

My Docs Online Enterprise Edition Setup Guide

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Purpose & Intended Audience

This Guide is intended for new customers — *specifically for the individual with administrative responsibility* — to aid in the evaluation of the My Docs Online Enterprise Edition, and to assist in the quick and effective configuration of a new Enterprise Edition account. **Please note that as a “setup” guide it does not cover ALL available features of the product. Instead, it covers the most important and most frequently used features.** Questions regarding features not covered in this manual are covered in the Help and Frequently Asked Questions sections of the online product. Detailed information not included in this guide can also be obtained from My Docs Online Sales and Support.

The My Docs Online Enterprise Edition is an Application Service Provider (ASP) product designed for companies and organizations needing an Internet-based solution for file sharing, file delivery, and collaboration which is simple, flexible, easy to use, secure, and can be quickly deployed with low administrative overhead.

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1. Introduction & Key Concepts

Types of users, their roles, and their differences

The Enterprise Edition has three types of users:

- The **Enterprise Group Administrator** (most likely that's you).
- **Enterprise Users**, who are defined by the Administrator, and who can log in with the ID you create for them. These IDs are also sometimes called "sub-accounts".
- **Non-users** who participate in file sharing in a controlled and limited way using one or more optional features under your control.

The *Enterprise Group Administrator* has full access to all folders, files, and features of the product, is responsible for defining regular users and assigning them appropriate access permissions to folders, and is also responsible for determining and configuring a variety of other options.

Regular *Enterprise Users* each have their own Login ID and password, and have access to — and control over — some or all of the enterprise folders, depending on the permissions applied to the folders by the Administrator.

NOTE: *In many cases Enterprise Users are customers or clients rather than employees.*

Non-users can be "Given" selected files, which generates an email-based link to only those files which have been "given". Non-users can also use the optional "Customer Upload" feature to upload and deposit files into a special folder in the enterprise account. Selected files can also be moved to a special "Public" folder and delivered to anyone using a standard Web browser, in the same way a regular web server delivers file-based content.

Folders and permissions

The key to a quick, effective, and easily administered Enterprise Group is properly organizing folders and their permissions. There are several common scenarios for how an Enterprise Group is to be used, and even if your situation is not exactly like any of them, it is usually instructive to determine which is the closest.

- **Scenario 1: the group "shared file server"**
If you need to provide virtual drive space to a number of colleagues or co-workers, and no restrictions are desired, use the default configuration, which is "no permissions restrictions". Consider creating a folder for each user. This scenario assumes that your users can be depended on to share control and access to all folders responsibly.
- **Scenario 2: the group "shared file server" (with restrictions)**
If you need to provide each of your users with their own private space within the Enterprise Group, create a folder for each user, and give only that user "full access" to the folder, its subfolders, and all contents. If desired, you can also give some or all of your other users "View Only" access to a user's folder. **The Enterprise Group Administrator always has full access to all folders.**

Functional areas (e.g., Accounting, Personnel, Senior Management) can have "function-related" folders separate from user folders, with permissions set to allow access only by authorized users.

Functional areas that are not sensitive (e.g., sales and marketing collateral, price lists, press releases) can have "function-related" folders with no permissions in effect, or with all users having at least "View Only" access.

- **Scenario 3: the “Customer Connection File Server”**

If you need bi-directional file sharing with a number of customers, and need to keep each customer's access separate from all other customers, create a folder for each customer, and apply permissions to each allowing access only by the customer's ID and selected employee IDs. Don't give a customer's ID access to any other folder, and put permissions restrictions into effect for all folders.

These approaches can also be combined to provide the specific setup required by your situation.

Scenario 1, above, requires no permissions-related action at all. Accomplishing the folder permissions setup you require for more restrictive scenarios is simply a matter of defining users, creating folders (typically the “high-level” folders) and then configuring each high-level folder in turn to set each user’s permission level.

Each user’s access to a particular folder can be set to “No Access”, “View Only”, or “Full Control”.

Subfolders of a high-level folder do not need permissions settings of their own — you can simply let these lower-level folders “inherit” their permissions rules from a high-level folder that does have permissions set.

