

New Server Access Guide (SedonaOffice - Hosted)

03/01/2024 1:19 pm EST

The server is accessible from any browser with up-to-date HTML5 support Google Chrome, Microsoft Edge, Mozilla Firefox, Safari, etc.

You'll be brought to a login screen identical to the image below. The Domain in the top field should always be SedonaASP. The username should be formatted similarly to the image but will be your current 1st login. Without @sedonaasp.com tailing -OR- SedonaAsp\ preceding.



Log on

SedonaASP

company.username

Log on

Upon successful login, you will see a compact application panel. The panel is preloaded & can be customized for specific apps. Just like the RDP the Microsoft Apps require licenses and will work for just viewing by default.

You may notice a new program called IfranView. This is a universal file viewer and will allow you to view documents you may not have a fully licensed application for example PDF, ODT, PPT, etc. The Chrome icon will launch a browser within the browser. You cannot drag out of the window or Sedona.Public Documents will be a location for your filestore and can be used to collaborate on documents with your colleagues.

YOUR COMPANY — ✕
LOGO HERE

Sign out



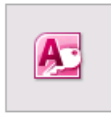
Notepad



SedonaOffice



Microsoft Excel



Microsoft Access



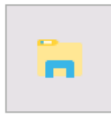
Microsoft Word



IrfanView



Google Chrome



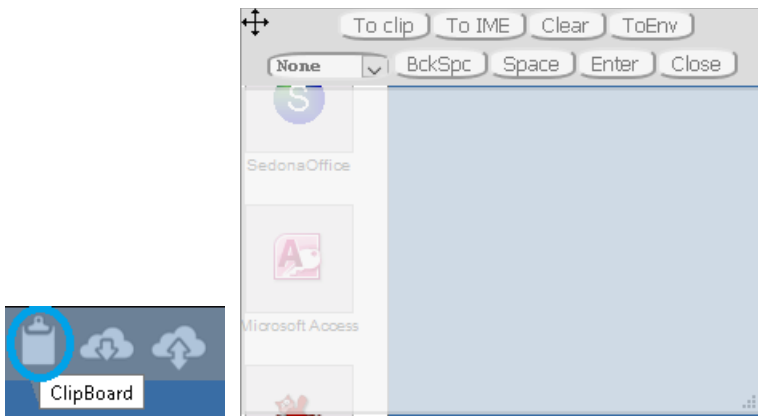
Public Documents



At the top of the window, you will see a hovering drop bar. If you click the Down Arrow, it will show the hidden functions [hovering over any icon will provide a description].



This icon will open the built-in clipboard application. You will notice the cross in the upper left-hand corner allowing you to position it anywhere within the window. Any text placed/pasted into this window will automatically be copied into Sedona or any other field within the Server where you have the flashing cursor. The dropdown [None] and the buttons to the right allow you to emulate keyboard functions. Anything you wish to copy from the server as text should be highlighted and copied using the Right Click - Copy function and will be automatically entered into the clipboard. From there you can paste onto your local machine or select parts of the copied content to be pasted.



****WebFile Replaces the need for Drive Mapping**** You are able to drag/drop to any part of the Window. Successful uploads will appear in File Manager.

| File Transfer C | | | |
|--------------------------------------|-------------------------------------|----------|--------|
| Download marked files | | | |
| File Name | Mark | Size | Action |
| 06ae27545e6ffc50472fbbf05753f28a.jpg | <input checked="" type="checkbox"/> | 221.44KB | X |

