



Parallels® Access™

User's Guide

Parallels International GmbH
Vordergasse 59
8200 Schaffhausen
Switzerland
Tel: + 41 52 672 20 30
www.parallels.com

Copyright © 1999-2018 Parallels International GmbH. All rights reserved.

This product is protected by United States and international copyright laws. The product's underlying technology, patents, and trademarks are listed at <http://www.parallels.com/about/legal/>.

Microsoft, Windows, Windows Server, Windows Vista are registered trademarks of Microsoft Corporation.
Apple, Mac, the Mac logo, OS X, macOS, iPad, iPhone, iPod touch are trademarks of Apple Inc., registered in the US and other countries.
Linux is a registered trademark of Linus Torvalds.
All other marks and names mentioned herein may be trademarks of their respective owners.

Contents

Welcome to Parallels Access.....	5
What You Need.....	6
Set Up Parallels Access.....	6
Use Parallels Access with a Phone or Tablet.....	8
Get Started	8
Organize and Open Apps	11
View Apps.....	13
Click, Drag, Scroll, and Select	17
Use the Keyboard	19
View Multiple Apps at Once.....	20
Set Where Sound Plays.....	21
Manage and Share Files	21
Open Files	23
Move and Organize Files	25
Share Files.....	27
Register Cloud Services	29
Game Mode.....	30
Mouse Modes.....	32
Access Your Computer from a Remote Location	33
Security	35
Control Your Computer from Another Computer	36
Parallels Access Settings.....	38
Privacy.....	38
Your Account.....	38
General	39
User Input	39
Security	39
Customer Experience Program.....	40
Troubleshooting	40

About Parallels Access	40
When You're Finished	41
Software Updates	41
Remove a Computer from Parallels Access.....	42
Troubleshooting	43
Get Help	44

CHAPTER 1

Welcome to Parallels Access

Parallels Access lets you remotely access all your Mac and Windows applications and files from your iPad, iPhone, Android device, or another computer.

You can work in desktop apps as if they were native mobile apps, easy to use with gestures you're already familiar with, and automatically sized to take up the full display of your device.



You can also store and work with files from your computer on your devices, and share files from your computer with anyone.

Read this guide to find out how to install and use Parallels Access.

In This Chapter

What You Need.....	6
Set Up Parallels Access.....	6

What You Need

Using Parallels Access, you can connect to and use applications from:

- A Mac with macOS 10.10 or later
- A PC or virtual machine with Windows 7 or later

To use Parallels Access on a phone or tablet, you need one of the following:

- An iPad (second, third, or fourth generation) or any iPad Air, iPad Pro, or iPad mini, with iOS 9 or later
- An iPhone (4s or later) with iOS 9 or later
- An Android phone or tablet with Android 4 or later

To use Parallels Access to connect to your computer from a second computer, you need one of the following on the computer you're connecting from:

- A Mac using:
 - Safari 6 or higher
 - Chrome 14 or higher
 - Firefox 6 or higher
 - Opera 12.10 or higher
- A Windows PC using:
 - Internet Explorer 10 or higher
 - Chrome 14 or higher
 - Firefox 6 or higher
 - Opera 12.10 or higher

Your computer and your mobile device must be connected to the Internet. Be sure to download and install the latest updates to your operating system.

Set Up Parallels Access

You can be up and running with Parallels Access in a few easy steps. To set up Parallels Access:

- 1** On the computer you want to connect to, go to access.parallels.com and sign in to your Parallels account.

You can sign in using an existing Parallels account, register for a new Parallels account if you don't already have one, or sign in with a Facebook or Google account.

- 2** Click **Downloads** and then download and install the Parallels Access agent on your computer.

Important: If you're using Parallels Access with a virtual machine, download and install the Parallels Access agent for the native operating system of your computer. As a plus, you'll be able to use apps from both the native and virtual machine operating systems.

If you want to use Parallels Access with more than one computer, download and install the Parallels Access agent on each computer.

- 3** If you want to be sure your computer and its files are accessible while you're away, set it never to sleep (p. 33).
- 4** If you want to use Parallels Access from a phone or tablet, do the following:
 1. On your phone or tablet, download and install Parallels Access from the App Store or Google Play Store.



2. Open Parallels Access and sign in.
- 5** If you want to use Parallels Access from a second computer, go to access.parallels.com and sign in to your Parallels account.

CHAPTER 2

Use Parallels Access with a Phone or Tablet

This section gives details on using all of the features of Parallels Access when connecting to your computer with a phone or tablet.

In This Chapter

Get Started	8
Organize and Open Apps	11
View Apps.....	13
Click, Drag, Scroll, and Select.....	17
Use the Keyboard	19
View Multiple Apps at Once	20
Set Where Sound Plays.....	21
Manage and Share Files	21
Game Mode.....	30
Mouse Modes	32
Access Your Computer from a Remote Location.....	33
Security.....	35

Get Started

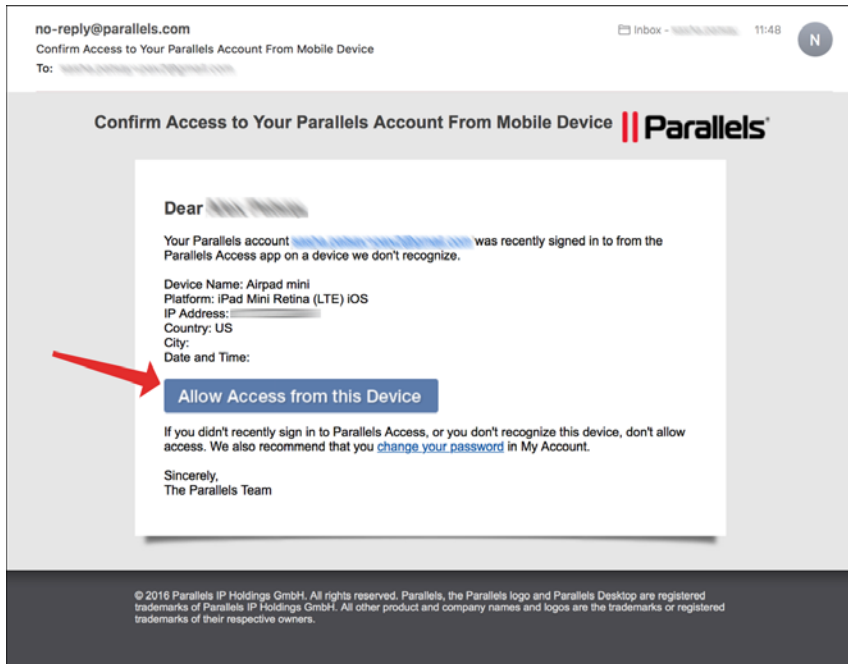
Once you have set up Parallels Access, you can start using your desktop applications on your mobile device simply by doing the following:

- 1 If the Parallels Access agent isn't already running on your computer, open it (in the **Applications** folder on a Mac or in the **Start** screen or **All Programs** menu in Windows).
The Parallels Access agent automatically signs in and registers with the Parallels Access servers.
- 2 Open Parallels Access on your phone or tablet.

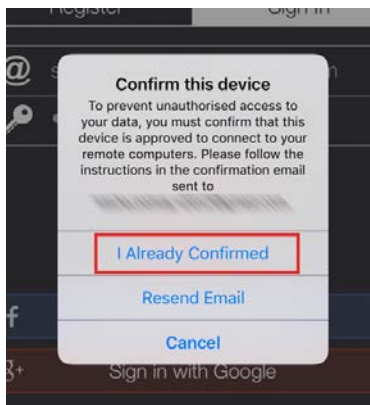


- 3 Sign in to your Parallels account.

