

Awingu End-User Guide

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Getting started with Awingu

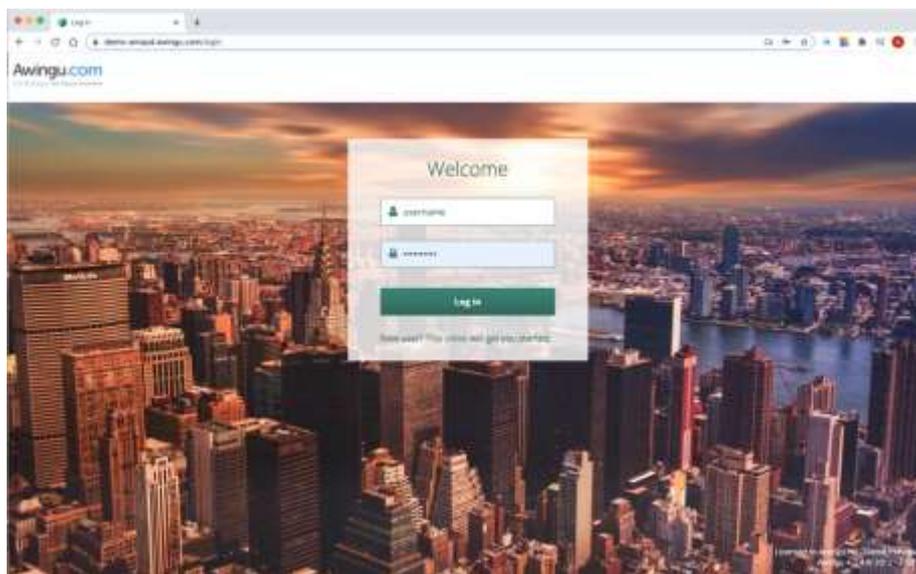
Quick word of introduction: what can you expect?

Awingu provides access to applications, files & desktops that are not running on your computer (or tablet,...). You simply go to any browser on your computer (such as Chrome, Firefox, Edge) and surf to the URL provided. Here you enter your login, password and extra security code (multi factor authentication). The platform needs access to the internet and can work from any computer or tablet (really, any device that has a browser and internet access should work).

The first login with Awingu's built-in MFA

Step 1: go to login URL and introduce your login & password

You simply go to any browser on your computer (such as Chrome, Firefox, Edge) and surf to the URL provided. Here you enter the login, password that were provided by your IT department.



Login screen

The first time you log into Awingu, you will be asked to confirm your preferred language and keyboard layout. These can be changed later on also, but mind that having the correct keyboard layout from the start is advised as keyboard input might be different with what you see on screen.



The first time you login, you'll need to configure the 'multi-factor' password. This is an additional security code that is generated on an App on your Smartphone. As of the 2nd time you login, this setup is no longer needed.

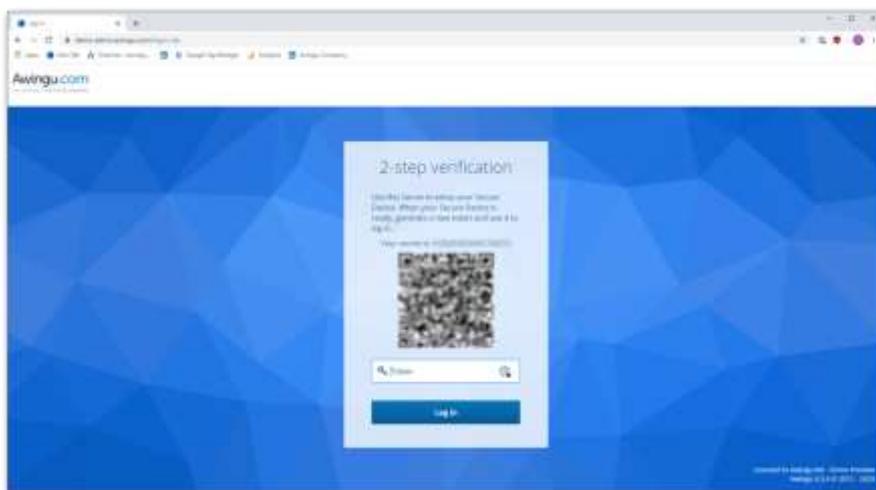
Step 2: install the App on your phone

On your smartphone (Android based or Iphone), go to your App store (in case of Iphone) or "Google Play Store" (in case of Android) and search for the Google Authenticator or Microsoft Authenticator app.

Step 3: link the App on your smartphone with Awingu

After providing credentials on the Awingu login page, the user will be forwarded to a page showing a QR code and a secret.

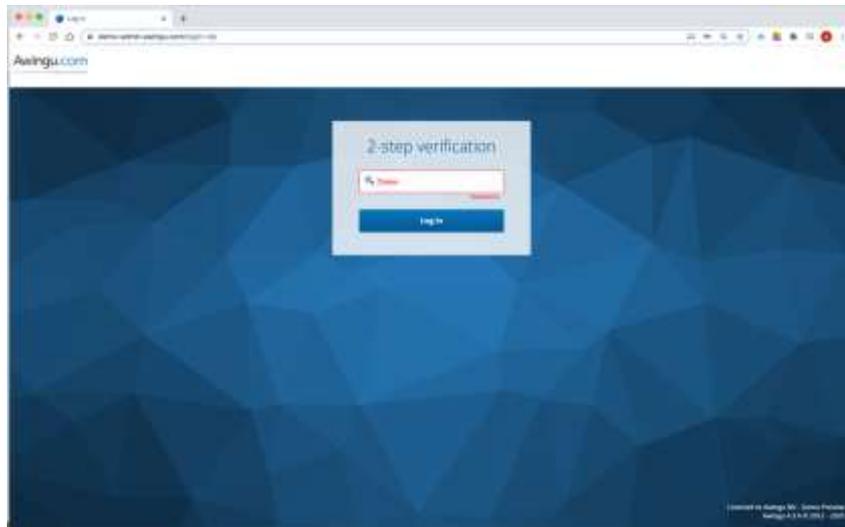
- The user scans the QR code with the app that they just installed on their phone (or enters the secret manually).
- The first token is generated in the app. The user enters that token to proceed.



