

Remote Work – The Basics

Before you leave the office:

1. Forward your desk phone to your mobile phone. Go to [Cisco Self Care Portal](#) to set it up.
2. If possible, place signage at your cubicle/office letting others know that you are working remotely.

Connecting at home:

COSA Network Access

- **Internet connection:** Public WiFi, LTE, or home WiFi

- AND -

- **COSA issued laptop** using *Cisco AnyConnect Secure Mobility Client*

Note: Only City issued laptops can use the VPN and should already have the Cisco client installed. You will be asked to sign in using your CoSA credentials and once you are connected you can access all the applications, shared drives and other resources you have available when working in the office. If not on desktop, submit a ticket to the IT portal on CoSAWeb: <https://cosaweb/it-service-connection.html>.

2) Follow the directions below after connecting to the internet:

- Select the Start button located at the bottom left of your screen.
- Click on the *Cisco AnyConnect Secure Mobility Client* icon
- 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-COSA issued device using *Workspace* application

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

- Use the *COSA Desktop* in *Workspace* to access Outlook, Microsoft Office, Internet Explorer, H: Drive and your other apps.
- If all your apps are not available, then use *COSA Desktop* to connect to *Remote Desktop* (must submit an IT service request for approval)

CoSA Outlook Email

Access via COSA Desktop, Outlook Cloud (Office.com) or at <http://www.sanantonio.gov/easi>

Hansen Access - COSA remote access to the *Hansen* application

Go to <http://www.sanantonio.gov/easi> to access *Hansen* (requires downloading a plug-in)

WebEx/Video/Voice Conference

- Schedule meetings through *Cisco WebEx Meeting Cloud* web page <https://sanantonio.webex.com/>
- Schedule and join meetings directly from Outlook Calendar (*Productivity Tools* need to be installed)
- Schedule and join meetings from free *Webex Meet* mobile app on Android or iTunes stores.

Need Help? If you encounter technical issues, please contact the IT Help Desk (210) 207-8888.

Remote Work - Security Guidelines

- **Password Management**. Manage your CoSA password. [Register and reset it here](#).
- **Use strong passwords**, do not store them in a file located on your computer or mobile device, do not write passwords down.
- **Data storage**. Use only CoSA secure shared drive and CoSA cloud-based services and do not keep files saved on a laptop. **Never use external devices to store data**.
- **WiFi Smarts**. Use only secure WiFi connections. Never send or open sensitive data over public WiFi and switch off WiFi and Bluetooth on your devices.
- **Public Places**. Never leave your device unattended in public places and if you spend time in co-working spaces, lock your screen whenever you leave your desk. Use a privacy screen to prevent people from reading your screen and avoid entering passwords where others can see.

Personal Device Use Security Guidelines:

- **Install Anti-Malware Software**. Choose a program that wards off as many known types of malicious software as possible.
- **Ensure all software is up to date**. Install the latest security and software updates for your operating system and software programs and update them regularly.
- **Keep work data and personal information separated**, preferably on different machines.

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> to obtain access. 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. If you don't see your applications, please contact the IT Service Desk
- **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 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 obtain access.

- **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 per that device. Submit a ticket to the IT portal on CoSAWeb: <https://cosaweb/it-service-connection.html> to obtain access for the device ID you are wanting to remote into, using *Remote Desktop*, and we can add your profile to the remote users list.