For detailed instructions on how to perform these administrative tasks, see the **Enterprise Group Administration screens** section, later in this guide.

Miscellaneous configuration

Minor Enterprise Group setup decisions include:

- Should all user online sessions always require SSL encryption?
- What will the Enterprise Group be called (this is displayed to users when they are logged in)?
- What text “identifier” will be used on the emails that are generated and sent to newly added enterprise users?
- Will Customer Upload be allowed? For more information on this option — which can be enabled to allow customers to upload files to your account — see the Customer Upload section in “Enterprise Administration screens”, and see also the section entitled “Uploading files to the Enterprise Account”.

For detailed instructions on how to perform these administrative tasks, see the Enterprise **Group Administration screens** section.

2. Enterprise Group Administration Screens

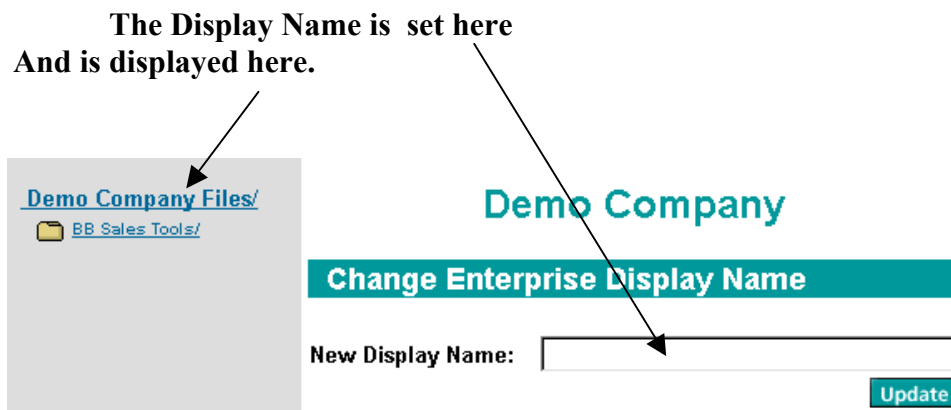
NOTE: It is assumed that at this point you already have your Enterprise Edition account established, either through requesting a free trial, or through registration. If not you can register by visiting www.mydocsonline.com and clicking “Purchase Now” then “Choose Version Enterprise Edition”.

1. Login at www.mydocsonline.com using your Enterprise Group Administrator’s Login ID.
2. Click the “My Account” button near the upper right part of the screen.
3. Click “Enterprise Group Administration”

In the examples shown the “Enterprise Display Name” is set to “Demo Company”, which is reflected in Administration Screen section labels. Your labels will reflect your Enterprise Display Name.

Review/set the “Enterprise Display Name”

The value entered for Enterprise Display Name is what your users see as the “root” folder within your my Docs Online Enterprise Edition account.



Set the security level for Enterprise Group Users

Choose “Use SSL” or “No SSL” and click “Update”. If you select “Use SSL”, all user browser sessions will automatically default to using SSL encryption for browser sessions, including file upload and download. If “Use SSL” is chosen, any Web Folders/WebDAV sessions will be rejected unless the location chosen uses “https://” rather than “http://”.

Security for Demo Company Users

Session Security: Use SSL No SSL

Update

Decide if you need Customer Upload

If you “Enable” Customer Upload you can allow non-users (customers, for example) to upload files to a special “Upload” folder without requiring a password and without logging in to any of your accounts. For details see the section entitled “**Uploading files to your Enterprise Account**”.

Customer Upload

Allows any Internet user to upload file(s) to the enterprise 'Upload' folder

Customer Upload: Enabled Disabled
 Use Subfolders
 Hide Comments

Update

Set the “Enterprise Notification Identifier”

The value entered for Enterprise Notification Identifier is used in email notifications sent to new Enterprise Group Users when they are added by the Administrator.

