



User Manual

AppsPoint

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6YS – SOFTWARE AS A SERVICE

6YS focuses on the delivery of Software as a Service (“SAAS”) which reduces our clients’ costs and risks, amongst other benefits. Our solutions are tried and tested and the Management team has many years experience in I.T. services, I.T. management and business. Our values are honesty, integrity, accountability and an ongoing commitment to improving our clients’ competitive advantage.

What does 6YS offer?

6YS runs SAAS via its AppsPoint portal. This involves securely publishing applications via the Internet to client devices (via a web browser). AppsPoint enables customers to successfully address the 6 fundamental reasons of being in business;

- * Increase or Protect Revenue - focus on your business not managing your I.T.
- * Reduce Cost - make the real costs of I.T. visible and manage them accordingly.
- * Minimise and Manage Risk – achieve levels of security and data protection otherwise afforded only by large organisations.
- * Reduce the need and risk - to have technical infrastructure resources available
- * Achieve Compliance - know that what you use is always licensed and legally compliant, securely backed up and readily accessible.
- * Advantage Lifestyle - achieve the freedom of workforce mobility, enabling staff to work with equal effectiveness from the office, home or on the road.

AppsPoint Benefits

- * Move I.T. costs from Capital Expenditure to Operating Expenditure and dramatically reduce in depreciation.
- * Immediately upgrade to new software across any number of users, with minimal up front cost and no transition risks.
- * Services are delivered where they are needed, as soon as they are needed.
- * A highly secure I.T. platform with guaranteed performance, quality and reliability.
- * Remove the risk of I.T. staff recruitment and retention.
- * First class systems, able to deliver applications and information to your company better, faster and more securely than if you were running internal systems.

6YS SUPPORT

6YS AppsPoint aims to make access to your business critical IT systems as simple as using the phone.

You pay on a monthly per user basis. If your business suddenly expands or you decide to open a new office we seamlessly provide the additional users with access to your applications. It's that simple. There is no massive capital expenditure on hardware and no money wasted on servers that aren't being fully used. IT costs become a monthly operational cost. Once office technology is moved out of the capital expenditure column depreciation disappears and capital can be released back into the business. 6YS is available to assist with all of your IT services and hardware issues.

Accessing support

IT Support:

6YS Professional Services Team is available for all of your businesses IT support issues (services, hardware, software). Support calls can be logged by calling the support line on 07 3018 0265 or by emailing support@6YS.com.au

Billing Support:

For all queries regarding billing of your 6YS AppsPoint service please contact 6YS accounts by emailing accounts@6YS.com.au

Authorisation processes

Upon signing with 6YS your business management team is provided a business support authorisation code (pass phrase), the purpose of this code is to ensure that all work conducted by 6YS for your business is approved by you.

The basis of the code is similar to the principle of an ATM pin number, for all account actions that require authorization you will be required to include your business authorisation code.

Why 6YS?

We listen to you – we translate your business needs seamlessly into I.T. deliverables. We are flexible and pride ourselves on our ongoing two-way communication with clients.

We support you - we have the knowledge, resources and skills to offer clear and practical advice and also to work with our clients to facilitate the effective implementation of our recommendations.

We help manage your risks – we understand the regulatory demands placed on business and build risk management solutions into our business processes and I.T. deliverables.

Service Level Agreement (SLA) support

Support Codes

6YS requires clients to provide a severity code on their support requests to assist us with the prioritisation of client support requests. This helps ensure that severe client matters are dealt with as a matter of priority.

Severity Code	Description
1	A total loss of service, which cannot be circumvented. Fault affecting all customers, having a critical impact upon business operation
2	Service is partially interrupted, or impaired. Fault affecting all or a large percentage of users and cannot be circumvented. Having a substantial impact on business operation.
3	Minor impact on usage that can be circumvented. Loss of service to a user or a small group of users. Not a significant impact on business operation
4	Problem circumvented. Little or no Customer impact. General request for information, and 3rd party product keys and licences.

Resolution Times

6YS will respond to each issue in accordance with its severity code and depending on whether the issue occurs within or outside Business Days, in accordance with the following table of Response Times and Resolution Targets:

Severity Code	Business Days		Non-Business Days	
	Response Time	Resolution Target	Response Time	Resolution Target
1	30 mins	2 hours	1 hour	4 hours
2	1 hour	4 hours	2 hours	8 hours
3	4 hours	8 hours	Within 1 hour of start of next business day	Within next business day
4	24 hours	8 business days	Within 4 hours of start of next business day	8 business days

Support is provided outside normal business hours for severe outages. Your business will be able to access this support by logging the fault by phone or email to the 6YS Professional Services Team.

Response time means time when 6YS begins resolving the issue; at this point 6YS will contact the person who logged the issue and your businesses nominated liaison person.

Full support is defined as issues other than the AppsPoint connections for the aforementioned operating system, windows updates, printer issues, internet explorer problems, however this support is chargeable at usual business hour rates and is limited to remote access only, this does not include onsite work. If an onsite visit is required then typical onsite charges apply.

Notes

6YS will endeavour to support any client device, printer server, modem, router switch or firewall. If the device/s in use are not on the recommended hardware/software list, then the support for these devices is:

Limited to connectivity issues (e.g. 1 PC cannot connect to 6YS, when others on the same internet connection can)

Chargeable at the specified Professional Services hourly rate if the issue is deemed to be a client side issue

Not guaranteed for full time connectivity

6YS provides support for third party peripherals as a value add only. 6YS makes no warranty, implied or otherwise, regarding the performance or reliability or safety-use of these products. 6YS makes no representations concerning the use or performance of non supported peripherals and devices on behalf of the peripheral manufacturer. 6YS is not responsible for any damage that might be incurred by use of a peripheral or non supported device. This information is subject to change without notice.

Billing

Monthly Services are invoiced one month in advance.

For Monthly Services, full payment is required on the first business day of each month for that month.

Where a client adds any Services to their standard profile or to any User's profile, the Client will be billed for the Services for the whole month whether or not the Services were available for the whole month.

All Monthly Services billing is on a per calendar month basis.

Payment Terms – Additional Services

- * Additional Services, such as data charges, are invoiced in arrears at the completion of the month.
- * For Additional Services, full payment is required by the end of the month following the date of invoice.

Payment Terms – hardware purchases

Unless stated to the contrary in the SLA the fee for hardware purchases made through 6YS shall be payable in two equal instalments as follows:

- * 50% on the date of acceptance of the order
- * 50% on delivery of the equipment.

Should the Client cancel the order for equipment after the order has been placed, the Client will be liable to pay the outstanding amount of the cost of the equipment.

