

#2



Amazon WorkSpace



Basics Manual

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Second edition

August 2020

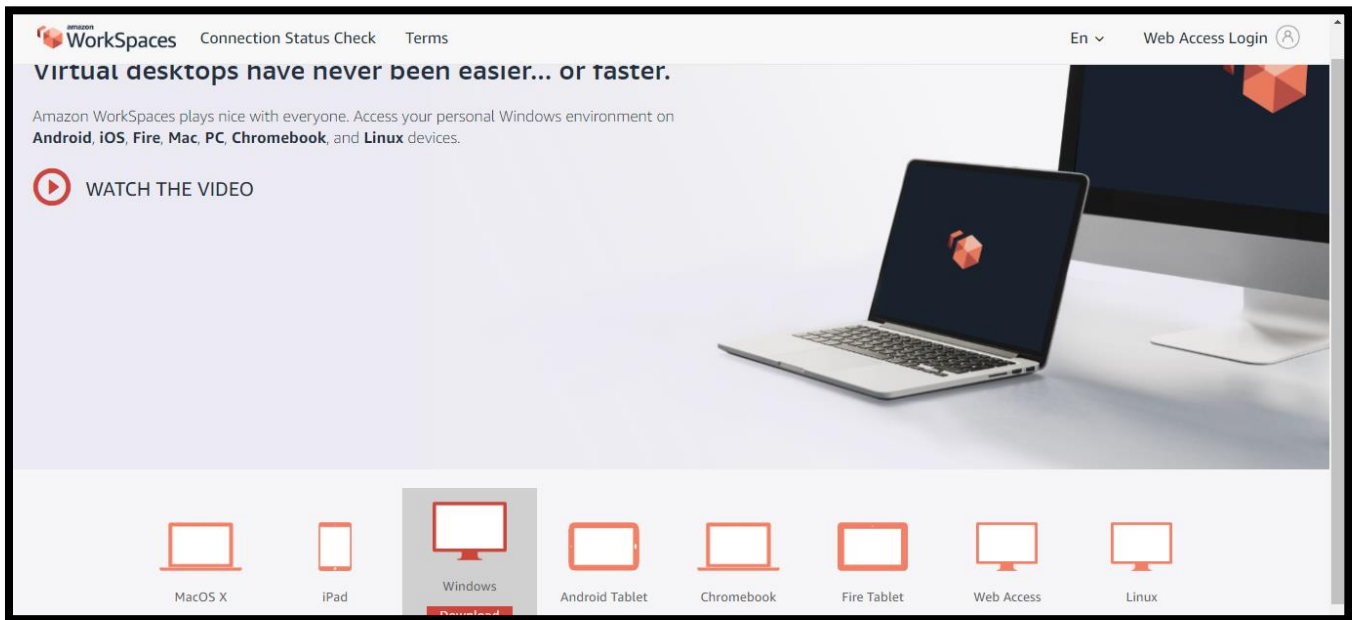
Version: **3.0.8.1536**
Updated: 2020.07.24

How to INSTALL AWS Workspaces

1. Download and Install the latest AWS WorkSpace client software from

<https://clients.amazonworkspaces.com/>

(Skip to Step 2 if latest WorkSpace client is installed)



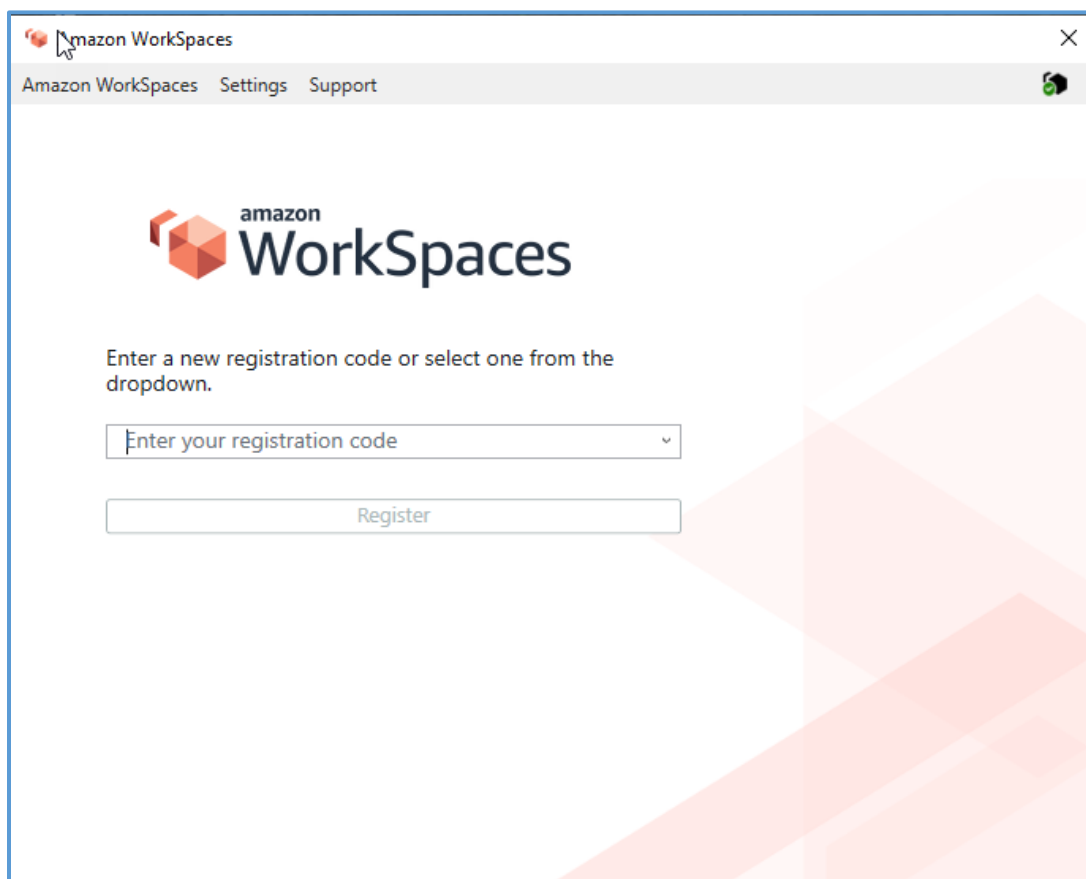
2. Update WorkSpaces Client with your **registration code**:

The Registration code is basically the network access identifier / encryption key.

State staff's registration code:

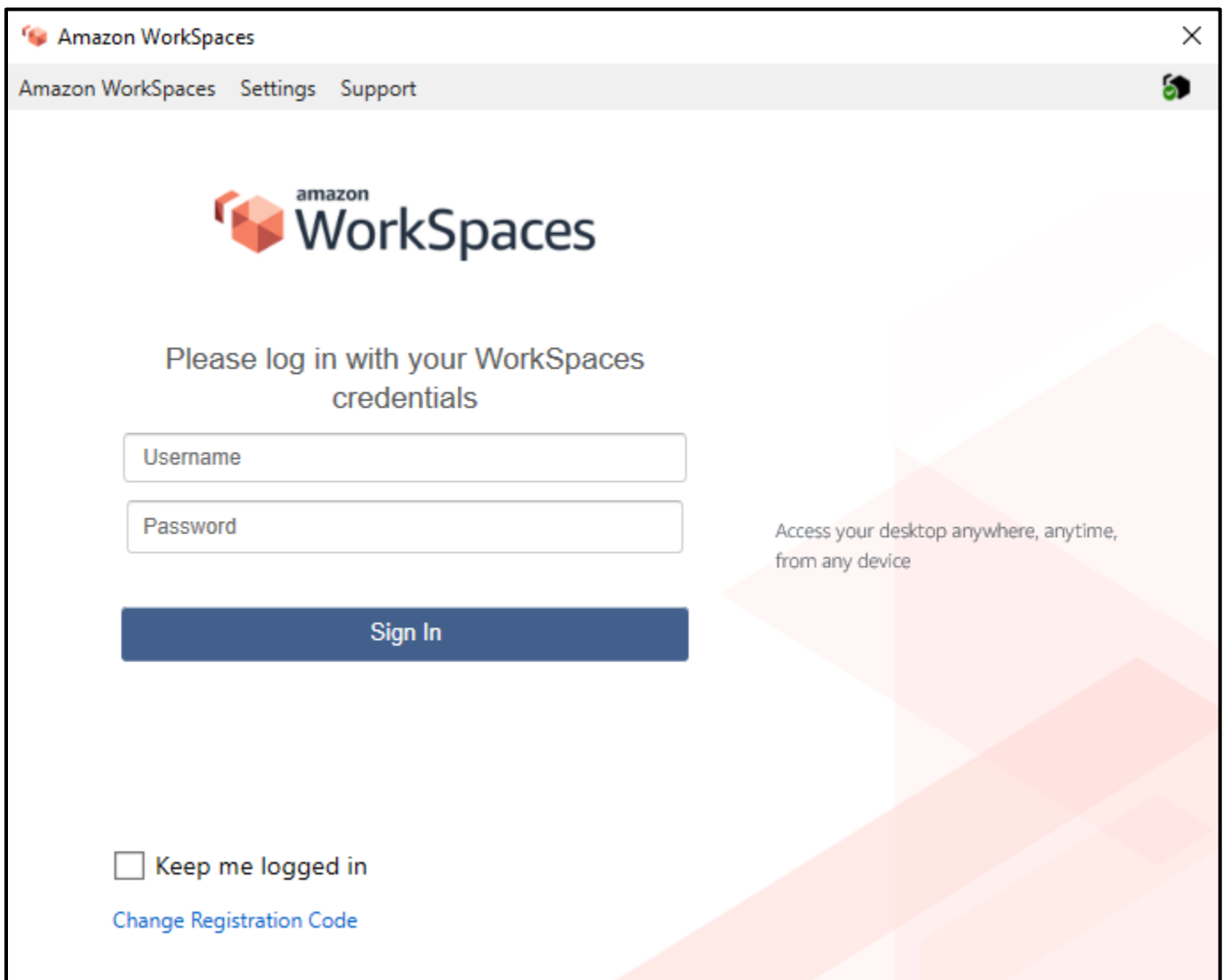
Partner staff's registration code:

