChromeOS	Chrome	Chrome

The User Interface



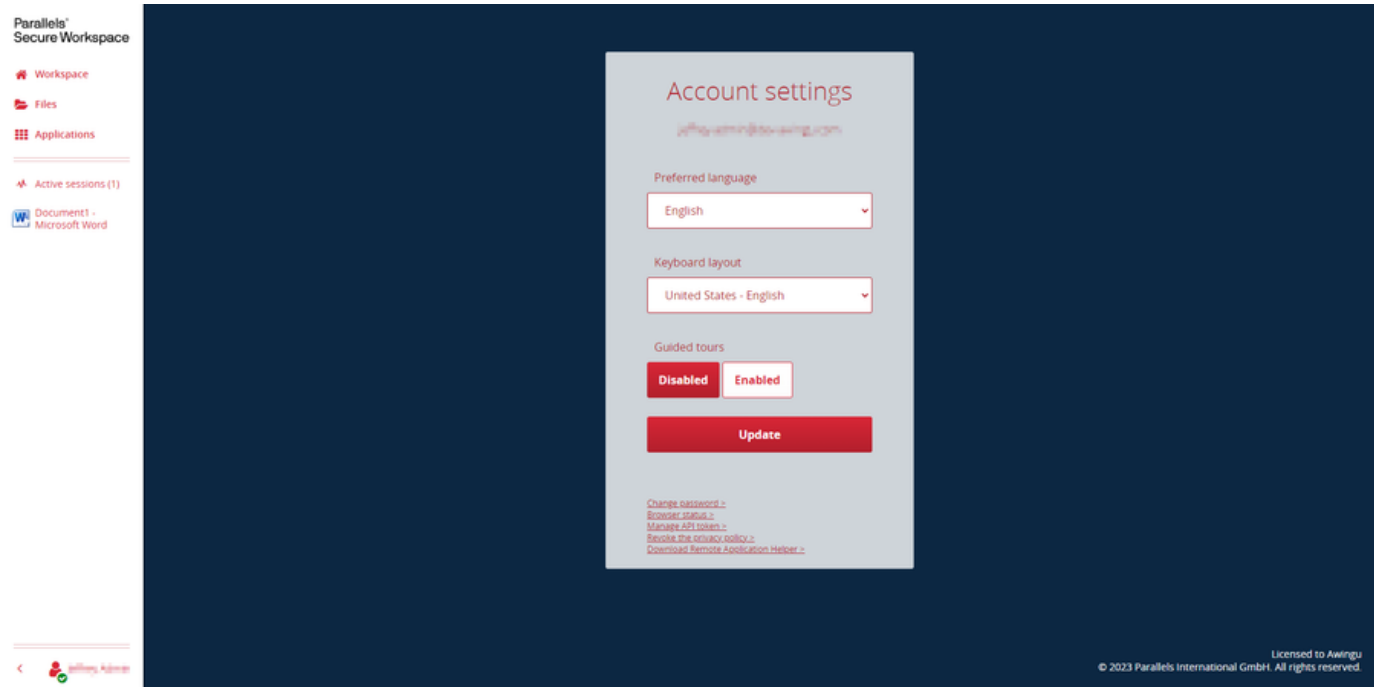
The sidebar contains the main navigation:

- **Workspace**: Your personalized workspace providing shortcuts to your most used and favorite applications, and most recently opened and bookmarked files and folders.

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- **Files**: The files and folders (e.g. Home Drive, Project Drive) made available to you by your administrator, combined with your shared files.
- **Applications**: The applications made available to you by your administrator.
- **Active sessions**: Once you have opened an application, the section with active sessions will appear. It provides you with an overview of all your active applications and allows you to navigate between them.
- **Profile menu** (your user name): Allows you to manage your account and session settings.
- **Collapse sidebar** (the < button): Show only the sidebar icons.

Account Settings



Clicking on the profile link (bottom left) provides you with a menu with an option to manage your **Account settings**. This page provides you with the following functions and information:

- **Preferred language***: The language you want Parallels Secure Workspace to be shown in.
- **Keyboard layout***: The keyboard layout you have configured on your operating system (e.g. Belgian French).
- **Guided tours**: Enable/disable the guided tours. Note: guided tours will not appear when the browser size is too small.
- **Keyboard**: Only shown on touch screens) configure the type of keyboard: On-screen (touch) or External keyboard.
- **Change password****: For updating your current password to a new password.
- **Browser status:** Displays important information for troubleshooting.
- **Revoke the privacy policy****: Revoke the privacy policy accepted during the first login. You will be logged out when revoking.
- **Download Remote Application Helper****: Needed for smart cards.

* The language and keyboard layout are also shown for new users when they log in for the first time.
** This option is only shown when enabled by your system administrator.

Applications

- Click on an application to open it.
- Close an application via the close function of the application or using the **Close session** action in the polygon. Do not close the application by closing the tab.
- If you open a new window within an application (e.g. open an attachment in your e-mail client), then you can switch between the windows via the sidebar. Note that some application windows that are opened from within an application will not be shown in the sidebar, but you can use Alt-PgUp and Alt-PgDn instead.
- When saving documents, the documents are stored on one of your Parallels Secure Workspace drives. They are NOT stored on your device's local disk. If required (and permitted by your system administrator), you can download these files for offline usage.

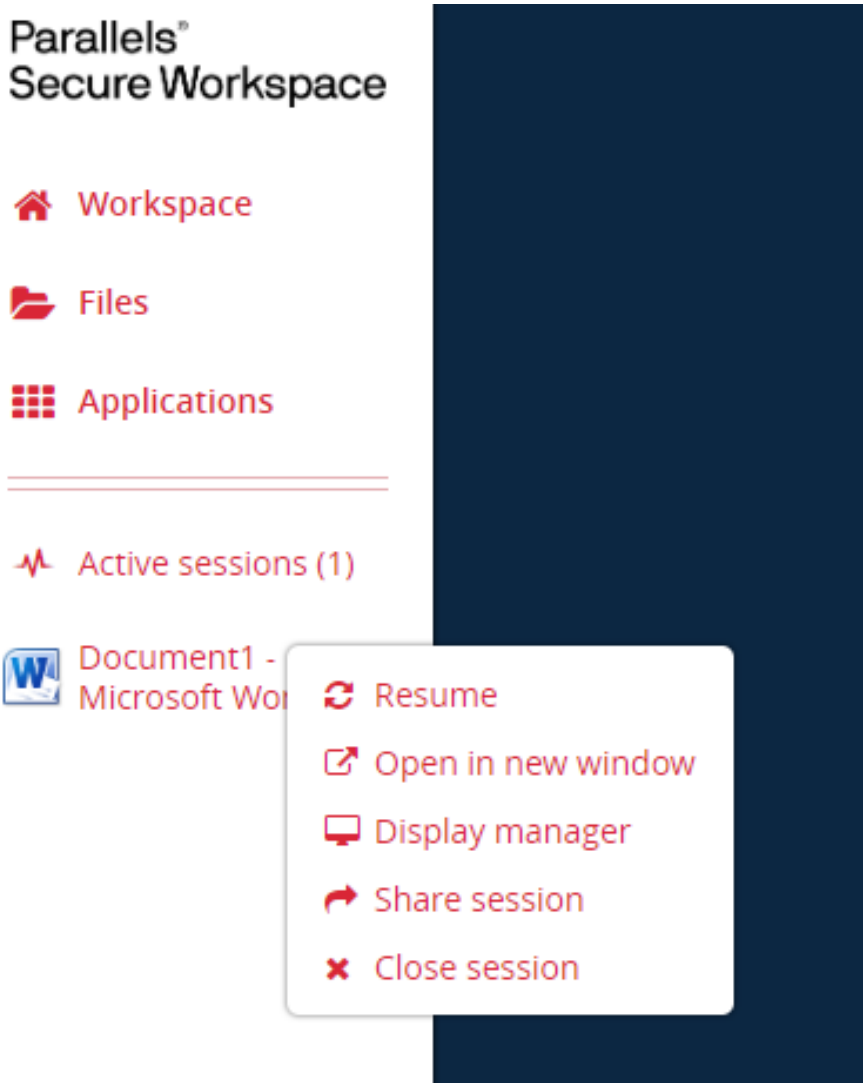
The Polygon

The polygon is available in all streamed applications and allows you to manage your application session and navigate between the different Parallels Secure Workspace functionalities.

- Click on the polygon to expand its menu, click again to collapse.

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- You can move the polygon all over the window. The position of the polygon will be remembered.
- You can also choose to hide the polygon by clicking the "Hide polygon" option in the Profile menu.
- The options of the polygon are also available when you right-click on an application in the sidebar.



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Buttons available on all devices:

Button	Action
	Open this application session in a new window.
	Closes the application session.
	Share your session* with others via URL. You can optionally protect your shared session with a password. See Session sharing section for more information.
	Open the Display manager to allow working on multiple displays in the same session. This option is only available for Microsoft Windows Server 2012 R2 and up.
	Enable the shortcut tool bar*.

* This option is only shown when enabled by your system administrator.

Using streamed applications on tablets

On iPad and Android tablets, the polygon is more extended:

Button	Action
	Show/hide the On-screen keyboard.
	Cut

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	Copy
	Paste

On all tablets, one can also make use of gestures as described below:

Symbol	Gesture	Action
	Tap	Left click
	Long tap	Right click
	2-finger scroll, fingers need to be positioned horizontally	Mouse wheel
	2-finger pinch open	Zoom in
	2-finger pinch close	Zoom out
	2-finger pan when zoomed in	Move zoomed area

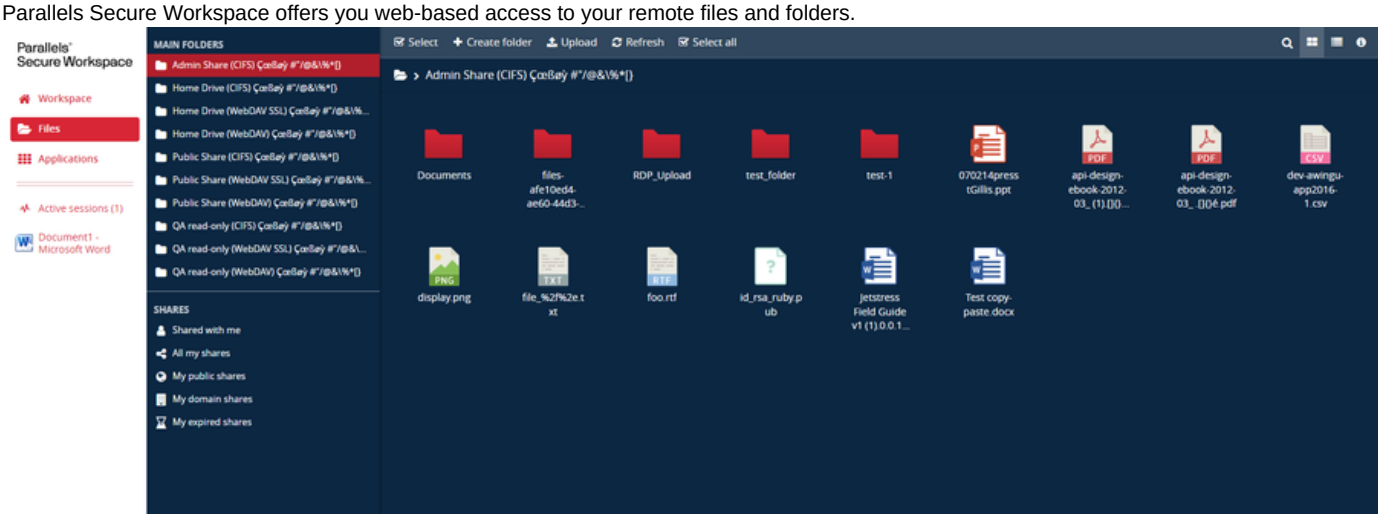
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	3-finger pan*	Move visible area

* This gesture is only available when the application is configured with a minimum size.

Files

Parallels Secure Workspace offers you web-based access to your remote files and folders.



The **Files** page has 2 panes:

- The left pane, also known as the **side bar** of the **Files** page, is where all your folders are listed under **Main Folders**, and where you also have access to your Bookmarks and Shares .
- The right pane shows the actual content of the currently selected folder in the left pane.

The action bar shows all actions you can use for the selected files and/or folders (like copy, share, rename, share...). These actions can also be accessed from the context menu that appears when you right-click a file or folder.

To select a file or folder, you can use the **Select** button or click on the circle that appears when you hover with your mouse over it. When working with multiple files and folders you can also use the **Select all** and **Select none** actions or modify the selection using the **CTRL** and **SHIFT** keyboa rd buttons.

