

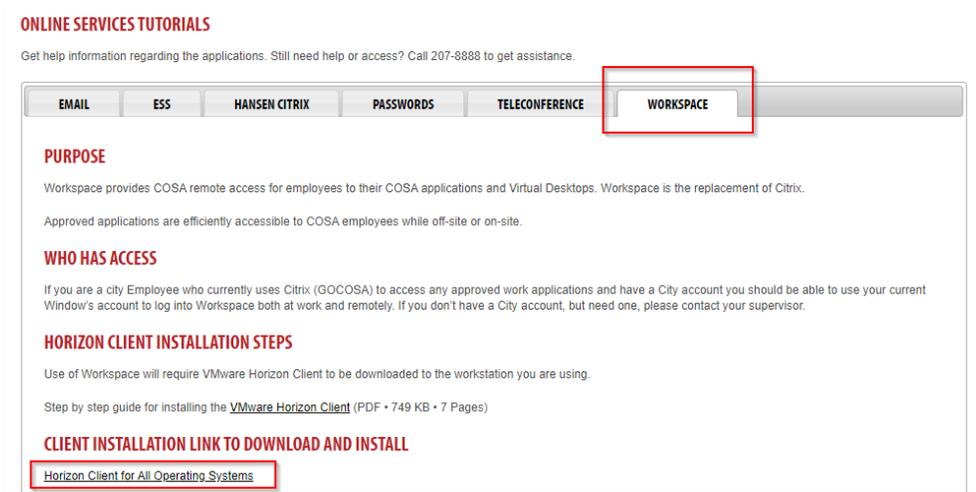
Using Workspace for Remote Work

The City utilizes **Workspace** to provide COSA remote access for employees to common work applications. Use this guide to install and use Workspace on your personal device.

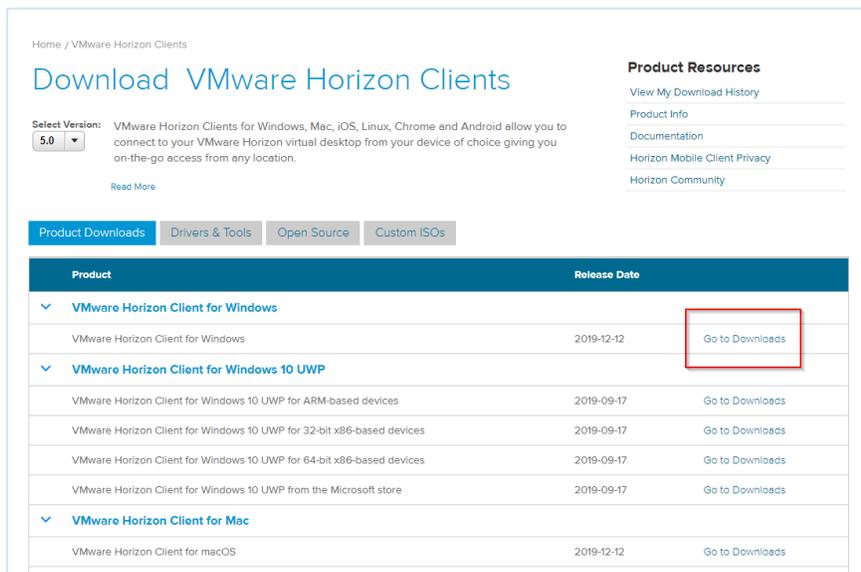
[Note: this guide assumes that you are connected to the Internet through a private or public internet connection.]

Getting Setup: Install the Horizon Client

First, go to www.sanantonio.gov/easi and scroll down to the “**Online Service Tutorials**” section. Click on the **Workspace** tab, and then click on the “**Horizon Client for All Operating Systems**” link under the “**Client Installation Link to Download and Install**” heading (this will take you to another website).