Linking the smartphone app for MFA with Awingu

2nd login

The 2nd time you login, you will only need to enter the secure code (called 'token') when asked for it in the "2-step verification".



The Awingu workspace is asking for the code



Generate token (code) in Google Authenticator apps on your smartphone

Simply introduce the code that is generated in the App on your smartphone and press the 'log in' button.

Note: depending on the configuration by the IT department, it is possible that you will not require to input the 2 step verification code in the office (on the office network).

The basics in usage

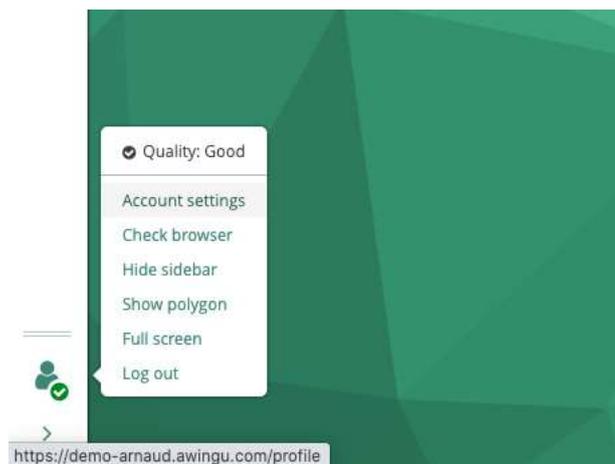
When the login is done correctly, you will see a screen similar to this. The colors of the background and the applications show might be different (as they are unique/personal to you and your company).



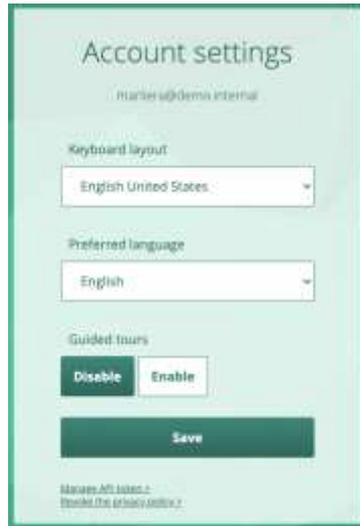
Awingu Workspace screen after login 'at a glance'

The basics: account setup for language and keyboard

At the bottom left, part of the navigation bar, you'll find a user icon. Here with a green 'check mark'. This indicates the platform has a good internet access: your bandwidth is sufficient and stable. When clicking (left mouse button) to user icon, a menu becomes available.



When clicking 'account' settings, the following related menu is displayed. Here you can setup your preferred keyboard layout and preferred language of the Awingu interface. At first login, it will take the settings of your browser which are most probably equal to your desired state. The 'guided tours' option provides small pop-up boxes inside the Awingu platform with information on how to use different features. It can be activated or deactivated here.



Managing Account settings

The basics: opening an application or desktop

At the top left you will find these 3 buttons:

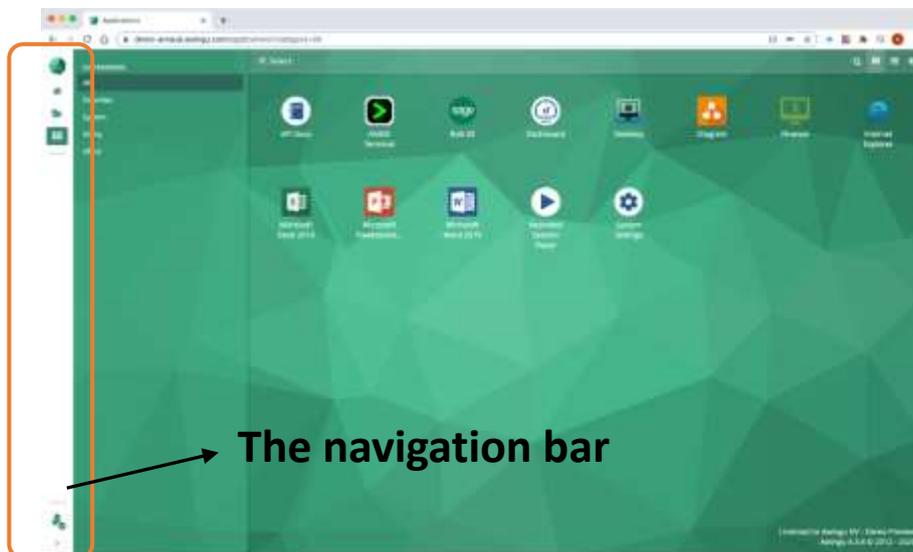


The workspace (or 'home') view; here you see applications and files that were used most recently as well as those that were marked as 'favorite' by the users

The files (documents) page; here you have access to your "shared drives", you can search and open documents, if permissions allow you can also download, upload and share files.

