ShareConnect

ShareConnect
Administrator Guide

CITRIX

Contents

Note: For administrators that need to operate under the Health Insurance Portability and Accountability Act, we recommend reviewing the ShareConnect HIPAA Configuration Guide

System Requirements

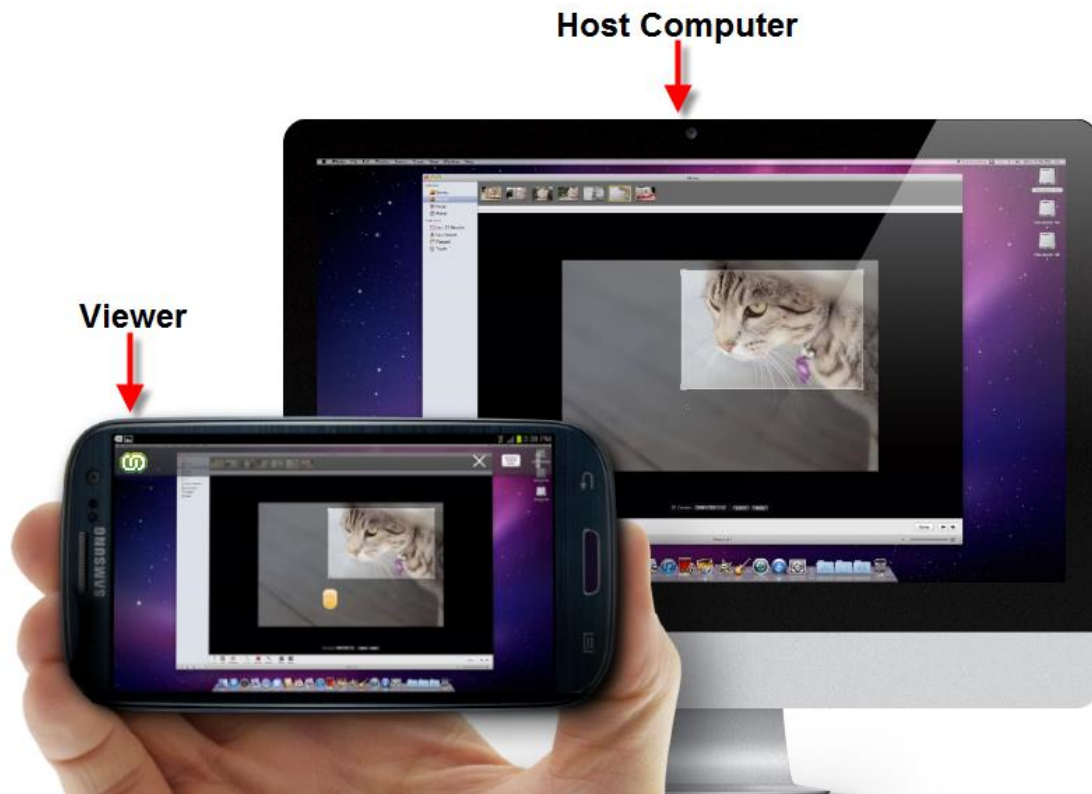| Windows	
Operating System	Windows 7 or later
Server	Windows Server 2008 R2 or later
Browser	Internet Explorer v11 or later Google Chrome
Internet	DSL or better

Mac	
Operating System	Mac OS X 10.8 or later
Browser	Google Chrome
Internet	DSL or better

iOS Device	
Device	iPads or iPhones supporting version iOS version 7.0 or later
Operating System	iOS 8.0 or later
Internet	"Always on" Internet connection; WiFi recommended
Additional Software	Free ShareConnect app from the iTunes Store

Android Device	
Device	Android tablet and phones
Operating System	Android 3.0 (Honeycomb) or later for tablets and Android 4.0 (Ice Cream Sandwich) or later
Internet	"Always on" Internet connection; WiFi recommended
Additional Software	Free ShareConnect app from the Google PlayStore

Useful ShareConnect Terms

Host – The host is a Windows or Mac computer that will be accessed from a remote location.

Computer Name – Any host computer that is installed with ShareConnect is automatically given a name. The name of the computer ShareConnect assigns is the computer name provided by Windows or Mac OS X. Users may choose to rename a host computer after it has been installed.

Viewer – This is a device that is used to see and access the host from a remote location. The viewing device is any computer or mobile device that is used to remotely view a host.

