



# **Parallels Secure Workspace**

## Licensing Guide

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## CHAPTER 1

# Introduction

This guide describes how to manage your Parallels Secure Workspace subscriptions and licenses with Parallels My Account.

- If you want to learn about different types of Parallels Secure Workspace subscriptions and licenses, see **Parallels Secure Workspace licensing**.
- If you have a license and want to activate Parallels Secure Workspace for the first time, see **Activate Parallels Secure Workspace** (p. 7).

## Parallels Secure Workspace licensing

Parallels Secure Workspace supports several types of licenses. You can purchase a license for a specific duration and number of users as well as choose between named user and concurrent user licensing:

- Named user licensing allows a fixed number of users to log in to Parallels Secure Workspace.
- Concurrent user licensing allows for a fixed number of user to be connected to Parallels Secure Workspace simultaneously.

### **Notes for customers migrating from the Parallels Secure Workspace license portal**

When you register in Parallels My Account, your Parallels Secure Workspace licenses and subscriptions will be transferred to Parallels My Account with minimal changes. You can check the details as described in **View subscriptions and subscription details** (p. 14).

The differences between the old license types and the corresponding new license types are explained below:

Type		User count	User seats	Validity	Maintenance & Support
Subscription	Legacy	Named or concurrent	Depends on the product keys	Depends on the product keys	Included
	Parallels subscription	Named or concurrent	Specified in the subscription	1, 2, or 3 years	Included
Perpetual license	Legacy perpetual license	Named or concurrent	Depends on the product keys	Unlimited	At least 1 year is included with the purchase of the license. Renewal is optional.
	Parallels perpetual license	Concurrent	Specified in the license	Unlimited	At least 1 year is included with the purchase of the license. Renewal is optional.
Parallels SPLA (former PayPerUse)	Legacy PayPerUse	Named	Unlimited	Unlimited with monthly billing	Included
	Parallels SPLA	Named	Unlimited	1, 2, or 3 years with monthly billing	Included
Trial	Legacy trial	Concurrent	Depends on the product keys	Depends on the product keys	Included
	Parallels trial	Concurrent	Specified in the license	1, 3, or 6 months	Included

## Subscription

This type of license allows you to use Parallels Secure Workspace for a specific duration and choose between named user and concurrent user licensing. All subscriptions include Maintenance & Support plan.

## Perpetual license

This type of license is issued for a specific version of Parallels Secure Workspace. It allows you to use this or any of the earlier versions for an unlimited period of time. This type of license supports only concurrent user licensing. To upgrade to a newer version, you need to have an active Maintenance & Support plan. All newly purchased perpetual licenses include Maintenance & Support plan for the duration of at least one year. After that period, you can extend Maintenance & Support plan or continue using your version of Parallels Secure Workspace without upgrading and support.

**Note:** It is recommended to renew Maintenance & Support plan regularly.

## **SPLA**

The SPLA (Service Provider License Agreement) agreement is designed for companies who offer their customers hosted software services. It allows you to pay for licenses based on the number of seats that you make available to your customers each billing period. This type of license supports only named user licensing. SPLA agreement includes Maintenance & Support plan.

## **Free trial**

This type of license allows you to use Parallels Secure Workspace for a short time and is only available for concurrent user licensing. All trial licenses include Maintenance & Support plan.

## **Maintenance & Support plan**

Maintenance & Support plan allows you to receive support and upgrade to the newer versions of Parallels Secure Workspace for free. This plan is included in most license types.

## CHAPTER 2

# Activate Parallels Secure Workspace

After you purchase an Parallels Secure Workspace subscription or license, you need to register your license key in Parallels My Account before you can activate Parallels Secure Workspace. The registration also gives you the ability to manage your licenses in one place.

To activate Parallels Secure Workspace for the first time, do the following:

- 1 Create a Parallels Account and register a subscription or license** (p. 7)
- 2 Activate Parallels Secure Workspace** (p. 11)

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## Create a Parallels Account and register a subscription or license

Parallels My Account is a web service that enables Parallels customers to view and manage licenses for Parallels products. The instructions below describe how to quickly get started with Parallels My Account:

- If your organization has never activated Parallels Secure Workspace before, continue reading this section.
- If your organization has active product keys registered at [my.awingu.com](https://my.awingu.com), see <https://kb.parallels.com/en/129727> for information on how to migrate to Parallels My Account.