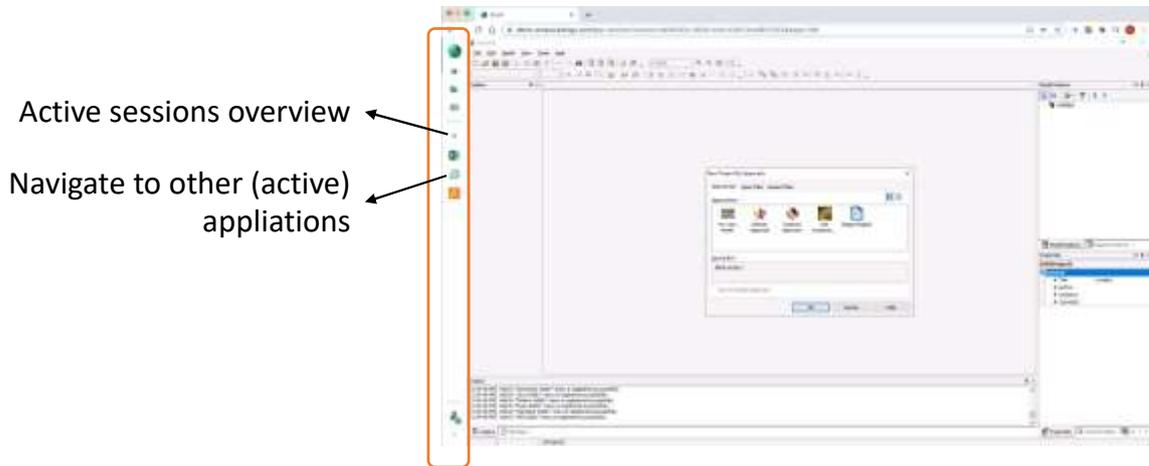
The applications view; here you see applications all applications that you have the permission to access

To open any application (or desktop), you can do so by clicking the icon once. You can do so from the 'workspace' home screen, or, from the 'applications' screen where a more elaborate list of applications might be available to you.



View of the “applications” screen

When applications are being opened, you can always navigate back to the workspace, files or applications page via the navigation bar.



Navigating between applications (or desktops)

Active (opened) applications will have an icon available in the navigation bar. Switching application can simply be done by clicking the icons. You can also use the ‘active sessions’ button which can be use-full on devices with a small screen (e.g. Ipad Mini).

Admin Note: web applications that use the Awingu reverse proxy or SaaS via SSO will open in a new browser tab. Navigation is not possible via the Awingu navigation bar, but needs to happen via browser tabs.

The basics: working within an application

When you have an application open and active, you might notice at the bottom left a polygon shaped button. This Polygon enables users to access application session specific features. The Polygon is only available inside applications (or desktops) and not in the workspace or files section. This polygon can be placed anywhere on the screen by ‘drag-&-drop’.

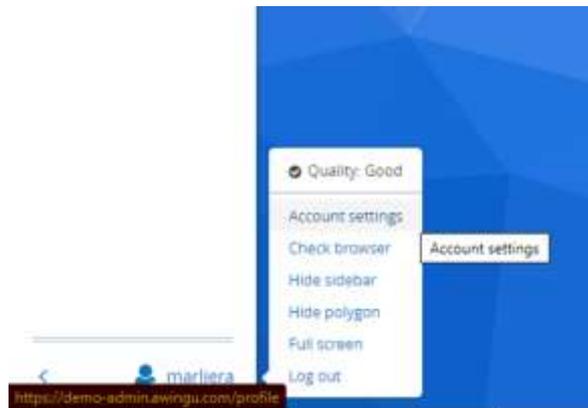
The functions behind the ‘polygon’ are explained here:



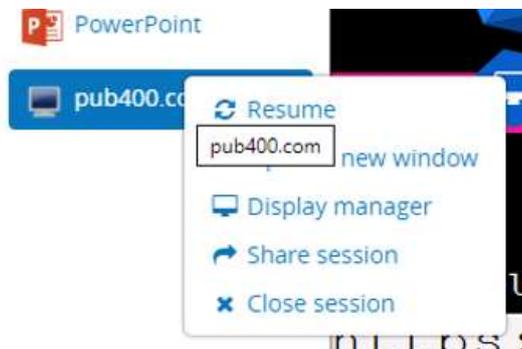
Note that this view can be different when using touch-based device (e.g. a tablet) vs. device without touch (e.g. desktop PC). Some features – such as 'share session' might also not be enabled for you as a user.

The polygon can also be hidden and replaced by a 'context menu'. This menu can be activated by using a 'right mouse click', or, 'long tap' on a touch device. Hiding the polygon is remembered for each browser.

Note: the context menu will not work in iOS touch devices (as 'long tap' is not supported).



