

# Awingu.com

One Workspace. Any Device. Anywhere.

## **Awingu User Guide**

Version 4.1

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# Document Guidance

Introduction	This document is an introduction to the Awingu. This document is intended for the end-user. The 'Getting Started' section of this document is a quick starter's 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: <a href="mailto:feedback@awingu.com">feedback@awingu.com</a>
Contact Details	<b>Awingu N.V.</b> Ottergemsesteenweg-Zuid 808, B44 9000 Gent Belgium Telephone: +32 9 296 40 11 E-mail: <a href="mailto:info@awingu.com">info@awingu.com</a>
Intended Audience	This book is intended for anyone who wants to use the Awingu. The information in this guide is written for end users who are familiar with the common desktop applications.
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# Getting Started

Awingu is a new way to deliver IT services, it brings applications and documents to your browser.

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

An short introductory video to get your started using Awingu is available on our website:  
<https://www.awingu.com/first-time>

## Using Awingu

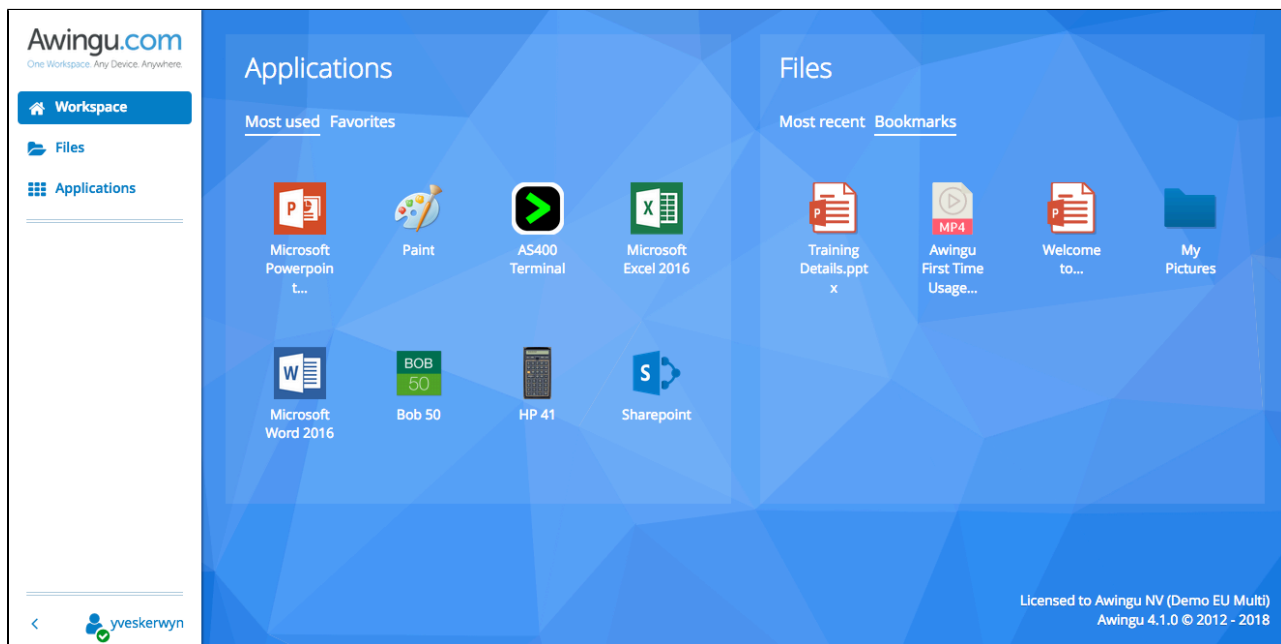
To start using Awingu, open your browser and type in the URL provided to you by your system administrator. Sign-in with the provided credentials.

Awingu is supported by the following browser:

Platform	Recommended Browser	Supported Browsers
Windows 7 and higher	Chrome	Chrome, Firefox, IE, Edge
macOS High Sierra or newer	Chrome	Chrome, Firefox, Safari
Linux	Chrome	Chrome, Firefox
iOS	Safari	Safari
Android	Chrome	Chrome
ChromeOS	Chrome	Chrome

- Only most recent version of each browser is supported.
- iPad 1 is not supported.

## 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.

- **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

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Workspace  
Files  
Applications

### Account settings

Keyboard layout  
French Belgium

Preferred language  
English

Guided tours  
Disable Enable

Save

[Change password >](#)  
[Revoke the privacy policy >](#)  
[Download Remote Application Helper >](#)

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Awingu 4.1.0 © 2012 - 2018

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 following functions and information:

- **Keyboard layout:** the keyboard layout matching a country (like *French Belgium*).
- **Preferred language:** the language you want Awingu to be shown in.
- **Guided tours:** enable/disable the guided tours.
- **Keyboard buttons:** (only shown on touch screens) depending on your device, you might enable/disable the keyboard buttons in order to type in applications.
- **Change password\*:** for updating your current password to a new password.
- **Revoke the privacy policy\*:** revoke the privacy policy accepted during the first login. You will be logged out when revoking.
- **Connect your Skype for Business account\*:** link Awingu with your Skype for Business account to share files, folders and application sessions.
- **Download Remote Application Helper\*:** needed for smart cards.

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

## Applications

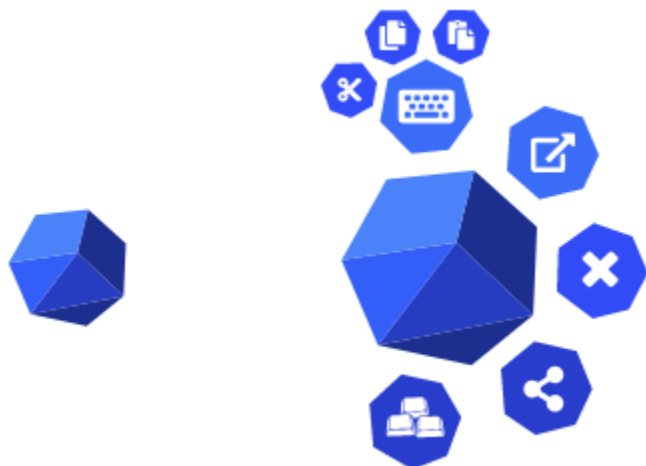
- Click an application to open it.
- Close an application via the close function of the application or using the **Close session** action in the polygon. Do not close the application by closing the tab.
- If you open a new window within an application (e.g. open an attachment in your e-mail client), then you can switch 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 Awingu drives, i.e. 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 Awingu functionalities.

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

You can move the polygon all over the window.



Buttons available on all devices:



Closes the application session.



Open this application session in a new window.



Share your session\* with others via URL or Skype for Business\*. You can optionally protect your shared session with a password.



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:



Show/hide virtual keyboard. Also needed to start typing when a physical keyboard is attached.



Cut



Copy



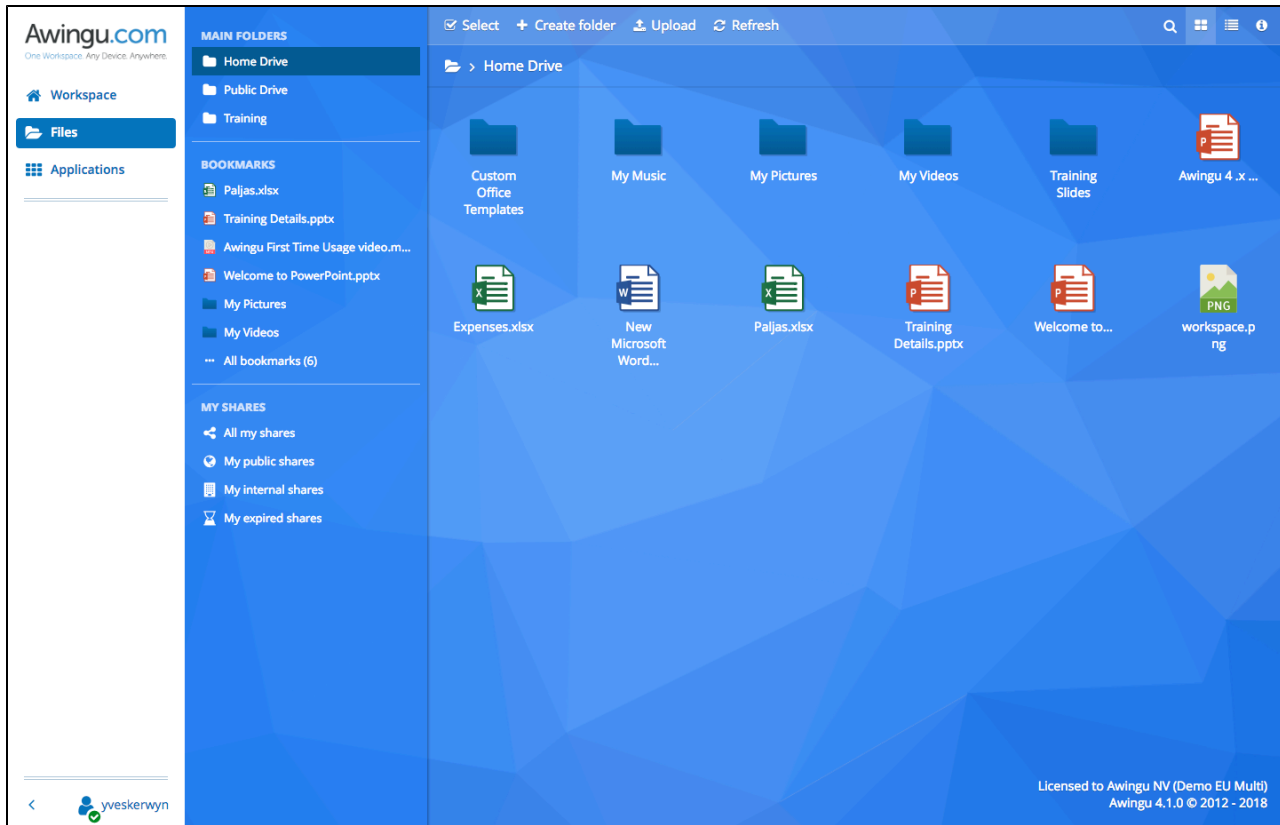
Paste

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

Symbol	Gesture	Action
	tap	left click
	long tap	right click
	pan	drag
	2-finger scroll, fingers need to be positioned horizontally	mouse wheel
	3-finger flick left	previous window
	3-finger flick right	next window
	2-finger pinch open	zoom in
	2-finger pinch close	zoom out
	2-finger pinch and pan	move zoomed area

## Files

Awingu 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 select 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...). 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.

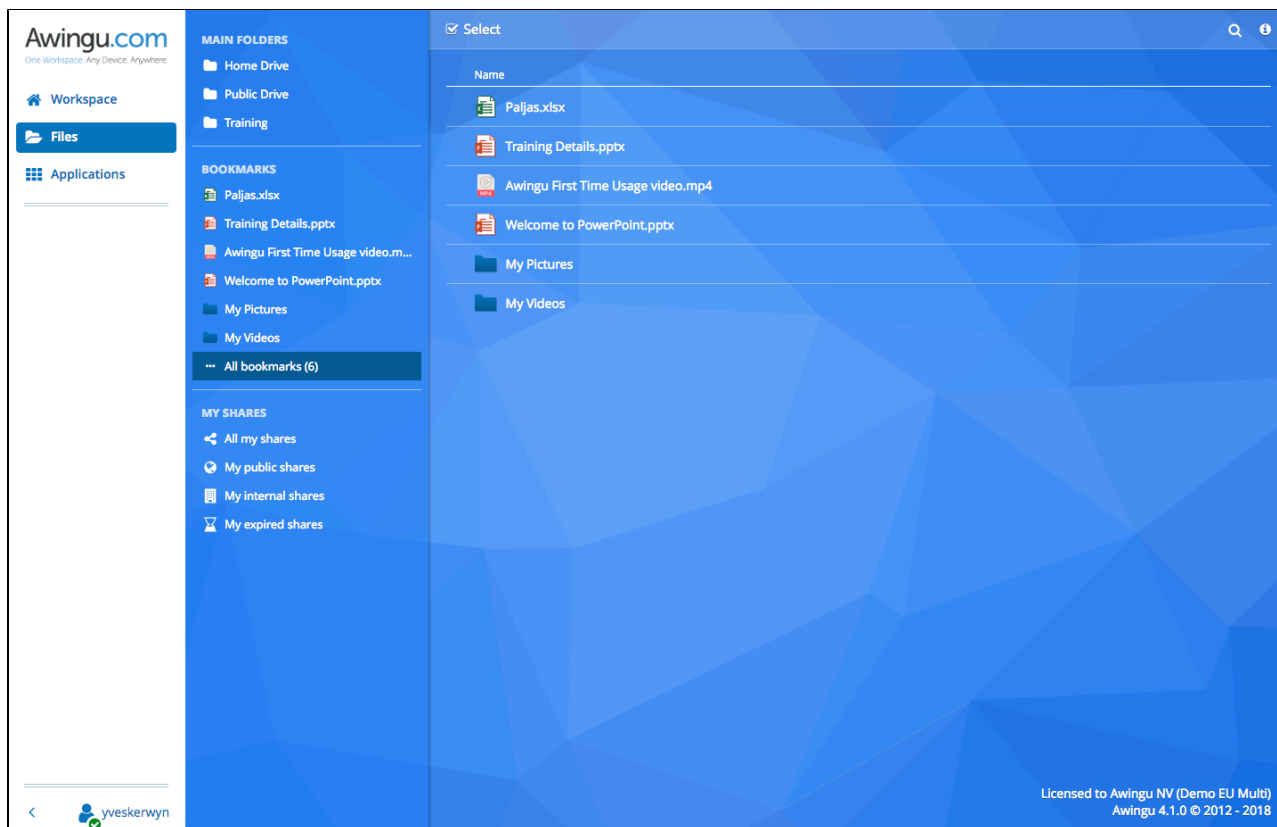
You can upload files either via a dialog clicking **Upload** or by drag-and-drop onto the browser canvas.

For more details about working with files, go to the [Working With Files](#) section.

## Bookmarks

Awingu 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**.





For more details about bookmarks, go to the [Managing Your Bookmarks](#) section.

