

Before You Begin Your Computer Must Meet the System Requirements to Access Cloud9

If you are not working from a **Windows 7** or **8** computer, you will need to update:

- **Windows XP** to Service Pack 3
- **Windows Vista** to Service Pack 2
- **Remote Desktop Protocol 7.0** or latest versions
- The latest versions of printer drivers
- Run all recent **Microsoft Updates**

Click on the links below to update your computer.

- [Microsoft Windows Updates](#)
- [Microsoft Service Pack Center](#)
- [RDP 7.0](#)



Your Computer Must Also Meet the Following Requirements

Broadband Internet Connection:

With at least 3 MBPS download and 512 KBPS upload speeds. [Click here to Run the Speed Test](#)

Windows PC:

Minimum:

- Windows XP SP3, Windows Vista SP2 or Windows 7
- Remote Desktop Protocol (connection) 7.0 or above
- 150 MB hard drive space
- 2 GB RAM
- 1024 x 768 monitor resolution

Recommended:

- Windows 7 SP1
- Remote Desktop Protocol (connection) 7.1
- 2 GB hard drive space
- 4 GB RAM
- Dual screen monitors with a combined screen resolution no higher than 4096 x 2048

Note: If you are on a home network, most popular mainstream routers will be fine. However, in an office environment with multiple connections from multiple computers, you should use a **business class router**. This allows for a stable internet connection and consistent traffic to travel through your network.

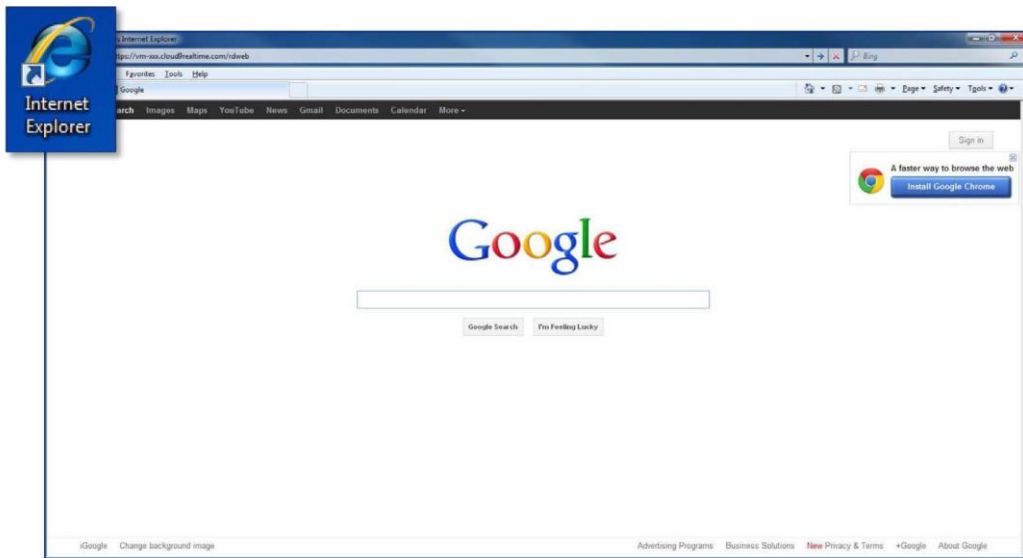
Also consider **removing all firewall software** from computers if you go with a business class router. It will keep your internet speeds more efficient.

Access your Cloud Anytime - Anywhere through the web!

