

ABS Cloud: User Manual Addendum

We recommend reading this document on your computer. There are several links that are easier to click than to type.


This is not a legal contract, nor does it replace the regular user manual. This covers using ABS Agency Builder in the cloud, which will be virtually identical to using it in your office.

1. Signing up (if you haven't already)

- a) There are currently no changes to ABS pricing for current or new users.
- b) There are a few minor wording changes in the ABS License Agreement providing for ABS in the cloud. Nothing is changed about what you can or cannot do with ABS other than what is mentioned in Item 2c, below.
- c) The only official cloud hosting company for ABS Agency Builder is Cornelius Concepts, LLC. They will setup your cloud account and assign strong User Names and Passwords. They will install ABS Agency Builder and if you are a current ABS user, they will install your existing database. Sign up at <https://windowsapphosting.com/abs-signup>

2. Setting up your connection

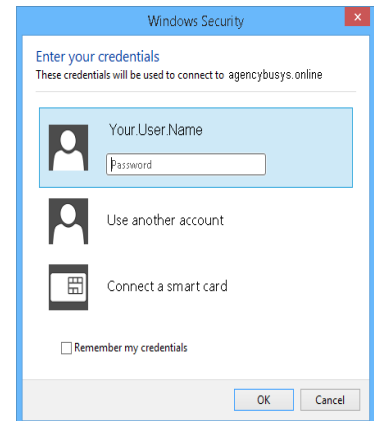
- a) Download the *ABS Cloud Connection Setup* from <http://agencybusys.com/cloud/>.
- b) Enter the User Name supplied by Cornelius Concepts, LLC.
- c) The Agency Name must match that used to register your agency with Agency Business Systems, Inc.
- d) The Customer Number will be supplied by Agency Business Systems, Inc.

The above steps will install a shortcut on your desktop . Using that short cut starts the connection process.

- a) The *ABS Cloud Connection Setup*, above, will cause the User Name to be completed for you (e.g. Your.UserName).
- b) Enter the Password provided by Cornelius Concepts, LLC.
- c) If you check **Remember my credentials** you won't have to enter them in the future. If concerned about security, don't check that box, and **NEVER CHECK IT ON A PUBLIC COMPUTER.**

3. Signing in to your Cloud Account

- a) Sign in instructions are at http://agencybusys.com/ABS_Cloud_Instructions.pdf. They cover Windows and non-Windows devices such as Mac and Linux computers, Android etc..
- b) Each user's Cloud Account permits one active remote session at a time. Each office can have multiple Cloud Accounts – one for each user.

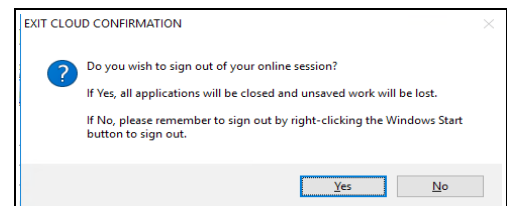


4. Signing Out

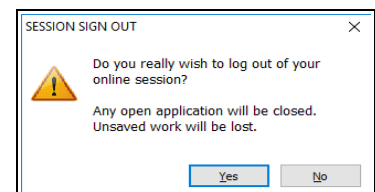
There are two general methods for signing out of your online session. The *Normal Method* disconnects and closes the session. The *Alternate Method* disconnects the session but does not close it.

a) Normal Method

- Closing ABS Agency Builder will ask if you want to sign out of your online session. If you're done, click **Yes**.



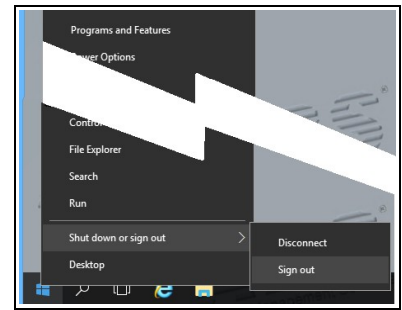
- If you clicked **No**, there is also an icon on the remote desktop titled, *ABS Cloud Session Close*. It, too, asks if you want to sign out. If you're done, click **Yes**.



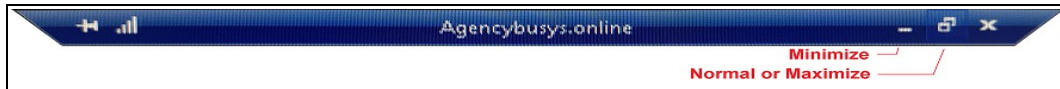
If you answer **Yes** to either of these, your online session will be closed, as well as all open applications, and you will be disconnected from the ABS Cloud host.

b) **Alternate Method**

- Right Click the Windows Start button for the remote desktop.
- Select *Shut down or sign out* then click *Disconnect*.