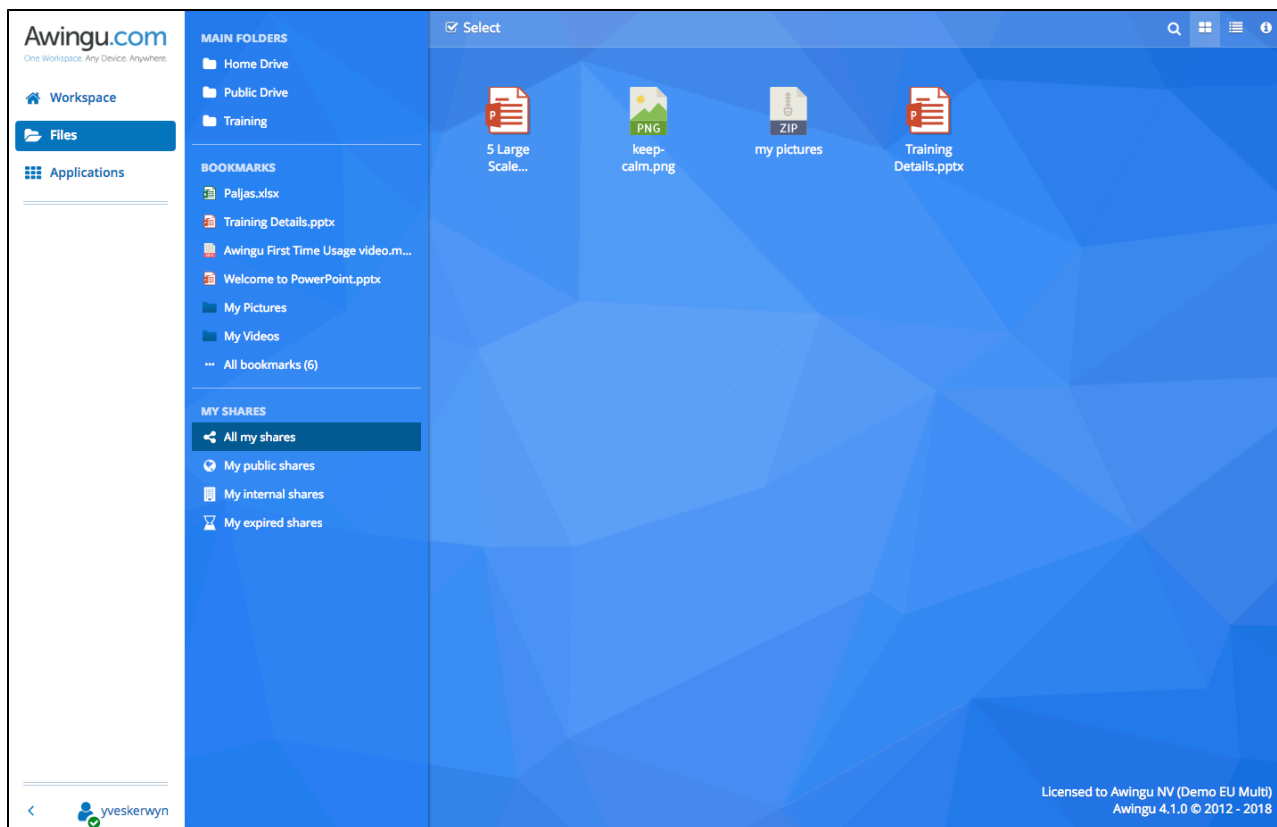
## Shares

Awingu administrators can allow users to share files and folders with others.

If this feature is enabled you have either share files publicly or internally through a simple link (URL) that gets generated per share:

- A public share is available to anyone who has the link.
- An internal share is available to anyone who has the link and who is signed in to Awingu.

On the **Files** page under **My Shares** all the files and folders you have shared with others are listed. Here you can see all your public and private shares, as well as your shares that have expired.



For more details about shares, go to the [Managing Your Shares](#) section.

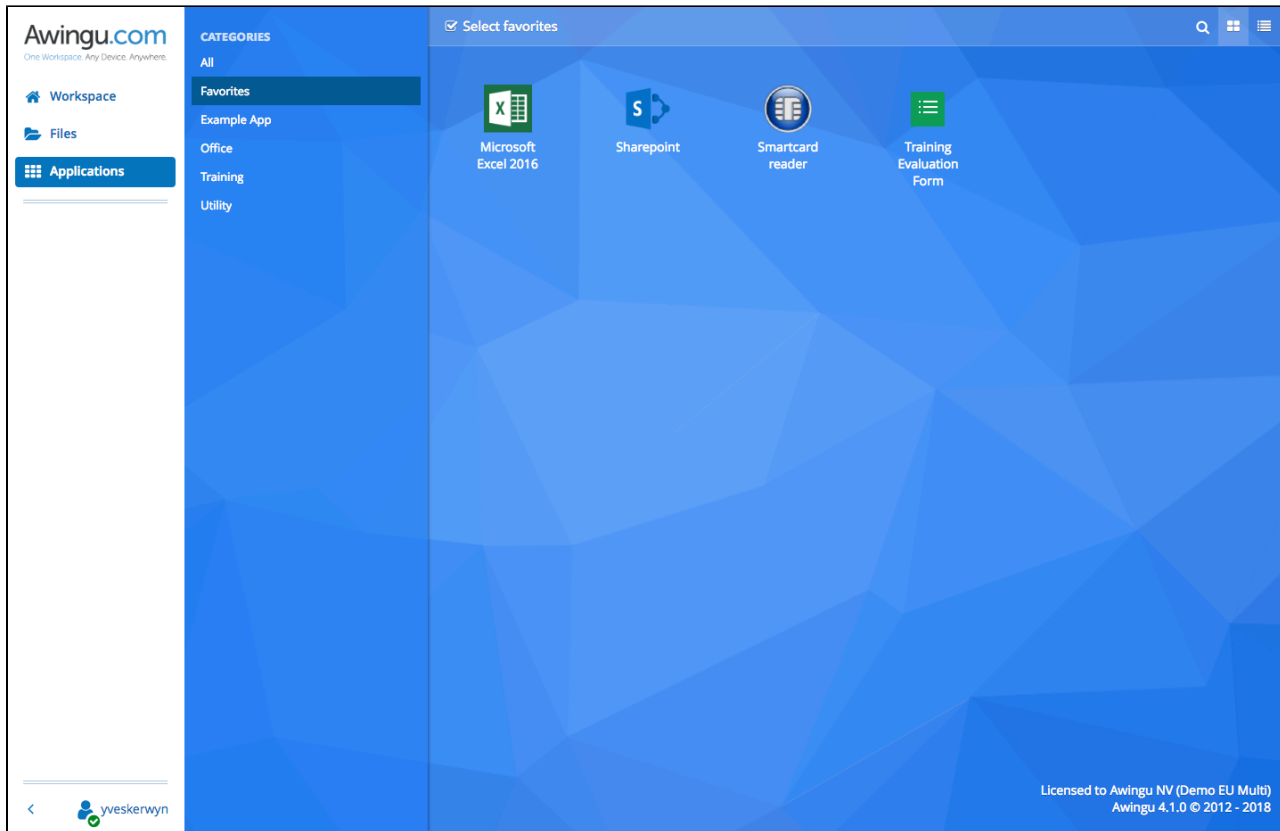
# Working With Applications

Awingu lets you work with applications that are delivered to you in your browser. Awingu supports desktop applications, 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.

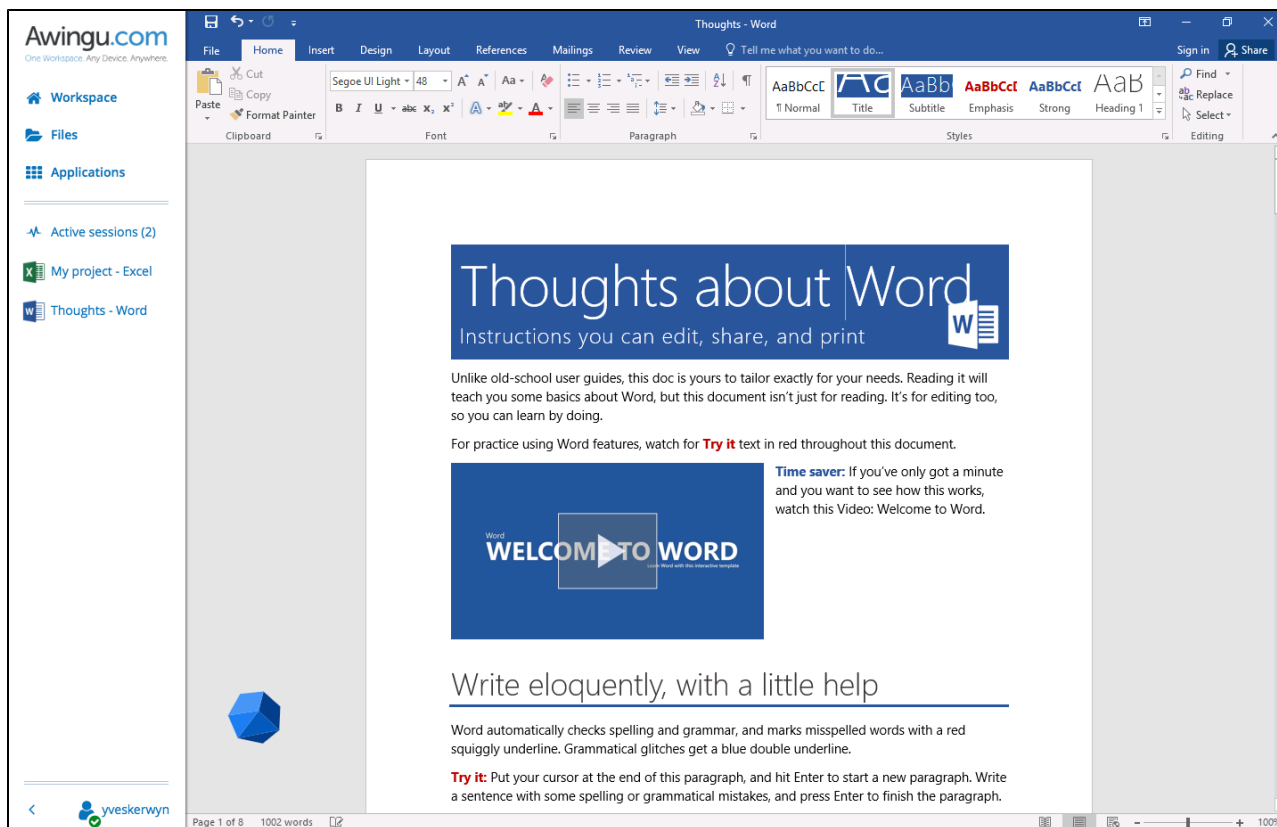
The **Favorites** category provides a shortcut to applications that you often use. To add applications to the **Favorites** category, click the **Select favorites** link from the action bar and select the applications you want to favorite.



If you personalized your workspace with favorites, Awingu will always pre-select your **Favorites** category the next time when you login 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 for instance you that both Excel and Word are open.



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

## Copy/Paste between Applications

Awingu allows to copy and paste content between applications:

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.

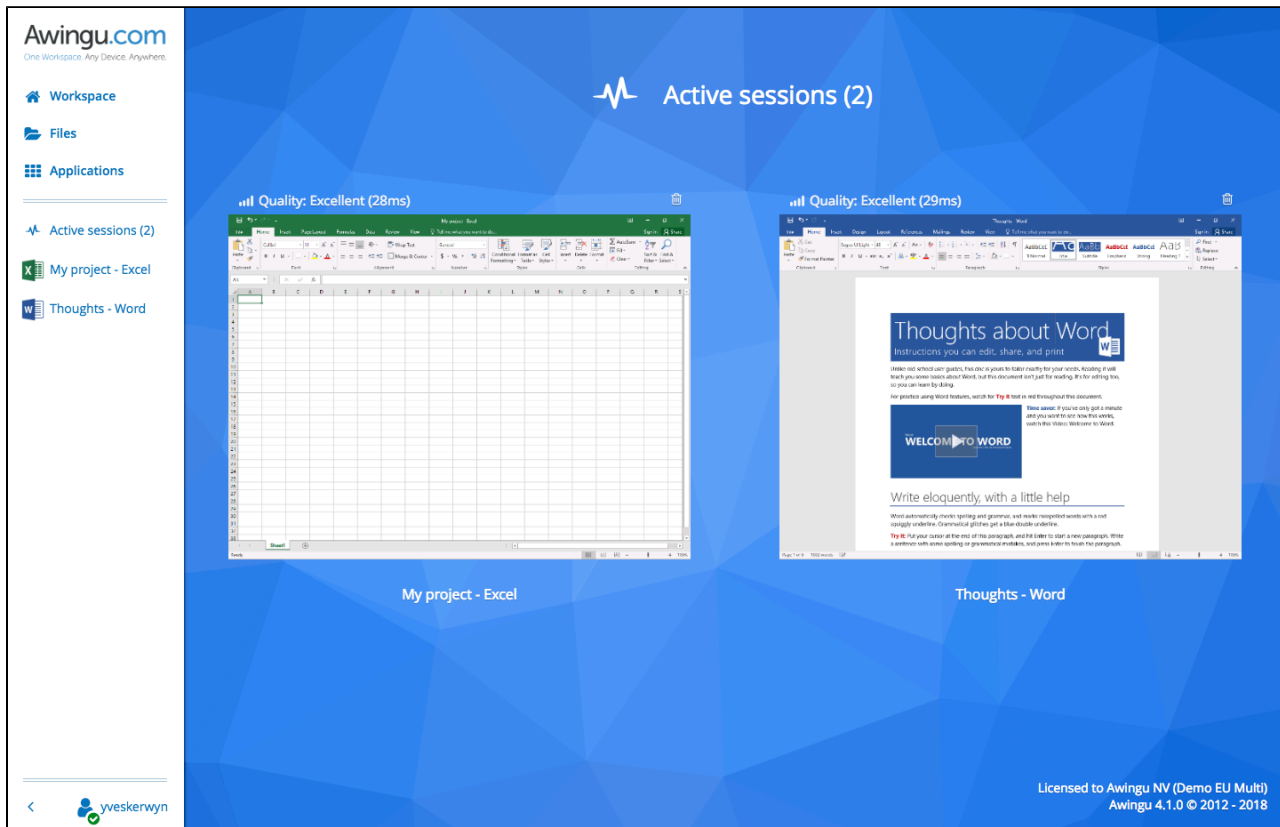
## Session Management

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

Depending on the configuration of your system administrator, applications opened from within an existing session (e.g. open an attachment within an e-mail application), both applications show up in the sidebar to allow easy switching between them. Note however that when you want to use it in another window/device, all applications within one session will move together to that new window/device.