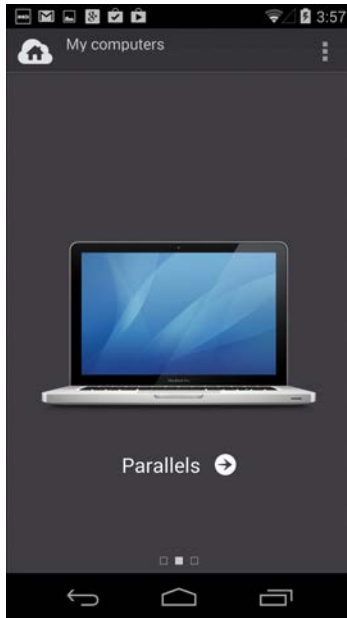
If this is the first time you've signed in using this device, an email is sent to you with a link to verify the device. Open the email and click the link.



Then come back to Parallels Access and tap **I Already Confirmed**.



All of your computers that have signed in to Parallels Access are accessible.



You can swipe left or right to cycle to another computer.

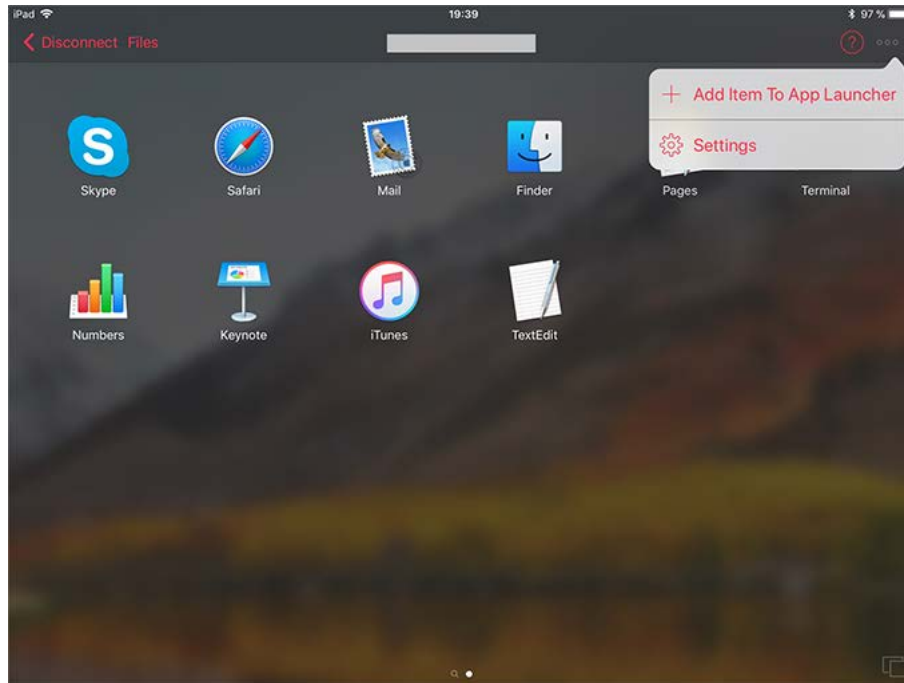
- 4** Tap the computer that has the apps or files you want to use.

Once connected, you can log in to your computer and start using your apps on your mobile device.

If you are unable to connect, see the Troubleshooting section (p. 43) for help.

Organize and Open Apps

When you first connect your phone or tablet to your computer using Parallels Access, the App Launcher appears showing several of the applications from that computer.



You can remove apps or add more apps to the App Launcher.

Add apps to the App Launcher:

- 1 **iPad:** Tap the **Menu** button (three dots) in the top right corner and tap **Add Item to App Launcher**.

iPhone: Tap **+** in the lower-left corner.

Android: Tap the **Menu** button (three dots) in the top right corner and tap **Edit applications list**.

A list of all the applications on your computer appears.

- 2 Turn on the switches or check the boxes next to the apps you want to add. To find an application, type in the search field.

Move or remove an app from the App Launcher:


iPad/iPhone: Tap and hold any app icon until the apps begin to wiggle. Then drag an app to another location to move it, or tap the **X** in the upper-left corner of an app icon to remove it.

Android: Tap and hold an app for a moment, then drag it to another location to move it or drag it to **Remove** at the top of the screen to remove it.

You can also remove several apps quickly by tapping the **Menu** button (three dots) and tapping **Edit applications list**, and then unchecking the boxes next to apps you want to remove.

Removing an app from the App Launcher doesn't remove it from your computer, and you can always add it to the App Launcher again later.

Open an app: Tap the app.

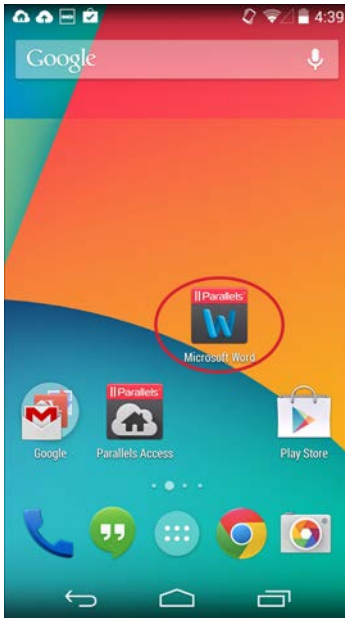
Return to the App Launcher: Tap  in the toolbar or in the App Switcher. From the App Launcher, you can open another app.

Create a shortcut on the Android home screen: If you have an Android device, you can create a shortcut to any app so you can launch it directly from the Android home screen.

- 1 From the App Launcher, tap and hold an app icon for a moment, then drag it to **Create a Shortcut** at the top of the screen.



- 2 To launch the app, just tap its icon on the home screen.



View Apps

Parallels Access adjusts to how you use your devices, so you can see your apps the way you want to.

Landscape and Portrait Orientation

When you open an app, Parallels Access automatically sizes it to best fit the screen of the device you're using. You can view apps with your device held in landscape or portrait orientation.

Use Parallels Access with a Phone or Tablet

View an app in landscape orientation: On both tablets and phones, the app window is sized to take up the full display.




View an app in portrait orientation: When using an iPhone or Android phone, you see the full height of the app onscreen and you can swipe left or right to scroll sideways.



When using an iPad or Android tablet, the full app appears horizontally across the center, with black bars on the top and bottom.

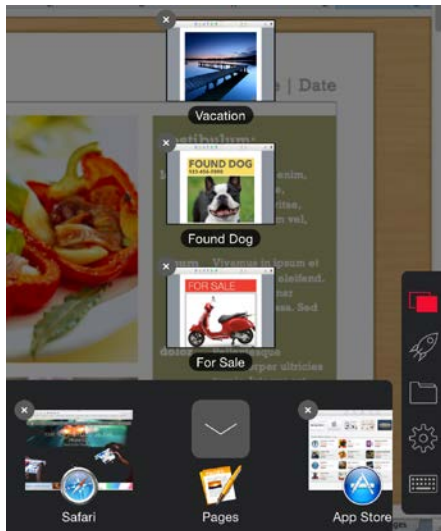
Switch Between Applications and Their Windows


It's easy to move from application to application, from window to window, and to open and close windows.

Switch between open applications: You can see all your open applications by tapping  in the toolbar on the right to expose the App Switcher below. Apps are shown in the order that they were used. Tap any open app to switch to it. Swipe to the left to see more open applications.



Switch to another open window: In the App Switcher, apps with more than one open window show a number above the app thumbnail. Tap the number to expand the open windows, then tap a window to switch to it.



Close an app or window: Tap  to show the App Switcher, then tap an **X** in the upper-left corner of an app's thumbnail to close the app. To close just a single window in an app, expand the windows (see above) and then tap the **X** in the upper-left corner of a window.

Move or Hide the Toolbar

The toolbar has essential system functions and is always there when you need it. And you can move it or hide it when you don't.