This is used by non-state employee staff.



Your Amazon WorkSpace account is assigned to the appropriate network. It is based upon who you work for, State employee or Non-State employee. State log ins will not work on Non-State networks and vice versa.

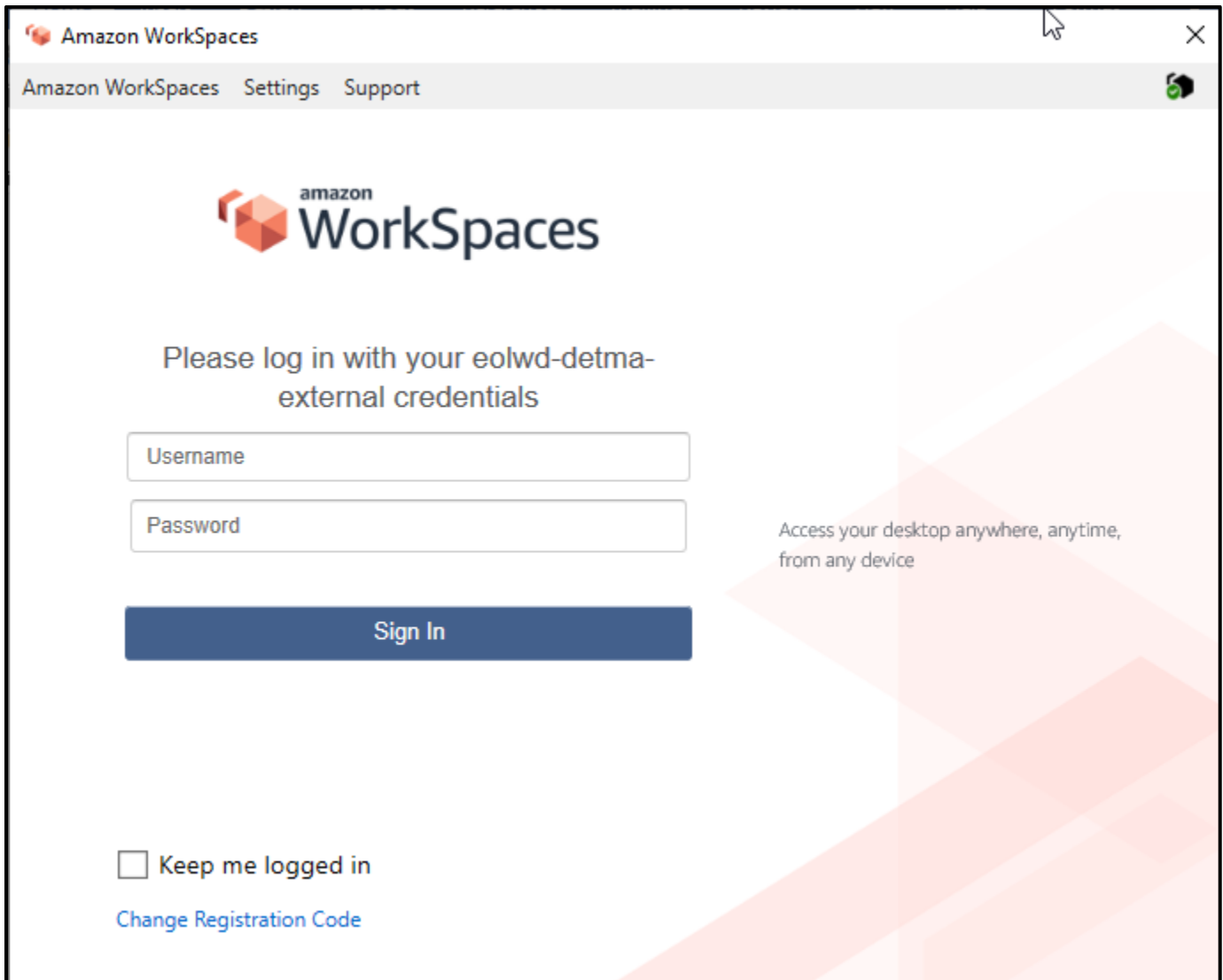
3. Once the registration code has been entered, the client will present the **Log In** screen with *Username*, and *Password* boxes.



The screenshot shows a web browser window titled "Amazon WorkSpaces". The browser's address bar contains "Amazon WorkSpaces", "Settings", and "Support". The page features the Amazon WorkSpaces logo at the top left. Below the logo, the text "Please log in with your WorkSpaces credentials" is centered. There are two input fields: "Username" and "Password". A blue "Sign In" button is positioned below the password field. At the bottom left, there is a checkbox labeled "Keep me logged in" and a link "Change Registration Code". On the right side of the page, there is a promotional message: "Access your desktop anywhere, anytime, from any device". The background of the page has a light pink and white geometric pattern.