Client Computer – This is a special type of host computer that is designed for providing assistance to a client. Using ShareConnect, you may email a request to access the computer of a client. If the client accepts and installs ShareConnect, the client's computer becomes available for remote access. The client has additional controls for what access is permitted. Only Windows computers may be setup as client computers at this time.

File Server – This is a special type of host computer that is designed for file access.   Unlike connections to other host computers which focus on screen sharing, connections to file servers give you access to the local files of the file server. Multiple users may be connected to a file server at once. Only Windows computers may be setup as File Servers at this time.

Session – A session refers to the time you are remotely connected to your host computer

ShareConnect Connector – The connector is a ShareConnect integration with ShareFile. This connector lets you access the local files of a computer from within ShareFile. The local files of a ShareConnect host or file server may be accessed using ShareFile's Web Application or Mobile devices. ShareConnect Connector only allows for access to the local files of Windows computers at this time.

System Tray/Notification Area Icon – This icon represents the status of the ShareConnect service on Windows computers and may also be used to set Preferences or receive support.

Menu Bar icon – This icon represents the status of the ShareConnect app on Mac computers.

Host Computers

Add this Computer

This will download the ShareConnect installer. The computer where ShareConnect is installed becomes a host computer that is set up for remote access. After installation, access the host by logging in to your ShareConnect account and then click on the computer name to connect.

Connections are authenticated by providing a valid username and password on the host computer. This is the computer's logon credentials, not your ShareFile account's credentials. If the host computer is windows, provide any valid windows logon credentials for that computer to authenticate. If the host computer is a mac, provide an administrator username and password to connect.

Installation of ShareConnect requires administrator permissions to install on either Windows or Mac. The ShareConnect host software may be deployed by an IT administrator to multiple users in an organization.

Add Client's Computer
This is a special type of host computer that is designed for providing assistance to a client. Using ShareConnect, you may email a request to access the computer of a client. If the client accepts and installs ShareConnect, the client's computer becomes available for remote access. Clients may choose to limit what apps a user has access to.

User has given you access to the apps listed below. Click on an app to begin working on it.
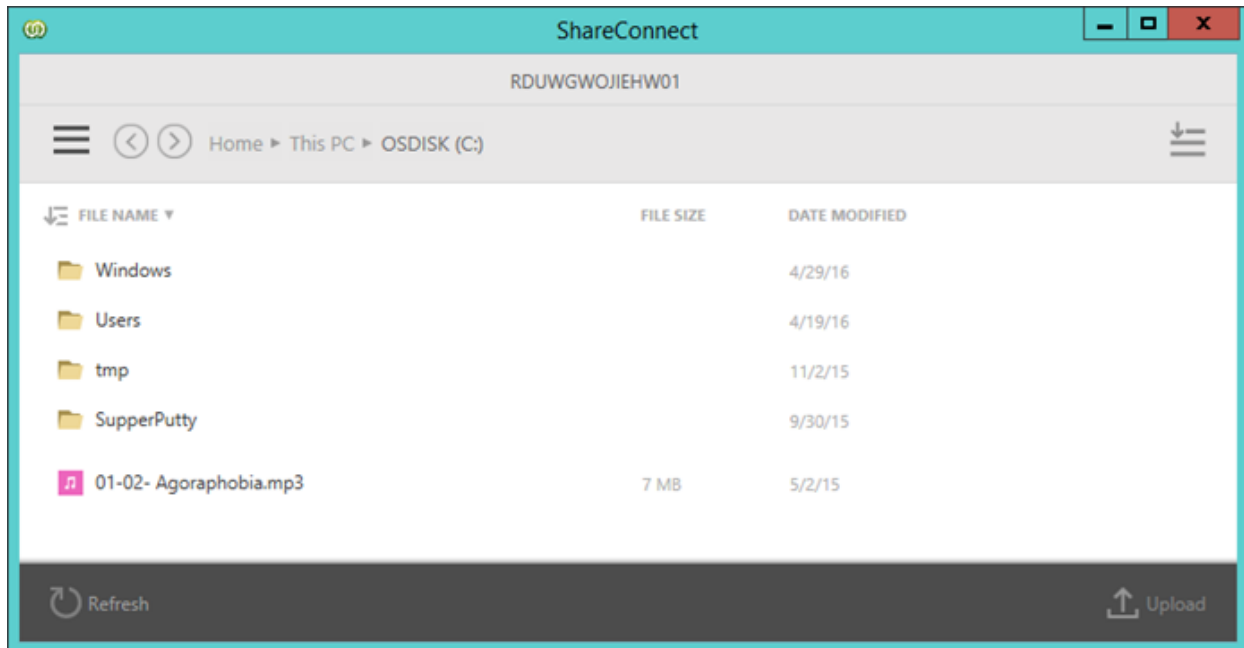

Unlike connections to host computers, connections to host computers do not require you to provide logon credentials for the computer. This is because the client has securely and anonymously provided these credentials.

