



AMERICAN BIBLE SOCIETY

Sharing God's Word with the World

ITS Remote Access

User Manual

Welcome

This User Manual is divided into two parts:

- The first section shows how to connect under normal conditions
- The second section is devoted to first-time setup and troubleshooting. Please place a call to the Helpdesk at 212-408-1545 or 888-596-6296 x1545 before turning to this section.

If the Helpdesk is unavailable, first verify that ABS systems are up at the "[IT - Systems Status and Remote Help](#)" section of <http://abs.info>. Current status is under the heading "Current Conditions".

Quick Reference*

<i>Application:</i>	<i>If New York is up, go to:</i>	<i>If New York is down, go to:</i>
IT Systems Status and Remote Help	http://www.abs.info/ITSystemsStatusandRemoteHelp.dsp	(same)
Helpdesk	helpdesk@americanbible.org	(same)
	tel: 212-408-1545 or 888-596-6296 x1545	(same)
MSGP, etc.	https://remote.americanbible.org	(same)
Project	https://remote.americanbible.org	(same)
Staffnet	http://staffnet.americanbible.org	http://staffnet-dr.americanbible.org
Secure Mail	https://securemail.americanbible.org	(same)
Webmail	http://webmail.americanbible.org	http://webmail-dr.americanbible.org
To Report a Crisis	1-800-308-6297	(same)
Facilities Status (New York)	1-800-242-5375	(same)

* Items in the far right column are planned, but not yet active as of March, 2007.

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1 Connecting via Remote Access

Normal Operation

1.1 Webmail

Steps on how to check your ABS email from any location provided you have internet access.

1.1.1 Launch Microsoft Internet Explorer by double-clicking on its icon on the desktop.



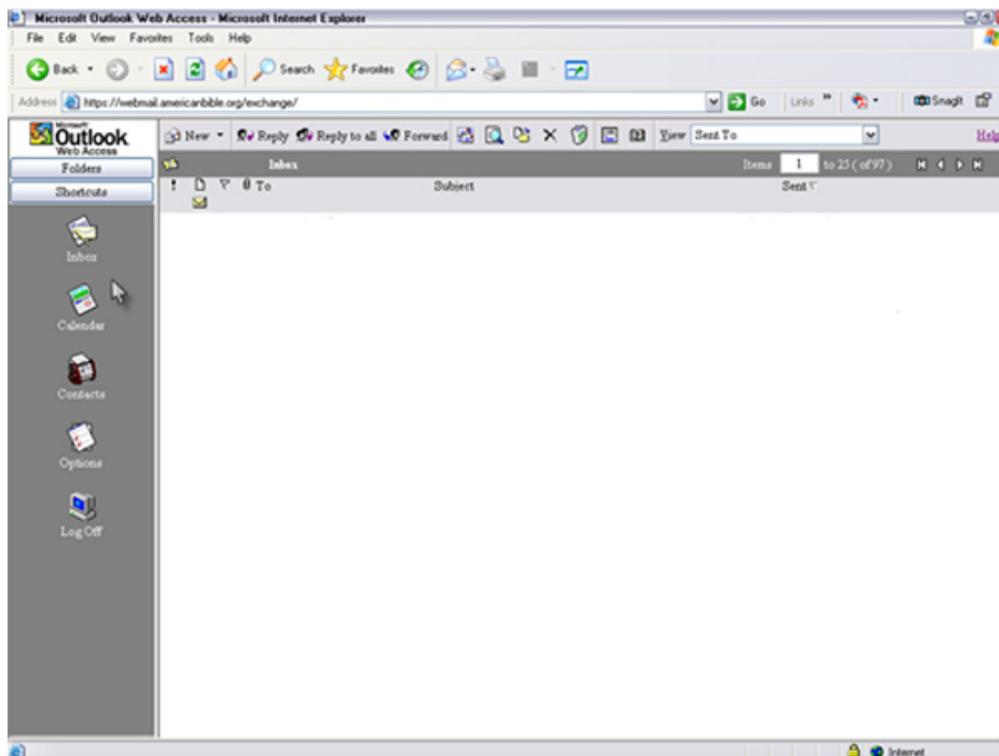
1.1.2 In the address bar, type <http://webmail.americanbible.org>. Note that, in this case, one does not precede the address with www.



1.1.3 The above window prompt will appear. Enter your username and password in the appropriate fields. Be sure to precede your user name with 'abs\' (note the backwards slash).