Hide the polygon via the user settings

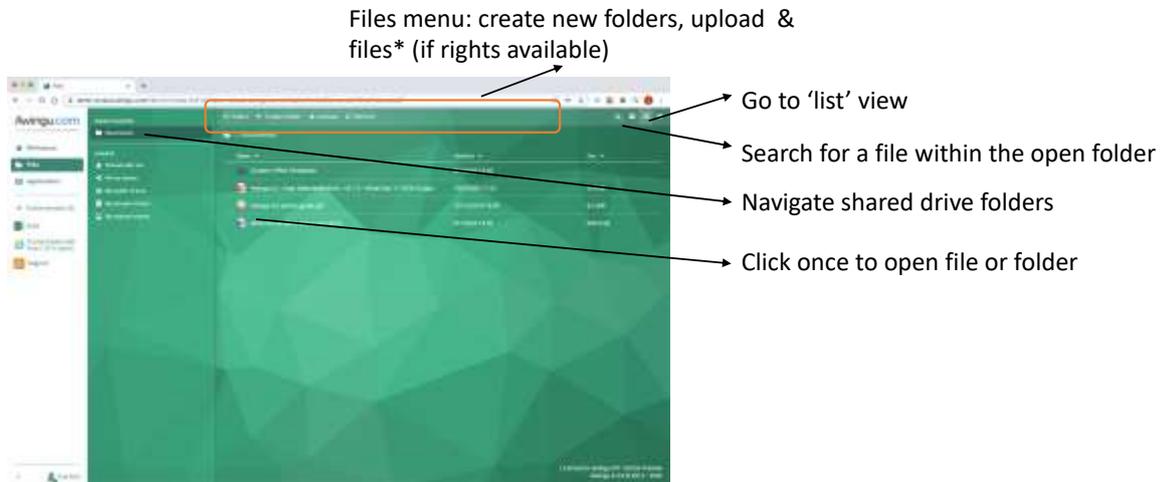


Using the 'context menu' via right mouse click on the relevant application icon

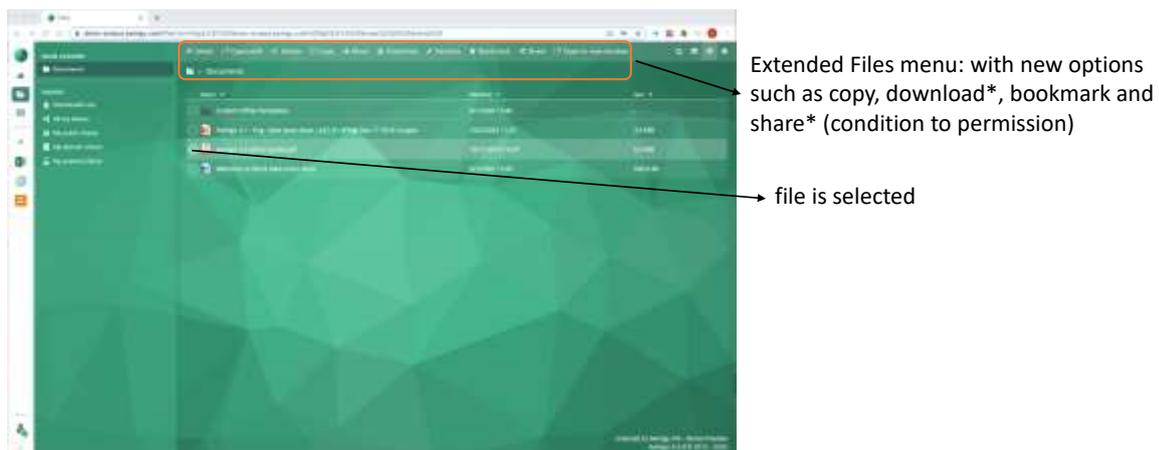
The basics: navigating and opening files

Inside the Awingu platform, you'll have access to your company shared drive. Note: your local computer drives will not be visible. You can navigate and open files fully within the Awingu platform.

The basic actions are described here:



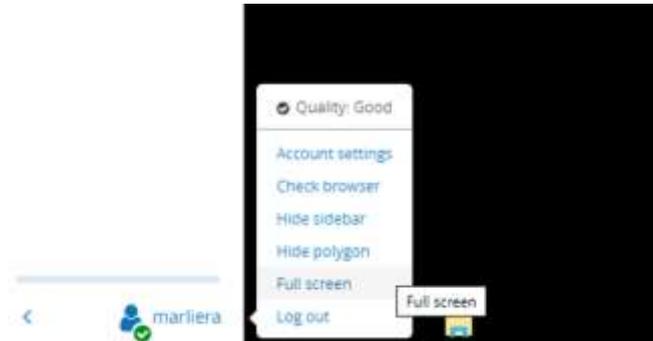
Documents can also be selected by clicking the circle checkbox in front of the file name. When selected, the file menu at the top extends and give access to file specific features. The same works for folders.



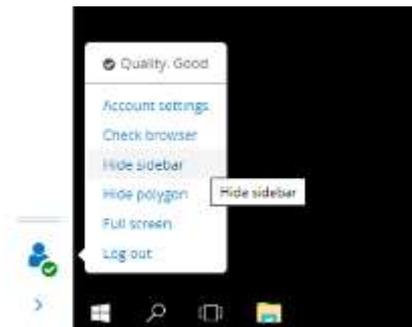
Enhancing your experience with these key functions

Productivity enhancing: work in full screen

Some users like use the full screen real-estate when they are working in Awingu and get rid of the browser menus. This is possible.



Choose 'full screen' in the user menu (bottom left) and the Awingu session will run 'full screen'; users will not notice working in a browser anymore.



The workspace "navigation bar" can also be minimized by clicking the arrow (bottom left) and fully removed by choosing "hide sidebar" in the user menu

Productivity enhancing: work in multi screen

You can use multiple (physical) monitors with Awingu, and this without needing a local agent or installer. Everything runs from within the browser.