Only Windows computers may be setup as client computers at this time. If you do not wish to allow users to access this feature, it may be disabled in the Settings page.

Setup File Server Access

As the administrator, you have the ability to setup a File Server. This is a special kind of host computer designed specifically for file access. Unlike connections to other host computers which focus on screen sharing, connections to file servers give you access to the local files of the file server. Multiple users may be connected to a file server at once.


Like regular host computers, connections to file servers are authenticated using a valid Windows logon username and password. Only Windows computers may be setup as File Servers at this time.

NOTE: Since users do not have the ability to setup File Servers, you will need to use the Share Computers feature to grant users access to a File Server that you install.

Viewers

Desktop App

The Desktop App allows you to access your host computers from a windows computer. Installation is required. Once installed you may access all of your host computers from within the app without having to go to the ShareConnect website.
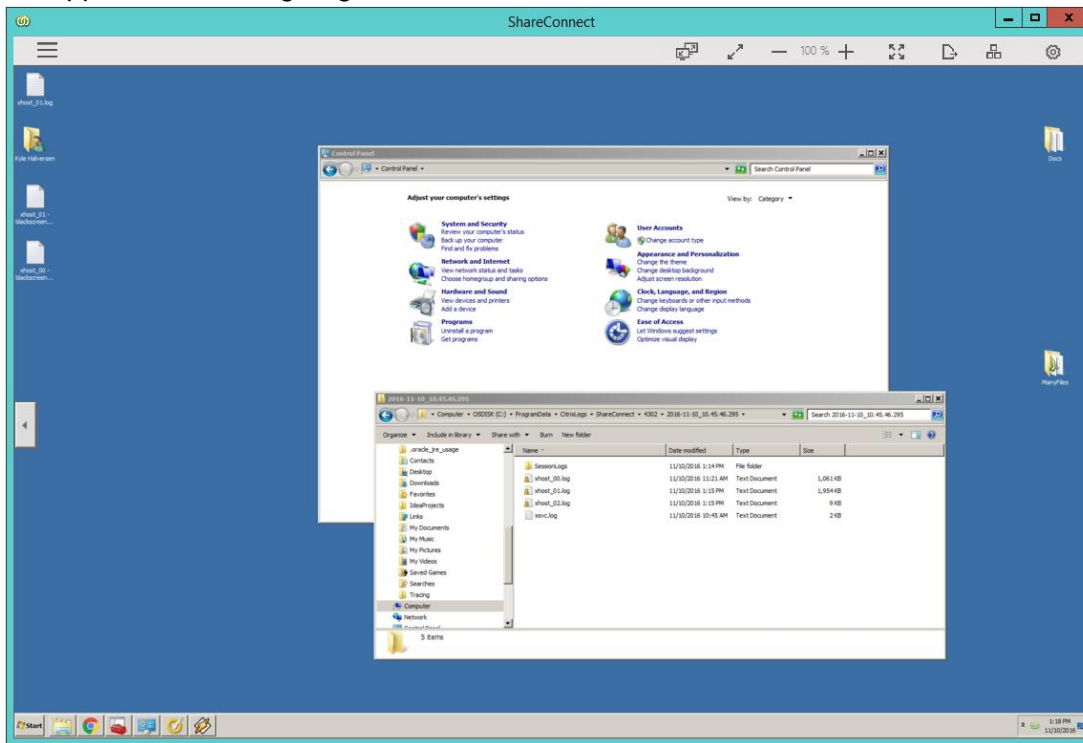