1.1.4 Upon successful authentication, you should see the Outlook web interface as shown below:



1.2 Remote.americanbible.org

Web-Based Citrix Applications such as Great Plains, H: Drives, and more

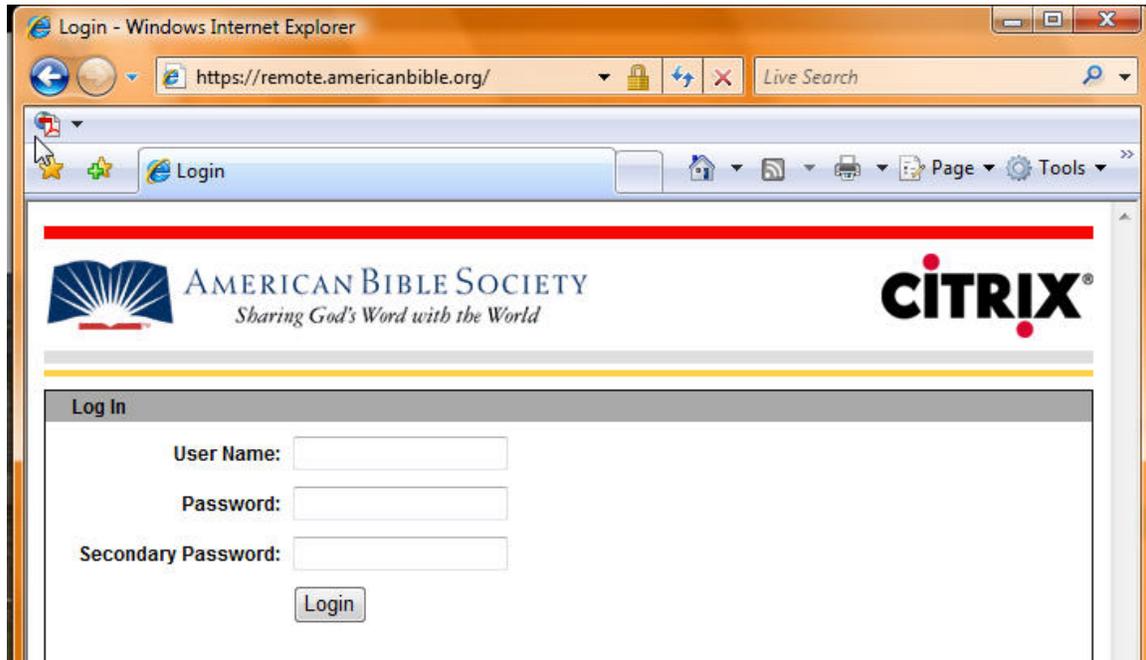
1.2.1 On your desktop, double-left-click the Internet Explorer Web browser icon.



