



Al Hassan Engineering Co. SAOG
Department of Information Technology
Awingu User Guide

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Change History

Date	Version	Description of changes
20/04/2021	1.0	Initial document during implementation of the solution.

Contents		
S.No.	Topic	Page. No.
1.	Introduction	2
2.	The First Login with Awingu's Built-In MFA	2
3.	The Basic Usage	5
4.	Account Setup for Language and Keyboard	6
5.	Opening an Application or Desktop	7
6.	Working within an Application	8
7.	Navigating and Opening Files	9
8.	File Sharing	10
9.	Session Sharing	13

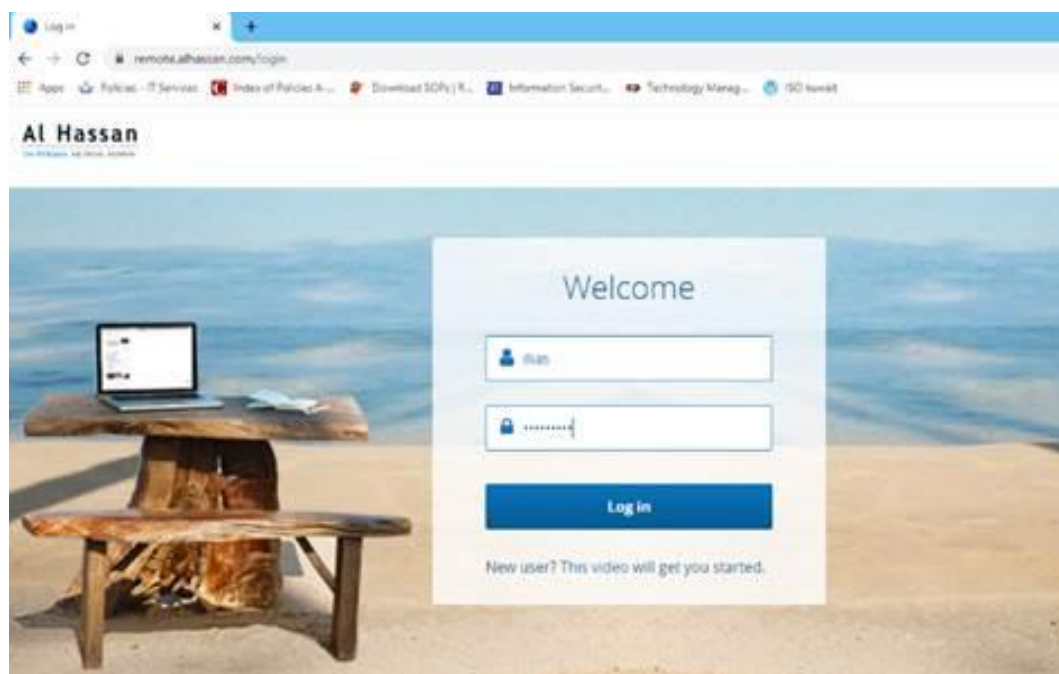
1. Introduction

Awingu provides remote anywhere access to applications, files & folders that are hosted on Local Area Network. A user with any browser on the computer can surf to the published URL to reach the published applications.

2. The First Login with Awingu's Built-In MFA

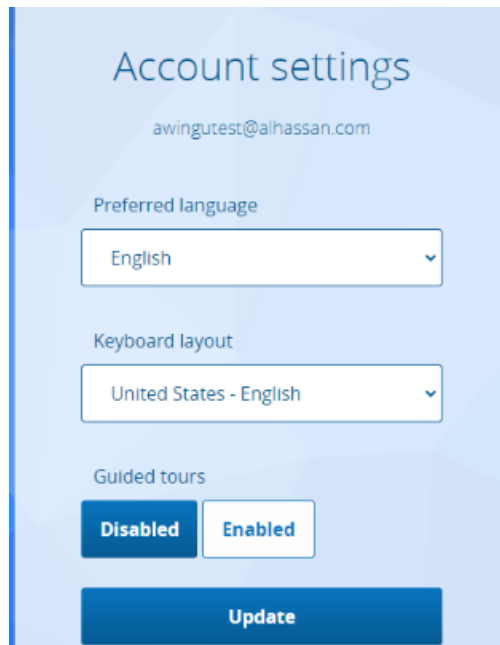
Step 1: Go to login URL <https://remote.alhassan.com> using any browser on the computer (such as Chrome, Firefox, Edge) and enter the login credentials i.e. user name and Password.