Enterprise Notification Identifier

Used in email notifications sent to added users and recipients of given files

Current Value: No Corp Identifier

New Value:

Update

Add users to the Enterprise Group

Add Enterprise User accounts by first entering the user's email address, then click "Add User". If the email address matches an existing My Docs Online user, the user will be added to the Enterprise Group. If the user is new (the most likely case) a screen will be displayed allowing you to specify the user's Login ID and password.

Add User To Demo Company Account

Email Address:

Add User

On the second screen enter the user's login ID and password (twice, to verify the password) and click "Add User". An email will be sent to the user which will include the login ID and initial password. The user can change their password after login. Repeat these steps until all your users have been defined.

Register New User for Corporate Account

Demo Company

Enter a User ID: (At least 4 characters, no @, no single quote)

Enter a Password: (5-12 characters)

Re-enter that Password: (Enter the password again for verification)

E-Mail Address: **newuser@democompany.com**

Add User

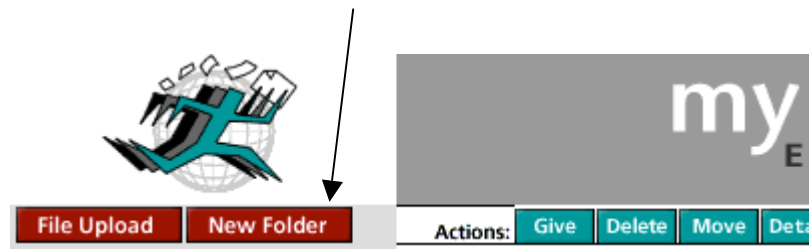
Each new user will be sent the notification email mentioned earlier providing them with account access instructions, including their login ID and password.

Create Enterprise Group folders

With users defined you can now easily create folders before setting optional permissions, and finally uploading files.

Folders can be created one at a time using the browser interface, by using Windows Explorer if you have configured Web Folders or are using a WebDAV client, or by using the My Docs Online Upload Manager. Certain special-purpose folders, such as the Public folder, the Upload folder and the Attachments folder, may also be created dynamically when these features are enabled and used.

**To create a folder using the browser interface,
click the “New Folder” button**



Each time you create a new folder you name the folder and select, from a drop-down list of existing folders, where the folder is to be located. If you locate the new folder under the “Enterprise Root” folder, which is shown using the Enterprise Display Name you previous configured, then the new folder initially will have no permissions rules applied. If you locate a new folder under a folder to which permissions rules have already been applied, the new folder immediately “inherits” the permissions rules set for the higher-level folder.

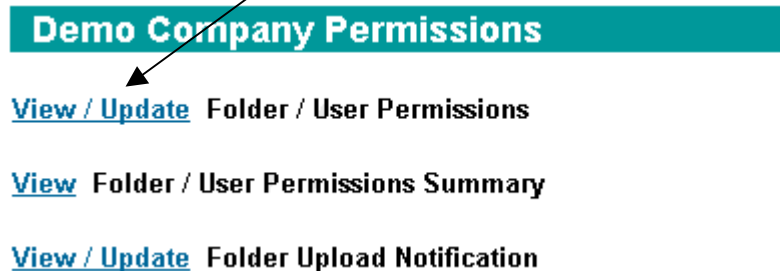
If a folder doesn’t need permissions restrictions applied to it, you can safely upload files into the new folder immediately after the folder has been created, and all users will have full control over the folder’s contents.

For folders needing permissions restrictions, the correct order of creation and administration is:

1. Define users
2. Create folders
3. Set permissions for the new folder(s)
4. Upload files

Set folder permissions

Now that users have been defined and some folders have been created, set optional permissions by clicking “**View / Update** Folder / User Permissions” in the Permissions section of the Enterprise Group Administration screen.