1.2.2 In the address bar of your browser, type in the following:
<http://remote.americanbible.org>

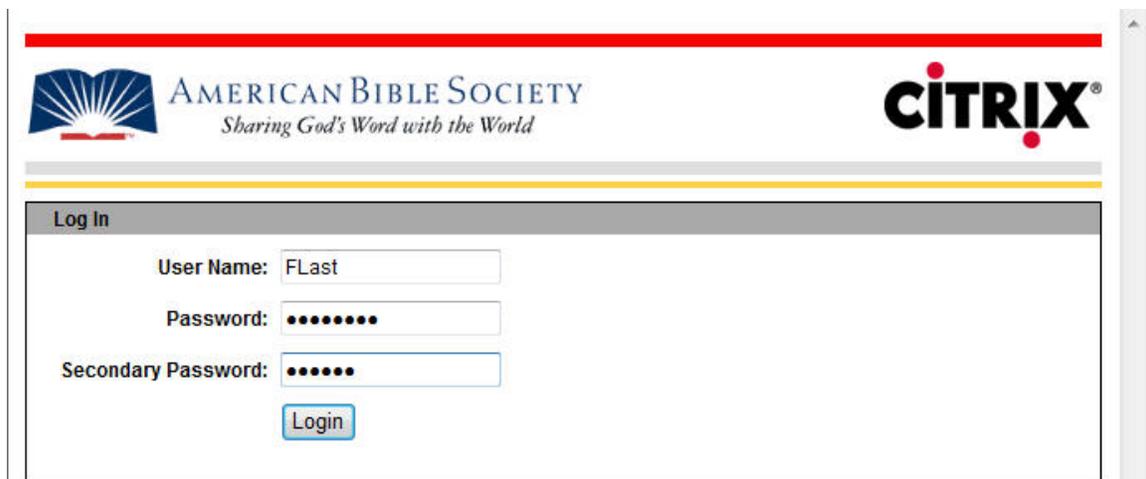


1.2.3 The following login window will appear

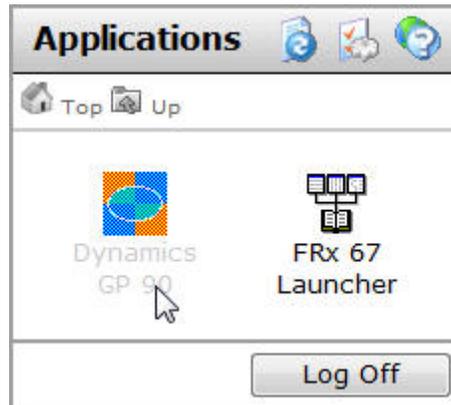


1.2.4 Enter your username where it states 'Username' and password where it states 'Password'.

1.2.5 For the last field 'Secondary Password,' type in the 6-digit number currently displayed on your RSA SecureID key, and then click on the 'Log In' Button.



1.2.6 After a successful login, you will be able to see the Applications List below, where you will be able to launch applications for which you have specific rights.



Additional applications can be made available upon request.

1.3 Staffnet

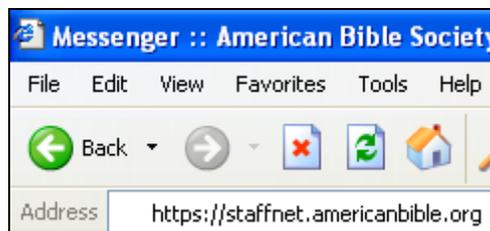
Note: ITS recommends that you use Microsoft's Internet Explorer when accessing Staffnet; IE will allow you full-access to all of Staffnet's features.

1.3.1 Logging on to Staffnet

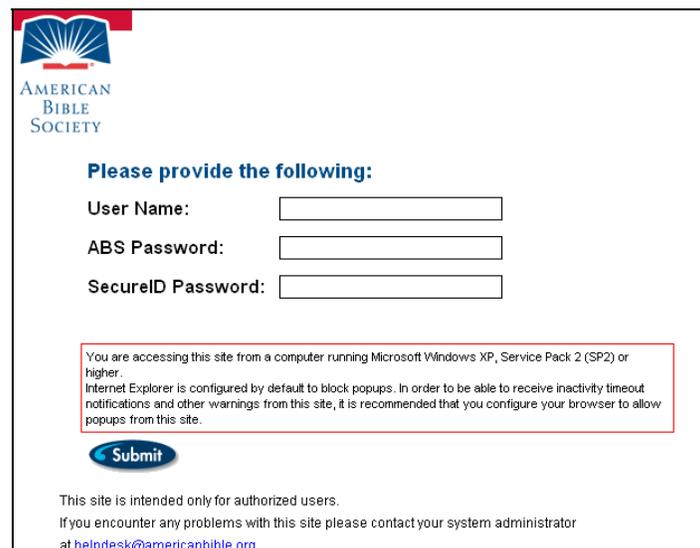
1.3.1.1 Open Internet Explorer (IE).

1.3.1.2 Type staffnet.americanbible.org/ in the address bar.

1.3.1.3 Press **Enter** on your keyboard or click on **Go** in the address bar.



- The browser will take you to the login screen; please enter your:
 - **User name:** usually your first initial and last name
 - **ABS password:** the one you use to log into your computer
 - **SecureID Password:** the number that appears on your RSA key

A screenshot of the Staffnet login page. At the top left is the American Bible Society logo. Below it, the text "Please provide the following:" is followed by three input fields labeled "User Name:", "ABS Password:", and "SecureID Password:". A red-bordered box contains a warning: "You are accessing this site from a computer running Microsoft Windows XP, Service Pack 2 (SP2) or higher. Internet Explorer is configured by default to block popups. In order to be able to receive inactivity timeout notifications and other warnings from this site, it is recommended that you configure your browser to allow popups from this site." Below this box is a blue "Submit" button. At the bottom, there is a disclaimer: "This site is intended only for authorized users. If you encounter any problems with this site please contact your system administrator at helpdesk@americanbible.org".

