

ACS OnDemand

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**Getting Started Guide**

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# ACS OnDemand Getting Started Guide

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Welcome to the overview for ACS OnDemand. This document provides steps for setting up ACS OnDemand. From installing the OnDemand client and setting up printers to setting up your mass e-mail, this document provides all the necessary information for a smooth start with ACS OnDemand.

If, after reading this document, you would like additional information about general ACS tasks, open your ACS program and press F1 on your keyboard. If you have additional OnDemand questions, contact your OnBoarding representative, or call ACS Technologies Support at 1-800-669-2509.

## **Installing the OnDemand Client**

Before you can begin using ACS OnDemand, you must install the OnDemand client application (see Figure 1). This is a small program that lets you access the ACS Technologies servers that house ACS OnDemand and your data.

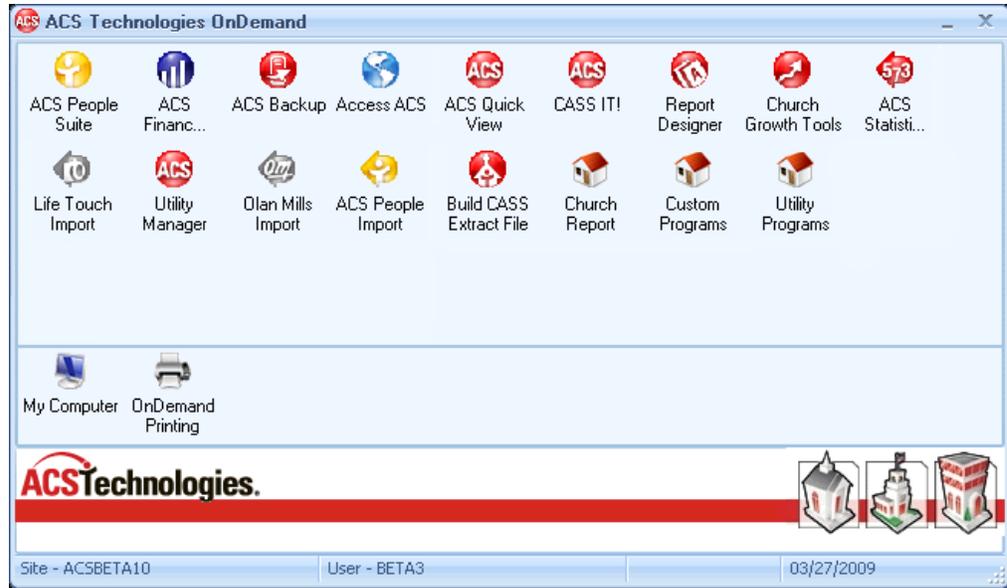


Figure 1 ACS Technologies OnDemand client



**Note**

You must install the OnDemand client application on every workstation from which you want to access ACS OnDemand.

**To install the OnDemand client**

1. Using your preferred Web browser, visit [www.acstechnologies.com/ondemandinfo](http://www.acstechnologies.com/ondemandinfo).
2. Read the on-screen instructions. To download the Windows® OnDemand client, click **Download the Windows Client**.
3. To start downloading the program, click **Run**.
4. To start the installation, click **Run**.
5. When the installation wizard displays, follow the on-screen instructions to complete the installation of the OnDemand client.

**Logging in to ACS OnDemand**

After you download and install the OnDemand client, an ACS OnDemand icon displays on your desktop (see Figure 2). To log in to ACS OnDemand, double-click this icon.



**Figure 2 ACS OnDemand Client desktop icon**



**Note**

To log in to ACS OnDemand, you must have a valid OnDemand user name and password. These are enabled by ACS OnDemand representatives when you first set up your OnDemand account. If you experience difficulties when logging in, contact your OnBoarding representative, or call ACS Technologies support at 1-800-669-2509.

**To log in to ACS OnDemand**

1. On your desktop, double-click the **OnDemand Client** icon.
2. Enter your user name and password.
3. Click **Logon**.



**Note**

The first time you log in to ACS OnDemand, you must change your password.

## Setting up a Printer in ACS OnDemand

As with any desktop program, ACS OnDemand lets you print reports, invoices, and other documents. Your OnDemand client automatically detects your printer settings. To make sure these settings are working properly, we recommend printing a test page. To do so, you must first determine what driver your printer uses.



**Note**

To print from ACS OnDemand, you must have Adobe® Reader® 6.0 or higher installed on your computer. To download the latest version of Adobe Reader, visit [www.adobe.com](http://www.adobe.com).



**Figure 3 OnDemand Printing icon**

**To locate your print driver setting**

1. To open ACS OnDemand, double-click the **OnDemand Client** desktop icon.

2. In the ACS Technologies OnDemand window, double-click **OnDemand Printing** (see Figure 3).
3. On the **File** menu, expand Printers, and click your default printer. This is the printer that displays the check mark.
4. Click the **Driver** tab.
5. If **Universal Print Driver** is selected in the **Models** list (see Figure 4), go directly to the next procedure, “To print a test page using a universal print driver” on page 4. If any other manufacturer and model are selected, continue to the next step to print a test page.
6. Click the **General** tab.
7. Click **Test Page**. Wait while the PDF generates.
8. To print the test page, click the **Print** icon .

If the test page prints properly, your printer is set up and working correctly. No further action is required. If the test page does not print, contact your OnBoarding representative, or call ACS Technologies support at 1-800-669-2509.