There are 3 options:

1. Use the Display Manager, add add new monitors. This is useful, for example, when working with a published full desktop. Up to 16 monitors are supported. The underlying Windows OS will also get the same multi-screen context for optimal user experience.



Chose Display Manager in the Polygon or context menu in the navigation bar (right click)

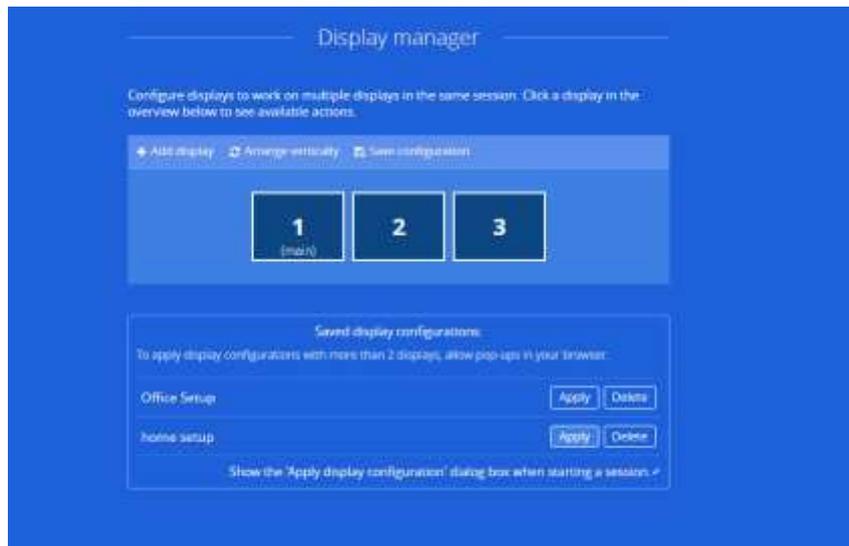


Add displays, for each display a new browser window is created (drag & drop each browser screen to the desired monitor)

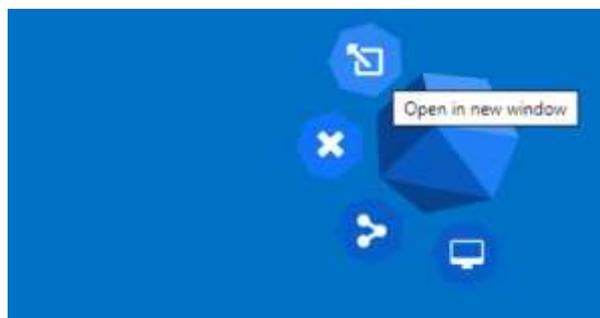


Work on up to 16 different monitors with different resolutions. The underlying Windows OS will be also get the same multiscreen context.

You can optionally also save a multi display configuration. This particularly useful if you work in different offices where you can now save the config per office. E.g. Home office and office.



2. Choose to **'open in new window'** in the Polygon or context menu: this opens specific application session in a new tab. The new tab can be moved to a different monitor

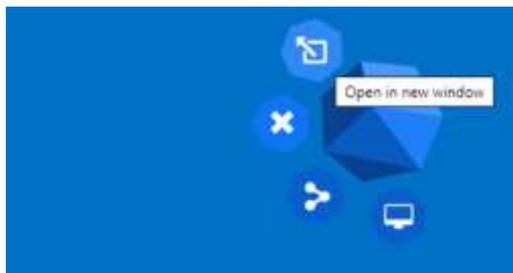


3. **Stretch the browser over multiple screens:** this can be convenient when working with large databases or xls files. This does require using monitors with a similar size and resolution.

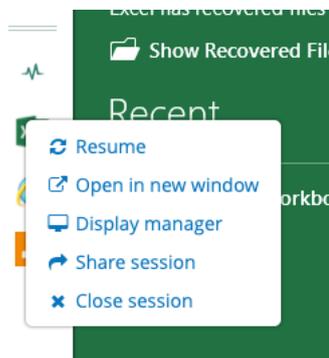


Productivity enhancing: open applications in a new browser tab

You can open any application or desktop in a new browser tab. In some cases, that can provide very convenient. Choose to **'open in new window'** in the Polygon or context menu: this opens specific application session in a new tab. The new tab can be moved to a different monitor.



Select 'open in new window' on the polygon



Select 'open in new window' in the context menu (right click on app)

Productivity enhancing: open files and applications direct from your desktop

Each applications, desktop, file or folder that is available in Awingu has a 'direct link'. When clicking the 'information' section (top right, under Files or Applications) and selecting a applications, desktop, file or folder you will get a similar view:



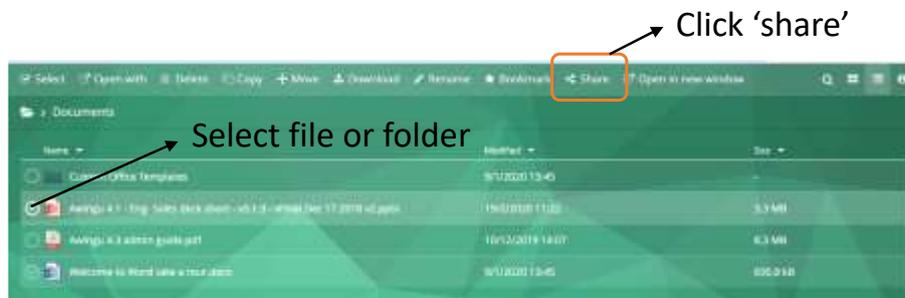
Use of 'direct links'

The 'direct link' which is showed can be saves a bookmark in your browser, or as a hyperlink on your desktop or anywhere else. When clicking it, it will immediately open the desired applications, desktop, file or folder.