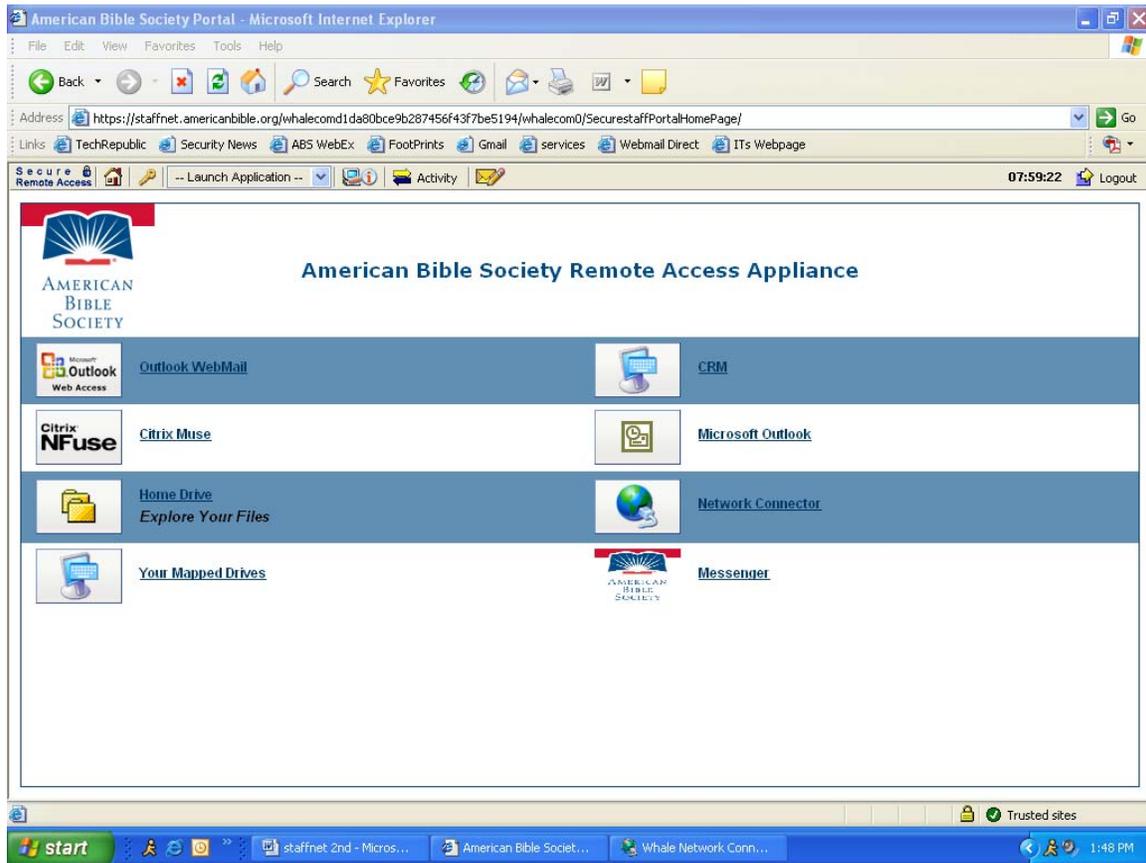
- **RSA Key Note:** Left of the "tokencode" (the number that is your SecureID Password) on the RSA key is a vertical bar that counts down until the next tokencode change. If the bar is at or near the bottom like this:



...please wait until the number changes and enter the new number as your SecureID password, as here:



1.3.1.4 Once you have successfully logged on, you will see the main Staffnet page. To access the applications, you must first click on **Network Connector**.