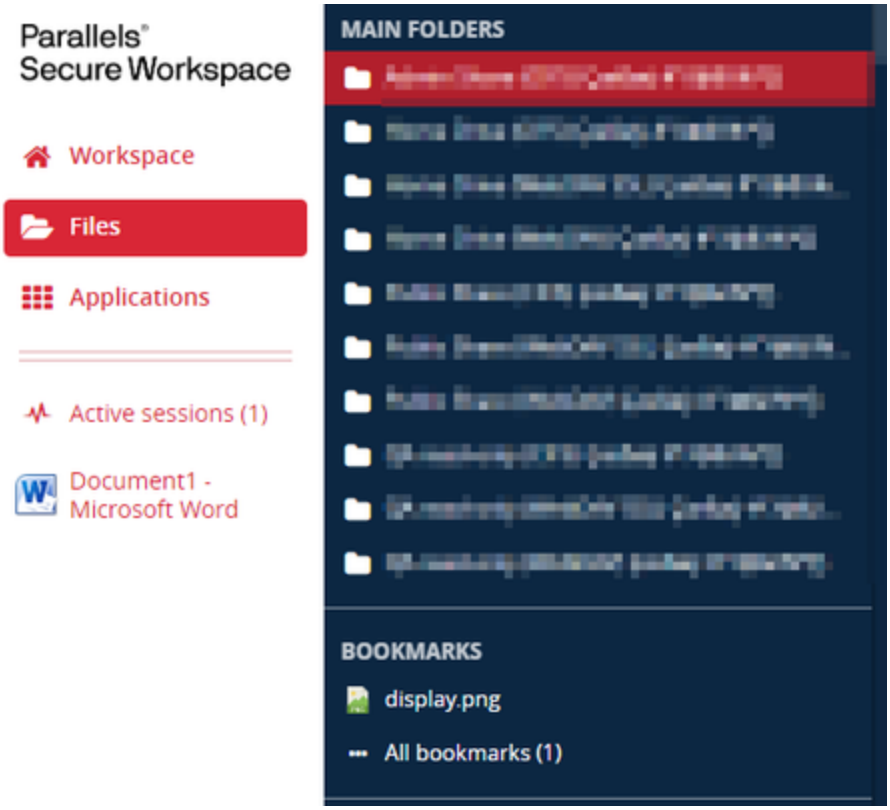
You can upload files by clicking **Upload,** or by dragging and dropping onto the browser canvas.

For more details about working with files, go to the Working With Files section.

Bookmarks

Parallels Secure Workspace allows you to bookmark files and folders. Bookmarked files and folders will be shown on the home page of your workspace, in the **Bookmarks** tab of the **Files** widget, and also on the **Files** page under **Bookmarks**.

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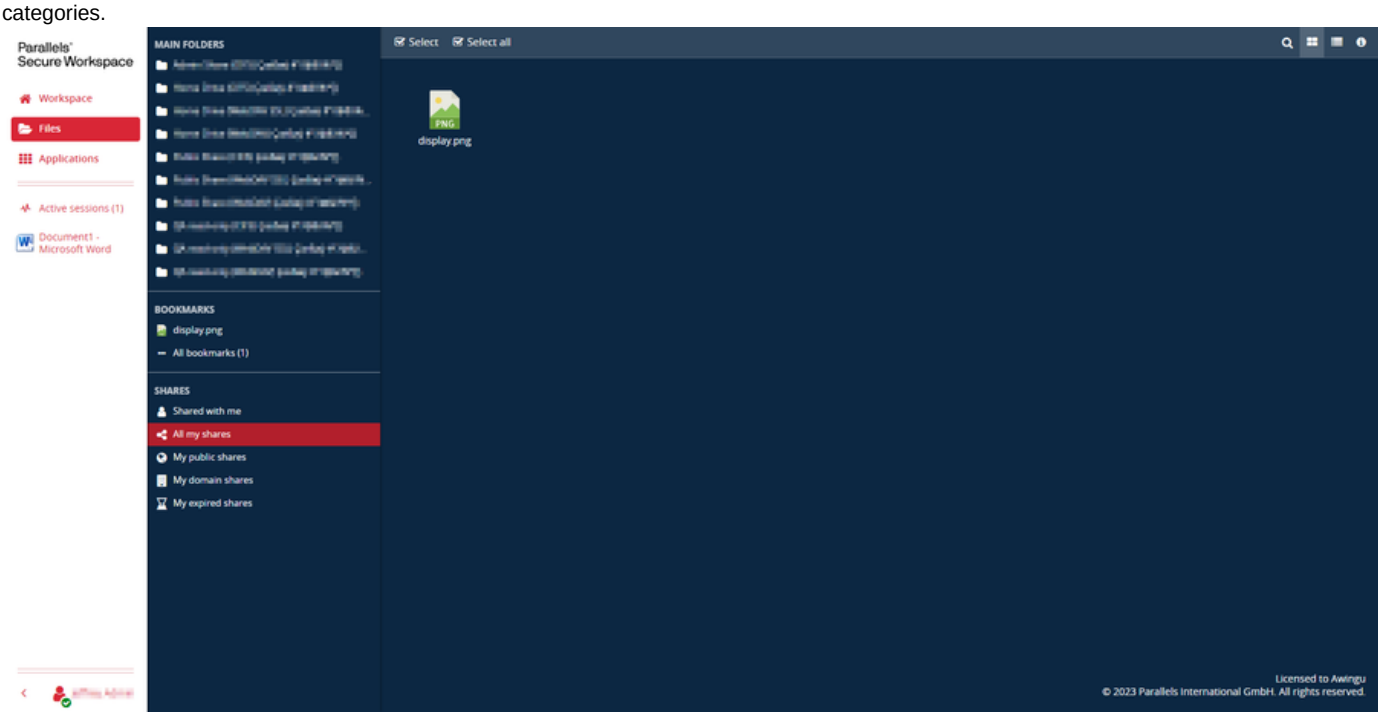


For more details about bookmarks, go to the Managing Your Bookmarks section.

Shares

Parallels Secure Workspace administrators can allow users to share files and folders with others. When a share is created, a simple link (URL) is generated that can be sent to others.

On the **Files** page under **Shares,** all the files and folders that are shared with you and that you have shared with others are listed in the different categories.



For more details about shares, go to the Managing Your Shares section.

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Working With Applications

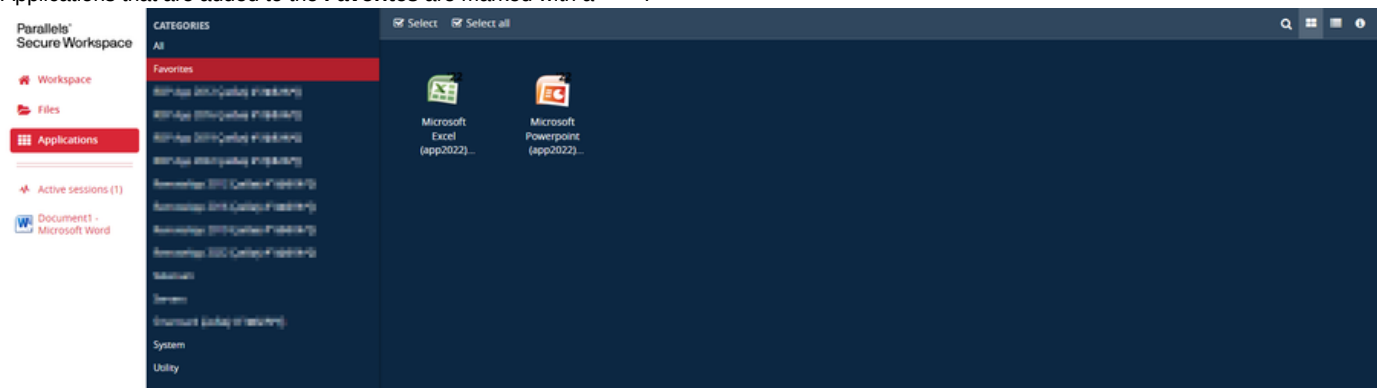
Parallels Secure Workspace lets you work with applications that are delivered to you in your browser. Parallels Secure Workspace supports desktop applications, as well as Web and SaaS applications. The specific list of applications that you have access to, has been configured by your system administrator. You access your applications via the **Applications** link in the sidebar.

Categories

In the left pane of the **Applications** page, you have access to categories. Categories are logical groups of applications. The application categories that you see have been configured by your system administrator.

The **Favorites** category provides a shortcut to applications that you often use. To add applications to the **Favorites** category, select an application. Click on **Favorite** in the toolbar at the top or right-click an application and click **Favorite** in the context menu.

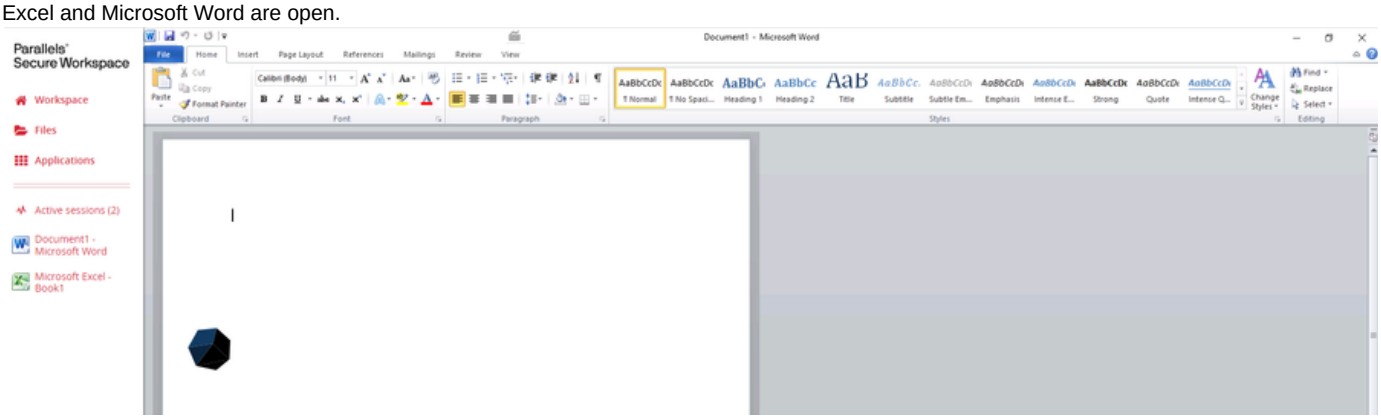
Applications that are added to the **Favorites** are marked with a ★.



If you personalize your workspace with favorites, Parallels Secure Workspace will always pre-select your **Favorites** category the next time you log in and navigate to your **Applications** page.

Launching Applications

You launch an application by clicking on it. You can work with multiple applications at the same time. Below you can see that both Microsoft Excel and Microsoft Word are open.



For desktop applications (such as Word, Excel, etc.), close the application from the application menu. Do not close the application by closing the tab.

When the administrator has configured the application with a minimum size and you do not see the entire application you can move the application by:

- Using the 3-finger pan gesture (see the Using streamed applications on tablets section) when using touch devices.
- Simultaneously clicking the left and right mouse buttons and moving the mouse.

Copy/Paste between Applications

Parallels Secure Workspace allows you to copy-paste content between applications, up to 5 MB in total.

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Parallels Secure Workspace uses two different implementations (v1 and v2). The Browser status page (Account settings) shows you which version is used.

(Note: Using the local clipboard is always disabled for guests.)

Version 2

Enabled if all these conditions are met:

- The user uses a Chromium-based browser (such as Google Chrome and Microsoft Edge).
- The user granted clipboard access (browser permission).
- The Workspace is used in a secure context (HTTPS).
- The feature is not disabled by the administrator.

From	To	Content
Streamed App	Streamed App	All formats
Streamed App	Local App*	Plain text, HTML, RTF**, PNG images
Local App*	Streamed App	Plain text, HTML, RTF***, PNG images****

* Local app can be another browser app (e.g. Gmail) or an app locally running on your device (e.g. Notepad).
** RTF (Rich Text Format) will be automatically converted to HTML.
*** RTF (Rich Text Format) can only be pasted to a Streamed App when using CTRL+V.
**** Pasting PNG images from a Local App to a Streamed App does not work for all Local Apps. Examples of unsupported Local Apps: Microsoft Photos, Ubuntu Image Viewer.