Invoices, including those for any applicable tax, are due upon presentation. Interest accrues on invoices unpaid after thirty days at the lesser of 1.5% per month or the maximum allowed by law.

RECOMMENDED EQUIPMENT

Following is an overview of the recommended equipment required for accessing the 6YS AppsPoint. Minimum hardware requirements are outlined to assist support your use of the AppsPoint and to maximise your AppsPoint experience.

Virtual Private Networks (VPN)

6YS recommends clients connect to the AppsPoint through a VPN, the benefits of this are:

- * Allows for internal file copying typically free of charge regardless of data used
- * Allows for greater printing flexibility, allowing printing to network printers etc
- * Connection can be guaranteed to the 6YS system
- * Connection can be controlled and throttled accordingly to the 6YS system
- * Internal Network not affected by internet users as it's typically a private data path
- * Printing speeds are greatly increased when printing direct to the network printer servers

Supported hardware and software¹

The hardware and software that is supported for use with the 6YS AppsPoint are:

Hardware Supported	Description
Modem	Cisco 827 (xDSL) or Cisco 828 (SHDSL)
VPN Device	Snapgear SG300 or Higher
Switches	HP ProCurve Switch 2524 - 24 Port 10/100-TX Managed
Switches	HP ProCurve Switch 2512 - 12-Port 10/100-TX Managed
Terminals	Wyse Terminal S10 (thin client to replace PC's)
Software Supported	Description
Operating System	Windows XP, Server 2003 and SBS2003 and above
Operating System	Windows 2000 and below and Java
Operating System	MAC OSX & Power PC, Symbian OS, WindowsCE, PocketPC
Operating System	Solaris (sparc or x86), Linux, AIX / IBM, SGI

Key connectivity and operation issues to note:

- * The Operating System you are connecting from must be Citrix supported (see www.citrix.com/English/SS/downloads/downloads.asp?dID=2755) or call 6YS support on 07 3018 0265 or email support@6YS.com.au for advice
- * You must be utilising a xDSL connection with minimum 256/128k for the primary user for reasonable user experience

¹ This is not an exhaustive list and may change, please check with 6YS Support (support@6YS.com.au) regarding supported hardware and software.

- ★ 6YS **cannot** and **will not** be responsible for the choice of ISP provider for any users public access, as the internet is an uncontrolled medium, 6YS provides no guarantees for connectivity or connectivity related issues
- ★ Due to the significant unreliability of wireless routers, wireless network cards and wireless peripherals 6YS does **NOT** support wireless connectivity for AppsPoint real time applications.
- ★ If wireless connectivity is utilised AppsPoint is not going to work at its peak
- ★ 6YS is not responsible for the performance of AppsPoint in these circumstances
- ★ 6YS recommends that the Client invest in 10/100 CAT5e cabling for the office.
- ★ Printers to be connected to multiple users need to be network enabled

Hardware and software options for your business

Option 1: Private Network with 4 or more Users and an already established network with PC's printers

This option is for existing businesses with four or more users with existing hardware. The table below outlines the minimum recommended requirements that your existing hardware must meet to gain effective experience on the 6YS system.

Option 2: Private Network with 4 or more Users no previous hardware or software Set up

For new businesses that currently have no hardware investments.

Option 3: Site with 3 or less users or home users

Support for this connectivity is limited, as 6YS has limited control over this environment. 6YS is unable to provide any guarantees if this option is selected. Provided the business has a fast internet speed this connectivity should be reasonable.

Full technical details and requirements for each these options is available in Appendix 2 or by calling 6YS support on 07 3018 0265 or by emailing support@6YS.com.au

Ordering recommended equipment through 6YS

6YS is able to provide all required hardware equipment to ensure that your business meets the minimum requirements for the 6YS system.

Equipment ordered through 6YS will be dispatched using next day or appropriately available transport companies.

Faulty equipment

Supplied by third party

For issues relating to faulty equipment purchased by a provider other than 6YS please refer to the product supplier. If the product supplier is unable to resolve the issue, the business may contact 6YS for assistance by email support@6YS.com.au or call the support line on 07 3018 0265. These requests fall outside of the 6YS SLA arrangements and will be charged at the hourly professional service support rates.

Supplied by 6YS

For issues relating to faulty equipment provided by 6YS please contact 6YS for assistance by email support@6YS.com.au or call the support line on 07 3018 0265.

APPLICATIONS

Available applications

- * Accountants Office 8.8 (MYOB)
- * Act 7.0
- * Adobe Acrobat or Other PDF viewer
- * AXA Premium Quoting Tool
- * BankLink
- * Databuild and Job Control
- * ElitePractice Central
- * Email Configuration
- * 6YS Explorer
- * Filemaker Pro
- * Internet Access
- * Internet ATO Access (CSI and Certificates)
- * Microsoft Calculator
- * Microsoft Office Standard (Word Excel PowerPoint Outlook)
- * Microsoft Office Professional Enterprise Edition (Access, Excel, InfoPath, Outlook With BCM, PowerPoint, Publisher Word)
- * Microsoft Office Professional (Word, Excel, PowerPoint, Outlook With Bcm, Access, Publisher)
- * MLC Adviser
- * NetDrive
- * Pracsoft
- * Quickbooks

Requesting additional applications

If there are other applications that your business requires access to, please email the 6YS Professional Services Team at support@6YS.com.au to arrange the set up of licenses and access. To authorise this request your email will need to include your business support authorisation code.

6YS APPS POINT OVERVIEW

AppsPoint

The 6YS AppsPoint site has been designed with a number of on screen features to support your use of the system.

The features include a **Welcome**, **Message Centre** and **Log in** sections of the 6YS Apps Point.

- * The **Welcome** section contains the 6YS support contact phone number.
- * The **Message Centre** section contains instructions for the installation of the Client Gateway program (see Appendix 4 for a simple step by step guide) and will display any new information or error messages relevant to your use of 6YS AppsPoint.
- * The **Login** section is where you are required to enter your user name and password details to enter the 6YS AppsPoint. These details will be provided to new users by 6YS Professional Services team.

Applications page

Once logged into the 6YS AppsPoint, the **Applications** screen will be displayed.



The **Applications** window contains **3** icons and **3** buttons to assist you navigate through your subscribed applications.

Icons



Will take you up one folder level

Will display all top level application folders

Refresh button, to refresh your session

When an icon is grey it is unavailable for use

Buttons



When you have moved to a different computer or WYSE terminal, click reconnect once and this will display your current work.



To keep your work active and to move to a different computer or WYSE terminal, click disconnect once.



