

WinSearch Cloud Basics

Overview

Our review of the WinSearch Cloud basics includes a discussion of the following topics:

- How to access your WinSearch Cloud Session from any location
- Terminology Review: Logging off vs. Disconnecting
- Network Drives in your Cloud Session
- Internet Explorer vs. Chrome in a Cloud Session
- Using tools such as PDF Online
- Creating custom desktop shortcuts
- Accessing WinSearch Exchange using Outlook Web Access
- Where to find directions for setting up your cell phone and new computers.
- How to use WinSearch Customer Resources and Technical Support

Remote Access

All that is required to access your WinSearch Cloud desktop from any computer is a sufficient internet connection. Regardless of which device you choose you will need 3 pieces of information:

Computer name – cloud.winsearch.com or mycloud.winsearch.com

User name – winsearchasp\ + 3 letters for your company name + 1st letter for the first name + last name

Password – Password *

* If you want to have your password changed, contact Technical Support

Windows – Using Internet Explorer

Go to www.winsearch.com/cloudconnect.html and click Connect. Then enter the username and password and choose OK. This only works with Internet Explorer and does not work with other browsers such as Firefox (Mozilla) and Chrome. Also needs to have an Active-X add-on installed to work.

Windows – Using Remote Desktop Connection

The Remote Desktop Connection software is part of all versions of Windows. Since it may display in different locations, here is one way that will consistently work: select Start (and Run if available) then type **mstsc** or **Remote Desktop** and press Enter. This opens the Remote Desktop Connection window ready for you to enter cloud.winsearch.com as the computer name and then click Connect.

MAC

Microsoft Remote Desktop is available as a MAC apps for remote desktop connectivity. Download and set it up with the 3 settings above. Other apps can be used as long as the app can connect to Windows Server computers which not all can do.

iPads and iPhones

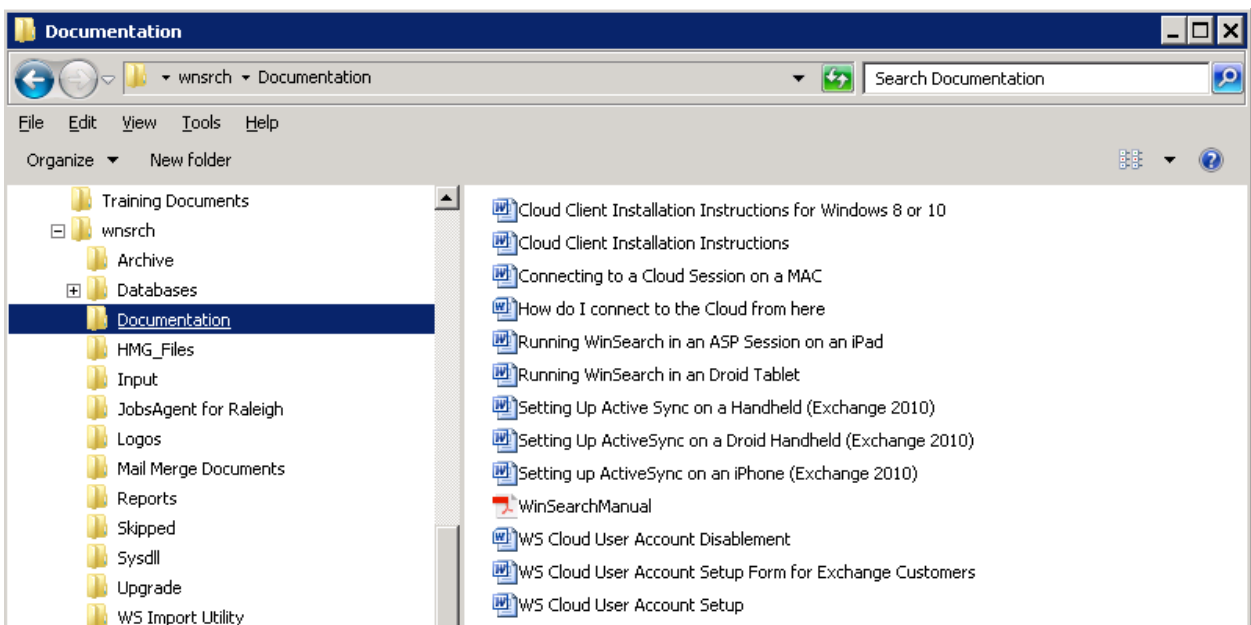
An iPad runs the same apps as the iPhone. Thus, you can use apps such as PocketCloud, Desktop Connect, iTap RDP, Jaadu and iRdesktop, or WinAdmin Remote Desktop to connect. When you pick one, make sure to pick on that can connect to Windows Server 2008 (not all do). You will want to install and run it using that company's instructions. If you get a message about needing administrative permissions to connect, then verify the Console option is turned off. iPhones/iPads don't right-click. Thus, the functionality that you would access by right-clicking something is unavailable.

