

# maestroauction

Hosted Edition

Instruction Manual



## Welcome

Thank you for choosing MaestroAuction Professional – Hosted Edition (MA Hosted). MA Hosted gives you all of the features of MaestroAuction Professional without any of the hassle that can come with installed software.

MA Hosted and MA Installed are, for all intents and purposes, the same program. Unless otherwise noted in this document, all of MA's existing documentation and add-on product information apply to MA Hosted as well as MA Installed.

## Account Overview

With your MA Hosted account you receive:

- **MA Hosted Company Account** – All of your MA Hosted Users are registered to the same company. This grants all of your users access to a shared drive within the Hosted Environment.
- **MA Hosted User** – A regular user has full access to their company's Hosted Environment.
- **MA Hosted Admin** – An Admin also has access to the Admin Tools. See below for more info.
- **Private Drive (P:)** – MA is installed on this drive within the Hosted Environment. ○ Each Hosted User has a Private Drive where their personalized settings are stored.
- **Company Shared (S:)** – A shared drive that can be accessed by your Hosted Users.
- **Company Applications (U:)** – The location of your company's Backend User Folders.
  - Your EVENT databases, pictures, and templates are stored on this drive and can be accessed by any of your Hosted Users.
- With your initial purchase of MA Hosted you receive:
  - One Hosted Company Account
    - ✦ One Hosted Admin Account
    - ✦ One Hosted User Account
- Any number of additional Hosted User Accounts can be added to a Hosted Company.
- Hosted User Accounts can be upgraded to Hosted Admin Accounts as necessary.

## MA Hosted Applications

The MA Hosted environment gives you direct access to the following applications:



- **MaestroAuction Professional v5 (MA 5)** – Run and Manage your Charity Event
- **MA Repair Utility** – Launch the MA 5 Repair Utility
- **File Explorer** – Launch the File Explorer for your Hosted Environment
- **Image Editor** – Launch the IrFanView image editor.
- This allows you to edit images that are stored within the Hosted Environment.
- Note: This program is provided as a courtesy. Maestro Support is unable to assist you in the use of this program.
- **Admin Tools** – This link is only available to Hosted Admin Accounts.

The MA Hosted Environment also includes access to several other applications:

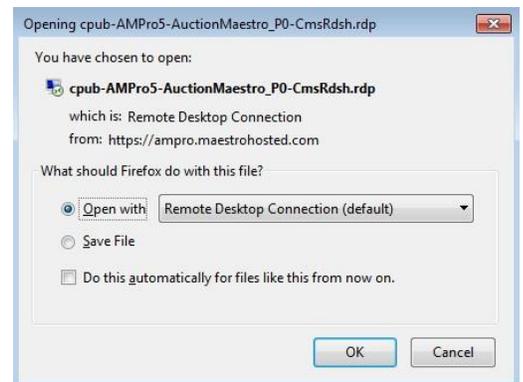
- **Adobe Acrobat** – When exporting a report to Adobe Acrobat, that report will open in Acrobat within the Hosted Environment.
- **Writer by OpenOffice** – An open source word processor, similar to Microsoft Word.
- **Calc by OpenOffice** – An open source spreadsheet program, similar to Microsoft Excel.

### Logging in to MA Hosted on a Windows Computer

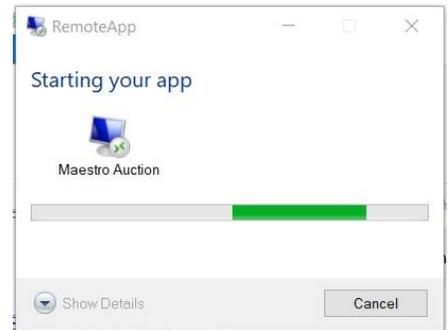
- 1) Visit the website: <https://ampro.maestrohosted.com>
- 2) Enter your user name and password. Then click the Sign In.
  - a. If you are unable to login, click the Setup/Help link for troubleshooting tips.
- 3) Once logged in, click an icon to launch that application.

Depending on which web browser you are using, you may be prompted to choose a program to open the file with.

- 1) Click the check box for: 'Do this automatically'
- 2) Click the 'Open With' option 3) Choose 'Remote Desktop Connection'
- 4) Click OK.



**For most Windows users**, the first time you click one of the icons during a session, an RDP Session will be launched. You will see a "Connection to" window along with the name of the icon that you clicked.