Logging into Amazon WorkSpaces

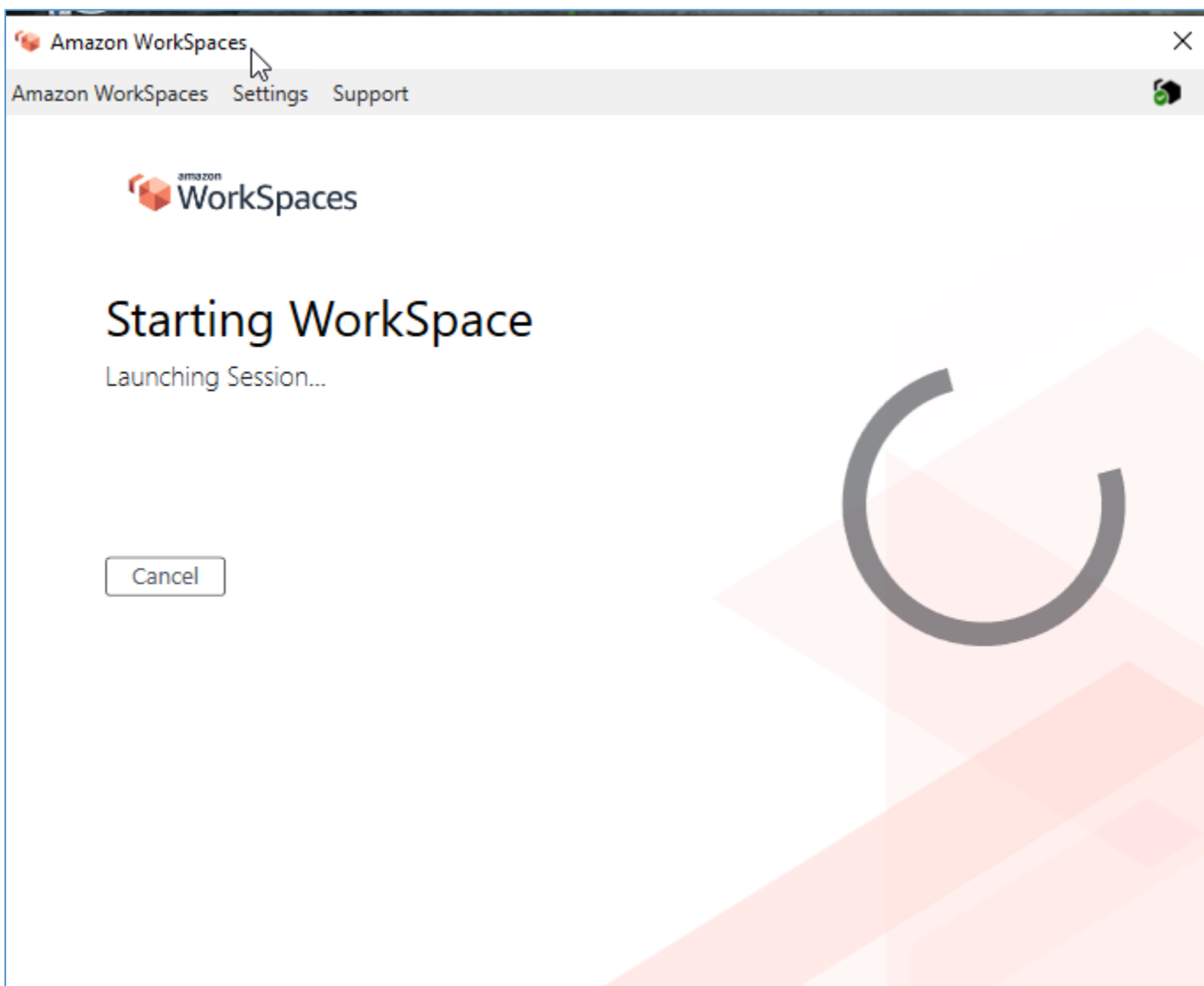
1. Enter your *Username* and *Password*:



The screenshot shows the Amazon WorkSpaces login interface. At the top, there is a navigation bar with "Amazon WorkSpaces", "Settings", and "Support". The main content area features the Amazon WorkSpaces logo and a prompt: "Please log in with your eolwd-detma-external credentials". Below this are two input fields: "Username" and "Password". A blue "Sign In" button is positioned below the password field. At the bottom left, there is a checkbox labeled "Keep me logged in" and a link for "Change Registration Code". On the right side, there is a promotional graphic with the text "Access your desktop anywhere, anytime, from any device".

2. Amazon WorkSpaces will start logging you on to the network /cloud.

It may take a few minutes. (Especially if you have not logged in, in a while.)



3. Upon logging in the following screen appears.

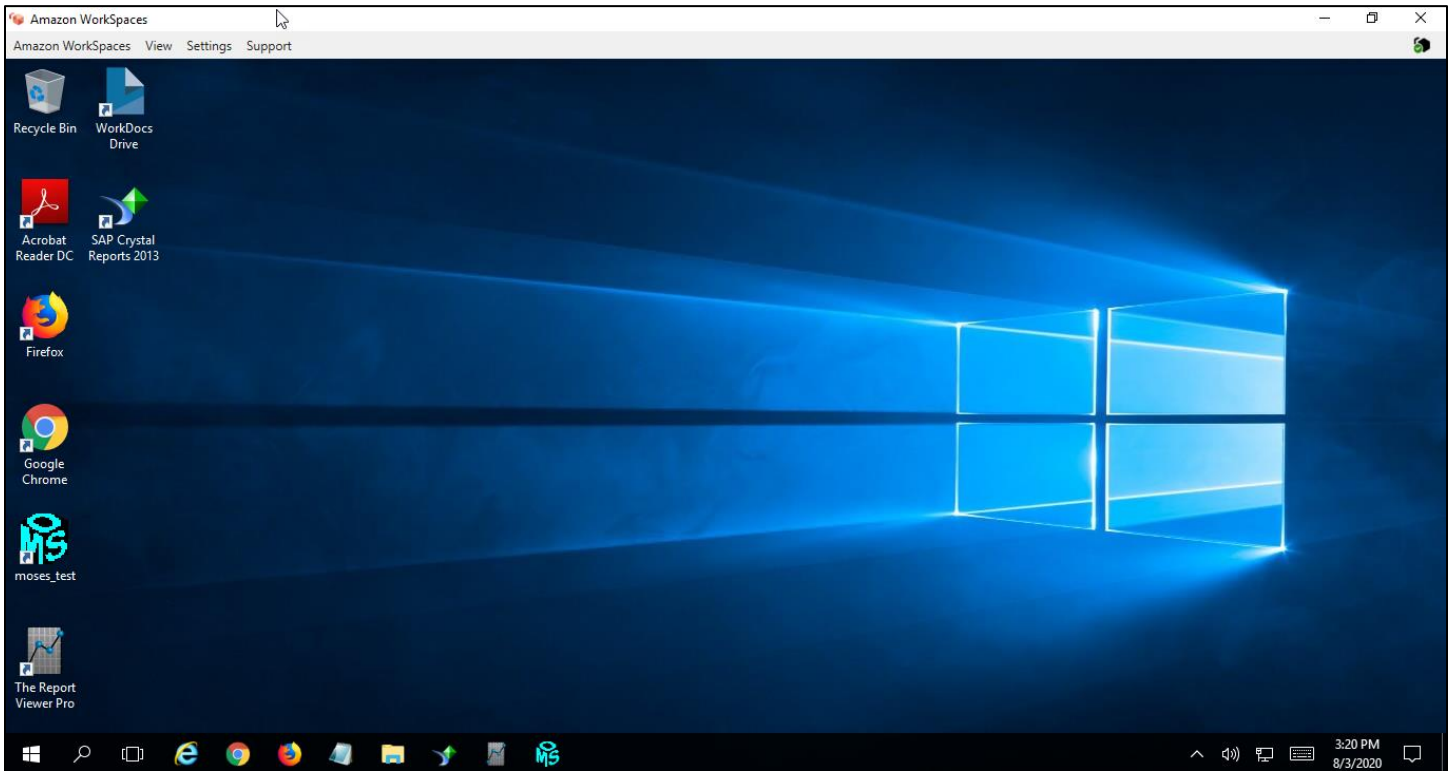
It wants to know your Network access. **Select** one of the options below.

- ✓ **Yes** is if you are using your own assigned computer or device.
- ✓ **No** if you are using a *Public* computer, like the library or resource room.
- ✓ **YES** , the computer will remember your *username* and prompt you *just* for the password.
- ✓ **NO** Amazon Workspaces will NOT remember your *username* when you log in. So you will need to enter your username and password every time.



Make your selection as is appropriate.

4. You will now be logged into **Amazon WorkSpaces**.



Setting up WorkDocs on Amazon WorkSpaces

When you initially log into Amazon WorkSpaces you *may* need to connect your WorkDocs (Work documents folder) to the Executive Office of Labor and Workforce Development network. Where your work will be stored. WorkDocs is your *share drive* and where you can *save* your work.

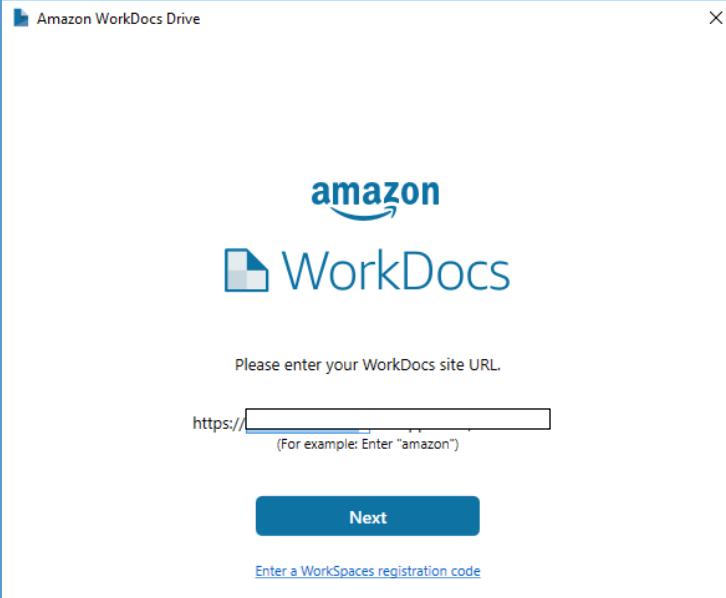
This process may be already done for you when you get your account. Sometimes IT sets it up and sometime they do not. If set up then just *ignore* this section.