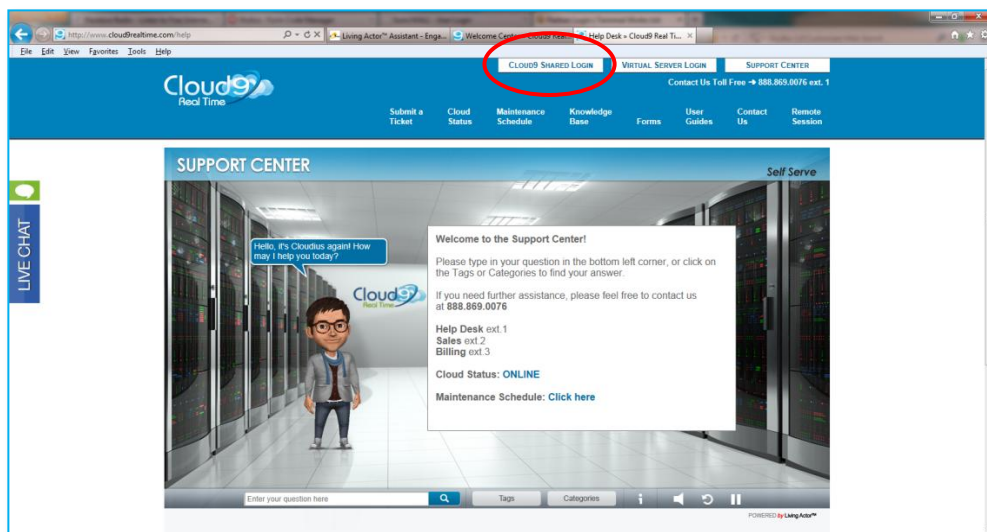
1. Open Internet Explorer

Note: You must use Internet Explorer to gain Cloud9 access to your virtual office.

[To Download Internet Explorer for Free Click Here](#)



2. Go to www.Cloud9HELP.com and click on the **Cloud9 Shared Login** button

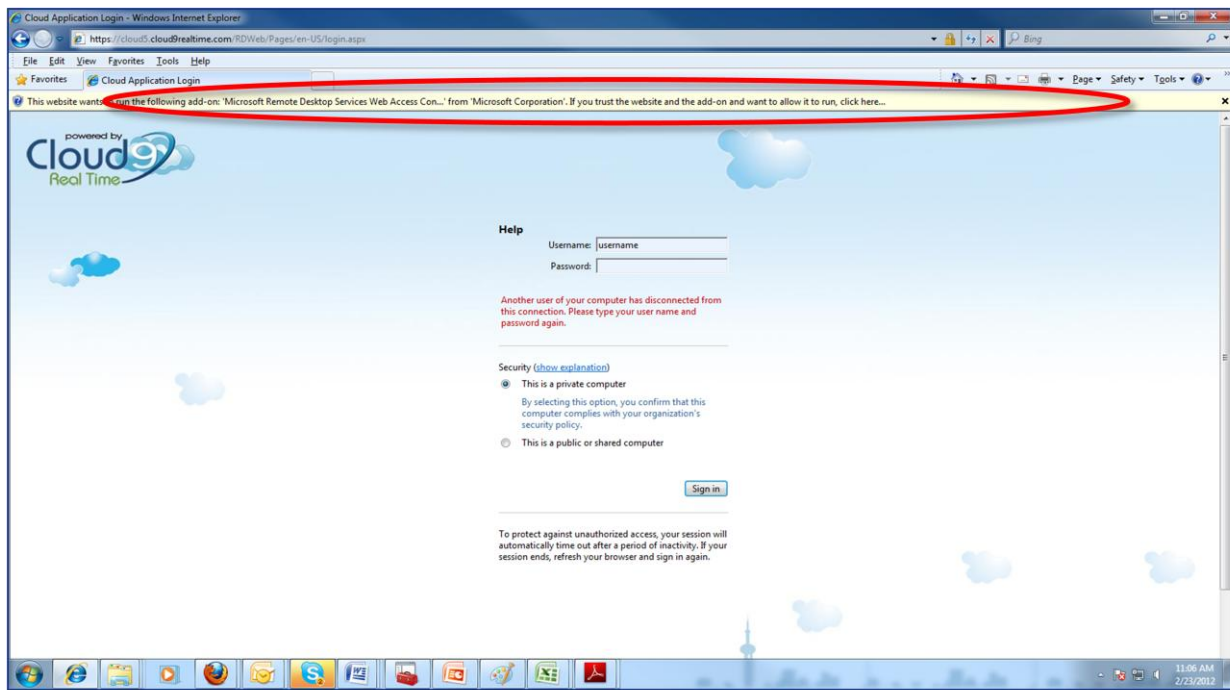


Welcome to the Cloud9 Login Page!