### Create a Parallels account

- 1** Visit Parallels My Account at <https://my.parallels.com>

- 2 Select the **I am a new user** option.


## Sign In

I have a password  I am a new user

Email \*


First name


Last name


Password \* 

**Sign Up**

Other sign-in options:

 Continue with Apple

 Continue with Facebook

 Continue with Google

Continue with SSO

- 3 Enter your first and last name, email address and password.
- 4 Click **Sign Up** to continue.



- 5 You will see a dialog prompting you to read Parallels Privacy Policy and Terms of Use. You will find these documents on the next page. Click **Continue**.

## Important Information



We would like you to learn more about Parallels [Privacy Policy](#) and [Terms of Use](#), so that you fully understand what personal information we collect and how we use it in our effort to deliver the best Parallels products and services to you.

**In order to continue working with Parallels products and services, read the information on the following pages.**

[← Back](#)

[Continue](#)

- 6 Read Parallels Privacy Policy and Terms of Use and if you agree, click **I Agree**.
- 7 In the dialog that opens, input the Parallels Secure Workspace license key that you received with your subscription or license and click **Register**.

Start with registering your Parallels product [Register Key](#) [Downloads](#)

License Key \*

Display Name

Don't have a key? Buy one in the [Parallels Online Store](#). [Register](#)

- 8 In the **Provide your business details** dialog, enter your company name, address, and phone number.

## Parallels Secure Workspace

1 named users

Provide your business details:

Company Name *	<input type="text"/>
Street *	<input type="text"/>
City *	<input type="text"/>
Country *	<input type="text" value="▼"/>
ZIP / Postal Code *	<input type="text"/>
Phone *	<input type="text"/>

Cancel

Register

- 9 Click **Register**.

You will now be taken to the page where you can see your registered subscription(s).

The screenshot shows the Parallels My Account dashboard for a business account. At the top left, it says "Test-Alludo (Business Account)" and at the top right, "Business Profile". The main content area is titled "Products" and has a link for "All Subscriptions (2)". The "Parallels Secure Workspace" product card is highlighted, showing it is for "1 concurrent user, 1 named user". Below the product name is a table with the following data:

All active licenses	2
Active subscriptions	2
Perpetual licenses	0
SPLA contracts	0

At the bottom of the product card, there are two buttons: "Exchange Old Keys" and "Support".

**Hint:** To return to **Dashboard** from any other area of Parallels My Account, simply click the **Dashboard** link on the page header at any time.