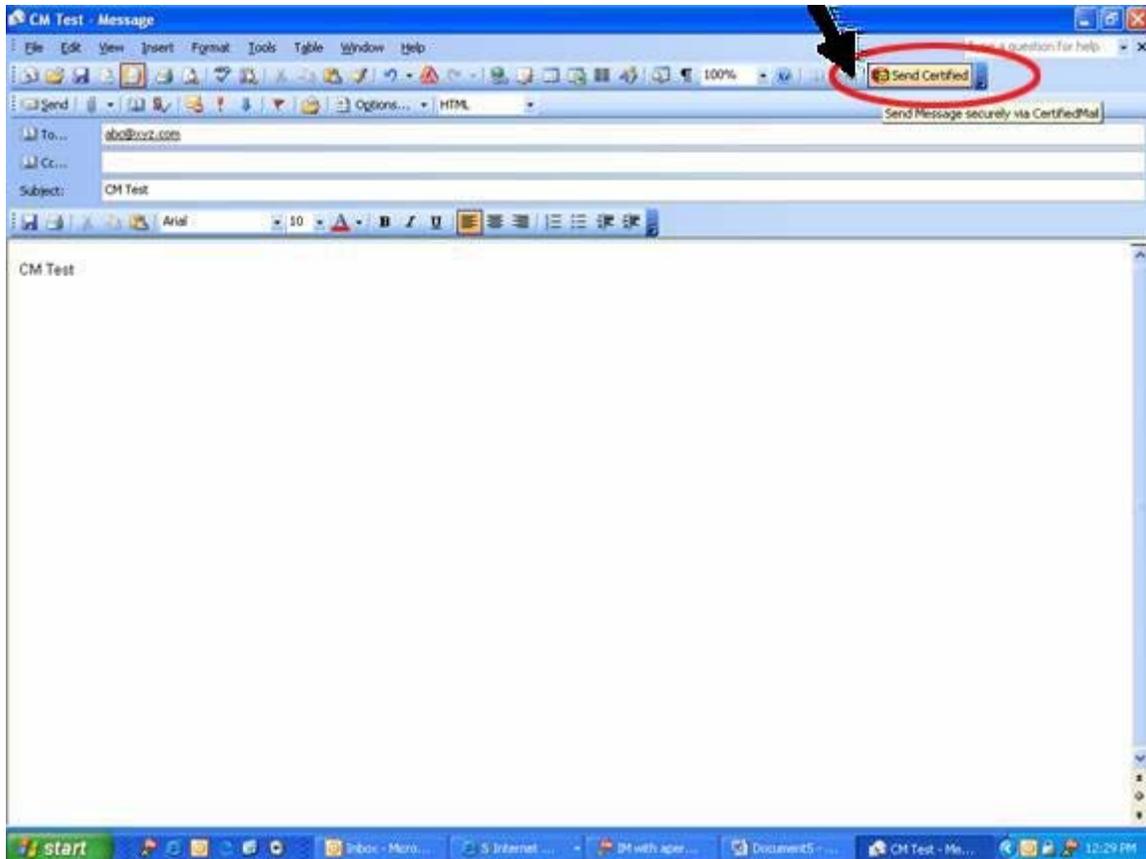


1.3.1.5 Once connected, you will see a pop-up window on the bottom of your screen; this lets you know you that you successfully connected to the network. You may now access CRM, Outlook, Messenger, Muse, and your home and mapped drives.



1.4 Certified Mail

1.4.1 Compose a New Message like you normally would. Once the message is composed and ready to be sent you would simply click on Send Certified Mail Button instead of regular Send Button in Outlook.



1.4.2 Once the message is received it would look like the message below. To get your Certified Mail you would simply click on the link provided in the email.



The screenshot shows an email client window titled "CM Test - Message (HTML)". The menu bar includes File, Edit, View, Insert, Format, Tools, Actions, and Help. The toolbar contains icons for Reply, Reply to All, Forward, Print, Attach, and other standard email functions. The email header shows "From: [redacted]", "To: [redacted]", "Cc:", and "Subject: CM Test".

Secure Message from American Bible Society Message Delivery

xxx@americanbible.org has created a secure e-mail message for you at:
<https://securemail.americanbible.org/l.aspx?l=en-us>

To access your message, simply follow these steps:

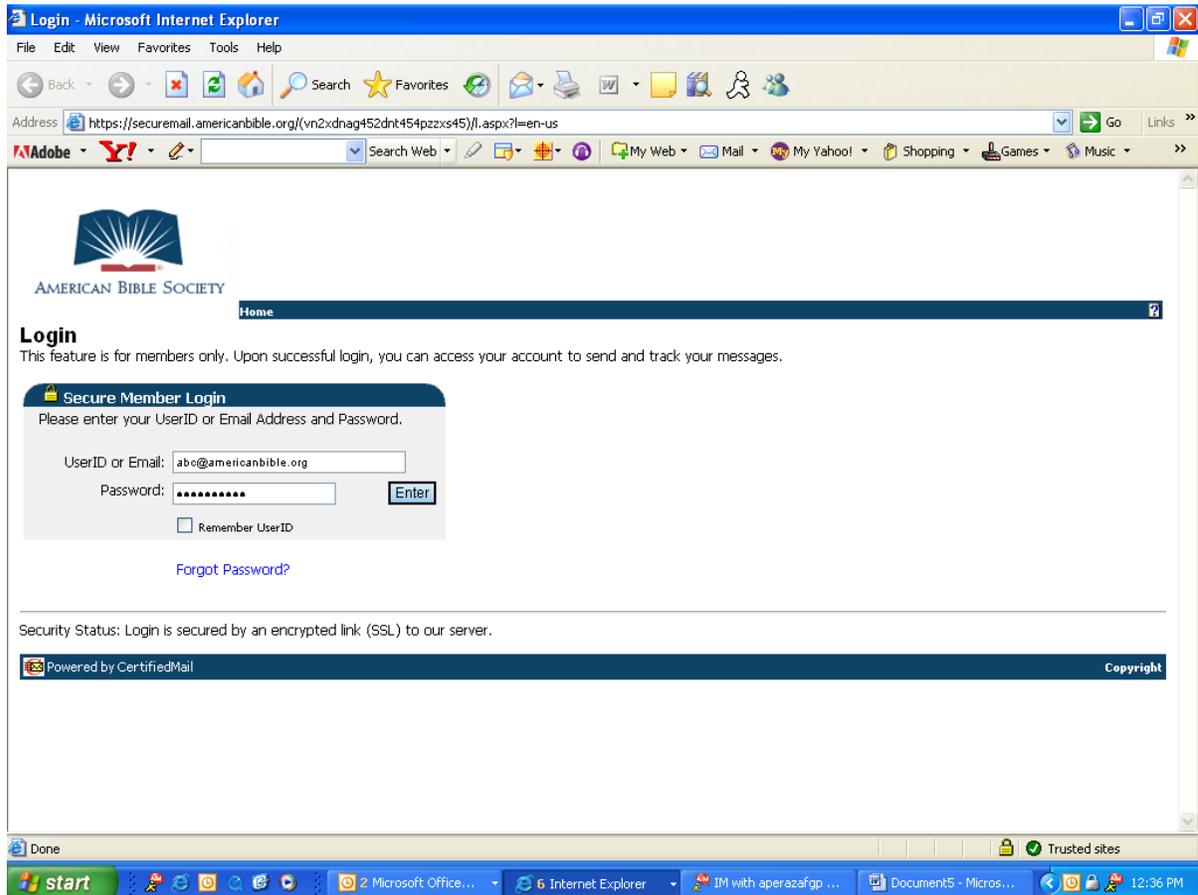
1. Click on the above link.
2. Type abc@americanbible.org for your Login ID, and then your password.
3. Access your Inbox to view your message

If you need help, please send an e-mail to helpdesk@americanbible.org

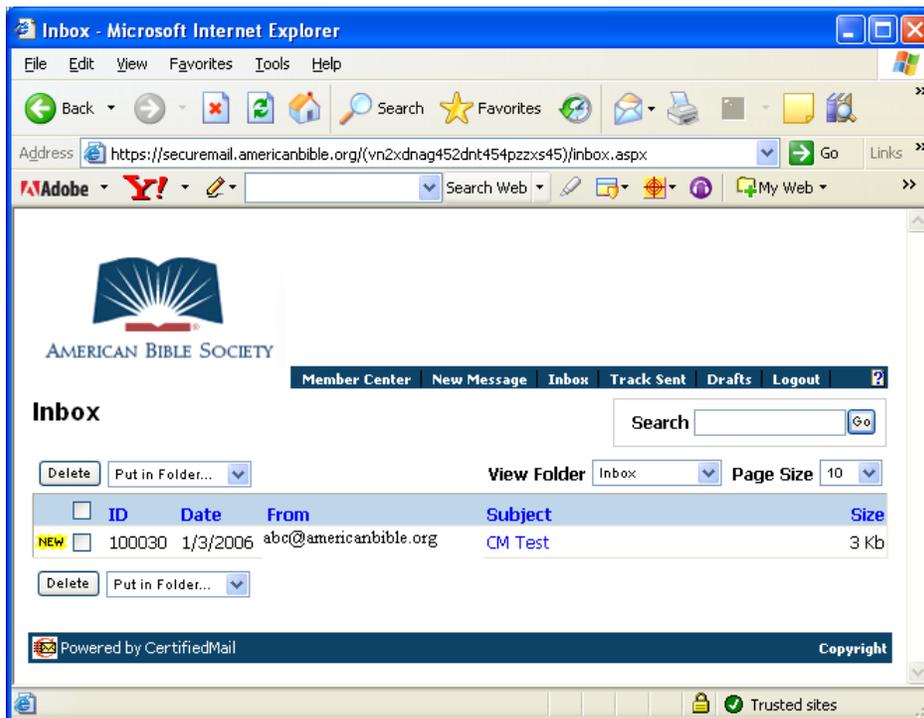
Message Details:
Subject: CM Test
From: abc@americanbible.org
To: abc@americanbible.org
Created: 1/3/2006 12:29:04 PM (EST) (Expires: 2/3/2006 12:29:04 PM (EST))

Copyright © 1996-2005 CertifiedMail.com Inc.