If the WorkDocs box below does not appear after a few minutes then this process has been done for you and you can skip to the next section.

If not follow this process to set up your share drive.

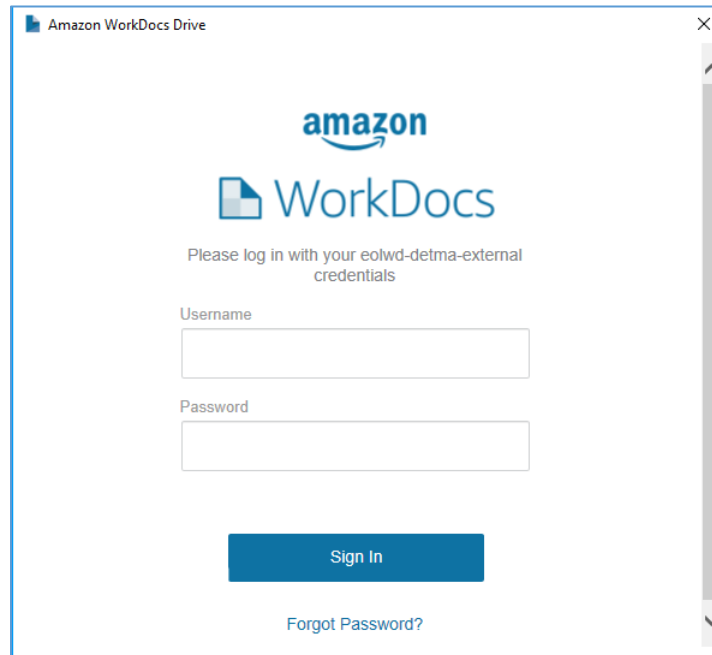
1. When the Amazon WorkDocs Drive pops up the enter in the open box:

for the WorkDocs site URL .



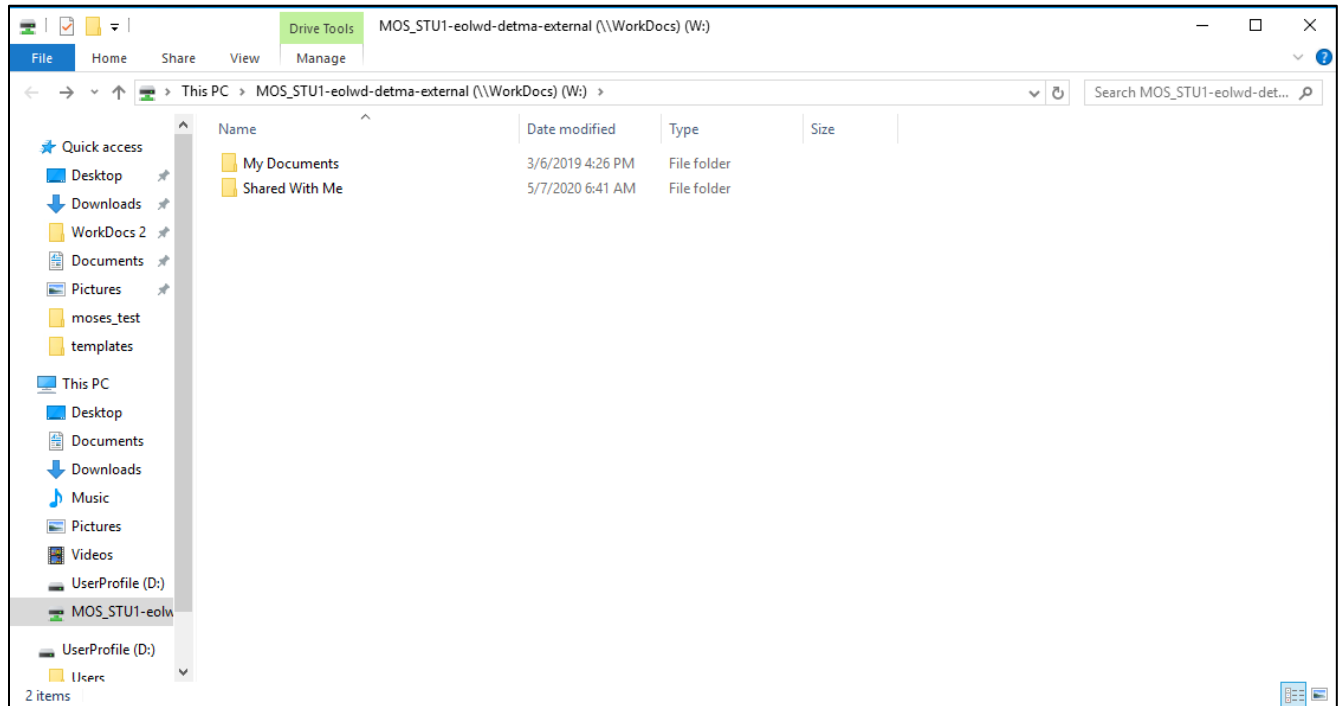
The screenshot shows a window titled "Amazon WorkDocs Drive" with a close button in the top right corner. The window contains the Amazon logo and the "WorkDocs" logo. Below the logos, the text "Please enter your WorkDocs site URL." is displayed. A text input field is provided with the placeholder "https://" and a hint "(For example: Enter 'amazon')". A blue "Next" button is located below the input field. At the bottom of the window, there is a link that says "Enter a WorkSpaces registration code".

2. This window pops up. Login to the WorkDocs site using your Amazon WorkSpace Username and password.



3. Once authenticated and verified, Open / double click on  box.

4. You should see the following folders:



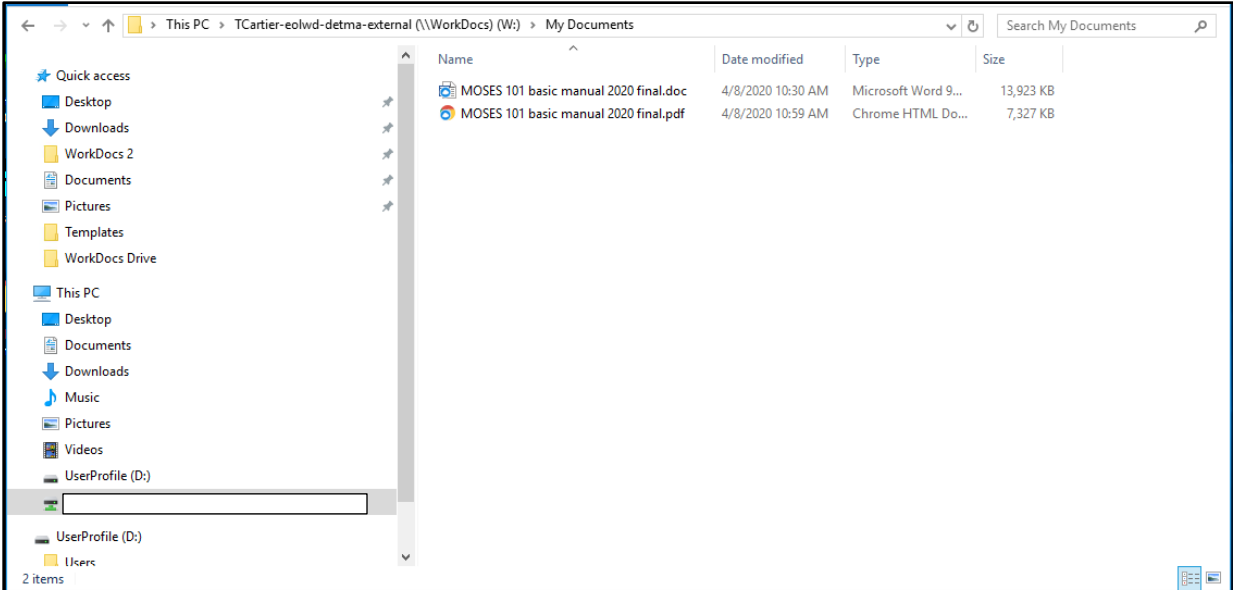
The

My Documents	7/30/2018 7:42 PM	File folder
--------------	-------------------	-------------

 folder is your drive / folder to store / save your work / and store the MOSES files.

