

# Awingu.com

One Workspace. Any Device. Anywhere.

## **Awingu User Guide**

Version 4.0

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# Document Guidance

<b>Introduction</b>	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.
<b>Feedback</b>	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: <b><a href="mailto:feedback@awingu.com">feedback@awingu.com</a></b>
<b>Contact Details</b>	<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>
<b>Intended Audience</b>	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 screenshot displays the Awingu user interface. On the left is a sidebar with navigation options: 'Workspace' (selected), 'Files', 'Applications', 'Active sessions (2)', and a list of active sessions including 'Presentation [Compatibility...]' and 'Document - WordPad'. The main area features a blue background with a white sidebar. At the top, the 'Awingu.com' logo and tagline 'One Workspace. Any Device. Anywhere.' are visible. Below the logo, the 'Most used applications' section contains icons for Microsoft Powerpoint, Wordpad, Microsoft Word, Microsoft Excel, Microsoft Outlook, Holiday Pictures, Scribus, and File Explorer. The 'Recent files' section below it shows icons for 'Presentation n.ppt' and 'Picture 01.jpg'. At the bottom right, there is a license notice: 'Licensed to Awingu Awingu 4.0.0 © 2012 - 2018'. The user's name 'yannick' is visible in the bottom left corner of the interface.

The sidebar contains the main navigation:

- **Workspace:** your personalized workspace providing shortcuts to your most used applications and most recently opened files
- **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

The screenshot shows the 'Account settings' page for a user named yannick@dev-awingu.com. The page is set against a blue background with a white sidebar on the left. The sidebar contains the Awingu.com logo and navigation links for Workspace, Files, and Applications. The main content area is titled 'Account settings' and shows the user's email as yannick@dev-awingu.com. It includes settings for Keyboard layout (English United States), Preferred language (English), Guided tours (Disable/Enable buttons), and Keyboard buttons (Disable/Enable buttons). A Save button is at the bottom. There are also links for Change password, Revoke the privacy policy, Connect your Skype for Business Online account, and Download Remote Application Helper. The bottom right corner shows 'Licensed to Awingu Awingu 4.0.0 © 2012 - 2018'.

Clicking on profile menu (bottom left) provides you with a menu with an option to manage your **Account settings**. This page provides you with following functions and information:

- **Username:** full version of your username, including domain
- **Keyboard Layout:** please select a keyboard layout matching a country (like *French (Belgium)*).
- **Language:** please select 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\*:** update 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.

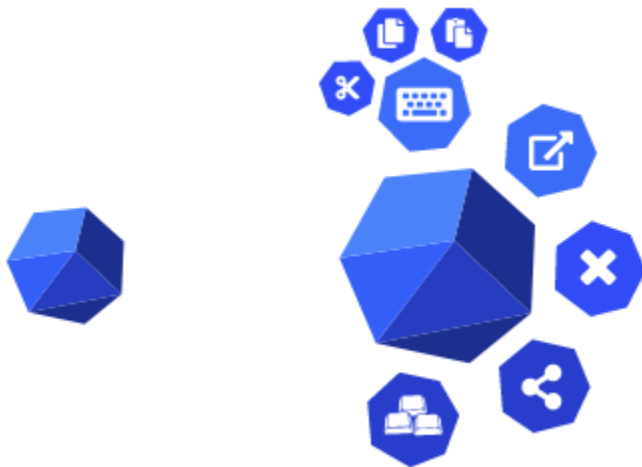
- Close an application via the close function of the app or using the **Close session** action in the polygon. Do not close the app by closing the tab.
- If you open a new window within the app (e.g. open an attachment in your e-mail client), then you can switch windows via the sidebar. Note that some applications will not show other windows 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 off-line 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