1.4.3 After clicking the link, it will prompt you to enter a username and password. If this is the first time you are accessing Certified Mail you will need to create a username and password. The username will be your email address (ex. jdoe@americanbible.org).



1.4.4 Once you enter your credentials it will give you your Certified Mail Messages. When you are done you can Logout from the Certified Mail Page by clicking on Logout on the top right of that page.



2 Setup and Troubleshooting

ABS computers are set up with the necessary software to connect from a remote location. This section will apply to you only if that software becomes damaged or your connections persistently fail despite following instructions.

Note: This is only a rough guide. Please see the end of this guide for information on contacting the ABS Helpdesk, which will be able to provide comprehensive support.

2.1 Webmail

2.1.1 Setup: No setup.

2.1.2 Troubleshooting

2.1.2.1 Logon Credentials Fail

- The most common issue here is the format of the username. In the dialog that pops up asking for your username and password, enter it in the form **"abs\username"**, like this:



- If this fails, a lesser-common trick is to use your americanbible.org email address (with the '@' sign) in the username field. If this works when the standard "abs\username" format does not, please notify the Helpdesk as soon as possible so that they can rectify the issue.

2.2 Remote.americanbible.org

2.2.1 Setup

2.2.1.1 Check the right-hand side of the main screen you see immediately after login. If you see a message like the following, click the link "ICA Web Client for 32-bit Windows" to download the Windows web client.

MetaFrame XP Message Center

The MetaFrame XP Message Center displays any informational or error messages that may occur.

 You do not have the ICA Client (Plug-in) for 32-bit Windows installed on your system. You must install the ICA Client to launch the applications.

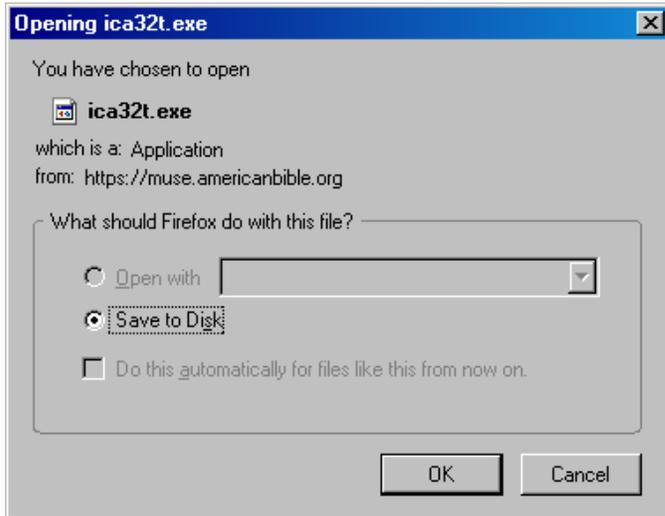
Select the icon below to install the ICA Client.

 [ICA Web Client for 32-bit Windows](#)

Other Clients are available from the [Citrix Client download site](#)



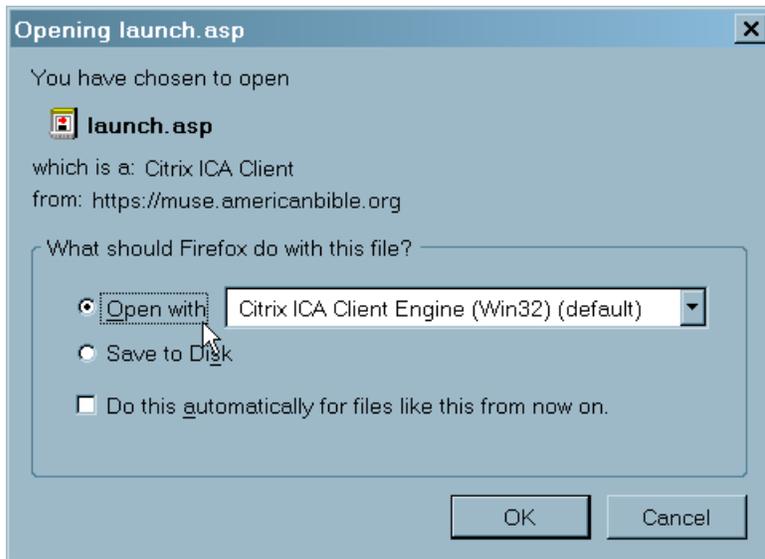
2.2.1.2 In the following dialog, choose a download location, then run the file ica32t.exe after download completes in order to install the web client. You will have to restart your Internet browser after installation for the plugin to work.