In this example we will set folder permissions in a variety of ways, including:

- An “Accounting” folder with access limited to the IDs “Senior.Staffer” and “Outside.Auditor”. The folder also has three subfolders, two of which — “Accounts Payable” and “Accounts Receivable” — will “inherit” their permissions from the “Accounting” folder, and the “Forecasts” subfolder, which will have its own permissions. “Forecasts” will be visible only to “Senior.Staffer”.
- A “Customer One Files” folder visible only to “Senior.Staffer”, “Junior.Employee”, and “Customer.One”, all of which will have full control.
- A “Customer Two Files” folder visible only to “Senior.Staffer”, “Junior.Employee”, and “Customer.Two”, all of which will have full control.
- A “Product Info” folder which will have no permissions restrictions, and as a result will be fully accessible to all users.
- Three special purpose folders, “Attachments”, “Public”, and “Upload” visible only to “Senior.Staffer” and “Junior.Employee”, both of which will have full control.

Selecting folders to update permissions

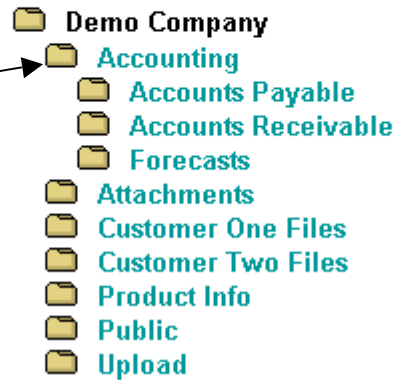
Folder Permissions

To change the permission settings for a folder or users' permissions for a folder click the icon next to the folder you wish to update.

Folders in red have permissions in effect.
Folders in green have no permissions in effect.

Select each folder requiring permissions in turn by clicking the folder icon.

(Note that the "Enterprise Root" cannot have permissions restrictions.)



Setting Permissions for the "Accounting" folder

Update Folder Permissions

Folder: **Accounting**

Folder Permissions in Effect

Users must have permissions set to access this folder.
 Any user with no radio button selected will be denied access.

[Remove Permissions Restrictions for Folder](#)

Checking the "Full Control" radio buttons for Senior.Staffer and Outside.Auditor restricts access to only those two IDs

<u>No Access</u>	<u>View Only</u>	<u>Full Control</u>	<u>User</u>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Junior.Employee - junior.employee@democompany.com
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Customer.One - customer.one@customer-one.com
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Senior.Staffer - senior.staffer@democompany.com
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Outside.Auditor - outside.auditor@acctingfirm.com
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Customer.Two - customer.two@customer-two.com

Permissions for the “Accounts Receivable & Accounts Payable” folders are controlled by permissions for “Accounting”

Folder: **Accounts Payable**

To have permissions controlled by a higher-level folder, leave all radio buttons unchecked

Permissions for this folder are currently controlled by permissions set for folder **Accounting**.

Users permissions are based on the user settings of the controlling folder. If any user permissions are updated on this page permissions will be in effect for this folder and any user with no radio button selected will be denied access.

No Access	View Only	Full Control	User
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Junior.Employee - junior.employee@democompany.com
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Customer.One - customer.one@customer-one.com
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Senior.Staffer - senior.staffer@democompany.com
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Outside.Auditor - outside.auditor@acctingfirm.com
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Customer.Two - customer.two@customer-two.com

Setting Permissions for the “Forecasts” folder

Update Folder Permissions

Folder: **Forecasts**

Folder Permissions in Effect

Users must have permissions set to access this folder. Any user with no radio button selected will be denied access.

Checking the “Full Control” radio button for Senior.Staffer only means no other user can access “Forecasts”

Remove Permissions Restrictions for Folder

No Access	View Only	Full Control	User
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Junior.Employee - junior.employee@democompany.com
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Customer.One - customer.one@customer-one.com
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Senior.Staffer - senior.staffer@democompany.com
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Outside.Auditor - outside.auditor@acctingfirm.com
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Customer.Two - customer.two@customer-two.com

Setting Permissions for the “Customer One” folder

Checking the “Full Control” radio buttons for Senior.Staffer, Junior.Employee and Customer.One means the other IDs cannot see or access the Customer One folder, making it a private file sharing conduit for employees and this customer.

Folder: **Customer One Files**

Folder Permissions in Effect

Users must have permissions set to access this folder.
Any user with no radio button selected will be denied access.