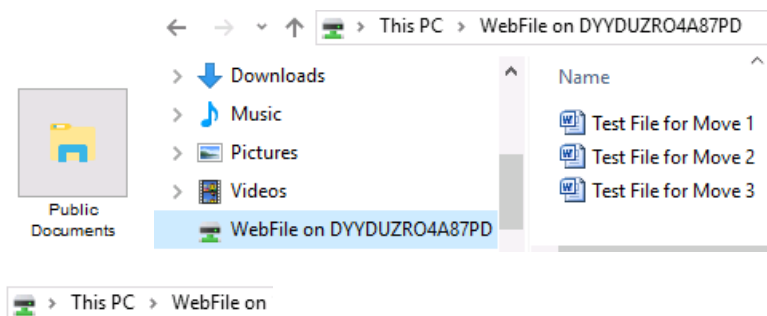
-ALSO-

In Windows Explorer under the WebFile Location. To access the WebFile location on the server (from any explorer window expand "This PC" and locate WebFile. You can open Public Documents or access from within Sedona to upload.

Pressing The File Manager button also launches a window in the lower right corner of your session to allow you to drag and drop and see statuses.



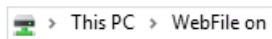
Click and Drag from your local machine to the server window







To download any other files to your local machine, they should be copied to the location beginning w/ WebFile. To download a file you have previously uploaded and finished working on check the “Mark” box and then press “Download marked files.”

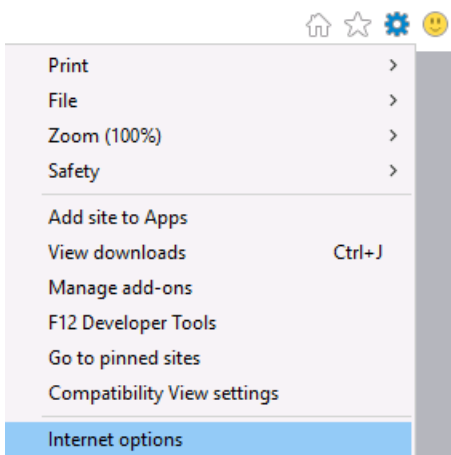
Saving/Exporting files directly to WebFile is not advised as the Save/Exporting process in most programs (Excel, Word, Sedona, etc) is not done in an instant resulting in invalid or partial files being sent to your local machine. Rename all filenames that include %, ~, #, \$, *, /, and | to another the special character.



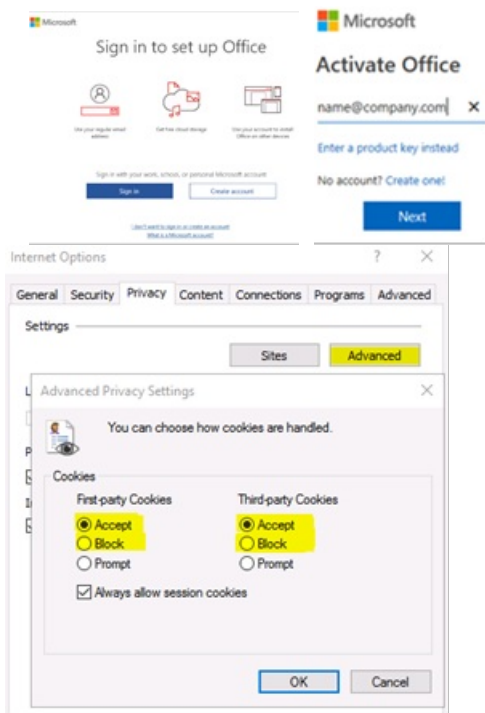
This icon will expand the server window from the browser to full screen [use escape to exit].



If you plan on utilizing any of the office programs for editing documents on the server, you will need to license it by signing in with your office365 account. Typically, this will be your company email address and password. After opening your desired Microsoft Office App you will see a sign in screen. Press Sign In > Enter Work Email > Password. It is possible for your cookie settings to not be allowed on first sign on despite them being already enabled. To fix open any Internet Explorer link  on your panel and open the settings  in the upper right-hand corner.



Select Internet options > Privacy [tab] > Advanced [button]. From here you will want to press the radio buttons for Block under First & Third party cookies, then select Accept again for both. Press OK on this screen and the one behind it to finish. You should now be able to return to the MS Office app of your choice and sign in.