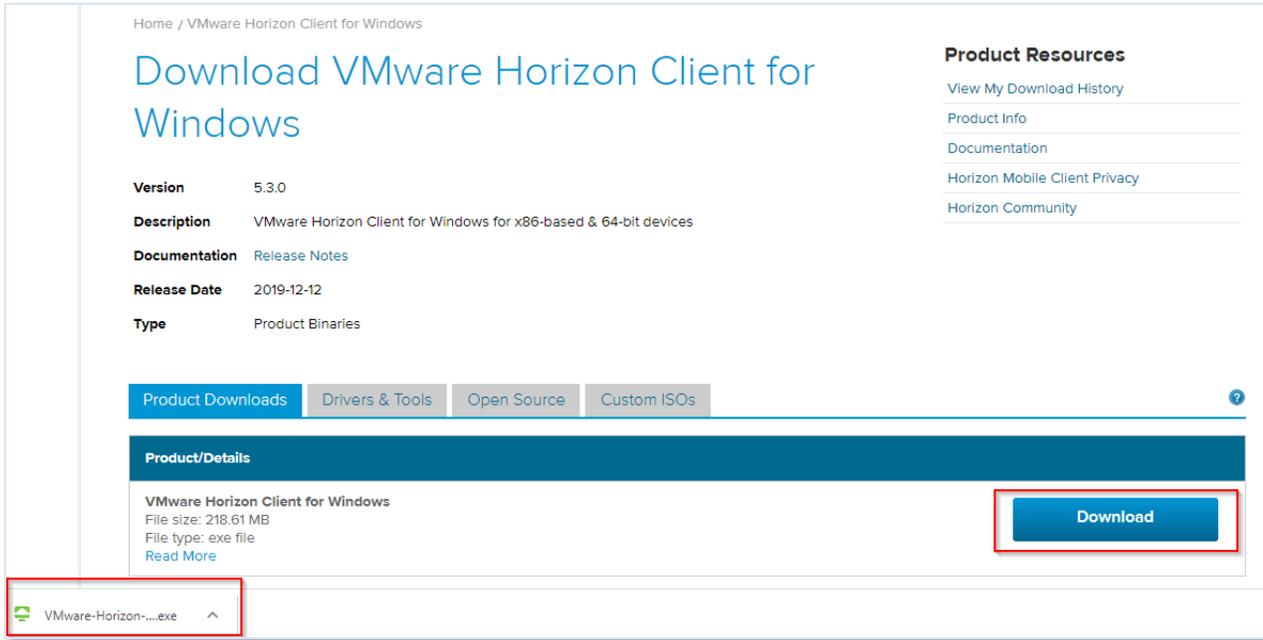


Next, scroll the list to your device’s operating system, and click its corresponding “**Go to Downloads**” link.

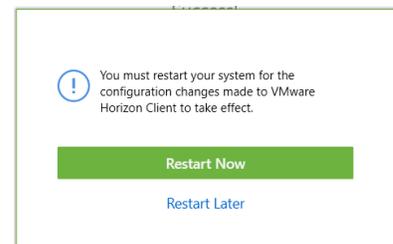
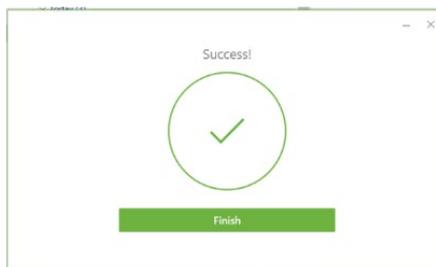
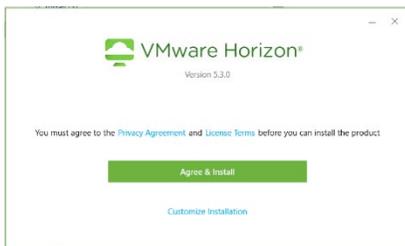


On the next page, click the **Download** button to begin downloading the installer file to your computer. Once it is complete, click on the install file to open/run it.

Using Workspace for Remote Work



Depending on your operating system, you may see a series of pop-ups asking if you want to install or allow the app to make changes to your device. Click in the affirmative (**Yes** or **Accept**). When the installer is completed, click the **Finish** button. You will then be asked to restart your computer. Click the **Restart Now** button.



USING WORKSPACE



WORKSPACE

COSA remote access for employees to their COSA applications and virtual desktops.

When you restart, and go back online, go to www.sanantonio.gov/easi and click on the **Workspace** icon. This is where you will access Workspace going forward.

CITY OF SAN ANTONIO
WORKSPACE

Select your domain

cosa.root.ci.sat.tx.us

Remember this setting

Next

vmware

CITY OF SAN ANTONIO
WORKSPACE

username
123456

password
.....

cosa.root.ci.sat.tx.us

Sign in

Forgot password?

