

Common AWS Issues & Workarounds

Issue	Troubleshooting/Workaround
AWS Does Not Display to Both Monitors/Stretching AWS Across Multiple Monitors	Entering and Exiting Fullscreen Mode in AWS
How to Change Your Password in AWS	Within the AWS window click on: View ; CTRL + ALT + Delete ; then click on Change Password . For further details, click here .
This is My First Time Logging into Okta	First, open the <i>Chrome</i> browser. Then search _____ .okta.com
Do I Need to Install the Okta Plug In?	Yes. In order to have full access to the applications in Okta, it is required that you install the plug-in and then refresh the Okta page to apply any changes. For further details, click here .
How to Access Zoom and Google Meet outside of AWS	Open a Zoom Meeting Outside of AWS Open a Google Meet Meeting Outside of AWS
Google Chat App is Missing	The <i>Google Chat</i> application is currently not supported in the Amazon environment. Please use the web version below: chat.google.com
Properly Restarting My Amazon Workspace	Restarting My Amazon Workspace
AWS Freezes or is Too Slow	When AWS is slower than usual, you often need to reboot the session itself (Please refer to Restarting My Amazon Workspace link above).
Accessing PureCloud on AWS	It is recommended you use <i>GenesysCloud (PureCloud)</i> outside of the AWS Application because AWS does not support the stand-alone application for <i>GenesysCloud</i> . <i>GenesysCloud</i> will be installed if you were issued a computer by AmeriHome and can be accessed outside of the <i>Amazon Workspace</i> . The web version of <i>GenesysCloud (PureCloud)</i> is also available by going to the web address below (Recommended): apps.mypurecloud.com
Does AWS support webcams?	AWS does not support webcams, other video devices, or other locally attached peripherals such as storage devices. https://docs.amazonaws.cn/en_us/workspaces/latest/userguide/peripheral_devices.html

	<p>Workaround: We recommend accessing any video or audio calls outside of the <i>Amazon Workspace</i>.</p>
Enabling a Webcam in Google Meets	Enabling a Webcam in Google Meets
Troubleshooting Webcam Issues While in Meetings	<p>One of the main issues that people will face when using AWS is having audio or visual issues.</p> <p>Tutorial for Google Meets and Webcams: Enabling a Webcam in Google Meets</p> <p>Tutorial for Zoom Meetings and Webcams: Opening Up a Webcam in Zoom Meetings</p>
Pinning Folders to Quick Access	Pinning a Network Share Folder to Quick Access
AWS Application Attempts to Update Upon Startup	<p>It is recommended you keep your AWS application up to date.</p> <p>While it is not urgent, Help Desk can assist in updating your application if needed. For these requests, open a Help Desk ticket: help@_____ .com</p>
Getting on the Right Server for Encompass/ Removing the Auto-Login	<p>Encompass CD - Manually Adding SmartClient ID</p> <p>Remove Encompass Auto-Start</p>
Unable to Login to SFTP Site via AWS	Unable to Login to SFTP Site via AWS - Append DNS Suffixes
Encompass CD - Manually Adding SmartClient ID	Encompass CD - Manually Adding SmartClient ID
Choosing the Correct Encompass Server	What is the Correct Server to Choose for Encompass?