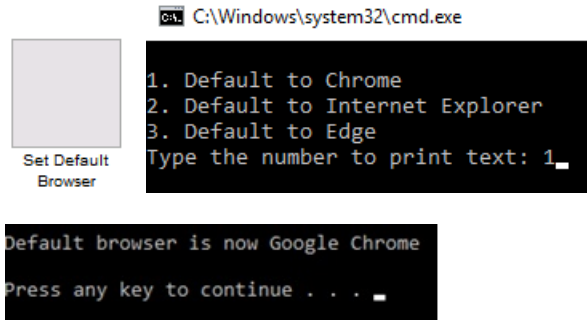


We can't sign you in

Your browser is currently set to block cookies. You need to allow cookies to use this service.

Cookies are small text files stored on your computer that tell us when you're signed in. To learn how to allow cookies, check the online help in your web browser.

You will notice a new blank icon labeled "Set Default Browser." Click it and then press the # of the browser you want. Then press Enter twice to select and close the prompt. Attempt to open your desired extension in Sedona Office Client app and it should now load in the desired browser.

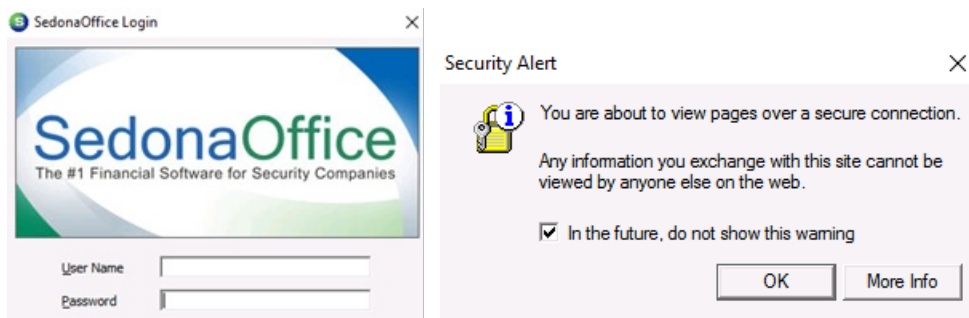


Clicking on Sedona Office will launch the normal Sedona Office Client window. Use your 2nd Login/Sedona Office App credentials to sign into this window. Your username here is case-sensitive and is typically not the same as your 1st login. Press "Login" 1st to bring up Company selection.

**If you are unable to successfully login to this window, please reach out to your Office's local Sedona Office Administrator.

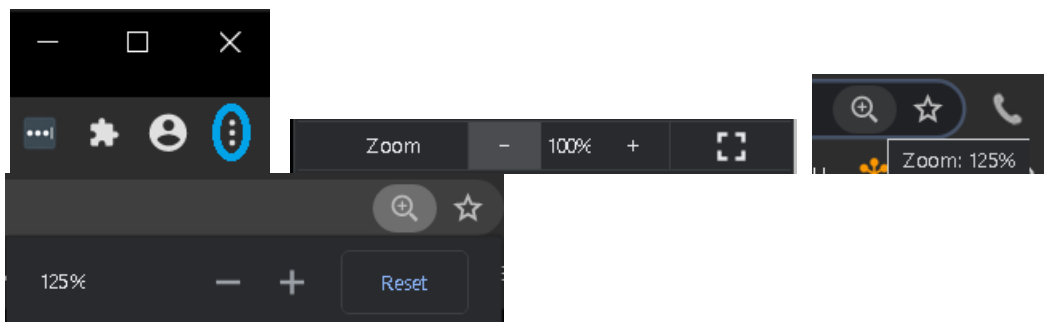
-SEE TROUBLESHOOTING SECTION-

If you see this screen or any additional errors, feel free to press ok or close them as this environment is not active.*It is best not to press enter multiple times as this can cause Sedona to not load or load into an error.

