

## Remote Work - Frequently Asked Questions

### Remote Access FAQs

- **How do I get access to CoSA Network for my computer when working remotely?**

An Internet connection: Public WiFi, LTE, or home WiFi

- AND -

City issued laptop – *Cisco AnyConnect Secure Mobility Client (VPN)*

1) If not on desktop, submit a ticket to the IT portal on CoSAWeb: <https://cosaweb/it-service-connection.html> to obtain access.

2) Follow the directions below:

- Select the Start button located at the bottom left of your screen.
- Select *Cisco AnyConnect Secure Mobility Client*.
- Make sure the VPN reads "vpn.sanantonio.gov" and select Connect.
- Enter your password (the same password you use to access your computer).

- OR -

Non-City issued, personal computer - *Workspace* application + *VMWare Horizon Client*

Go to <http://www.sanantonio.gov/easi> to access *Workspace* and learn more

### Workspace Application FAQs

- **What is Workspace?**

*Workspace* is the application CoSA uses to provide remote employees with access to their virtual (temporary) desktops on a non-City issued device/personal device.

- **My apps are not showing when logging into Workspace for telecommuting. Why?**

When you login to *Workspace* you will see the catalog of applications that have been loaded for you to access via *Workspace*. If you are missing applications, submit a ticket to the IT portal on CoSAWeb: <https://cosaweb/it-service-connection.html>. If you have just been granted access to the applications it may take a while for them to appear in the *Workspace* in the browser.

- **Can I access Workspace on my Smart Phone, iPad, Tablet?**

Yes, you can. Download the *VMWare Horizon Client* mobile app in the Android or iTunes stores first.

- **What is CoSA Desktop?**

*CoSA Desktop* is the default virtual desktop in *Workspace* for remote employees. You will be given access to the default CoSA desktop which has Internet Explorer and MS Word, Access, Excel, Outlook.

- **I don't have access to my Office Suite through Workspace, how can I access?**

If you have a license for Office 365, you don't need the suite in *Workspace*. You can go to [www.office.com](http://www.office.com) and access the suite from there using your CoSA credentials. If you do not have a license for Office 365, you can request access to the Office 2010 suite in *Workspace*, which includes Excel, Outlook, Word, and PowerPoint.

- **Workspace Tutorials are located where?**

[How Do I log in to COSA Workspace](#)

[Logging Off or Disconnecting from Workspace or Virtual Desktop](#)

[Organizing Your Apps Page](#)

[Workspace Help Tips](#)

- **What is *Remote Desktop*?**

*Remote Desktop* is an application used to connect remotely with non-City issued devices to physical computers connected to the COSA network. If you have *Workspace*, you can access *Remote Desktop* from *COSA Desktop*, but you must have access granted by submitting a service request to IT.

- **I misplaced my device ID could you provide it for me?**

Yes. Call the IT Service Desk at (210) 207-8888

- **I'm receiving an error stating I do not have access to my device when using *Remote Desktop*. Why?**

You should be accessing *Remote Desktop* through *COSA Desktop* accessed through *Workspace*.

1) If you are signed into *Workspace COSA Desktop* and you do not have access, then you need to submit a request to get access *Remote Desktop*.

2) If you have access to the *Remote Desktop* app via *Workspace COSA Desktop* and you are getting an error when using the *Remote Desktop* app on a device not assigned to you, it is possible you have not been added to the remote users list for that device. You will need to submit a ticket to the IT portal on CoSAWeb: <https://cosaweb/it-service-connection.html> to have your profile added to the remote users list for that device.

- **How do I access VPN?**

In order to connect to our VPN, you must use a CoSA issued laptop only. To access the VPN, you will need to run *Cisco AnyConnect Secure Mobility Client*. Enter **vpn.sanantonio.gov** in the field provided, click connect, and enter your CoSA network credentials.

- **My PC is being worked on. Can I connect remotely to a different PC located at my site location if I have the device ID?**

Yes. But first you will need to be added to the list of remote users for that device. You will need to submit a ticket to the IT portal on CoSAWeb: <https://cosaweb/it-service-connection.html> to have your profile added to the remote users list for that device.

## Webex FAQs

- **Having trouble calling in on +1-415-655-0001? Use any of the Webex global call-in numbers listed below:**

(Chicago)	+1-312-535-8110
(Dallas)	+1-469-210-7159
(Denver)	+1-720-650-7664
(Jacksonville)	+1-904-900-2303
(Los Angeles)	+1-213-306-3065
(New York)	+1-646-992-2010
(Phoenix)	+1-602-666-0783
(San Jose)	+1-240-454-0887
(Seattle)	+1-206-207-1700
(Wash. D.C.)	+1-202-860-2110

## How do I access my Adobe Pro DC?

You must have an Adobe Pro license, and when using a personal device you will access the COSA Network via *Workspace*, open the *COSA Desktop*, launch Internet Explorer and go to adobe.com. Sign in with your CoSA credentials.