3. Click on the yellow pop up to run the ActiveX add-on.

ActiveX controls **must be activated** to gain access to your Cloud.

The pop-up will either appear at the top or bottom of the page



Good Job! You Enabled ActiveX!

4. Log in to the **Cloud Applications Page**.

1. Type in your user name and password.

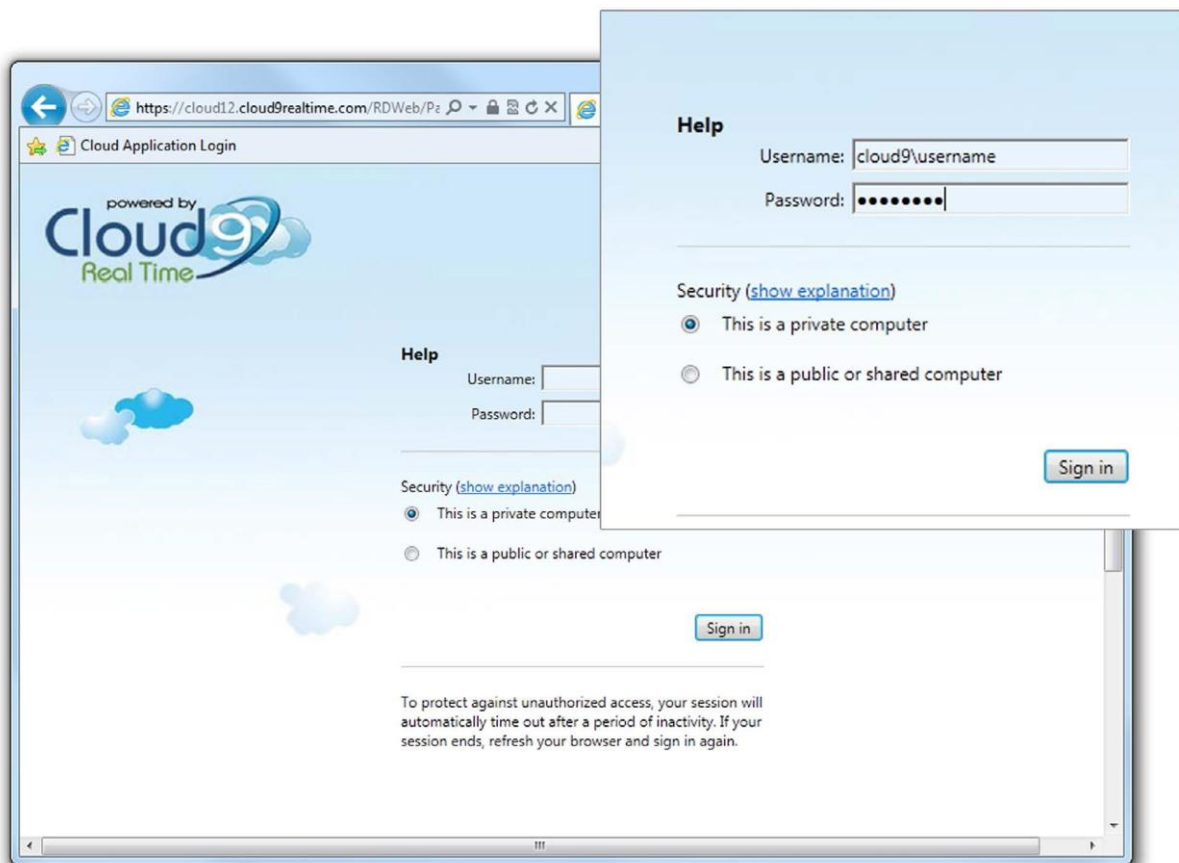
IMPORTANT: type **cloud9** before your username. *Example:* cloud9\username