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

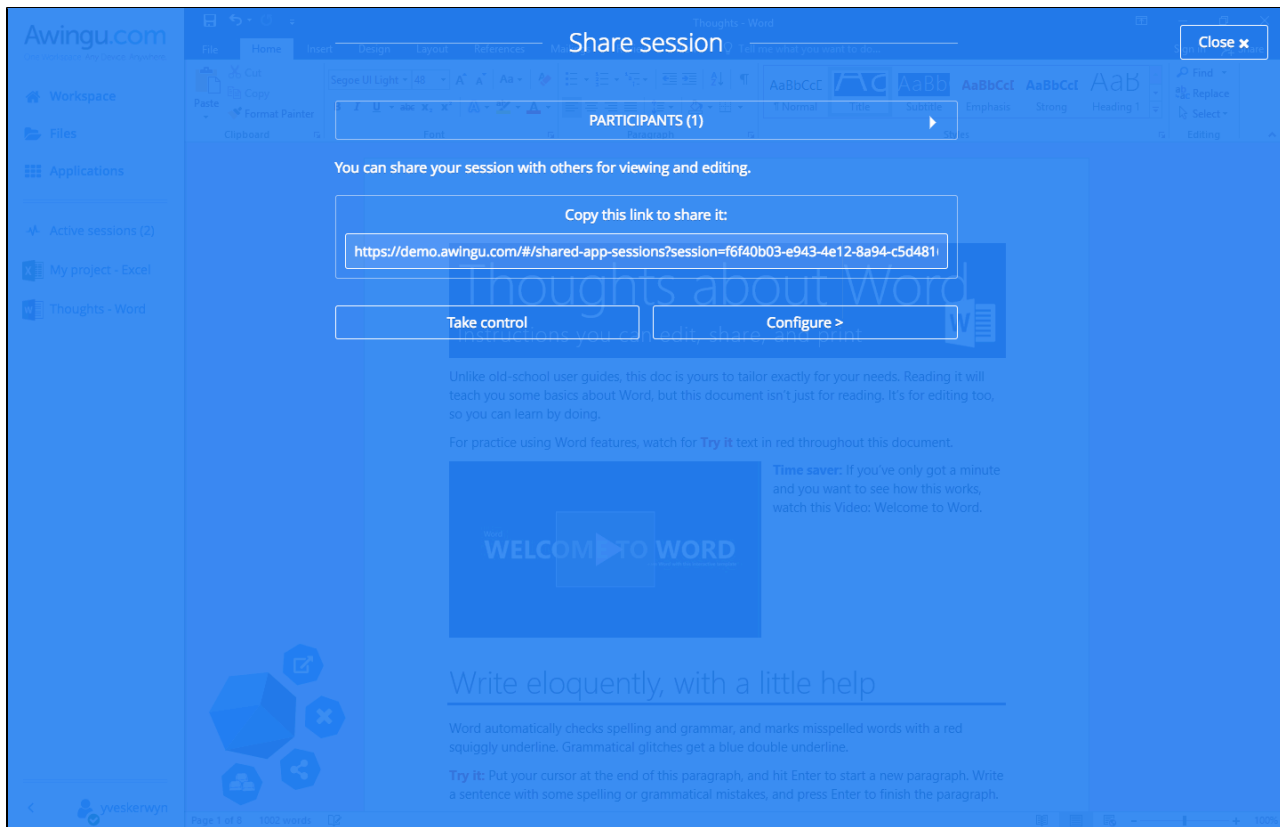
- Showing a thumbnail for each sessions and/or application.
- Showing a quality indicator for each session.
- Explicitly terminate a session that you do not longer use or when it hasn't closed well.



## Session sharing

Awingu allows you to share sessions with others, such that others can view and/or edit within the application you are working with. To host a sharing session, select the **Share session** option in the polygon. A menu appears with the following options:

- **Link:** Send this URL to the people you want to share your session with.
- **Participants:** Provides a list of participants to the session. The list explicitly shows the host of the session.
- **Take control:** Participants can ask session control to 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.
- **Configure:** When **control** is set to **One person**, only one person can edit at a time. When control mode is set to **Everyone**, multiple persons can edit at the same time. If **Protection** is **On** you should provide a temporary password which is required to join the shared session.



## Printing and creating PDFs

From within your streamed applications, you can:

- print to printers on your company network (if configured by your system administrator)
- create a PDF

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 support to allow pop-ups from a specific website to allow all pop-ups for Awingu.

## Using Web/SaaS Applications

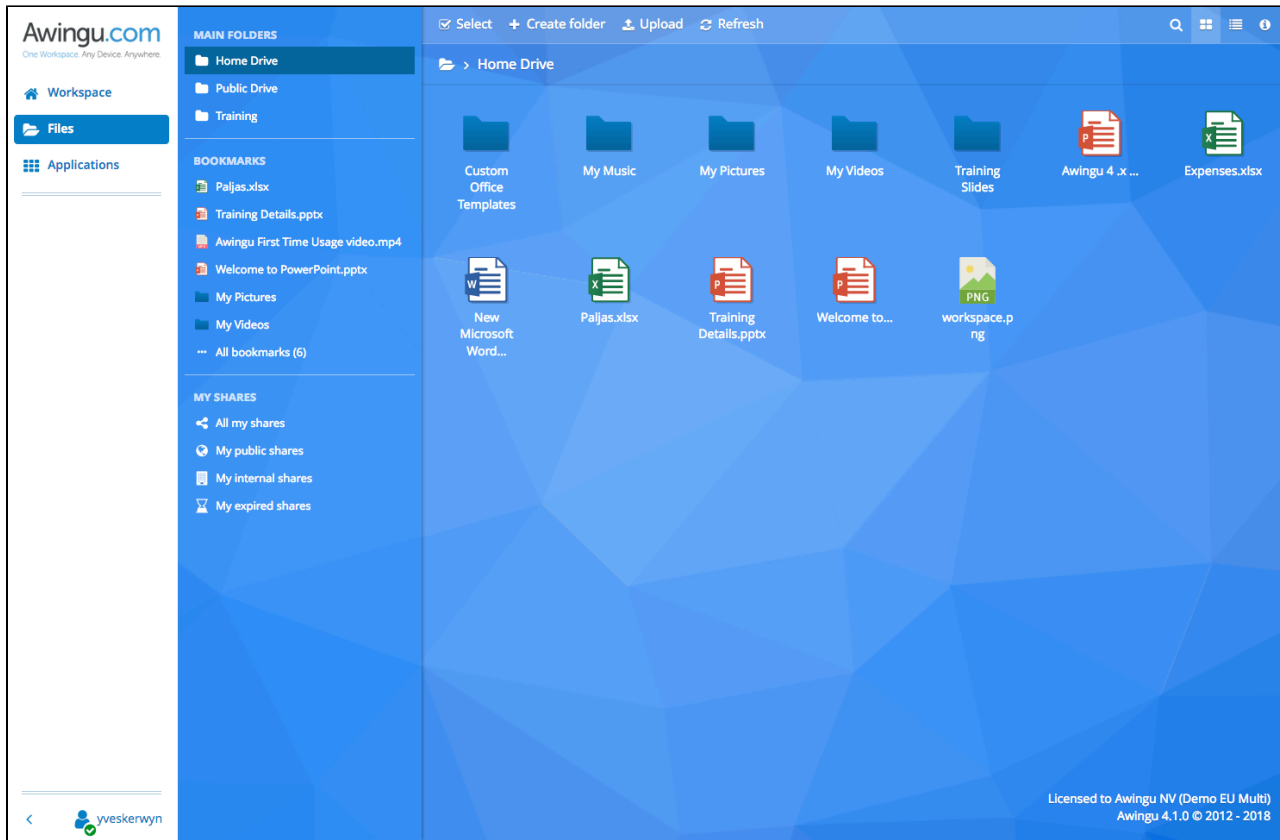
In **Applications**, also Web applications or SaaS applications can be listed. Examples: Google Docs, Office 365 Word, intranet websites.

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

# Working With Files

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

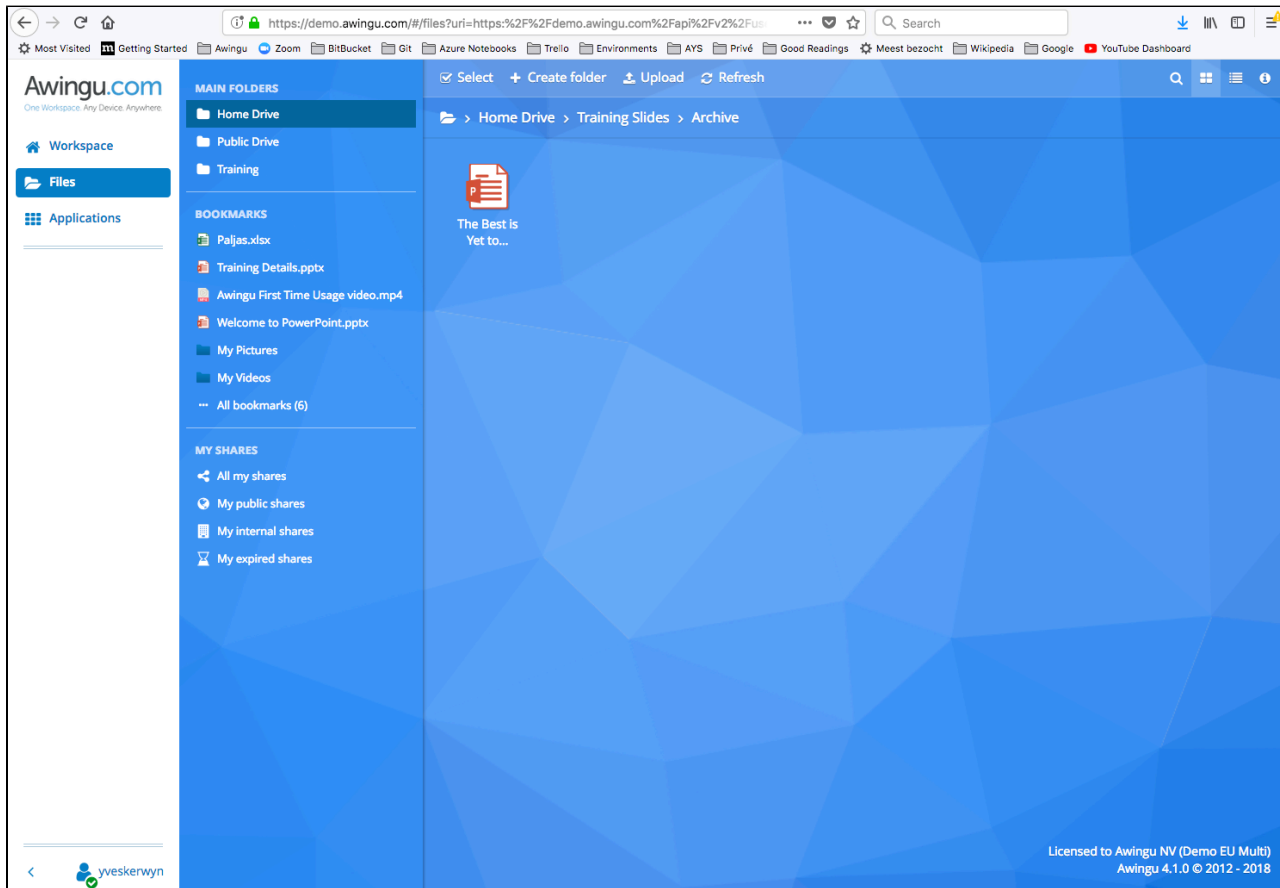
## File Navigation

Awingu provides 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 **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 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 if available

under the action bar.

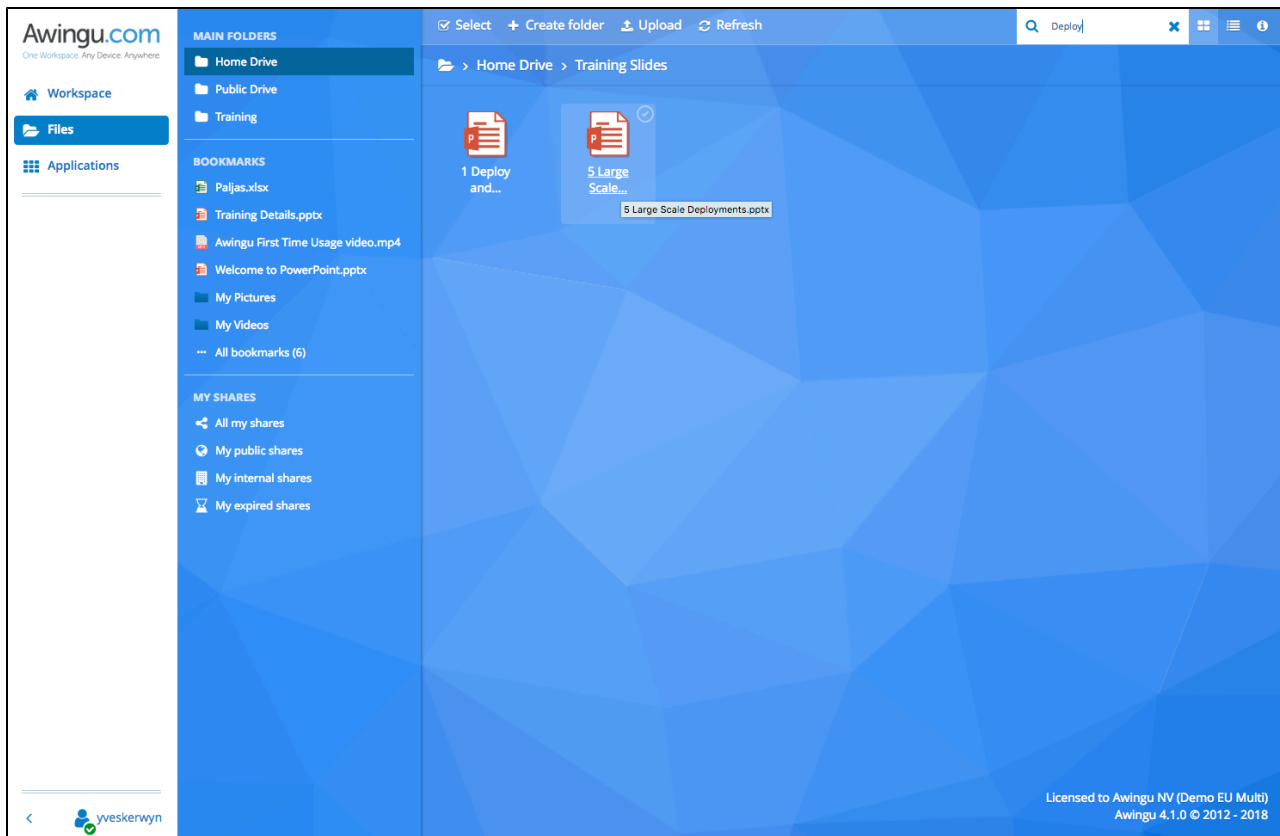


## Finding Files

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.