[Remove Permissions Restrictions for Folder](#)

<u>No Access</u>	<u>View Only</u>	<u>Full Control</u>	<u>User</u>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Junior.Employee - junior.employee@democompai
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Customer.One - customer.one@customer-one.co
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Senior.Staffer - senior.staffer@democompany.cor
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Outside.Auditor - outside.auditor@acctingfirm.cor
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Customer.Two - customer.two@customer-two.cor

Setting Permissions for the “Customer Two” folder

Checking the “Full Control” radio buttons for Senior.Staffer, Junior.Employee and Customer.Two means the other IDs cannot see or access the Customer Two folder, making it a private file sharing conduit for employees and this customer.

Folder: **Customer Two Files**

Folder Permissions in Effect

Users must have permissions set to access this folder.
Any user with no radio button selected will be denied access.

[Remove Permissions Restrictions for Folder](#)

<u>No Access</u>	<u>View Only</u>	<u>Full Control</u>	<u>User</u>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Junior.Employee - junior.employee@democompai
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Customer.One - customer.one@customer-one.co
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Senior.Staffer - senior.staffer@democompany.cor
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Outside.Auditor - outside.auditor@acctingfirm.cor
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Customer.Two - customer.two@customer-two.cor

Setting Permissions for the “Attachments” folder

Folder: **Attachments**

Folder Permissions in Effect

Users must have permissions set to access this folder.
Any user with no radio button selected will be denied access.

Checking the “Full Control” radio buttons for Junior.Employee and Senior.Staffer only means non-employees can’t see the special folder “Attachments”.

[Remove Permissions Restrictions for Folder](#)

<u>No Access</u>	<u>View Only</u>	<u>Full Control</u>	<u>User</u>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Junior.Employee - junior.employee@democompan;
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Customer.One - customer.one@customer-one.com
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Senior.Staffer - senior.staffer@democompany.com
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Outside.Auditor - outside.auditor@acctingfirm.com
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Customer.Two - customer.two@customer-two.com

The “Product Info” folder has no permissions set

Folder: **Product Info**

Because no higher-level folder has permissions in effect, leaving ALL radio buttons unchecked means ALL users can access the “Product Info” folder,

No Permissions Restrictions in Effect

All users have full control over this folder. If any user permissions are updated on this page permissions will be in effect for this folder and any user with no radio button selected will be denied access.





























<u>No Access</u>	<u>View Only</u>	<u>Full Control</u>	<u>User</u>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Junior.Employee - junior.employee@democorr
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Customer.One - customer.one@customer-one
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Senior.Staffer - senior.staffer@democompany.
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Outside.Auditor - outside.auditor@acctingfirm.
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Customer.Two - customer.two@customer-two.

What the users see

Each user's view of the Enterprise Group folders is customized depending on how permissions are set. In addition, a user might be able to "View" (and therefore download) the files in a folder, but not upload into the folder, delete files, etc.

The Enterprise Group Administrator's ID (not shown here) always has "Full Control" of all folders.

Below is a table showing the folder views for each user in our example.

				
<div style="background-color: #f0f0f0; padding: 5px;"> <div style="display: flex; justify-content: space-between; background-color: #c00000; color: white; padding: 2px;"> File Upload New Folder </div> <p>Demo Company Files/</p> <ul style="list-style-type: none">  Accounting/  Accounts Payable/  Accounts Receivable/  Forecasts/  Attachments/  Customer One Files/  Customer Two Files/  Product Info/  Public/  Upload/ </div> <p style="text-align: center;">Senior Staffer</p>	<div style="background-color: #f0f0f0; padding: 5px;"> <div style="display: flex; justify-content: space-between; background-color: #c00000; color: white; padding: 2px;"> File Upload New Folder </div> <p>Demo Company Files/</p> <ul style="list-style-type: none">  Attachments/  Customer One Files/  Customer Two Files/  Product Info/  Public/  Upload/ </div> <p style="text-align: center;">Junior Employee</p>	<div style="background-color: #f0f0f0; padding: 5px;"> <div style="display: flex; justify-content: space-between; background-color: #c00000; color: white; padding: 2px;"> File Upload New Folder </div> <p>Demo Company Files/</p> <ul style="list-style-type: none">  Accounting/  Accounts Payable/  Accounts Receivable/  Product Info/ </div> <p style="text-align: center;">Outside Auditor</p>	<div style="background-color: #f0f0f0; padding: 5px;"> <div style="display: flex; justify-content: space-between; background-color: #c00000; color: white; padding: 2px;"> File Upload New Folder </div> <p>Demo Company Files/</p> <ul style="list-style-type: none">  Customer One Files/  Product Info/ </div> <p style="text-align: center;">Customer One</p>	<div style="background-color: #f0f0f0; padding: 5px;"> <div style="display: flex; justify-content: space-between; background-color: #c00000; color: white; padding: 2px;"> File Upload New Folder </div> <p>Demo Company Files/</p> <ul style="list-style-type: none">  Customer Two Files/  Product Info/ </div> <p style="text-align: center;">Customer Two</p>

