

Right Networks®

User Technical FAQs for CPA Firm Clients

Where do I login to the Right Networks Cloud?

You can login by double-clicking on the Right Networks shortcut on your local desktop or via your *My Account* management portal at <https://myaccount.rightnetworks.com>.

Can I share a Right Networks login with another user or with my accountant?

Sharing a login with another user is a direct violation of Right Networks' terms and conditions as well as Intuit's end user licensing agreement which requires each user to have their own valid QuickBooks license.

Where do I logout of the Right Networks Cloud?

To securely log off at the end of your session, click Start > Log Off or click the Log Off icon on your Right Networks desktop. Do not hit the "X" button.

How many monitors can I use?

We have tested the use of up to 6 monitors in the Right Networks environment. When logged in to Right Networks, access the following Knowledgebase articles for steps to enable all monitors in your RDC app:

PC - [How to Enable the use of Multiple Screens](#)

Mac - [Enable Multiple Monitors on a Mac](#)

Why is my mouse's right-click function disabled?

Right-click functionality is not available within the Right Networks environment for security purposes. Users should utilize the File and Edit menu options or CTRL-C to copy and CTRL-V to paste on a Windows-based computer.

How do I upload to and download files from the cloud?

The File Manager tool (<https://filemanager.rightnetworks.com>) allows for the secure transfer of your data files to and from the Right Networks environment. File Manager cannot be used from within the Right Networks environment, so you will need to use a web browser on your local machine to access the URL. Alternatively, if you are using a Windows-based computer to access Right Networks, you can utilize CTRL-C to copy and CTRL-V to paste. When logged in to Right Networks, refer to our Knowledgebase article for more information about [Uploading and Downloading Files with File Manager](#).

Can I nest my file folders or change their names?

As a best practice, do not rename or change the location of a folder on the account share drive (I: Drive). If another user is directly mapped to that folder, changing its name or location will disable their access. You can rename and re-structure your H: drive folders, as that drive is for personal use.

How do I print documents?

Printing from the Right Networks environment is done using a software solution called TSPrint. TSPrint is a universal printer that routes all print jobs from Right Networks to a printer client running on your local computer. The software is automatically installed on your local computer during initial Right Networks account setup when you use the Setup Wizard. With TSPrint, you can print from any application within the Right Networks environment. When logged in to Right Networks, access the following Knowledgebase articles for steps to select your printer:

PC - [TSPrint \(Windows\)](#)

Mac - [TSPrint \(Mac OSX\)](#)

How do I save scanned documents?

You can scan directly to the Right Networks environment from any TWAIN-based scanner using a software solution called TSScan. This software is automatically installed on your local computer during initial Right Networks account setup when you use the Setup Wizard. When using the QuickBooks Scan Manager, the printer that must be selected is TWAIN: TSScan. When logged in to Right Networks, refer to the following Knowledgebase articles for more information:

PC - [TSScan \(Windows\)](#)

Mac - [TSScan \(Mac OSX\)](#)

Can I access a web browser?

You can access the internet with Google Chrome from the Right Networks environment. This application is free of charge and your account administrator can install it for you.

Do I still need to prepare accountants' copies of my QuickBooks files?

No. Your accountant can securely access your QuickBooks files on Right Networks and even work with you in the same file — at the same time.

Do I need to manually save my work on the Right Networks desktop or is it auto-saved?

Save your work within QuickBooks as you normally would. Your files are then backed up nightly.

Do I need to backup my QuickBooks files?

Right Networks backs up all of the files on the Right Networks environment every night. Those backups are then held for a rolling 90 day period. You can still back up your files using the QuickBooks software, but because Right Networks already backs up your data, we may from time to time delete QuickBooks backup files (.QBB) from the system. If you need to retain these files, it is your responsibility to download them to your local machine using File Manager.