



# Intralinks VIA<sup>®</sup> Desktop Client for Macintosh

Version 3.8.24E1

Intralinks 24x7x365 support US: + (1) 212 543 7800 UK: +44 (0)20 7623 8500.  
See Intralinks login page for other national numbers

Copyright © 2022 Intralinks, Inc. June 2022

# Welcome to the Intralinks VIA Desktop Client

The Intralinks VIA Desktop Client makes it easy for you to keep track of important personal files. Read this guide to get acquainted with the key tasks that you can perform with the Intralinks VIA Desktop Client.

**Important!** Intralinks gives Intralinks VIA administrators the flexibility to determine how individuals in their organizations can use Intralinks VIA. Depending upon the policies set by your organization's Intralinks VIA administrators, some of the functions described in this guide may not be available to you.


## Getting started

### Requirements

In order to use the Intralinks VIA Desktop Client, you must have Mac OS X 10.10 or above. In order to view IRM-protected documents, you must have Adobe Reader® 10 or above.

### Installing the Intralinks VIA Desktop Client

The installer for the Intralinks VIA Desktop Client can be downloaded from within Intralinks VIA for the Web.

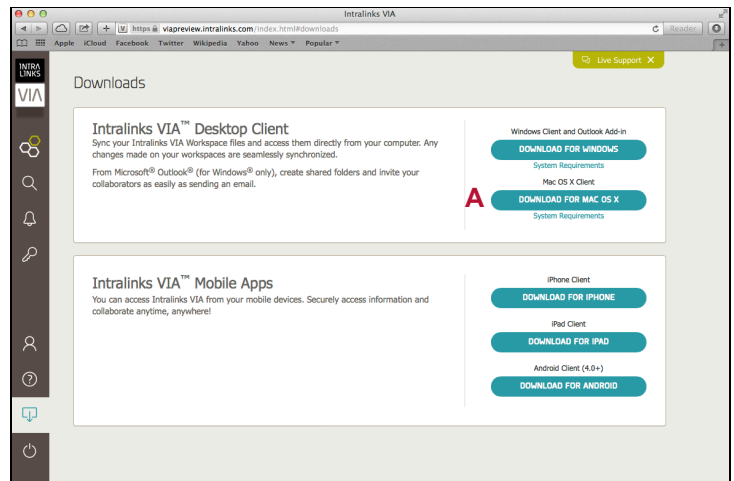
1. Point your browser to: <https://via.intralinks.com/>  
The Intralinks VIA login screen appears.
2. Enter your email address and password, and click **Log in**. The Workspace view appears.
3. Click the Downloads icon  in the navigation bar on the left side of the screen. A panel will appear.
4. Select the **Downloads** option. The **Downloads** screen appears.
5. In the **Intralinks VIA Desktop Client** section, click the **Download for Mac OS X** button (A).
6. In the Dock, click the Downloads icon and locate the installer file — it is named **ILVIA.dmg**. Double-click the installer file to start the installer. Follow the instructions on the screen to install the Intralinks VIA Desktop Client.

You can install the Intralinks VIA Desktop Client on more than one computer if you like. If you do, you can use the Desktop Client on these computers at the same time.

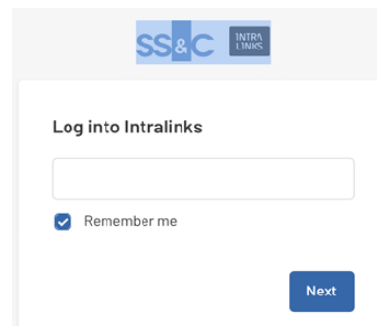
### Starting the Intralinks VIA Desktop Client

Use the steps below if you need to log into Intralinks. After you have logged in, Intralinks VIA appears in the Favorites list in the Finder.

1. In the Dock, locate the LaunchPad icon and click it. Then locate the Intralinks VIA icon and click it. The Intralinks VIA login screen appears.
2. Enter your email address and click **Next**.  
If your organization uses Single Sign-On (SSO) functionality and you are logged into the corporate network, VIA Desktop Client is displayed automatically. If you are not logged into the corporate network, you will be asked to log into it.
3. Enter your password/passphrase and click **Log in**.
4. If you are asked to verify your identity, in the **Verification Code** field, enter the security code and click **Next**. The security code is sent based on the method you selected when you activated your account.



The **Downloads** screen.



The login screen.

The security verification is triggered based on the result of evaluating security behavior and risk-based authentication, referred to as adaptive authentication. Security behavior detection continually tracks specific user behavior and generates a challenge when any change in the tracked history of behavior for a given user is detected, such as a new device that has never been used or a new geographic location from which the user has never logged in to Intralinks.

Risk-based authentication is an additional layer of security that evaluates risk automatically using multiple features such as IP address, device, and behaviors for each user attempting to authenticate. Risk-based authentication is done with security behavior detection.

The **What's New** screen appears.

5. If you want to know more about the current version of the Intralinks VIA Desktop Client, review the information on the screen. When you are ready to continue, click **Close**.
6. The **Choose Workspaces to Sync** screen appears. The screen lists the Workspaces that you have been invited to use, as well as those that you have created.

