

Installing and Using VMWare View Client for Macs

This document describes how to get up and running with View if you use an Apple Mac.

Please ensure that your device is connected to a wi-fi network, as it is not advisable to run this process over a mobile network unless you have the benefit of an unlimited data cap.

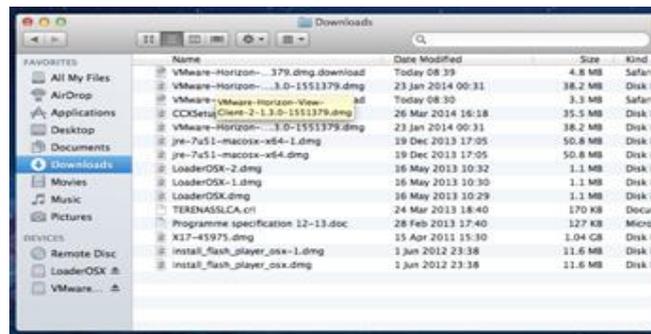
Installation

You will only need to carry out the installation steps once per device.

- 1 Use this link [VMWare View](#) and choose the VMWare Horizon Client for Mac, choose Go to Downloads and then Download.



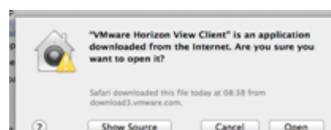
- 2 Go to your Downloads folder, and locate the installation file you just downloaded. Double click the installation file.



- 3 Drag and drop the downloaded package to the application folder.



- 4 In the box that appears, type in **view.qaa.ac.uk**, then accept the terms and conditions if you agree to them.
- 5 Confirm that you wish to open the file from the Internet.



6 The file will then be copied to your applications, and then will open.



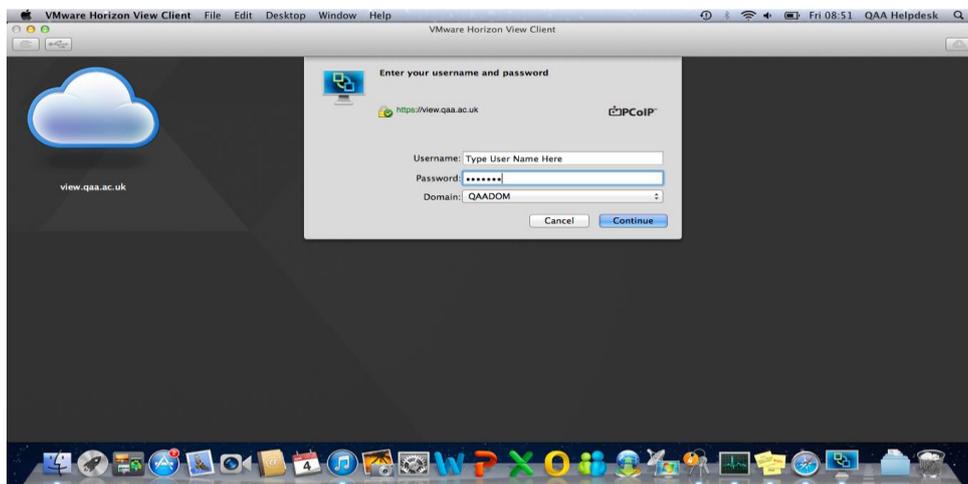
7 Double click the installed application and drag a shortcut to the main landing bar.

Using View on a Mac

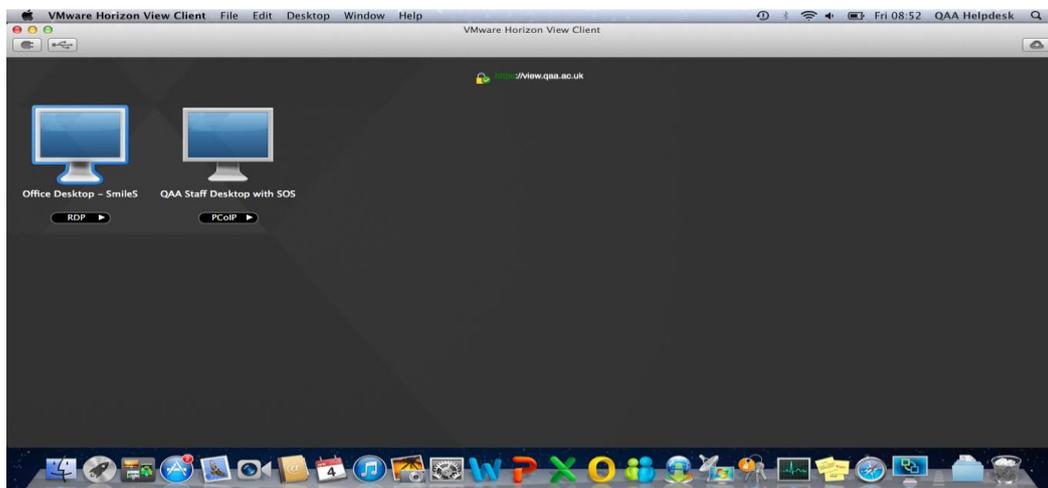
1 From your applications icons, tap the VMWare View icon.



2 Once the application has launched, tap *Add Server*. Enter **view.qaa.ac.uk**. You will be prompted for your QAA user name and password.



3 Once you have pressed *Connect*, you will be presented with the remote desktop that is available to you. In most cases you will only have permissions for one single desktop. Reviewers will get QAA Reviewers Desktop and Staff will get the QAA Staff Desktop.



- 4 Select your virtual desktop, and it will start to load. If this is the first time you have used View or have not used it for a number of weeks, you may find the initial load to be slightly slower than normal. This will either because the machine has been powered off for energy saving, it is creating an initial profile for you.



- 5 Once fully loaded you will see your virtual desktop. Staff and reviewer desktops will look slightly different.
- 6 If this is the first time you have used View, you will need to set up any defaults, such as your Outlook signature, any Internet browser favourites etc. These will be saved with your desktop.

Saving your work with View

Once you are connected, you will be able to connect to Qmmunity and use Microsoft Office to open/edit any documents. Please remember to save your work back to Qmmunity (check it back in) before you log out, otherwise changes will be lost.

You should note that you can only use View when working online. You are not able to download documents from View to your computer to work offline.

Known issues

If you are getting an error saying "invalid certificate" when connecting to view, open Safari, then go to <http://resources.qaa.ac.uk/service-desk/certupdate.p7b>. This should download the certificate chain located there. When prompted, save the certificate to the Keychain on the Mac and ensure the certificate is set as trusted (if not, select "always trust this certificate").

Important

Make sure you save your work back to Qmmunity before logging out.
Otherwise your work will be lost.

Need help?

Should you have any problems setting up View or using the virtual workstation, please contact QAA's Service Desk: helpdesk@qaa.ac.uk or call 01452 557123