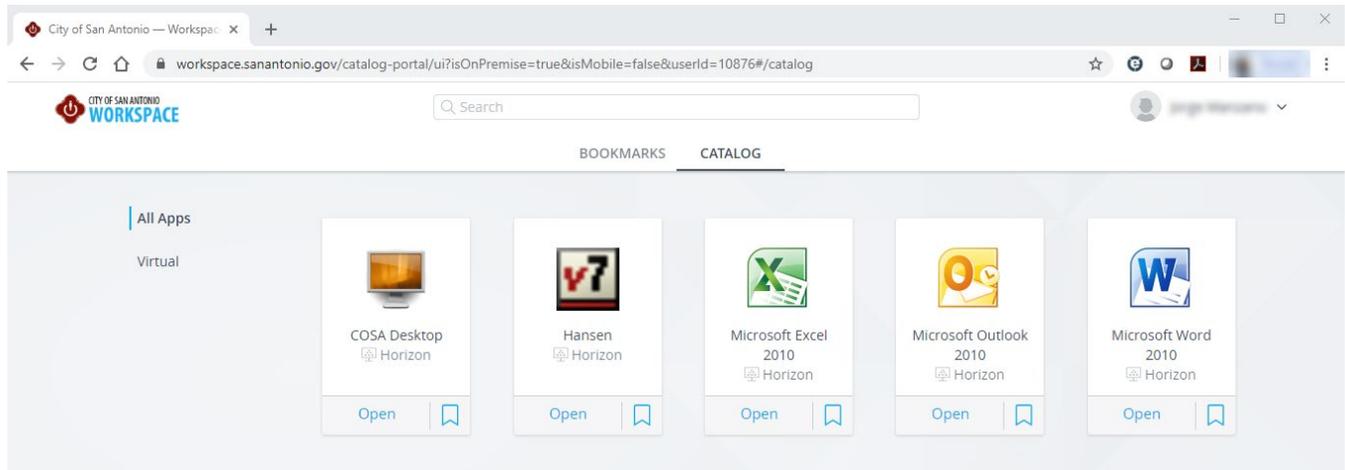
Change to a different domain

vmware

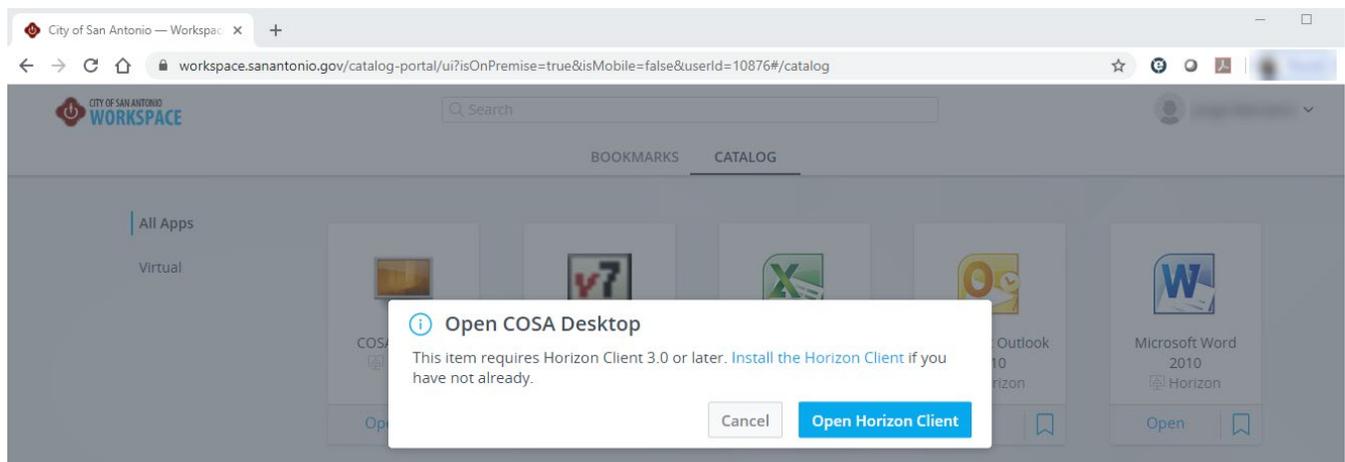
You may see a domain selection screen (depending on if the Remember this setting box is checked). Accept the default (cosa.root.ci.sat.tx.us) and click the **Next** button.

At this point, you will have to enter your credentials to login. Use your Windows credentials (what you use to log in to your computer at work in the morning). Click the **Sign In** button.

