Welcome to the CSUEB BayCloud

Here are the requirements for your devices for VMware Horizon HTML Access; we call this Baycloud.

Chrome, Firefox, IE 11, Safari

In any supported browser enter the URL below How to connect to CSUEB BayCloud [VMware Horizon HTML Access]

Type in your supported browser the url https://view.csueastbay.edu/
Click on VMware Horizon HTML Access
How to Video Chrome Browser [https://www.youtube.com/watch?v=sg_7vEBzn0]
How to Video Firefox Browser [https://www.youtube.com/watch?v=0XSHCxUbn0k]
How to Video Internet Explorer [https://www.youtube.com/watch?v=5F_TpWQGOWY]

Type your CSUEB NetID as the username
Type your CSUEB NetID password as the password
Leave the domain as is AD

You will be given access to images that pertain to the software in your course.

I will Click on VCL-Computational to load this Image [This image is a virtual machine]

The Image will load up as a web browser
(Make sure to not close the tab or web browser as you will have to log back in)

You will be given a desktop with software to do your work
You are unable to save your work via USB
Make sure to backup all work on online file storage; as all work will be deleted after machine is shutdown or timed out.

Ways to Save your work include,
Save to Black Board Storage.
Google Drive
Dropbox
Email the file to yourself
Free file hosting online

Use the programs in the browser as needed to complete work (It’s just a virtual machine)

You have a 3 hour time, limit to do your work on this virtual image. If you need more time you can save your work and check out another or same image *subject to change*
When you are finished working, please make sure to shut down the machine in the browser. We have limited resources and not enough virtual computers for everyone to use.
FAQ's

Why can’t I save via USB?

HTML5 is limited so USB support has not been added
You can save via USB with the client version of the program

https://my.vmware.com/web/vmware/info/slug/desktop_end_user_computing/vmware_horizon_clients/3_0

Online storage should be used in place of USB as it’s longer lasting and more stable.
Online storage such as Dropbox, SendSpace, BlackBoard Storage, Email Storage, Google Drive.

Can I use the BayCloud; VMware View Client and not HTML 5?

You can download the client on your own device and use the same connection server to access your image. Both client and HTML5 work off campus and are available 24/7
Client can be downloaded

https://www.vmware.com/go/viewclients

I closed out my Browser Window. How do I get back in?

Please log back into the system, via the web site and select the same image.
You sometimes have to wait 1 minute then re try. If it says connecting to desktop and gets stuck please click close and retry.
*You can lock yourself out so you might need to retype your NETID and password to get back in.*
Why do I have to log out?

We have a 3 hour time limit on the images due to not having enough Virtual PC’s for everyone on campus. Sharing is caring, please log out or shutdown the machine when you are finished. All changes or files will always be deleted and unable to be recover after logout or time out.

What Happens when my time runs out?

A Warning comes up on the screen letting you know. Please save all your work and files immediately, as this machine will be restarted and all work will be deleted. All images are deleted and all files and changes will be deleted. Data becomes unrecoverable and deleted. There is no way IT can recover your work so make sure you are saving to online removable media as much as you can.

USB and BayCloud, Vmware View Client

If you are using the **BayCloud** Client make sure you click on connect USB devices on top

On the top right click on connect USB device tab.
Turn on auto connect at startup
A USB will then connect when inserted
Your USB devices will show up below
This process takes **4 to 6 minutes** to populate; so insert USB at startup is best, if you choose to save to this media. USB is not working with the web HTML5 of VMware View as it's unsupported.
Not all USB drivers are supported. If you can not save to USB please use free online storage that is available for everyone.

I closed my browser tab how do I get back into my Bay Cloud?
Log back into [http://view.csueastbay.edu](http://view.csueastbay.edu)
Log in as your NETID and password
Select the same desktop pool you used before. Wait for it to reconnect.
If nothing happens after 2 minutes, please retry. It will save your work as long as you don’t go over your time limit of 3 hours.
If you get an error hit close and retry until you reconnect.

If you are still having issues

Please open a ticket at our service desk [https://Servicedesk.csueastbay.edu](https://Servicedesk.csueastbay.edu)

Bay Cloud VMware Horizon View and the issue you are having. Leave as much information as you can in the ticket.
How to Connect to BayCloud with a Client

**Video** Instructions For Windows [IE/Chrome User]
https://www.youtube.com/watch?v=XkyUDmN8Xbk

**Video** Instructions For Windows [IE/Firefox User]
https://www.youtube.com/watch?v=-6094VpWwl0

**Video** Instructions For Mac
https://www.youtube.com/watch?v=GfDJ_LZJabM

Go to the Vmware View download page for your current operating system
https://my.vmware.com/web/vmware/info/slug/desktop_end_user_computing/vmware_horizon_clients/3_0

You do not need to download the local mode option; just get the VMware View Horizon Client for your Device. This is known as the BayCloud

Select your OS device

Download VMware Horizon Client for 32-bit Windows

Select Version

Description: The VMware Horizon Client for 32-bit Windows

Release Date: 2015-03-12

Type: Product Binaries

Click on the download [This is for 32 bit windows 7 OS]

Run the program Installer on your device [VMware Horizon Client IE BayCloud]
Click next

Check on the license agreement, then click next

Keep the IPv4 settings as the IP protocol
Click next [leave everything as is]

The default Horizon connection server type in view.csueastbay.edu
Click next
You have to reboot your device in order for it to work correctly. Please restart.
Log back into your device and click on the BayCloud VMware View Client [Add a new server “view.csueastbay.edu’] If you have not already done so.

Click on the connection server view.csueastbay.edu

Log into your CSUEB account.
Log into the Bay Cloud [VMware Horizon Client Desktop] requested.
[VCL-Computational] Let the virtual image load up

Let the virtual image load up

Click on connect USB devices [If you wish to save to USB]
Click on the thumb tack to hide the Bay Cloud tab and work in full screen mode. [See red arrow and highlight]

Make sure to Shutdown or logoff from Bay Cloud, when you are finished. Resources are limited. You have a 3 hour limit on your machine. A window will pop up letting you know your machine is going to be rebooted. Make sure to save to online storage.
For any issues please, open a service desk request https://service.csueastbay.edu
[VMware View Bay Cloud Issue]