The user name and the password will be the same domain credentials which is used to login in the PC/ Laptop while in the LAN.



Login Screen


The first time you log into Awingu, the user will be asked to confirm your preferred language and keyboard layout. These can be changed later as well.



Account Settings

The first time when the user login, he needs to configure the 'Multi-Factor' password. This is an additional security code that is generated on an App on the Smartphone. This is a one-time setup.

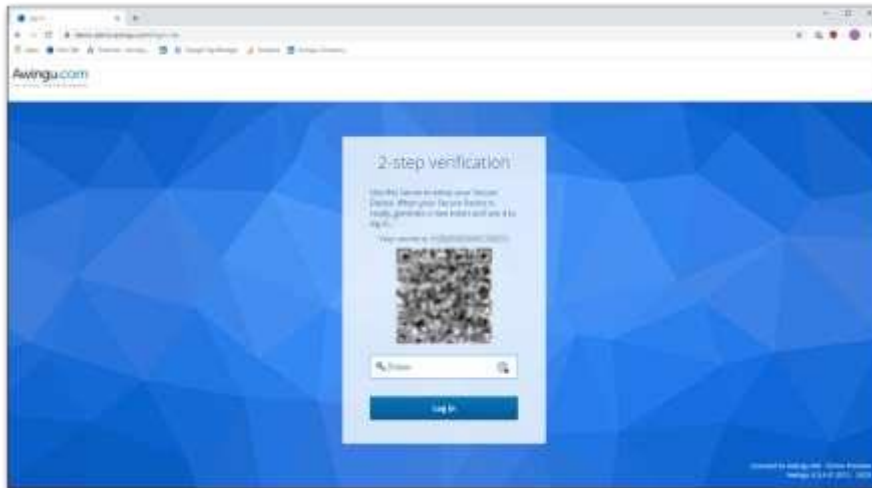
Step 2: install the App on the Phone

On the Android smartphone go to Google Play Store and on Apple iPhone go to App Store search for the Google Authenticator app which looks like 

Step 3: Link Google Authenticator App on the smartphone with Awingu

After providing credentials on the Awingu login page, the user will be forwarded to a page showing a QR code and a secret key.

- The user scans the QR code with the app that they just installed on their phone (or enters the secret manually).
- The first token is generated in the app. The user enters that token to proceed.

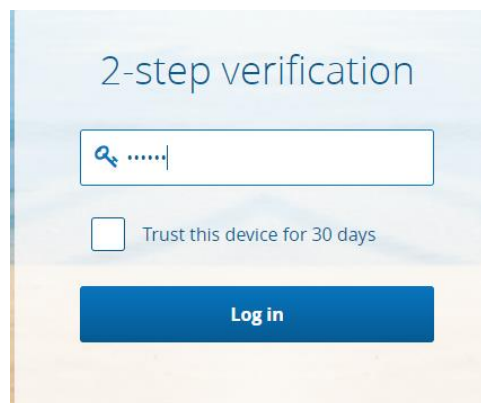


Linking the smartphone app for MFA with Awingu

The 2nd time when user login, the user needs to enter the secure code (called 'token') when asked for it in the "2-step verification".

Open Google Authenticator App on your smartphone, the Auto generated code in the App is displayed which is entered in the Awingu 2-Step verification screen and press the 'log in' button.

