A few things you should know about operating the RPMSCloud:

1. **Security**: You have been given a network name and password, as well as an RPMS password. All three of those must be entered correctly for you to run your copy of RPMS. The network name and password may be 'remembered' by an RDP link (a digitally signed script) installed on your own computer.

    - Anyone who has your network name, network password, and your RPMS password can log in as you whenever you are not logged in to RPMS.
    - Anyone who has your network name and password can 'spy' on you while you are in RPMS without your knowledge.
    - If you fail to enter the RPMS password correctly, the system will close, requiring you to launch again from your desktop.
    - A technician working on your computer could use your stored RDP link to get to the RPMS login screen on the cloud. But they could not log in to RPMS without your RPMS password. For the same reason, a laptop thief can't get in to your RPMS data.

2. **Backups**: They begin at 1 a.m. Eastern Time each day.

    - A best practice is to be logged out of RPMS each night before 1 a.m., and not logged back in again until at least 3 a.m. Eastern Time.
    - Backups can occur successfully, even if you are accidentally still logged in overnight. However, backups can be invalid if you are entering orders, invoices, or applying payments during the backup time.

3. **Updates**: The RPMS system can be updated at 2 a.m. Eastern Time on any night.

    - A best practice is to be logged out of RPMS each night before 1 a.m., and not logged back in again until at least 3 a.m. Eastern Time.
    - If you <u>must</u> be logged out in order for an RPMS update to occur, you will receive a network notification 2 minutes before the update occurs, so that you may finish what you are doing and log out, before your session is automatically terminated.
    - If a more robust update must occur (including accumulated operating system updates) a notice will be e-mailed describing the update. These typically occur at 11 p.m. Eastern Time on the first Friday of each month.

4. **Connections**: Because RPMSCloud operates over the Internet, it is possible to be disconnected, especially if your Internet connection is WiFi. Even wired connections sometimes become disconnected due to problems with routers, switches, lines, or software between your computer and the RPMSCloud.

    - If you are disconnected while working, your screen will 'fade' and mouse and keyboard activities will not be accepted. Your thin client will become aware of that pretty quickly, and you will see a message that the connection has been

lost, and will try to be re-established. It is usually re-established within seconds, and you can pick up right where you were.
- If you leave RPMS running but disconnect your computer from the Internet, your session is still active on the RPMSCloud. You can actually take your disconnected computer to another location and pick up right where you left off.