

Arena Holdings: Cosmos FAQs

March 2021

1. I'm new. How do I get access to Cosmos? / How do I get my new staff member on Cosmos?

If you are a new staff member, register with your Arena Holdings email address on any of our websites (eg www.timeslive.co.za) by clicking the "Register" button at the top of the website. The site will ask you to enter your name, surname, password and other details, and send you an email to verify your email address.

Then send your email address and job description to Riaan Wolmarans at wolmaransr@arena.africa so he can assign the right level of Cosmos access.

For freelancers with no Arena Holdings address, we can still assign access to a private email address, but we will also need to know until when the person is working for us so we can revoke it again on that date.

2. How do I or my team members get paywall access on Arena Holdings' websites?

All Arena Holdings staff have free access to our paywalled content via their company email address, once they have registered on any of our websites.

(If you are a new staff member or have not previously registered on any of our websites with your Arena Holdings email address, see question 1 above.)

Send the email address of the person who needs free access to Riaan Wolmarans at wolmaransr@arena.africa.

3. Where and how do I access or log into Cosmos?

Click on the URL for the correct version of Cosmos from this list – ask your manager for guidance if you are not sure which one to use:

- TimesLIVE & Sunday Times Cosmos: <https://cosmos-times-live.timeslive.co.za/>
- SowetanLIVE Cosmos: <https://cosmos-sowetan-sundayworld.sowetanlive.co.za/>
- BusinessLIVE Cosmos: <https://cosmos-business-live-1370.businesslive.co.za/>
- Sunday Times Daily Cosmos: <https://cosmos-select.timeslive.co.za/editions/>
- DispatchLIVE Cosmos: <http://cosmos.dispatchlive.co.za/>
- HeraldLIVE Cosmos: <https://cosmos.heraldive.co.za/>
- Wanted Online Cosmos: <https://cosmos-wanted-1306.wantedonline.co.za/>
- Vrye Weekblad Cosmos: <https://admin-dot-vwb-prod.appspot.com/>
- Central production hub Cosmos (used by Herald, Sowetan and Daily Dispatch at present): <https://admin-dot-tmq-central-2.appspot.com/>

Log in with the same email address (Arena Holdings address for staff) and the password you set when you first registered on our websites.

If you have not yet registered, see question 1 above.

4. I want to log into Cosmos but I can't remember my password.

If you are signed in on TimesLIVE, click here to view your profile and change your password: <https://www.timeslive.co.za/u/profile/> -- then use your new password for Cosmos too.

If you are no longer signed in on TimesLIVE, click here to reset your password: <https://www.timeslive.co.za/u/reset/>

5. Is there a Cosmos user manual?

We have an extensive Cosmos editorial user manual available online at:

<https://drive.google.com/drive/folders/1Ki0q1-R-0BQowlsKQ-u5jO0tkbvgXKEj?usp=sharing>

You can also download it, but keep in mind the manual is often updated at the link above so it's better to view it online to ensure you are seeing the latest version.

6. How do I edit stories, update the website etc in Cosmos?

Only staff with specifically assigned Cosmos access can use Cosmos for digital production. If you don't have access but need it, see question 1 above.

The Cosmos user manual explains these processes in detail – see question 5 above.

For further training on the editorial and workflow tools available in Cosmos, first speak to your manager/editor, who can then assist or raise the need for a more extensive training session with the Digital team.