Android and Other Tablets

Just as there are apps for iPads, there are apps for Droids and other tablet software. You will need to find an app for your phone/tablet that connects to Windows Server 2008. Install it and run it using that app's instructions.

Detailed Directions

Detailed directions can be found in your session in the W Drive within the WinSearch and then the Documentation folder as you can see below.



Logging Off vs. Disconnecting

The difference between Disconnecting and Logging Off from one's Cloud session is widely misunderstood.

Disconnecting

At the top of your screen you have a toolbar that hangs down that allows you to navigate between your local machine and your WinSearch Cloud Desktop. It also allows you to Disconnect your session. Disconnects your Cloud session from your computer but your session continues to run on the server. If you log back in within 2 hours you will access the session as you left it.

After two hours your session is shut down completely and unsaved data is lost.


Click on the X on the far right hand side of the toolbar to Disconnect your session.

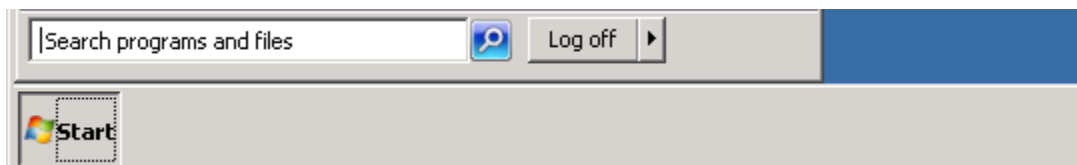


Your session is now disconnected. If you log back in within 2 hours you will retrieve the session as you left it. After 2 hours your session will be shut down. Please remember to save all your work periodically and before disconnecting your session.

Logging Off

Properly and completely logging off logs you out of your WinSearch Cloud Session and ends all programs/processes currently running. Changes to Outlook signatures and desktop icons are retained.

1. In the lower left hand corner of your session, click on .
2. Click **Log Off**.



3. You will see the following prompt, click **Log Off**.

Your session is now completely logged off.

Note: If you ever experience problems in your session with applications locking up, Logging Off is the best way to remedy that situation. In these cases, **Disconnecting** will do nothing to remedy those issues.

Internet Connection

Is your internet like this?



Or this?



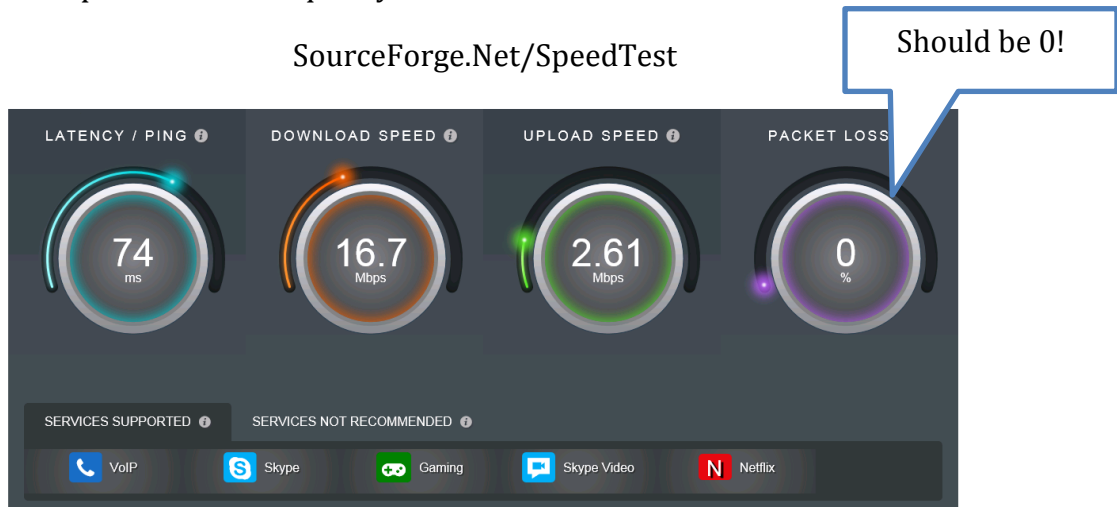
Or this?