### Summary

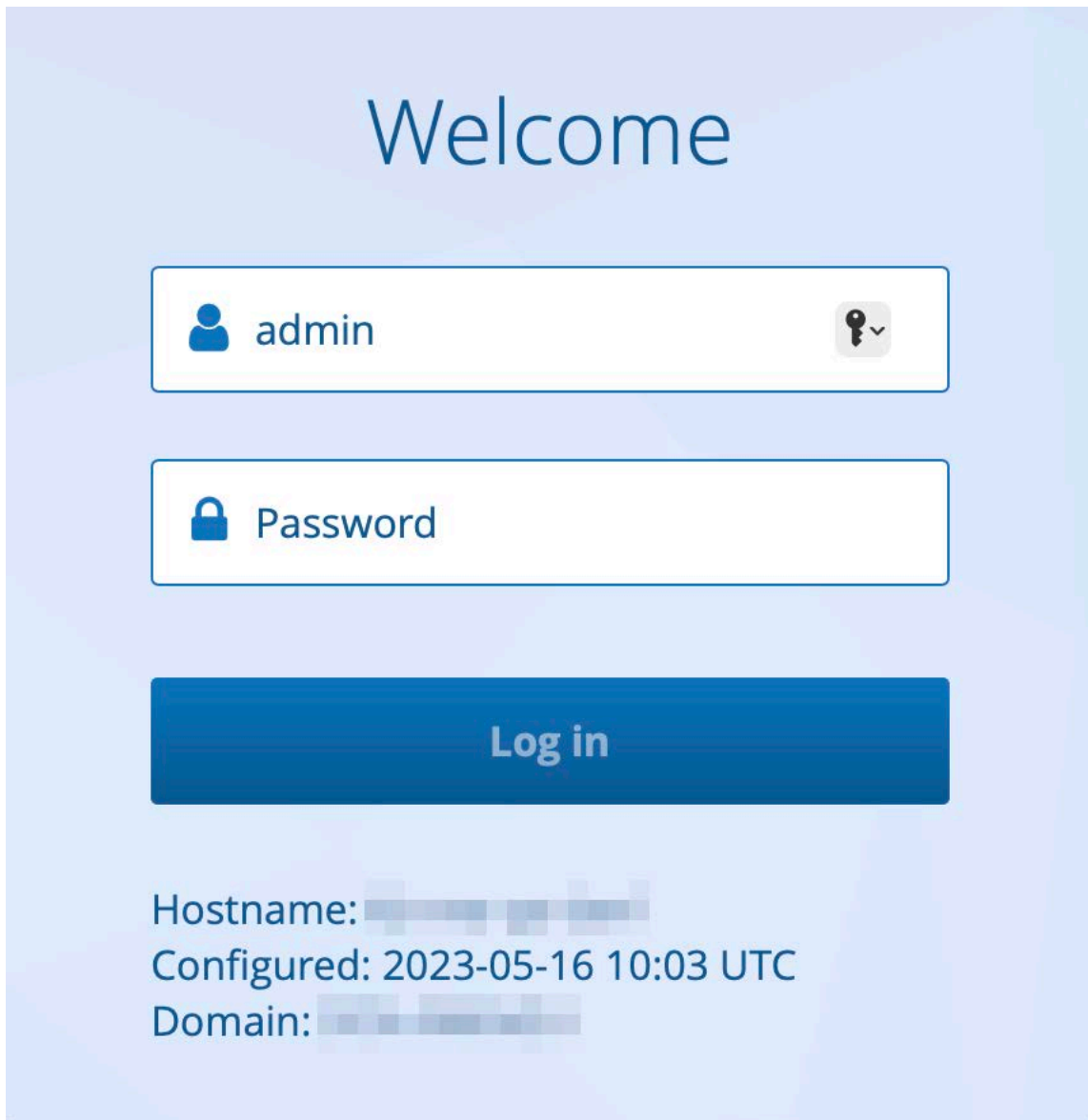
After completing the steps above:

- A business Parallels account is created for your organization to which you are assigned as the account administrator.
- Your Parallels Secure Workspace license key is registered in the business account.

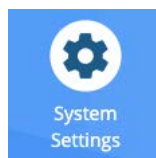
## Activate Parallels Secure Workspace

- 1 Sign in to your Parallels account.
- 2 If you don't see the **Dashboard** page, click **Dashboard** on the page header.
- 3 On the **Parallels Parallels Secure Workspace** card, click **Active subscriptions**.
- 4 Click on the name of the subscription.
- 5 On the **License keys** card, do one of the following:
  - Click the "download" icon to the right of the License Key
  - Click the "gear" icon to the right of the "download" icon and in the dialog that opens click **Download License File**

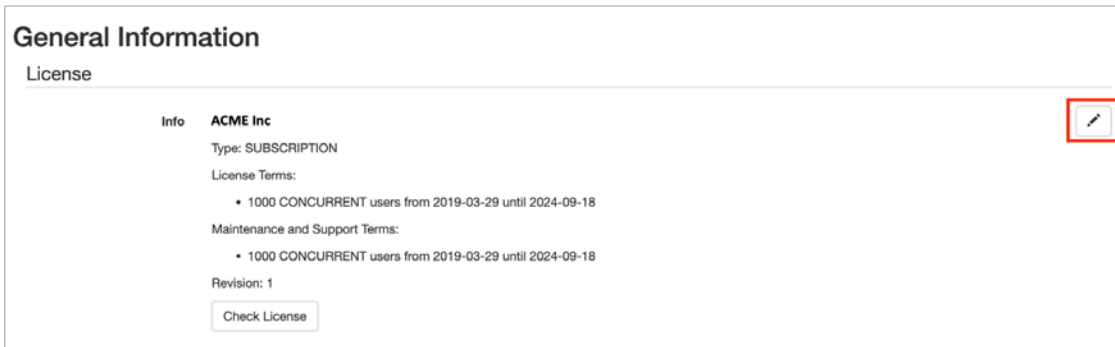
- 6 Log in to Parallels Secure Workspace.



