

Frequently Asked Questions

ACS Hosted Solution

What is ACS Hosted Solution?

With ACS Hosted Solution, you can access your ACS desktop product through the Internet. ACS Hosted Solution gives you the same functionality of the desktop product without being limited to running ACS only at the church. If you can access the Internet, you can view your data using ACS Hosted Solution.

Why would I need ACS Hosted Solution?

- You want remote access to the church's data
- You don't want to maintain servers for ACS at the church
- You don't want to load updates to ACS
- You don't want to worry about backing up data
- You don't have a technology staff or technician
- You want the full functionality of the ACS desktop product through the internet
- Your church is growing and you want to expand the use of the ACS desktop product

How do I access ACS using Hosted Solution?

You must have an Internet connection, be able to run the Microsoft® Windows® remote desktop client, and have port 2289 open on your router. ACS Technologies will give you a DNS name, for example mychurch.hostedacs.com, with a username and password to connect to the ACS server.

How much does ACS Hosted Solution cost?

In addition to your current support fees, you will have to pay \$600 a month.

What is the advantage of using ACS Hosted Solution instead of storing information online myself?

Industry averages show that technicians can spend up to one-third of their time maintaining remote access to a database application. This time includes applying updates

to the application and workstations, maintaining the VPN connection, making backups, configuring security on the server, and applying service packs to the operating systems. This costs about \$10,000 on an average technician's salary of \$30,000.

What are the differences between Access ACS and ACS Hosted Solution?

ACS Hosted Solution is everything in the current desktop product but accessed over the Internet. Access ACS is a Web application that lets you export some parts of ACS data and gives members, lay leaders, and staff access to their respective data. This does not mean that the ACS Hosted Solution replaces Access ACS. You can use ACS Hosted Solution for the staff access while using Access ACS to make personal information available to members and lay leaders. In fact, the combination of the two creates a complete online solution so Access ACS administrators can apply change requests to Access ACS without having to be at the church.

What connection speed is needed to access and use the service?

A high-speed internet connection will give the best results when accessing the service, but dial-up can also be used.

What are the system requirements for a workstation?

You can use the following operating systems to connect to the ACS server with the remote desktop connection:

- Windows 95
- Windows 98
- Windows NT® Workstations
- Windows 2000 Professional
- Windows XP Professional
- Windows XP Home

Since processing for the ACS application takes place on the server, the workstation only needs to be able to run the remote desktop connection in order to use ACS Hosted Solution.

How is my data secured?

In order to connect to the server, you must know the DNS name of the server and have a valid username and password. You also must have a user account set up in the ACS application. The latest security patches are loaded on the server and periodically updated as new patches become available. Data is backed up daily and stored in a fire-proof vault

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off-site. We also make a backup that is on the server itself using ACS Automatic Backup.