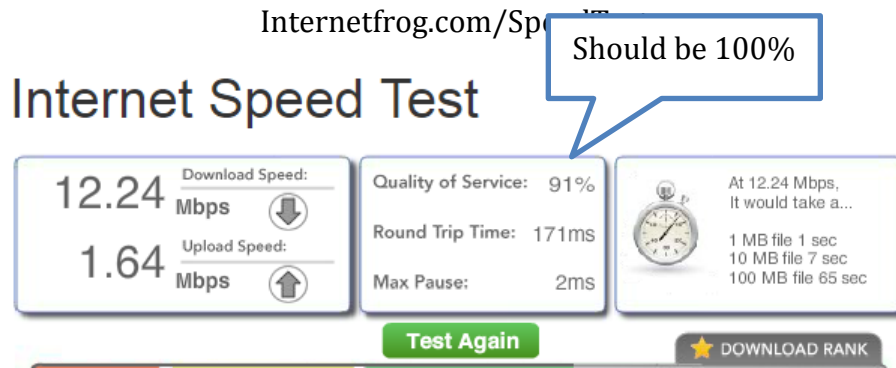


The one on the left is constant vs. the one on the middle which is has lots of little streams broken up. Web pages use the Internet in little pulses; remote desktop uses streams. In fact, when that stream is broken, the connection has to be re-established before it can continue. Thus, if your internet has small outages, you may not notice it when web page surfing but you will notice it when you are using a remote session.

Also, if you don't have a sufficient internet connection, you won't get good performance – it is like trying to take a shower in a fancy bathroom when there isn't enough water pressure – no matter how fancy the showerhead, you are still taking a bath in a trickle.

For speed tests you care about your upload and download speeds. Sites like <https://sourceforge.net/speedtest/> or www.internetfrog.com/speedtest will report this as well as packet loss and quality of service.





You want to do a speed test or two when you are having good performance. That way, when you have poor performance, you have some benchmarks to compare it to. The upload and download speeds needed can vary based on what other internet needs are being consumed.

Tools like EMCO Ping Monitor can test for small outages that often don't affect web page usage but cause grief in a remote desktop because the connection has to be re-established each time there is a drop.

Printing in your Cloud Session

Each time you connect, the printers that you have made available to the session are verified and checked. This means that the first step when you cannot print is to check that you can print outside of your session. If you cannot print outside the session, the printing will not work inside either.

Network Drives in your Cloud Session

There are at least two network drives provided in your WinSearch Cloud Session for storing files as well as your Documents folder.

W:\ 'Apps' Drive

This is the shared company drive. Anything stored on this drive can be accessed by everyone at your company that logs into a WinSearch Cloud account. **Note:** Leave the WinSearch and ImpDocs folder alone. These folders are used for running WinSearch.

X:\ Drive

This is your personal drive. Things stored on this drive are only accessible to you.

Other Drives

Other Drives can be set up for a company's needs. These can include Shared, Management and PST Archives.

Documents

Things stored in Documents are only accessible to your user account.