HTML5 Viewer

The web based HTML5 viewer is available for a download free access to your host computers. This is available on Google Chrome with all devices and with Internet Explorer 11 or newer on Windows. Windows users are encouraged to use the Desktop app as the HTML5 viewer does not support Remote Printing, File Transfer, and Remote Sound.
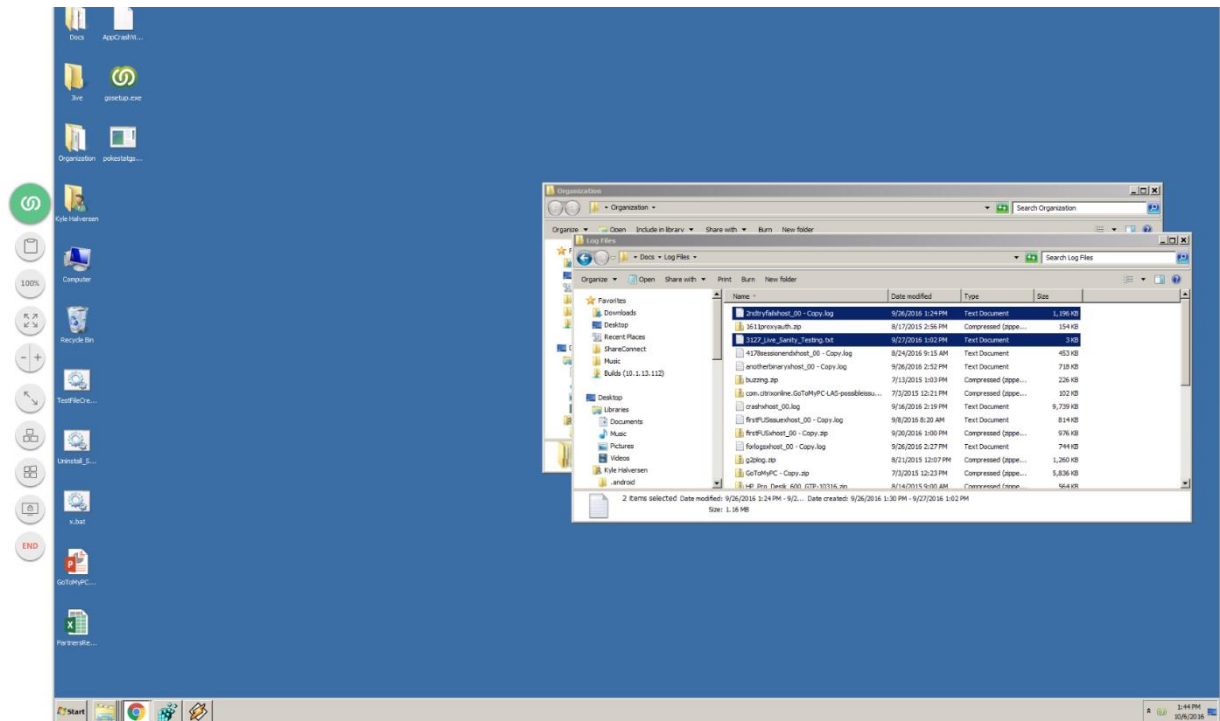
Mobile Apps

A ShareConnect app is available for both iOS and Android operating systems. The iOS app is available in the App Store and the Android app is available in the Google Play Store. Accessing a host computer through the mobile app gives access to the files, apps, and desktop screen sharing.
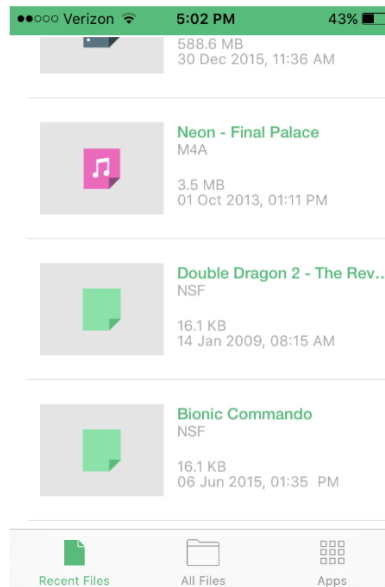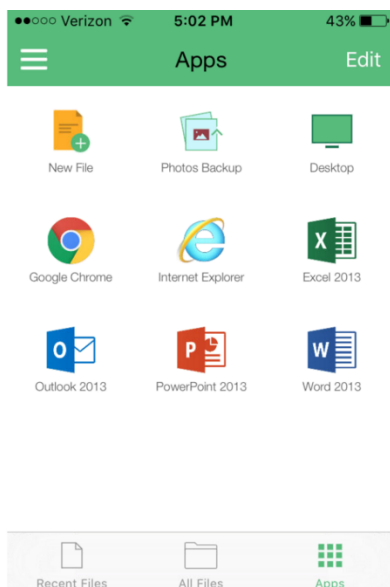
Users may open a file either through recent files or by navigating to it using All Files. Certain file types like Microsoft Office files allow for convenient in-app editing. For unsupported file types, they may be shared with another app on the mobile device or a user may start a screen sharing session. Doing so will open the default app that handles the file on the host computer. The resolution of the host computer will be optimized for mobile viewing. Users may also launch apps and begin screen sharing sessions quickly using the apps option.