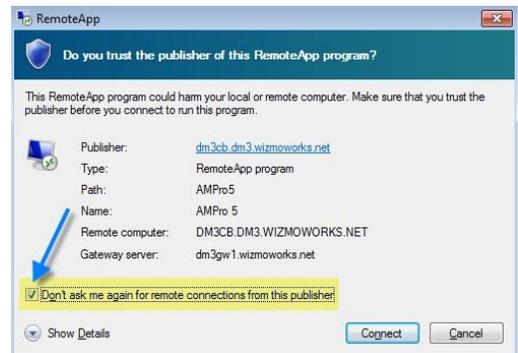


MA Hosted is loading your selection. No action is needed on your part.

**For Windows 7 users**, you may need to provide permission to start the RDP session. If this windows appears:

- 1) Click the 'Don't ask me again' check box.
- 2) Click Connect

You may be prompted for you login and password again. If so, re-enter your MA Hosted login and password.

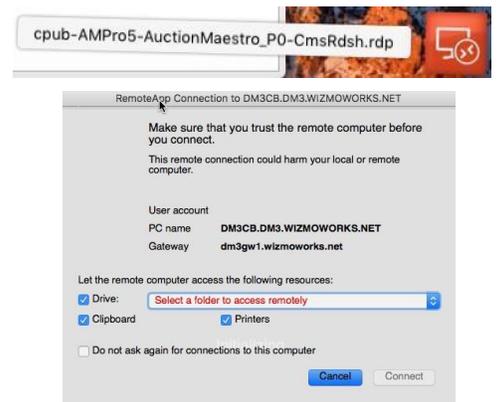


## Logging into MA Hosted on a Macintosh Computer

**Warning:** It is important that the first time you login to MA Hosted on a Mac that you click the MA 5 icon. If you do not, then you will not be able to use the Microsoft Remote Desktop App to login.

- 1) Visit the website: <https://ampro.maestrohosted.com>
- 2) Enter your user name and password. Then click the Sign In.
  - a. If you are unable to login, click the Setup/Help link for troubleshooting tips.
- 3) Once logged in, click on the MA 5 icon.
  - a. A file will be added to your downloads folder.
  - b. If this file does not auto launch, you will need to activate it manually.
  - c. The file will have the name of the icon you clicked and it will end in .RDP
  - d. Warning: If there are multiple versions of the same file in your downloads area, then you must choose the most recent version of that file.

### **An example of the MA 5 file:**



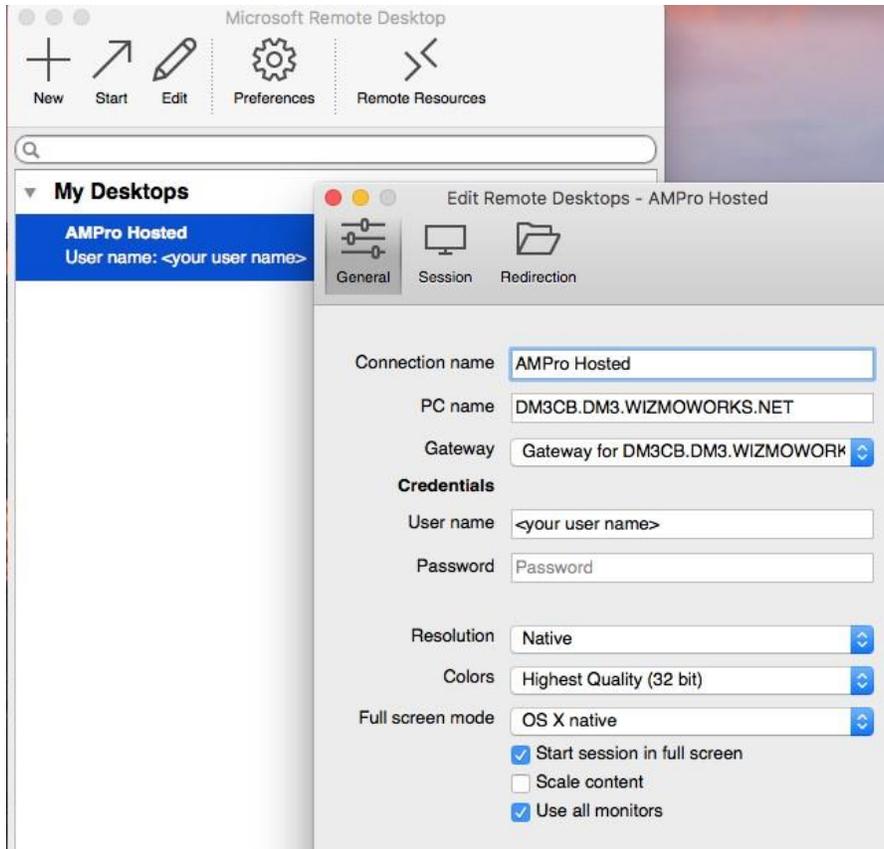
- 4) You will be prompted to re-enter your user name and password.
- 5) The RemoteApp Connection screen will then appear.
  - a. Choose a folder in the “Select a Folder” drop down box.
  - b. Click the “Do not ask again” box.
  - c. Click the Connect Button.
- 6) MA 5 will then open.