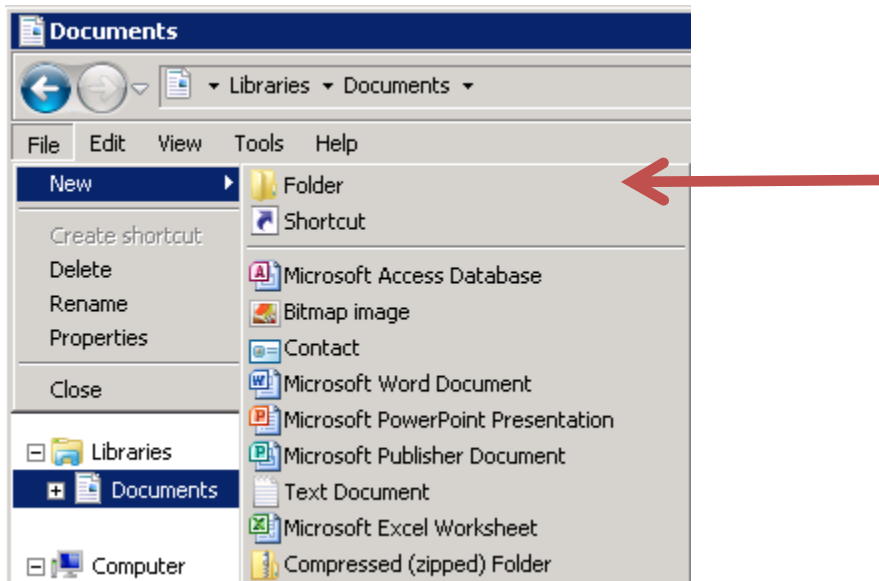
Accessing your Network Drives

1. Double click on the Computer icon OR go to Start | Computer
2. Double-click the drive to see what files are there.

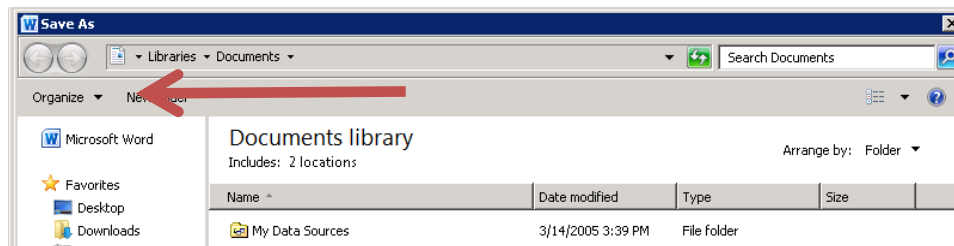
You can store an unlimited number of files within those drives and any others you have.

Creating New Folders

Once you are at the folder where you want a folder created within, select File | New | Folder then type the name for that new folder.



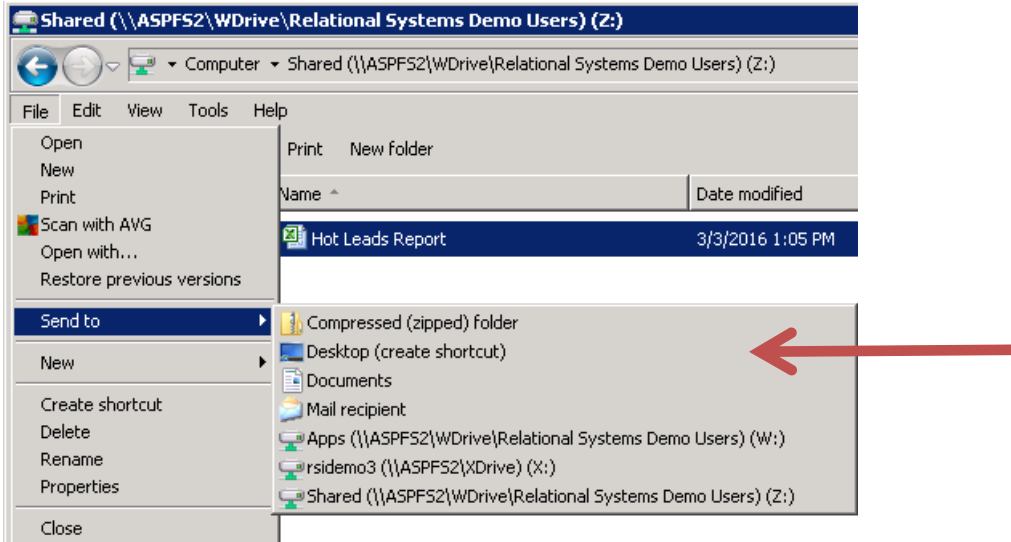
In a program like Word, you may also have a New Folder button



If you need to rename a file, click it, press F2 then type the new name. F2 is the Windows equivalent of the File | Rename command.

Creating Desktop Shortcuts

For documents that you use frequently, don't save them to the desktop! Instead, save the file elsewhere then create a shortcut to that file.



It creates a shortcut like this:

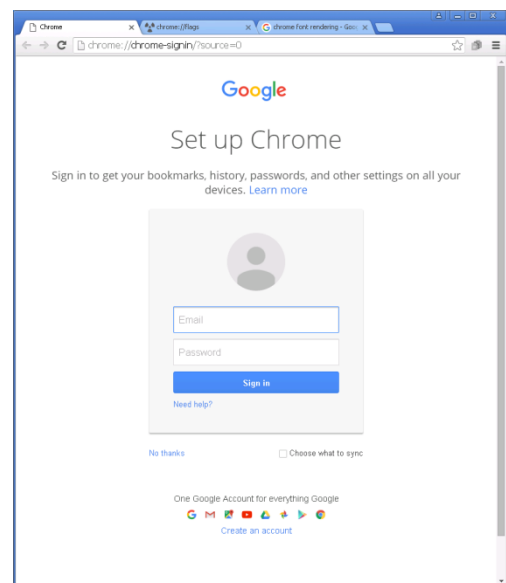
You can rename the shortcut by clicking on it, pressing F2 and typing the new name.