Another way is to click the (X) in the connection bar pictured below. That disconnects from the ABS Cloud host, but does not close your remote session.



Because the Alternative Method leaves your session open even though you have disconnected, the next time you sign into ABS Cloud, everything will be as you left it. If ABS was left open, it will still be open when you reconnect. This is a double edged sword.

Pros: You can resume interrupted tasks later, even from a different computer at a different location.

Cons: The cloud server is occasionally taken off-line during non-work hours for Windows, anti-virus, and security updates. If your session is still active it will be forcibly closed and unsaved work will be lost.

If ABS was minimized, it will be easy to miss causing you to attempt to open another instance which could put you over the ABS licensed user limit.

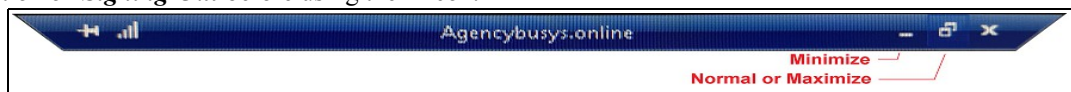
5. **ABS Cloud vs running locally.**

- a) The basic differences are minor. Cornelius Concepts, LLC has done a great job of explaining them, so please visit <https://windowsapphosting.com/>.
- b) Two desktops – yours and the one in the cloud's

When you connect to the cloud you will see a Windows Desktop on our cloud server. To distinguish it from your local desktop, it has a gray background with an ABS logo pattern. When that desktop first opens it will be maximized. While maximized, everything you do (keystrokes, mouse clicks, etc.) will be done on the remote computer. The simplest way to switch back to your local desktop from the remote one is to click **Ctrl + ALT + Break**.



If you can't find the **Break** key, or your keyboard doesn't have one, hover your mouse at the very top of the remote desktop to produce the drop-down **connection bar** like the one below. The Windows minimize, maximize, and close (X) icons control the remote desktop's window state and connection. Clicking either the *Minimize* or *Normal/Maximize* icons will allow you to access your local desktop. **IMPORTANT:** read the previous section on *Signing-Out* before using the **X** icon.



c) Differences between running ABS in the Cloud, versus a local computer.

- **Word Processor** in the cloud will always be the *ABS Word Processor*. You can still use your local word processor, but it will not be integrated with ABS.
- **Email** program in the cloud will always be the *ABS eMail Sender*. You can still use your local email program, but it will not be integrated with ABS.
- **Calendar** in the cloud will always be the *ABS Calendar*. You can still use your local calendar, but it will not be integrated with ABS.

- **ABS Web Browser** will always be the *ABS Browser* in the cloud. You can still use your local web browser, but it will not be integrated with ABS. NOTE: the ABS Browser is based on Microsoft's *Internet Explorer* and is designed to work on any carrier's web site that specifies the use of *Internet Explorer*.
- **ABS Document Manager** only allows importing documents. Scan to a local file, and then import the document. Note, even though the ABS software is running in the cloud, it can import directly from the hard drive on your office computer.

6. Data Security.

There is an additional level of security when running ABS in the cloud. In addition to your ABS User ID and Password, you must enter an additional and different User Name, and Password to open your Cloud Account. Naturally, this doubles the effort an unwanted person would have to expend. As always, you should use secure passwords at both login levels. They should have at least eight characters of upper and lower case letters, numbers, and symbols. For example: **My\$3cur3P@\$w0rd**.

a) Your Local Area Network (LAN).

- Your Local Area Network (LAN) should be secure. Doing that is your responsibility. We do not service your hardware, operating system, or your network. If you don't know if your network is secure, consult your local IT Professional.

b) Public Computers

- In the illustration to the right, notice the *Temporary Public Setup* checkbox near the bottom. Check that box if using a public computer such as in a hotel, Internet Cafe, or other location where computers are shared by strangers. We can't guarantee the security of those locations, but doing this makes it less likely that someone will be able to access your Cloud Account.
- NOTE: Cornelius Concepts, LLC gives you a very secure password. It is up to you to keep it secure. Especially when changing your password.

7. FAQ

- ABS in my office has a lot of choices in the start menu. Why are there so few in the cloud? Is it a limitation?
No. With ABS in the cloud, the tasks performed by those missing items are done for you so you don't need them.
- What do I do if I add another staff member?
If they are a replacement for someone who left, just add them to the users in the ABS Admin program and let them use the same cloud connection. If they are an additional employee, you'll need to get an additional Cloud Account as described above.
- Can I get my own backup copy of my data?
Yes. No charge.
- Can I use ABS in the cloud and on my office installation at the same time?
No. You can have only one active database, and it will be in the cloud, not in your office.