## How to use the Microsoft Remote Desktop App to login

Once you have logged into MA 5 for the first time, the Microsoft Remote Desktop app should appear. This section shows you how to modify the new entry so that you can log into MA 5 directly.

**Note:** You will still need to login to the website in order to access the repair utility or the File Explorer

- 7) In the Microsoft Remote Desktop single click the entry: DM3CB.DM3.WIZMOWORKS.NET
- 8) In the toolbar, click the Edit button.
- 9) Modify the following entries:
  - a. Connection Name: MA 5
  - b. User Name: Your MA Hosted User Name (e.g. msmith@AMP0000)
  - c. Password: Your MA Hosted Password
- 10) Close the Window.
- 11) You can now launch MA 5 by dbl-clicking the MA 5 entry.



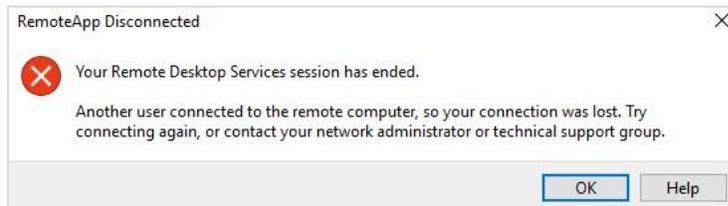
*Note: After rebooting, the first time you launch MA 5 will launch normally. However, if you close MA 5 and launch it again, you may see this error. This is normal and can be ignored.*



## Logging in Multiple Times with a single User Account

While it is possible to log into MA.maestrohosted.com with the same User Account on multiple machines, you may only have one active MA Hosted session for that User Account.

If a second MA Hosted session is launched on another computer, the first session will be automatically shut down without warning. The following message will be displayed on the first computer. No work will be lost.



## Using MA Hosted

Clicking an icon on MA Hosted Web Page, will launch that MA Hosted Application in its own Window, just like the "regular" installed version of that application.

When using an MA Hosted application, you will notice that there are some notable differences. This section will highlight these differences:

## Using the Shared MA User Directory

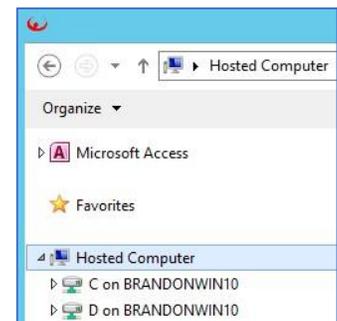
All of your Hosted Users are automatically setup to use the same MA User Directory. The shared MA User Directory is found at U:\Maestro. Here you can easily access the same EVENT databases, pictures, and letter templates.

## Accessing your Local Drive

When you want to save a report to your local computer or you want to select a file to import from your local computer, you will need to be able to navigate to the correct folder.

Your local drives are displayed within the Select File dialog box, on the left hand side. Each of your local drives is listed as <drive> on <ComputerName>. So C on BrandonWin10 is the C:\ drive on my local computer.

Click the arrow next to the desired local drive to expand the folder list. Keep expanding the folder list until you find the desired folder.



*This may take a few moments as the Hosted Environment gathers the folder list.*

If there is a local folder that you will need to access often, Maestro recommends that you Map a drive directly to that folder. This will dramatically speed up the selection process.

## Printing in a Hosted Environment

Printing from the Hosted Environment should work exactly as you expect it to. You may notice that there is a brief pause (for most documents) before the printing begins. For larger documents, you may notice a longer pause.

In the Print Dialog box, there are a couple of changes that you should be aware of:

- For printers connected to your computer, you will see that they are listed with the word (redirected). For example: Brother L2320 (redirected).
- When using a print service that does not connect to a physical printer (like Adobe Acrobat), you will see two versions: One that lists (redirected) and one that does not.
  - Using the (redirected) version will allow you to save the file to your local computer.
  - Using the other one will allow you to save the file to the Shared drive within the Hosted Environment.

## How to Reset your Password

- 1) Launch MA 5 from the MA Hosted website.
- 2) Press CTRL + ALT + END
- 3) Click Change Password.
- 4) Follow the Prompts.