To simply see the desktop, open apps and select the Destkop app to start a simple screen sharing session. Screen sharing sessions feature a toolbar that collapses and moves.
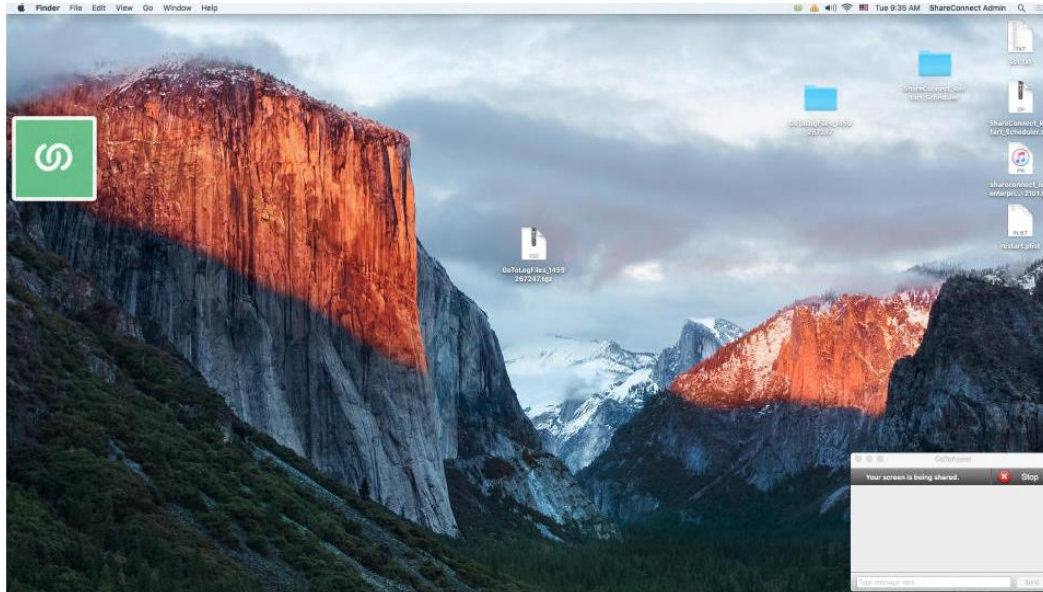
Add Users

Your ShareFile users may be invited to use ShareConnect on the add users page. For each employee that you invite to your ShareConnect account, your account will need to have a corresponding ShareConnect license.

Note: Only users that have been added to your account as employees may be given access. Users that have been added to your account as Clients may not be given access.
Note: If you would like to add someone that is not listed you must first add that person to your account as an employee in ShareFile

To Add a User

Click the box next to the user's name
Click Invite user in the menu bar

☰ Add Users

Search Users

1 member selected   👤 Invite user

	Name ▼	Email ▾	
☐	Two, Example	exampleuser2@grr.la	Invite user
☑	One, Example	exampleuser@grr.la	Invite user

You will have a chance to review your remaining ShareConnect licenses. Click Confirm

Invite users

Are you sure you want to add the users to GCS Lab ?

You have 2 licenses left

Cancel   Confirm

Note: If you have signed up for a ShareConnect account directly through the ShareConnect website or mobile app, you have a different type of account. The add users functionality will behave differently. With this type of account you may invite any user you wish by providing the user's name and email address.   Once invited, users will be granted ShareConnect access and will also have access to the ShareFile capabilities of your account.

Add Users

Email address	
First name	
Last name	

Add User   Cancel

Manage Users

After users have been given access to ShareConnect, they will appear in manage users. On the manage users page you may remove a user. If you have the ShareConnect Connector enabled, you may also manage access to it on this page (described later). Removing a user means this user will no longer have access to ShareConnect. It does not remove a user from your ShareFile account. Removing a user also deletes any host computers registered under that user's account.

Each user listed on the Manage Users page uses one ShareConnect license. Removing a user frees up a license which may be allocated to another user. Reviewing the list of users on this page helps ensure that you are getting the most value out of your ShareConnect licenses.

Remove a User
Check the box next to the user(s)'s name
Click Delete User
Click Confirm

1 member selected ✕Remove user	
☐ Name ▾	Email ▾
☑ Test, Test	scinvitetest@grr.la

Settings

In-Session Settings

These settings control how ShareConnect behaves while users are remotely connected to their computers. Settings that are configured here apply to all users in your team as well as to your own account.