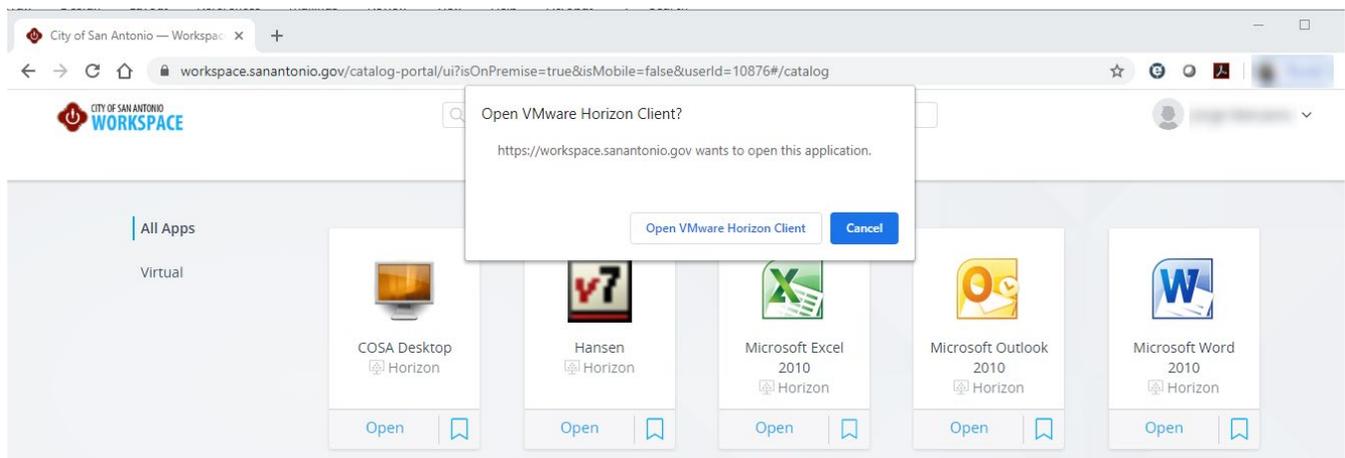
Using Workspace for Remote Work



To launch any application, click **Open** under its icon. A pop-up window will appear. Since you already downloaded the client, click the **Open Horizon Client** button.

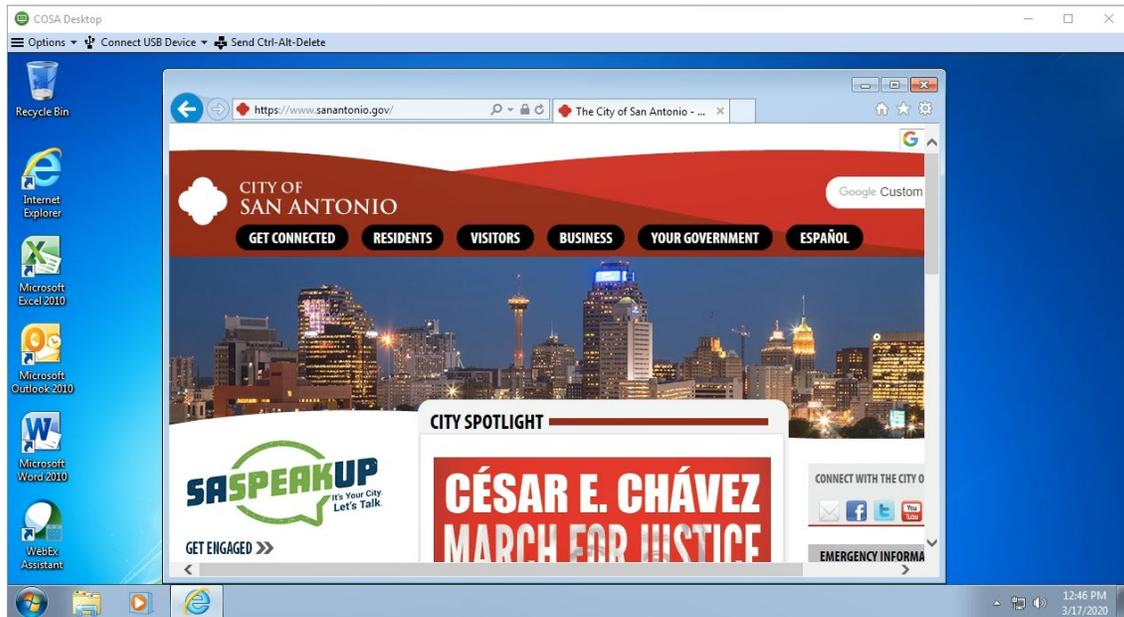


If it's your first time, you will see two of these pop-ups – the one above and the one below. Click on the **Open VMware Horizon Client** button.