Version 1

From	To	Content	Supported devices	Remark
Streamed App	Streamed App	Text	All	
Streamed App	Streamed App	Images	All	
Streamed App	Streamed App	Complex Objects**	All	
Local App*	Streamed App	Text	Laptops Windows Tablets	Works only with shortcuts: Windows/Linux: Ctrl-C and Ctrl-V Mac OS X: C and V
Streamed App	Local App*	Text	Laptops Windows Tablets	Works only with shortcuts: Windows/Linux: Ctrl-C and Ctrl-V Mac OS X: C and V

* Local app can be another browser app (e.g. Gmail) or an app locally running on your device (e.g. Notepad)
** Example of a complex object: a full PowerPoint slide.

Session Management

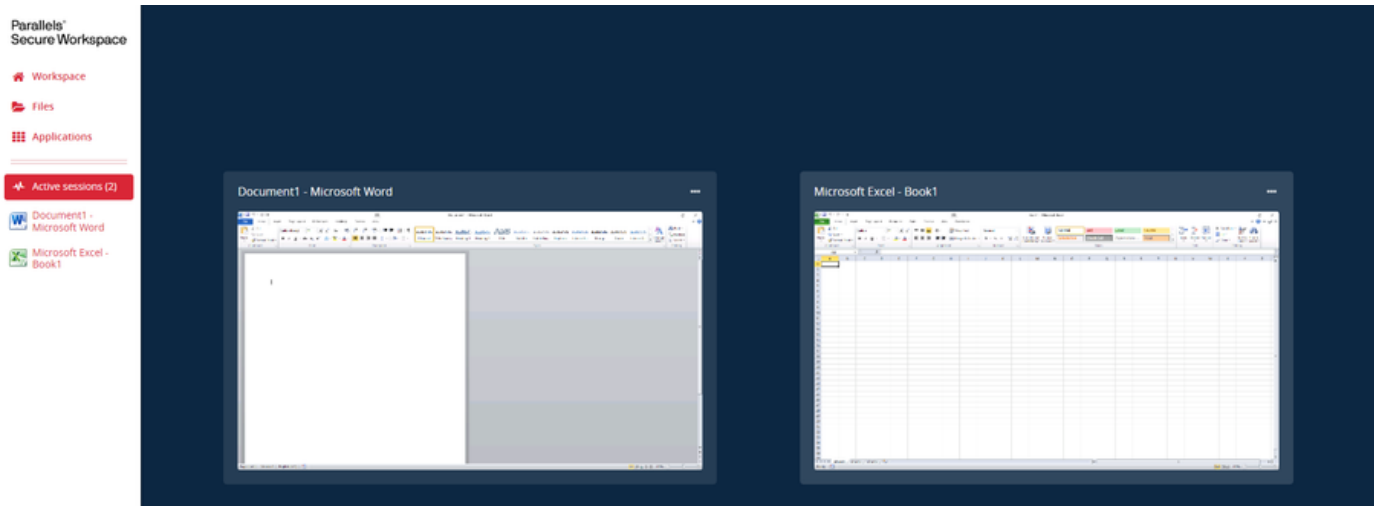
In the sidebar, you get an overview of your active sessions, where you can switch between sessions easily. When you open the Workspace in another window, you will see your active sessions. They will show grayed out because they are running in another window, but you can continue working in the new window by simply clicking on it.

Depending on the configuration of your system administrator: if applications are opened from within an existing session (e.g. opening a Microsoft Word attachment when you are working in the Microsoft Outlook e-mail application), both applications show up in the sidebar to allow easy switching between them. Note however that even when switching, in this case all the windows belonging to this same session will be visible.

The **Active sessions** page shows extra options:

- Showing a thumbnail for each session and/or application.
- Showing a menu button (triple dots) with allows you to:
  - Show or hide a quality indicator for each session.
  - Explicitly terminate a session that you do not longer use or when it hasn't been closed correctly.

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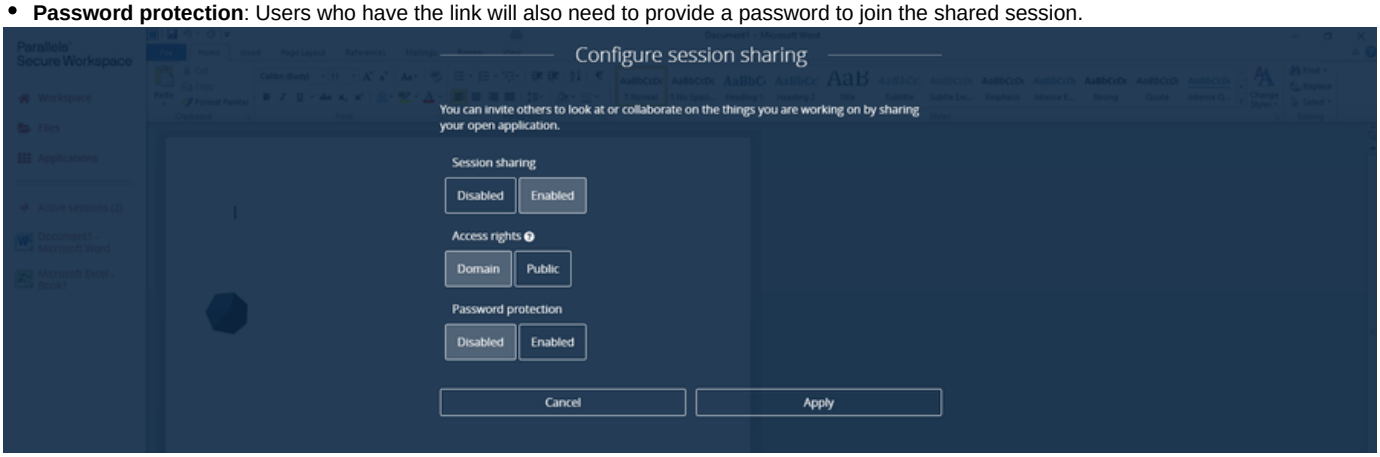


Session sharing

Parallels Secure Workspace allows you to share sessions with others, so that others can view and/or edit within the application you are working in. To host a sharing session, select the **Share session** option in the polygon.

After enabling session sharing, the following options are available:

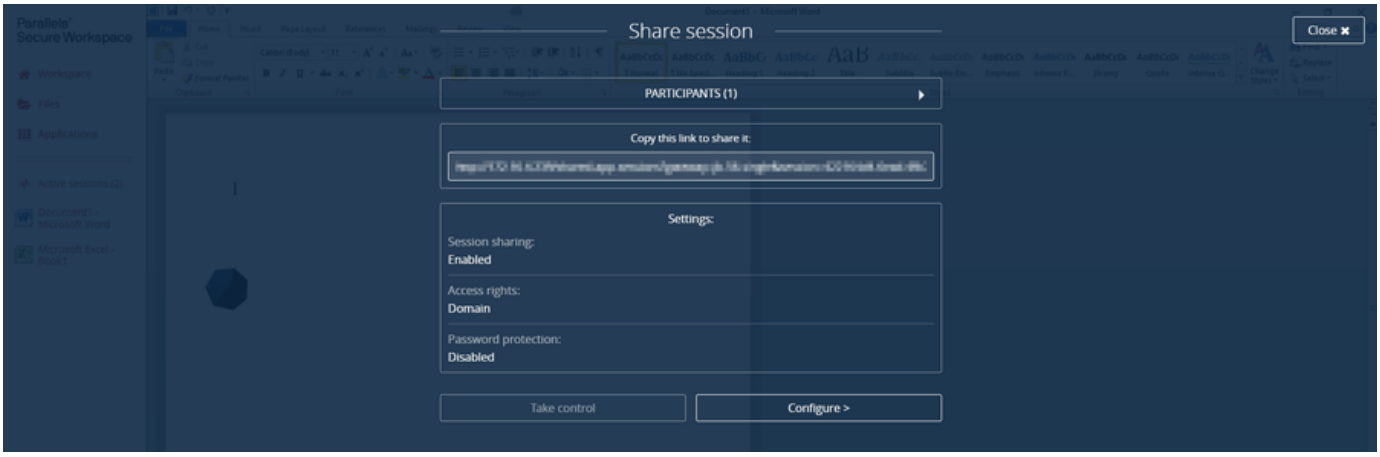
- **Access rights:**
  - Domain: Only users that can log in to your domain can join the session.
  - Public: Anyone with the link can join your session.
- **Password protection**: Users who have the link will also need to provide a password to join the shared session.



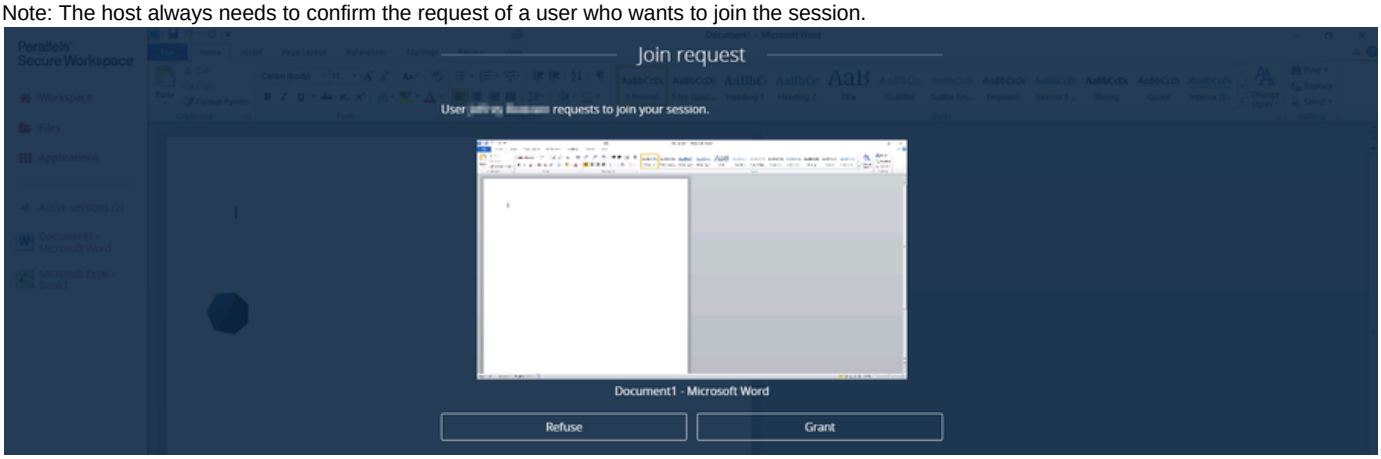
Once you click [Apply], a dialog is shown with information about your shared session:

- **Participants**: Provides a list of participants in the session. The list explicitly shows the host of the session and who is a domain or a public guest.
- **Link**: Send this URL to the people you want to share your session with.
- **Take control**: Participants can ask session control of the host. The host can grant or deny session control to the guest. At any point in time, the host is allowed to take back session control with this button.

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Note: The host always needs to confirm the request of a user who wants to join the session.



Printing and creating PDFs

From within your streamed applications, you can:

- Print to printers in your company network (if configured by your system administrator).
- Create a PDF which will be downloaded to your device, so it can be printed to any printers available on your device.

To create a PDF, you will need to select the printer **Virtual Printer**. When you print on the Virtual Printer, a PDF will be downloaded.

Note that you do not see any progress bar. Please wait until the PDF appears. In the meantime, you can continue working in the streamed app.

Your pop-up blocker needs to be disabled. Most browsers have the option to allow pop-ups from a specific website, such as the Workspace.

Using Web/SaaS Applications

In **Applications**, also Web applications or SaaS applications can be listed. Examples: Google Docs, Microsoft Office 365 Word, intranet websites.

When Google apps or Microsoft Office 365 are shown in the list of applications, Parallels Secure Workspace is probably configured to automatically sign in to Google/Microsoft Office 365 when you open the app. It is important to know that you will not be automatically signed out.