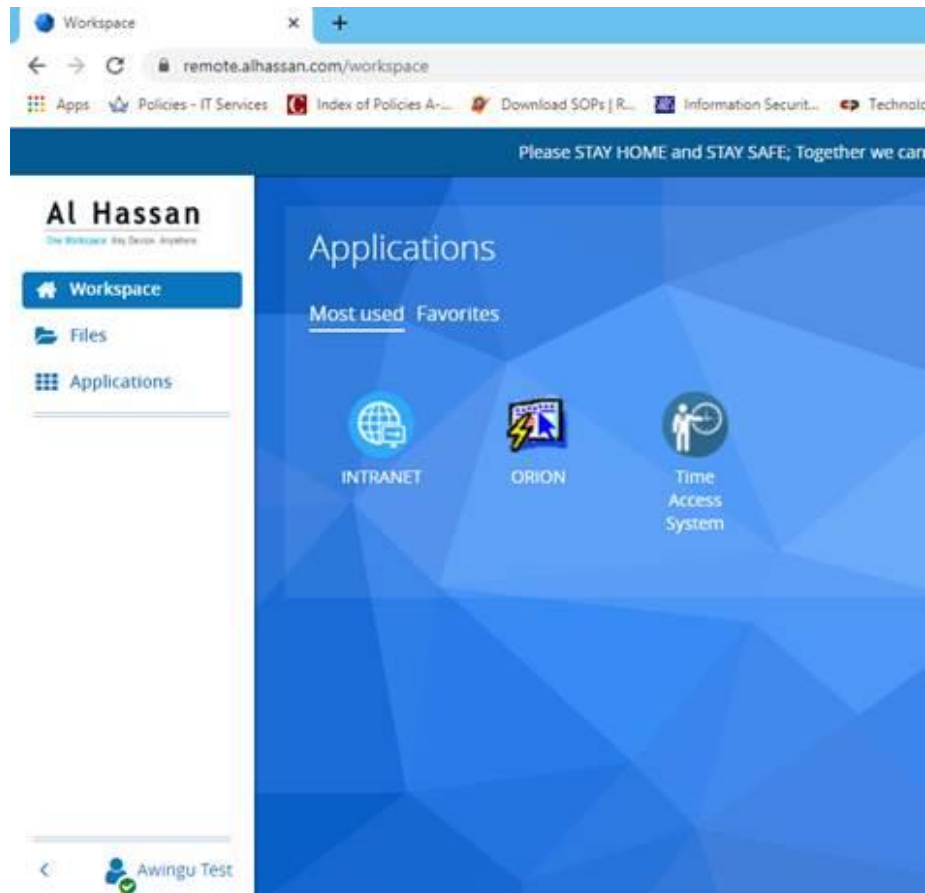
Note: You can bypass the 2-Step verification for a period of 30 days, if you trust the device which is used to login to the workspace portal.



The Awingu workspace is asking for the code

3. The Basic Usage

When the login is done correctly, the user will see a screen similar to the figure below



Awingu Workspace screen after login 'at a glance'

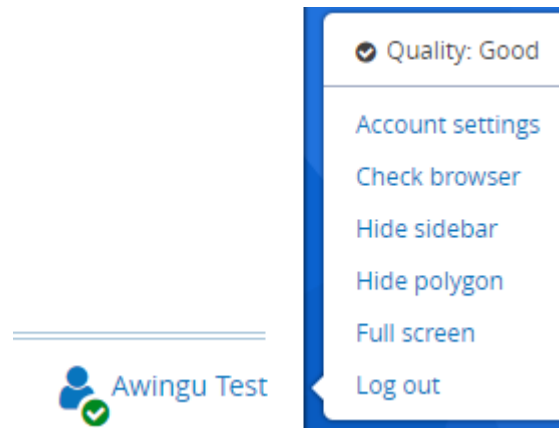
The Screen is divide in to two sections

- a. Workspace Area – which displays the authorized applications Icons
- b. Navigation area – Which displays various sections and home to context menu

4. Account Setup for Language and Keyboard

At the bottom left on the navigation bar, there is a “User Icon”, A green ‘Check Mark’ indicates the platform has a good internet access, your bandwidth is sufficient and stable.

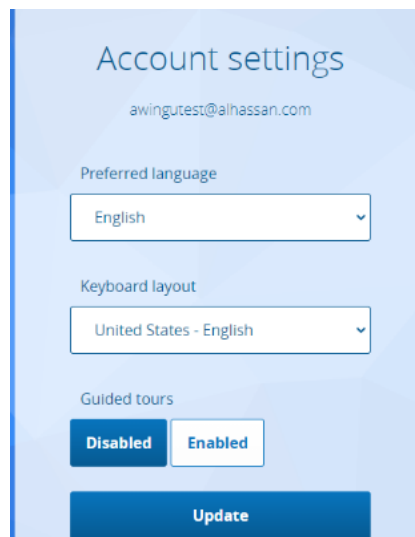
When clicking on user icon, a menu becomes available for various options to be customized



Options Menu

When clicking ‘Account Settings’, the following related menu is displayed. Here a user can setup their preferred keyboard layout and preferred language of the Awingu interface.