5. Let's set your security settings for your local computer.

1. Click on **show explanation** for further details.

2. Click **Help** to access cloud9help.com.

3. Click **Sign in** once completed.

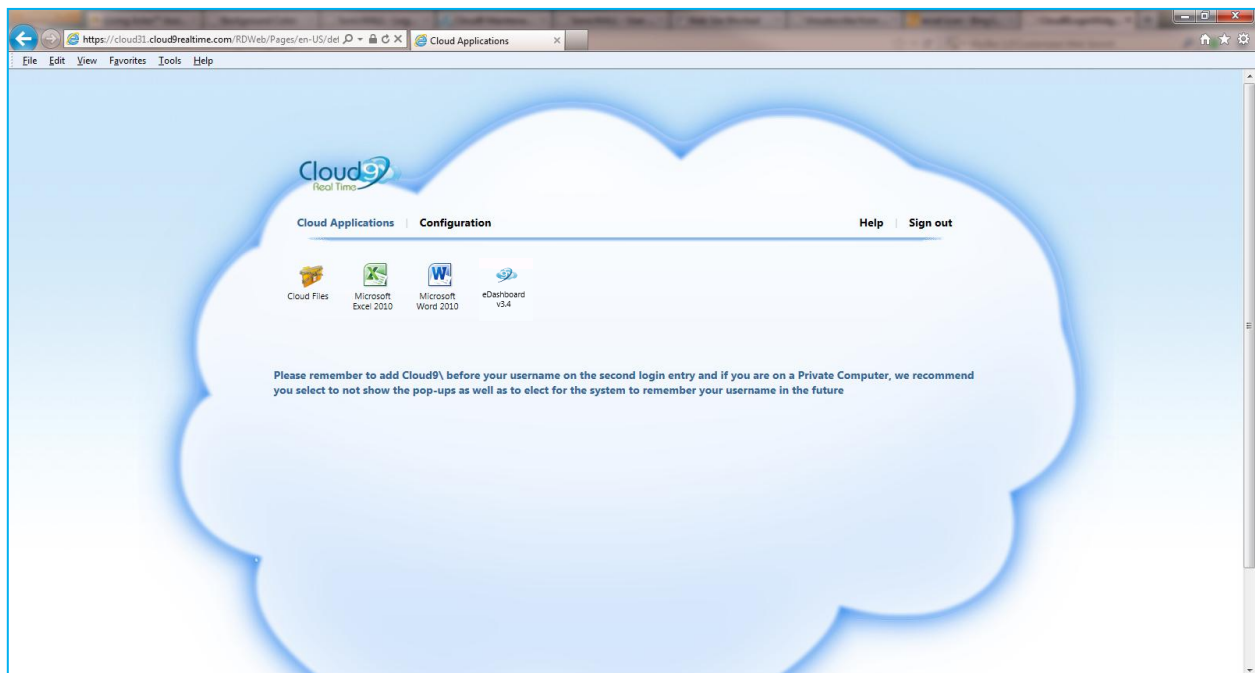


Welcome to Your Desktop in the Cloud.

6. If you receive an error that the **browser is not supported** (*even though you are on Internet Explorer*) or you can't see your icons, don't worry!
- [Click here to ensure your browser is compatible with the Cloud!](#)

In your **Cloud Applications Page** you can:

- access your applications
- transfer or access files



Launching Your Applications

7. Click the **Application Icon** once
8. Log in to the application with your **Cloud9 Username & Password**
IMPORTANT: type **cloud9** before your username. Example: **cloud9\username**