Display manager

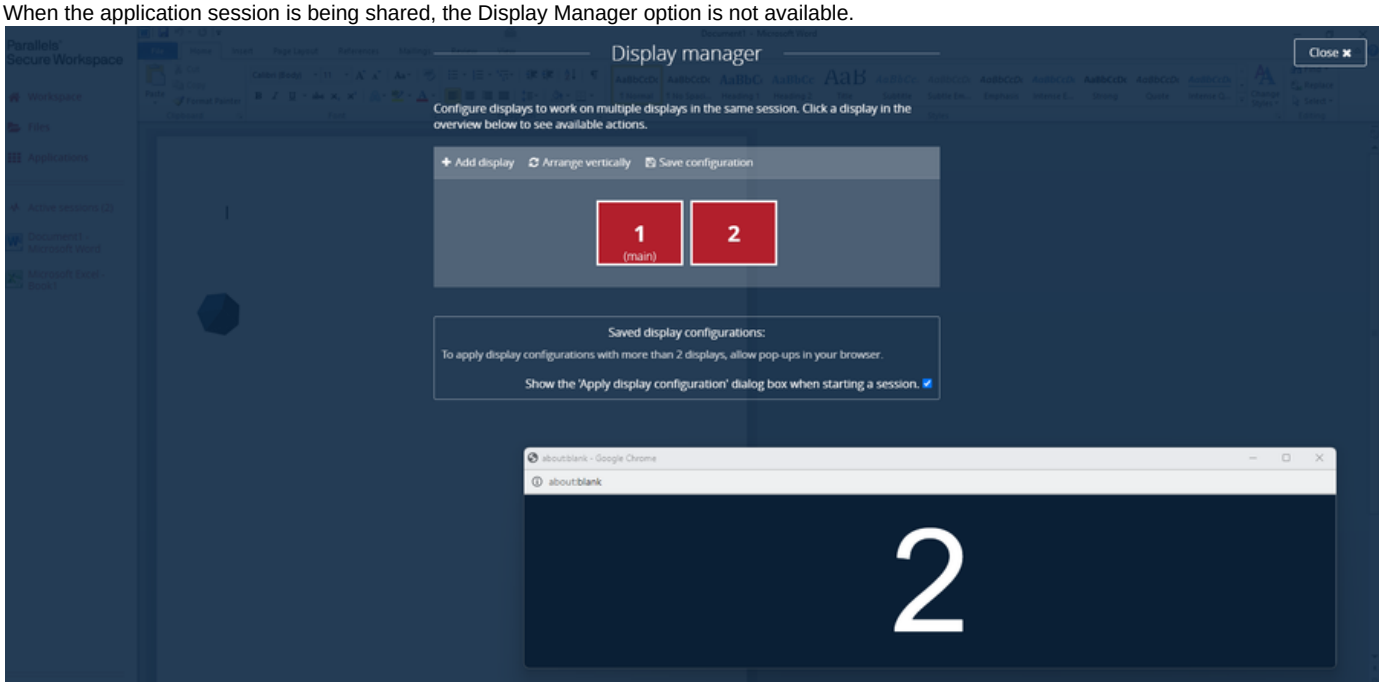
Parallels Secure Workspace allows you to work on multiple displays. To configure additional displays you click the Display manager polygon button or select it in the context menu of the application session. Note that your browser should allow **all** pop-ups on the Workspace.

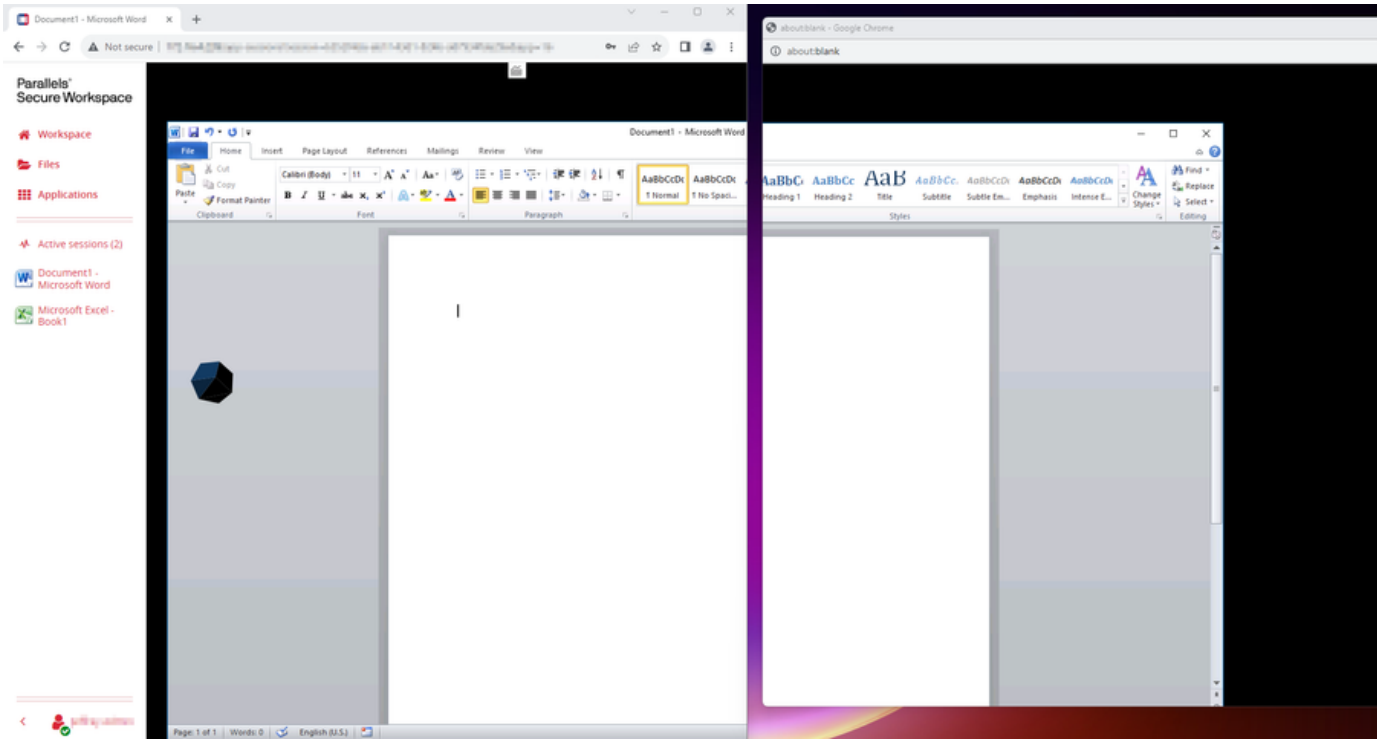
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The Display manager allows you to:

- Add or remove displays.
- Define the orientation (either horizontal or vertical).
- Rearrange the order of the displays.
- Save or restore display configurations.
  - These configurations are stored on the users' computer and per application.
  - A dialog to restore a display configuration is shown when opening the application and a saved configuration is available.
  - The user can choose not to show the "Apply display configuration" dialog by unchecking the "Show this dialog box when starting a session".

When the application session is being shared, the Display Manager option is not available.





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Working With Files

With Parallels Secure Workspace, you can manage your documents via a simple, functional web-based file management interface.

Based on the configuration set by your IT administrator you will have access to one or multiple folders, which are all listed under **Main Folders** in the left pane of the **Files** page.

Note that If your IT administrator didn't configure any folders for your user profile, the **Files** page will not be available in your workplace.

In what follows we discuss:

- File Selection
- File Navigation
- Finding Files
- Grid View and List View
- Properties Pane
- Opening of Files
- Downloading Files
- Uploading Files
- Copy Files
- Moving Files
- Renaming Files
- Deleting Files
- Bookmarking Documents
- Sharing Documents
- Good to know

File Selection

To select a file or folder, you can use the **Select** button or click on the circle that appears when you hover with your mouse over it.

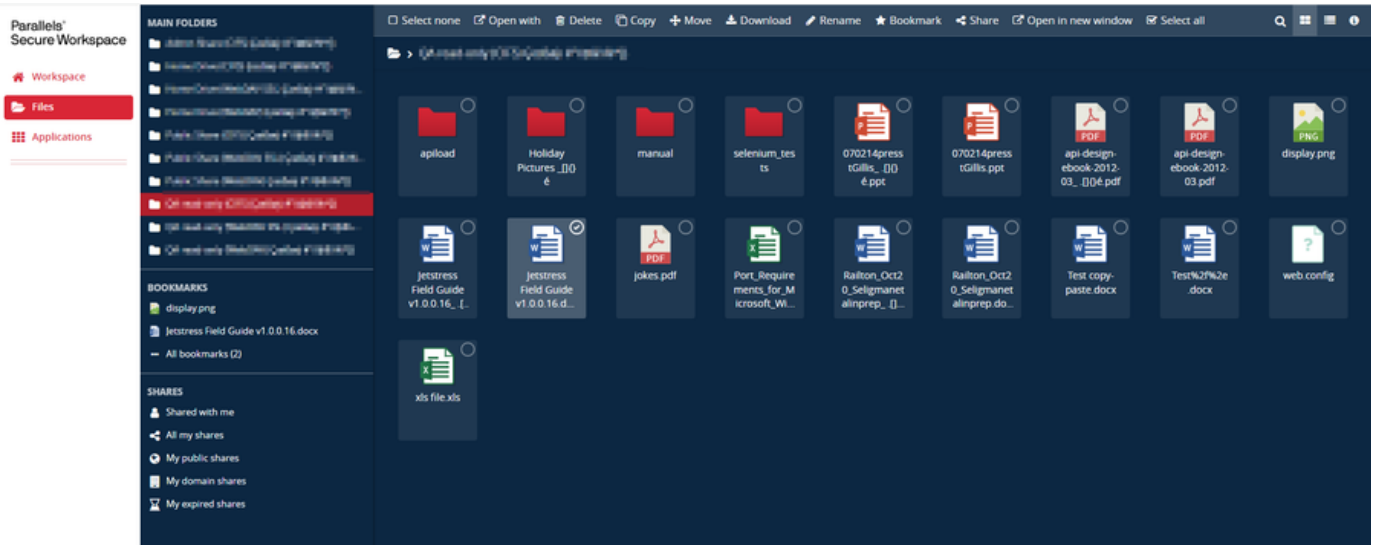
When working with multiple files and folders, you can also use the **Select all** and **Select none** actions or modify the selection using the **CTRL** and **SHIFT** keyboard buttons.

File Navigation

Parallels Secure Workspace provides a two-pane file navigation. Depending on your screen size, when navigating for the first time to the **Files** page, one or two panes may be visible.

The left pane of the **Files** page, also known as the **sidebar** of the **Files** page, is where all your folders are listed under **Main Folders**, and where you also have access to your **Bookmarks** and **Shares**.

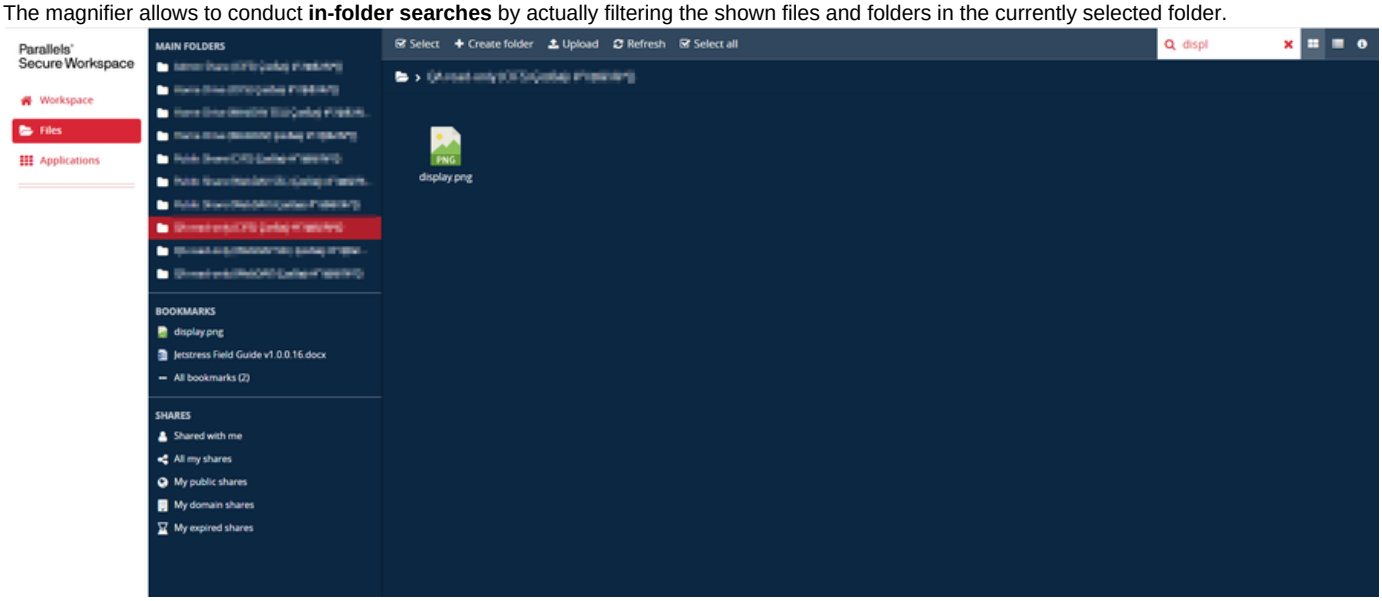
The right pane shows the actual content of the folder that is currently selected in left pane. Navigating down the hierarchy of the currently selected folder is done by single-clicking or tapping on the sub folders. In order to navigate up in the hierarchy you use the **breadcrumb** that is available under the action bar.