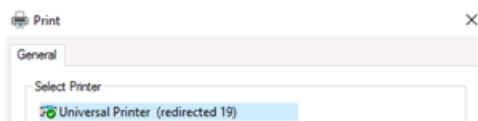


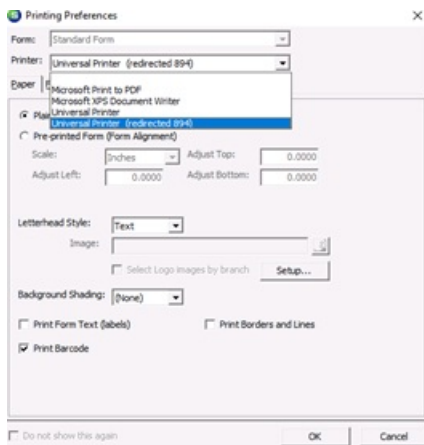
If you are unable to reach/see a save/close/apply button in the lower portion of an internal Sedona window. This was due to the native resolution of your computer screen attempting to adapt the resolution of the Remote Desktop. Now that the server is Browser based you can use the browser's Zoom controls to change the resolution as needed to reach previously inaccessible items/fields easily. In Chrome from the menu in the upper right you can find three vertical dots. About halfway down you will see Zoom controls. *This will vary depending on the browser [Chrome displayed]. Most browsers will save the Zoom controls you have even when you have left and returned to a site unless your settings are cleared. An easy way to tell if you are using zoom controls is the magnifying glass on the right side of the address bar.

You can click on the magnifying glass to launch a sub-menu to alter or reset those settings [per page] and from there you can resize the windows in Sedona as needed.

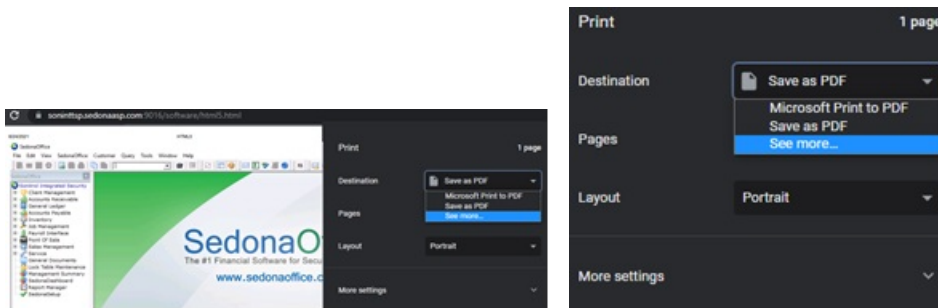


Printing from an RDP server can be problematic due to how Microsoft RDP processes print jobs between a Server and your local machine. Print jobs are spooled, imaged, and then sent your local machine to be spooled and imaged again. When printing on your TSPlus Server, ensure the job is printed through to your local machine by selecting Universal Printer (redirected #). Depending on where you are printing from within Sedona and if you are using Print Preview you may see an additional screen for printer selection. Some screens are similar, so the way to tell if you are printing properly is that the initial selection is to Universal Redirected # and the Final is to the actual printer or PDF service of your choice when redirected is no longer available.