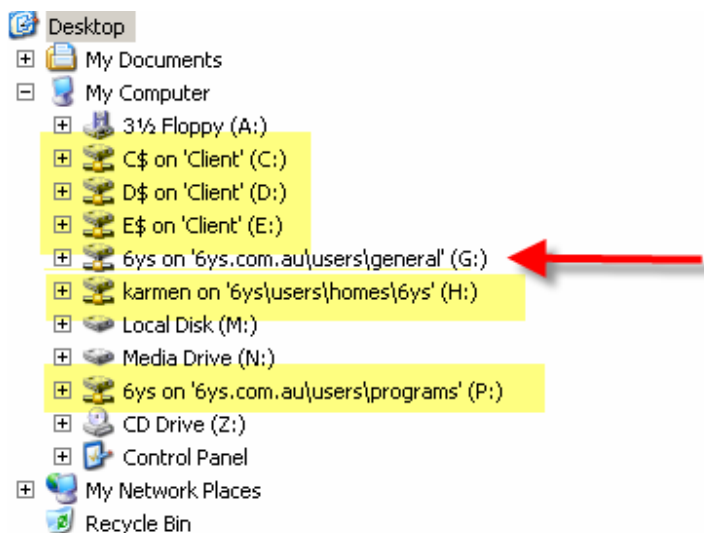
Use this button when you have finished working with your application. Ensure all applications are closed prior to logging off, they system will also prompt you to save any unsaved work.







Note: It is important to log off when you have finished working.

A brief look inside

Each business/customer is set up with its individual **mapped drives** for secure access and storage of data and files.

Following is an overview of the 'Drive Letters':



 6ys on '6ys.com.au\users\general' (G:)	<p>General company drive available for any business users to share files, folders etc.</p>
 6ys on '6ys.com.au\users\programs' (P:)	<p>User specific drive available for users to store temporary files, or company approved personal documents.</p>
 karmen on '6ys\users\homes\6ys' (H:)	<p>Program files drive available for business users to house program files (programs like MYOB, ACT etc)</p>
 C\$ on 'Client' (C:)	<p>Drive letters containing a \$ represent local computer drives that are not on the 6YS Apps Point. They are drives that reside on your locally connected device. This facilitates copying files and data from the 6YS Apps Point to your PC, laptop or DVD burner.</p> <p>For example:</p> <p>C\$ - Your Local Hard Disk Drive</p> <p>D\$ - Your Local CDROM Drive</p>
 D\$ on 'Client' (D:)	
 E\$ on 'Client' (E:)	

Printing

When using 6YS AppsPoint you will automatically print to your existing default printer. Any locally mapped printers will be auto mapped, network printers can be selected using the print screen drop down box.

More information

Appendix 4 6YS AppsPoint User manual contains a step by step guide of how to set up and starting using 6YS AppsPoint.

TROUBLE SHOOTING

Trouble logging in

If you enter **incorrect** Log In details the following error message will appear

Message Center

The Message Center displays any information or error messages that may occur.



ERROR: The supplied credentials were invalid. Please try again or contact your system administrator for help.

User name:

Re-enter enter your and
Password:

When logging in ensure correct use of Capitals, Numbers and the Shift key.
If this doesn't work contact the 6YS support line.

Drives not mapping

Save your work and log out of then back into 6YS AppsPoint. If the issue persists contact 6YS support via email support@6YS.com.au or on 07 3018 0215.

Printers not mapping

Save your work and then log out of and then back into 6YS AppsPoint. If the issue persists contact 6YS support via email support@6YS.com.au or on 07 3018 0215.

USB key not recognised

Save your work and then log out of and then back into 6YS AppsPoint. If the issue persists contact 6YS support via email support@6YS.com.au or on 07 3018 0215.

Connectivity Slowness

If you are experiencing slow internet access, assess the following:

Question	Yes	No
Are other people experiencing the same issues with the particular website?	Issue with website. Try another website to test your internet connection.	Possible issues with internet connection. Call 6YS support.
Are you experiencing issues with just this particular website?	Issue with the website.	Possible issue with internet connection. Try another website to test your internet connection. If the issue persists call 6YS support.
Are you experiencing issues with every website visited?	Possible issue with internet connection. Call 6YS support.	Issue with the website.
Is it just a particular part of the website you are visiting (like a specific link?) that you are experiencing problems with?	Issue with website.	Possible issue with internet connection. Call 6YS support.

APPENDIX 1

Hardware compatibility list

6YS recommends that prior to ordering new or replacement hardware that you contact the 6YS support desk to check the equipments compatibility to AppsPoint. 6YS is able to assist you with ordering of all of your business hardware, software and peripheral requirements.

Smartcard & Biometric

Product	Model/Part No.
ActivIdentity USB Smart Card Reader	V2.0
OmniKey USB Smart Card Reader	CardMan 3121 USB
Identix BioTouch Fingerprint Scanner	USB200
ActivCard smart card reader	USB interface
Cherry keyboard with integrated smart card	n/a
Gem PC Twin USB smart card reader	n/a
Omnikey CardMan smart card reader	3121; USB interface
SCM Microsystems smart card reader	SCR331; USB interface

PDA

Product	Model/Part No.
Palm PDA	Tungsten T3
HP iPAQ PDA	H6365 / RZ1715

Input Devices

Product	Model/Part No.
Microsoft nature elite Keyboard	PS2 and USB

Modem

Product	Model/Part No.
Actiontec USB modem	n/a
D-link external 56K serial Modem	n/a
US Robotics 56k External FaxModem	V.92 Serial
Zoom USB modem	2985L 56k v.90
ECOM Modem	56K DATA/FAX/VOICE
ELSA Microlink Modem	56k USB
TP-LINK Modem	TM-EC5658V
KINGNET Modem	KN-JT560

Floppy Drive

Product	Model/Part No.
SmartDisk USB Floppy Drive	FDUSB-TM2
Iomega USB 100 MB Zip drive	Zip 100
IBM Floppy Drive	n/a
Sony USB Floppy Drive	MPF88E/UA/181 , MPF82E
Teac USB Floppy Drive	FD-05PUB
USB Omni Floppy Disk Drive	USB-F3501

Storage

Product	Model/Part No.
Buslink USB CD-Rom drive	n/a
M-Systems USB	Disk On Key
Memorex 128 MB flash drive	USB interface
PNY 128 and 256 MB flash drive	USB interface
Sandisk 1 GB and 512 K USB flash drives	n/a
Iomega Micro Mini USB Drive	128 & 256 MB USB DiskOnKey

CD & DVD Drive

Product	Model/Part No.
Iomega CDRW DVD Drive	32886 / CDRW5529EXT
IBM Thinkpad external CD-ROM drive	USB interfacer
Addonics External CD-ROM drive	USB interfacer