Finding Files

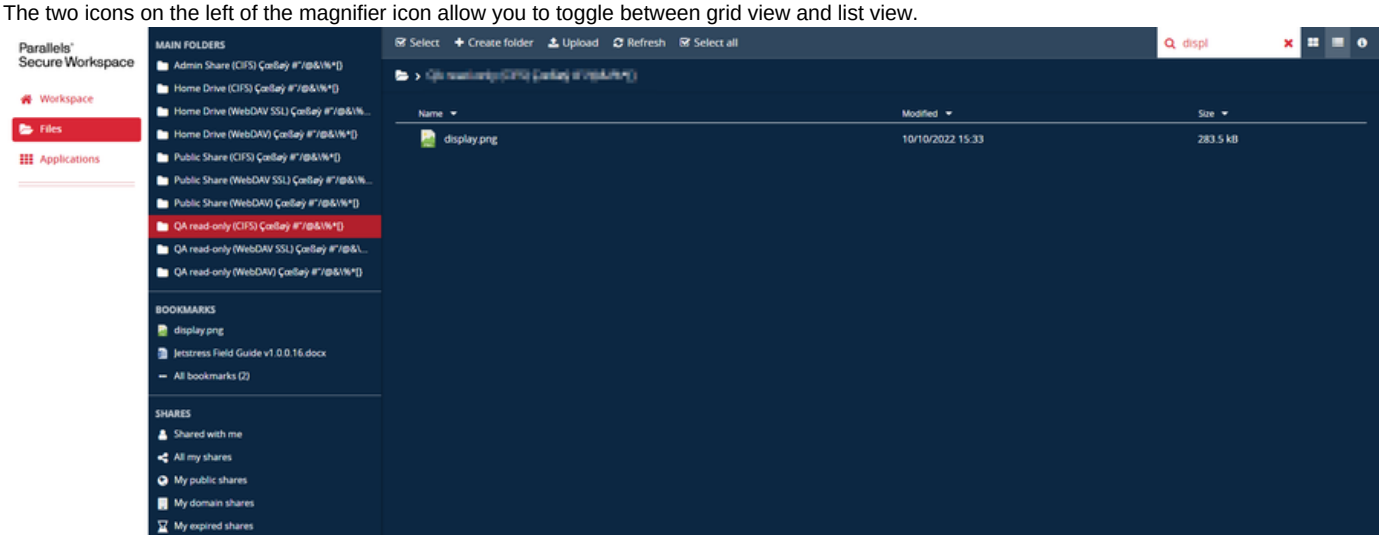
On the right side of the action bar in the right pane of the File page you will see three icons, the first one is the magnifier.

The magnifier allows to conduct **in-folder searches** by actually filtering the shown files and folders in the currently selected folder.



Grid View and List View

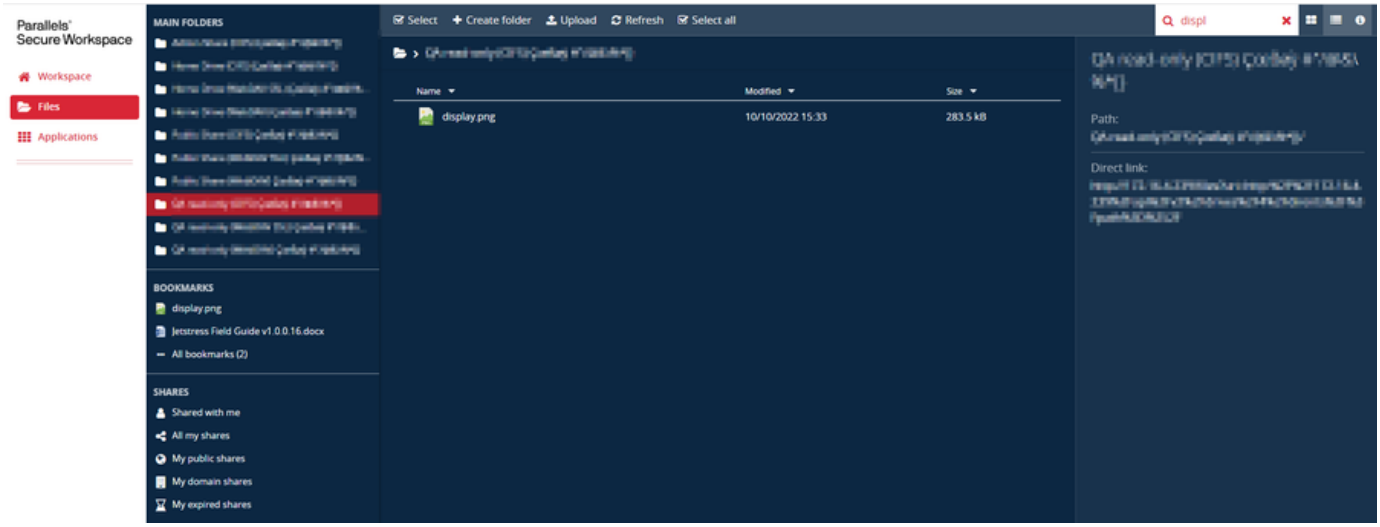
The two icons on the left of the magnifier icon allow you to toggle between grid view and list view.



Properties Pane

Clicking the last icon on the action bar will display the properties pane, showing information about the current folder or selected items in the folder.

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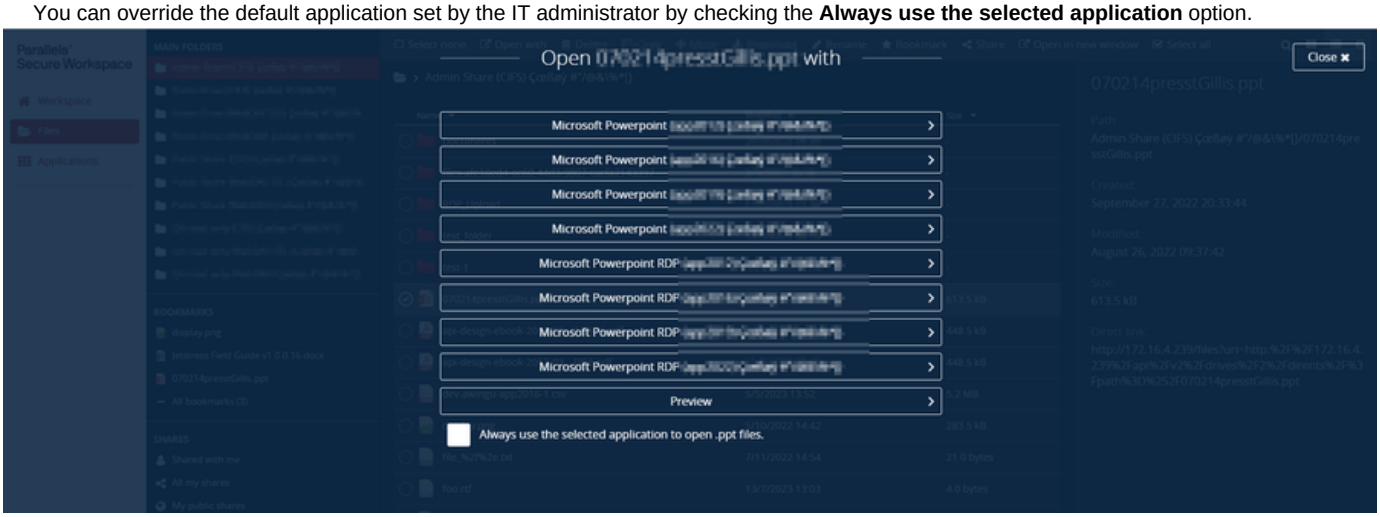
Properties include:

- **Name**: Name of the file.
- **Path**: Path to the file, starting from the root of the drive.
- **Created**: Date of creation of the file, the time zone is that of the browser
- **Modified**: Date of last modification of the file, the time zone is that of the browser.
- **Size**: Size of the file.
- **Direct link**: The URL can be used to create browser bookmarks or desktop links for example. The link can also be shared to anyone who can login to the domain and who has access to the file or folder.

Opening of Files

Opening a file can be done in two ways:

- Single-click or tap on a file's name or icon. The file is opened with the default application that has been configured by your IT administrator.
- Choose the **Open with** from the context menu (right-click a file) or from the action bar after having selected a file. Next, select the application with which you want to open the document. Most office applications can be opened with **Preview**, which shows a PDF generated from the file. You can override the default application set by the IT administrator by checking the **Always use the selected application** option.



Downloading Files

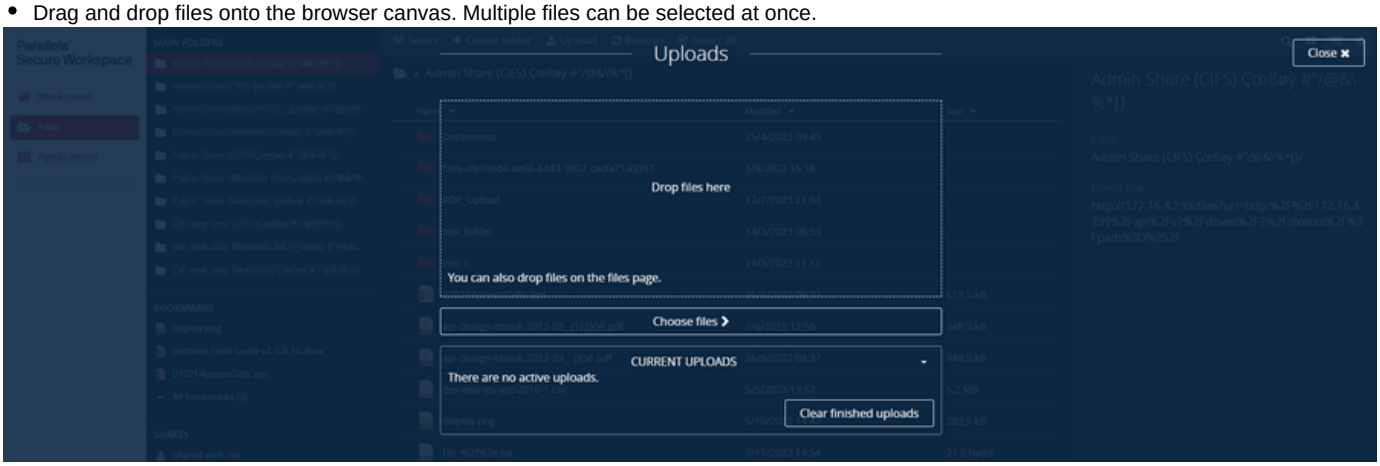
In order to download one or more files and/or folders, first select them and then click **Download** from the action bar or right-click a selected file or folder and select **Download** from the context menu.

Uploading Files

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There are two options for uploading files from your local drive to Parallels Secure Workspace:

- Make use of the **Upload** action from the action bar. You can select multiple files at a time. A progress bar indicates the progress of the upload operations.
- Drag and drop files onto the browser canvas. Multiple files can be selected at once.