If you're on a private computer - choose to remember your credentials

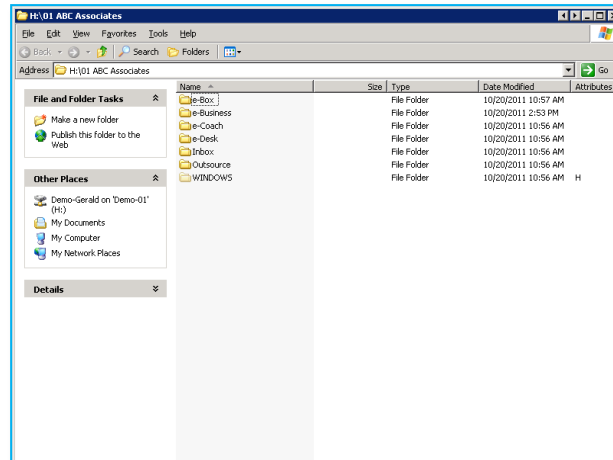


Applications

Cloud Files & e-Dashboard

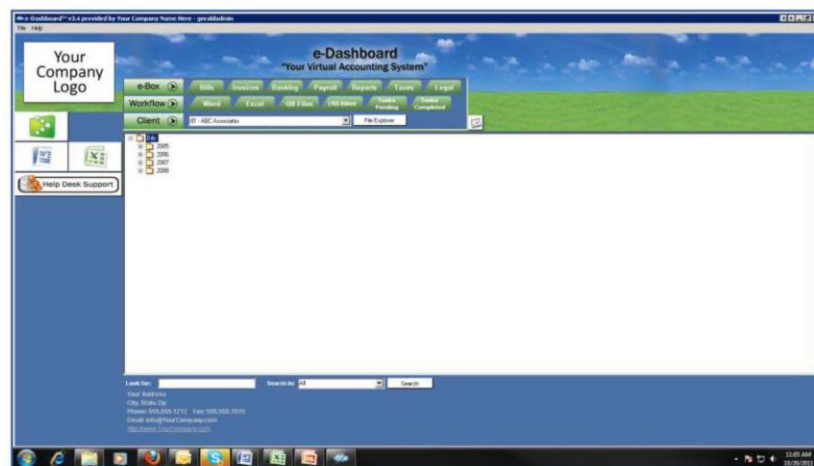


Click **Cloud Files** to launch your files



Click the **e-Dashboard** icon to launch the e-Dashboard (Business Plus Plan Only)

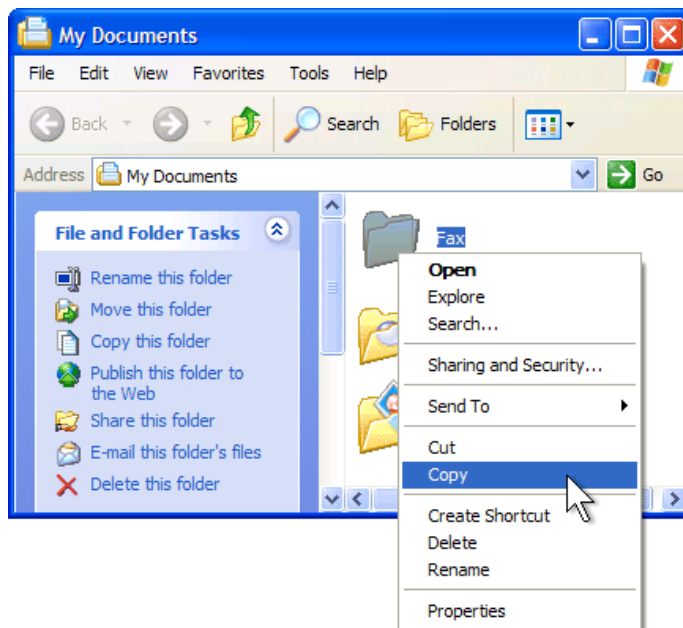
[Click Here to See our Live Demo of e-Dashboard](#)




Transfer Your Files

UPLOADING TO CLOUD9

9. Find the file you want to transfer on your local computer
10. **Right-Click** on the file that you wish to move and select **Copy**