Monitor

Product	Model/Part No.
Philips 21" Monitor	202P4
Philips Brilliance	202P4

Printer

Product	Model/Part No.
Epson Dot Matrix Printer	LQ-300
Epson	LX-300
Epson	LQ1150
HP LaserJet Printer	6L, 1015, 1280
HP DeskJet Printer	4350
HP Business Inkjet	1100
HP LaserJet	2430 PCL 6
HP LaserJet	1150
HP Deskjet	1280
HP Deskjet	3845
HP Deskjet	610 C
HP LaserJet	2430 dtn
HP Deskjet	4350
HP LaserJet	6L
HP LaserJet	5550dn

Cable

Product	Model/Part No.
Digi USB to Serial Cable	Edgeport 21
MCT USB to Serial Cable	920207-01
MCT USB to Parallel Cable	920207-02
MCT U232-P9 DB-9 Serial Adapter	U232-P9

Network

Product	Model/Part No.
TP-Link 10-BaseT Ethernet Hub	n/a
Cisco Catalyst 24-Port Gigabit Ethernet Switch	3560G-24TS/ WSC3560G24TSE

The Hardware Compatibility List (HCL) included this appendices is correct as of 1 August 2006. For full technical details and requirements relating to this contact 6YS support on 07 3018 0215 or email support@6YS.com.au

APPENDIX 2 – APPS POINT OPTIONS

Option 1:

Private Network with 4 or more Users and an already established network with PC's printers²

This option is for existing businesses with four or more users with existing hardware. The table below outlines the minimum recommended requirements that your existing hardware must meet to gain effective experience on the 6YS system.

*For full network connectivity and maximum support from 6YS this is the only FULLY supported configuration, any other configurations will add unnecessary complications to your use of the system.

Hardware	Product	Model/part no
PC's	Hardware agnostic Fully support windows XP professional.	
Modems	Cisco 827 xDSL Router / Modem Cisco 828 SHDSL Router / Modem Actiontec USB modem Actiontec USB modem US Robotics 56k External FaxModem Zoom USB modem ECOM Modem ELSA Microlink Modem TP-LINK Modem KINGNET Modem	n/a n/a V.92 Serial 2985L 56k v.90 56K DATA/FAX/VOICE 56k USB TM-EC5658V KN-JT560
Switches	HP ProCurve Switch 2524 - 24 Ports Managed Switch HP ProCurve Switch 2524 - 12 Ports Managed Switch	
Terminal	WYSE Terminal S10	
Monitor	LG L1750S-SN "17 Samsung SyncMaster 153v Samsung 740N 17" 1280x1024 8ms Philips 21" Monitor Philips Brilliance	202P4 202P4

² This is not an exhaustive list and may change, please check with 6YS Support (support@6YS.com.au) regarding supported hardware and software.

Printer Servers	Linksys Printer Server for USB with 4 Port Switch	
	NetGear PS101 1 Port Mini Printer Server for Parallel Connectors	
Printers*	Epson Dot Matrix Printer	LQ-300
	Epson	LX-300
	Epson	LQ1150
	HP LaserJet Printer	6L, 1015, 1280
	HP DeskJet Printer	4350
	HP Business Inkjet	1100
	HP LaserJet	2430 PCL 6
	HP LaserJet	1150
	HP Deskjet	1280
	HP Deskjet	3845
	HP Deskjet	610 C
	HP LaserJet	2430 dtn
	HP Deskjet	4350
	HP LaserJet	6L
	HP LaserJet	5550dn
Internet Access	Contact 6YS Sales for information on the recommended ISP provider and plan for your business	

Option 2:

Private Network with 4 or more Users no previous hardware or software Setup³

For new businesses that currently have no hardware investments.

*For full network connectivity and maximum support from us this is the only FULLY supported configuration all other configurations will add unnecessary complications to the mix, and effectively reduce your overall system experience

Hardware	Product	Model/part no
Modems	Cisco 827 xDSL Router / Modem	
	Cisco 828 SHDSL Router / Modem	
	Actiontec USB modem	n/a
	Actiontec USB modem	n/a
	US Robotics 56k External FaxModem	V.92 Serial
	Zoom USB modem	2985L 56k v.90
	ECOM Modem	56K DATA/FAX/VOICE
	ELSA Microlink Modem	56k USB
	TP-LINK Modem	TM-EC5658V
	KINGNET Modem	KN-JT560
Switches	HP ProCurve Switch 2524 - 24 Ports Managed Switch	
	HP ProCurve Switch 2524 - 12 Ports Managed Switch	
Terminal	WYSE Terminal S10	
Monitor	LG L1750S-SN "17	
	Samsung SyncMaster 153v	
	Samsung 740N 17" 1280x1024 8ms	
	Philips 21" Monitor	202P4
	Philips Brilliance	202P4
Printer Servers	Linksys Printer Server for USB with 4 Port Switch	
	NetGear PS101 1 Port Mini Printer Server for Parallel Connectors	
Printers*	Epson Dot Matrix Printer	LQ-300
	Epson	LX-300
	Epson	LQ1150
	HP LaserJet Printer	6L, 1015, 1280
	HP DeskJet Printer	4350
	HP Business Inkjet	1100

³ This is not an exhaustive list and may change, please check with 6YS Support (support@6YS.com.au) regarding supported hardware and software.

	HP LaserJet	2430 PCL 6
	HP LaserJet	1150
	HP Deskjet	1280
	HP Deskjet	3845
	HP Deskjet	610 C
	HP LaserJet	2430 dtn
	HP Deskjet	4350
	HP LaserJet	6L
	HP LaserJet	5550dn
Internet Access	Contact 6YS Sales for information on the recommended ISP provider and plan for your business	

Option 3:

Typically Site with 3 or less users or home users*

Support for this connectivity is limited, as 6YS has limited control over this environment. 6YS is unable to provide any guarantees if this option is selected. Provided the business has a fast internet speed this connectivity should be reasonable.

Printing over this environment is limited to the locally installed (your client device) default printer only, you cannot print to other printers on the network without logging out first, selecting another printers as the default, and then logging back into the system

Printer Notes (for all options):

90% of most common brands of printers are compatible with the 6YS system on the private network (6YS professional services will be able to assist you with printer brands). *6YS does NOT guarantee that every printer will work in the 6YS environment. Multifunctional devices (print, fax, scanner) devices do not perform well on this environment and are not supported due to the complicated nature of the software provided.

Any other chosen models or devices not listed above are not supported. 6YS will not guarantee any type of connectivity, however every effort will be made to accommodate where possible however non supported devices and their support is chargeable at the Professional Services hourly rate.

The technical information included in this appendices is correct as of 1 August 2006. Full technical details and requirements for each these options is available by calling 6YS support on 07 3018 0215 or by emailing support@6YS.com.au

APPENDIX 3 6YS APPSPPOINT USER MANUAL

Logging into 6YS AppsPoint

Welcome to the 6YS AppsPoint Login Introduction. This introduction will take you through the simple steps to connect to the 6YS AppsPoint Gateway.