Move the toolbar: To move the Parallels Access toolbar on the right side of the screen, drag it up or down.




Show or hide toolbar: On an iPad, you can hide the toolbar by swiping it off the screen to the right. To show it again, swipe in from the right edge of the screen.

Adjust the Display

You can adjust the magnification, resolution, and picture quality to your liking.

Zoom in: On an iPhone or Android phone, you can spread two fingers apart to zoom in on a portion of the app.


Note: With some applications that support resizing content using a trackpad or touch surface, such as Microsoft Word, once you've zoomed completely in or out, continuing to zoom resizes the content within the app.

Change the resolution: If you're not seeing as much of an app onscreen as you'd like, you can change the resolution. To do so tap  in the toolbar on the right and then tap **Desktop Resolution**. You can choose:

- **Best for your device:** This is the default setting, set to show the best balance between readability and detail.
- **More Space:** You can see more of an app but the interface and text are smaller.
- **Same as Computer:** The resolution matches that of your computer's screen.

Try each setting to see which you like best.

Note: When you're using Parallels Access, your computer display's resolution changes to match your iPad. The display's resolution returns to normal immediately when you disconnect Parallels Access from your computer, or after a few minutes if you press the Home button on your iPad, iPhone or Android device.

Always show a higher-quality picture: By default, Parallels Access may adjust the fidelity of the picture if the network speed is slower. To set it to always show a high-quality picture, tap  in the toolbar on the right, tap **Desktop Resolution**, and then turn on **Higher quality picture**.

Exit Full Screen mode: In many macOS apps, you can enter Full Screen mode by clicking the double arrows in the upper-right corner. The menu bar of the app disappears. To exit Full Screen mode in Parallels Access, tap the Exit Full Screen icon at the top of the screen.



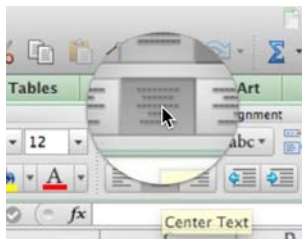
Click, Drag, Scroll, and Select

You control apps from your computer in Parallels Access using the same gestures you're used to using with apps made for your iPad, iPhone, or Android device. In addition, there are a few special gestures that make it easy to work with desktop apps.

Click: Tap directly on an interface element to click it. A touchpoint indicator appears briefly to show where you clicked. Tap twice to double-click.

Smart Tap technology helps activate the control you're aiming for, even if you miss it and tap nearby instead.

Click more precisely: Using this method, you can be sure to click exactly where you want to, every time. Tap and hold near an item you want to click, such as a small button, to bring up a magnifying glass, then center the pointer over the item and release to click.



Drag an item: On your computer you often click the mouse and then drag to do things like move items around the screen; select text; move selected text; choose menu items; drag sliders, window dividers, and other interface elements; and more. Parallels Access makes it easy to carry out those same actions on your phone or tablet.

To drag an item, do one of the following:

- Tap and hold an item that you want to drag to bring up a magnifying glass, and keep holding for a moment as a blue line circles the magnifying glass and the pointer briefly pops up to show it is locked in. Then drag to move the item.
- Or to start dragging more quickly, tap and hold an item that you want to drag, tap anywhere else on the screen with a second finger, and then drag the item.

You can use these methods to grab any item or object that you would grab on your computer by clicking and holding the mouse button. For example, rather than tapping a menu name and then tapping a second time to select a menu item, for greater precision you can tap the menu name, hold until the pointer locks in and the menu opens, and then drag down to the menu item you want.

Right-click: Tap with two fingers. In many cases, this brings up a shortcut menu.

Right-click more precisely:

- 1 Tap and hold near an item you want to click to bring up a magnifying glass.
- 2 Center the pointer over the item and, while still holding, tap anywhere else on the screen with two more fingers to bring up a shortcut menu.
- 3 Drag the pointer to the menu item you want and release to click.

Scroll: Drag up, down, left, or right with one or two fingers.

Select text: There are a few ways to select text. Try them and see which you like best.

- Tap and hold text to bring up a magnifying glass and keep holding for a moment as a blue line circles the magnifying glass and the pointer briefly pops up to show it is locked in. Then drag to select text.



- Tap and hold text to bring up a magnifying glass and tap anywhere else on the screen with another finger, and then drag to select text.
- Double-tap a word or triple-tap a paragraph to select it and then drag the selection handles to modify your selection.
- On an iPad or iPhone, you can also select text just as you would in any iOS app: Tap and hold text until the magnifying glass appears, and then release immediately to show the **Edit** menu. Then tap **Select** to select a single word, and adjust by dragging the selection handles.


Once you've selected text using any of the methods above, you can refine your selection by dragging the selection handles that appear.


Zoom: In some applications, such as Microsoft Office apps, you can spread two fingers apart or pinch together to enlarge or reduce text size, or otherwise zoom in or out, just as you would using a trackpad on your computer.


Use a Mouse Pointer

For an alternate way of interacting with apps, you can use an onscreen mouse pointer to click and select text, similar to how you would using a real mouse.

To use the mouse pointer, tap  in the toolbar on the right and then tap **Mouse Pointer**. An arrow pointer  appears and left- and right-click buttons  appear at the bottom of the screen.

Click: Drag one finger anywhere on the screen to move the pointer. Tap  to click directly under the pointer.

Select text: Tap and hold  with your thumb as you move the pointer with a finger to select text.

Drag an object: Tap and hold  with your thumb as you move the pointer with a finger to drag the object underneath it, such as a file or a folder.

Right-click: Tap  to right-click under the pointer.



Scroll: Drag up, down, left, or right with two fingers.

Magnify: To magnify text and graphics as the pointer passes over them, tap and hold until the magnifying glass appears and then move the pointer.



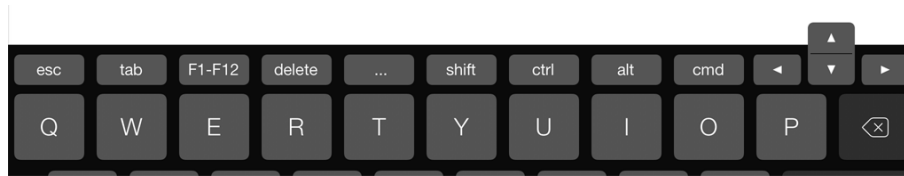
Use the Keyboard

With Parallels Access, you use a software keyboard with your desktop apps.


Show or hide keyboard: Tap in an area where text can be entered, or tap  in the toolbar on the right, to show the keyboard. Tap  again to hide the keyboard.

You can also show the keyboard by tapping with three fingers together.

Parallels Access features a modified keyboard that puts all the keys you need within easy reach.



- Tap **F1-F12** for access to function keys.
- Tap ... to access **Home**, **End**, **Pg Up**, and **Pg Down** keys.
- Tap the arrow keys to move the insertion point with precision, one space at a time.

Set the extra keys to always be visible at the bottom of the screen: Tap  in the toolbar on the right and tap **Additional Keys**. The keys are visible even when the keyboard is hidden. This is useful if, for example, you're using an app that requires a lot of Command-, Alt-, or Control-clicking.

Bluetooth Keyboard

You can also use any wireless Bluetooth keyboard that's compatible with your phone or tablet with Parallels Access.

For information on using a Bluetooth keyboard with an iPhone or an iPad, go to support.apple.com and search for "iPad wireless keyboard."

View Multiple Apps at Once

By default, Parallels Access lets you use your desktop apps at full screen on your phone or tablet, as if they were native mobile apps.

You can set Parallels Access to **Desktop Mode** so you can see more than one app at once. In this way you can, for example, drag files from the desktop into a folder, view windows from two apps together, and access the Windows task bar or Mac menu items and Dock.



Turn Desktop Mode on or off: Tap  in the toolbar on the right and tap **Desktop Mode**.