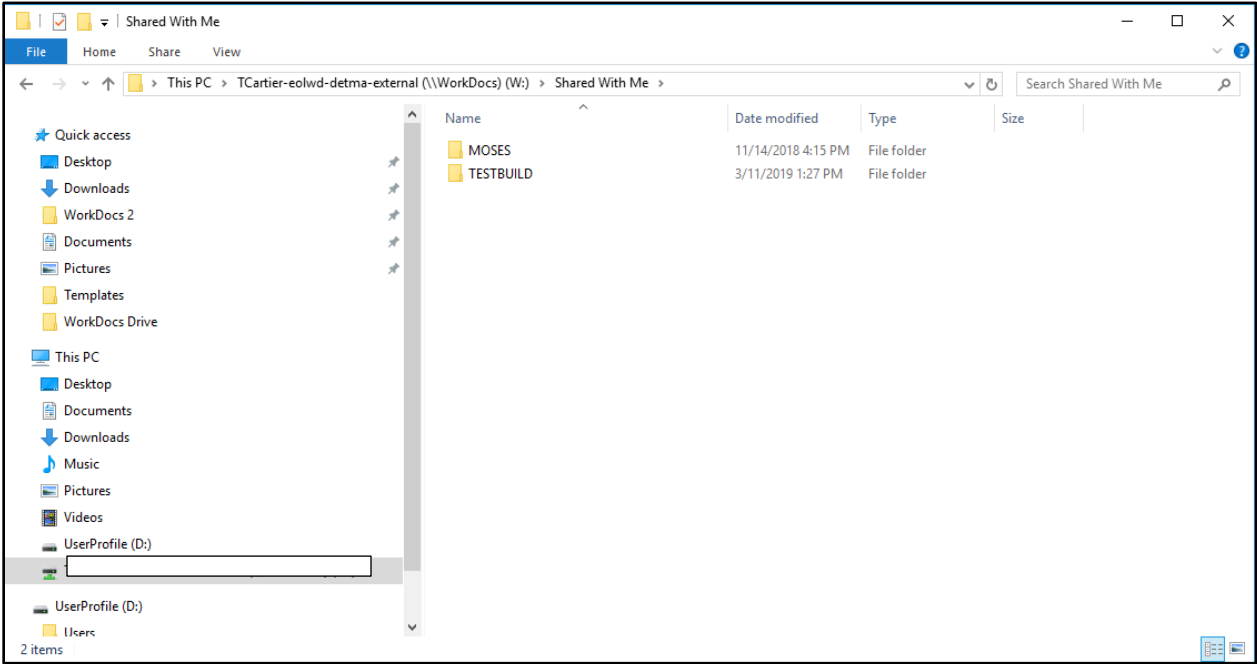
My Documents 7/30/2018 7:42 PM File folder

Contains your work.



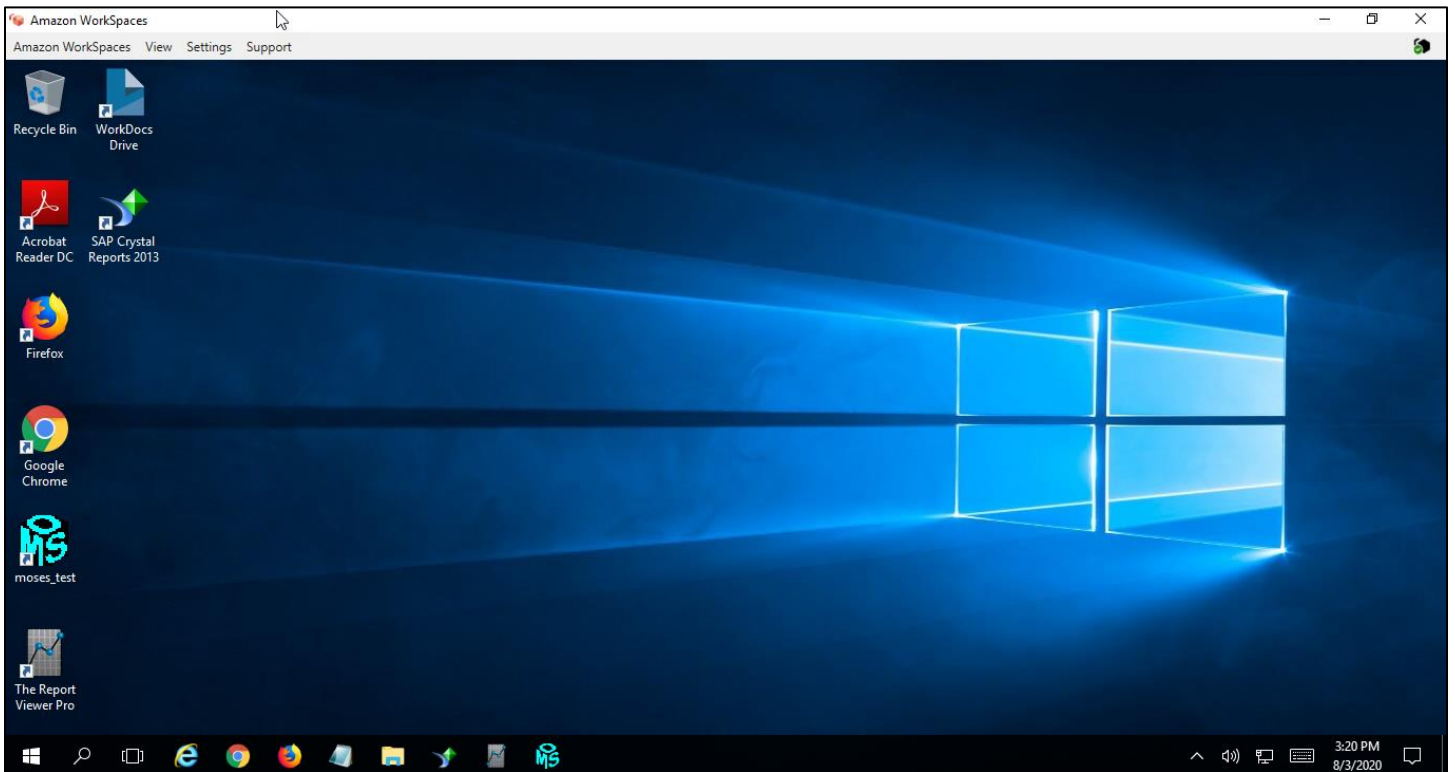
Shared With Me 11/9/2018 10:40 AM File folder

Contains the *MOSES* files.

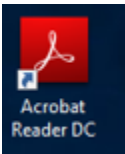


Close the window.

Basic Desktop Components on Amazon WorkSpaces



Your recycle bin of deleted items. Remember to empty it often.



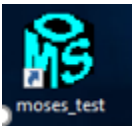
Adobe Acrobat Reader DC software is the free global standard for reliably viewing, printing, and commenting on PDF documents. It's the only PDF viewer that can open and interact with all types of PDF content, including forms and multimedia.



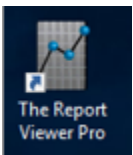
Firefox is a Web browser that is smaller, faster, and in some ways, more secure. Firefox gives users a cleaner interface and faster download speeds.



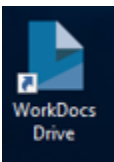
Chrome is the name of the Web browser developed by Google Inc., that appeals to many users as it combines a minimal design with sophisticated technology to make the Web faster, safer and easier to browse.



MOSES. The Massachusetts One Stop Employment system. The agencies workforce development software to record all interactions and services.



The Report Viewer is the easiest and fastest way for you to open and view live data from your agency's Crystal Reports documents. The Report Viewer allows users to open, view, manage, run, refresh, print, email, and export their Crystal Reports .RPT and RPTR files.



Amazon WorkDocs is a fully managed, secure content creation, storage, and collaboration service. With Amazon WorkDocs, you can easily create, edit, save content, and because it's stored centrally on AWS, access it from anywhere.