To access the 6YS login page you can either:

Go to:

<http://www.6YS.com.au/>

6YS Complete Computing

LOG A SUPPORT CALL CONTACT US

HOME
SMALL BUSINESS
SMALL-MEDIUM ENTERPRISES
STRATEGIC
ABOUT 6Y'S

Home

Be wise choose 6Y'S

LOGIN TO ..
6Y'S | Apps-point
Click here >>

6Y's specialise in outsourced IT solutions. We provide a complete solution, becoming your IT department, so you can focus on your core business.

GET BROADBAND HERE...
Click here

click here to book a free consultation >>

Our Company needs reliable IT support

Go >>

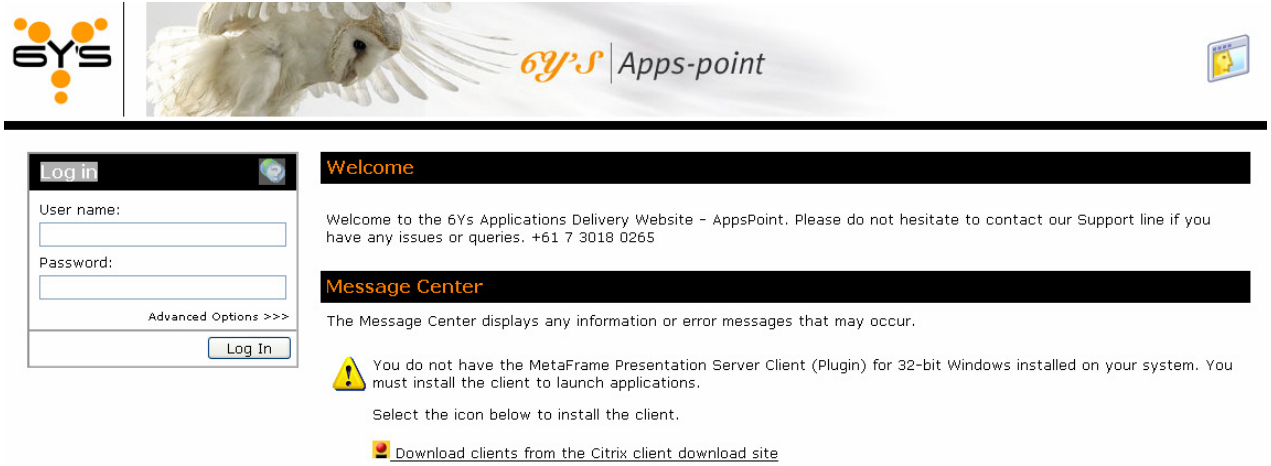
LOGIN TO ..
6Y'S | Apps-point
Click here >>

And then double click onto the 6YS AppsPoint login

Or go to:

<https://gateway.6YS.com.au/login/auth/login.aspx>

Either method will bring you to the 6YS AppsPoint **Log In** page, as displayed below.



The Log in page

The Log In page contains **Welcome**, **Message Center** and **Log in** sections.

The **Welcome** section contains the 6YS support contact phone number.

The **Message Center** section contains instructions for the installation of the Client Gateway program (see below for new user download instructions) and will display any new information or error messages relevant to your use of AppsPoint.

The Log in

The **Log in** section is where you are required to enter your user name and password details to enter 6YS AppsPoint. These details will be provided to new users by 6YS Professional Services team.

To **Log in** to the 6YS system, enter your

User name:

then

Password:

and then click **ONCE** on .

Login errors

Message Center

The Message Center displays any information or error messages that may occur.



ERROR: The supplied credentials were invalid. Please try again or contact your system administrator for help.

If you enter **incorrect** Log In details you will see the above error message.

* Tip make sure “caps lock” is off on the keyboard

Try to log in again, re-enter enter your

User name:

and

Password:

If you are still experiencing problems logging in your can check the *trouble shooting section* or contact the 6YS support line on 3018 0215 or support@6YS.com.au

First time logging into 6YS AppsPoint

The first time, and only the first time, you log into the 6YS AppsPoint you will need to download and install a Client Program which supports your computers connection to the 6YS AppsPoint.

If this is your first time downloading and installing a Client program, the section following “opening applications” of the user manual provides a simple step by step guide. If during the download and installation you have any issues, please contact 6YS support on 07 3018 0215 or email support@6YS.com.au

Message Center

The Message Center displays any information or error messages that may occur.



You do not have the MetaFrame Presentation Server Client (Plugin) for 32-bit Windows installed on your system. You must install the client to launch applications.

Select the icon below to install the client.



[Download clients from the Citrix client download site](#)



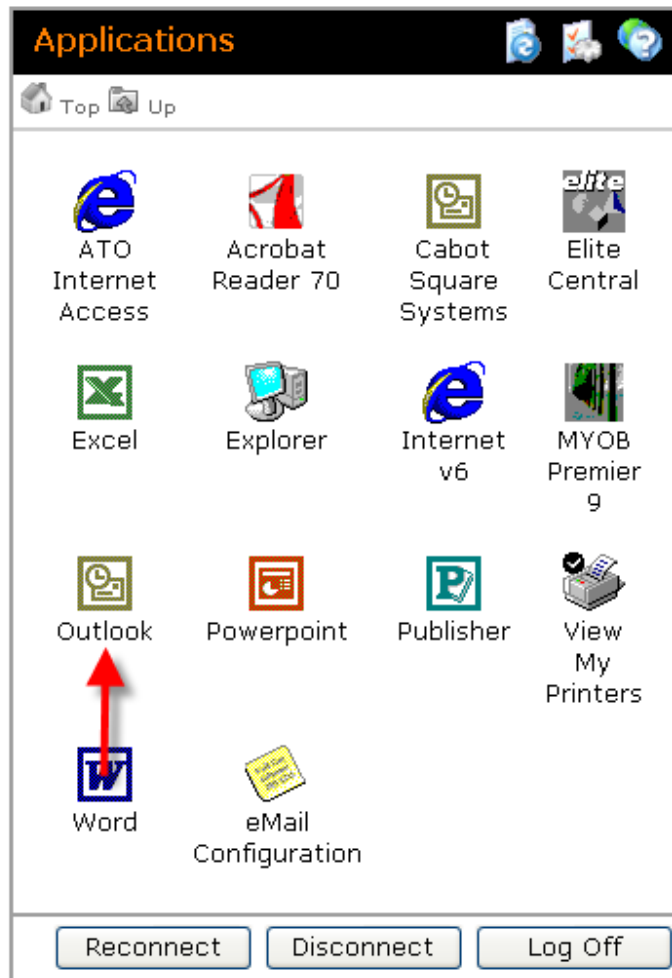
The first time you log into the 6YS AppsPoint your **Message Center** will contain the message that instructs you to download the Client program. Each individual PC requires the Client program to be downloaded to use 6YS AppsPoint. The link to download the Client program is located on the 6YS login page, under Message Center.