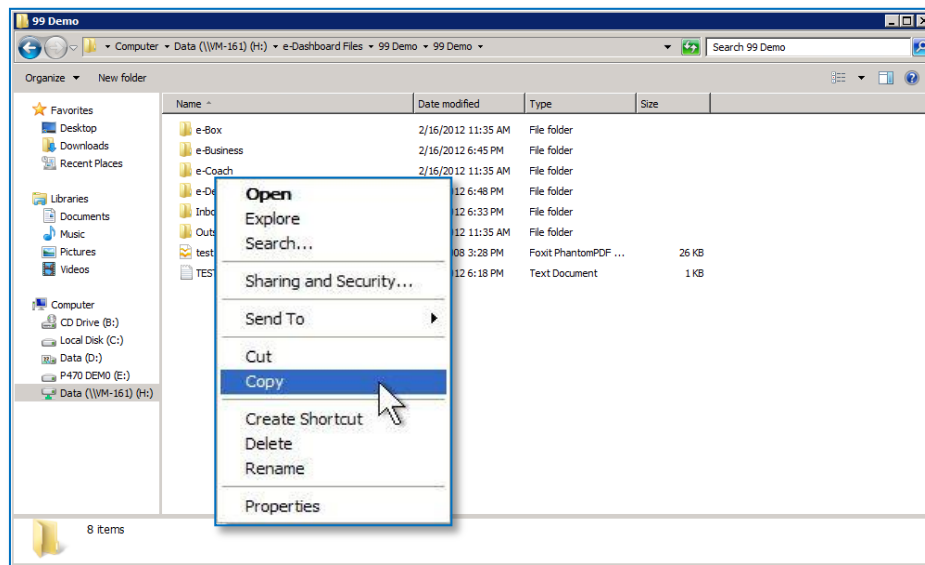
11. Double click on the **Cloud Files** icon 
12. Navigate to the Cloud location you want to move the file to
13. Right-Click and select **Paste**

Continued on next page...

Transfer Your Files

DOWNLOADING FROM CLOUD9

14. Double Click on the **Cloud Files** icon 
15. **Right-Click** on the file that you wish to move and select **Copy**



16. Navigate to the destination on your local computer
17. **Right-Click** and select **Paste**

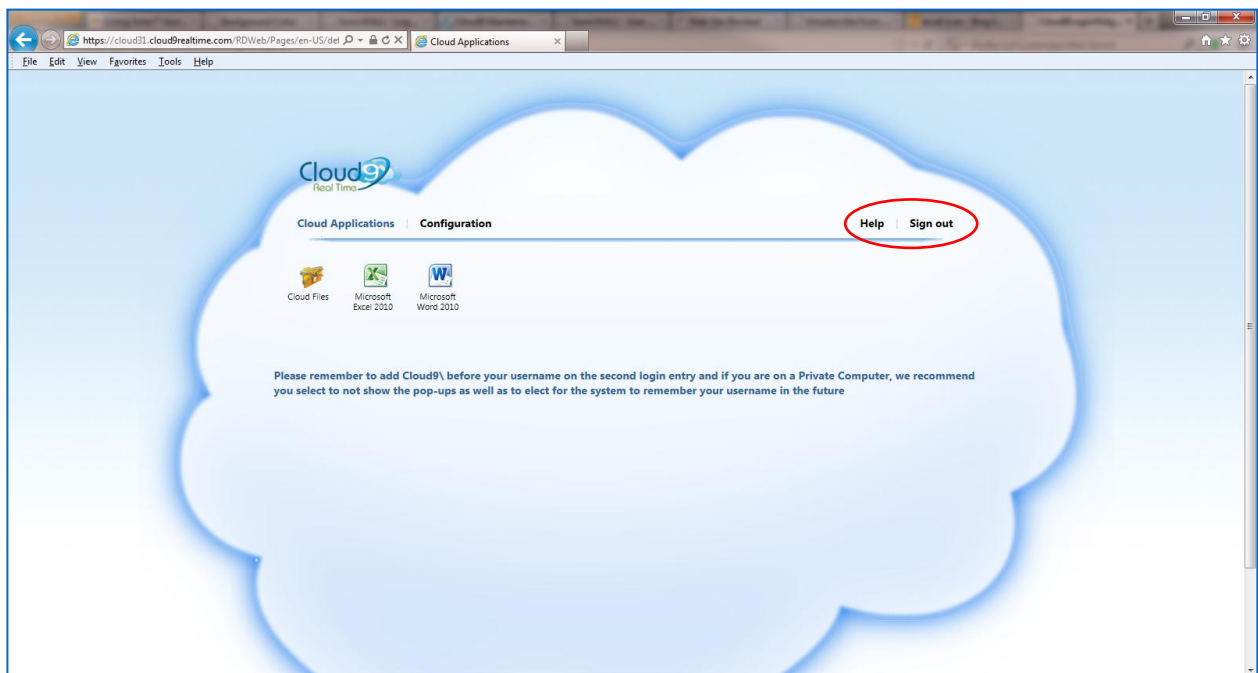
Note: Transfer times are determined by the size of the file and your internet connection. The larger the file, the longer it will take. Cloud9 recommends larger transfers to be performed off hours or by sending an external hard drive to Cloud9 for direct upload.