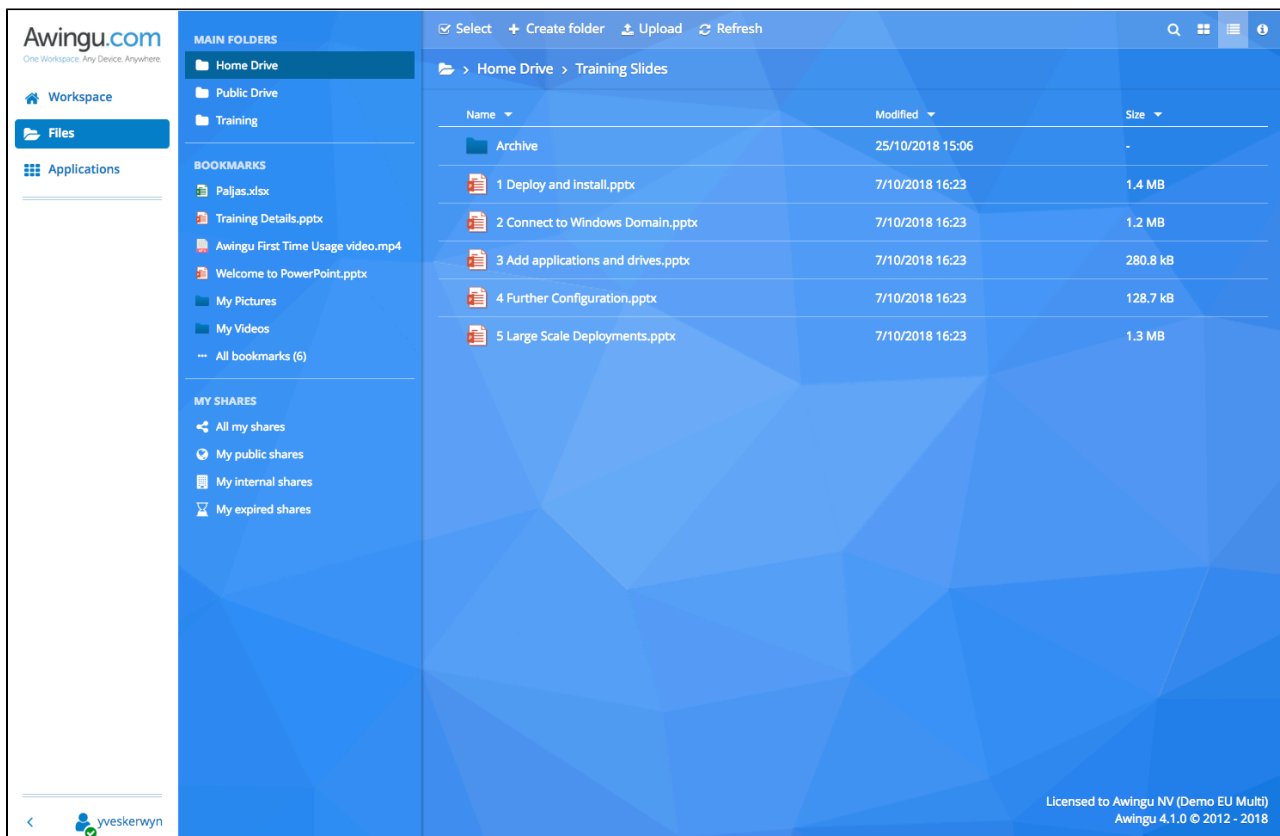
The magnifier allows to conduct **in-folder searches** by actually filtering the shown files and folders in the currently selected folder.





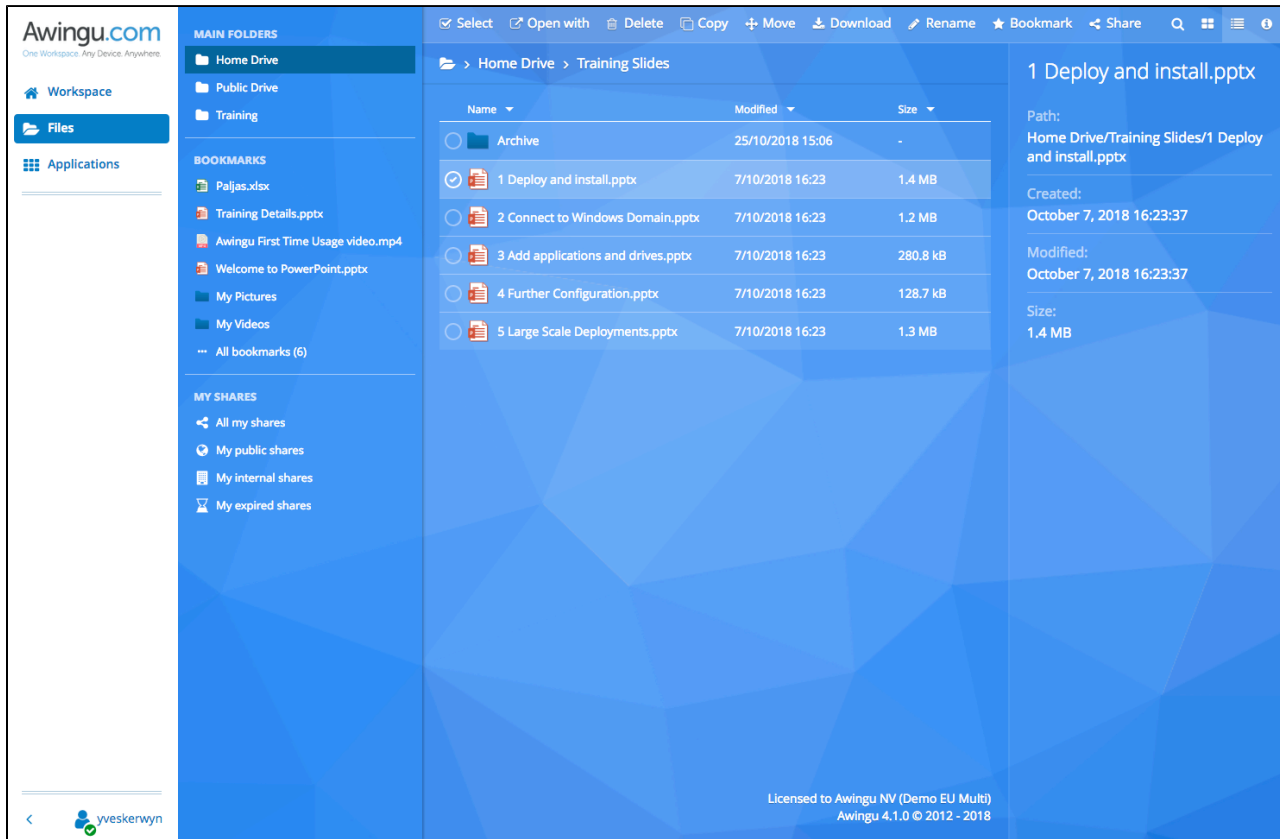
## Grid View and List View

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.



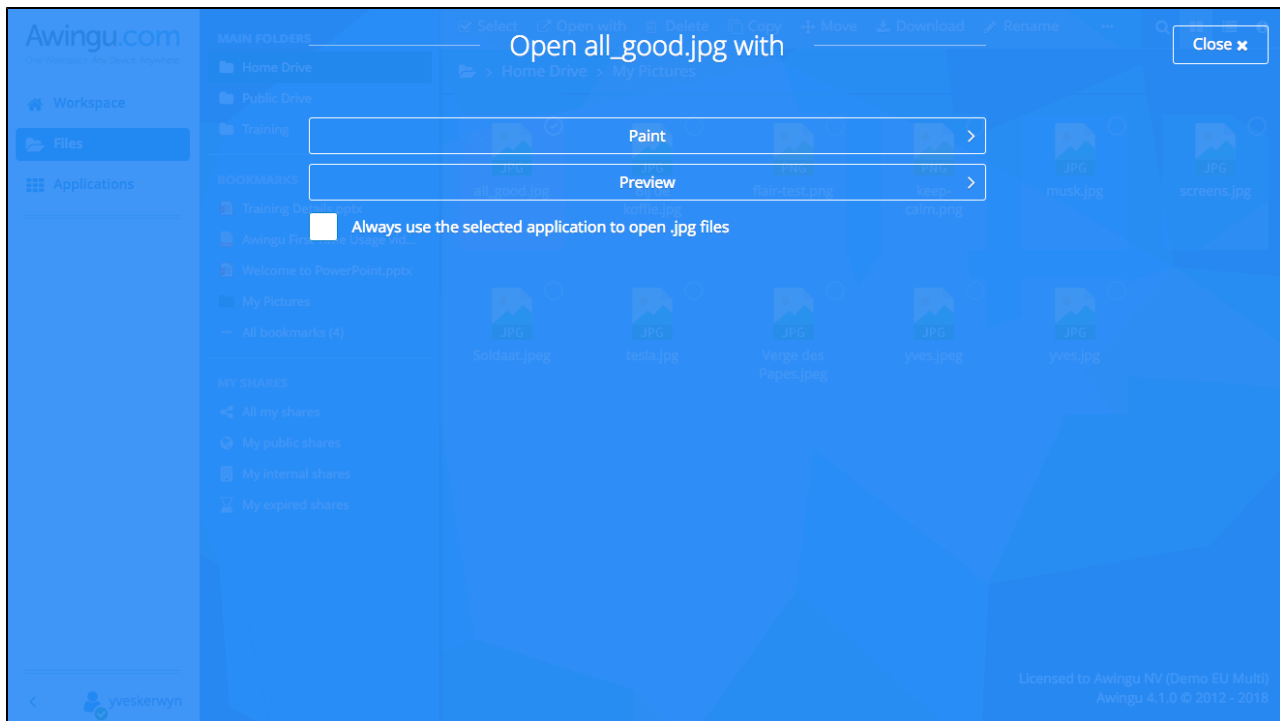
Properties include:

- **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.

## Opening of Documents

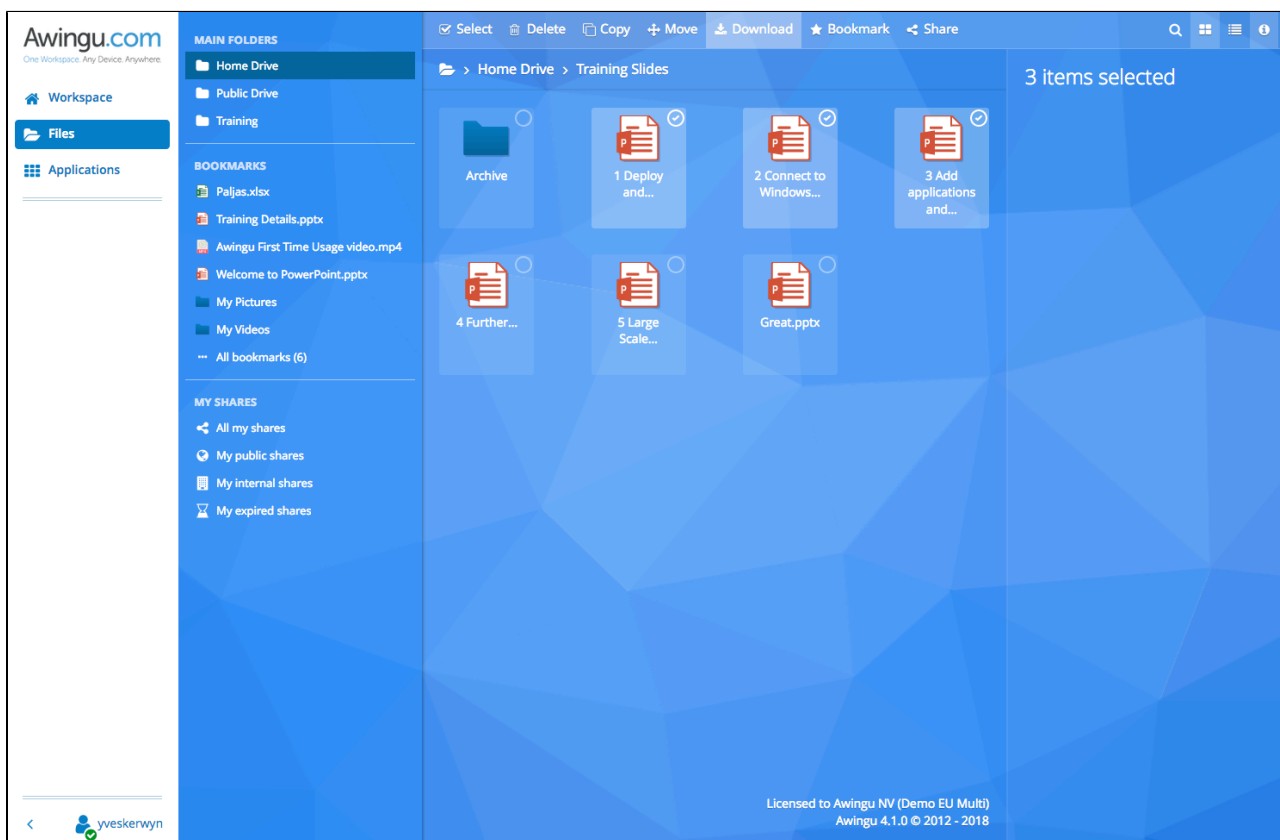
Opening a document can be done in two ways:

- Single click or tap on a document's name or icon. The document is opened with the default application that has been configured by your IT administrator.
- Choose the **Open with** 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 IT administrator by checking the **Always use the selected application** option.



## Downloading Documents

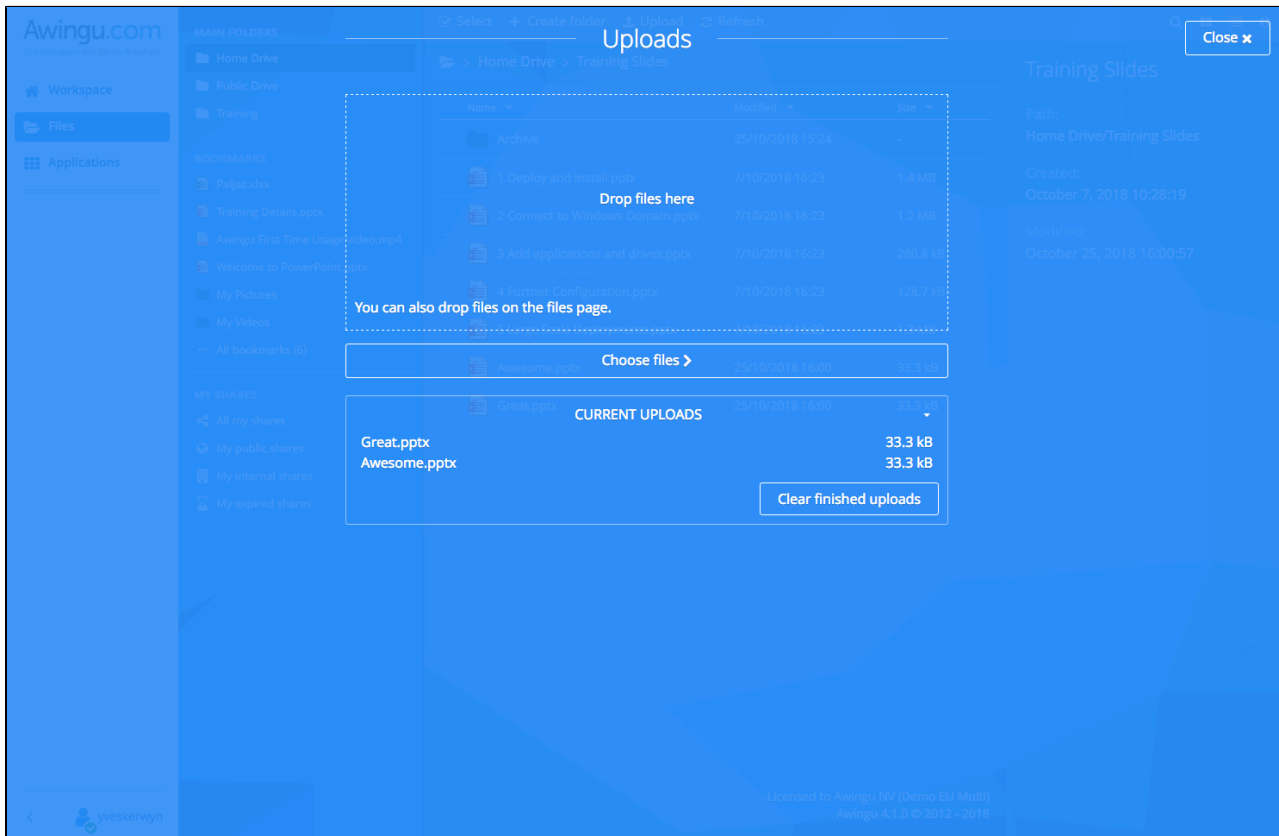
In order to download one or more documents and/or folders first select them and then click **Download** from the action bar.