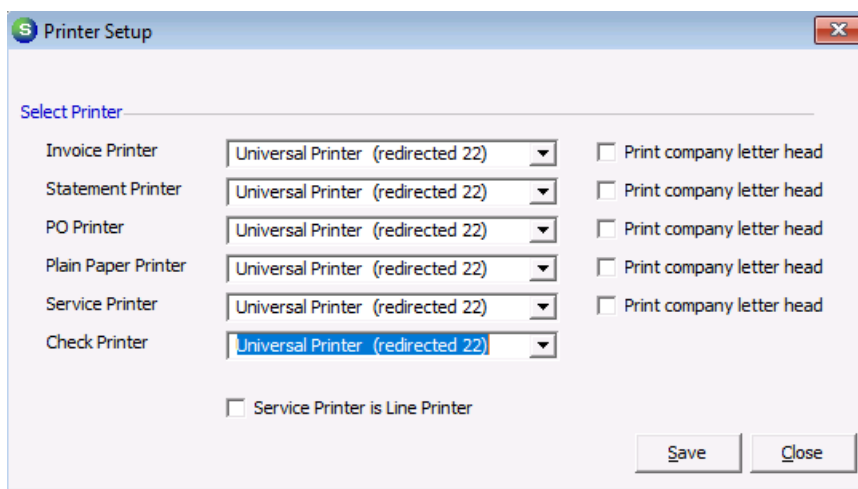




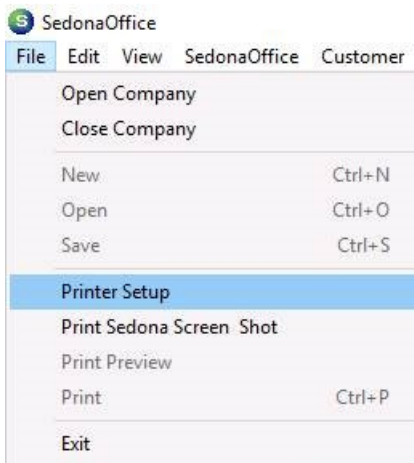
After Selecting Universal Redirected # and Acknowledging the prompts you will see your browser Printing window. In the example to the left Chrome is the browser the Server is being accessed from and the user will find all their local and network printers on their computer in the See more option if they are not defaulted. From this section is also where you would change specific printer options if utilizing special printer settings for non-standard page setups.



If you do not see Universal Printer (redirected #) when printing from within Sedona Office. Select File > Printer Setup > Select Universal Printer (redirected #) from the drop-down for each printer you use and Press Save at the bottom. If you see more than one redirected, try the bottom most selection.

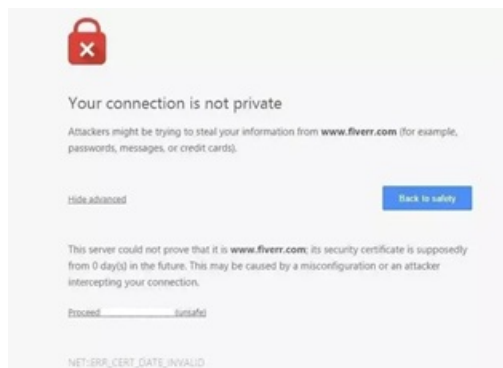
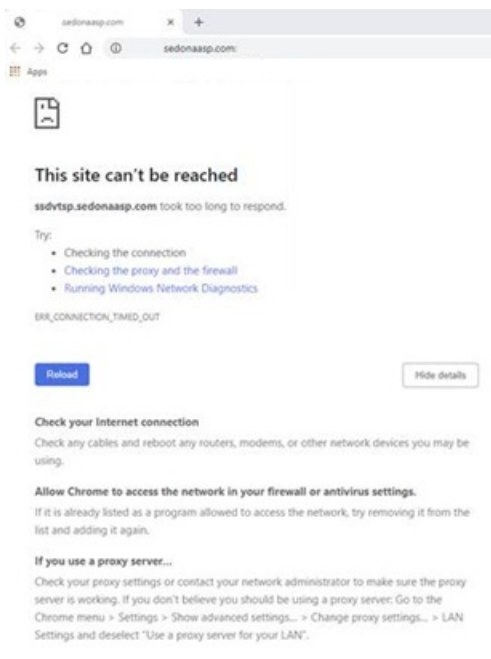


Remember to never select Print & Close



If you see a screen like the one below check:

1. That you are not connected to a VPN (home or personal VPNs will alter your public IP and may prevent your computer from reaching the server).
2. Verify that your computer's connection is not having any DNS issues. You can right-click on the network connection and select Troubleshoot in Windows.
3. Ensure you are not receiving any pop-ups or notifications when accessing the site from your Antivirus or Firewall software.



