



## TMCloud FAQs

*What does it mean to have TheraManager “in the cloud”?*

“Cloud computing” refers to the delivery of software as a service rather than a product. Instead of installing the TheraManager program on each computer then logging into your database on your server, you can login to TMCloud on any computer via a Web browser. The application and your database are hosted on a remote server.

*How do I access TMCloud?*

Upon request, we’ll send you a small file (cloud.rdp) that you can detach to your computer desktop. Double-click it, and you’ll see a remote desktop (Windows Server 2008, R2):

- If you’re just trying out “the cloud,” double-click the TMDemo icon and enter tm\_demo\_1 in the Password field, then click the arrow at the immediate right. You’ll see the TheraManager “Cloud Based Trial” login screen. Enter user in the Login Name and Password fields, then click the Login button. You’ll be in the program (Appointments screen).
- If you’re logging in to your own database, click Other User, enter the login name and password given to you by TheraManager LLC, then click the arrow. You should see the login screen for your practice’s database. Enter your login and password just like in the server-based version.

*Does it matter which operating system my computer has?*

No! Your computer can be Windows, Mac or Linux. No other software needed. All you need is a Web browser and the cloud.rdp file described above.

*Can I access TMCloud from my iPad? From my smartphone?*

Yes! Simply download and install a Remote Desktop Protocol (RDP) app onto your tablet or smartphone. Many of these apps have free versions. Then during the configuration, enter 173.83.251.98 as the computer name. For User Name and Password, enter the login and password given to you by TheraManager LLC (not your login and password to enter TheraManager itself).

*How can I try out TMCloud if I’ve never used it before?*

Download and install the RDP app. (Mac users will need Microsoft’s Remote Desktop Connection client. If the RDC client is not already installed on your Mac, you can download it for free at <http://www.microsoft.com/mac/downloads>.) Double-click to open the app. On the desktop, double-click the TM icon. Within the login screen, enter user in both the Login Name and Password fields, then click the Login button. It’s that simple!

*Would anyone other than my users be able to login to my database in TMCloud? Could I login to anyone else’s database?*



No! No user can select any database other than that they are designated to login to. Just as with the server-based solution, you can only login to your TMCloud database with a correct login and password.

*Can I have TheraManager installed on my computer and access my TMCloud database?*

Yes. But you'll login to TMCloud via cloud.rdp. You would only need the TheraManager program on your computer in case you would need to work offline. Understand that once you made updates to your database, you'd need to upload that to the "cloud" (which defeats the purpose of the cloud).

*Would my database be on your own server, or do you use a web hosting service?*

Safeguarding customer and patient information is serious business. That's why we outsource that responsibility to those whose "core competence" is in hosting and safeguarding data. We use IX, the same firm that powers our website.

*How often would my data be backed up?*

IX performs daily on-site backup via its own custom-made backup solution.

*Can I use my existing backup service with TMCloud?*

No.

*Have IX ever been hacked?*

IX uses two firewalls (preliminary and on-network firewall). It does not allow "shell" access to any part of our network. The firm claims it has never been hacked.

*How is IX's network and server infrastructure setup?*

IX's network infrastructure is powered by Cisco Systems routers and switches. For the main fiber-optic connections we use two Cisco 12,000-line routers. The IX server facility is climate-sealed from the outside and climate-controlled from the inside, to ensure maximum security against server heat-outages, thunderstorms, hurricanes. IX claims that none of its servers has ever been affected.

*What's the price?*

Your price will vary according to the features you wish to have enabled, the lower number of clinicians versus rooms, the maximum number of users you wish to have logged into TheraManager, and other factors. We charge new customers an upfront, nonrefundable fee for setup and training. Contact our sales department (908-509-8900 or 800-913-4294) for a quote.