Chrome vs. Internet Explorer

Your remote sessions include both Chrome and Internet Explorer. They are available through the desktop. You may well find that Chrome works better.

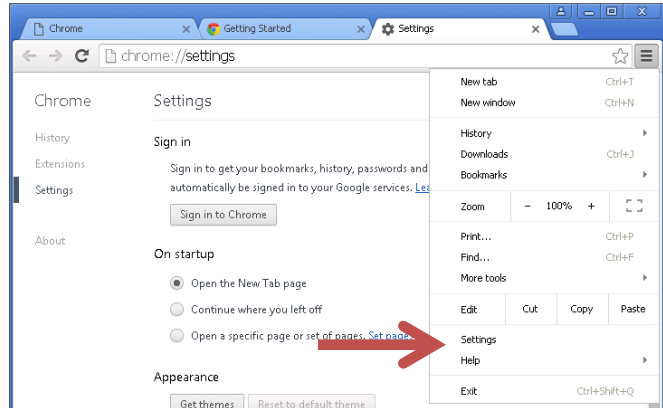
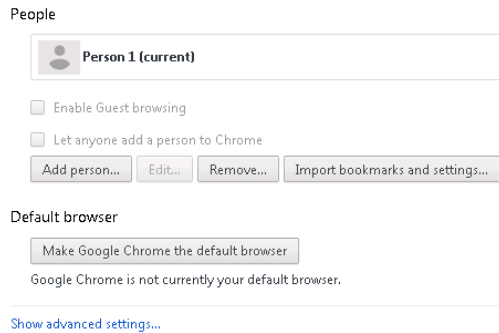
Save Chrome Settings

Since Chrome saves its settings very differently than Internet Explorer, if you want to retain your settings, you will want to log into Google. This is how you have passwords for web sites remembered as well as bookmarks.



Set Chrome as the Default Browser

Click the tool icon in the upper right, go to settings, scroll to the bottom and set Chrome as the default.



Change Zoom Percentage

You can easily change the zoom percentage in many of the programs you use with the Ctrl key and the wheel on your mouse. When you hold down Ctrl while rolling the mouse, the zoom percentage will change. This is true for web browsers, Office programs and Adobe.

Set Which Program Opens PDF Files

PDF documents can be opened in Adobe or in Office 2016. With resume processing, it is often easier to open them in Word for easy processing of the PDF files. However, you may find that you want to change which program is used for opening a particular file. To do so, open the Windows Explorer program and find the file. There, you can choose File | Open With. From this point, you can choose whether to use Adobe or Word 2016.

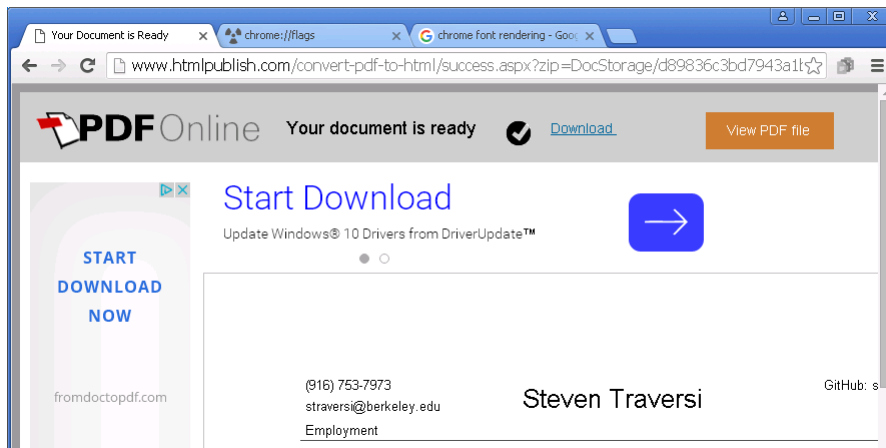
PDFOnline to Convert PDFs to DOC/DOCX Files