Note the error message may be different depending on the browser used and the network setup you are connecting from. If none of the above is occurring, you likely need to send your current computer's IP address. It can easily be obtained from a site like <http://www.whatsmyip.org> or <http://www.ipchicken.com> and send an email to Sedona Office Support SedonaOffice_Support@boldgroup.com

If you see a screen like this (may vary based on the browser) You may click on Advanced and/or proceed to site/continue anyway and email us including a screenshot at providing the URL + error SedonaOffice_Support@boldgroup.com



The image shows a login form with two input fields. The first field contains 'company.user' and the second field contains a series of dots. Below the fields, a black box displays the text 'Invalid credentials' in white, with a 'Log on' button below it. To the right, a separate form shows the same fields filled with 'company.user', a masked password, and 'SEDONAASP', with a 'Login' button below.

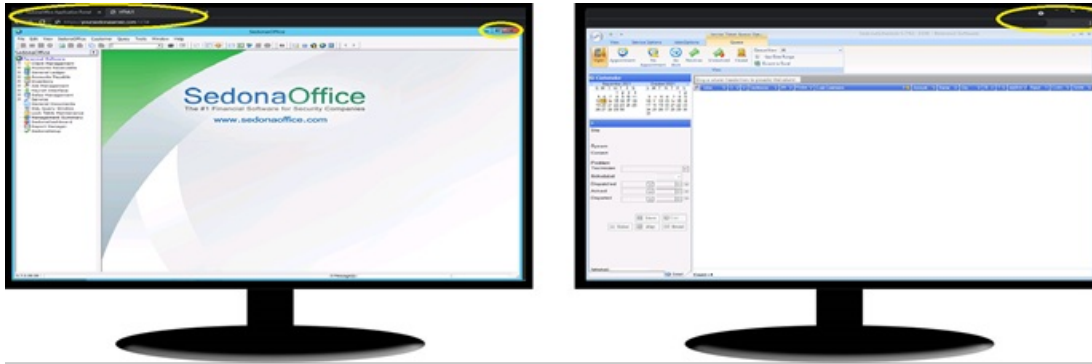
Use your 2nd Login/Sedona Office App credentials to sign into this window. Your username here is case-sensitive and is typically not the same as your 1st login. Press “Login” 1st to bring up Company selection

**If you are unable to successfully log in to this window, please reach out to your Office’s local Sedona Office Administrator. This designated Admin will have access to SedonaSetup within the client and can provide you with the exact spelling of your username and the ability to reset the Password. Only one person can be in the SedonaSetup users module at a time.



Dual Monitor Support:

As the Microsoft RDP architecture is more prone to issues and more demanding on the network resources of the machine you are connecting from, housing the connection within an HTML5 browser window provides several improvements to performance and a consistent experience for all users. If you or your team utilize multiple modules or apps on the server and do not access from a larger/widescreen monitor, you may need to adjust the Browser window for access. This would involve stretching the Chrome, Edge, Firefox, etc browsers across your monitors to extend the workspace. In the image below you can see the single chrome window is stretched across both the 1st and 2nd monitors. While stretched the entire browser window acts like a single remote desktop from which you can resize any individual apps or modules on the server to your liking.



If your monitors are not of the same size or in different positions e.g (1 vertical, 1 horizontal) you will need to consider 3rd party software to extend/maximize the browser window across both screens. If none of the above options are suitable you will need to look into one of the following with your IT

1. Activation of RemoteApp – this uses the same Microsoft RDP infrastructure as the old cloud system and will block several of the convenience features in this guide such as (universal printer redirected, clipboard tool, drag and drop uploading, etc), It will also subject your connection to the server under the same issues as before such as loss of network connectivity, errors uploading into Sedona, Time outs when running larger reports.
2. Going Enterprise (Self-Hosted) to have full control over access, security, and infrastructure.