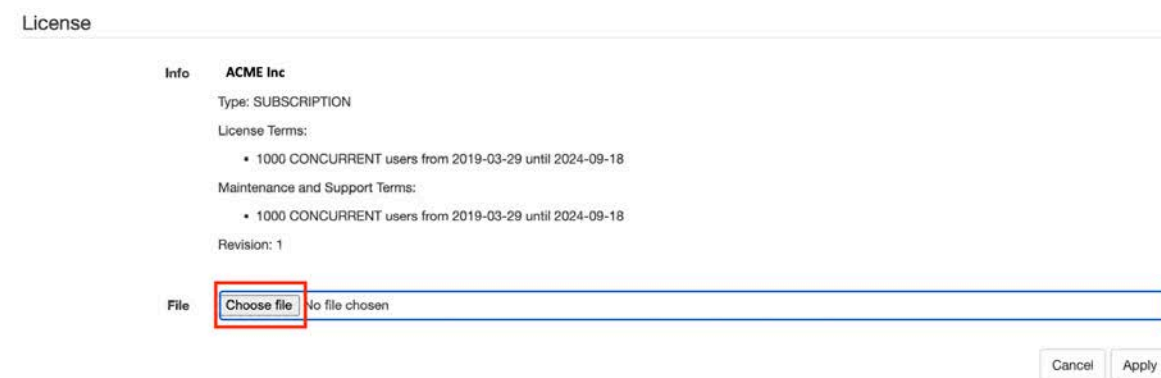
- 7 Click on the **System Settings** icon



8 In the **License** section, click the pen icon. The **Choose File** button will appear.



9 Click the **Choose File** button and upload your license file to Parallels Secure Workspace.



10 Click **Apply**.

### General Information

#### License



Now you can use Parallels Secure Workspace according to the terms of your license..

## CHAPTER 3

# Manage Subscriptions and Licenses

This chapter describes how to manage your Parallels subscriptions and licenses.

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## Register a subscription or license

If you would like to register a business subscription using your existing business account, do the following:

- 1 Sign in to Parallels My Account using your email address and password.
- 2 Click **Register Key** on the page header.
- 3 Input your license key and click **Register**.

Your subscription or license is now registered.

## View subscriptions and licenses

To view your Parallels Secure Workspace subscription(s):

- 1 Sign in to your Parallels account.
- 2 If you don't see the **Dashboard** page, click **Dashboard** on the page header.

3 The **Products** page will be populated with the subscription information.

The screenshot shows the 'Products' page for a business account named 'Test-Alludo'. The page title is 'Products' and there is a link for 'Business Profile'. The main content area displays a product card for 'Parallels Secure Workspace' with the following details:

- Product icon: Parallels Secure Workspace
- Description: for 1 concurrent user, 1 named user
- Summary table:

All active licenses	2
Active subscriptions	2
Perpetual licenses	0
SPLA contracts	0
- Buttons: Exchange Old Keys, Support

On the right side of the product card, there is a link for 'All Subscriptions (2)'.

## Active subscriptions

To see active subscriptions, click the **Active subscriptions** row. This opens the page with active subscriptions.


The screenshot shows the 'Subscriptions (2)' page for the account 'Test-Alludo'. The page has a search bar and filters for 'Display: All (2)', 'Type: All (2)', and 'Arrange by: End Date 1'. The main content area displays a list of two active subscriptions:

Subscription Name	Description	Valid Until	User Type
test	Parallels Secure Workspace, named users	Subscription valid until 17/10/2024	For 1 named user
test-concurrent	Parallels Secure Workspace, concurrent users	Subscription valid until 17/10/2025	For 1 concurrent user

## Subscription details

To see subscription details, click the subscription name.

Test-Alludo > Parallels Secure Workspace Download Product Subscriptions (1) Support

Subscription: test 

Status	Active
Subscription Renewal	<a href="#">Contact Parallels</a>
Activation Date	17/10/2023
Expiration Date	17/10/2024
<a href="#">Order History</a>	

Products	Qty
Parallels Secure Workspace, named users	1
Maintenance and Support	Until 17/10/2024

**Properties** [Edit](#)

Customer	—
Partner	—
Daily license check	<input type="checkbox"/>

The **Subscription Details** page contains general subscription information, such as status, dates, number of licenses, etc. The Orders History link allows you to see your order history.