Log Off

18. Click **Sign** out on the **Cloud Application Page** to log off your Cloud
Note: For your security, *your remote session will automatically disconnect after one hour of idle time.*

For Help

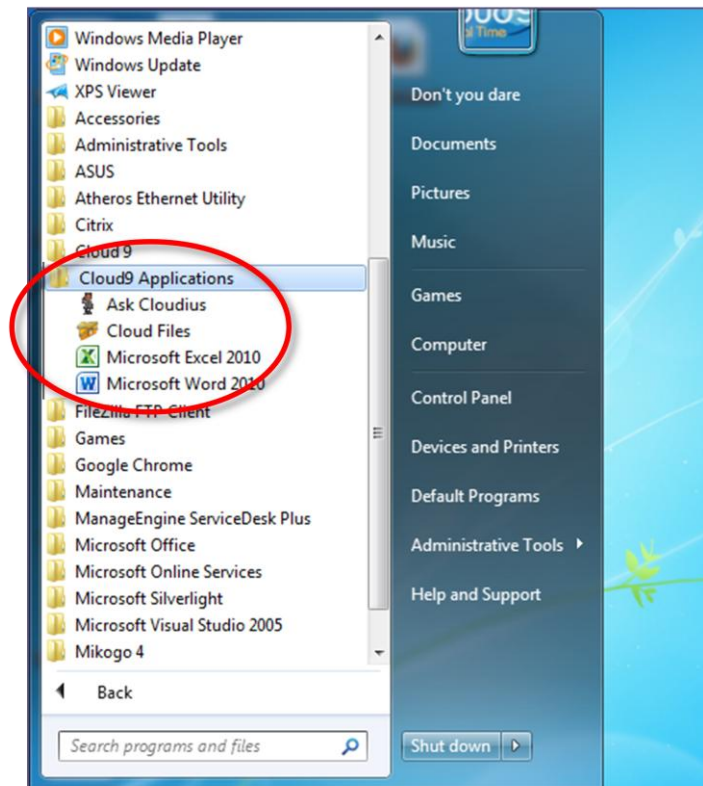
19. Click **Help** to access Cloud9HELP.com for further assistance



Desktop Shortcuts

How to install the icons

1. Open **Internet Explorer**
2. [Click here to install the icons](#)
3. Choose **Run**
4. The applications will install to a folder named **Cloud9 Applications** under your **Start Menu > All Programs** and will automatically create desktop icons



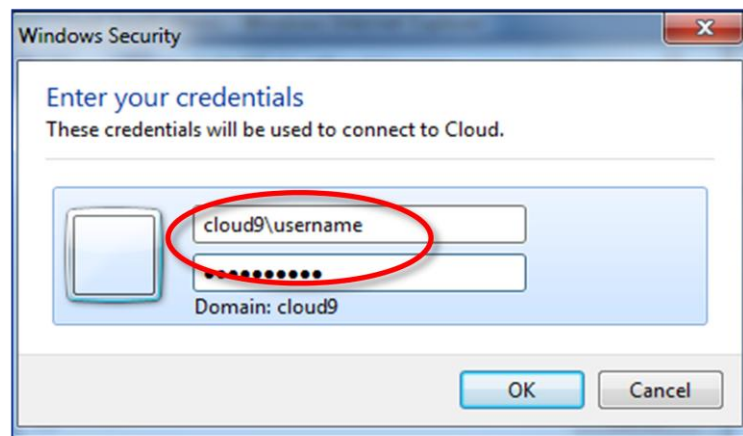
Access your Cloud through the icons

1. Choose and click on the icon you would like to access



2. Login with your Cloud9 Username and Password

IMPORTANT: type **cloud9** before your username (cloud9\username)



3. Check mark **Remember my credentials**

Note: Saving your credentials is not recommended if you are using a public computer

4. Click **OK** once completed

Log in From Your Website

Cloud9 will also provide an embedded code for your webmaster to install on your website for direct sign on to your virtual office.