Set Where Sound Plays

You can set whether sound plays on your device, on the remote computer, or not at all.

Set where the sound plays: Tap the **Menu** button (three dots) in the top right corner and tap **Settings**. In the **General** section, tap **Sound** and choose **Play on Mobile Device**, **Play on Computer**, or **Mute**.

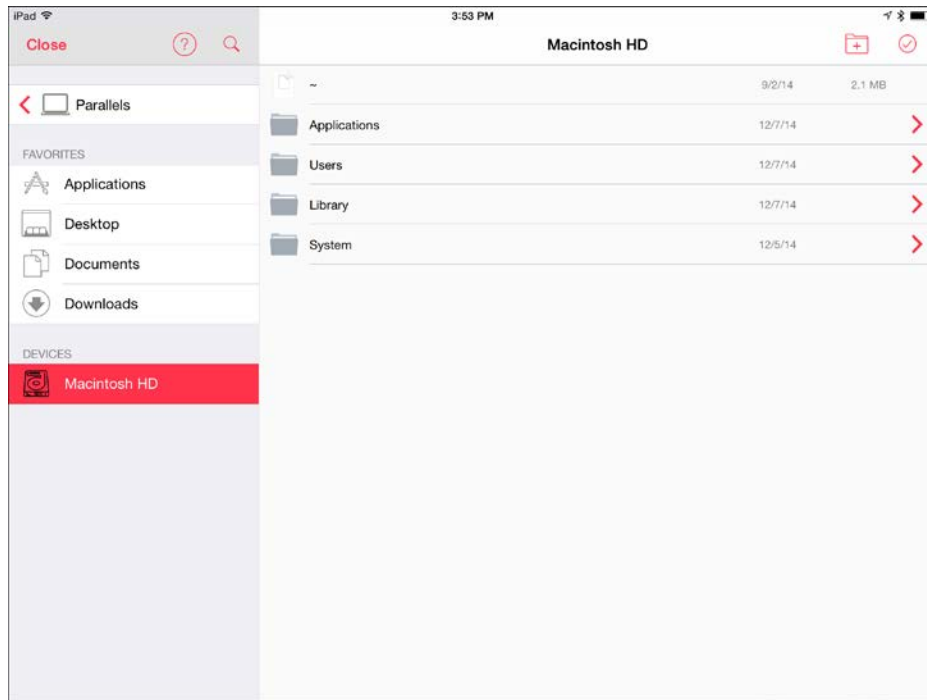
Manage and Share Files

In Parallels Access you can easily browse through your computer's file system and work with your files using a native mobile interface called the **File Manager**.

You can open files in desktop apps with Parallels Access and with mobile apps on your device. You can move files, rename them, delete them, store them locally on your device, work with files in the cloud, and more. You could, for example, import a file from your computer and store it locally, then connect to another computer later and open the file using an app on that computer.


You can also easily share any of your files with colleagues and friends by sending them a custom link to the file.

Open the File Manager: Tap  at the top of the **Computers List** screen, the **App Launcher**, or in the toolbar. The File Manager opens.



From the File Manager, you can access:

- Files from any computer you've added to Parallels Access, as long as the computer is online and accessible.
- Files stored on your device.
- Files in the cloud from services such as Dropbox, OneDrive, or Google Drive (you must first register the cloud service).

Search for a file: Tap .


Open Files

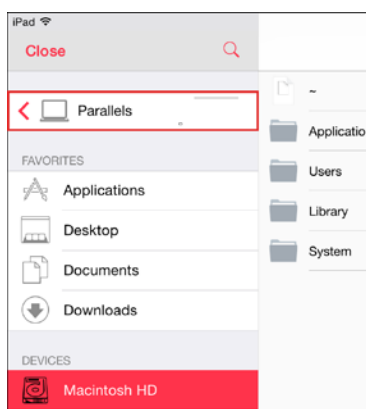
Open a file stored on your computer: Navigate to a file that's stored on your computer and tap it. In many cases, a preview of the document appears. A list of applications on your computer that can open the file appears below. Tap the the one you want.



Open a file stored elsewhere (on your device, in the cloud, or on another computer): To open a file that's not already on the remote computer where you want to open it, you must first copy or move it to the computer, and then open it.

- 1 Find the file you want to open and tap it.


You can find files that are stored on your device, in the cloud, or on another computer by tapping  (if you're on a phone) and then tapping the back arrow next to your computer name.



- 2** Move or copy the file to the computer where you want to open it: Tap the Menu icon (⋮), and then do one of the following:
 - Tap **Move**. The file will be moved to your computer and no copy will be stored in the original location.
 - Tap **Copy**. The file will be copied to your computer and a copy will also be stored in the original location.
- 3** Navigate to the spot where you want to move or copy the file. Then tap **Paste**.
- 4** Tap the file. A list of applications appears below. Tap the the one you want to open the file in.

Open a file from another mobile app: You can open files from other mobile apps using Parallels Access. For example, if you get an email with a Microsoft Excel file attached, you can open it in Excel on your remote computer (if you have Excel).

First you copy the file into Parallels Access, and then you copy or move the file to a remote computer and choose a desktop app to open it in.

- 1** In the other mobile app, select a file and tap the Share icon ( on an iPhone or iPad), and then tap **Parallels Access**. You may need to tap **Open In** first or scroll to find Parallels Access.

The file is copied into Parallels Access into **Local Files**.

- 2** Tap the file, tap the Menu icon (⋮), and then do one of the following:
 - Tap **Move**. The file will be moved to your computer and no copy will be stored in Parallels Access.
 - Tap **Copy**. The file will be copied to your computer and a copy will also be stored in Parallels Access.
- 3** Navigate to the spot where you want to copy or move the file. Then tap **Paste**.
- 4** Tap the file and tap the app you want to open it in.

Open a file in another mobile app: You can open any file from the File Manager in any compatible mobile app on your device.

- 1** Tap the file and tap the Menu icon (⋮).

2 Tap **Share** and choose an app. You may need to tap **Open With** first.



Export a file to iCloud: If you're using an iPhone or iPad with iOS 8 or later, you can export files to iCloud. Tap a file stored locally on your iPhone or iPad, tap **Export**, and then navigate to an iCloud folder.

You can access the file through other iCloud apps and in the Finder if you're using OS X Yosemite or later.

Tip: You can also use this method to move files to other cloud services, such as Dropbox or Google Drive. Tap **Export**, then tap **Locations** to choose a third-party cloud service.

Move and Organize Files

Copy and paste a file: Tap a file, tap the Menu icon (⋮), and tap **Copy**. Then navigate to a new location and tap **Paste**. The files are moved to the new location.

Store a file on your device: To quickly copy a file to your device, tap the file and tap **Use Offline**.

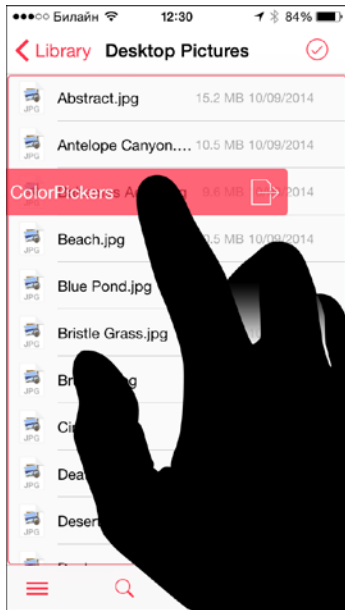
The file is now stored on your device and you can open it when connected to any computer or in a supported app on your device. A copy of the file remains in the original location.

You can also move a file to your device, rather than copy it, using the method below.

Move a file: Tap the file, tap the Menu icon (⋮), and tap **Move**. Then navigate to a new location and tap **Paste**. The file is moved to the new location.