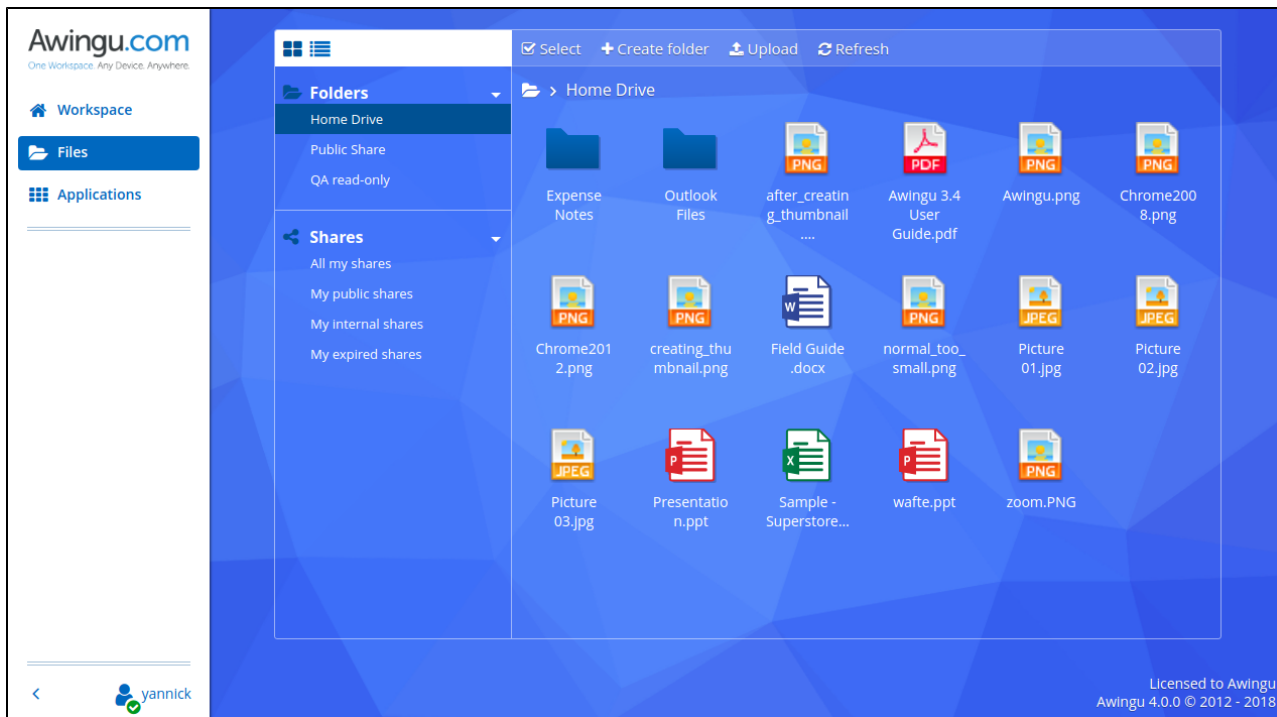
Paste

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

## File Management

Awingu offers you web-based access to your remote drives (files, folders) and shares.



The file manager has 2 panes: the right pane shows the content of the active folder and the left pane shows the active folder and allows for drive navigation. You open file and folders by single click or tap.

The toolbar shows different actions whether there are files or folders selected (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.

## Shares

**Shares** shows the files which you have shared via the Folders section (if enabled by the system administrator).

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



# 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' button in the sidebar.

## Categories

In the left pane of the 'Applications' tab, 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 'Favorite' category, click on the 'Select favorite' button and select the applications you want to favorite. Next time you go to the Applications page, the Favorites category will be opened by default.

## Working With Applications

You launch an application by clicking on it. You can work with multiple applications at the same time. 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 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** button show 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 suddenly 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 when you open the app. It is important to know that you will not be automatically signed-out.

# Managing Your Documents

Awingu provides file management. Users can manage documents via a simple, functional web-based file management interface. This chapter describes this file management interface.

Users can have access to zero, one or multiple drives. These drives are accessed from the "Files" button in the sidebar.

## File Navigation

Awingu provides two-pane file navigation. Depending on your screen size, when first navigating to the 'Files' tab, one or two panes may be visible.

The right pane shows the content of the currently active folder. Navigation is done by single click/tap on a folder. Files are opened via single click/tap on the name or icon of the file. Multiple files can be selected when switching to *select mode* using the **Select** button or by directly clicking on the circle appearing when hovering over a file/folder.

