

Using HTML Access

HTML Access makes it easy to access a Windows virtual desktop from an HTML 5-based browser. No need to install any software. This guide provides information to connect to a Windows virtual desktop using HTML access. **Note: The Horizon View Client software offers more features and better performance.**

The following Web browsers are supported.

	Chrome	Internet Explorer	Safari	Mobile Safari	Firefox
HTML Access 2.6	38 and 39	10 and 11	6.2, 7, and 8	iOS 7 or later	33
HTML Access 2.5	35, 36, and 37	9 (limited support), 10, and 11	6.1.3 and 7	iOS 7 or later	30 and 31
HTML Access 2.4	33 and 34	9 (limited support), 10, and 11	6.1.3 and 7	iOS 7 or later	28 and 29

Operating Systems Requirements

- Windows XP SP3 (32-bit)
- Windows 7 SP1 or no SP (32- or 64-bit)
- Windows 8.X Desktop (32- or 64-bit)
- Windows Vista SP1 or SP2 (32-bit)
- Mac OS X Snow Leopard (10.6.8)
- Mac OS X Lion (10.7)
- Mac OS X Mountain Lion (10.8)
- Mac OS X Mavericks (10.9)
- Mac OS X Yosemite (10.10)
- iPad with iOS or later (therefore, iPad 1 is not supported)
- Chrome OS 28.x or later

Connect to a Windows virtual desktop

- 1) Launch a supported web browser to the following URL: view.csueastbay.edu
- 2) Select and click "VMware Horizon HTML Access" icon.
- 3) Enter valid [NetID](#) credentials for Username and Password. Domain default is AD. Click "Sign in" button.
- 4) Click to launch your Bay Cloud virtual desktop session.

Product Limitations

The Web client provided by HTML Access has [product limitations](#) with regard to sound playback and keyboards.

On iPads, the onscreen keyboard does not have a Windows key.

Workaround: Tap the Ctrl/Page icon in the commands bar at the bottom of the screen to display extra keys. Tap "Ctrl" on the extra keys screen, tap "..." to display more keys, and then tap "Esc."

- [To copy and paste text](#), you must use the Paste Text and Get Copied Text commands from the drop-down menu located at the right end of the client menu bar.

Bay Cloud HTML Access video reference: <https://www.youtube.com/watch?v=0XSHCxUbn0k>