3. Uploading files to your Enterprise account

User file upload

Once you have created your Enterprise Group users, created your major folders, and assigned folder permissions, There are several methods of uploading files to your account, all of which are available to both the Enterprise Group Administrator and Enterprise Users:

- If you have a relatively small number of smaller files use the **“File Upload”** button to upload files (up to five files per upload).
- If you have a lot of files to initially upload, or have a complex folder structure on your computer that you wish to replicate online, you can use **MDO Transporter**, which can be launched from <http://mydocsonline.com/mdotransporter.htm>
- You can also use **Web Folders**, which will allow you to upload entire folders at one time. When uploading files through Web Folders remember to upload the files into the “Enterprise Files” folder. More information on Web Folders is available at http://www.mydocsonline.com/info_webfolders.html.

If new subfolders are created under existing folders as a result of using Web Folders or the Upload Manager, the *new subfolders will automatically have permissions restrictions based on those of a high-level folder*, if any. Note, however, that **if a new folder is created directly under the Enterprise “root” the new folder and its subfolders will initially have no permissions restrictions** until the Enterprise Group Administrator updates permissions for the new folder.

Customer Upload

File uploads performed by individuals (such as your customers) who do not have the use of one of your Enterprise Group IDs can be accomplished using Customer Upload:

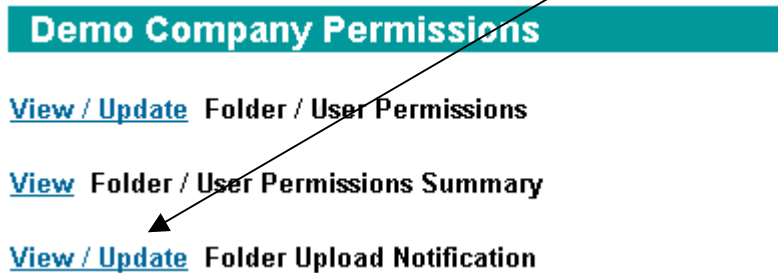
- It is only allowed if the Enterprise Administrator has “enabled customer upload” in the enterprise administration section.
- Your customers only see a single, browser-based screen and do not need to know your password.
- You can direct your customers to a specific link that specifies your ID, like this:
<http://www.mydocsonline.com/scripts/aupload.dll?ID=your-login>
Where "your-login" is replaced by your Enterprise Group Administrator’s Login ID. You can locate your account specific customer upload link in the Administrative section of your account.
- If you check “Use Subfolders” uploaded files will be placed in a subfolder under “Upload”. The subfolder’s name is based on who the uploaded files are from. If you use the specific link, you can also remove the Comments fields by checking “Hide Comments”
- **Learn more at http://www.mydocsonline.com/info_customer_upload.html.**

4. Additional configuration options

Folder upload email notification

It is often useful for one or more members of an Enterprise Group to receive an email notification when a new file is uploaded to selected folders, for instance a folder used by a customer's ID, or the special "Upload" and "Attachments" folders.

To enable Folder Upload Email Notification first select "Folder Upload Notification" in the Permissions section of the Enterprise Group Administration screen.