The left pane shows the folders one level higher than the currently active folder shown in the right pane. To switch drives, go to the top level folder using the breadcrumb, the top level folders are the drives assigned to you.

At the top of the right pane, there is a tool bar with additional actions. Just below it you can find the breadcrumb, a breadcrumb supports easier file navigation, the breadcrumb is clickable at any level.

Awingu supports 'drag-and-drop' functionality:

- Drag-and-drop can be used to upload files to Awingu by dragging-and-dropping files onto the browser canvas. Multiple files can be selected at once.
- Drag-and-drop can be used within the navigation pane to move files to another folder or another drive.

Note: upload of a folder with drag-and-drop works only with Chrome and the subdirectory structure will be lost.

## 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 tool 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.

## Uploading Documents to Your Drive

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

- Make use of the Upload menu in the tool bar. You can select multiple document at a time. A progress bar indicates the progress of the upload operations. The maximum file size for upload operations is 100 MB.
- Drag-and-drop files onto the browser canvas. Multiple files can be selected at once.

## Working with the File Management Menu

When selecting a files and/or folders, the tool bar presents a number of actions for this selection. If not all actions fit in the bar, you can click on the ... button to see the full list

### File Management Options

- **Open with:** Open a document as described above.
- **Rename:** Rename your file.
- **Delete:** Delete the file permanently.
- **Move:** Move the file to another destination folder. Navigate to the destination folder via the popup and click **Move**.
- **Copy:** Copy the file to another destination folder. Navigate to the destination folder and click **Copy**. In case files will get overwritten, users are presented with a popup that allows either overwriting or skipping the operation.
- **Share:** Share your file by means of a URL. When selecting 'Share', a popup appears with the following fields:
  - **Name:** Name of the shared file, by default the file is shared with the same name as the original document.
  - **Description:** Free text, description of the share.

- **Expiration date:** Date at which the share expires. Beyond this date, the share is no longer accessible.
- **Expiration time:** Time at which the share expires on the expiry date.
- **Availability:** Choose between 'Preview' and 'Download'. In 'Preview' type, a preview is generated and others can access the preview only (no edit possible). Note that when subsequently the file is modified, the shared file will not be updated automatically. In 'Download' type, 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:** Choose between 'Public' and 'Public'. In 'Internal' mode, the URL is only accessible to users that are also logged in to Awingu. In 'Public' mode, the URL is accessible by anyone.
- **Download:** Download the file locally on your device.
- **Properties:** View properties of the file:
  - **Name:** Name of the file.
  - **Path:** Path to the file, starting from the root of the drive.
  - **Drive:** The drive to which this folder belongs.
  - **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.
  - **Content type:** MIME type of the file.
  - **Size:** Size of the file.

When multiple files are selected at once, only the Delete, Move and Copy operations are available.

## Folder Management Options

- **Rename:** Rename the folder.
- **Delete:** Delete the folder permanently. This deletes the folder and its content. If the folder contains files and subfolders, the delete operation will recursively delete all files and subfolders.
- **Move:** Move the folder to another destination folder. Navigate to the destination folder and click "Move".
- **Copy:** Copy the folder to another destination folder. Navigate to the destination folder and click "Copy".
- **Share:** Share your folder (and all subfolders and their content) by means of a URL. When selecting 'Share', a popup appears with the following fields:
  - **Name:** Name of the shared folder, by default the folder is shared with the same name as the original folder.
  - **Expiration date:** Date at which the share expires. Beyond this date, the share is no longer accessible.
  - **Expiration time:** Time at which the share expires on the expiry date.
  - **Description:** Free text, description of the share.
  - **Availability:** When sharing a folder, only the 'Download' option is available. In 'Download' type, the folder can be downloaded from the URL, as a ZIP file. Note that when subsequently the folder is modified, the shared folder will not be updated automatically.
  - **Accessibility:** Choose between 'Private' and 'Public'. In 'Private' mode, the URL is only accessible to users that are also logged in to Awingu. In 'Public' mode, the URL is accessible by anyone.
- **Properties:** View properties of the folder
  - **Name:** Name of the folder.
  - **Path:** Path to the folder, starting from the root of the drive.
  - **Drive:** The drive to which this folder belongs.
  - **Created:** Date of creation date of the folder, the time zone is that of the browser.
  - **Modified:** Date of last modification of the folder, the time zone is that of the browser.
  - **Content type:** MIME type of the file.