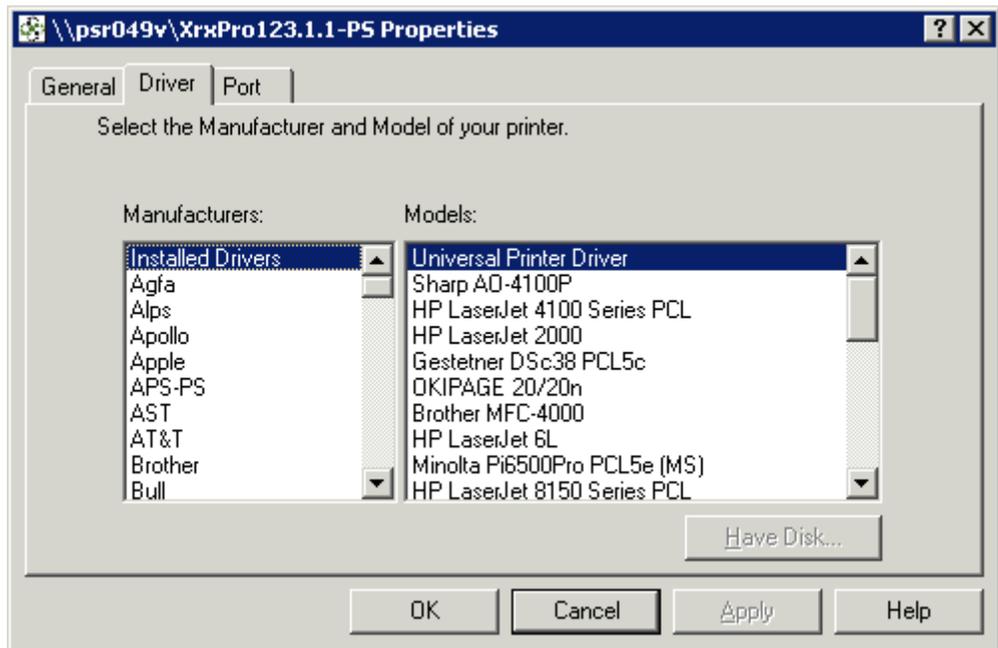


Figure 4 OnDemand Printing Driver tab

**To print a test page using a universal print driver**

1. In the OnDemand Printing window (see Figure 4), click the **General** tab.
2. Click **Preferences....**
3. In the left panel of the **Settings** tab, click **General**.
4. Select the **Print Preview** option, and click **OK**.
5. In the OnDemand Printing window, click **Test Page**. Wait while the PDF generates.
6. On the **File** menu, click **Print**.
7. Under **Page Handling**, in the **Page Scaling** drop-down list, select **None**.

8. Clear the **Auto-Rotate and Center** option.
9. To print the test page, click **OK**.

If the test page prints properly, your printer is set up and working correctly. No further action is required. If the test page does not print, contact your OnBoarding representative, or call ACS Technologies support at 1-800-669-2509.

## Managing Your Files

With ACS OnDemand, you continue to have access to all of your local drives. This means that you can copy files from OnDemand to your local computer and organize your computer's files while using ACS OnDemand. In most cases, you can access your local drive by opening the J drive in ACS OnDemand.

To access your files on the ACS OnDemand server, you must access the S drive. The S drive is the server drive in which your software and data are stored. It displays your ACS Technologies site number. Every user who logs in has his or her own user directory that contains a My Documents folder.



**Figure 5 My Computer icon**

### To access files in your OnDemand My Documents folder

1. To open ACS OnDemand, double-click the **OnDemand Client** desktop icon.
2. In the ACS Technologies OnDemand window, double-click **My Computer** (see Figure 5).
3. From the **Address** drop-down list at the top, click the **S** drive.
4. Double-click your user directory. For example, if your user name is DAbsher, double-click the DAbsher folder.
5. Double-click **My Documents**.
6. To open a file, double-click the file name.



#### Tip

To cut, copy, paste, or delete a file in ACS OnDemand, right-click the file and select the corresponding option.

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## Setting up Mass E-mail

With ACS OnDemand, you can send mass e-mail from the People module. Before you can start sending mass e-mail, however, you must set up this feature. You only need to do this once.



Figure 6 ACS People Suite icon

**To set up mass e-mail**

1. To open ACS OnDemand, double-click the **OnDemand Client** desktop icon.
2. In the ACS Technologies OnDemand window, double-click **ACS People Suite** (see Figure 6).
3. Enter your ACS user name and password, and click **OK**.
4. In the Searches and Reports section of the ACS Workbench menu, click **Searches**.
5. On the **Search Information** tab, click **Mass E-mail**.
6. Under **E-mail Method**, click **Use Local SMTP**, and click **Ok**.
7. In the E-mail Editor window, click the **SMTP**  icon.
8. In **Server** field, enter **10.99.1.41**.
9. In the **Port** field, make sure **25** is entered.
10. Enter your ACS user name and password in the appropriate fields, and click **OK**.
11. In the E-mail Editor window, click the **Options**  icon.
12. In the **Number of Addresses to Include In a Single E-Mail** field, enter **25**. This setting is to prevent e-mail filters from viewing this e-mail as spam.
13. In the **Number of E-mails to Send before Reconnecting** field, enter **2**. By reconnecting, it is less likely that this e-mail will be detected incorrectly as spam.
14. In the **Pause between E-mails** field, enter **2**. Not only does this setting help prevent this e-mail from being detected as spam, it also allows the ACS OnDemand servers to continue to operate at optimal speeds.
15. Click **OK**.

Once you enter these settings, you can begin sending mass e-mails. If you need assistance in sending mass e-mail, press **F1** on your keyboard, or open the **Help** menu at the top of your ACS window and click **Contents**.



**Note**

If you want to add an attachment to your mass e-mail, the ACS OnDemand team recommends that you first copy the file from your local computer to your My Documents folder on the S drive. This helps expedite the e-mailing process. To access your My Documents folder on the S drive, see “Managing Your Files” on page 5.

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