PDFOnline.com is a web site that can convert the PDFs that you receive into Word documents to add to candidates. Whether you use this one or one of the similar ones out there, the steps will be approximately the same so we will use this web site as an example of the process. To convert a PDF to a Word document, follow these steps:

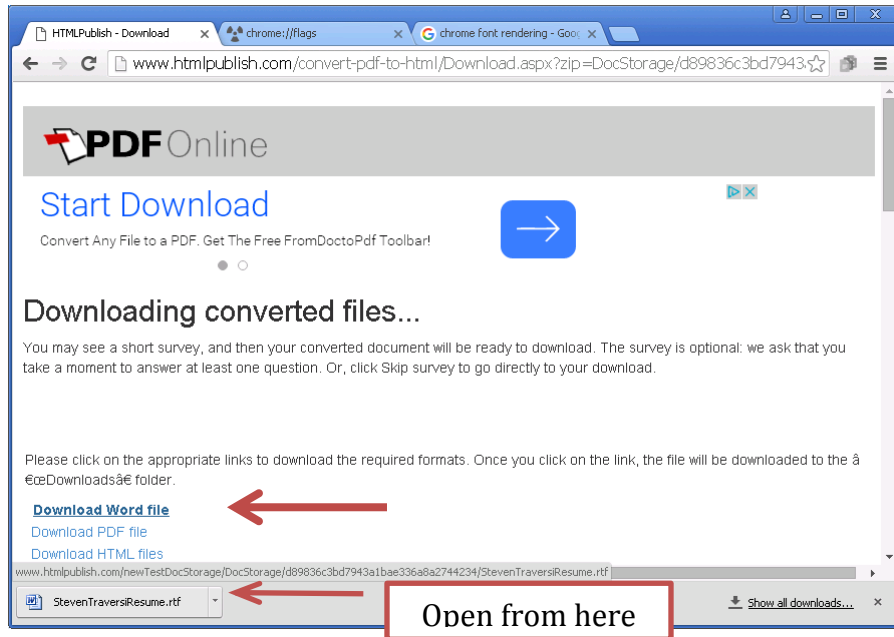
1. Have the PDF saved somewhere. Often this means right-clicking an email attachment and saving it somewhere such as your Documents location.
2. Go to the www.pdfonline.com web site. You may well want to create a bookmark to this site to make getting there faster.



3. Click the Upload a File to Convert button.



4. Click on Download and possibly answer any survey question.
5. Click Download Word file



6. Open the document. Now the document is open in Word and ready for processing

Outlook Web Access

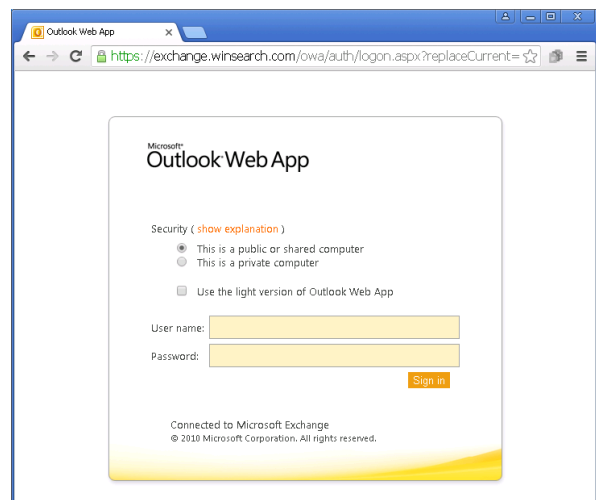
For our Microsoft Exchange users: your email can be accessed from any internet connected computer using Outlook Web Access (OWA).

1. Launch a web browser, such as Internet Explorer, and go to the following website:

<https://exchange.winsearch.com/owa>

2. Now, you are prompted for a username and password. Use your WinSearch Cloud email username & Password (usually the same as your network one). You do not need winsearchasp\ or ad\ in front of the username.
3. Prior to clicking Sign In, you can change these settings:

- This is a public or shared computer vs This is a private computer – Sets how long the window can remain inactive before you are automatically logged out and whether the user name is retained between sessions.



- Use the light version of Outlook Web App – This provides fewer features which works better on slower connections and on some operating systems.
4. When you are finished you should Log Off – that button can be found in the upper right hand corner.