Allow File Transfer – This setting determines whether or not users on your account are able to transfer files between their Windows host computer and viewing devices. If checked, users have the ability to transfer files between devices. For mobile apps, this setting also determines whether or not users are able to save files locally to the ShareConnect app and make new files from the app.

Allow Remote Printing – This setting determined whether or not users on your account are able to use the remote printing feature. This feature is available when a user is connecting to a Windows host from the ShareConnect Desktop App. It allows jobs that are printed out on the host computer to be redirected to print out remotely at the viewing location.

Allow Remote Sound – This setting determines whether or not users on your account are able to use the remote sound feature. This feature allows sounds that are playing on the host computer to be heard remotely on the viewing device. Currently this feature supports the Windows desktop app and the iOS app.

Allow Shared Clipboard - This setting determines whether or not users on your account are able to use the Shared Clipboard feature. This feature allows users to copy and paste information back and forth between the host computer and viewing device. It is available for the Desktop app and the HTML5 viewer

Mandatory screen blanking and lock keyboard and mouse – This setting determines whether or not users are required to use the screen blanking and lock keyboard and mouse feature. By default, to ensure security and privacy, when a user remotely connects to Windows host the screen(s) is blanked out and the keyboard and mouse are locked. Users have the ability to choose to disable this feature in their individual settings page. If this box is checked in this page, users do not have the ability to disable these security features

Set the in-session inactivity timeout - When a user is remotely connected to a host computer, the session will disconnect automatically if the user is idle for a period of time. You may configure that duration of time here. The setting must be from 5 minutes to 9999 minutes. This setting applies to both Windows and Mac host computers.

Installation and Access

These settings control installation for special types of host computers – client computers and file servers. Additionally settings for sharing access to computers is controlled here.

Client's Computer – This feature allows a ShareConnect user to request access to a client's computer. If the client agrees, she installs ShareConnect and gives the user the ability to access the computer at any time. You may prevent users from being able to request access to

a client's computer here. If you do this, access to any existing client's computers will be removed.

Share Computers - As an account administrator, you have the ability to share host computers. Any type of host computer may be shared. You may disable sharing. If you do, any computers that have been shared will no longer be shared. As the administrator, you will not be able to share computers again until sharing has been re-enabled.

File Server Access – As the administrator, you have the ability to setup a computer as a File Server in ShareConnect. You may disable File Server Access. If you do, any computer that has been setup for file server access will be removed.

Account Info

No. of Users – This shows how many users have ShareConnect access
Licenses remaining – This shows how many ShareConnect licenses are remaining. Each user that has been invited to ShareConnect consumes 1 license.
Your account renewal settings and account manager are also shown here.

Reports

ShareConnect allows you to run access reports for auditing purposes. Currently, Connection Reports are available. This report shows all connections made by ShareConnect users for the specified time period. Data is available for up to one year.

To Generate a Report
1. Select the report type
2. Click the drop down or select a custom date range
3. Select a report format
4. Click Generate Report

Connection Report – This report shows all connections made to computers on the account. It contains the following fields:
User name, Email, Connection Start, Duration, Host Nickname, Host IP Address, Host MAC Address, Viewer IP Address, Viewer MAC Address

Authentication Events Report – After users login to their accounts they may connect to a host computer. When connecting to a host computer, a user is prompted to enter the computer's login credentials. This report tracks all authentication failures for providing these login credentials. It contains the following fields:
Description, Time, User Name, Email, IP Address, Computer UserName
Note: Reporting for authentication events is only available for Windows host computers at this time. Mac hosts and file servers are not yet supported
Note: Reporting for account login failures are available through ShareFile's Usage Report