## Uploading Documents

There are two options for uploading documents from your local drive to Awingu:

- Make use of the **Upload** action from the action bar. You can select multiple document 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.



Note that uploading of a folder with drag and drop works only with Chrome and the sub directory structure will be lost.

Also note that there is no size limit for upload operations.

## Copy Documents

You can copy one or more files and folders to another destination folder by first selecting them and then clicking the **Copy** action from the action panel. This will bring up the Copy window where you can navigate to the target folder.

#### MAIN FOLDERS

- Home Drive
- Public Drive
- Training

#### BOOKMARKS

- Pallas.xlsx
- Training Details.pptx
- Awingu First Time Usage video.mp4
- Welcome to PowerPoint.pptx
- My Pictures
- My Videos
- All bookmarks (6)

#### MY SHARES

- All my shares
- My public shares
- My internal shares
- My expired shares

Select Open with Delete Copy Move Download Rename Bookmark Share

> Home Drive > Training Slides

Name	Modified	Size
Archive	25/10/2018 15:24	-
1 Deploy and install.pptx	7/10/2018 16:23	1.4 MB
2 Connect to Windows Domain.pptx	7/10/2018 16:23	1.2 MB
3 Add applications and drives.pptx	7/10/2018 16:23	280.8 kB
4 Further Configuration.pptx	7/10/2018 16:23	128.7 kB
5 Large Scale Deployments.pptx	7/10/2018 16:23	1.3 MB
Awesome.pptx	25/10/2018 16:00	33.3 kB
Great.pptx	25/10/2018 16:00	33.3 kB

#### Great.pptx

Path:  
Home Drive/Training Slides/Great.pptx

Created:  
October 25, 2018 16:00:25

Modified:  
October 25, 2018 16:00:25

Size:  
33.3 kB

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Awingu 4.1.0 © 2012 - 2018

#### MAIN FOLDERS

- Home Drive
- Public Drive
- Training

#### BOOKMARKS

- Pallas.xlsx
- Training Details.pptx
- Awingu First Time Usage video.mp4
- Welcome to PowerPoint.pptx
- My Pictures
- My Videos
- All bookmarks (6)

#### MY SHARES

- All my shares
- My public shares
- My internal shares
- My expired shares

Select Open with Delete Copy Move Download Rename Bookmark Share

> Home Drive > Training Slides

Public Drive > Marketing > Awingu releases		16:00	33.3 kB
Archive	25/10/2018 15:24	-	-
Awingu 3.1 launch ...	25/10/2018 16:00	33.3 kB	33.3 kB
Awingu 3.2 launch ...	25/10/2018 16:00	33.3 kB	33.3 kB
Awingu 3.3 launch ...	25/10/2018 16:00	33.3 kB	33.3 kB
Awingu 3.4 launch ...	25/10/2018 16:00	33.3 kB	33.3 kB
Awingu 3.5 launch ...	25/10/2018 16:00	33.3 kB	33.3 kB
Awingu 3.6 launch deck...	25/10/2018 16:00	33.3 kB	33.3 kB

Cancel

Copy

#### Great.pptx

Path:  
Home Drive/Training Slides/Great.pptx

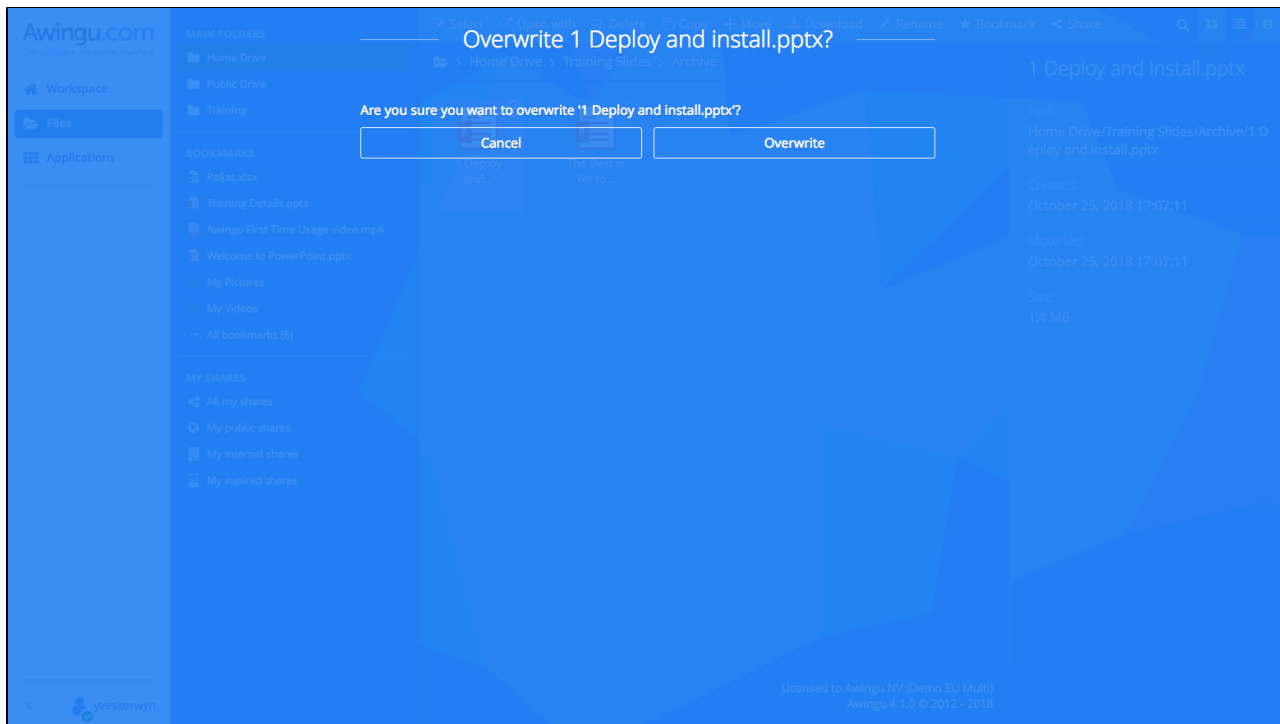
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October 25, 2018 16:00:25

Modified:  
October 25, 2018 16:00:25

Size:  
33.3 kB

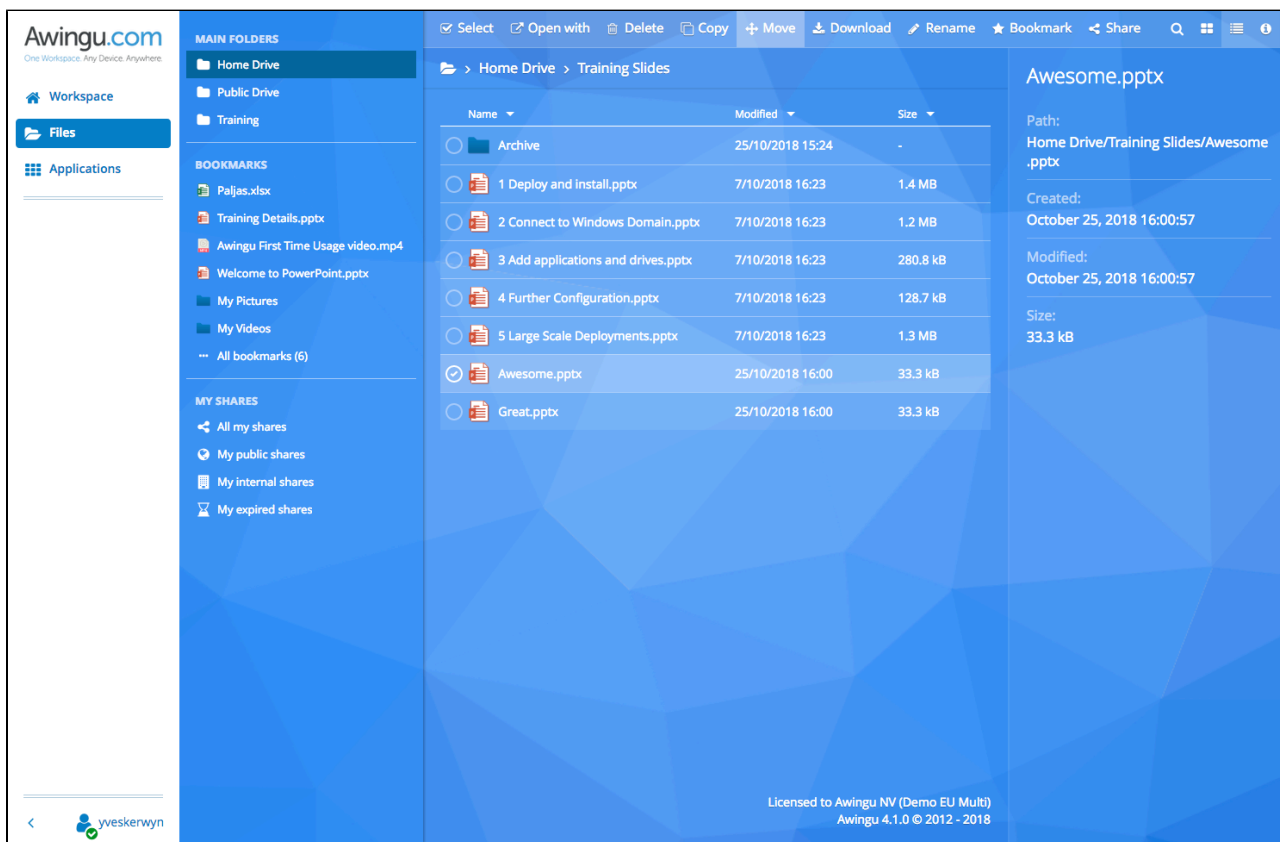
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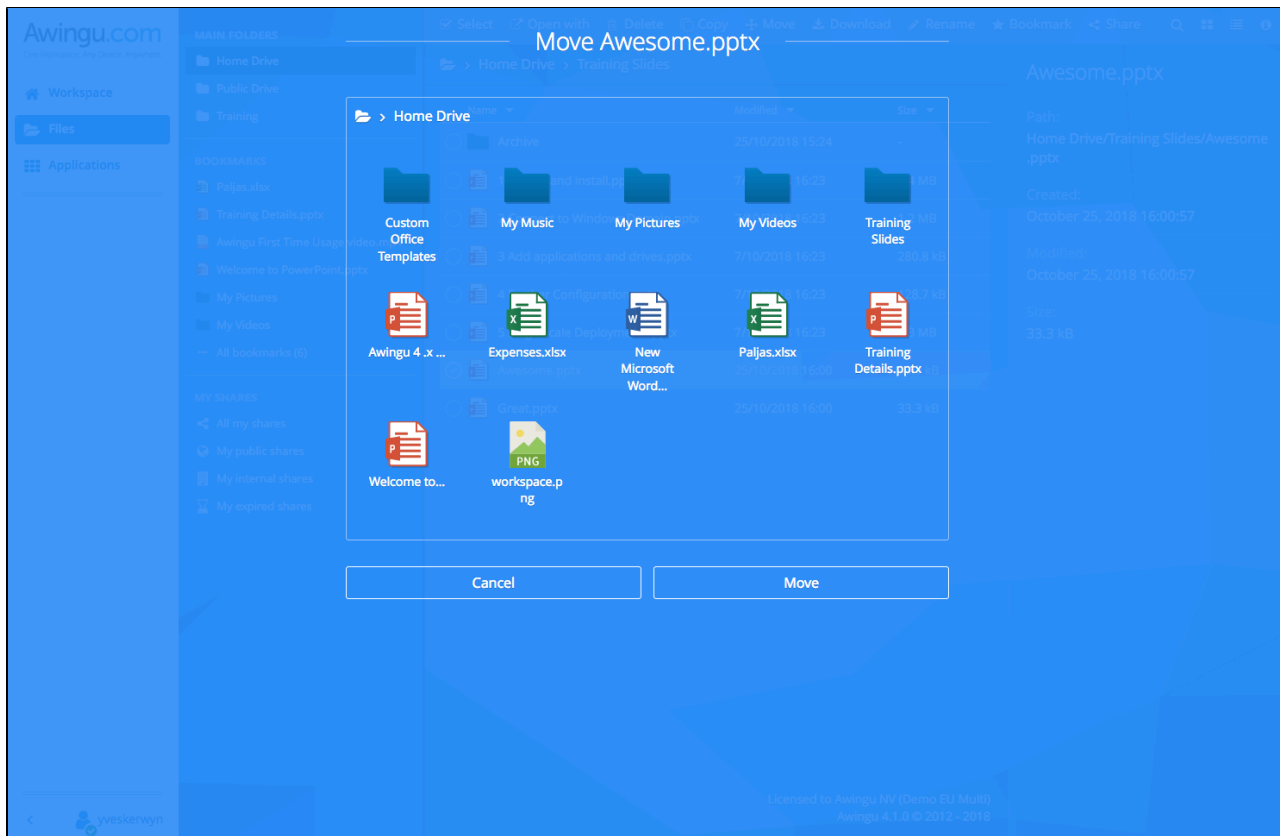
In case files will get overwritten, users are presented with a popup that allows either overwriting or skipping the operation.



## Moving Documents

Moving is similar to copying files, first select the files and/or folders and click Move from the action bar.