To modify the display name of the subscription, click the  link (at the top of the page).



## CHAPTER 4

# Renew a subscription or license

To renew a subscription or maintenance & support plan:

- 1** Contact your partner or Parallels sales representative and request a renewal of your subscription or maintenance & support plan.
- 2** After purchasing a renewal of a subscription or maintenance & support plan, sign in to Parallels My Account using your email address and password.
- 3** View the details of your subscription or license, as described in **View subscriptions and subscription details** (p. 14).
- 4** Check that the properties of the subscription or license were updated correctly.
- 5** Download the new license key and re-activate Parallels Secure Workspace as described in **Activate Parallels Secure Workspace** (p. 11).

## CHAPTER 5

# Manage Accounts

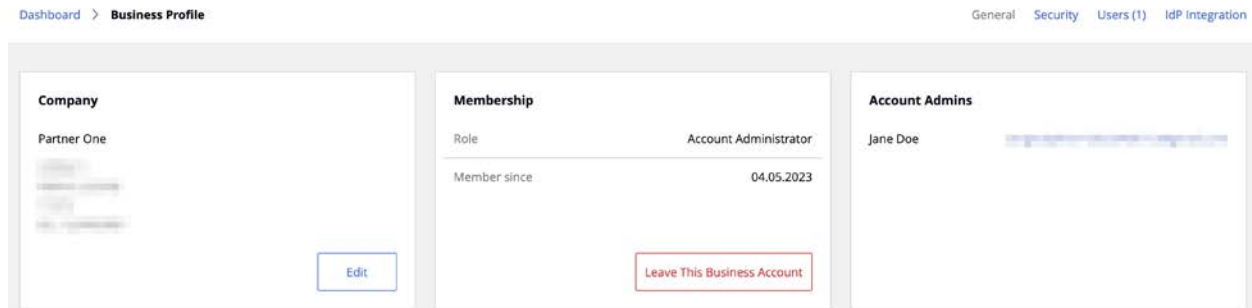
Read this chapter to learn how to manage your Parallels accounts.

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## Viewing and modifying business profile

To view and modify the business profile of your organization, click the **Business Profile** item in the upper right hand corner. This opens the **Business Profile** page.



Click the **Edit** button to open the **Edit Company Information** dialog. You can modify any information on that page. When done, click **Save**.

The **Membership** area of the **Business Profile** page displays your role (e.g. Account Administrator) and the date your account membership began. The **Leave This Business Account** button allows you to terminate your business account membership. Please note that if you are the only administrator on this account, you must invite at least one more user to be an account administrator before you can leave the account.

The **Account Admins** section lists account administrators. For more information, see **Inviting users to join a business account** (p. 19).

## Inviting users to join a business account

As the administrator of a business account, you can invite other users in your organization to join it.

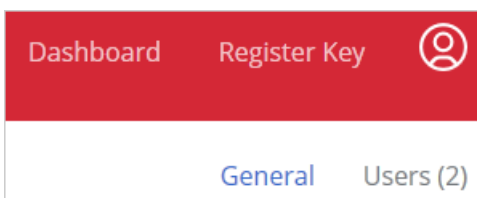
### Types of business account membership

There are two types of business account membership:

- **Regular Member.** When a user accepts the invitation, they are initially granted privileges of a regular member. A regular member cannot manage subscriptions and licenses, invite other users, or change properties of a business account. They must be either promoted to the account administrator (see below for details) or granted rights to manage a particular license key (see **Managing License Administrators**).
- **Account Administrator.** An account administrator has full privileges to manage all of the available subscriptions and licenses.

To invite a user to join the business account:

- 1 On the **Dashboard**, click **Business Profile** in the upper right and then click **Users** (also in the upper right).



- 2 The **Business Account Users** list is displayed:

<input type="checkbox"/>	User Name ↑	Email	Role	Status
<input type="checkbox"/>	Andrew Palmer	[Redacted]	Account Administrator	Active
<input type="checkbox"/>	David Lewis	[Redacted]	Account Administrator	Active

- 3 Click **Invite Users**.



- When you block a user, the user's access to the account is revoked, but the user remains a member of the account and can be unblocked.
- When you remove a user, they are completely removed from the business account. You can later invite the user to join the business account again if you wish.