Using Workspace for Remote Work

You will see a series of windows establishing connections, with the end result opening to display the application or desktop that you launched.



The following applications can be used in Workspace to perform your work:

1. **COSA Desktop** – this is a desktop that will look like your workstation desktop at work – but it is not your computer’s desktop. It is a virtual desktop. Use this desktop to:
 - Have access to your H: drive and the department shared (K:) drive
 - Open internal webpages that only work inside the COSA network (like Accela)
2. **Office apps** (Word, Excel, Outlook) - You can use these to check your email, review documents and spreadsheets, etc. There are settings within Workspace to allow these apps to access files on your computer as well as files on the network.
3. **Apps Relevant to your Department**

ADDING APPLICATIONS TO WORKSPACE

If there are applications in Workspace needed for your job, **please submit a ticket to ITSD**. To do this:

1. Go to the IT Service Connection (<https://cosaweb/it-service-connection.html>) and click **SUBMIT TICKET NOW**
2. Log in using your Windows **User Name** and **Password**
3. Select the **Can't Find What You're Looking For?** menu item
4. Select **Service Request** and click **Request Now**
5. Fill out the **Service Request** with the following details:
 - a. Phone – a number to reach you
 - b. Physical Address
 - c. Floor/Room – your office/cubicle #
 - d. Date Desired
 - e. Priority - High
 - f. Justification – use something like “required for work duties”
 - g. Brief description of the request – use something like “Add application(s) to Workspace”
 - h. Additional Information – this is where you request what app(s) you need. Be specific. If you are requesting Remote Desktop access to your computer at work, make sure to include your computer’s asset tag (e.g. “Add Remote Desktop to Workspace, enable remote access to 90000XXXXXX for user SAP# ZZZZZZ” where XXXXXX is your computer’s asset tag (found on the silver tag) and ZZZZZZ is your SAP#