Share Computers

When ShareConnect is registered to a user's account, the registered user becomes the *owner* of that computer. By default, users may only see and access computers that they are the owners of. In other words, users may connect to computers that they own and not someone else's.
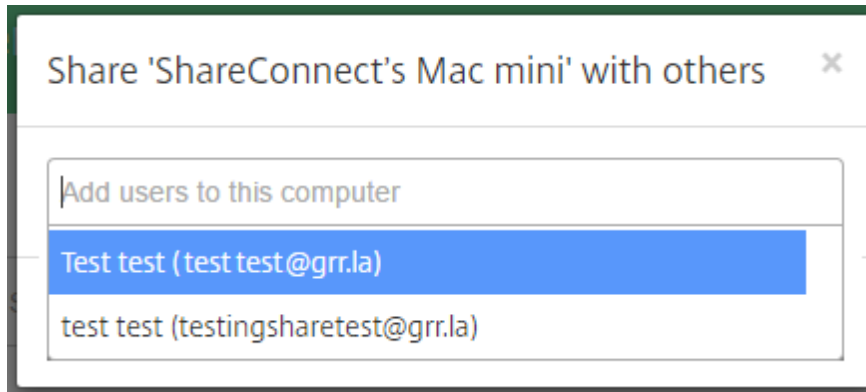
The Share Computers feature allows the administrator to share a host computer with a different user who is not the owner. Once a computer is shared, the user with whom the computer is shared can see the host in the Computers page and make a connection to it. As the administrator, you may share host computers, client computers, and file servers. Only administrators have the ability to setup a file server, so it

NOTE: If the owner deletes a host computer, all shared users will be unable to access it

NOTE: If the shared computer is a client computer, the shared user will be able to connect to the computer using the saved credentials.

ShareConnect Connector

Connectors allow ShareFile to access files from other storage locations. ShareConnect provides a connector that lets you access the local files of a host computer from within ShareFile. ShareConnect Connector may be accessed using ShareFile's Web Application or Mobile devices. ShareConnect Connector only gives you access to the local files of Windows host computers and File Servers.

Note: ShareConnect connector is only available for ShareFile accounts that have connectors enabled and have also been granted access to the ShareConnect connector. Contact your account manager for additional questions.

Manage Connector Access

Log in to your account
Select Manage users in the left navigation menu

Users that have access to the ShareConnect Connector will have a check mark in the ShareFile Connector column

Enable ShareConnect Connector for a user
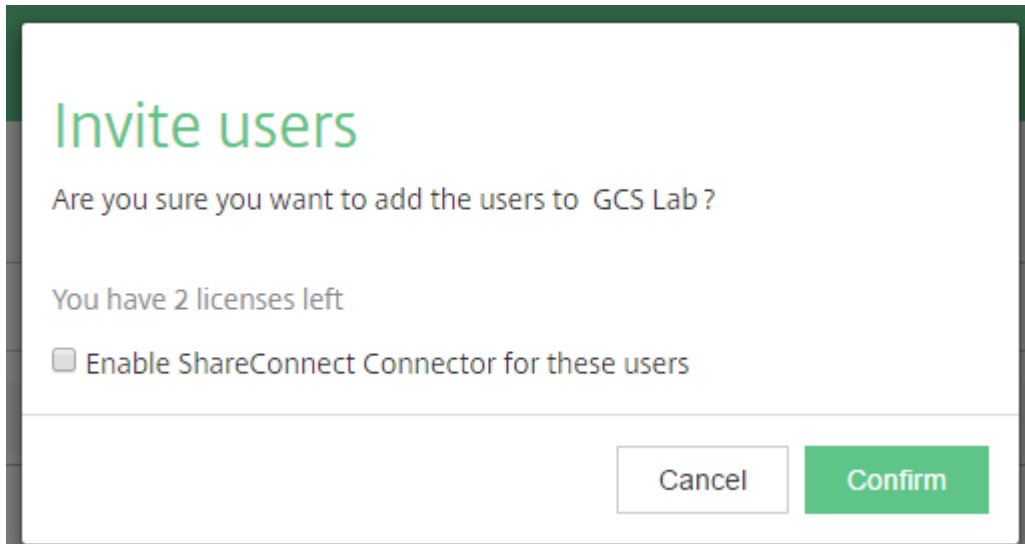