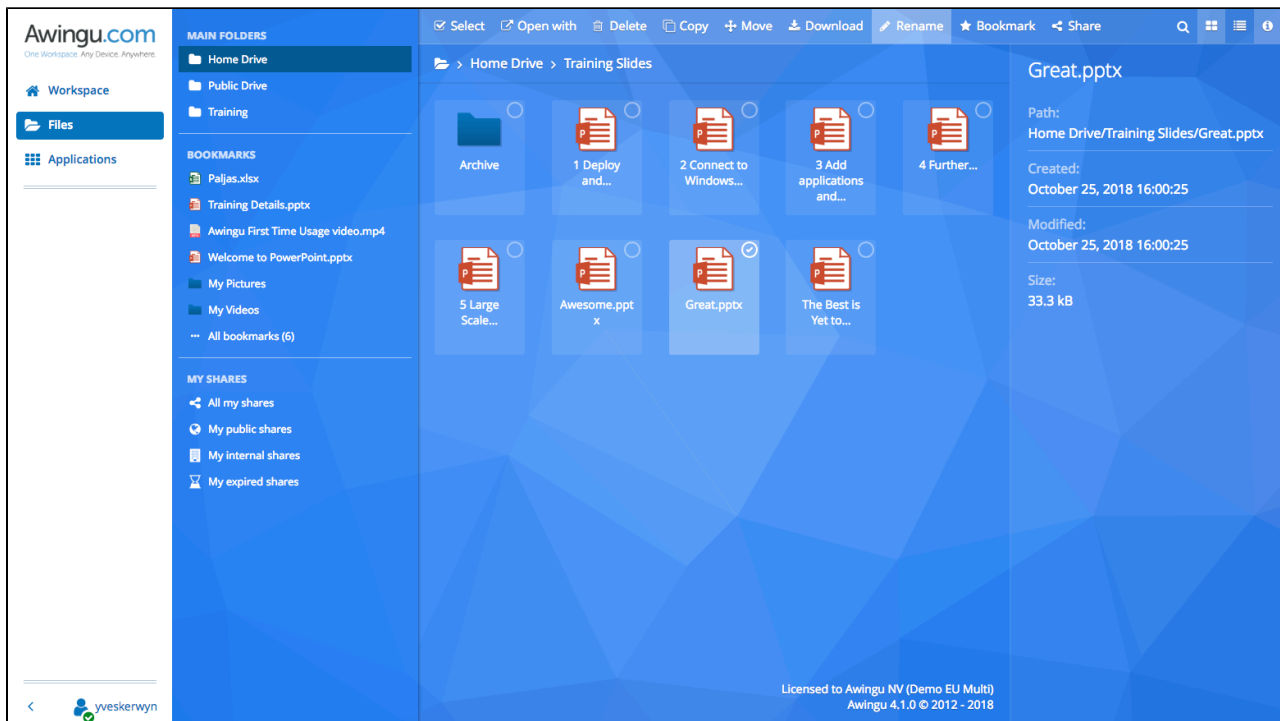




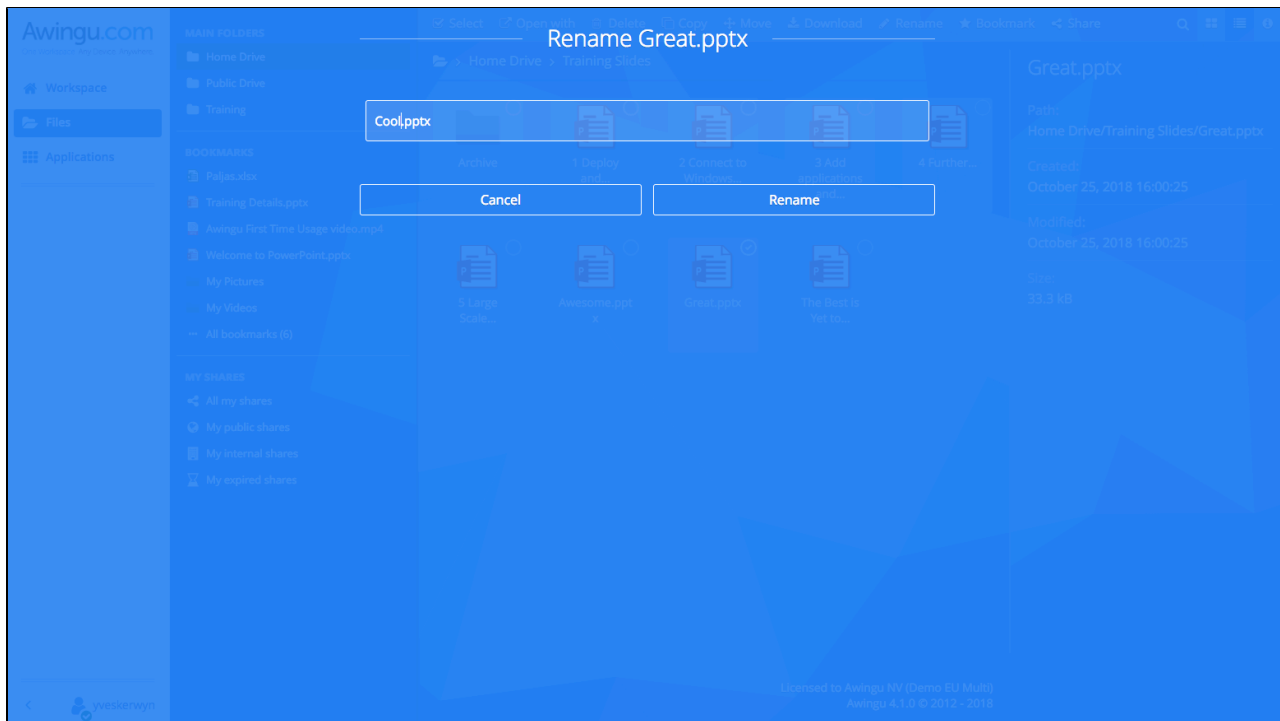
You can also move a file or folder by dragging and dropping the file or folder into a sub folder.

## Renaming Documents

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

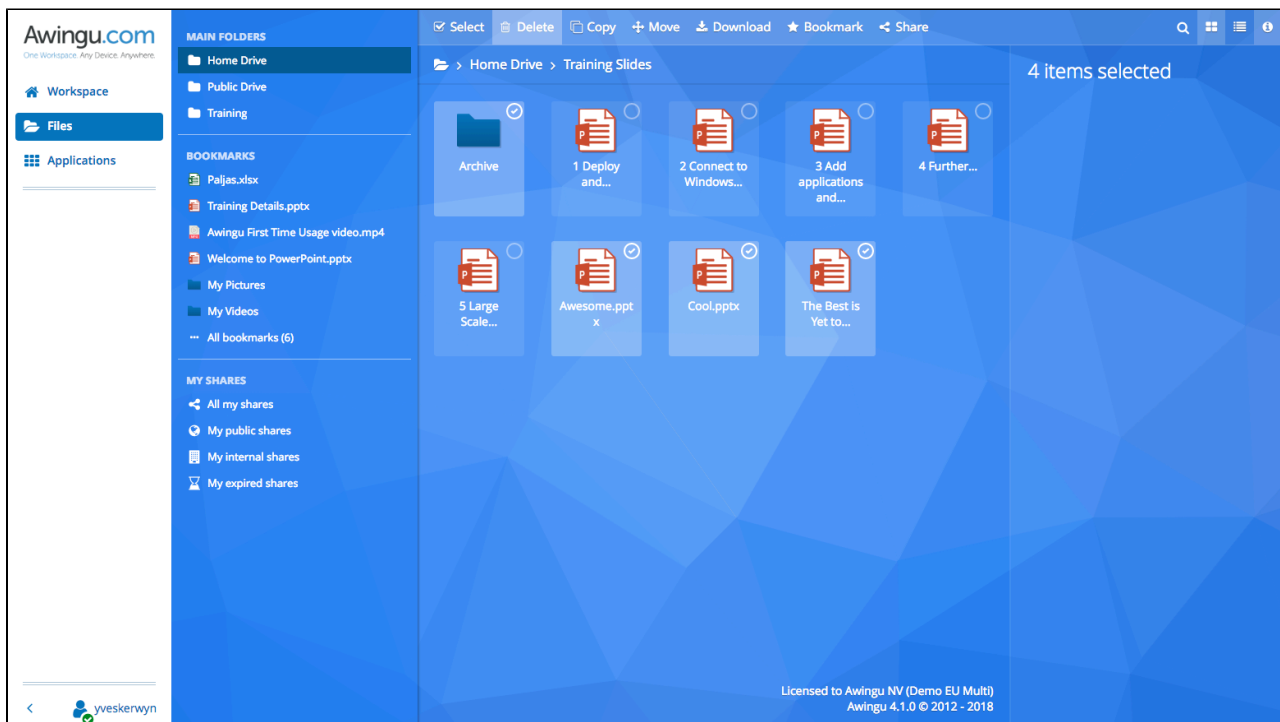


In the pop-up window rename the item and confirm, or cancel the rename operation.



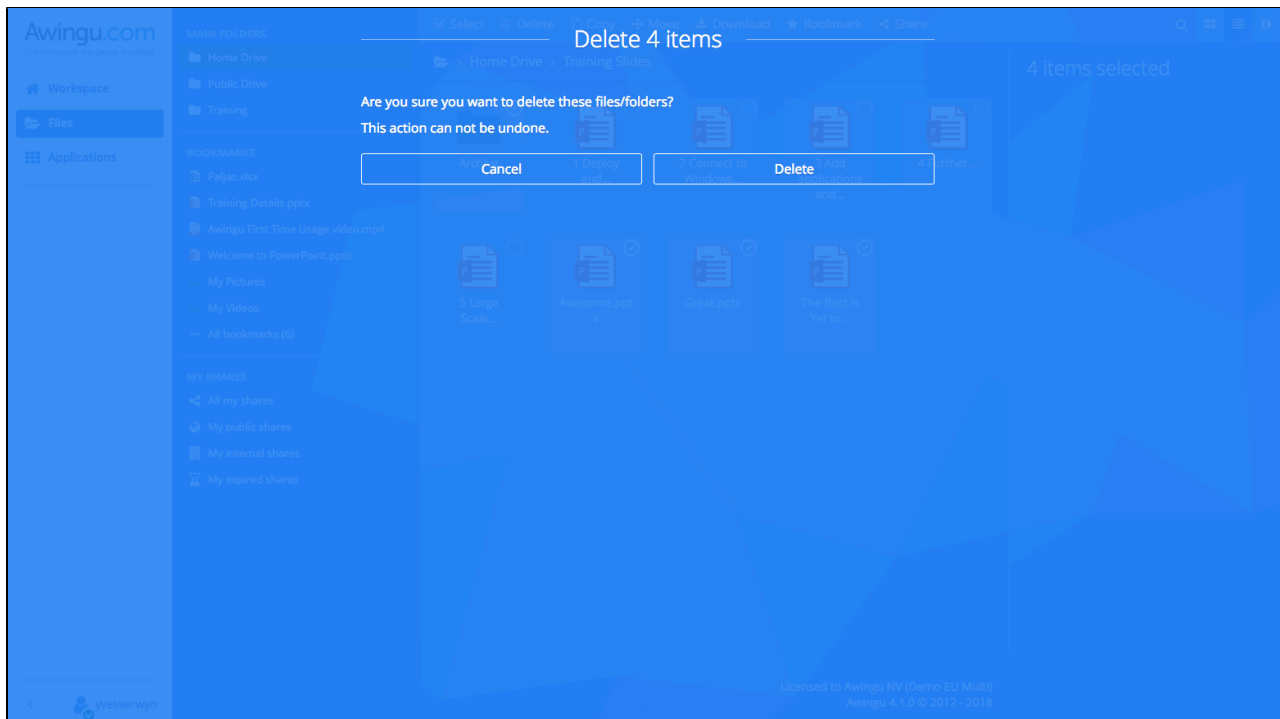
## Deleting Documents

In order to delete files and/or folders **permanently** first select them, and then click **Delete** from the action bar.



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

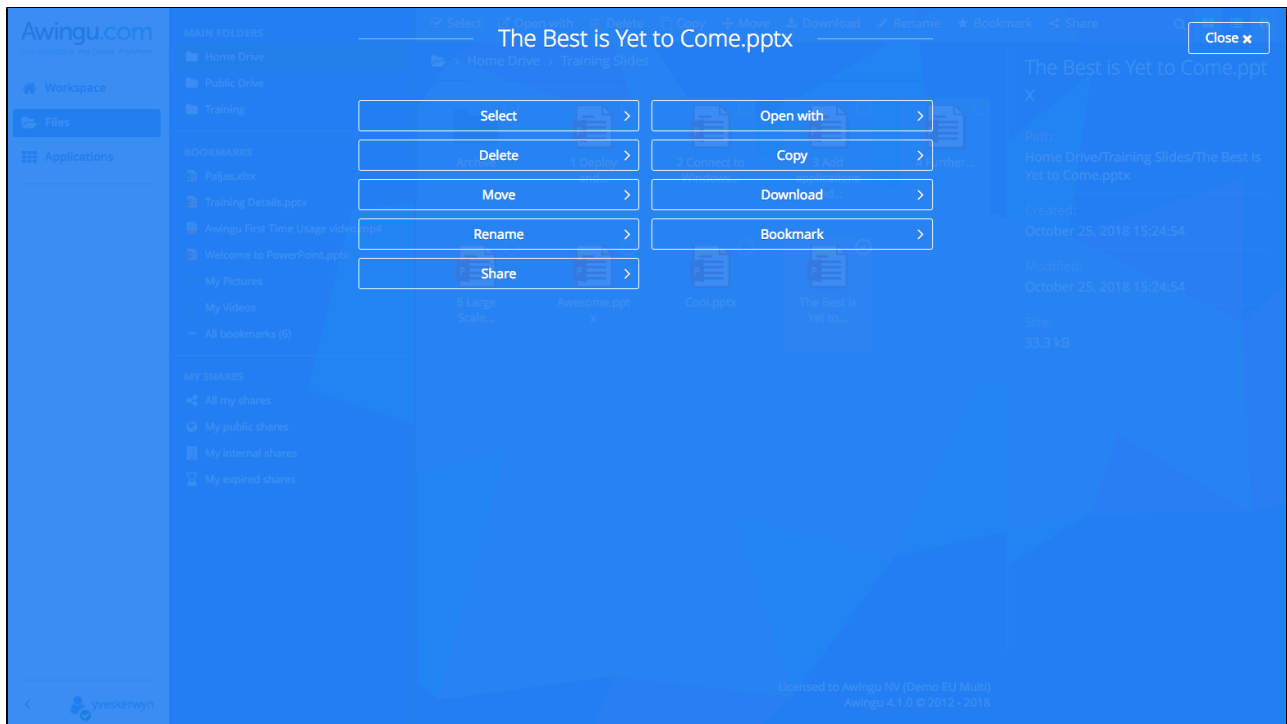
See [Managing Your Bookmarks](#)

## Sharing Documents

See [Managing Your Shares](#).

## Good to know

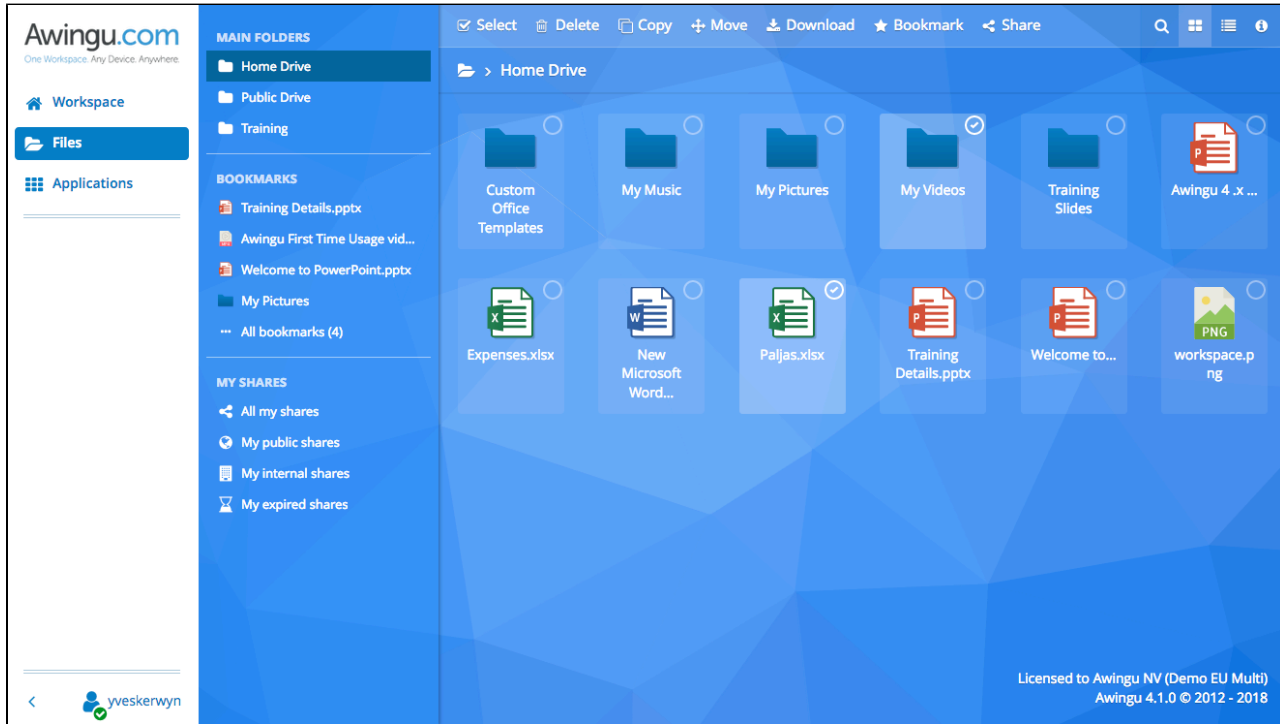
If not all actions fit in the action bar, you can click ... which will then pop-up a dialog with all available actions.