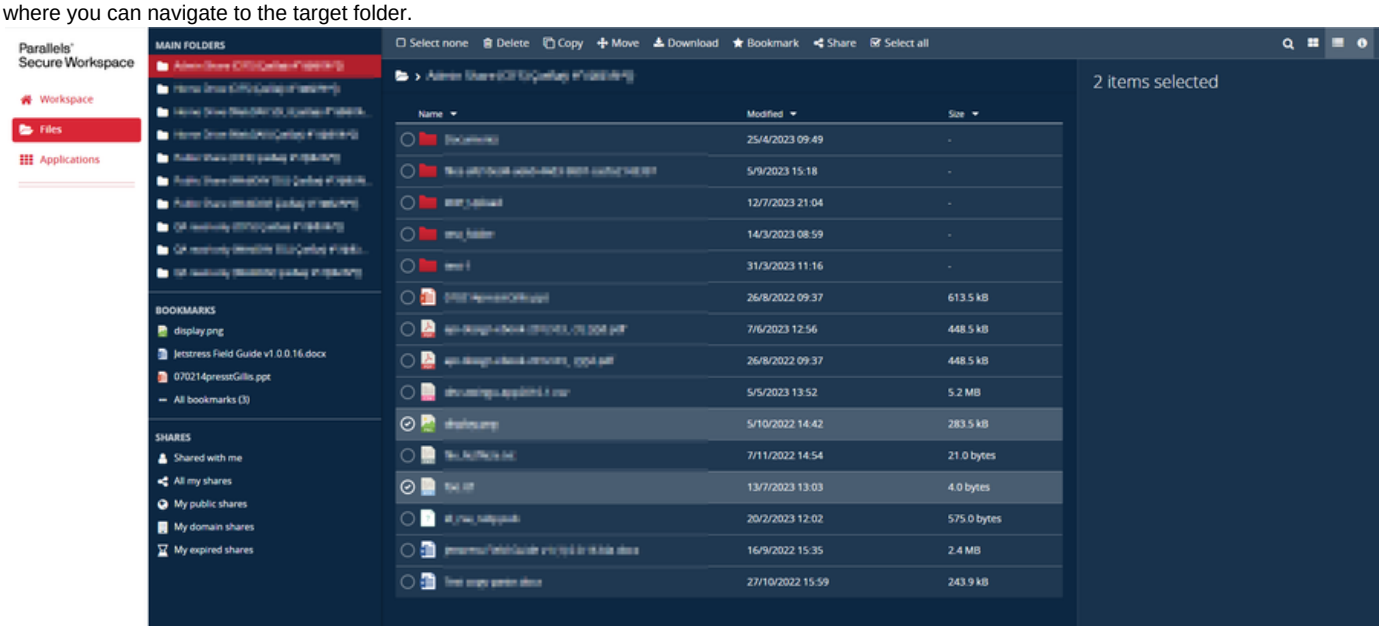


Notes:

- Uploading of a folder with drag and drop works only in some browsers. The sub directory structure will be lost.
- There is no size limit for upload operations.

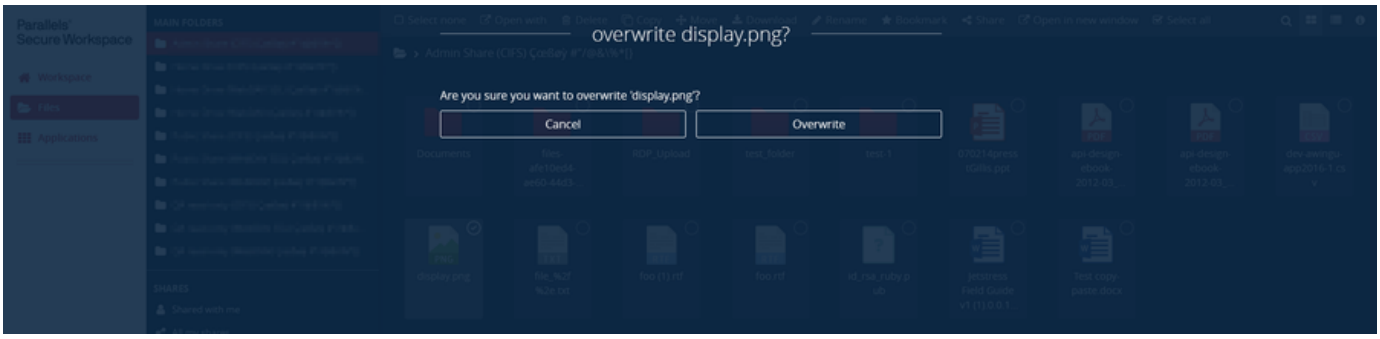
Copy Files

You can copy one or more files and folders to another destination folder by first selecting them and than clicking the **Copy** action from the action panel or by right-clicking one of the selected files and/or folders and selecting **Copy** from the context menu. This will bring up the Copy window where you can navigate to the target folder.



In case files will get overwritten, users are presented with a popup that allows either overwriting or skipping the operation.

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Moving Files

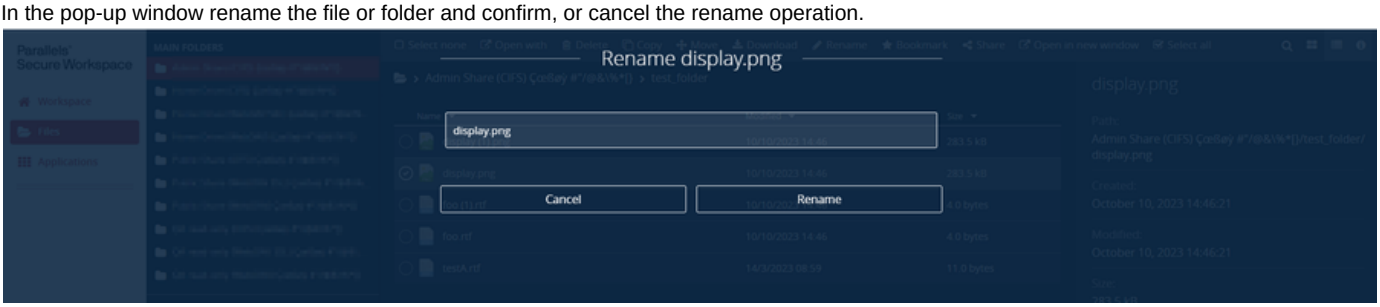
Moving is similar to copying files, first select the files and/or folders and click **Move** from the action bar or by right -licking one of the selected files and/or folders and selecting **Move** from the context menu.

You can also move a file or folder by dragging and dropping the file or folder into a sub folder.

Renaming Files

In order to rename a file or folder select it, and then click **Rename** in the action bar or right click a folder or folder and select **Rename** from the context menu.

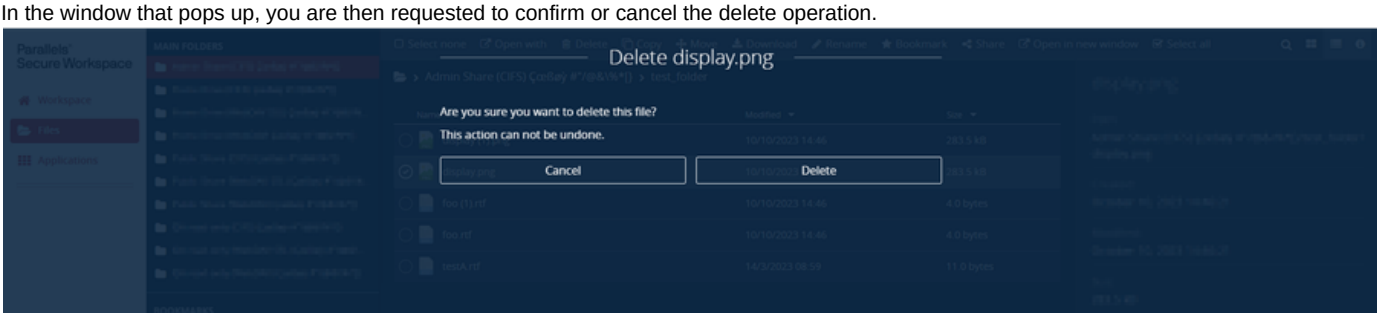
In the pop-up window rename the file or folder and confirm, or cancel the rename operation.



Deleting Files

In order to delete files and/or folders **permanently** first select them, and then click **Delete** from the action bar or right click a file or folder and select **Delete** from the context menu.

In the window that pops up, you are then requested to confirm or cancel the delete operation.



When deleting a folder that contains files and subfolders, the delete operation will recursively delete all files and subfolders.

Bookmarking Documents

See Managing Your Bookmarks

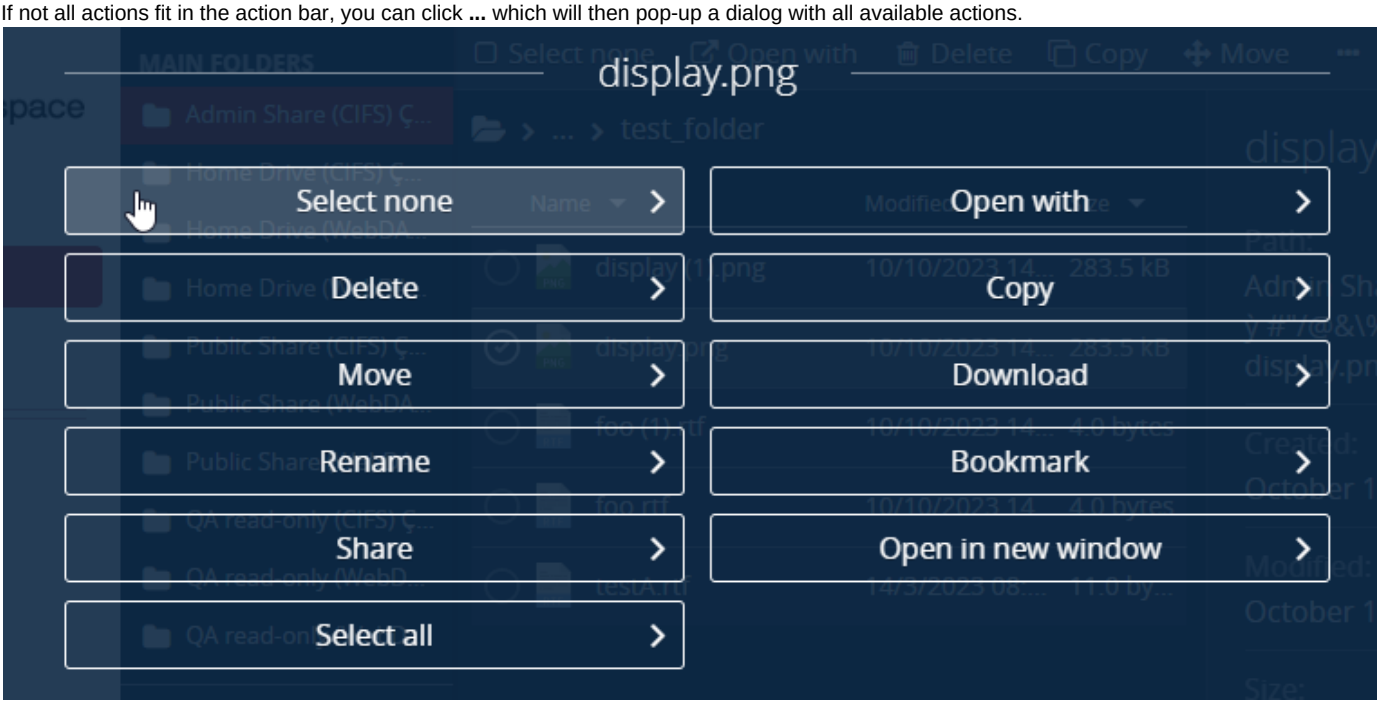
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Sharing Documents

See Managing Your Shares.

Good to know

If not all actions fit in the action bar, you can click **...** which will then pop-up a dialog with all available actions.

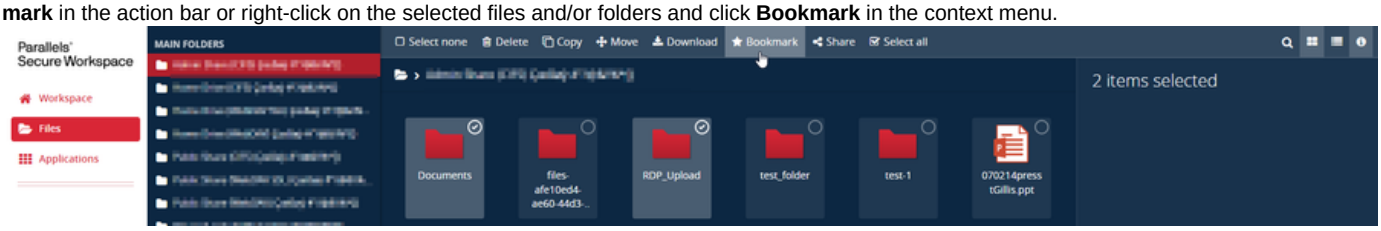


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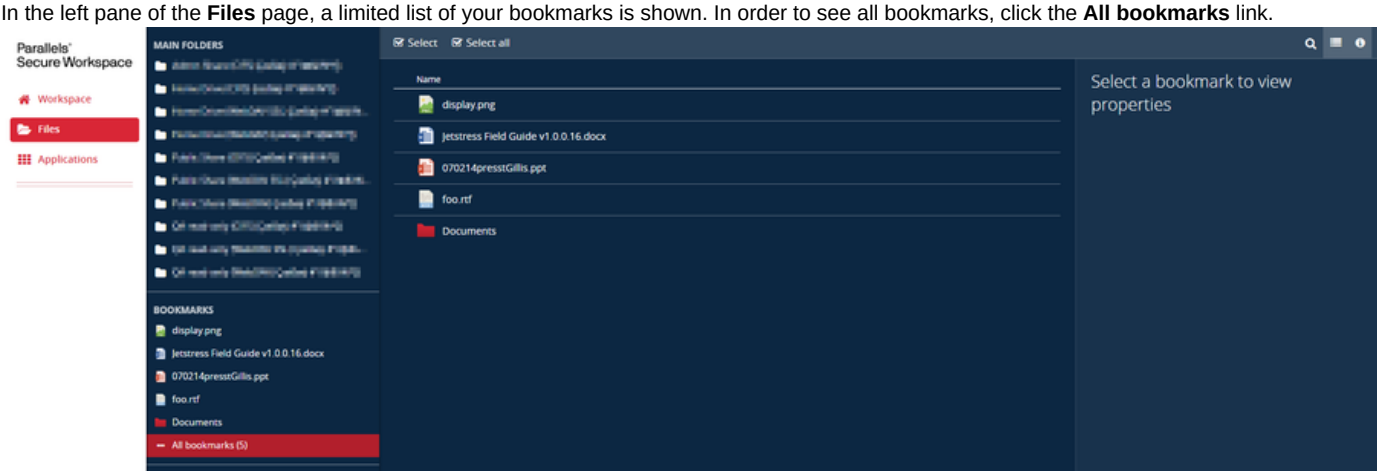
Managing Your Bookmarks

Parallels Secure Workspace allows you to bookmark files and folders. Bookmarked files and folders will be shown on the home page of your workspace, in the **Bookmarks** tab of the **Files** widget.