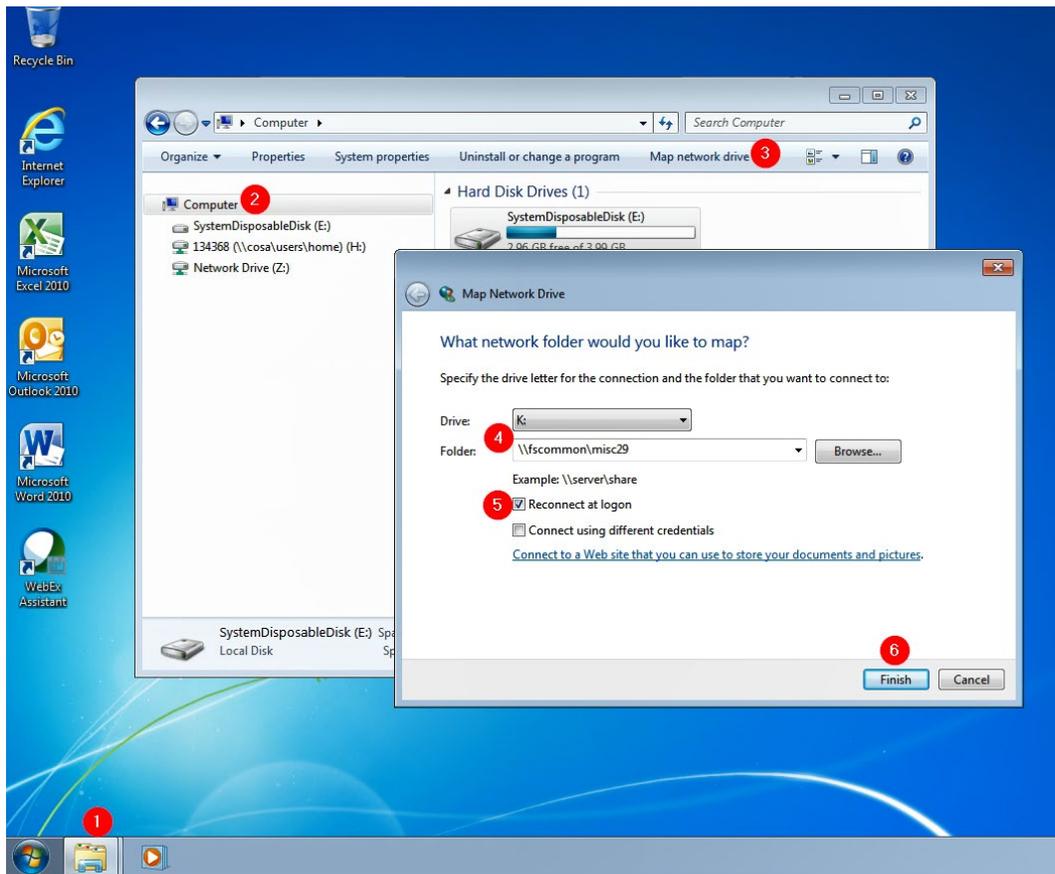
MAPPING A SHARED DRIVE

Before you start:

To map a shared folder such as department-wide network drive, you will need the link to that shared folder. The link may look like this: \\fscommon\misc09. If access to the shared folder is limited you may also need permission to be granted to you to access the shared folder. If the access to the shared folder is managed by ITSD, please have your supervisor submit an IT Request asking for you to have access to the specified folder.

By default, your COSA Desktop will map your H: drive. If you need to map the K: drive, you will need to:

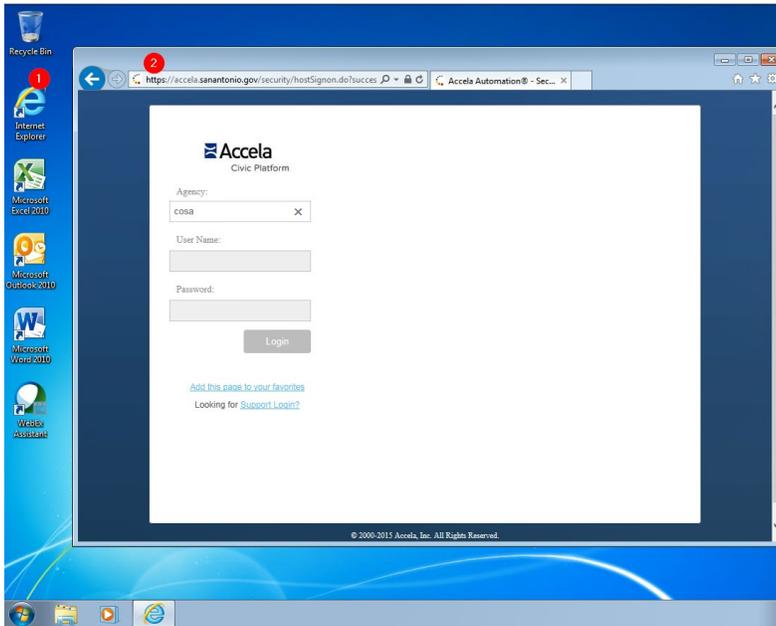
1. Click on the **File Explorer** on the menu bar 
2. Click on **Computer** in the left-hand navigation menu
3. Click on **Map Network Drive** on the toolbar
4. Select the drive letter you want to use for the network folder. For department-wide shared drives, most departments use letter K. For other shared folders your team may have chosen a different letter - use the same letter as your colleagues. Then hit Browse or paste the link in the folder section.
5. Make sure that the **Reconnect at logon** box is CHECKED
6. Click the **Finish** button. When you're done, you should see the new drive letter under "This PC" and will be able to access its contents like you would any other folder. If you want to disconnect the network drive, right-click on it and select "Disconnect."



OPENING INTERNAL URLS

The COSA Desktop provides you with a way to access internal websites (those that only work inside the COSA network, like Accela). For example:

1. Locate the Internet Explorer icon on the desktop and launch the application (if you don't see it, IE is also available through the Start Menu)
2. Type the URL in the address bar and click **Enter**



Other internal websites:

City Intranet: <https://cosaweb/>

IT Service Connection: <https://cosaweb/it-service-connection.html>

OTHER RESOURCES

The EASI page <https://www.sanantonio.gov/easi> has a few tutorials that you can view to help you:

- [Log on to Workspace](#)
- [Disconnect from Workspace](#)
- [Organize your Apps](#)
- [Troubleshoot Workspace](#)