

# Right Networks®

## FAQs for CPA Firm Clients

### What is the Right Networks Cloud?

At Right Networks, we've been cloud connecting Accounting Professionals and their clients since 2002. Put simply, "cloud connected" is just another way of saying "delivered online." Instead of installing applications and saving all your files on your desktop computer's hard drive, we install and store them on our servers in a highly secure location. You can access your applications and data anytime, from anywhere with an internet connection.

The Right Networks Cloud gives you access to your applications through a familiar hosted desktop experience so it works and feels the same as using them on your local computer. There is nothing new to learn. Today, we are a trusted partner to more than 100,000 people at more than 15,000 companies.

### Is it a shared or dedicated server environment?

The enterprise-class Right Networks Cloud is a combination of Microsoft Terminal Server and Right Networks' proprietary virtualization technology, HyperRight™. It is a shared server environment with clustering and redundant infrastructure that provides 99.9% uptime. Our HyperRight™ technology automatically routes users to the most available systems, bypassing hardware failures or systems that are undergoing maintenance, so your data and applications are always available when you need them. This would not be possible in a dedicated server environment.

### How do I access my applications and files in the cloud?

You will connect to the Right Networks Cloud from your internet connected Windows, Mac, or Mobile Device (Android/iOS) using a remote desktop connection (RDC) and your unique username and password.

### Will applications run slower in the Right Networks Cloud than on my local machine?

Speed in the Right Networks Cloud is equitable to the speed on a user's local system, including their internet connection speed. In some instances, we've received reports from users that the performance on Right Networks is faster than their local system.

### What applications can I use on Right Networks?

We support over 150 popular accounting and business operations applications. For a complete list of supported apps, visit <https://www.rightnetworks.com/application-directory>. Each user who needs access to an application on Right Networks must have a valid application license.

### Can I use my existing QuickBooks Desktop application license?

Right Networks is an Intuit Premier Reseller. You can purchase, lease or bring your own license for QuickBooks Pro, Premier, or Enterprise. We support the version years that Intuit supports. There is a \$5/user per month Intuit surcharge to use a non-leased license in the Right Networks environment.

For Mac users, Right Networks only supports the Windows-based version of QuickBooks. If you don't own a Windows-based version of QuickBooks, you can purchase or lease a license through Right Networks.

#### [What is the difference between purchasing and leasing a QuickBooks license?](#)

A purchased (owned) license is a one-time, up-front cost, is valid for three years, and is transferable to any environment. There is a \$5/user per month Intuit surcharge to use a non-leased QuickBooks license in the Right Networks environment.

A leased license is also valid for three years, however it is paid for on a monthly subscription basis and is only valid while you are a Right Networks customer. If you lease your application license from Right Networks, automatic version year upgrades are included.

#### [How do Microsoft Excel, Word and Outlook work with QuickBooks Desktop in the cloud?](#)

If you want the ability to directly export to Microsoft Excel or Word from QuickBooks, then you will need these applications in the Right Networks environment as well. For email, QuickBooks has a webmail option for sending email directly out of QuickBooks. However, if you prefer to send emails from Outlook, you will also need Outlook in the Right Networks environment. Some Right Networks pricing packages come with a Microsoft Office license included.

#### [How much file storage do I have?](#)

Every Right Networks user has access to an I: Drive for shared file storage with other users on the same account and an H: Drive for private file storage. Please refer to your pricing package documentation for storage capacity information.

#### [How do I share my QuickBooks files with my accountant?](#)

With Right Networks, it's easy to share and collaborate on files with your colleagues, clients or your accountant. Users on the same Right Networks account can easily collaborate on files using the shared I: Drive. If you want to collaborate with a user on a different Right Networks account, a Right Networks staff member can enable shared access upon request.

You will set user logins and permissions for your QuickBooks file(s), as you normally would, from within the QuickBooks application. And, when you enable multi-user mode with QuickBooks, you can work simultaneously on the same company file without interrupting each other's work.

#### [Can my CPA's clients see each other's data files?](#)

No. Clients do not see or have access to any other data files on Right Networks other than their own.

#### [Is support available?](#)

Your Right Networks account comes with 24/7/365 live US-based phone support plus Helpdesk, Knowledgebase, live chat, and email support. For QuickBooks product support, you will continue to contact Intuit directly.

#### [How are application updates, patches and upgrades rolled out?](#)

Updates and security patches will occur automatically for your applications. Yearly version upgrades for QuickBooks are handled by Right Networks staff upon customer request only. It is at the user's discretion to upgrade annually, or every three years as mandated by Intuit.

### How is my data secured?

Right Networks has designed a cloud infrastructure that includes end-to-end redundancy across our hosting services, including routers, switches, firewalls and load balancers. We utilize server clustering and passive nodes. Our proprietary HyperRight™ clustering and redundant cloud infrastructure provides 99.9% uptime. Systems are maintained in two Tier III or higher, SSAE-16 (SOC 1) and SOC 2 Type II approved data centers, one on each side of the U.S., to ensure that your data is still available in the event of a worst-case catastrophic failure at one of our data centers.

Your data is protected by 128-bit TLS encrypted communication, firewalls, multi-layer access controls, and off-site backups. Additionally, data is automatically scanned using highly sophisticated anti-virus technology and updates and security patches occur automatically for all applications in the Right Networks Cloud.

### Is the Right Networks Cloud HIPAA compliant?

No. This is due to the multitude of applications we support and the ongoing addition of new applications.

### How frequently is my data backed up?

Right Networks performs nightly snapshots of all data stored on our servers and retains each snapshot off-site for a period of 90 days. If data corruption within a file should occur or if an end user deletes a file accidentally, Right Networks can restore a file(s) within the 90 days.

### What happens to my data if I cancel my account?

Ownership of your data remains exclusively with you. You can upload or download your data files at any time by using the Right Networks File Manager tool. You can cancel your account with 15 days notice by submitting a cancellation request form.