

FOR EVERYONE

Install Cloudraw Connect and enroll your computer

Install the Cloudraw Connect app on your computer, sign in, and start reaching your work apps.

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What you need

- **A Windows 10 or Windows 11 computer.** macOS and Linux versions are coming soon.
- **Your workspace name**, for example `acme`. Your IT team sends it to you, often together with an invitation e-mail. Or **an enrollment code**, if your IT team gave you one instead.
- **Your work account**: the e-mail or username and password you use at work, and access to your work e-mail or your sign-in app for the second step.
- Permission to install software. If Windows asks for an administrator password you don't have, ask your IT team.

1. Download and install

1 Download

Use the link from your IT team or your invitation e-mail, or download the latest version for Windows here:

<https://orchestrator-stg.cloudraw.com/pub/download/connect/windows>

2 Run the installer

Open the downloaded file (`cldraw-connect-setup-....exe`) and follow the steps. Allow it if Windows asks whether the app may make changes.

3 Open Cloudraw Connect

It starts after installation. Later you find it in the Start menu and as an icon in the taskbar notification area, next to the clock.

2. Connect your computer to your workspace

The first screen is **Sign in to your workspace**. There are two ways in. Use the one your IT team told you about.

Option A: Sign in (most people)

- 1 Type your workspace name**
In the **WORKSPACE** box, type the name from your IT team, for example `acme`.
- 2 Click Sign in**
Your web browser opens your organization's sign-in page.
- 3 Sign in as you normally do at work**
This may be your Microsoft, Google or Okta work account, your Windows domain username and password, or the Cloudraw password you set from your invitation.
- 4 Complete the second step**
Enter the code from the e-mail "*Your sign-in code for ...*", or approve the request in your authenticator app. Your IT team's choice decides which.
- 5 Return to Cloudraw Connect**
When the browser says you are done, go back to the app. Your computer is now registered to you.

TIP

Finish the browser sign-in within a few minutes of clicking **Sign in**. If you wait too long, the app asks you to sign in again.

Option B: Use an enrollment code

Your IT team may give you a one-time **enrollment code** instead, for a shared computer or when sign-in is not set up.

- 1 Find the code box**
Under **OR USE AN ENROLLMENT CODE**, click into the **ENROLLMENT CODE** box.
- 2 Paste the code**
Use the **Paste** button. If you received a `.jwt` file, you can also drag it onto the window.
- 3 Click Enroll with code**
The computer is registered.

IMPORTANT

An enrollment code works **once**, for **one** computer, and expires. A short code in the form `CRW-XXXXX-XXXXX` is valid for one hour. Don't share it. If it no longer works, ask your IT team for a new one.

3. What "trusted device" means

Cloudraw only lets in computers your organization trusts. Signing in tells Cloudraw *who you are* and registers your computer. Your organization still decides whether *this computer* may connect. Sometimes that happens automatically, and sometimes IT approves it.

Cloudraw Connect shows	What it means	What to do
Trusted (green)	Your computer meets your organization's rules. You see the apps you are allowed to use.	Nothing. You are ready.
Verifying device (grey)	Cloudraw is still checking your computer, for example right after you sign in.	Wait a minute.
Limited access (amber)	Your computer is registered but not trusted yet, or it no longer meets a rule. The app shows the reason, for example that disk encryption is off.	Fix what the app names, or ask your IT team to approve your computer.

Rules your organization may use include: disk encryption is on, the firewall is on, Windows is up to date, antivirus is running, and whether the computer is joined to the company domain.

Domain and workgroup computers

Cloudraw Connect works on both:

- **Domain computers:** company computers joined to your organization's Windows domain.
- **Workgroup computers:** computers not joined to a domain, such as a home PC, a laptop from a small office, or a computer joined only to Microsoft Entra ID.

You sign in the same way on both. Cloudraw Connect reports the computer type by itself. Your organization may allow some apps only from domain computers. In that case they show as unavailable on a workgroup computer. That is a rule, not a fault.

Everyday use

- **Connect and disconnect** with the button in the app. When you are connected, your apps are listed in the app.
- **Sign in again:** your organization may ask you to sign in again every few hours or days. Click **Sign in again** when the app shows it.
- **More than one organization?** In the app's settings choose **Add another workspace**. Your other workspaces stay on the computer.

Common problems

You see	What it means and what to do
<i>"No workspace with that name offers sign-in."</i>	Check the spelling of the workspace name. It uses lowercase letters, digits and hyphens. Ask your IT team for the exact name.
The browser does not open after Sign in	Make sure a default web browser is set in Windows (Settings → Apps → Default apps) and try again.
<i>"Your sign-in could not be verified. Please try again."</i> or <i>"Please sign in again."</i>	The sign-in took too long or was interrupted. Click Sign in again and finish within a few minutes.
The sign-in code e-mail does not arrive	Check your junk folder. The e-mail comes from <code>noreply@cloudraw.com</code> or from your company's address. Codes expire after a few minutes, so start again for a new one. Still nothing? Tell your IT team.
<i>"Your email address is not verified with your identity provider."</i>	Your work account has no confirmed e-mail address. Your IT team needs to fix this in your account.
<i>"Your account is suspended in this workspace."</i>	Your access is paused. Contact your IT team.
<i>"This account does not match the person registered with that email."</i>	You signed in with a different account than the one registered for you. Sign out of other work accounts in your browser and try again, or ask IT.
<i>"seat quota reached" or "device quota reached"</i>	Your organization has used all its licenses. Contact your IT team.
<i>"The enrollment code was not accepted"</i>	The code was already used, has expired, or was cut off when copying. Ask IT for a new code.
Limited access and no apps	Your computer is not trusted yet. Read the reason in the app, fix it if you can, or ask IT to approve the computer.
Connected, but an app is missing	You may not have access to it, or it may be allowed only from certain computers. Ask your IT team.

You see	What it means and what to do
Cannot connect at all on a company or hotel network	Clouddraw Connect needs outbound HTTPS (port 443) to *.clouddraw.com . Try another network, such as a phone hotspot, to check. If that works, the network is blocking it.

For IT: install on many computers

You can install Clouddraw Connect silently, for example through Intune, Group Policy or your RMM tool, so that it opens straight to your workspace's sign-in:

```
clouddraw-connect-setup-<version>.exe /S /WORKSPACE=<your workspace name> /SIGNIN=sso
```

People then only sign in. One package works for every computer and contains no secrets. For computers without a signed-in user, use **Devices** → **Deploy to fleet** in the admin console. For one-off codes, use **Devices** → **Add device**; **Show code** displays a device's code again.

New computers may need to be trusted before they connect. Set up trust rules under **Device trust**, or trust computers one by one from the **Devices** list.

Need help? E-mail support@clouddraw.com (mailto:support@clouddraw.com).