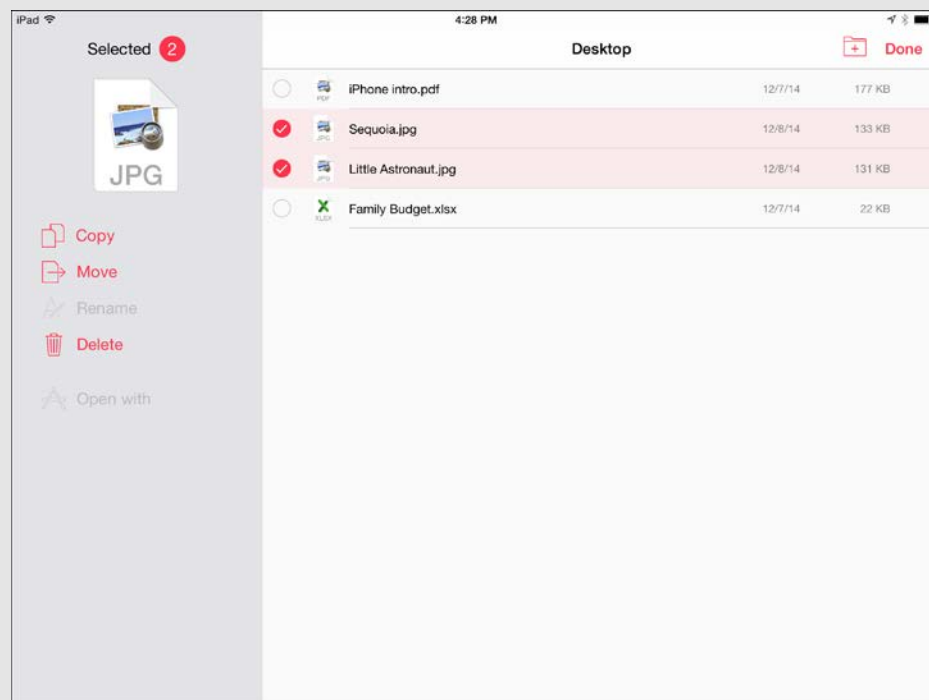
Use Parallels Access with a Phone or Tablet

You can also move a file by touching and holding the file and then dragging it to a folder.



Delete a file: Tap a file, tap the Menu icon (⋮), and tap **Delete**. Then tap **Yes** to confirm.

Tip: You can delete, move, or copy and paste multiple files at once. Tap the Select icon (⌘) on iPad and iPhone), tap one or more files to select them, and then tap your choice in the sidebar.



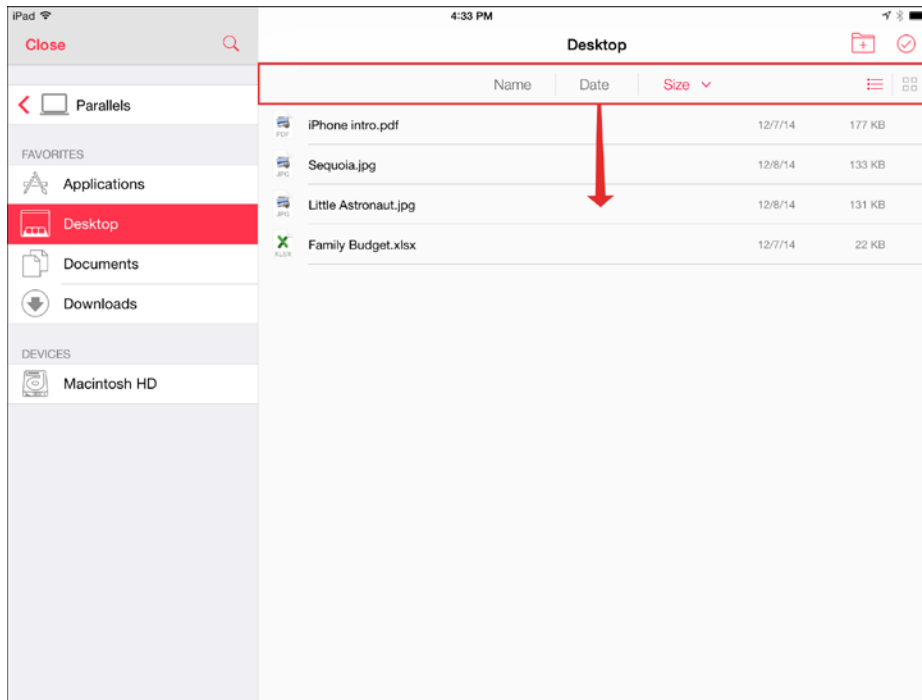
Rename a file: Tap a file, tap the Menu icon (⋮), and tap **Rename**. Then type a new name.

Create a new folder: Tap .

Sort files:

1 Do one of the following:



- On an iPad or iPhone, swipe down to show the toolbar.



- On an Android phone or table, tap the Menu icon (☰) and tap **Sort by**.

2 Tap **Name**, **Date**, or **Size** (or **Date modified** on Android) to sort files accordingly.

On an iPhone or iPad, you can tap the item again to toggle between ascending and descending order.

Switch to icon or list view on an iPad: Swipe down to show the toolbar, then tap  or .


Share Files

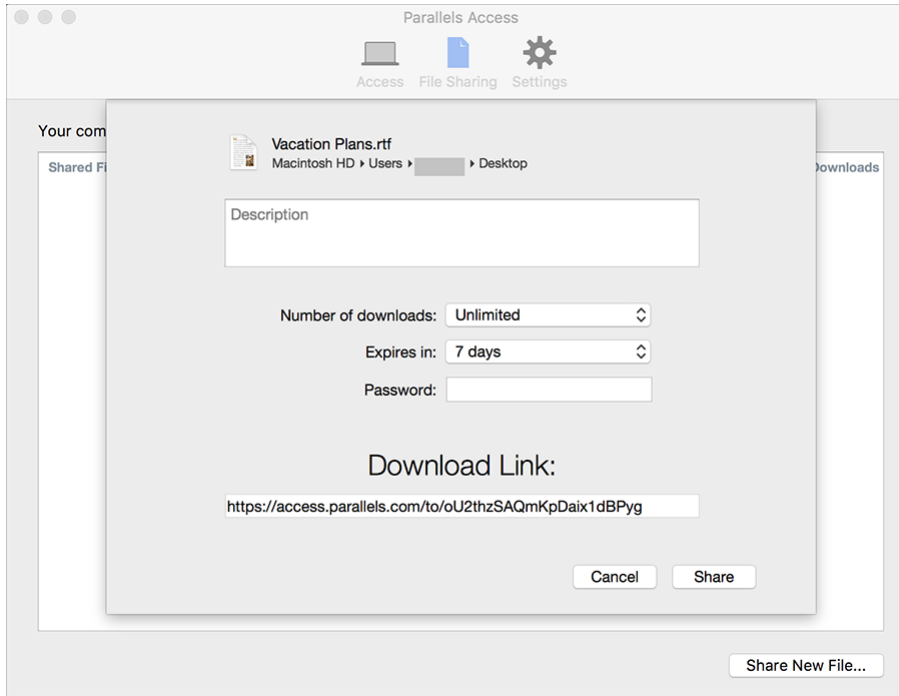
You can share files with friends and colleagues from any computer that's accessible to Parallels Access. When you choose a file to be shared, a link is generated and copied to the clipboard. You can send the link to anyone and they can download the file anytime your computer is online and accessible (i.e. the Parallels Access agent is running and says the computer is accessible).

You can initiate file sharing from your mobile device or from your computer.

Share From Your Computer

If you initiate sharing from your computer, you can also set limits on how the file is shared.

- 1 Click the Parallels Access icon  in the menu bar or task bar and choose **File Sharing**.
- 2 Click **Share New File** and choose a file to share.
- 3 Adjust settings as desired.