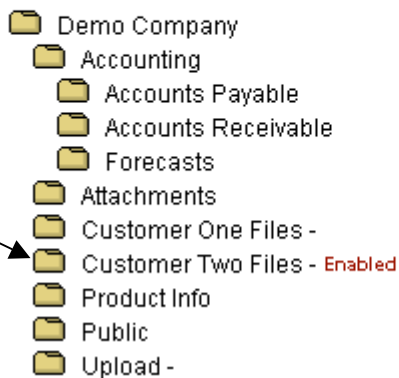


Folders with Upload Notification set show "**Enabled**" following the folder name. Click the folder icon of each folder requiring upload notification. **Note:** notification settings for a folder do *NOT* apply to subfolders, except for the special "Upload" folder *when Customer Upload is used* (this is because you can set a Customer Upload option to create a subfolder for each upload, but the notification rule for the Upload folder will still control where the email gets sent).

Folder Upload Notification

Folders indicated by **Enabled** have a list of users defined to receive a notification when a file is uploaded to that folder. To enable or modify a folder's notification list click the icon next to that folder.

In this example the folder used by Customer.Two for file sharing is selected for email notification each time a file is uploaded.



Check the box for each member of the group who is to receive notification (or check “No Notification”). Click “Update” for any changes to take effect. The list of eligible users includes the Enterprise Group Administrator and all users with either “View Only” or “Full Control” access to the folder. Users with “No Access” to the folder cannot receive upload notifications for that folder.

The ID **Junior.Employee** will be notified each time a file is uploaded to the “Customer.Two” folder.

Folder Upload Notification

Folder Name: Customer Two Files

The user list below is determined by your folder permission settings. Only users with view or full control permission for a folder are eligible for a notification for that folder.

Check all IDs that are to receive notification.

- NO Notification**
- Demo - demo@mydocsonline.com
- Customer.Two - customer.two@customer-two.com
- junior.employee - junior.employee@democompany.com
- Select/Deselect All**

Reviewing folder permissions

The Enterprise Group Administrator can review, save, or print overall folder permissions at any time by selecting “View Folder / User Permissions Summary”.

Demo Company Permissions

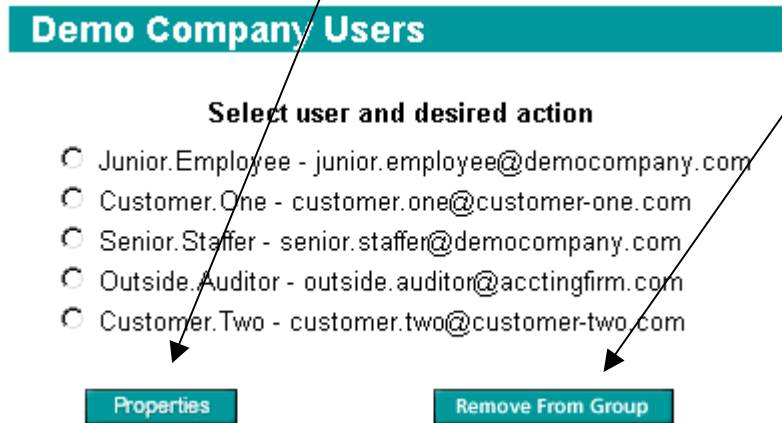
[View / Update](#) Folder / User Permissions

[View](#) Folder / User Permissions Summary

[View / Update](#) Folder Upload Notification

Ongoing user administration

The list of Enterprise Group users displayed at the bottom of the Enterprise Group Administration screen includes buttons to display/modify the properties of the selected user, or to remove the user from the group.



5. Additional information

This Setup Guide is intended to aid in the evaluation of the My Docs Online Enterprise Edition, and to assist in the quick and effective configuration of a new Enterprise Edition account. For detailed information on additional topics, see the **Help** and **FAQ** links available on the My Docs Online Home Page.

Additional information, including suggestions for optimum configuration and use for your particular situation, is available by calling My Docs Online at **239.495.1181** (East Coast U.S. business hours) or emailing support@mydocsonline.com.