When multiple folders are selected at once, only the Delete, Move and Copy operations are available.

# Managing Your Shares

Awingu allows you to manage your shared documents or shared folders. This is done from the "Files" page, in the "Shares" section of the left pane.

The following actions are possible on shared documents and folders:

- **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 [Managing Your Documents](#) 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**

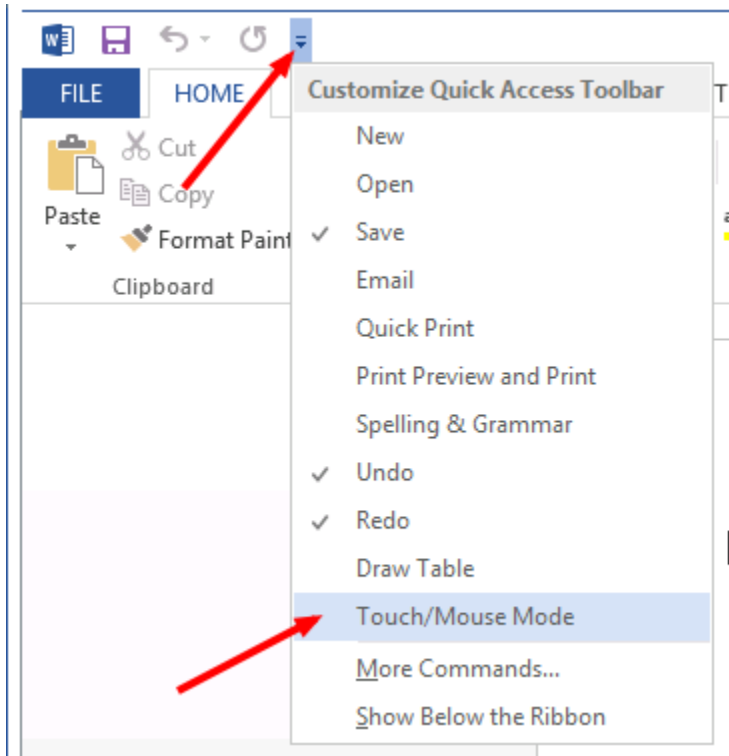
Disable features like predictive text and auto-completion from the keyboard settings.

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

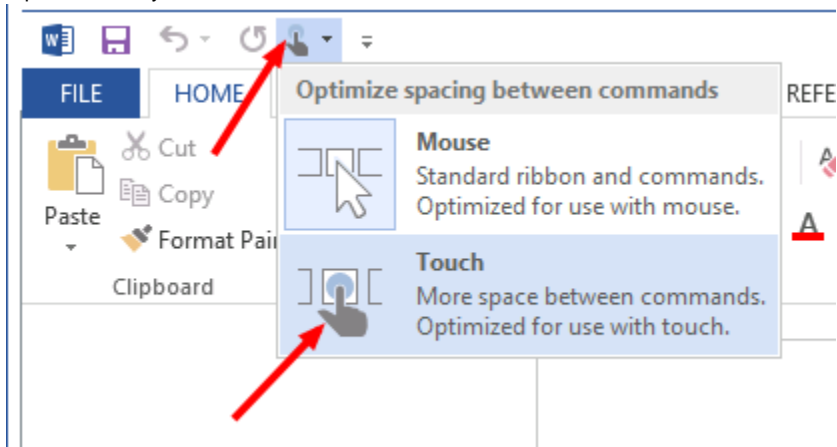
Microsoft Office 2013 offers a "touch mode", resulting in more space between the toolbar buttons.

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 menu 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.