Productivity enhancing: File sharing

Given you have permission, you can share files with other users (internal or external to your company). This can be small or large files. It removes the need to work via other solutions. When a file is 'shared', it is available for preview or download via a dedicated weblink (URL) that is generated by Awingu.

To share a file (or folder), go to the Awingu "files" in the left-hand navigation bar. Select the file or folder you wish to share (click the circle in front of the file icon and name). When the checkbox is selected, the files menu at the top is active. Here, you select 'share'.



To share a file or folder: select item and hit 'share'

Upon hitting the 'share' button, the below menu will appear.

- Name: the file share needs a *unique* name; this is by the default just the file name, but if you have previously shared the same document you'll need to give it a different name
- Description: this is for your background; e.g. add why you share what document with whom
- Expiration date: by default this is set on 14 days. You can however change this to your desired date. Passed the expiration date, the shared file will no longer be available for your third party.
- Availability: here, you get the option for 'preview' or 'download'. The first will render your file in pdf format (the pdf can be downloaded, but not in the original format). The latter will make the file available for download in it's original format (e.g. .ppt, xls, .doc).
- Access rights: here you can choose 1. users (these need to be part of your Awingu platform), 2. Domain (anyone that has access to your Awingu platform) or 3. External (this can really be anyone). Note, when sharing with 'external' access rights, the files set for sharing can be downloaded multiple times and by more than one person.

- Password protection: this can optionally be activated. You can set a password yourself in Awingu. Mind that you will need to share the password with the receiving party one way or another (eg. a text message).

The screenshot shows the 'Create share' dialog in Awingu. The dialog is titled 'Create share' and has a dark green background. It contains several sections: 'Name' with a text input field containing 'Awingu 4.1 - Eng- Sales deck short - v3.1.3 - vFinal Dec 17 2018 v2.pptx'; 'Description' with a text input field containing '/'; 'Expiration date' with a date picker set to '2020-07-15'; 'Expiration time' with a digital clock set to '16:09'; 'Availability' with 'Preview' and 'Download' buttons; 'Access rights' with 'Users', 'Domain', and 'Public' buttons; and 'Password protection' with 'Disabled' and 'Enabled' buttons. At the bottom are 'Cancel' and 'Share' buttons.

Share menu options

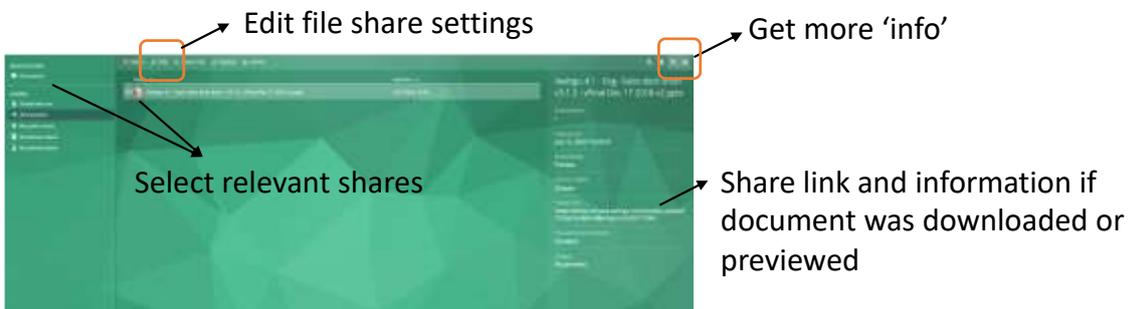
Once the share criteria are set, click 'share'. After processing (this can take a couple of seconds), a unique link is created. Copy this link and paste it into an email, instant messaging platform, ... to share with the receiving party/ies.



Unique link is generated for each file share

Once a file is shared, the settings can still be changed. Go to the 'shares' menu in the left and select your file. In the top menu you can now choose 'edit' to run changes.

Convenient is also that you can see if your shared file has been accessed or not. To see this, select the 'info' icon at the top right and select the file

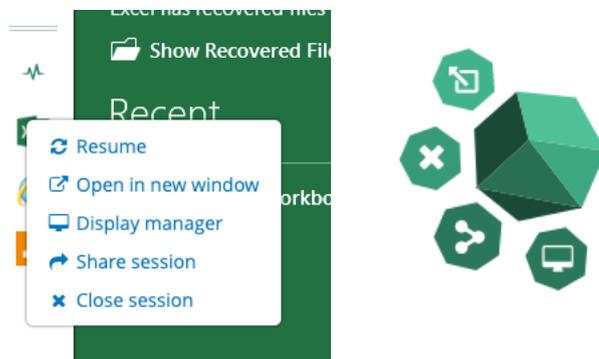


Manage shared files and get file share info

Productivity enhancing: session sharing

Similar to sharing files, you can also share access to applications in real-time. This requires you to have required permissions for "session sharing". You can compare the session sharing usage with sharing your screen via Skype, Teams or Webex. The difference is that you are not sharing your actual desktop, just an image from a selected application which is rendered in a central datacenter.