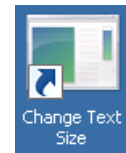


If you see a screen like the one shown to the right when you try to get to your email via the web, you forgot the /owa at the beginning. If you get a message that the web site does not exist, you likely need to add the https at the beginning or add the missing S.



Adjusting Overall Text Size

If all of the text is too small in the session, the text size magnification can be adjusted for your session. Contact Tech Support if you need this icon added to your session.



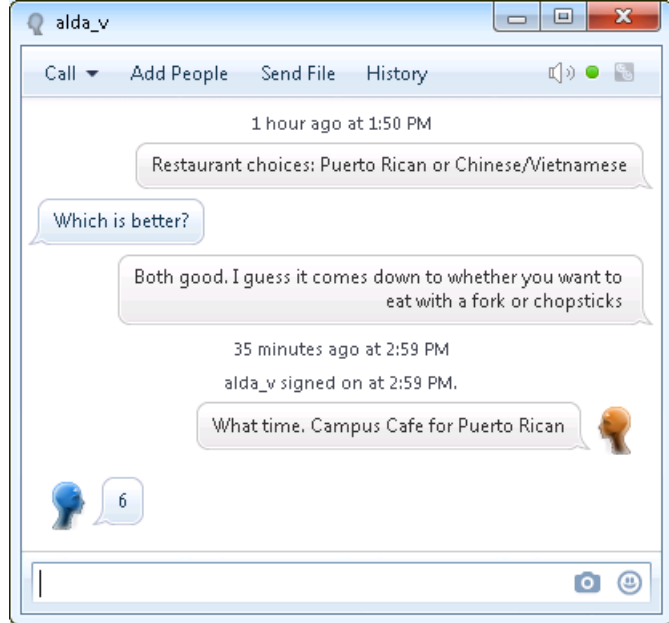
If you use it, you will then choose the magnification size to use instead. Once you choose the new magnification and then choose Apply, you must log out (not disconnect) from your session to get the new magnification the next time that you log in.

Trillian

Trillian is akin to Text Messaging on your phone. It can connect to multiple IM services, such as AIM, ICQ, Windows Live Messenger, Yahoo! Messenger, IRC, Bonjour, XMPP, and Skype networks; as well as social networking sites, such as Facebook, Twitter and MySpace; and email services. When you run it, you can create a trillian account then add other messaging accounts. Then, you can add your contacts to be in touch.

This works with other systems so one program supports multiple needs. Also, you can install this software on other computers, tablets and phones to keep in touch with people this way even when you are not logged in.

WinSearch Customer Resources & Technical Support



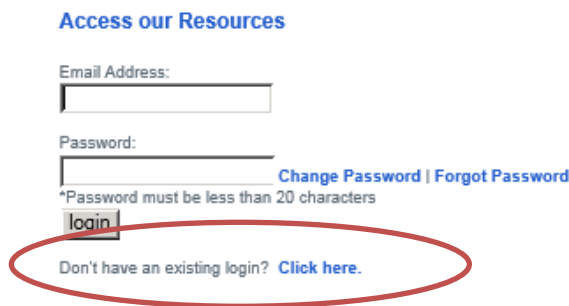
There is a section of our website dedicated to our customers that is full of training resources.

Accessing WinSearch Customer Resources pages

1. Go to www.winsearch.com and click on Customer Login in the upper right hand corner.



2. Enter your login information and click login. Please Note: If you have not setup a login to access our resources you must do so by clicking on the link that says "Don't have an existing login? Click here."



3. Once you are logged in you have access to our live training sign up, recorded trainings, Coffee Break with WinSearch classes and WinSearch documentation. The WinSearch Manual and ABC's of WinSearch are available on the Documentation page - they are also found on your WinSearch Cloud Desktop.)

WinSearch Technical Support

- WinSearch technical support is available from 8:30 AM EST-5:30 PM EST Monday thru Thursday and 8:30 AM EST-5:00 PM EST on Friday, with exceptions for holidays.
- You can reach our support group at 440-937-0872 or help@winsearch.com.
- All requests for support are logged and receive a case number and are handled under a 'call back' model.
- Calls are handled on a First -In, First-Out basis. There are priorities within the call back queue. If you are unable to log in, your case will be the next call back. There is a guaranteed 24 hour call back on all non-priority cases.
- If you have an emergency during off hours, please send an email to help@winsearch.com. Email is also monitored and in the event of an emergency we will respond accordingly.
- Our systems are monitored 24/7 for equipment malfunctions and service interruptions.