Opening Applications in 6YS AppsPoint

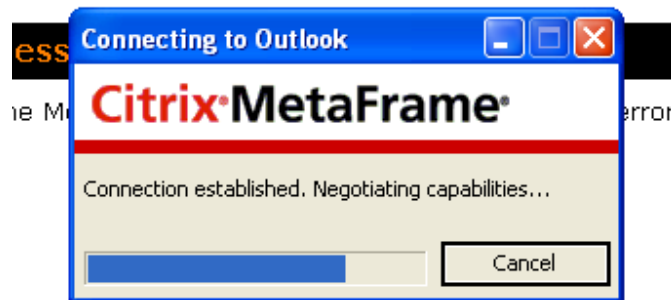
The **Applications** folder on 6YS AppsPoint contains all of your businesses subscribed applications (eg Outlook, MYOB, Word). If you find you need access to additional applications please contact 6YS Support on 07 3018 0215 or email support@6YS.com.au

To open an **Application** click once on the application you require.

Opening Outlook



To open Outlook, click once on  Outlook in the application window.

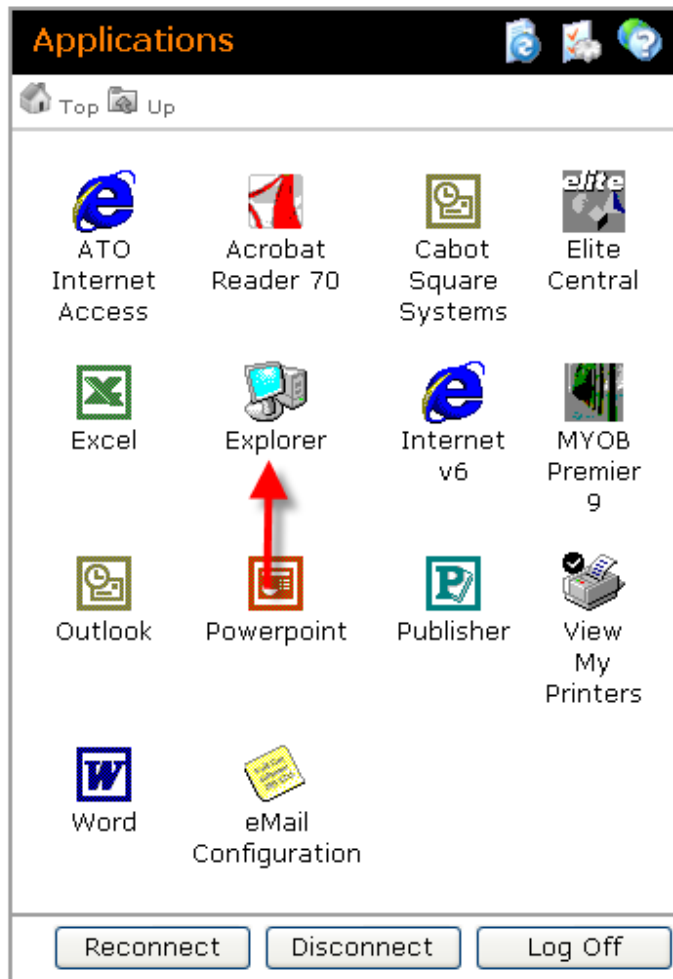


As the application loads, a connecting to outlook progress bar will appear to indicate connection to the application. This will take approximately 30 – 60 seconds.

Outlook will then open and be ready for you to use.

Accessing mapped drives

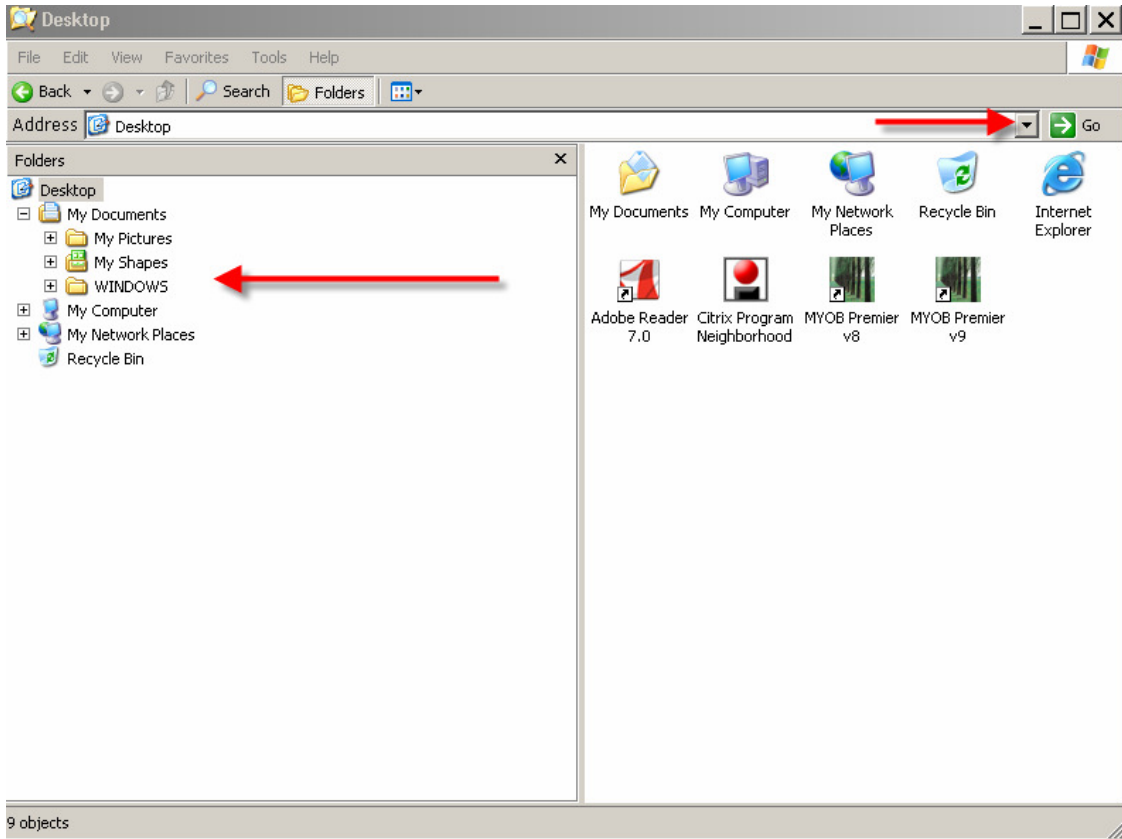
As outlined in the 6YS AppsPoint overview section of this document, each business has its own specific mapped drives for secure storage of business directories and files.