The ‘Guided Tours’ option provides small pop-up boxes inside the Awingu platform with information on how to use different features, which can be customized as per the user’s requirement.



Account Settings

5. Opening an Application or Desktop

At the top left, a user can find 3 buttons on the navigation bar



Navigation Bar Options

The workspace ('Home') view; here the user can see applications and files that were used most recently as well as those that were marked as 'Favorite' by the users.

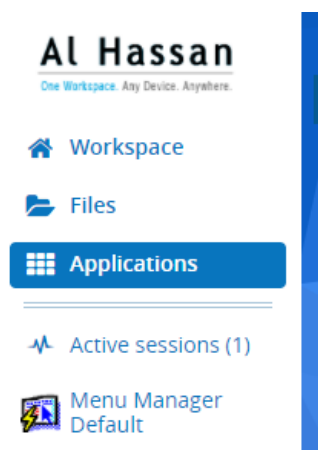
The files (Documents) page; here users can access to thier "Shared Drives", and can search and open documents, if permissions are allowed, a use can also download, upload and share files.

The applications view; here users can see all applications that he permission to access.

To open any application a user can do so by clicking the icon once, the same can be done from the 'Workspace' home screen, or from the 'Applications' screen where a more elaborate list of applications might be available.

Active (opened) applications will have an icon available in the navigation bar. Switching application can simply be done by clicking the icons. A user can also use the 'Active Sessions' button.

Note: Web applications that use the Awingu reverse proxy will open in a new browser tab. Navigation is not possible via the Awingu navigation bar, but needs to happen via browser tabs.



Navigating between Applications

6. Working within an Application

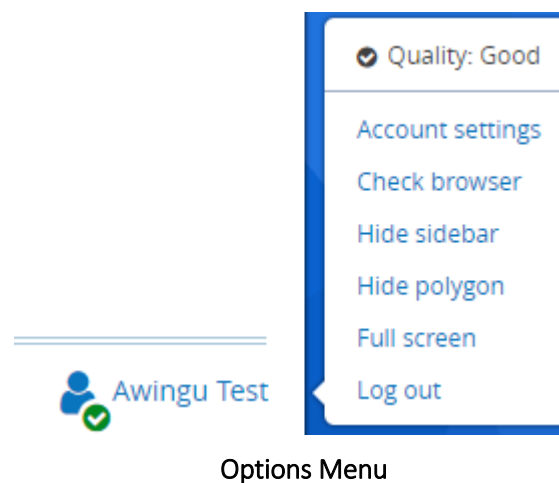
When you have an application open and active, you might notice at the bottom left a polygon shaped button. This Polygon enables users to access application session specific features. The Polygon is only available inside applications and not in the workspace or files section. This polygon can be placed anywhere on the screen by 'drag-&-drop'.

The functions behind the 'polygon' are explained here:



Note that this view can be different when using touch-based device (e.g. tablet) vs. device without touch (e.g. desktop PC).

The polygon can also be hidden by clicking on the User account icon and Hide polygon option

