

ABS Cloud: User Manual Addendum

We recommend that you read this document on your computer rather than printing it. There are a number of links that are easier to click than to type.

This does not replace the regular user manual. It doesn't discuss the details of using the software like that manual does. Please refer to the ABS User Manual for information about using our software. Mostly this document covers things related to using ABS Agency Builder in the cloud. Once you are in the cloud, using the software will be virtually identical to using it in your office. The big difference is, you aren't limited to using it in your office. You can use it anywhere you have Internet access. However, there are a few things that do the same things, but are done differently. That's what this addendum is all about.

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

- a) There are currently no changes to your ABS pricing for current or new users.
- b) There are a few minor wording changes to the ABS License Agreement that accommodate using ABS in the cloud. Nothing is changed in the License Agreement with regard to 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. You must establish a Cloud Account with them. Start by visiting <https://windowsapphosting.com/abs-signup>

2. **ABS Cloud vs running locally.**

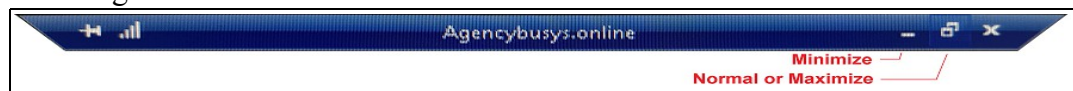
- a) Cornelius Concepts, LLC has done a great job of explaining this, so please visit <https://windowsapphosting.com/> DON'T skip this step.
- b) Two desktops – yours and the cloud's

When you open ABS in the Cloud, you will be looking at a Windows Desktop on a remote server. That is done using Microsoft's Remote Desktop Protocol (RDP) on your local computer communicating with Remote Desktop Service (RDS) in the cloud¹. When it first opens, the remote desktop, on the cloud server is maximized. While maximized, everything you do (keystrokes, mouse clicks, etc.) will be done on the remote computer. The simplest way to switch to your local desktop and back is to click



Ctrl + ALT + Break. Most keyboards have a Break key similar to the illustration to the right.

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 *Signing-Out* before using the X icon.



c) Differences between ABS Cloud, and a local installation.

- **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

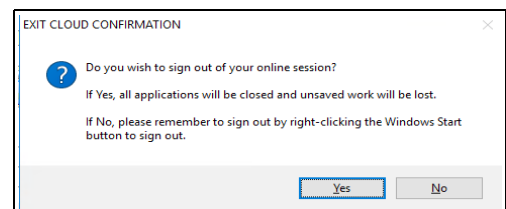
local email program, but it will not be integrated with ABS.

- **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.
- **Web Browser** in the cloud will always be the *ABS Browser*. 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 work on any carrier's web site that specifies the use of *Internet Explorer*.

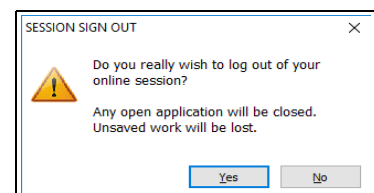
3. Accessing ABS in the Cloud

- a) Instructions and Shortcut at <http://agencybusys.com/cloud/>. This contains essential information. Don't skip.
- b) Signing in requires a Cloud Account with Cornelius Concepts, LLC., as mentioned in Item 1, above. Additionally:
 - Signing in and user instructions can be found at the link below. That web page includes sign-in instructions aimed largely at Windows computers. For non-Windows devices such as Mac and Linux computers, as well as Android and other devices, visit the link in Item 3a, above. http://agencybusys.com/ABS_Cloud_Instructions.pdf
 - Each user's Cloud Account permits one active remote session at a time. For example, if an employee changes workstations, they must sign out of the current session before they can sign-in at another location. Failure to do that triggers a request to forcibly end the first session. That also means employees can only share a Cloud Accounts if they never try to sign-in at the same time. See Signing-Out, below.
 - You can sign-in to your Cloud Account from anywhere in the world as long as you have an unrestricted connection to the Internet. Some countries restrict Internet access.
 - You can use any device that can connect to the Internet and that supports an RDP connection. For example, ABS is a Windows program running in the cloud on a Windows server. But, you don't need a Windows computer to access it. Let's say you are traveling, and only have a tablet with you (Android, Chrome, or iPad). As long as it has an RDP app installed, you can access ABS Cloud Use the instructions in the link immediately above...anywhere, anytime, any device.
- c) Signing out (normal method)

When you close ABS Agency Builder, it will ask if you want to sign out of your online session. See the illustration to the right.



There is also an icon on the remote desktop titled, *ABS Cloud Session Close*. It, too, asks if you want to sign out. See the illustration to the right.



If you answer Yes to either of these, your online cloud session will be closed, and so will all open applications. Unsaved work will be lost.

- If you are finished for the day you should save your work and use either of these two

methods to close the session – click **Yes**.

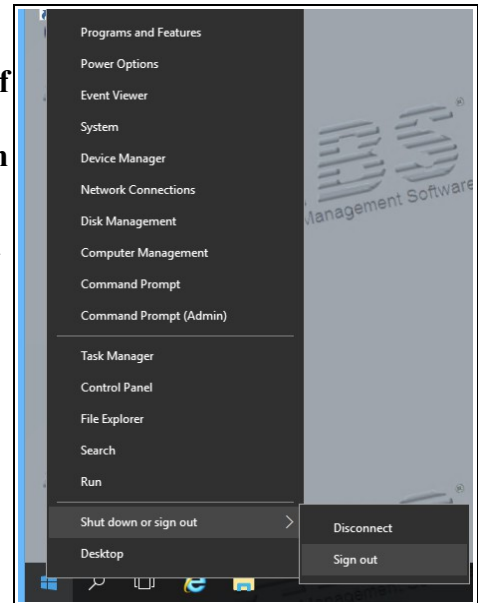
- If you plan to continue working later, either at the office or home (or elsewhere), then click **No**, and use the alternate sign out method. **The Alternative Method is strongly discouraged.**

d) Signing-Out (Alternate Method)

CAUTION – NOT RECOMMENDED: use this method only if you **know for sure** you will resume the session later the same day and sign out normally. This method does not end your session. It just ends your computer's connection to the cloud leaving your remote session still active.

WARNING: the cloud server is occasionally taken off-line at night, during non-work hours, for Windows, Anti-virus, and security updates. If your session is still active at that time, it will be forcibly disconnected. Any work that hasn't been saved will be lost. You have been warned.

- If you use this alternate procedure, save your work. It is not necessary to close ABS Agency Builder if you are in the middle of a task and need to resume where you left off later the same day. Just make certain to sign back in, finish your work, and sign-out normally.
- Right Click the Windows Start button for the remote desktop. Then select **Shut down or sign out + Disconnect**. Another way is to click the (X) in the connection bar pictured in Item 2b. That disconnects your RDP connection, but leaves your session still active.



4. FAQ

- a) 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 for those missing items are done for you so you don't need them.

- b) 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.

- c) Can I get a backup copy of my data?

Yes. No charge.

- d) 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.

¹ Remote Desktop Service (RDS) is Microsoft's implementation of thin client. Software and the remote desktop are made accessible to a client device that supports Remote Desktop Protocol (RDP).