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Help

Getting Started

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Getting Started

Getting started with Genesys Co-browse includes launching the application and logging in.

- **Launching** the Workspace Desktop Edition application.
- **Login**—The first view that you see. It enables you to identify yourself and, if required, enter additional login data based on your role or the technical environment.

Launching Workspace Desktop Edition

There are two ways to launch the application:

From the **Start** menu, select **All Programs > Genesys Solutions > Workspace Desktop Edition > Workspace Desktop Edition**.

Or:

Double-click the **Workspace Desktop Edition** icon on your desktop:



The Workspace Desktop Edition **Login dialog box** is displayed.

After you authenticate, Workspace Desktop Edition might automatically update your session if new tasks are assigned to you or if the application is updated.

Login

After **launching** Workspace Desktop Edition, the **Login** dialog box is what you first see.

To identify yourself:

1. Enter your user name in the **User Name** field.
2. Enter your password in the **Password** field.
3. Click **Log In** to authenticate yourself on the system.

Important

See the [Workspace Desktop Edition Help](#) for information about the **More/Less** options in the **Login** dialog box.

The **Workspace Desktop Edition Main Window** (or the Gadget view) opens immediately after you click **Log In**.