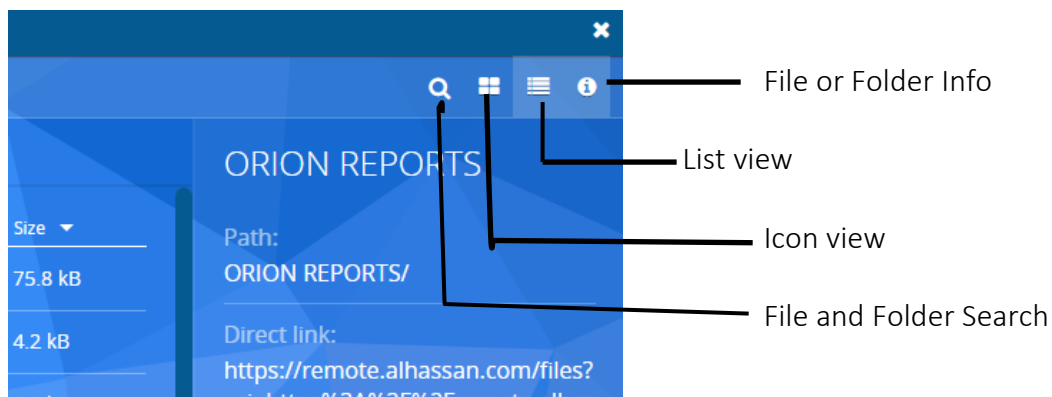


7. Navigating and Opening Files

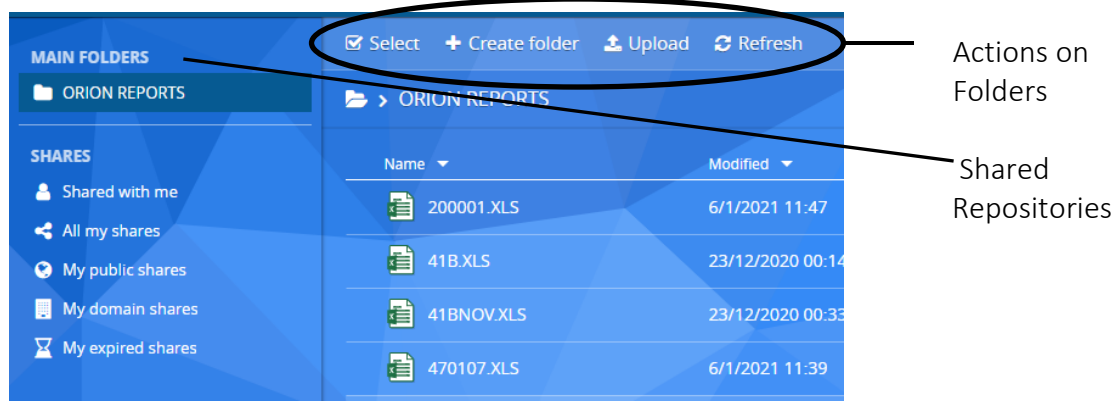
Inside the Awingu platform, Users can access the local central repository by clicking on Files.



On the right hand side in the workspace working section, the files in the folders will be available for users to work on and various files options has been explained below



File and Folder View

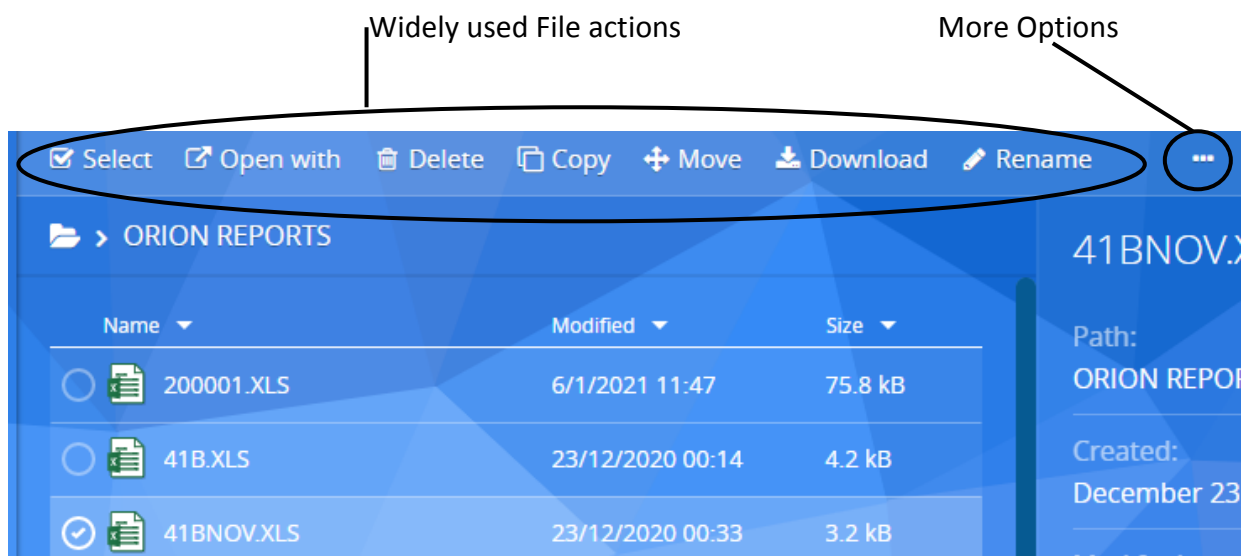


File Action menu

8. File Sharing

If the user have the permission; he can share files with other users (Internal or External to the company). This can be small or large files. It removes the need to work via other solutions. When a file is 'shared', it is available for preview or download via a dedicated weblink (URL) that is generated by Awingu.