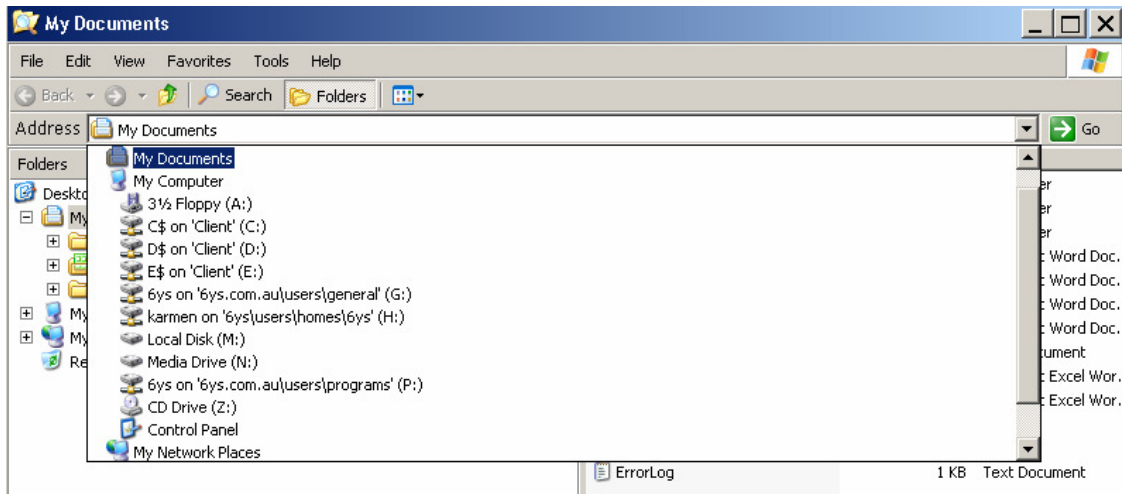
Access to your mapped drives is found under windows explorer, click once on



Explorer this will bring up the directory explorer screen.



To access your business secure drives either click on folders or use the down arrow on the right hand side of the screen.




Your business secure mapped drives are now displayed and available for your access.

Downloading the Citrix client

This process only needs to be done once for each users workstation and is a simple process taking about 5 minutes.


The screenshot shows the 6YS AppsPoint website interface. On the left is a 'Log in' form with fields for 'User name:' and 'Password:', an 'Advanced Options >>>' link, and a 'Log In' button. The main content area has a 'Welcome' section with a message: 'Welcome to the 6YS Applications Delivery Website - AppsPoint. Please remember that the speed of this site is VERY dependent on your internet connection, the faster the connection, the better the experience will be over the internet. Please do not hesitate to contact our Support line if you have any issues or queries. +61 7 3018 0215 <mailto:support@6ys.com.au>'. Below this is a 'Message Center' section with a warning icon and text: 'You do not have the MetaFrame Presentation Server Client (ActiveX) for 32-bit Windows installed on your system. You must install the client to launch applications. Select the icon below to install the client.' A link with a download icon is provided: '[MetaFrame Presentation Server Client for 32-bit Windows](#)'. Below that, it says 'Other clients are available from [the Citrix client download site](#)'.

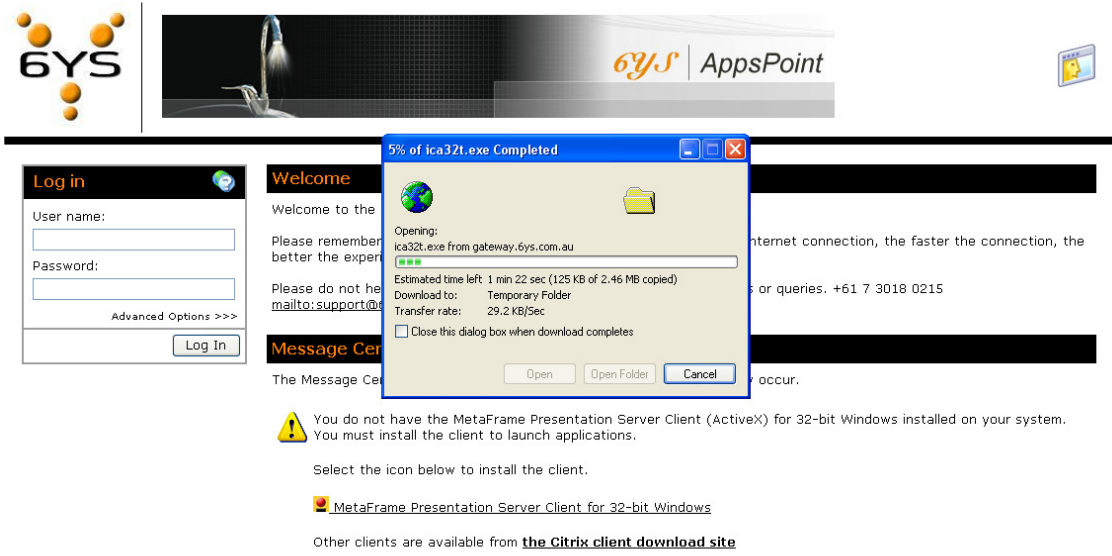
To download the Citrix client program, on the 6YS AppsPoint log in page click