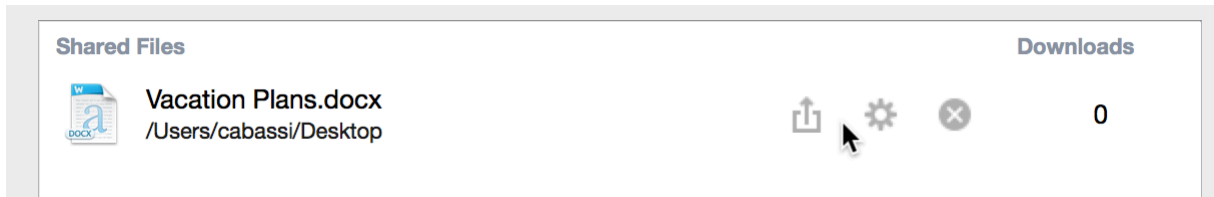
You can:



- Type a description for the file. Anyone who clicks your link can see it before they download the file.
 - Set an expiration period, anywhere from one hour to one year.
 - Set a password for an extra level of security. This is optional. If you set a password, be sure to give the password to whoever you want to be able to download the file.
- 4 Click **Share**. The download link is automatically copied to the clipboard.
 - 5 Paste the link into a message (email, text message, etc.) by pressing Command-V or Control-V and send it to whoever you want to be able to download the file.

Adjust settings, recopy a download link, or stop sharing the file: Once a file is being shared, you can recopy the link if you want to send it to someone else, adjust settings, or stop sharing the file.

- 1 Click the Parallels Access icon  in the menu bar or task bar and choose **File Sharing**.


- 2 Move the mouse pointer over a shared file to reveal options.



- 3 Do one of the following:
 - **Copy the link to the clipboard again:** Click .
 - **Adjust the download settings:** Click .
 - **Stop sharing the file:** Click the X icon.

Share Using Your Mobile Device

When you share a file using your device, you're still sharing a file that's stored on a remote computer.

- 1 In the File Manager, navigate to a file on a remote computer.
- 2 Tap  and click **Share Using Parallels Access**.

On an iPad or iPhone the download link is automatically copied to the clipboard. Paste the link into a message (email, text message, etc.) and send it to whoever you want to be able to download the file.

On an Android device, you can click **Copy Link** to copy the link to the clipboard and then you can paste it into a message. Or you can click **Share Link** and choose a method to share the link.


Stop sharing the file: Tap the file, tap , and tap **Stop Sharing File**.


Recopy the link so you can send it to someone else: Tap the file, tap , and tap **Copy Link**.

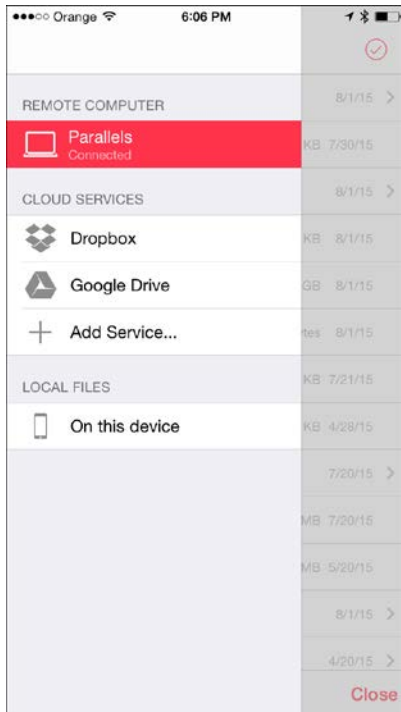
Important: Your computer must be on and accessible via Parallels Access to share files.

Register Cloud Services

Before you can work with files in third-party cloud services such as OneDrive and Google Drive (on an iPad or iPhone), or Dropbox (on any device), you must register them on your device.

- 1 Do one of the following:
 - Tap  from the **Computers** screen.

- If you're connected to a remote computer, tap  (if you're using a phone), then tap the back arrow next to your computer name.




- 2 Tap **Add Service** (on an iPad or iPhone) or **Add Cloud Service** (on an Android device) and choose a cloud service, then follow the onscreen instructions.

Game Mode

If you're using an iPad, you can use custom controls that make video games easier to play. You can choose from several preset game control configurations for different genres of games, and you can customize the controls to your liking.

Enter Game Mode:

- 1 Once you've connected to a remote computer and opened an application, tap  in the toolbar on the right and then scroll to the right and tap **Game Mode**.
Game controls appear, overlaid on the screen.
- 2 Choose a preset configuration, depending on what kind of game you want to play. You can choose **RPG**, **Strategy**, **Dungeon Crawler**, **Shooters**, or **Racing**.

There are a few types of controls:

- **Button:** Square or rectangular control that can represent any key, mouse button, or combination of keys and/or mouse buttons. By default, buttons are labeled by their keyboard label. **LM** and **RM** are for the left mouse and right mouse buttons, and **LShift** and **RShift** are for the left and right Shift buttons.



- **Joystick:** Circular controls mainly used for looking or moving in different directions. There are simple 4- and 8-position joysticks, an analog joystick (to simulate a thumbstick on a modern console controller), and mouse joystick (to simulate moving a mouse).






- **D-Pad:** A four-way directional control with one button on each point, like a D-pad on a console game controller.




Customize controls: You can add, expand, configure, move, and delete game controls. Experiment to see which configurations work best for the games you love to play.

In Game Mode, tap **Edit** (tap  first if you don't see **Edit**) and then do any of the following:

- **Create a new preset:** If you don't want to edit any of the existing preset configurations, you can make a copy of a preset to use as a template. Choose the preset you want to copy, tap , name the new preset, and tap **Create**.
- **Move a control:** Drag the control to where you want it.
- **Enlarge or shrink a button:** Drag the handle in the lower-right corner of the button.
- **Delete a control:** Tap the X in the upper-left corner of the control.
- **Add a control:** Press the + at the top of the display, choose a control type, and then configure the control (see below).
- **Configure a button:** Tap any button or add a new one. Type a label. Tap any number of keys or mouse buttons you want to be triggered when the button is tapped.
- **Configure a 4- or 8-position joystick:** Tap a joystick or add a new one. Tap a direction and enter the key you want to be triggered when you move the stick in that direction.

- **Configure a mouse joystick:** Tap a mouse joystick or add a new one. Adjust sensitivity settings for the X-axis, Y-axis, and camera velocity. Turn **Send relative events** (useful for games like shooters with a centered cursor) on or off. Experiment with these settings until the control feels right.
- **Set whether the pointer shows:** Tap  and turn **Show Pointer** on or off.
- **Set how transparent the controls are:** Tap  and drag the **Controls Opacity** slider left or right.
- **Delete a preset configuration:** Tap the Trash icon and then confirm you want to delete the preset.

Mouse Modes

Once you've connected to a remote computer, you can choose what kind of mouse to use for working with remote apps. Tap  in the toolbar on the right and then scroll to the right and tap **Mouse Mode**. You can choose one of the following:

- **Touch Mode.** If you use this mode, there's no mouse pointer on the screen.
To imitate a left-click, tap the screen with one finger.
To imitate a right-click, tap the screen with 2 fingers.
To display a magnifying glass (helps to see small things), tap the screen with one finger and hold for a while.
- **Dumbo Mouse.** If you select this mode, a virtual mouse with 2 buttons and a pointer appears on the screen.
To move the mouse pointer, drag the mouse with one finger.
To imitate a left- or right-click, use the mouse buttons.
- **Pointer.** If you use this mode, the mouse pointer and 2 buttons (for left- and right-click) are displayed on the screen.
To move the mouse pointer, tap the screen with one finger and move it - the pointer will move correspondingly.
To imitate a left- or right-click, use the buttons at the bottom of the screen. Alternatively, you can tap the screen with one finger for left-click and with two fingers for right-click.
To display a magnifying glass (helps to see small things), tap the screen with one finger and hold for a while.