2.2.2 Troubleshooting

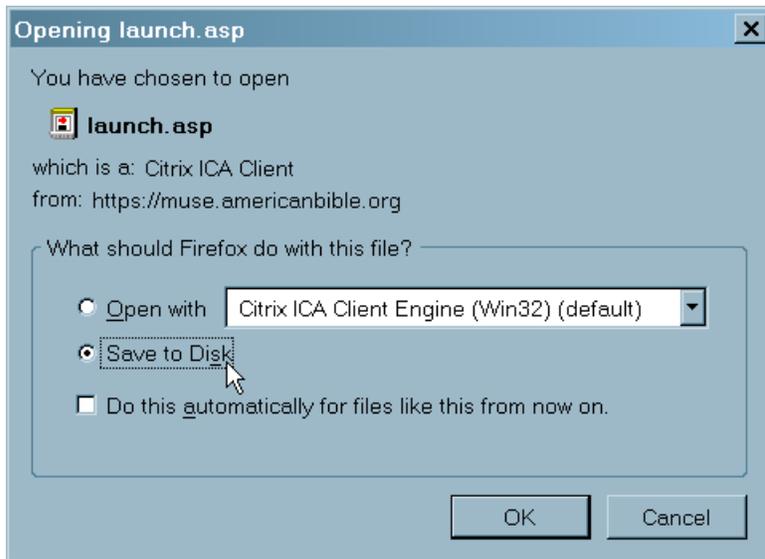
2.2.2.1 Browser Prompts You for What to do with the file "launch.asp"

2.2.2.1.1 When you click on an application after logging in, you see a prompt like the following:



2.2.2.1.2 If you see that your Citrix client is already chosen in the “Open with” window (as above), go ahead and leave that selected and say OK. Your browser will pass this file off to your Citrix client and launch the application normally.

2.2.2.1.3 If you see that your browser does not know about your Citrix client but you do have the client installed, you can choose “Save to Disk”, then launch the file from there or use the “Open with...” dialog to find your Citrix client.



2.2.2.1.4 Macintosh Clients – Sometimes Macs incorrectly save the file as “Launch.asp” or try to open it inside the browser instead of launching Citrix. To correct this, save the file, then rename it, adding the filename extension “.ICA”.



2.2.2.2 After logging in successfully, an application you need is not listed

If you do not see an application you need to use after successfully logging in, an administrator’s intervention is required to give you access.

Please send a message to Helpdesk@americanbible.org stating the issue and follow up by calling 212-408-1545 or 888-596-6296 x1545 for resolution status.

2.3 Staffnet

2.3.1 Setup

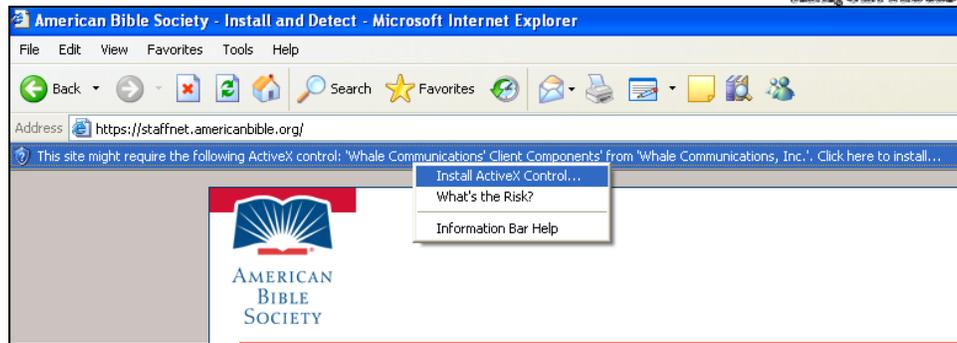
1.1.1 The first time you access Staffnet

The first time you go to staffnet.americanbible.org, your browser will go through some initial installations. These will only occur once; after that, your browser will keep the settings, and you will not go through these the next time you access Staffnet from this computer.

2.3.1.1 The first pop up will display a Security Alert. Click on **Yes** at that prompt.



2.3.1.2 At this time you may see an alert asking you to install ActiveX controls. When this happens, click on the message under the address bar and select **Install ActiveX Control**.



2.3.1.3 Next you will see a pop-up window that asks you to install the Whale software please click Install



2.3.1.4 You might also get prompted with a screen like below, click on **Yes**.



2.3.1.5 At this point—if your Windows Firewall is ON—the Windows Firewall will prompt you with a Security Alert like the one below. If you see this window, click on **Unblock**.