Mark the check box (C) that appears to the left of each Workspace that you want to begin syncing.

A copy of the folders and files in these Workspaces will be added to the Intralinks VIA folder on your computer. Any changes made to the files on your computer will be transferred to Intralinks VIA for the Web, where they will be available to everyone participating in the Workspace. If you are using the Desktop Client on any additional computers, your changes will appear there, as well. Any changes that you make with Intralinks VIA for the Web will be copied automatically to your desktop.


If other people make changes to a Workspace that you created or a Workspace or folder that you have been invited to use, those changes will be synced to your desktop.

Review the selections on the **Choose Workspaces to Sync** screen. Mark any Workspaces that you want to begin syncing, and unmark any Workspaces that you no longer want to sync. (Note that if you unmark a Workspace, all the files associated with that Workspace will be removed from your computer.) When you are ready to continue, click **Save**.

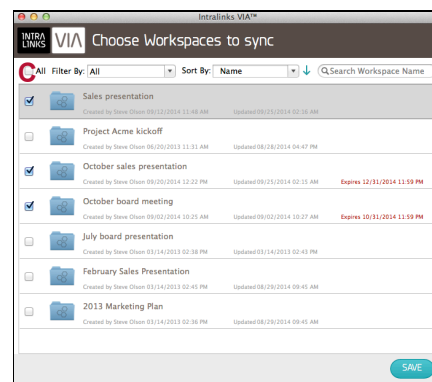
7. The **Intralinks VIA** folder appears in the Finder. Notice that there is a separate folder for each synced Workspace. Using these folders, you can manage the files in the Workspaces that you have synced.

When you have finished working with the Intralinks VIA Desktop Client, you can close the Finder window.

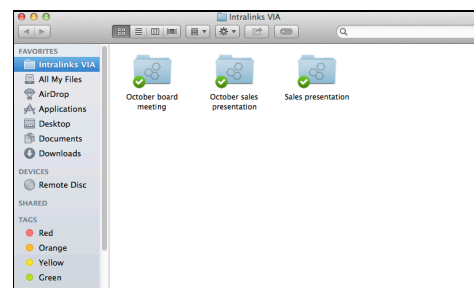
## Redisplaying your Intralinks VIA folder

To reopen your **Intralinks VIA** folder quickly, click the Intralinks VIA icon  in the Status menu at the top of your Macintosh screen. Select **Open Intralinks VIA Folder** from the menu that appears.

Intralinks VIA also appears in the Favorites list in the Finder.



*The **Choose Workspaces to Sync** screen.*



*The **Intralinks VIA** folder.*


## Working with the Intralinks VIA Desktop Client

After you have begun syncing Workspaces, you can use the Intralinks VIA Desktop Client to add, delete and rename files in these Workspaces. You also can rename synced Workspaces.

If you move a file or folder to a location outside the Workspace folder, the file or folder will be removed from the Workspace.


## Selecting additional Workspaces for syncing

If you want to begin syncing a Workspace, you can redisplay the **Choose Workspaces to Sync** screen at any time and select the Workspace. You also can stop syncing a Workspace at any time.

To redisplay the **Choose Workspaces to Sync** screen, click the Intralinks VIA icon  in the Status menu at the top of your Macintosh screen. A menu will appear; select **Select Workspaces**. The **Choose Workspaces to Sync** screen appears. Mark the Workspaces that you want to begin syncing and click **Save**.


You also can sync Workspaces using Intralinks VIA for the Web. To learn more about selecting Workspaces for syncing, see the *Intralinks VIA for the Web Startup Guide*.


## Syncing Workspaces with Sync Now

To sync your selected Workspaces now, click the Intralinks VIA icon  in the Status menu at the top of your Macintosh screen. Select **Sync Now** from the menu that appears. (The Sync Now feature is disabled if syncing is paused.)



## Viewing the sync status for your Workspaces

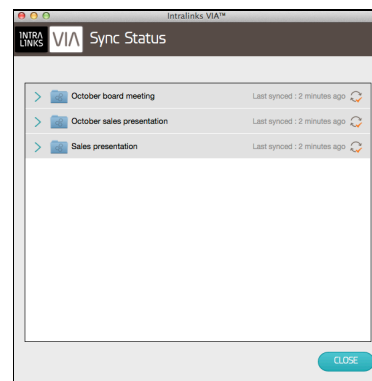
Use the **Sync Status** screen to see when your Workspaces were most recently synced. If any problems prevented files and folders from being synced, that information will be displayed in the **Sync Status** screen, as well.

To display the **Sync Status** screen, click the Intralinks VIA icon  in the Status menu at the top of your Macintosh screen. Select **Show Sync Status** from the menu that appears.

In the **Sync Status** screen, click the details icon  next to a synced Workspace to see detailed information about any problems that may have prevented syncing.

## Pausing syncing

To temporarily stop the syncing process, click the Intralinks VIA icon  in the Status menu at the top of your Macintosh screen. Select **Pause Syncing** from the menu that appears. When you are ready to resume syncing, click the Intralinks VIA icon  again and select **Resume Syncing**.