Check the box next to a user's name

Click ShareConnect Connector in the top menu
Select Enable Connector

Disable ShareConnect Connector for a user
Check the box next to a user's name
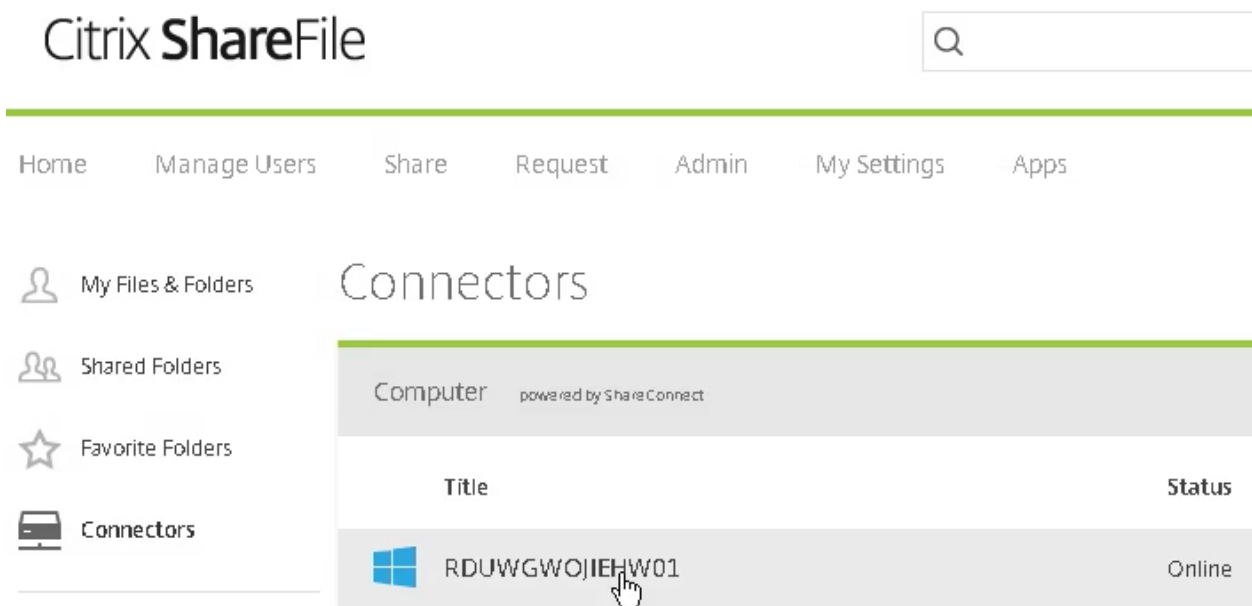Click ShareConnect Connector in the top menu
Select Disable Connector

Note: You may check multiple boxes to enable or disable for multiple users
Note: When inviting a user to ShareConnect in the Add Users section, you may enable access to the ShareConnect connector as shown below

Invite users

Are you sure you want to add the users to GCS Lab ?

You have 2 licenses left

☐ Enable ShareConnect Connector for these users

Cancel   Confirm

Accessing files through the Connector

Log in to your ShareFile account through the WebApp or Mobile Apps
Click or tap the Connectors section

Citrix **ShareFile**

Home   Manage Users   Share   Request   Admin   My Settings   Apps

My Files & Folders

Shared Folders

Favorite Folders

Connectors

Connectors

Computer   powered by ShareConnect

Title	Status
RDUWGWOJIEHW01	Online

Windows Host computers and File Servers will be listed

Click on the computer name
When prompted authenticate with that computer's username and password

ShareFile Features

ShareFile offers administrators some configurable options for additional security. These options are supported in ShareConnect. Because ShareConnect uses ShareFile for authentication, certain additional ShareFile security features are also available to ShareConnect.
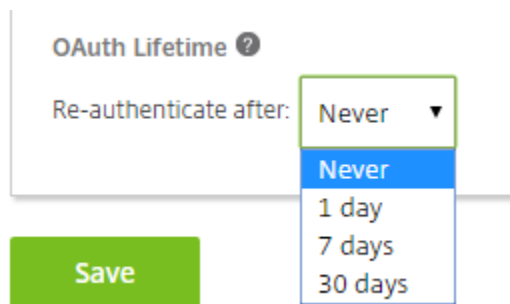
Prevent users from storing logons

1. Log in to your ShareFile account
2. Click Admin in the top navigation bar

3. Select Advanced Preferences in the left navigation pane
4. Select Password, Login, and Security
5. Under OAuth Lifetime, you may select to re-authenticate after Never

Note: This will cause other ShareFile apps to require logins more frequently as well

Ensure Two-step verification is available

1. Log in to your ShareFile account
2. Click Admin in the top navigation bar
3. Select Advanced Preferences in the left navigation pane
4. Select Password, Login, and Security
5. Under OAuth Lifetime, you may select to re-authenticate after Never

How to Enroll in Two-step verification (administrators and users)

1. Log in to your ShareFile account
2. Select My Settings in the top navigation bar
3. Click Two-step Verification in the left navigation pane

4. Re-authenticate as prompted
5. Click Enable

Two-Step Verification

Two-Step Verification uses your phone to provide an extra layer of security for your username. After you log in, you will be asked to enter a verification code that will be sent to your phone via text message (SMS) or voice call.

Enable

6. Provide a phone number and select the desired option to receive the code
7. Click Send
8. When prompted, verify the code that you received on your phone