[Click here for the code](#)

The screenshot shows the website for HDA Accounting Group. At the top, there is a navigation menu with links: Home, Services, Industries, About Us, Contact Us, Newsletter, and File Transfer. The main header features the company name 'HDA Accounting Group' and the tagline 'Tax, Accounting & Consulting'. A banner image shows a hand writing on a document with a pen, and a text box reads 'Colorado Certified Public Accountant and Business Advisor'. Below the banner, there is contact information for Denver CO CPA (800-453-0476) and Montrose (970-249-1628). A 'Tool Box' section lists various services like Client Testimonials, Free Consultation, Newsletter Sign Up, File Transfer, Tax Center, Calculators, and Resources. A 'Client Login' section is circled in red, containing fields for Username and Password, a Security section with radio buttons for public/shared and private computers, and a 'Sign in' button. The main content area has a 'Welcome' message, a paragraph about services, and an Intuit Certified ProAdvisor QuickBooks logo. Below this are sections for 'Our Services' (Accounting services, Tax planning, Bookkeeping, Denver incorporation, IRS problem resolution, Payroll, Compilations and reviews, Business consulting, Cash flow management, Budgeting, New business advisor, Accounting software - QuickBooks accounting) and 'Tax Tips' (Should You Rehire Workers?, Seven Ways to Improve Company Morale). A 'CPA' logo is also visible in the top right of the main content area.


Printing & Scanning

Printing Instructions

1. [Click here to download and install the printing software to your Windows computer!](#)
2. **Save the file** and **Run** the program
3. After you download the TSPrint software, you will have three (3) new **printing options** available to you in your Cloud:
 - A. **TSPrint Default:** Printing directly to the default printer on the local computer
 - B. **TSPrint Printer:** Allows the user to select any printer they have available to them
 - C. **TSPrint PDF:** Allows the user to print to PDF
4. Choose **TSPrint Default** to start printing

[Click Here to Watch the Tutorial Video!](#)

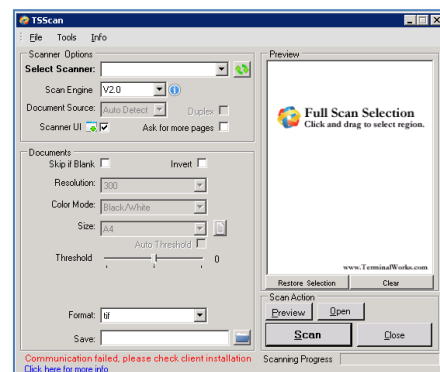
Scanning Instructions

1. [Click here to download and install the scanning software to your Windows computer!](#)
2. **Save the file** and **Run** the program
3. **Launch the scanner**  from the e-Dashboard, Cloud Files or the Cloud Application Page
4. **Scanner Options:**

- A. **Document Source:** You can auto detect the type of scanner you have or choose manually
- B. **Duplex:** select if your scanner has the ability
- C. **Documents:** Choose resolution, color mode and size
- D. **Format:** Choose file type (.JPEG, .TIF, & .PDF)
- E. **Save:** Choose location you want to save your file to.

[Click here for more detailed information on these settings!](#)

[Click Here to Watch the Tutorial Video!](#)





Getting Started in the Cloud

**Thank You for Choosing Cloud9 Real Time as Your
Cloud Service Provider!**

For further assistance, please visit our personal assistant **Clodius** at
www.Cloud9HELP.com

From our Support Center, you can also submit a Ticket, reference our
Knowledgebase and User Guides,
Live Chat with a Cloud9 Representative,
Submit Forms and register for upcoming Webinars!

Please contact us directly at **888-869-0076** for immediate assistance.