 [Download clients from the Citrix client download site](#) **ONCE.**

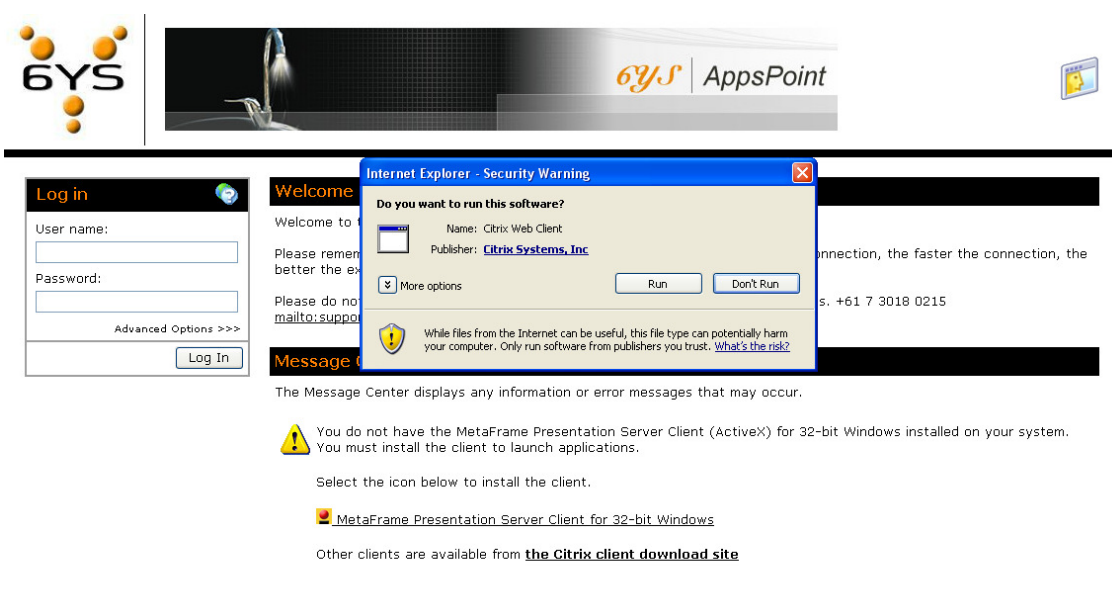
This screenshot is similar to the previous one but includes a 'File Download - Security Warning' dialog box. The dialog box asks 'Do you want to run or save this file?' and shows details for 'ica32t.exe' (Application, 2.46 MB) from 'gateway.6ys.com.au'. It has 'Run', 'Save', and 'Cancel' buttons. Below the dialog box, the 'Message Center' warning is visible, and the 'Run' button is highlighted with a yellow box.

Your screen will now display an internet download security warning, this is a normal internet file download security warning, to commence with the download

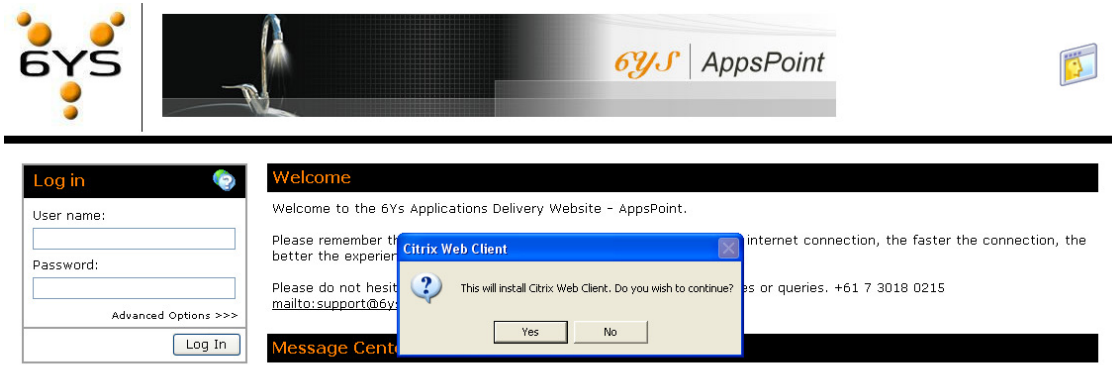
click  **ONCE.**



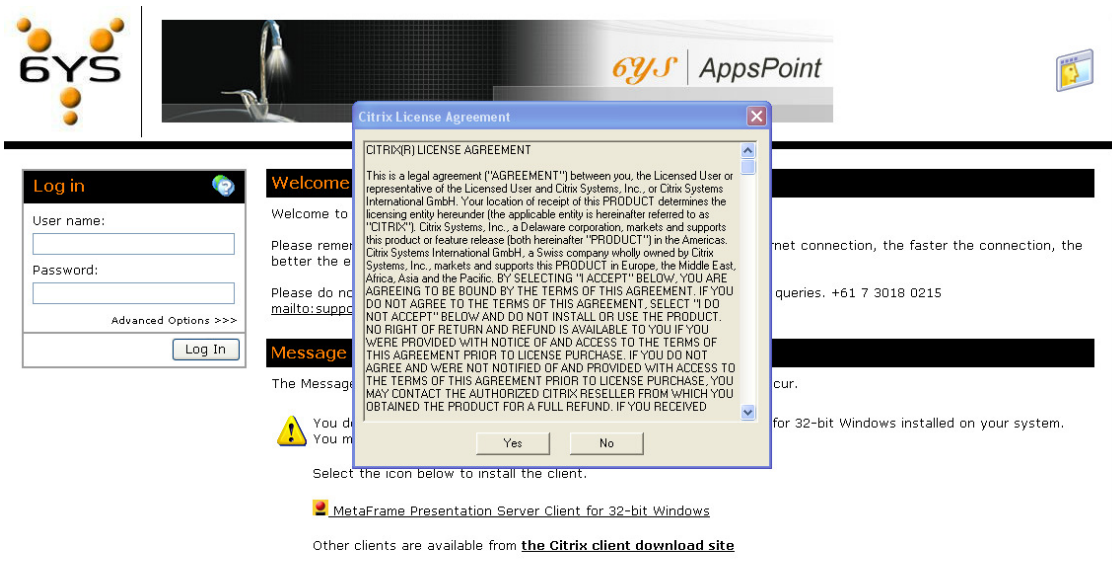
The Client Program is now being downloaded to your computer, the **FILE DOWNLOAD** box indicates the estimated time left for the download.



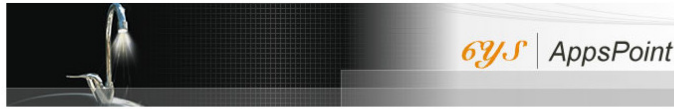
Your screen will now display a second internet download security warning, again this is a normal internet file download security warning, to continue with the download click **Run** ONCE.



To continue with the installation, click on the **YES** button ONCE.



A license agreement screen will appear, click on the **YES** button ONCE.



Log in

User name:

Password:

Advanced Options >>>

Welcome


Welcome to the 6Ys Applications Delivery Website - AppsPoint.

Please remember that the speed of this site is VERY dependent on your internet connection, the faster the connection, the better the experience.


Please do not use a proxy server. For more information, please contact us at <mailto:support@6ys.com> or call us at +61 7 3018 0215.

Message Center

The Message Center displays any information or error messages that may occur.

 You do not have the MetaFrame Presentation Server Client (ActiveX) for 32-bit Windows installed on your system. You must install the client to launch applications.

Select the icon below to install the client.

 [MetaFrame Presentation Server Client for 32-bit Windows](#)

Other clients are available from [the Citrix client download site](#)

Citrix Web Client

Setup completed successfully. You may need to restart your web browser to activate changes.

You have now successfully completed the installation of the Citrix client, click on the **OK** button **ONCE**.

You may need to shut down and then restart your computer to activate these changes.