Access Your Computer from a Remote Location

As long as your computer and your mobile device are both connected to the Internet, the Parallels Access agent is running on your computer, and your computer is not in sleep mode, you can connect to your computer remotely and use it with Parallels Access. Simply open Parallels Access and connect as you normally would.

Important: To connect from a location outside your computer's local area Wi-Fi network, your computer must not be in sleep mode. To ensure that your computer stays awake, set it never to sleep.

Set your computer never to sleep: Do one of the following:

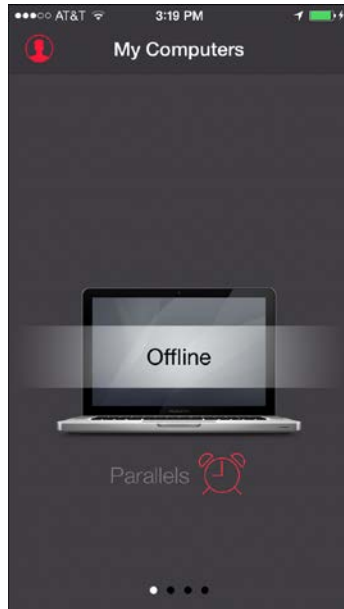
- **Mac:**
 1. Choose **Apple menu > System Preferences** and click **Energy Saver**.
 2. Drag the slider that controls the computer's sleep to **Never**, or select **Prevent computer from sleeping automatically when the display is off** if the checkbox is available.

Your Mac will remain awake unless you set it to sleep manually.

- **Windows:**
 1. Click **Control Panel** in the **Start** menu. (In Windows 8 or later, type "control panel" from the Start screen and click **Control Panel**.)
 2. Click **System and Security**, and then click **Power Options**.
 3. Click **Change plan settings**.
 4. Choose **Never** from the **Put the computer to sleep** menu.

Wake Your Computer Remotely

If your phone or tablet is connected to the same local Wi-Fi network as your computer and your computer is in sleep mode, then you can attempt to wake the computer remotely.



To attempt to wake the computer, tap its icon.

Improve Chances that Parallels Access Can Wake Your Computer Remotely

You can set your computer and network router so that Parallels Access will more likely be able to wake the computer remotely by doing the following:

Mac:

- 1 Choose **Apple menu > System Preferences** and click **Energy Saver**.
- 2 Select **Wake for Wi-Fi network access** if it isn't already selected.
- 3 Select **Enable Power Nap while plugged into a power adapter** if it isn't already selected.

Depending on your model of computer, these items may not be available.

Windows: On a Windows computer, Wake-on-LAN can be enabled by configuring the network adapter. To do so:

- 1 Go to **Control Panel > Network Adapters > <LAN Adapter> > Power Management > Allow this device to wake the computer**.
- 2 In some cases, changing BIOS settings might be required:
 - Power on by PCI

- Power on by PCIE
 - PCI Devices Power On
 - Power On by Onboard LAN
 - WakeonLAN > Power On
- 3** Depending on the manufacturer of the network adapter, the **Power Management** control panel in Windows might contain the following options, all of which must be enabled to provide wake-on-LAN functionality:
- Respond ARP requests without waking system
 - Wake on magic packet
 - Wake on magic packet from power off state
- 4** Download the Intel Smart Connect Technology (ISCT) utility from <https://downloadcenter.intel.com/>.
- 5** Use the utility to check whether your computer supports ISCT, and if so, to enable ISCT.

Note: In some cases you may be able to wake a sleeping computer over the Internet. Your network router must have UPnP enabled with allowed internal and external port ranges set to 1-65535. Also, NAT-PMP must be enabled. See the documentation for your router for more information. On Apple AirPort devices, you can enable NAT-PMP by opening the **AirPort Utility** application, clicking **Network**, clicking **Network Options**, and selecting **Enable Nat Port Mapping Protocol**.

Security

Parallels Access connects to your computer securely using state-of-the-art technology, including SSL and 256-bit AES encryption.

Also, if you're concerned about someone accessing your computer or seeing what you're doing while you're using Parallels Access remotely, you can adjust security settings accordingly.

To access security settings, on your computer click the Parallels Access icon  in the menu bar or task bar and choose **Preferences**. Then click **Advanced** and do one of the following:

- Set Parallels Access to require that you enter your computer's user name and password each time you connect: Select **Ask for my user name and password as well**.
- Set your computer screen to be locked when you're using Parallels Access: Select **Lock this computer when working remotely**.

While your screen is locked, people near your computer can't see what you're doing, and your password is required to access your computer.

- Set your computer screen to lock when Parallels Access disconnects: Select **Lock this computer once you finish working remotely**.

Once you're finished working, your password is required to access your computer locally.

Control Your Computer from Another Computer

Once you have set up Parallels Access on a computer that you want to access remotely, you can control that computer using a web browser on another computer.

Access your computer remotely:

- 1 Before you leave your other computer, make sure the Parallels Access agent is running on it and you're signed in.



By default the Parallels Access agent is set to run continuously.

- 2 Go to access.parallels.com and, if necessary, sign in to your Parallels account.
- 3 Click the computer you want to access.
- 4 Sign in to your computer.





You can now control your computer remotely.


Note: You must use a supported web browser (p. 6) to access your computer remotely.


Set the resolution: You can set the screen to be scaled so your whole desktop fits in the browser window or to be shown at full resolution. Click  or  in the toolbar on the right to toggle between viewing scale and full resolution view.

Pan: When set to full resolution, if your browser window is smaller than the size of the remote computer's screen you won't see the whole screen at once. You can pan around the screen simply by moving the mouse pointer to any edge.

Copy text from the local computer to the remote computer: Copy text locally as you normally would, then click  in the toolbar on the right in your browser and paste the text into the text field that appears. Then place the insertion point where you want the text to go and press Command+V (on a Mac) or Control+V (on a Windows PC).

Copy text from the remote computer to the local computer: Copy text from the remote computer by selecting it and pressing Command+V (on a Mac) or Control+V (on a Windows PC), then click  in the toolbar on the right. The text appears. Select it and copy it again, and then you can paste it locally as you normally would.

Enter key combinations: Some key combinations, such as Ctrl + Alt + Delete in Windows, can't be transmitted remotely by pressing the combination as you normally would. To enter such a key combination, click  in the toolbar. A list of available key combinations appears. Click the one you want.

Tip: Several key combinations that can be transmitted normally are also available in the key combination menu for convenience. Click  to see a list of available key combinations.

CHAPTER 3

Parallels Access Settings

Read this chapter to learn more about the Parallels Access settings. To open these settings, tap the **Menu** button (three dots) in the top right corner and tap **Settings**.

In This Chapter

Privacy	38
Your Account	38
General	39
User Input	39
Security	39
Customer Experience Program	40
Troubleshooting	40
About Parallels Access	40

Privacy

In this section, you can edit the privacy-related settings:

Note: This section is available for iOS only.

- **Microphone.** Use this option to specify whether Parallels Access can access the microphone on your iOS device.
- **Background App Refresh.** Use this option to specify whether Parallels Access is allowed to run in the background.

Your Account

Tap your account to get info about your subscription, extend the subscription if needed, or to sign out.

Note: This section is available for iOS only.

General

The **General** section allows you to modify the following settings:

- **Disable Auto-Lock.**
- **Show Keyboard Automatically.** When this option is on, the keyboard will pop up automatically every time you tap a text field.
- **Parallels Desktop Retina Mode.**

Note: This section is available for iOS only.