To share a file (or folder), go to the Awingu "files" in the left-hand navigation bar. Select the file or folder you wish to share (**click the circle in front of the file icon and name**). When the checkbox is selected, the files menu at the top is active. Here, you select 'share' from more options.



Upon hitting the 'share' button, the below menu will appear.

Name: The file share needs a *unique* name; this is by the default just the file name, but if you have previously shared the same document you'll need to give it a different name.

Description: this is a brief description for reference; e.g. reason and need to share with whom

Expiration date: By default, this is set on 7 days, however user can change as per the required date, upon expiry date, the shared file will no longer be available for the access.

Availability: Here, the user can set the option for 'preview' or 'download'. The first will render your file in pdf format for preview. The latter will make the file available for download in its original format (e.g. .ppt, xls, .doc).

Access rights: Here you can choose 1. users (these need to be part of your Awingu platform), 2. Domain (anyone that has access to your Awingu platform) or 3. External (this can really be anyone). Note, when sharing with 'external' access rights, the files set for sharing can be downloaded multiple times and by more than one person.

Password protection: This can optionally be activated. You can set a password of the file and needs to share the password with the receiving party by Email, SMS tec.,

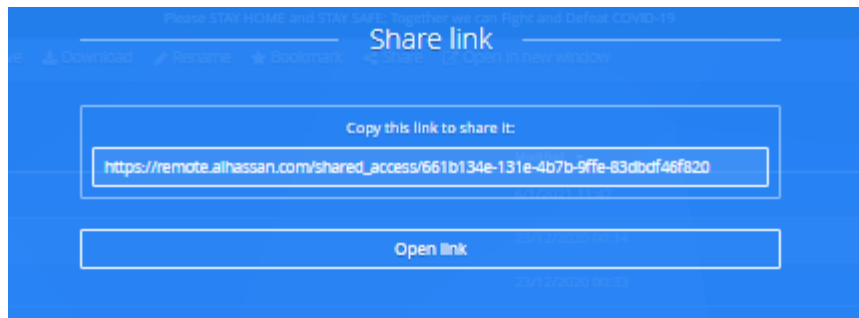
The screenshot shows a 'Create share' dialog box with the following fields and options:

- Name:** 418.XLS
- Description:** /
- Expiration date:** 2021-04-28
- Expiration time:** 15:04
- Availability:** Preview, Download
- Access rights:** Users, Domain, Public
- Password protection:** Disabled, Enabled

Buttons at the bottom: Cancel, Share

Share menu options

Once the share criteria are set, click 'share'. After processing (this can take a couple of seconds), a unique link is created. Copy this link and paste it into an email, instant messaging platform to share with the external users.



Unique link is generated for each file share

Once a file is shared, the settings can still be changed. Go to the 'shares' menu in the left and select your file. In the top menu you can now choose 'edit' to run changes. Convenient is also that you can see if your shared file has been accessed or not. To see this, select the 'info' icon at the top right and select the file