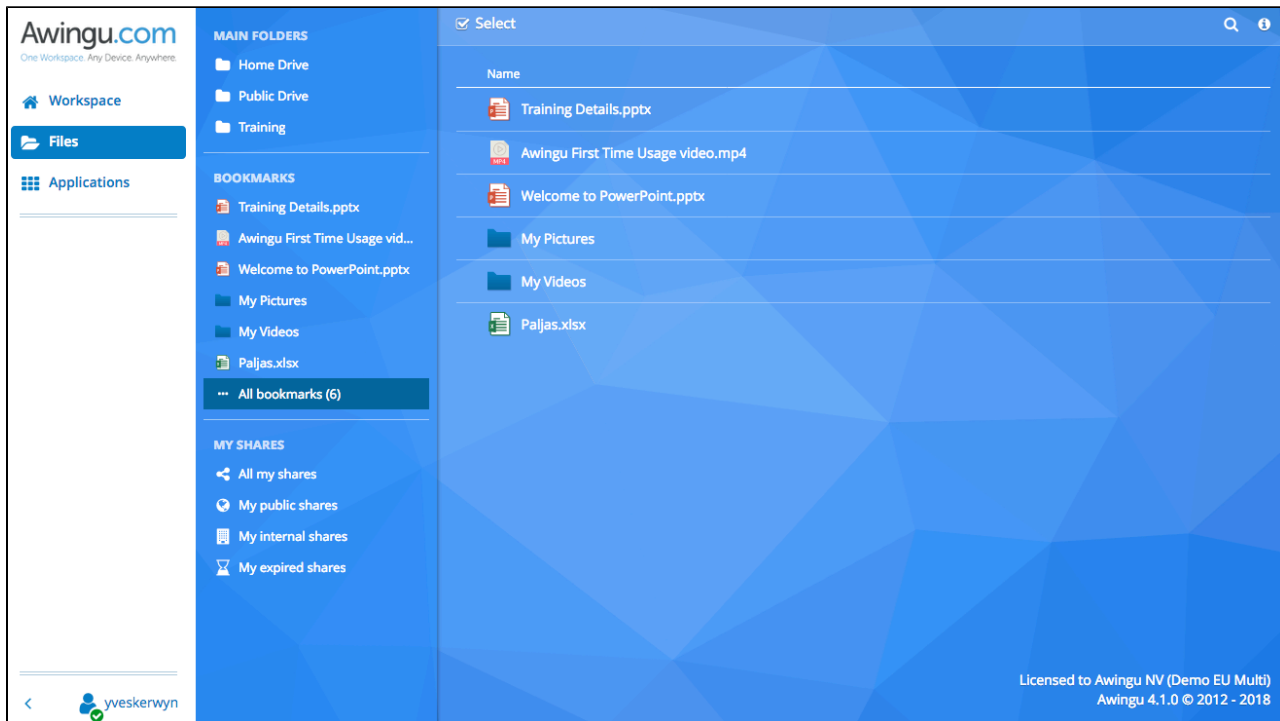
# Managing Your Bookmarks

Awingu 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 folder, go to the **Files** page, navigate to any folder, select the files and folders you wish to bookmark, and then click **Bookmark** in the action bar.



In the left pane of the **Files** page a limited list of your bookmarks are 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.

Awingu.com

One Workspace. Any Device. Anywhere.

Workspace

Files

Applications

MAIN FOLDERS

Home Drive

Public Drive

Training

BOOKMARKS

Paljas.xlsx

Training Details.pptx

Awingu First Time Usage vid...

Welcome to PowerPoint.pptx

My Pictures

My Videos

All bookmarks (6)

MY SHARES

All my shares

My public shares

My internal shares

My expired shares

SelectDeleteTo topUpDownTo bottomOpen containing folder

Name

☒ Paljas.xlsx

☐ Training Details.pptx

☐ Awingu First Time Usage video.mp4

☐ Welcome to PowerPoint.pptx

☐ My Pictures

☐ My Videos

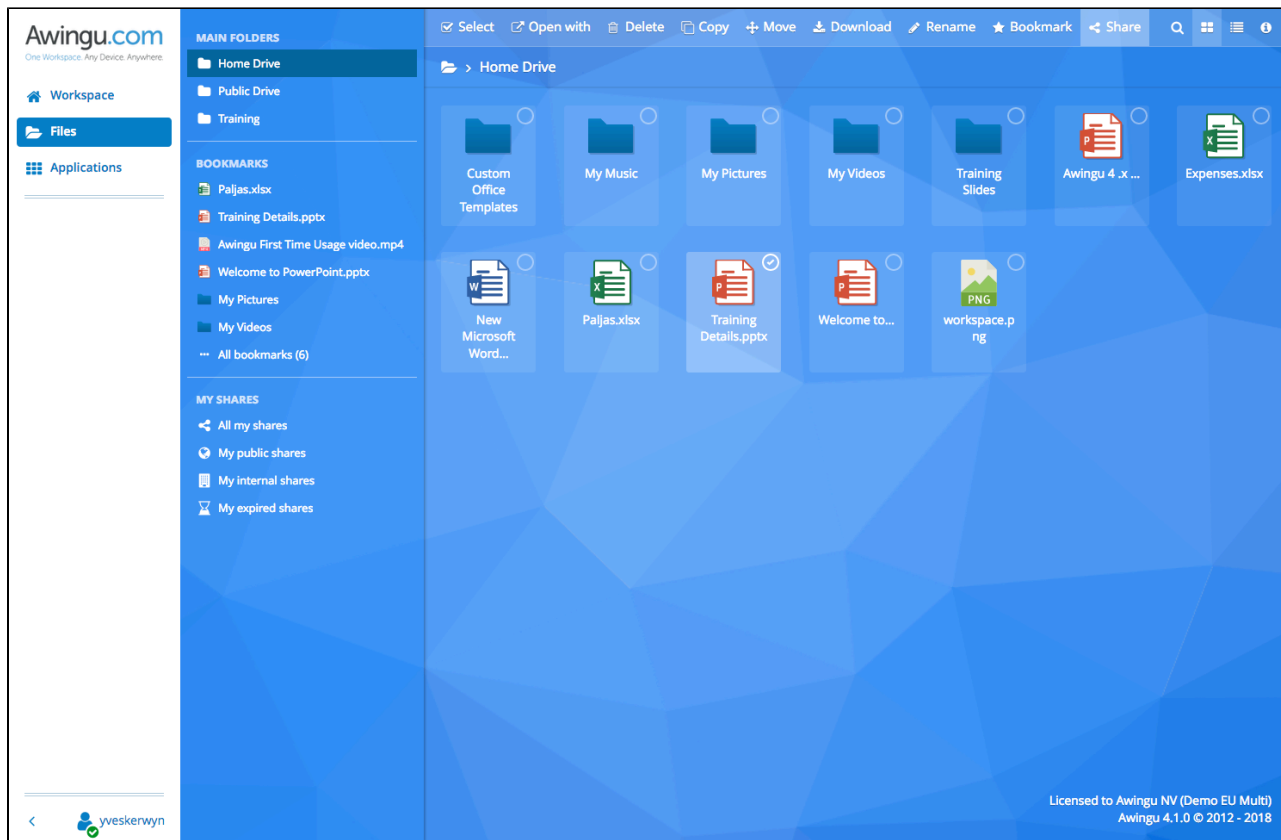
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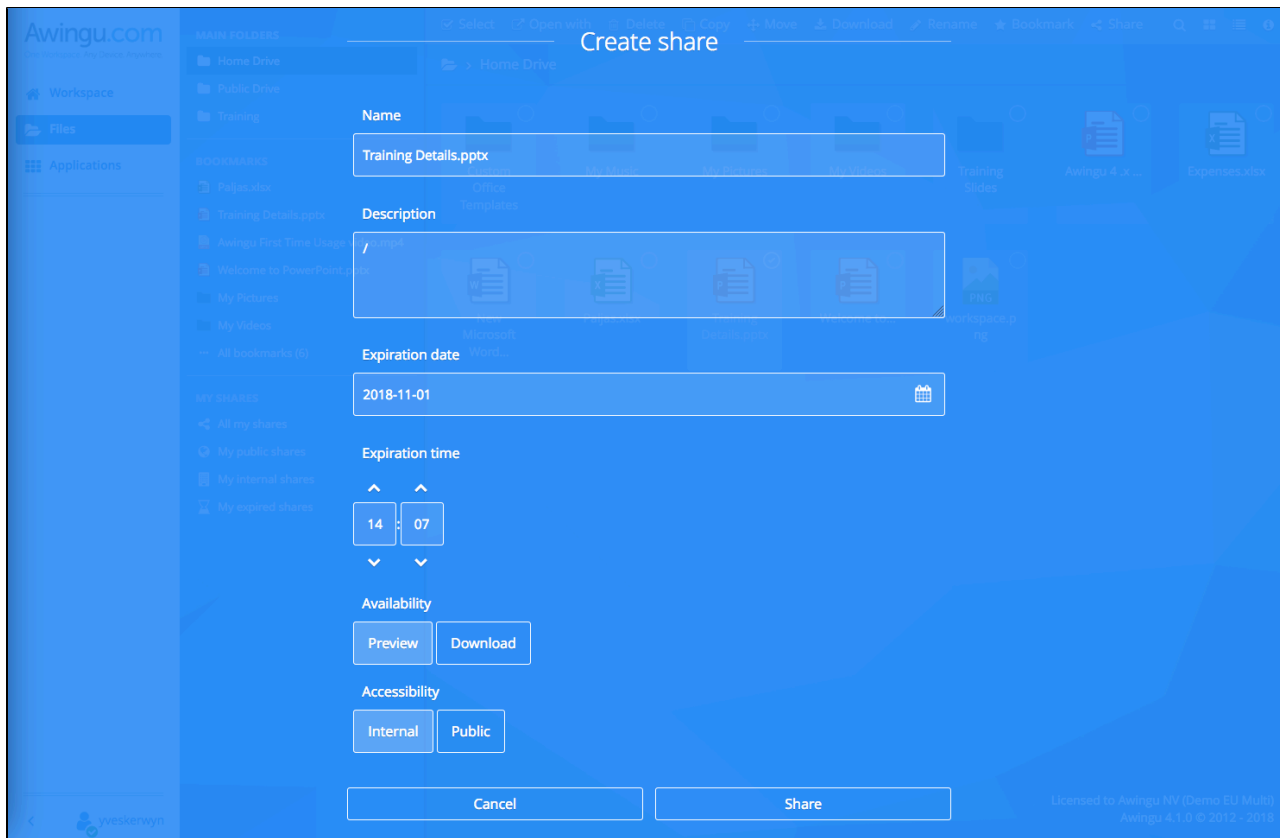
# Managing Your Shares

Awingu 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.



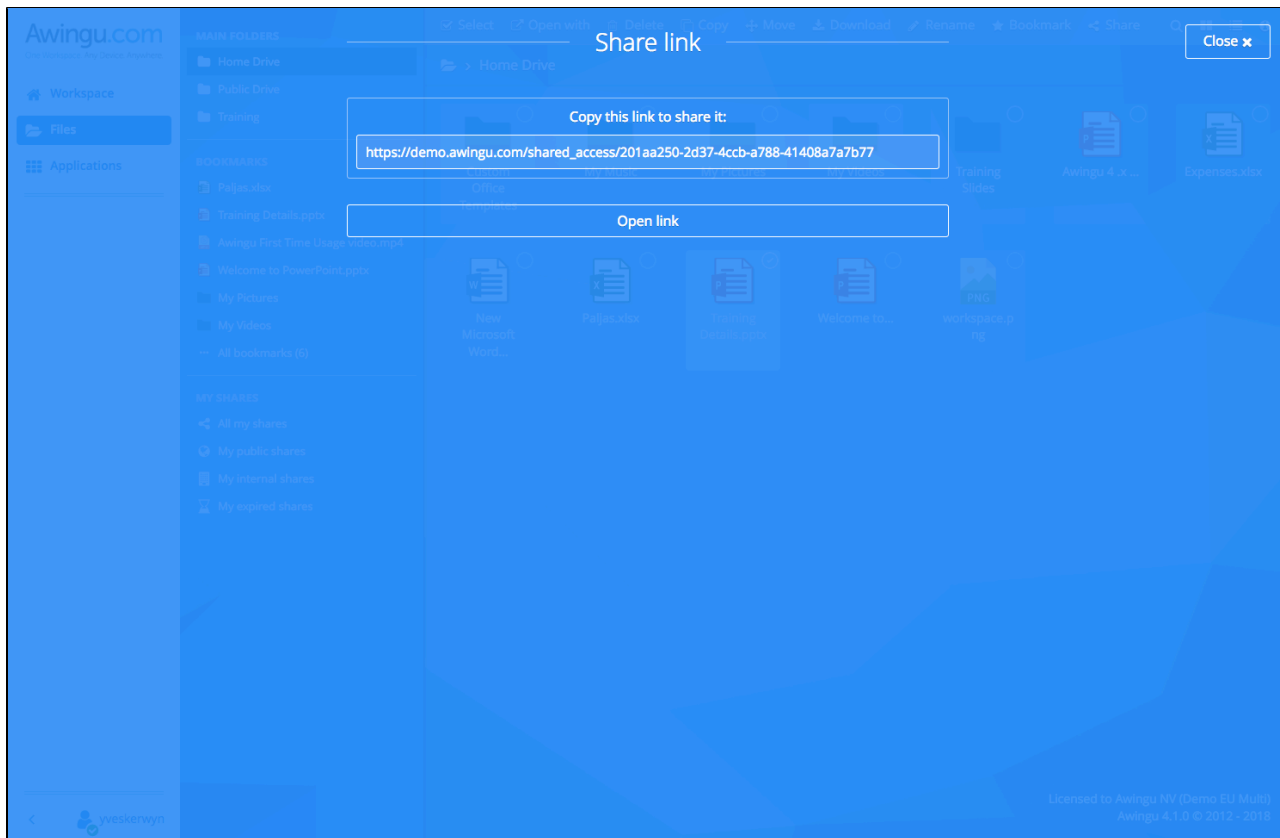
This will bring up the **Create share** window.