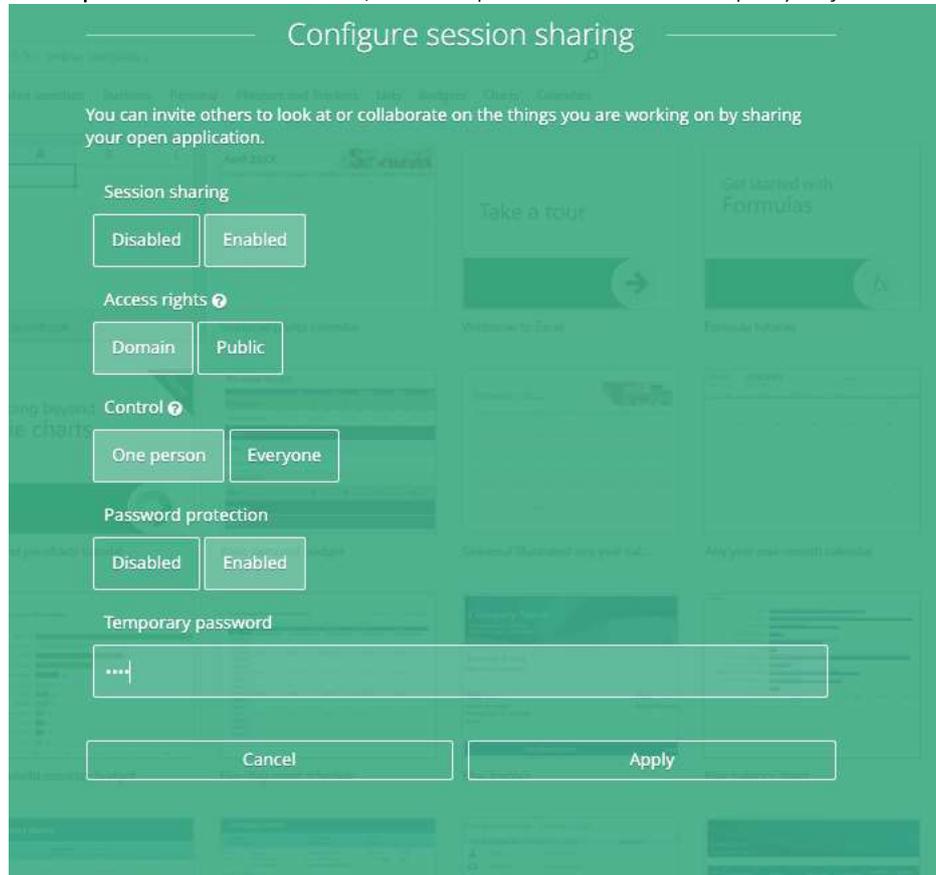
To share an application session, select 'share session' for the relevant application via the context menu (right click) in the navigation bar. You can also do this via the polygon when this is active.



Select 'share session' via the context menu or polygon

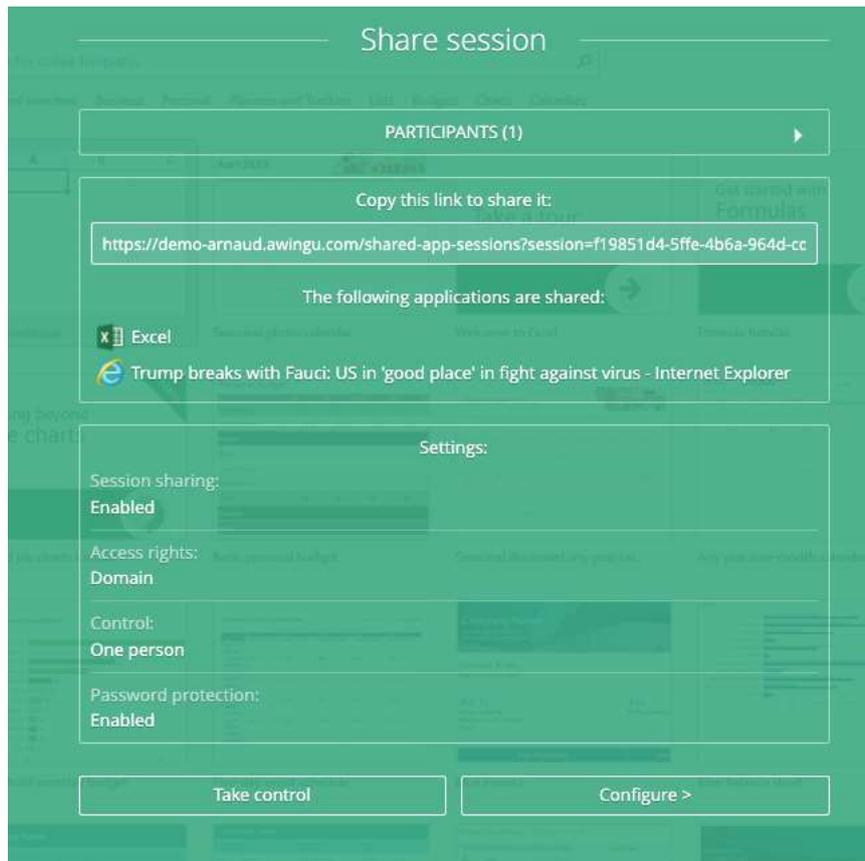
Once selected, this configuration menu for session sharing opens. When selecting 'enabled' for session sharing, the actual configuration opens-up and will show the detailed settings for your share:

- **Access rights:** here you can choose 1. Domain (anyone that has access to your Awingu platform) or 2. Public (this can really be anyone).
- **Control*:** here you can select how many people can have control over the screen at the same time. If set to 'everybody', all participants will be able to move their mouse and input data. By default it is set to 'one person'.
- **Password protection:** when desired, create a password for the third party to join the session.