Crystal Reports is a business intelligence application used to create custom reports from a variety of data sources. MOSES is the source of the agencies data.

The Bottom Tool bar



Search. Will pull up Search window.



Pulls up Task view.



Internet Explorer. Internet browsing software manufactured by Microsoft Corp. and included on computers with their Windows operating system. This software allows users to view and navigate web pages on the Internet. Internet Explorer is the most widely used browser in the world.



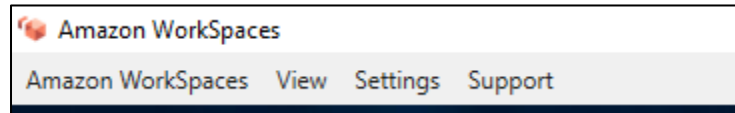
Notepad. Notepad is a simple text editor for Microsoft Windows and a basic text-editing program, which enables computer users to create documents.



File Explorer. File Explorer is a file manager application that is included with releases of the Microsoft Windows operating system. It provides a graphical user interface for accessing the file systems.

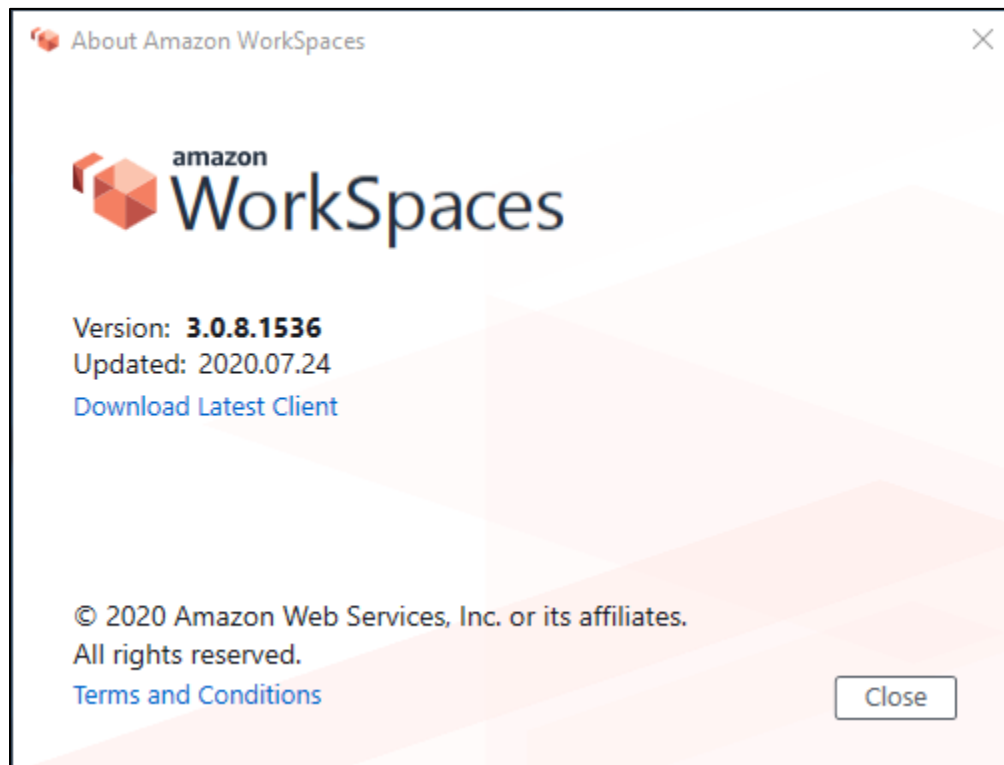
The Top Tool bar

AMAZON WORKSPACES



About Amazon WorkSpaces

(Tells you latest Version and update.)



Disconnect WorkSpace

(Do not touch. Only do so if told by IT staff. It re-starts your account.)

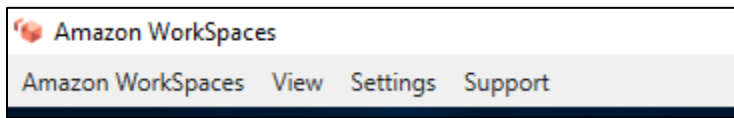
ReStart WorkSpace

(Do not touch. Only do so if told by IT staff. It re-starts your account.)

Quit Amazon WorkSpace

(Do not touch. Only do so if told by IT staff.)

VIEW



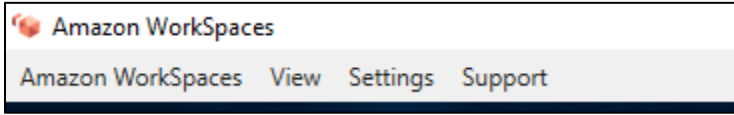
Send Ctrl + Alt + Del

(as stated)

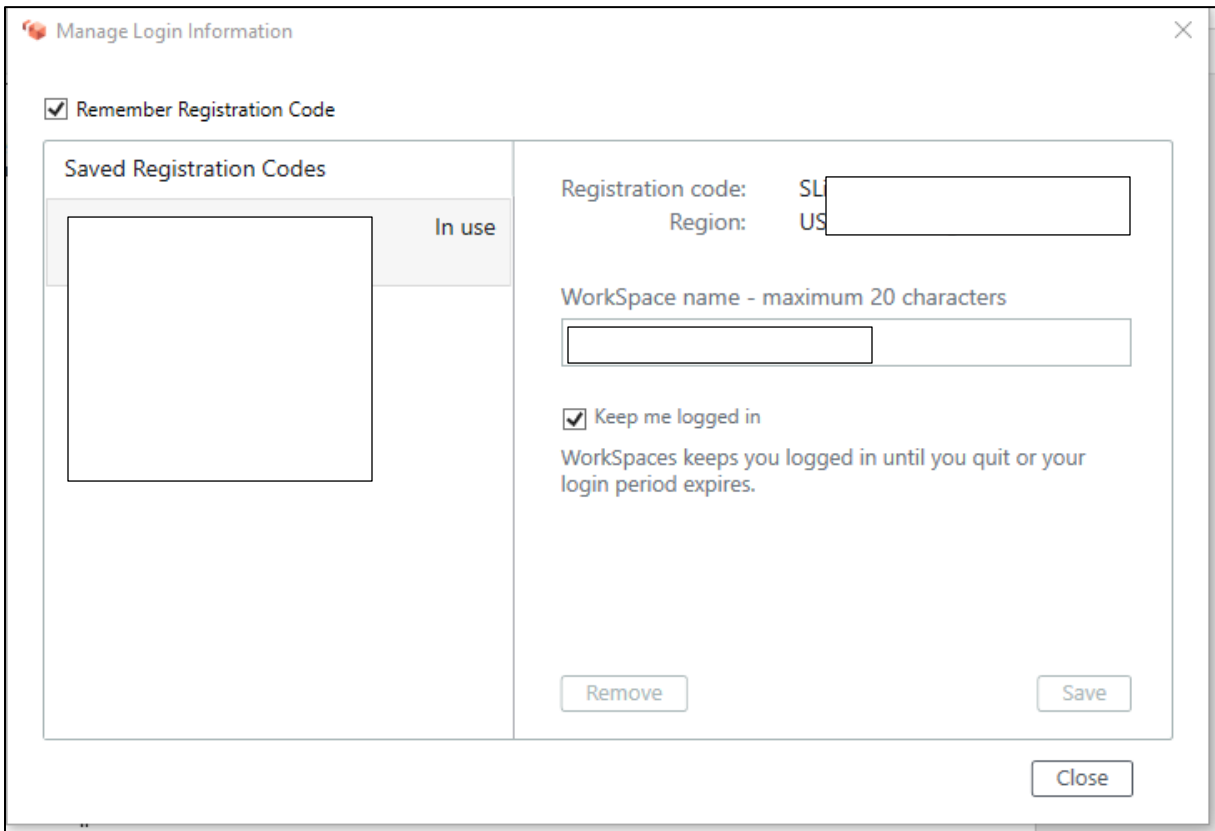
Enter Full Screen

(as stated)