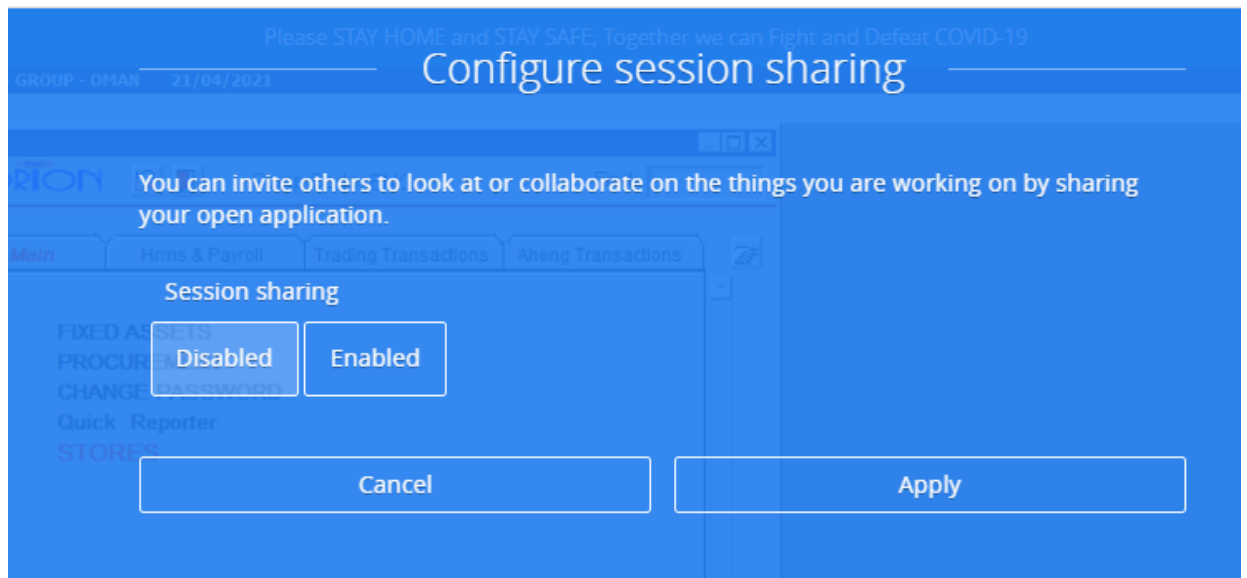


Manage shared files and get file share info

9. Session Sharing

Similar to sharing files, the user can also share access to applications in real-time. This requires users to have required permissions for “session sharing”.

To share an application session, select ‘share session’ for the relevant application via the context menu (right click) in the navigation bar. You can also do this via the polygon when this is active.



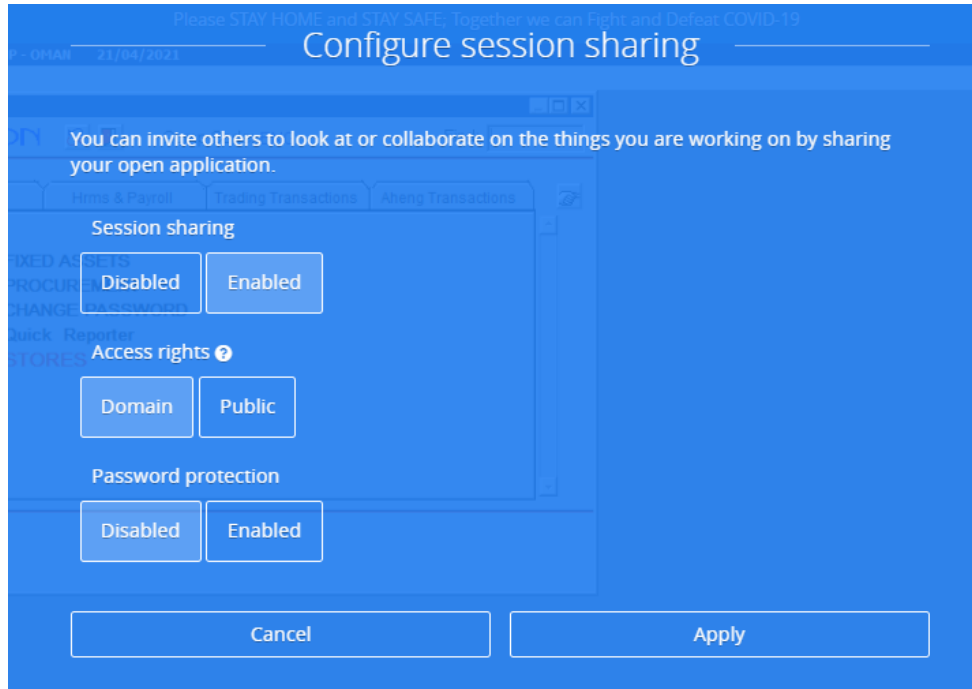
Select ‘share session’ via the context menu or polygon

Once selected, this configuration menu for session sharing opens. When selecting ‘enabled’ for session sharing, the actual configuration opens-up and will show the detailed settings for your share

Access rights: Here a user can choose 1. Domain (anyone that has access to the Awingu platform) or 2. Public (this can really be anyone).