Configuring the session share

When hitting 'apply', a unique link will be generated. Copy this link and paste it into an email, instant messaging platform, ... to share with the receiving party/ies. Don't forget to share the password also (via text message for example) when one was created.

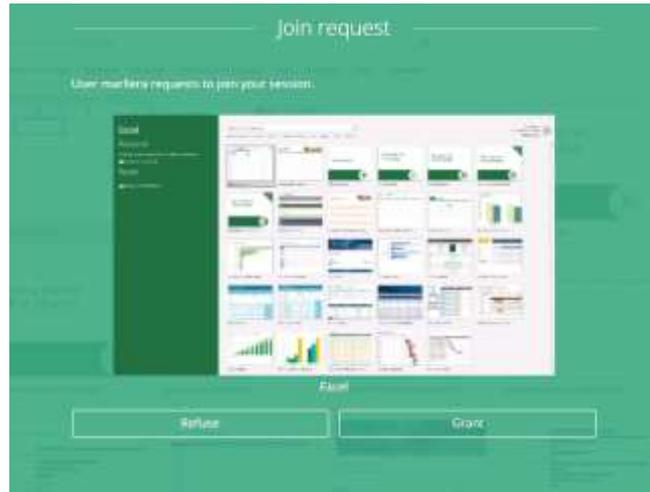


A unique session share link is create

At this point in time, the 3rd person can enter your session. He simply needs to browse to the URL, give a name and password (if requested). When done, he will see this request screen.

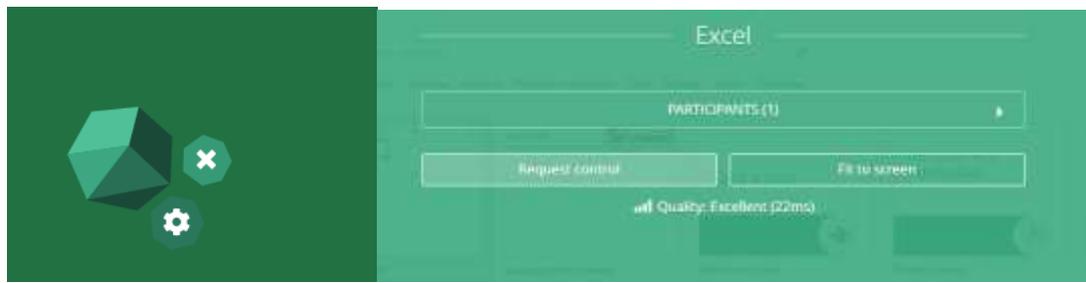


The initiator will then get a pop-up with the request to join the session from the third party. When 'granted', the third party will see the same (application) screen as you. Warning, in some cases applications are 'grouped' into a single stream. This means that when sharing applications sessions, all of these applications will be shared (this can include more than just the selected one). You can see which applications are shared in the screen where the unique URL generated and shown)



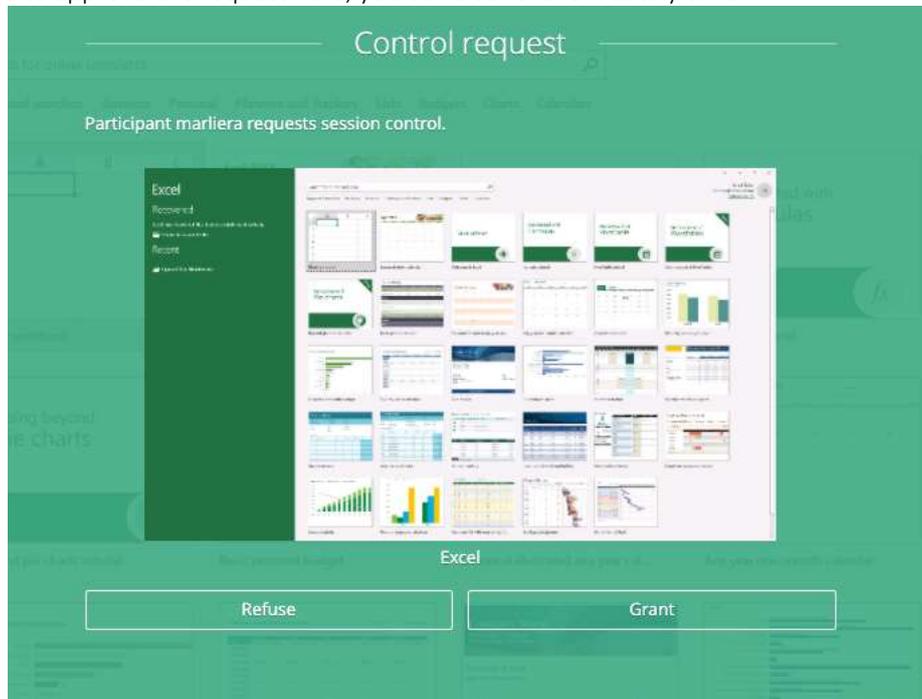
User grants third party access to his session

This third party can also request to 'take control' of your session: with control, he can (also*) type and move the mouse. He can make the request via the polygon.



This party can request control to the application session via the polygon

You still need to approve this request. And, you can also revoke it at any time.



Grant and revoke access to shared sessions