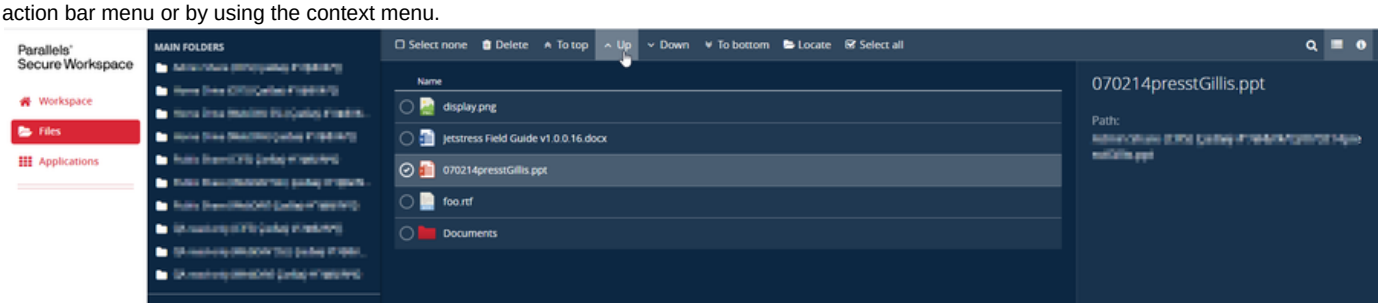
To bookmark files and folders, go to the **Files** page, navigate to any folder, select the files and folders you wish to bookmark, and then click **Book mark** in the action bar or right-click on the selected files and/or folders and click **Bookmark** in the context menu.



In the left pane of the **Files** page, a limited list of your bookmarks is shown. In order to see all bookmarks, click the **All bookmarks** link.



In order to change the order of the bookmarks, select a bookmarked file or folder and use the **To top**, **Up**, **Down** or **To bottom** action from the action bar menu or by using the context menu.



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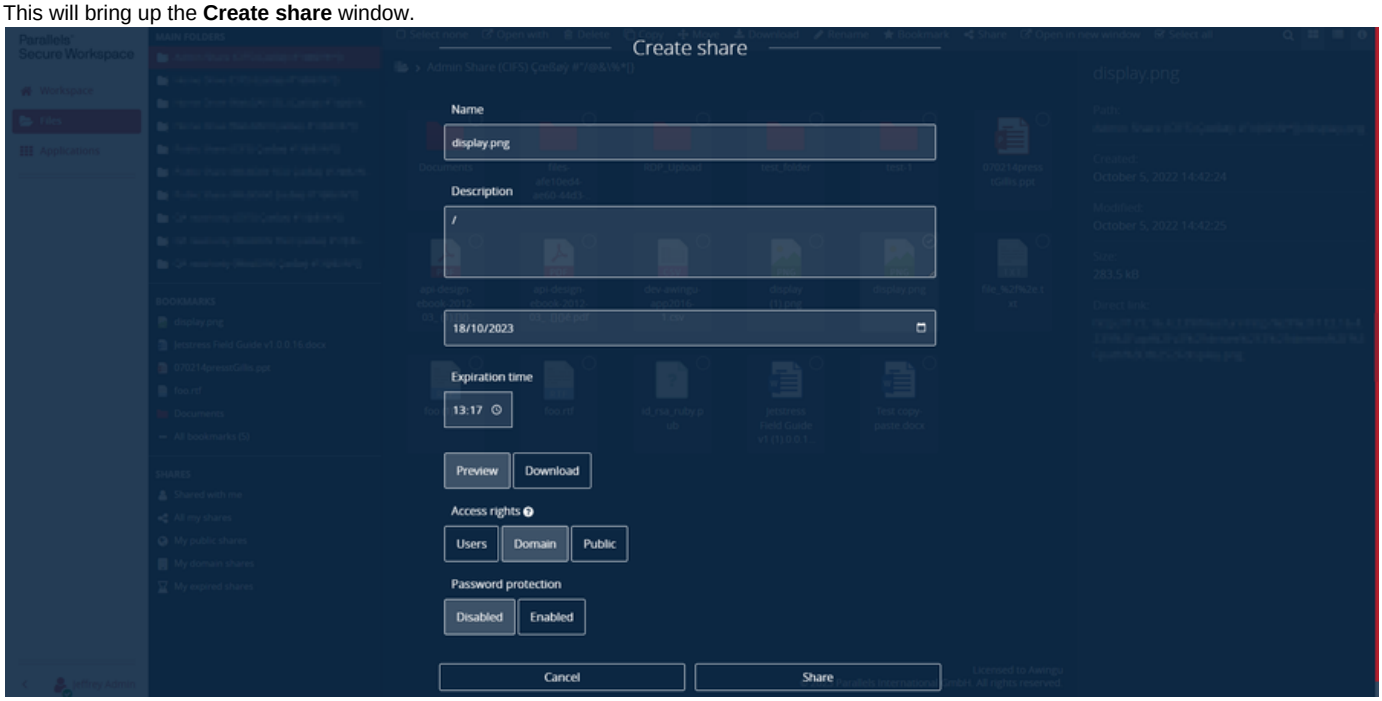
Managing Your Shares

Parallels Secure Workspace allows you to manage your shared documents and shared folders.

To share a document or folder, go to the **Files** page, navigate to any folder, and select the files and/or folders you intend to share. Multi-selection is supported. Once selected click **Share** from the action bar or use the context menu.



This will bring up the **Create share** window.



Here you can specify the following information:

- **Name**: Name for the shared items, if only one item is selected defaults to the name of the shared item.
- **Description**: Free text that describes the shared items.
- **Expiration date**: Date until when the share stays valid, default is one week. Beyond this date, the share is no longer accessible.
- **Expiration time**: Time until when at the specified expiration date the shared items stay available.
- **Availability**: Specifies whether the items are available read-only or as downloads.
  - When **Preview** is selected a read-only preview is generated. Note that when subsequently the shared items are modified, the shared items will not be updated automatically.
  - When **Download** is selected, the file can be downloaded from the URL. Note that when subsequently the file is modified, the shared file will not be updated automatically.
- **Access rights**: specifies who can access the share.
  - When **Users** is selected, the share will only be available to the users you specify.
  - When **Domain** is selected, the share will only be available for users that can login to your domain.
  - When **Public** is selected, the items will be available for anyone.
- **Password protection**: when enabled, users will need to provide a password before they can access the share.

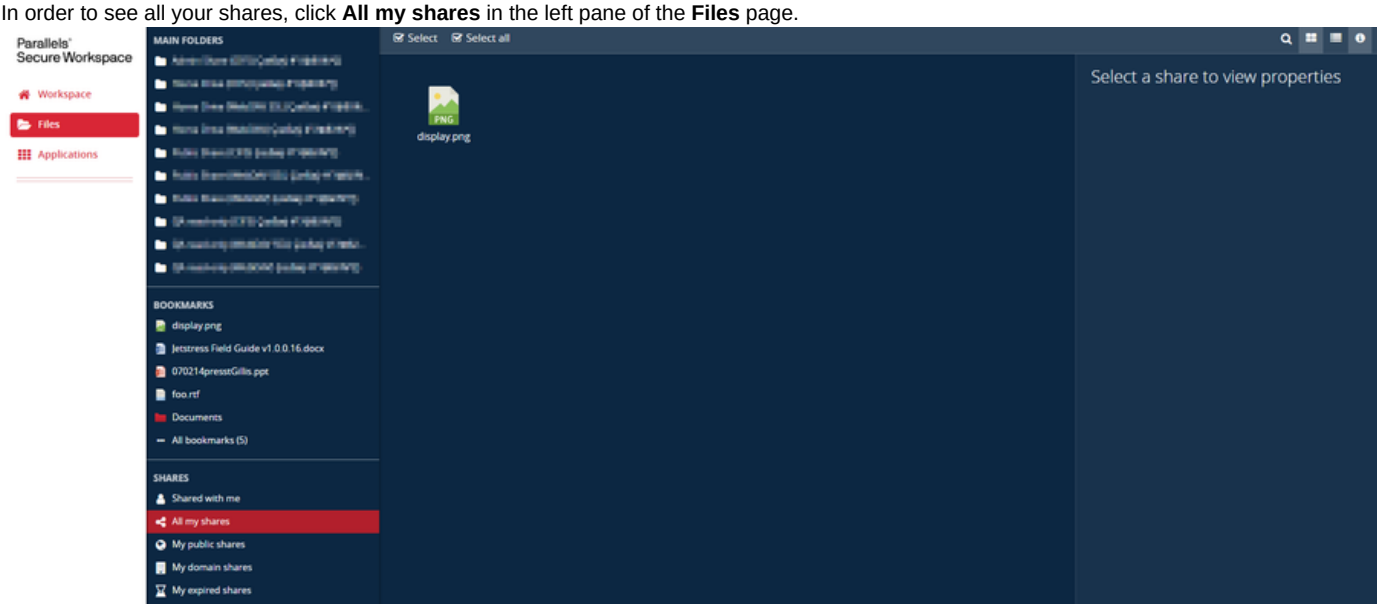
Once you click **Share,** a window with the share link will be shown.

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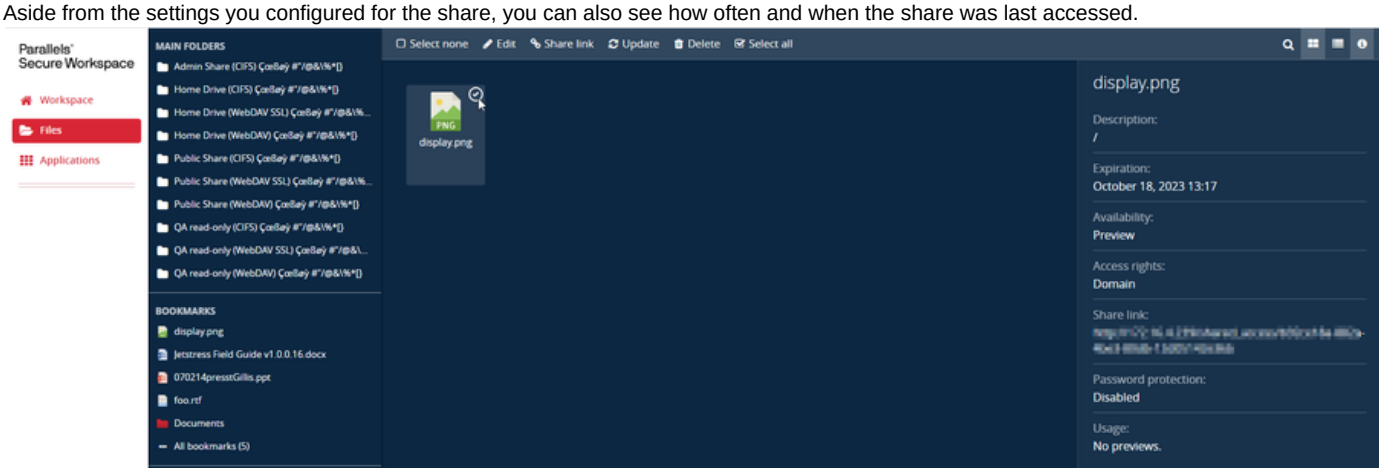
The maximum file or folder size for sharing is 4 GB.
Mind that these files are stored on the disk of the Parallels Secure Workspace appliance, so avoid having lots of large shares.