## How to Copy an Existing .EVENT file into MA Hosted

If you are an existing MA (Installed) client, you may want to bring your existing MA EVENT databases into the Hosted Environment. Here is how you do it:

- 1) Login to the MA Hosted website.
- 2) Click the File Explorer Icon.
- 3) Navigate to the folder where you .EVENT file is stored.
  - a. If your .EVENT file is in the default MA User Directory, do this:
    - i. Click Hosted Computer on the left.
    - ii. Dbl-click the folder: C on <Computer Name>
    - iii. Dbl-click the folder: Users
    - iv. Dbl-click the folder: Public
    - v. Dbl-click the folder: Public Documents
    - vi. Dbl-click the folder: Maestro
    - vii. Dbl-click the folder: Databases
- 4) You should now be able to see the folder that contains your .EVENT file.
  - a. Its name will be the same as your event date in the format: year.month.day
- 5) On the left side, you need to expand the folder list so that you can see the Databases folder.
  - a. Click the arrow next Company Applications (U:) to expand the folder list.
    - i. Note: If you click the word Company Applications you will need to start over.
  - b. Click the arrow next Maestro to expand the folder list (if necessary).
- 6) Drag the folder containing your .EVENT file from the right hand side onto the Databases Folder.

## MA Hosted and qCheck

There are two different ways that you can use qCheck with MA Hosted.

- qCheck Hosted – Use qCheck Desktop within the Hosted Environment
- qCheck Desktop – Use qCheck Desktop on other computers

### qCheck Hosted

#### Requirements:

- Each Hosted qCheck Station must be connected to the internet.
- Each Hosted qCheck Station must use a different MA Hosted User Login.
- You will need one USB Card Swipe Reader for each computer. These are ordered from Maestro.
- You will NOT need the qCheck USB Drive that comes with the Card Readers.

### How to Setup qCheck Hosted

This process must be done on each MA Hosted User Account that you wish to use qCheck Hosted on. Once qCheck Hosted is setup, you can log off and log back on as necessary.

1. Launch MA Hosted.
  - a. Open the qCheck Manager [1,3].
2. On the qCheck Desktop Tab, enter your qCheck Client Code.

The screenshot shows the qCheck Desktop interface with the 'Post Event' tab selected. The interface is divided into several sections:

- Pre-Event:** Includes a text input for 'Enter your qCheck Client Code', a 'Do a Practice Run' button, a 'Pre-Event Help' button, a dropdown for 'qCheck USB Drive Location', and a checkbox for 'Setup qCheck within the Hosted Environment\*'. A note below states '\*The qCheck USB Drive is not required'.
- Before the Event:** Includes 'Setup qCheck', 'Coordinator Help', and 'Registration Help' buttons.
- After Registration:** Includes an 'Import Bidders' button, 'qCheck Status Report', and 'qCheck Attendee List' links.
- After the Event:** Includes 'Get qCheck IDs' and 'Processing Help' buttons, and a 'Re-Import qCheck IDs' link.
- Other:** Includes 'Download QSM Installer' and 'Download 64-bit QSM Installer' links.

3. Click the check box: Setup qCheck within the Hosted Environment.
4. Click the Setup qCheck button.
  - a. Note: You may receive a warning message the first time you go to setup qCheck Hosted. Click Yes to move past it.
  - b. Follow the prompts until the setup qCheck Hosted is complete.
5. To launch qCheck, click the Run qCheck button.

**Note:** While each MA Hosted User needs to setup qCheck Hosted (if they wish to collect credit cards), it is only necessary to click the Import Bidders button once.

The Import Bidders button will import the qCheck Bidder data from each MA Hosted User.

## qCheck Desktop with MA Hosted

### Requirements:

- qCheck Desktop is setup using MA Hosted (which must be connected to the internet).
- qCheck Stations do NOT need to be connected to the internet.
- qCheck Desktop requires the use of a USB Drive. Maestro provides one in the qCheck packet.
- You will need one USB Card Swipe Reader for each computer. These are ordered from Maestro at [www.maestrohelp.com](http://www.maestrohelp.com).

### How to Setup qCheck Desktop with MA Hosted

- 1) Insert the qCheck USB Drive into your computer.
- 2) Open Windows Explorer.
- 3) Find the drive labelled: QCHECKUSB
  - a. Note: If you are using your own USB drive, find the drive that you just inserted.
- 4) Write down the drive letter for the USB Drive. For example, E:\ in the above screen shot.
- 5) Login into MA Hosted (if necessary).
- 6) Open the qCheck Manager [1,3].
- 7) On the qCheck Desktop Tab, enter your qCheck Client Code.
- 8) Choose the drive letter from Step 4 in the 'qCheck USB Drive Location' drop down.
  - a. Note: If the drop down is greyed out, unclick the 'Setup qCheck within the Hosted Environment' checkbox.
- 9) Click the Setup qCheck button.
  - a. Note: You may need to click the Download QSM Installer button before you can setup qCheck. This button is found on the right hand side of the qCheck Desktop tab.
- 10) Once the qCheck USB drive has been setup, please follow the qCheck Station setup instructions on the Orange Sheet.