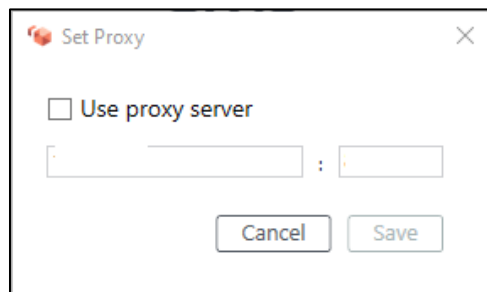
SETTINGS



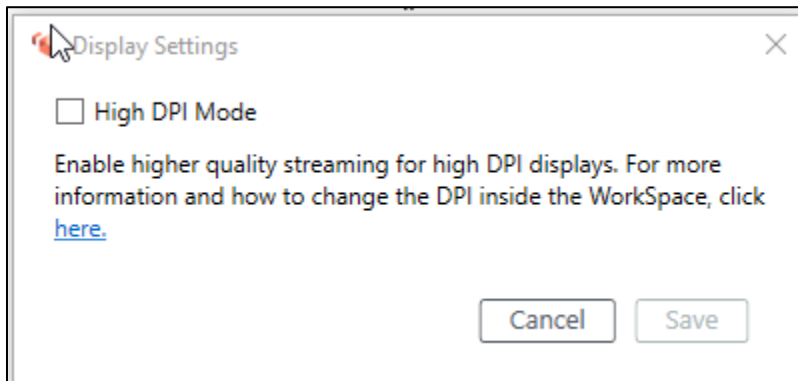
Manage Login Information



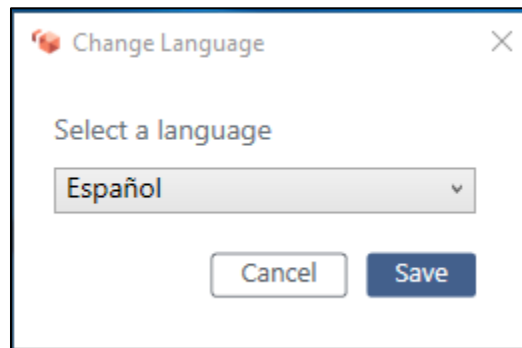
Manage Proxy Settings



Display Settings....



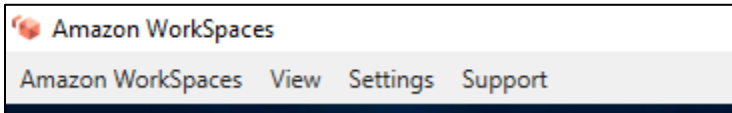
Change Language



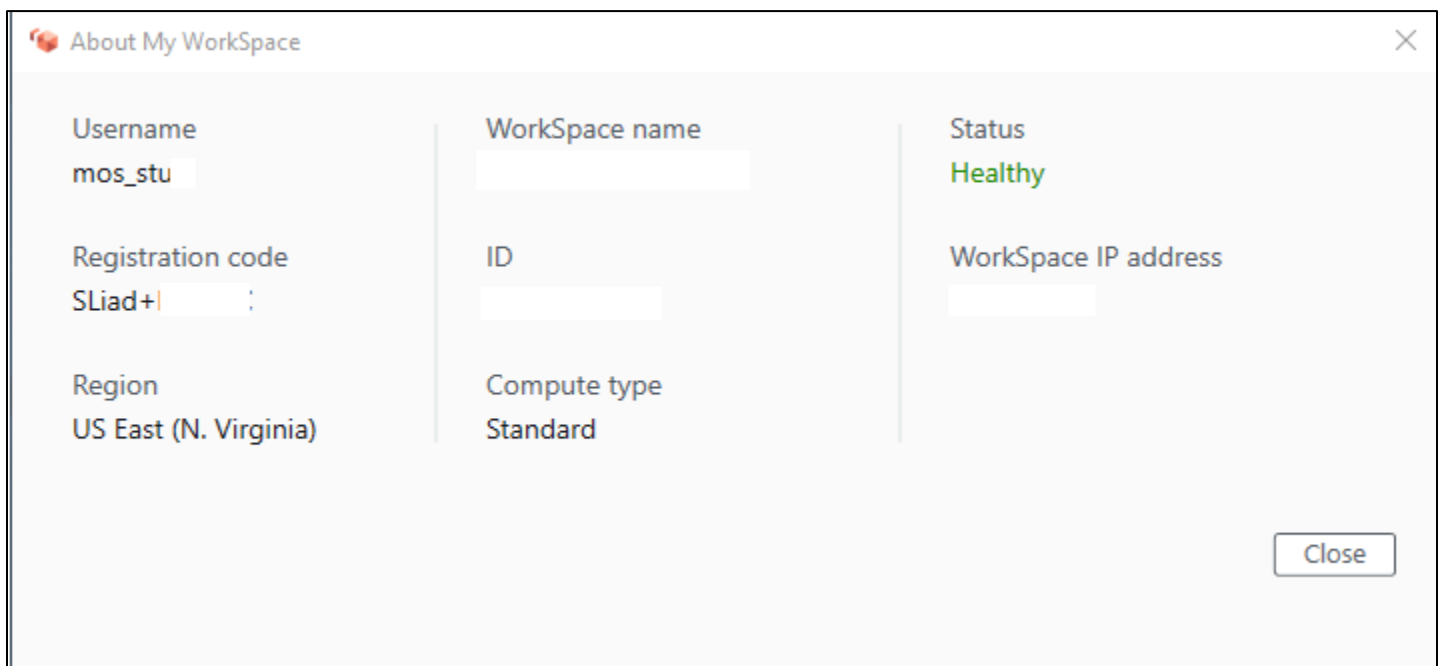
Rebuild WorkSpaces

(Do not touch. Only do so if told by IT staff.)

SUPPORT




About My Workspace

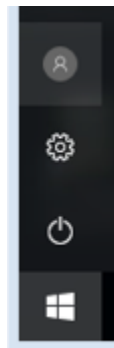
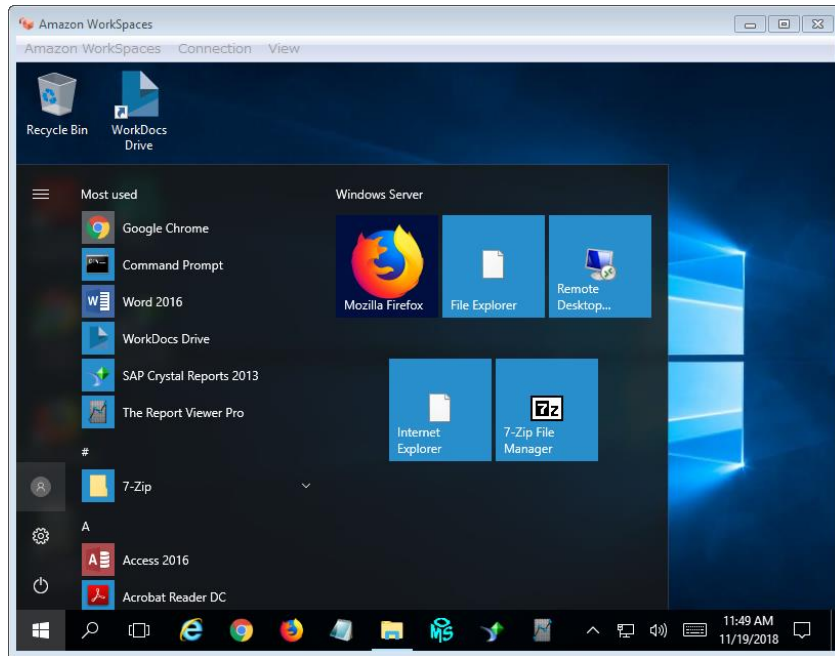



Send Feedback...