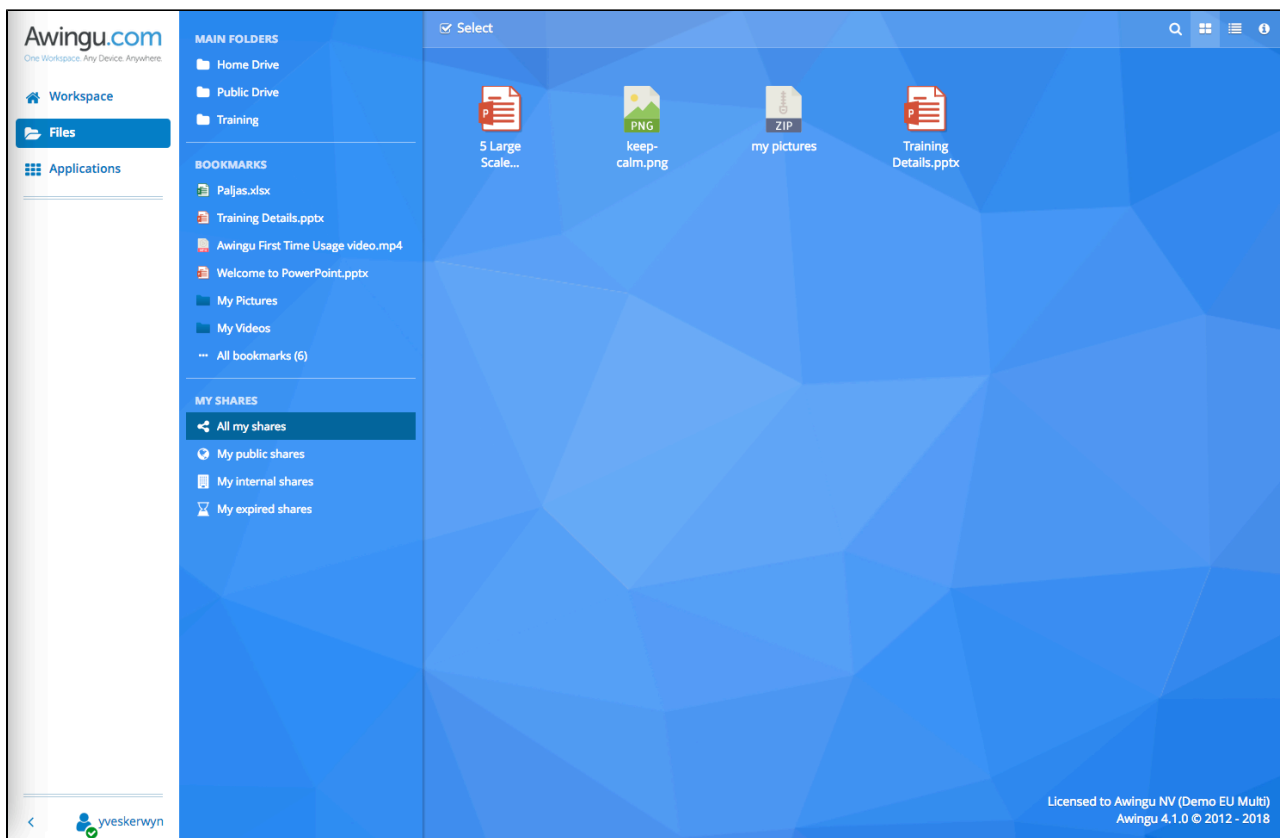
Here you can specify following information:

- **Name:** name for the shared items, if only item is selected defaults to the name of the shared item.
- **Description:** free text that describes the shared items. Beyond this date, the share is no longer accessible.
- **Expiration date:** date until when the share stays valid, default is one week.
- **Expiration time:** time until when on 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.
- **Accessibility:** specifies whether the items are internal or public.
  - When **Internal** is selected, the items will only be available for Awingu users.
  - When **Public** is selected, the items will be available for anyone.

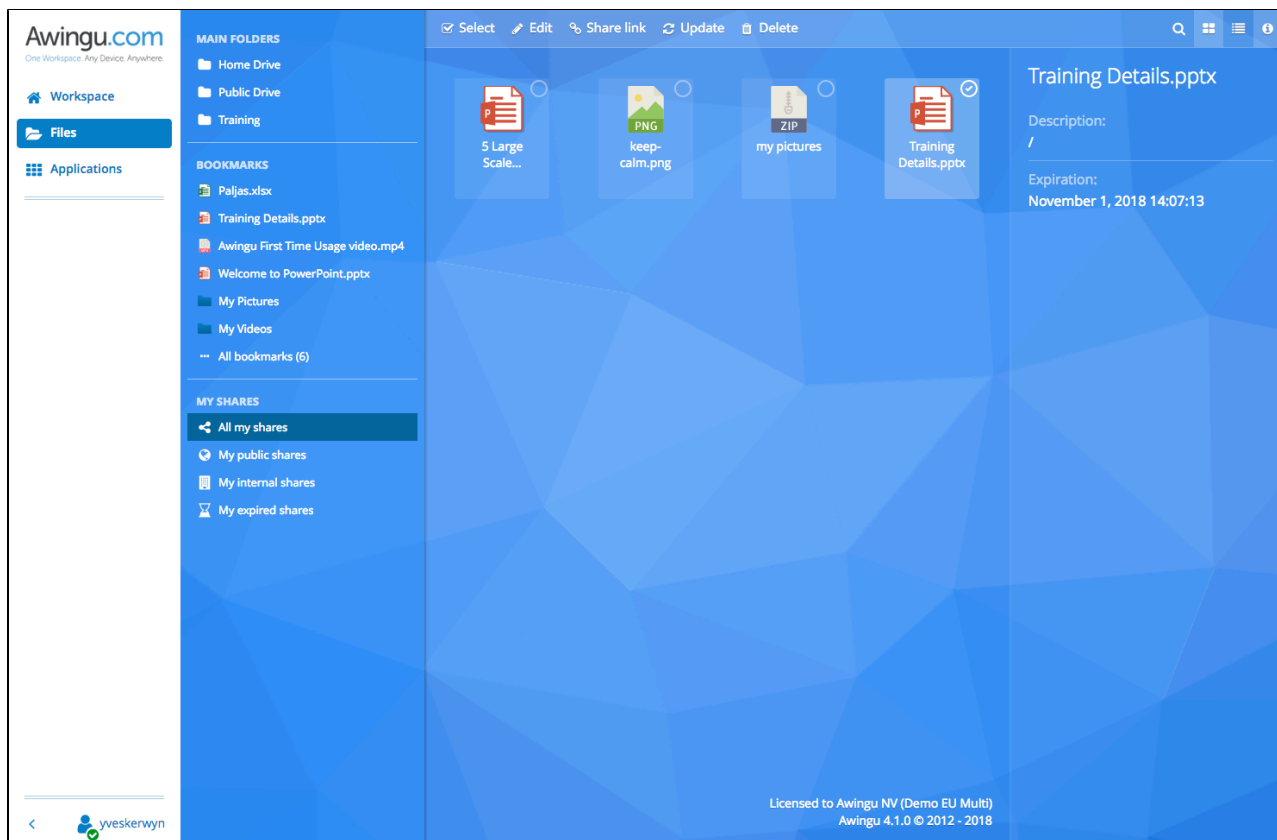
Once you click **Share** a window with the share link will be shown.



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, including the expiration date/time, select the share and bring up the **Properties Page** by clicking the left most icon on the action bar.



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 and accessibility. Please consult the chapter [Working With Files](#) for more information on these settings.
- **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.
- **Share link:** Get the URL of the shared document/folder.
- **Delete:** Delete the share. After this operation is executed, others will no longer have access to the document/folder. This operation does not delete the original document/folder.
- **Properties:** The following properties are shown for shared documents and folders:
  - **Name:** the name of the shared document
  - **Description**
  - **Expiration date and time**



# Frequently Asked Questions

- On MS Surface, the font size of streamed applications is very small
- On MS Surface, the touch keyboard appears every time I tap in a streamed app
- On Android, the behavior when using an external mouse is confusing
- On iPad, predictive text does not work well in streamed app.
- On Samsung Android, we have a bad typing experience in streamed apps
- On Samsung Android tablet with external mouse, the application is closed when doing right-click
- On iPad, we cannot open a shared folder
- On iPad, when sharing an application session, the application screen is pushed upwards
- The streamed app does not fill the whole window
- On Internet Explorer, I have an empty white page when I browse to Awingu
- When signing-out from Awingu, I'm still signed-in to Google Apps/Office 365
- On Android, when opening a file with Preview, I cannot go back to Awingu
- On Android tablet, the on-screen CTRL key has no effect in a streamed application
- On Android tablet, passwords I entered in streamed applications are shown in plain text during auto-complete
- When using Office 2013 as streamed app on a tablet, I would like to use it in "Touch Mode"
- When pressing back during the start of an application, the windows is redirected back to the application once loaded
- Not all key combinations are interpreted correctly
- On Safari on macOS, I cannot use ctrl-click to get a context menu in a streamed application

## On 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%.

## On MS Surface, 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.

## On 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
- 4th button simulates the switch-app button

In a streamed application, those buttons keep their native behavior.

As a result so we cannot right click in an application, but instead we need to do long left-click (emulates long tap).

## On iPad, predictive text does not work well in streamed app.

We recommend to disable 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"

## On Samsung Android, we have a bad typing experience in streamed apps

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

- Auto replacement
- Auto capitalization
- Auto spacing

Note: predictive text can remain enabled.

## On Samsung Android tablet with 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 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.

## On iPad, we cannot 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.

## On iPad, 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).

## The streamed app does not fill the whole window

There are several possible reasons why a streamed app does not fill the whole window:

- If on the backend, the app is running on Windows 2008 Appserver, the maximum size is 4096 x 2048 pixels.
- When working with 2 screens of different size: 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.

## On Internet Explorer, I have an empty white page when I browse to Awingu

When browsing to Awingu via Internet Explorer 11 results in an empty white page, probably the *Compatibility View* is enabled. To disable it:

- Click on the gear button in the top right corner
- Click on Compatibility View settings
- Make sure the Awingu portal is not listed. If not listed, disable "Display intranet sites in Compatibility View".

## When signing-out from Awingu, I'm still signed-in to Google Apps/Office 365

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

## On Android, when opening a file with Preview, I cannot go back to Awingu

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 Awingu, 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 menu's instead of the CTRL shortcuts.

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

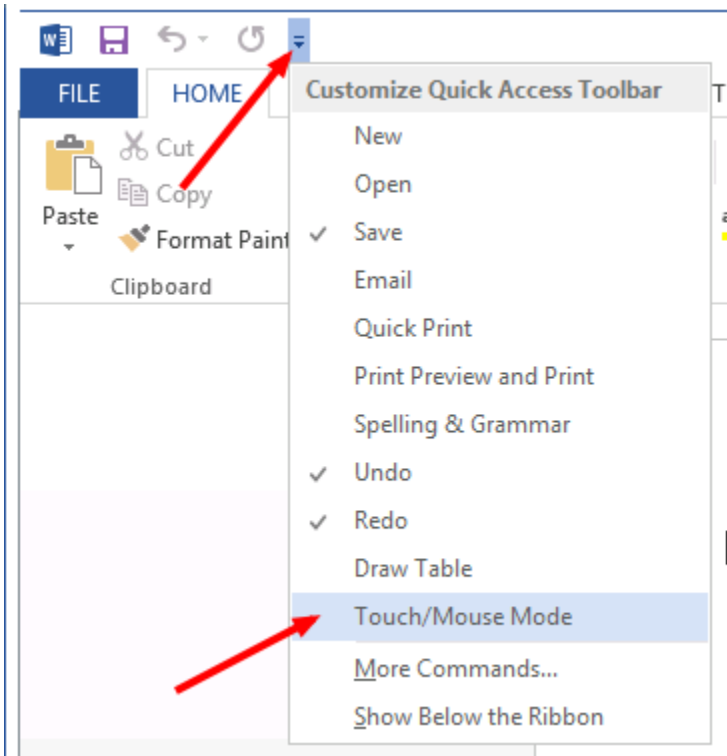
Disable features like predictive text and auto-completion from the keyboard settings.

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

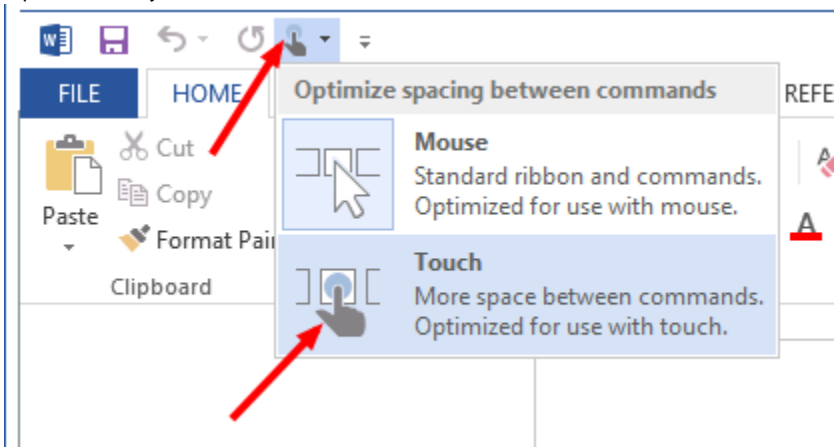
Microsoft Office 2013 offers a "touch mode", resulting in more space between the toolbar buttons.

To activate this, please execute 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*.



## When pressing back during the start of an application, the windows is redirected back to the application once loaded

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

## Not all key combinations are interpreted correctly

Some key combinations are interpreted differently or have different effects using Awingu.

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

Keys pressed	Keys interpreted by application
Alt+Insert	Alt+Escape
Ctrl+Alt+Insert	Ctrl+Alt+Escape
Alt+Shift+Insert	Shift+Alt+Escape
Ctrl+Alt+Shift+Insert	Shift+Ctrl+Alt+Escape
Alt+Home	Ctrl+Escape
Ctrl+Alt+Home	Ctrl+Escape
Alt+Shift+Home	Ctrl+Shift+Escape
Ctrl+Alt+Shift+Home	Ctrl+Shift+Escape
Alt+PageUp	Alt+Tab
Ctrl+Alt+PageUp	Ctrl+Alt+Tab
Alt+Shift+PageUp	Alt+Shift+Tab
Ctrl+Alt+Shift+PageUp	Shift+Ctrl+Alt+Tab
Ctrl+Alt+Shift+End	Shift+Ctrl+Alt+Delete
Alt+PageDown	Shift+Alt+Tab
Ctrl+Alt+PageDown	Shift Ctrl Alt Tab
Alt+Shift+PageDown	Shift+Alt+Tab
Ctrl+Alt+Shift+PageDown	Shift+Ctrl+Alt+Tab
Ctrl+Alt+<letter>	<nothing>
Ctrl+Alt+Shift+<letter>	<nothing>
Ctrl+<letter>	Ctrl+<letter>
Ctrl+M	<none>
Alt+M	<none>

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

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.