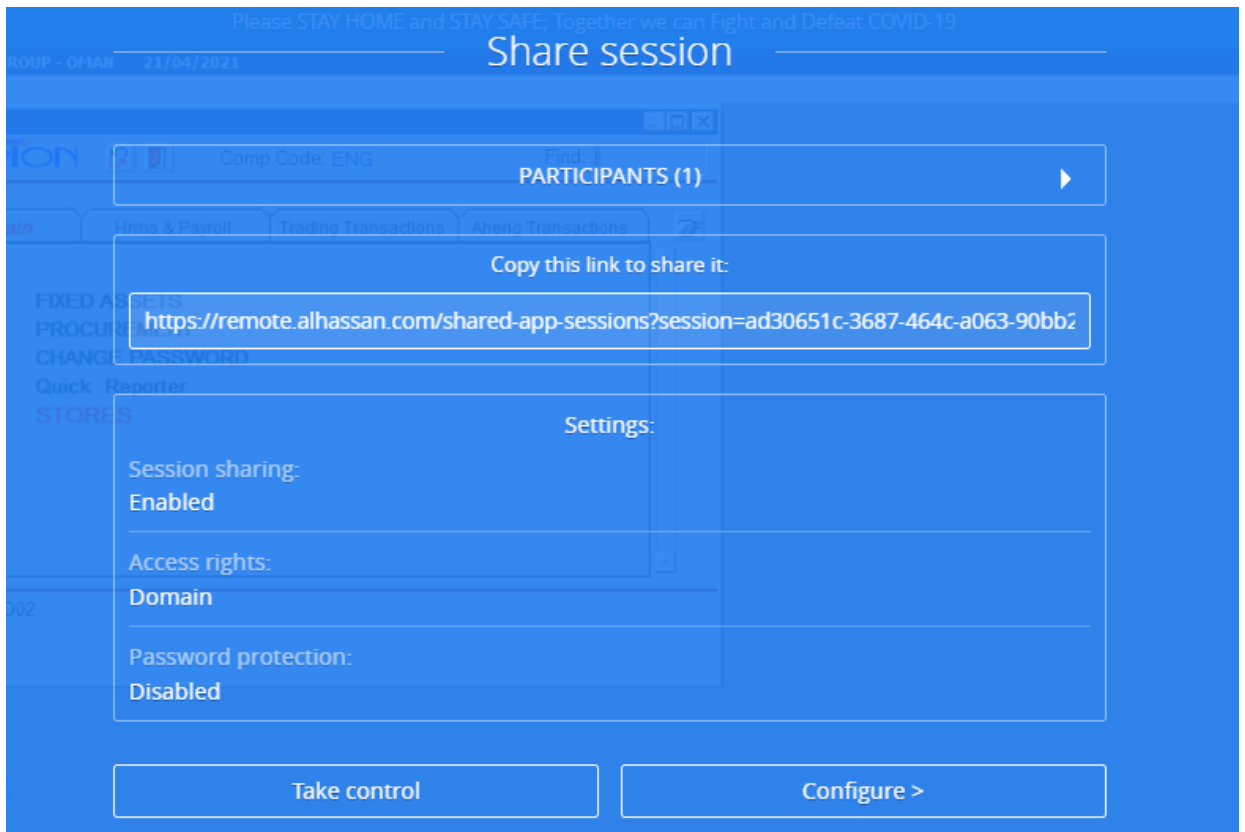
Control: Here you can select how many people can have control over the screen at the same time. If set to ‘everybody’, all participants will be able to move their mouse and input data. By default it is set to ‘one person’.

Password protection: when desired, create a password for the third party to join the session.



Configuring the session share

When hitting 'apply', a unique link will be generated. Copy this link and paste it into an email, instant messaging platform, ... to share with the external user. Don't forget to share the password also (via text message for example) when one was created.



A unique session share link

At this point in time, the 3rd party can enter your session. The user simply needs to browse to the URL, give a name and password (if requested). When done, the user can see the request screen.

The initiator will then get a pop-up with the request to join the session from the third party. When 'granted', the third party will see the same (application) screen as the owner.

This third party can also request to 'take control' of the session, with control, the remote party can also control keyboard and mouse, which can be revoked at any time.