- **Keep me signed in.**
- **Sound.** Use this option to set where sound plays - on your device, on the remote computer, or not at all.
- **Run in Background.** When you switch to another application after working with Parallels Access, iOS suspends inactive app and your connection to the remote computer is lost. Enable this option to allow Parallels Access to run in the background.

User Input

The **User Input** section allows you to modify the following settings:

Note: This section is available for iOS only.

- **Use Swiftpoint GT Mouse.** Enable this option to work using a Swiftpoint GT mouse. You need to connect this mouse to your iOS device via Bluetooth and once you establish a connection, the mouse will connect automatically and you'll be able to start using it.

Security

The **Security** section allows you to modify the following settings:

- **Touch ID (or Face ID) & Passcode.** (Or **Fingerprint & PIN code** if you have an Android device.)

Tap this field to choose whether to protect Parallels Access from unauthorized access with a passcode and Touch ID / Face ID (or a PIN code and fingerprint if you have an Android device).

Notes:

1. If your iOS device doesn't support Touch ID or Face ID, you'll be able to specify only a passcode.
2. If your Android device doesn't support fingerprints, you'll be able to specify only a PIN code.

Customer Experience Program

The **Customer Experience Program** section allows you to modify the following settings:

- **Report Statistics.** Check this option if you agree to participate in the customer experience program. Parallels collects statistical information to improve the product. No personal data is collected.

Troubleshooting

The **Troubleshooting** section allows you to modify the following settings:

- **Use Detailed Log Messages.** If you have any issues with Parallels Access and decided to send technical data (p. 44) to Parallels, select **Use Detailed Log Messages** before sending the data. Parallels will receive a more detailed log file and spend less time to fix the issue. You're not recommended to have this option enabled all the time - Parallels Access may start working slower.

About Parallels Access

The **About Parallels Access** section allows you to get the following information:

- **Version.** This field allows you to check the Parallels Access version.
- **Customer Experience Program.** Tap this field to read more about the customer experience program.
- **Copyright Information.** Tap this field to see the copyright information.
- **Technical Support.** Tap this field to learn how to get technical support.

CHAPTER 4

When You're Finished

When you're done working in Parallels Access on a phone or tablet, you can disconnect it from your computer by tapping **Disconnect** or **>** in the upper-left corner of the App Launcher. Your computer display returns to its normal resolution, ready for use.

You can also simply press the **Home** button on your mobile device. Your computer display returns to normal resolution after a few minutes, or you can click **Disconnect** on your computer to manually restore it.

If you have set your computer to be locked (p. 35) during or after a Parallels Access session, then your user name and password are required to access it locally once you disconnect.

If you're working in Parallels Access through a browser on another computer, simply close the browser window to disconnect.

In This Chapter

Software Updates	41
Remove a Computer from Parallels Access.....	42

Software Updates

Periodically, Parallels provides free software updates to improve Parallels Access.


Update the Parallels Access Mobile App


To check for updates to the Parallels Access app for iPad or iPhone open the App Store and tap **Updates**.

To check for updates to the Parallels Access app for Android, open the Google Play Store, tap **Play store** in the upper-left corner, and tap **My apps**.

Update the Parallels Access Agent on Your Computer

By default, the Parallels Access agent on your computer is configured to automatically check for new software updates occasionally and install them for you. Parallels Access notifies you whenever an update is installed.


To check for an update manually, on your computer click the Parallels Access icon  in the menu bar or task bar and choose **Check for Updates**.

To adjust software update settings, on your computer click the Parallels Access icon  in the menu bar or task bar and choose **Preferences**. Then click **Advanced** and do one of the following:

- To set whether the Parallels Access agent automatically checks for updates, select or deselect **Automatically check for updates**.
- To set whether updates are automatically downloaded and installed, select or deselect **Download and install newly available updates in the background**.

Remove a Computer from Parallels Access

If you no longer want to use a particular computer with Parallels Access, you can remove it so it is no longer displayed in the mobile app nor the web console.

- 1 On the computer you want to remove, click the Parallels Access icon  in the menu bar or task bar and choose **Preferences**.
- 2 If a green light indicates the computer is accessible, click **Turn Off Access**.
- 3 Visit <https://access.parallels.com> and sign into your account if necessary.
- 4 Click **Computers**, then click the Trash icon next to the computer you want to remove.

Rename a Computer


You can also rename a computer in Parallels Access from the web portal. To do so:

- 1 Visit <https://access.parallels.com> and sign into your account if necessary.
- 2 Click **Computers** and click the computer name you want to edit.
- 3 Edit the name.

The next time you open Parallels Access, your computer is labeled with the new name.

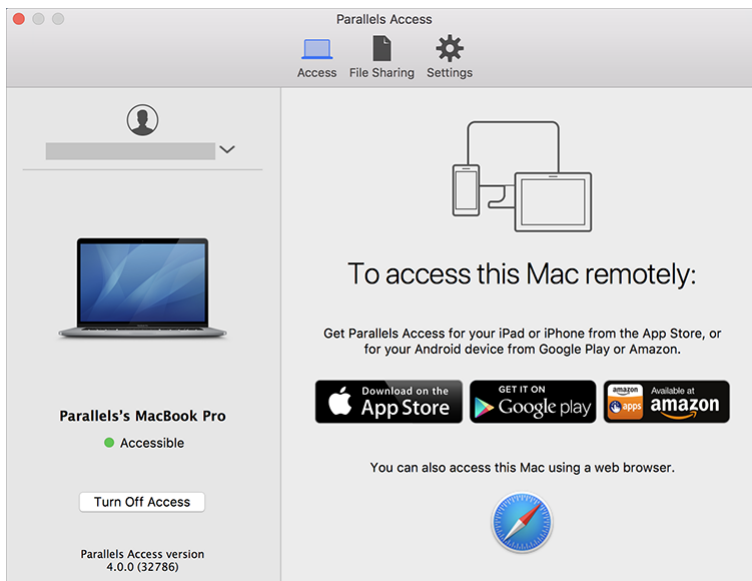
Troubleshooting

If you're having trouble connecting Parallels Access to your computer, try the following:

- Make sure your mobile device and computer are on and connected to the Internet.
- Make sure your computer isn't in sleep mode (p. 33).
- Be sure you're signed in to Parallels Access on your mobile device. Tap **Sign In** at the bottom of the screen.
- Be sure you are signed in to the Parallels Access agent on your computer. Click the Parallels Access icon  in the menu bar or task bar on your computer and choose **Sign In**.

If you don't have a Parallels account, you can register for one using Parallels Access on your mobile device.

- Be sure the Parallels Access agent on your computer is set to be accessible by clicking **Turn On Access**, if necessary. A green light indicates your computer is accessible.



- If you're still unable to connect, try restarting your computer and your mobile device, and then try connecting again.

In This Chapter

Get Help44

Get Help


To help improve the quality of Parallels Access, you can send your feedback or report problems reports to Parallels. We value your feedback and would like to know what you think of Parallels Access.

You can also search for answers or request support with a problem you're having.

Get Help From Your Device

- 1 Open Parallels Access on your device and connect to a computer.
- 2 Tap the question mark icon (?) from the App Launcher.
- 3 Do one of the following:
 - Tap **Tutorial** to access quick tutorials on using Parallels Access. There's a introductory tutorial, and tutorials on using gestures and using the File Manager.
 - Tap **Troubleshooting**. From there you can search the Parallels Knowledge Base Index for answers, or tap **Request Support** to get help from Parallels.

Request Support From Your Computer

- 1 On your computer, click the Parallels Access icon  in the menu bar or task bar and choose **Send Technical Data**.
- 2 Describe the problem and what you were doing when the problem occurred.
- 3 Enter your name and email, and click **Send Report**.
- 4 Your Problem Report ID number is displayed. Copy and paste it into a text file or write it down for reference.
- 5 If you want to request support, go to parallels.com/support.