In order to see all your shares, click **All my shares** in the left pane of the **Files** page.



In order to see details of a share, select the share and bring up the **Properties Pane** by clicking the left most icon on the action bar.

Aside from the settings you configured for the share, you can also see how often and when the share was last accessed.



The following actions are available on shares from the action bar:

- **Edit**: View and edit the settings of the shared document or folder. Update of: name, description, expiration date, expiration time, availability, access rights and password protection. Please consult the chapter Working With Files for more information on these settings.
- **Share link**: Get the URL of the shared document/folder.
- **Update**: Update the shared document or folder, i.e. if updates were made to the document/folder either a new 'Preview' is generated (for documents only), or a new document/folder is generated for 'Download'. If the original file/folder does not exist anymore, this action will fail.

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Frequently Asked Questions

- General
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  - When signing out from Parallels Secure Workspace, the user is still signed in to Google Apps/Microsoft Office 365
  - When pressing 'back' during the start of an application, the window is redirected back to the application once loaded
  - Remote Desktop Services Shortcut Keys Overview
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- Devices
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    - The touch keyboard appears every time I tap in a streamed app
  - Samsung
    - Bad typing experience in streamed apps
    - On Android tablet with an external mouse, the application is closed when doing right-click
- Operating systems
  - Android
    - The behavior when using an external mouse is confusing
    - When opening a file with Preview, the user can not go back to Parallels Secure Workspace
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    - When using a Mac keyboard, the left and right Option key behave differently
- Browsers
  - Safari
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    - On Safari on macOS, Audio playback is not working

General

The streamed app does not fill the whole window

When working with 2 screens of different sizes: when opening the streamed app on the smaller screen and moving the browser window to the bigger screen, the maximum size is limited to the one of the smaller screen.

When signing out from Parallels Secure Workspace, the user is still signed in to Google Apps/Microsoft Office 365

When Google apps or Microsoft Office 365 are shown in the list of applications, Parallels Secure Workspace is probably configured to automatically sign in to Google/Microsoft Office when you open the app. It is important to know that you will not be automatically signed out.

When pressing 'back' during the start of an application, the window is redirected back to the application once loaded

When you launch an application and press back while it's loading to e.g. start another application, you will be redirected to the application once it is loaded.

Remote Desktop Services Shortcut Keys Overview

Some key combinations are interpreted differently or have different effects using Parallels Secure Workspace.

Please find below an overview of key combinations that are interpreted differently:

Keys pressed	Keys interpreted by the application	Description
ALT+PAGE UP	ALT+TAB	Switches between programs from left to right.
ALT+PAGE DOWN	ALT+SHIFT+TAB	Switches between programs from right to left.

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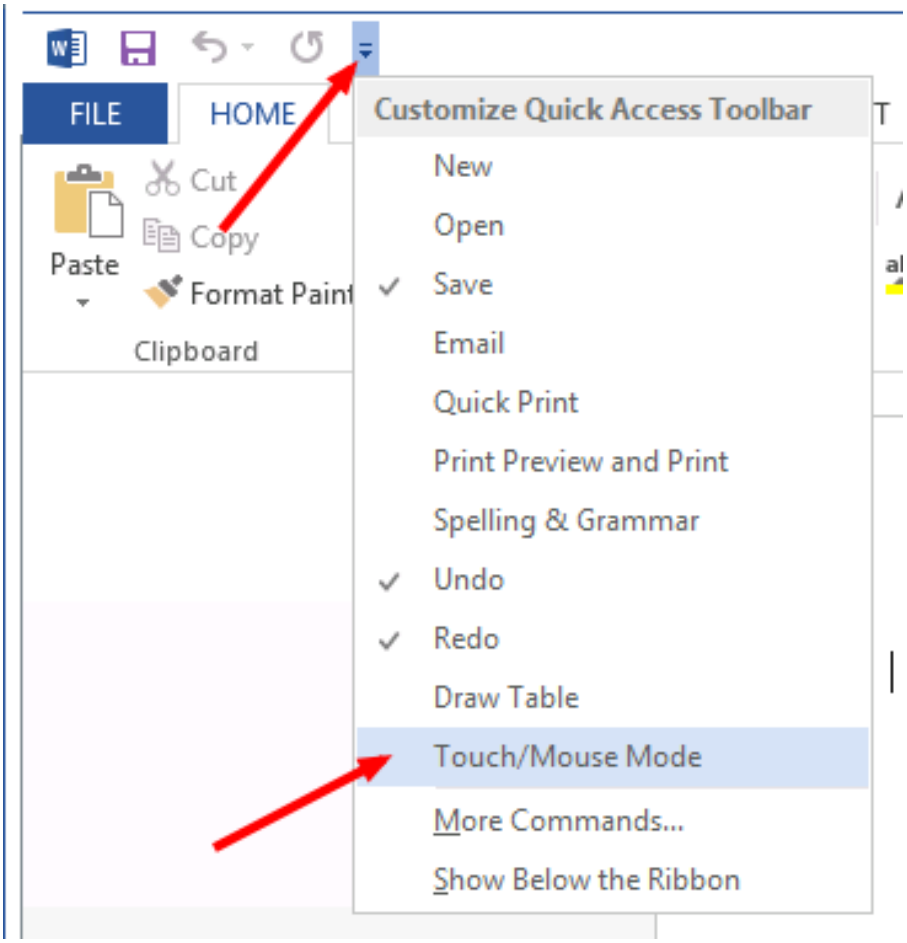
ALT+HOME	Windows key or CTR+ESC	Displays the **Start** menu.
ALT+DELETE	ALT+SPACE BAR	Displays the **system** menu.
CTRL+ALT+MINUS SIGN (-)	ALT+PRINT SCREEN	Places a snapshot of the active window, within the client, on the clipboard.
CTRL+ALT+PLUS SIGN (+)	PRINT SCREEN	Places a snapshot of the entire client windows area on the clipboard.
CTRL+ALT+END	CTRL+ALT+DEL	Brings up the **Windows Security** dialog box for the Remote Desktop Session Host

When using Office 2013 as streamed app on a tablet, I would like to use it in "Touch Mode"

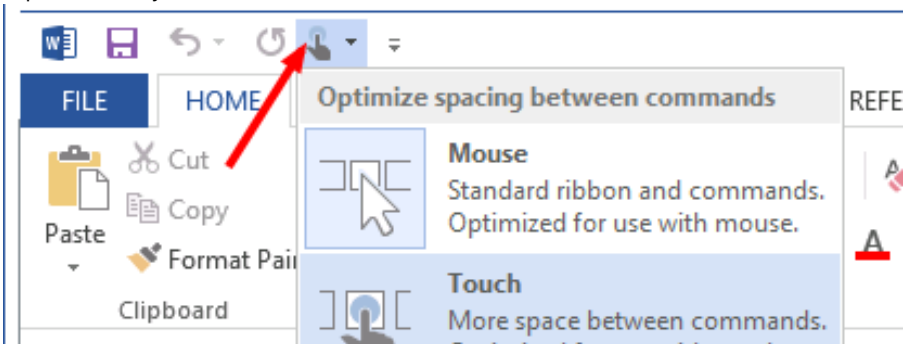
Microsoft Office 2013 offers a "touch mode", resulting in more space between the toolbar buttons.

To activate this, please execute the following steps:

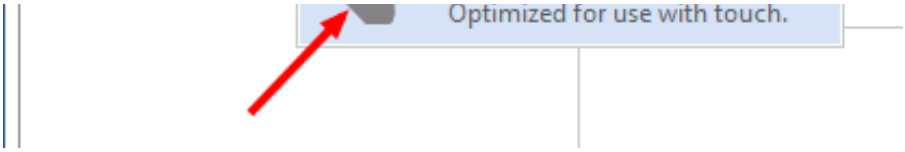
- Tap on the *Customize Quick Access Toolbar* button and select *Touch/Mouse Mode*. On a tablet you will probably need to pinch to zoom in on that button.



- Tap on the newly created *Touch/Mouse Mode* button and select *Touch*.



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Devices

iPad

The predictive text does not work well in streamed app.

We recommend disabling this feature:

- If Emoji keyboard is enabled: long-tap on the smiley on the bottom left and switch off "Predictive"
- If multiple keyboards are enabled: long-tap on the globe on the bottom left and switch off "Predictive"
- If only one keyboard is enabled: go to "Settings" > "General" > "Keyboard" and switch off "Predictive"

Unable to open a shared folder

A shared folder is downloaded as a .zip file containing all the files and folders of the shared folder.
Natively .zip file are not supported by iOS.
Workaround: install an app to preview .zip files, like e.g. iZip.

When sharing an application session, the application screen is pushed upwards

On iPad, when sharing an application session, we need to tap in the link text field to copy the link (and in the password field if protected).
When doing that, the keyboard appears and the application screen is pushed upwards. When we click on "Submit", the application screen is still pushed upwards.
To get out: zoom in and zoom out (but not too far).

MS Surface

The font size of streamed applications is very small

Due to the high resolution of the Surface, the font size in streamed applications is very small.
Changing the resolution or font size on the Surface will not change this behavior.
In order to have a bigger font, please increase your Window zoom lever, e.g. to 150%.

The touch keyboard appears every time I tap in a streamed app

A streamed application is considered as a text field for Windows. You can change a setting to explicitly enable or disable the touch keyboard with the keyboard button on the task bar (only if you are not in tablet mode).

This setting can be found in Settings > Devices > Typing: Automatically show the touch keyboard in windowed apps when there's no keyboard attached to your device.

Samsung

Bad typing experience in streamed apps

We recommend disabling following settings in the "Samsung Keyboard Settings", because they do not work well when using streamed apps:

- Auto replacement
- Auto capitalization

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- Auto spacing
- Predictive text

On Android tablet with an external mouse, the application is closed when doing right-click

When using an external Bluetooth mouse on Android, the native behavior of the mouse is:

- Left-click simulates tap
- Right-click simulates the back button
- Scroll stays scroll
- Middle-click simulates home button
- 4th button simulates the switch-app button

This means that right-click in an app invokes the back button, which causes the browser tab to close.

Operating systems

Android

The behavior when using an external mouse is confusing

When using an external Bluetooth mouse on Android, the native behavior of the mouse is:

- Right-click simulates tap.
- Left-click simulates back button.
- Scroll stays scroll.
- Middle-click simulates home button.
- Fourth button simulates the switch-app button.

In a streamed application, those buttons keep their native behavior.
As a result, we cannot right-click in an application. Instead, we need to perform a long left-click (emulates long tap).

When opening a file with Preview, the user can not go back to Parallels Secure Workspace

On some Android devices, files opened with Preview (and files shared as preview) will open in the same browser tab instead of a new browser tab. Tapping on the back button will reload the page. To go back to Parallels Secure Workspace, please do a long tap on the back button until the drop-down menu appears and then select the 2nd item.

On Android tablet, the on-screen CTRL key has no effect in a streamed application

The CTRL has only effect on native Android applications and cannot be sent to the streamed apps. Please use the on-screen menus instead of the CTRL shortcuts.

On Android tablet, passwords entered in streamed applications are shown in plain text during auto-complete

Disable features like predictive text and auto-completion from the keyboard settings.

macOS

When using a Mac keyboard, the left and right Option key behave differently

When Parallels Secure Workspace is configured to use a keyboard layout that contains AltGr, the left Option key will behave as an Alt key and the right Option key as an AltGr key.

Browsers

Safari

On Safari on macOS, I cannot use ctrl-click to get a context menu in a streamed application

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Within a streamed app, ctrl-click does not invoke a context menu, because the ctrl key is forwarded to the Windows server. To access the context menus within the streamed applications, please configure macOS: System Preferences > Trackpad > Point & Click: enable *Secondary click*. You can select any of the three options (e.g. click/tap with two finger) and use this option to open context menus.

On Safari on macOS, Audio playback is not working

When for example you navigate to YouTube and play a video there is no sound: this is caused by Safari's autoplay security settings. These are disabled by default for all websites.

You can enable them for all websites or just for Parallels Secure Workspace. Choose **Safari > Preferences > Websites.** Click Auto-Play in the list on the left. Select the website on the right, then choose the option **Allow All Auto-play**

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