To block or remove users from the business account:

- 1** Click **Business Profile** in the upper right of the page.
- 2** Click **Users** in the upper right.
- 3** Select the users you want to block or remove from the account..
- 4** Click the **Actions** drop-down menu to the left of the "gear" icon and select **Block** or **Remove**.

The user will receive an email with a message that their business account membership has been blocked or canceled. If you wish to unblock a user, repeat the steps above and click **Unblock**.

## Downloads and documentation

To see the available Parallels Secure Workspace downloads, including installation files and documentation:

On the **Dashboard**, click the "download" icon on the **Parallels Secure Workspace** card.

This will open the **Download** page from where you can download installation files and additional Parallels Secure Workspace materials.

# Support Services

As a Parallels business customer, you get 24/7 business-class technical support with your maintenance & support plan. If you have an issue with deploying or using Parallels Secure Workspace, contact Parallels Support at any time either by phone or online. You can also see popular topics or search the Parallels Knowledge Base for a solution right from your Parallels business account.

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## Get support

To open the **Support** page in Parallels My Account:

- 1 Click **Support** on the page header (the red area).
- 2 Click the **Parallels Parallels Secure Workspace** card.
- 3 Click a category that best suits your inquiry.
- 4 To see popular topics, expand a subcategory and click on a link to a topic. To search for a solution for an issue, type the issue description in the box at the top of the page.

If you haven't found a solution for your issue you can request support as follows:

- 1 On a support category page (steps 3, 4 above), type a short issue description and click **Request Support**. Note that you need to type a description or the **Request Support** button will not take you to the next step.
- 2 Select a support method (a messenger, phone, email, etc.) and follow the onscreen instructions (see the notes below).

When contacting Parallels Support by email, phone, or Skype, you'll need a ticket ID, which is displayed on the screen when you select one of these support methods. You can place a call immediately or you can click **Book a Call** to book it for another time. You can also see a ticket ID by clicking **Support** on a page header and then clicking the **My Tickets** link in the upper right. See **Managing support tickets** (p. 23) for more info.

When using email you can add additional watchers (other administrators of your Parallels business account) to receive notifications via email. To do so, on the **Create Support Request** page select the **Add Watchers** tab, then select an administrator and click the **Add** button. See also **Adding watchers to a support ticket** (p. 23).

## Managing support tickets

Every time you request support, a support ticket is created for you. To view your support tickets (current and closed):

- 1 Click **Support** on the page header (the red area).
- 2 Click the **Parallels Secure Workspace** card.
- 3 Click **My Tickets** in the upper right. The **My Tickets** page opens displaying your current and closed support tickets.

The **Status** column displays the current ticket status, which is updated as the work on the ticket progresses. To filter the list on ticket status, click the drop-down menu in the upper right and select a status.

The **Actions** column contains links that allow you to perform the following actions on a ticket:

- **Reply** — (current tickets). Allows you to send a message to Parallels Support and attach one or more files if necessary.
- **Close** — (current tickets). Closes a ticket.
- **Reopen** — (resolved tickets). Reopens a ticket.
- **Survey** — (resolved tickets). Opens a survey page where you can rate your satisfactions with the Parallels products and services and to leave a feedback message.

### Creating a new support ticket

When you open the **My Tickets** page, the link in the upper right changes to **New Ticket**. The link does exactly the same as the instructions in the beginning of this chapter — it opens a page where you can select a Parallels product and then create a support ticket.

## Adding watchers to a support ticket

By default, all administrators of a Parallels business account can view and manage support tickets, but only you (the ticket owner) will receive email notifications about it. You can add other account administrators as watchers of a support ticket, so they can too receive email notifications.

To add ticket watchers:

- 1 Click **Support** on the page header (the red area).
- 2 Click the **Parallels Secure Workspace** card.
- 3 Click **My Tickets** in the upper right.
- 4 Select a ticket and click on the **Subject** column value (usually a combination of your company name and the issue description that you used when you created a ticket).
- 5 In the dialog that opens, click the **Ticket Watchers** tab.
- 6 Select an account administrator in the drop-down menu and then click **Add**.
- 7 Click **Done**.

To remove a watcher from a ticket, repeat the steps described above, but this time click the (X) icon next to the watcher and then click **Done**.



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