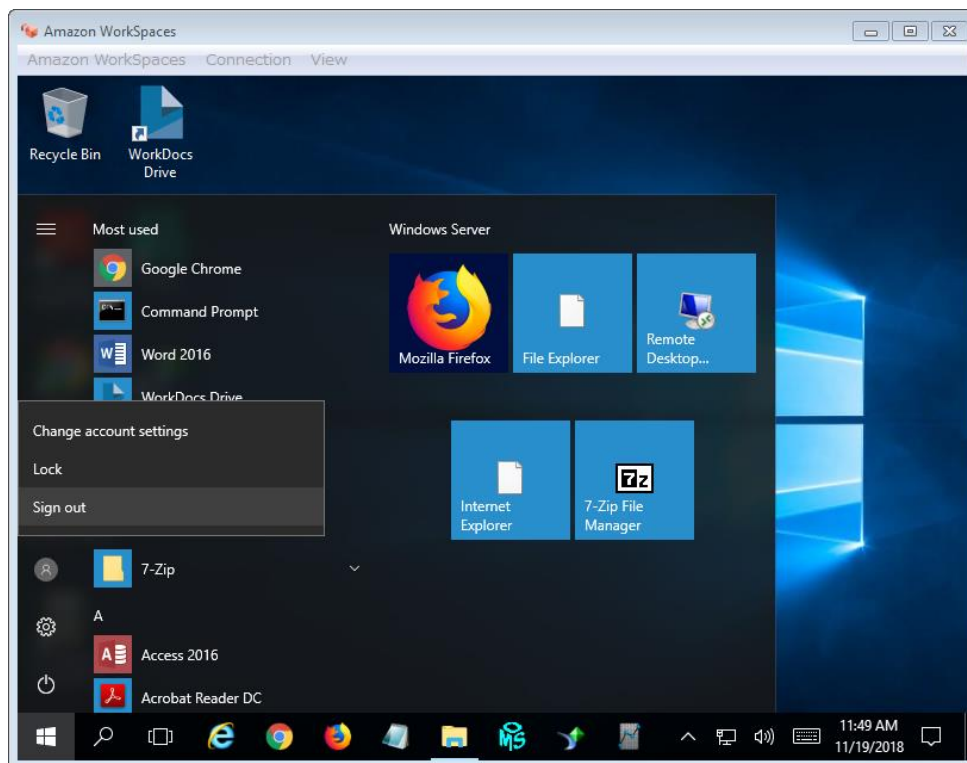
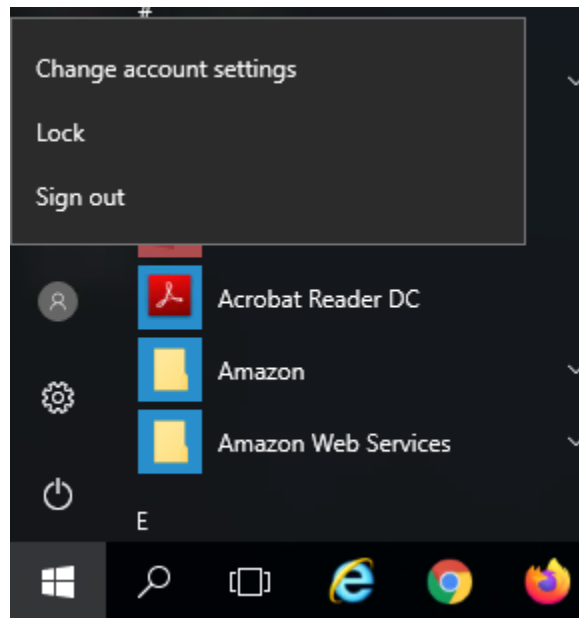
(As stated)

How to log out

- 1.) The correct way to log out of your Amazon WorkSpaces account is by clicking on the **Microsoft box** in the bottom left corner. Select the  icon.



2.) Then click on the circle with the head  icon, that is your *account manager*.



3.) Click **Sign out**.

You are now logged off.
Close the **Log In** screen.

Updating Amazon WorkSpace software

(This works on most State machines.)

When you get prompted that there is a new update of your Amazon WorkSpaces software.

You do NOT need *administrator* rights. Click: ***install*** on the update.

When you are asked: “Do you want to install for ALL USERS” or “Install for just YOU”?

Select : “*JUST YOU*”.

Follow the prompts (click **OK** for both).

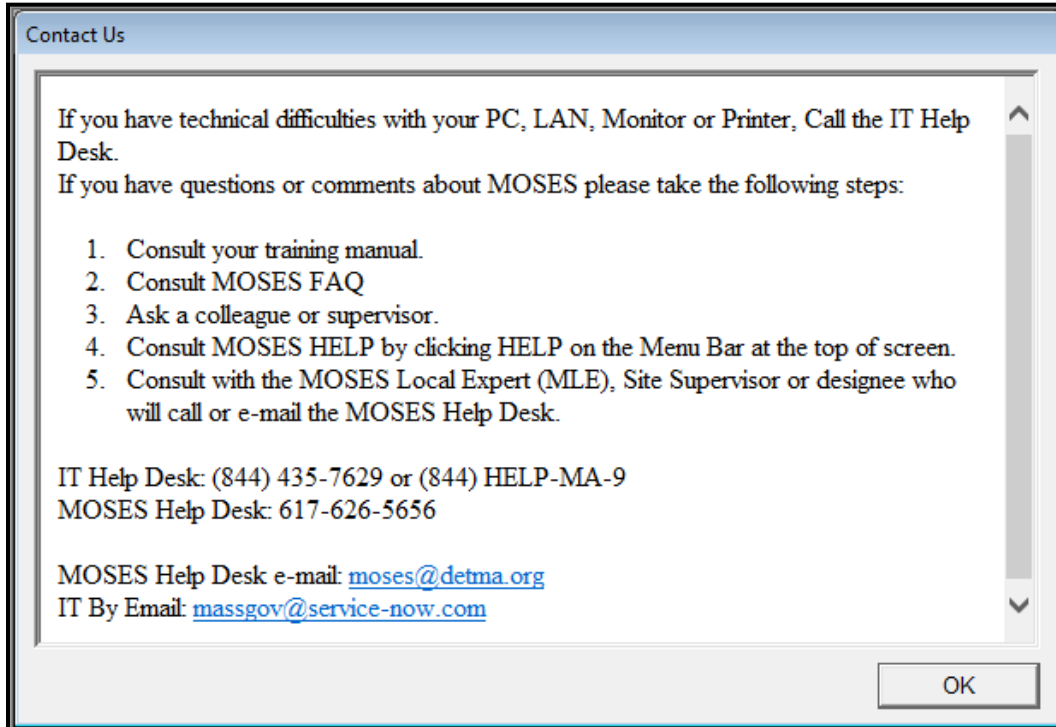
The software update will run.

Click **Finish** and your Amazon WorkSpaces is updated.

My Amazon WorkSpace (AWS) Log in is:

My initial **AWS** Log in password is:

My **AWS** Registration Code is:



DCS MOSES/AMAZON WORKSPACE REQUEST FORM

AMAZON ONLY

AMAZON AND MOSES

MOSES ONLY

New User

Change Configuration

Reactivate MOSES User
Date: _____

MOSES Change Request

Terminate Access on

Amazon Profile

EOLWD Non-EOLWD

EOLWD EMPLOYER DCS DUA EOLWD

Other Specify: _____

Non-EOLWD EMPLOYER OSCC CBO DTA WDB

Other Specify: _____

ENTER CURRENT MOSES ID

Request New MOSES ID

Attended MOSES 101 Yes No

Schedule for MOSES 101 Yes No

Date: _____

Veteran Representative: Yes No

Description & Justification for MOSES/AMAZON Change(s):

First Name:

MI:

Last Name:

Position/Title:

Hire Date (New Hire):

Non-State Email Address:

State (MASSMAIL) Address:

Primary Office/Location Name:

Phone:

Street Address:

City:

State:

ZIP Code:

Secondary Office(s) (if appropriate):

Signature of Employee:

Date:

MANAGER APPROVAL INFORMATION

Print Name of Approving Manager:

Title:

Email:

Phone:

Signature:

Date:

THE FOLLOWING SIGNED DOCUMENTS MUST BE MAINTAINED AT THE EMPLOYING OFFICE AND UPDATED ANNUALLY AND BE AVAILABLE FOR REVIEW BY INTERNAL CONTROL AND DCS FIELD MANAGEMENT OFFICE

DCS MOSES/AMAZON WORKSPACE REQUEST FORM

- EOLWD ITR Policy (located at [mass.gov/massworkforce](https://www.mass.gov/massworkforce))
- EOLWD Confidentiality Policy EOLWD (located at [mass.gov/massworkforce](https://www.mass.gov/massworkforce))
- EOLWD Confidentiality Policy Non-EOLWD (located at [mass.gov/massworkforce](https://www.mass.gov/massworkforce))
- EOLWD Remote Access Acceptable Use Policy (located at [mass.gov/massworkforce](https://www.mass.gov/massworkforce))

Policies are available at: <https://www.mass.gov/service-details/moses-and-aws-workspaces-access>

SUBMIT REQUESTS AS PDF VIA EMAIL TO: dcscitrix@massmail.state.ma.us