The **Sync Status** screen.

## Adding Workspace participants (sharing Workspaces and folders)


You can add participants to Workspaces and folders you own. Right-click on the Workspace or folder you want to share, then select **Share Workspace** (or **Share Folder**) from the menu that appears. In the **Share Workspace** (or **Share Folder**) screen, enter the invitees' email addresses. Optional: Enter a message that will appear in the email alerts sent to the invitees. Assign a role to the new participant(s), then click **Share**.

## Viewing a list of Workspace participants

You can view a list of people who are participating in a synced Workspace. Locate the Workspace folder inside the Intralinks VIA folder and right-click on it. Choose **Show Details** from the menu that appears. The **Shared With** tab of the Workspace details screen appears.

If you are an owner of the Workspace, you can click the **Edit** link (D) on the right side of the screen to launch Intralinks VIA for the Web, where you can add or remove participants or change their Workspace role (owner, editor or viewer).

## Creating a new Workspace


To create a new Workspace, click the Intralinks VIA icon  in the Status menu at the top of your Macintosh screen. Select **Create Workspace** from the menu that appears. The **Create Workspace** screen appears. Enter a name and a description for the new Workspace. You also can set an expiration date for the Workspace if you like. Click **Create**. The new Workspace is synced automatically with Intralinks VIA for the Web.

You can create folders within the new Workspace and drag files to it from your Macintosh.

## Managing Intralinks VIA settings

You can use the **Settings** screen to determine your preferences for using the Intralinks VIA Desktop Client and to view the version number of the application and other information.

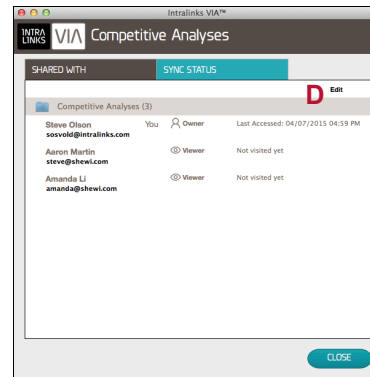
## Displaying the Settings screen

To display the **Settings** screen, click the Intralinks VIA icon  in the Status menu at the top of your Macintosh screen. A menu will appear; select **Settings**. The **Settings** screen appears, with the **General** tab selected.

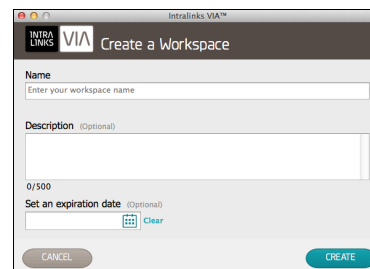
### General tab

The **General** tab on the **Settings** screen allows you to set preferences for the way you will work with Intralinks VIA.

- Mark the **Launch Intralinks VIA at login** option if you want the Intralinks VIA Desktop Client to be started automatically when you start your computer. If you mark this option, the Intralinks VIA icon will appear on the Status menu, and you can use it to start the Intralinks VIA Desktop Client or Intralinks VIA for the Web. If you choose not to mark this selection, you can start the Intralinks VIA Desktop Client by



The **Shared With** view of the Workspace details screen.



The **Create Workspace** screen.

opening the Launchpad and clicking on the Intralinks VIA icon.


- Mark the **Show desktop notifications** option if you want notifications to appear briefly on the computer screen when you are added to another person's Workspace, a document is added or updated, or somebody adds a comment about a document in one of your Workspaces. Click on the notification to display the new or updated item in Intralinks VIA for the Web.
- In the **Bandwidth Usage** section, indicate the percentage of network bandwidth that you want to allocate to Intralinks VIA for file syncing. We recommend that you select the **Full** option to allocate 100 percent of available bandwidth to Intralinks VIA. If you allocate less than 100 percent to Intralinks VIA, syncing will take longer but other applications may operate more smoothly during syncing.

## About tab

This tab displays information about the version of the Intralinks VIA Desktop Client that is installed on your computer. It also includes links to Intralinks' privacy policy, legal notices and End User License Agreement.


## Getting help with Intralinks VIA

If you encounter problems while using Intralinks VIA, please contact Intralinks Client Services for assistance — we're here to help.

To find the phone number for support in your area, click the Intralinks VIA icon  in the Status menu at the top of your Macintosh screen. A menu will appear; select **Help**, then select **Support Center** from the sub-menu. A web page with an email contact form will appear. If you wish to speak to a client support specialist, click the **Contact Us** link on the contact form. Intralinks offers support in more than 140 languages.

You also can visit Intralinks University to view tutorial videos and other learning resources. Intralinks University is located at <https://ilearn.intralinks.com/via.html>.

## Quitting the Intralinks VIA Desktop Client

To quit the Intralinks VIA Desktop Client, click the Intralinks VIA icon  in the Status menu at the top of your Macintosh screen and select **Quit Intralinks VIA**.

Syncing will be halted. When you start the Desktop Client again, syncing will resume automatically.