

Instructions for Renewing Your CHS License

You may renew your CHS Maintenance Contract by logging on to our remote server, and following the steps in this booklet to renew your license and pay by credit card. You can also send a check after calculating the amount for renewal on our remote server.

OR, if you know your monthly license amount, you may send a check payable to: Office Taming Solutions, Inc. Mail the check to: 800 W. Gibson St., Austin, TX. 78704

Continue to the next page.

Find OR Install Windows Remote Desktop Connection Software

Microsoft© Remote Desktop Connection software is used to access the Remote CHS server.

Follow the instructions below to find the remote software and connect to the Remote CHS server.

Windows Users: Microsoft Remote Desktop Connection software may already be included with Windows. Use your Start button; then->All Programs-> Accessories-> Communications-> Remote Desktop Connection.

IF you do not have the Remote Desktop Connection software as described above, you can download it free from the internet at: <http://www.microsoft.com> . Search the Microsoft web site for the “Remote Desktop Connection” download and follow Microsoft’s instructions for downloading and installing the software on your computer. **After download, you will probably have to:** Double click a “msrdpcli” icon (setup program) and follow the install instructions. Enter your own name (not your user name) and company when asked. Mostly just agree to the licence agreement and click “Next”.

Macintosh Users: Go to www.microsoft.com and search for rdc mac download. Click on "Download details: Remote Desktop Connection Client 1.0.3 for Mac". Then go about 1/2 way down the page and click Download button for RDC103EN.bin or RDC103EN.hqx. There are 2 different ways to install on Mac: Use "bin". AFTER it is working, and you have connected as described below, you will need to Maximize the Remote Desktop window for full screen.

For assistance with the above, please call the CHS Remote technicians at 512-351-3081.

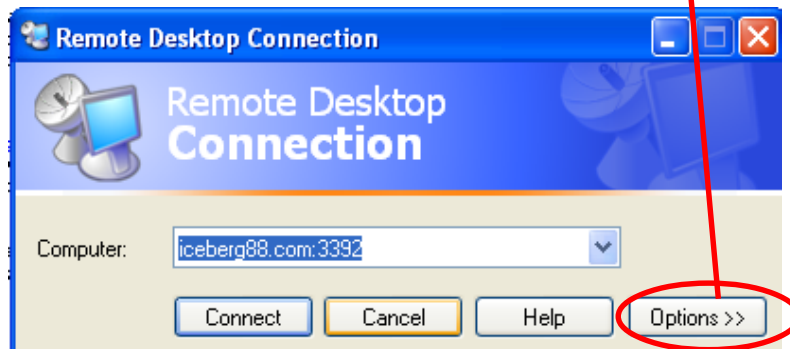
Connect to the Remote Server

Start “**Remote Desktop Connection**” from the Programs section of your Start menu. (may be different on Mac)

Or, if you have Windows, click Start; then->All Programs-> Accessories-> Communications-> Remote Desktop Connection. You can drag and drop the Remote Desktop Connection to your desktop for ease of use.

Enter the address **iceberg88.com:3392** into the “Computer:” text box.

The **FIRST TIME** you use the Remote Desktop Connection, please lick the Options button. Go to the next page for further instructions.



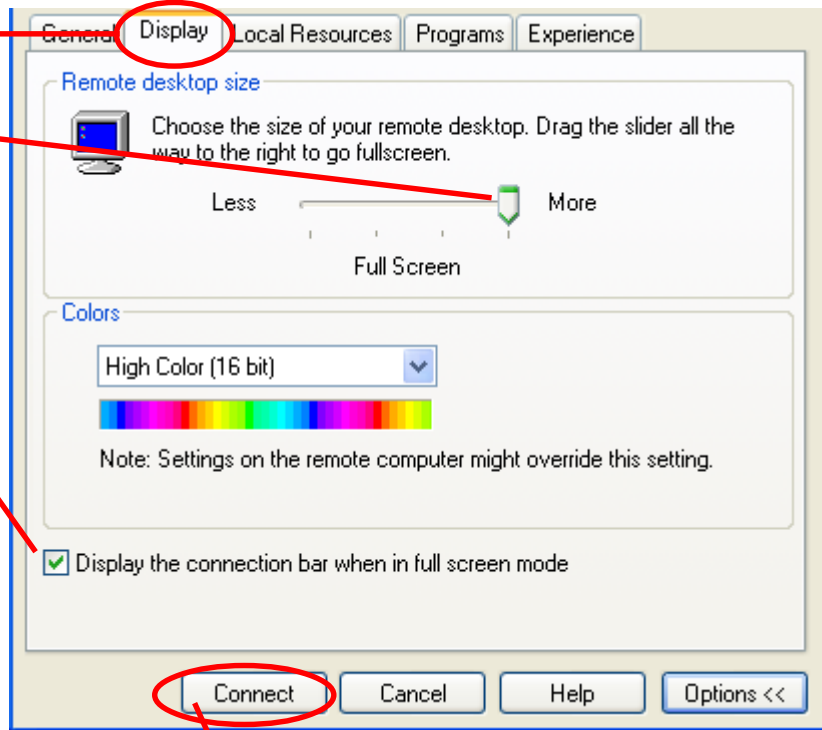
Check Your Display Settings

Click the Display tab.

Make sure that the slide bar for the desktop size is all the way to the right (More) for Full Screen.

ALSO, make sure there is a check mark in the box to “Display the connection bar when in full screen mode”.

NOTE: The Remote Desktop Connection window may be different if you are using Windows Vista. Please contact us if you need help with this.



After taking care of the ‘Options’ settings above, click the Connect button. The next time you use the Remote Desktop connection, you should not need to use the Options button.

IMPORTANT DISPLAY NOTE! Once the Remote Desktop window has been opened and you have logged on (as described on the next page), make sure that Remote Desktop window is Maximized. Remote Desktop should be used in full screen mode (i.e. maximized), rather than in a sized window.

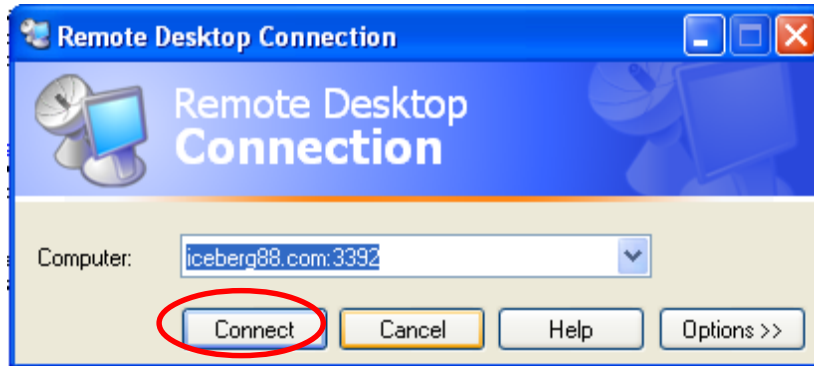
ALSO, Note: If you have Windows Vista, please do the following: Place a check mark in the ‘Always ask for credentials’ check box under the General tab.



Continue to the next page.

Connect To the Remote Server

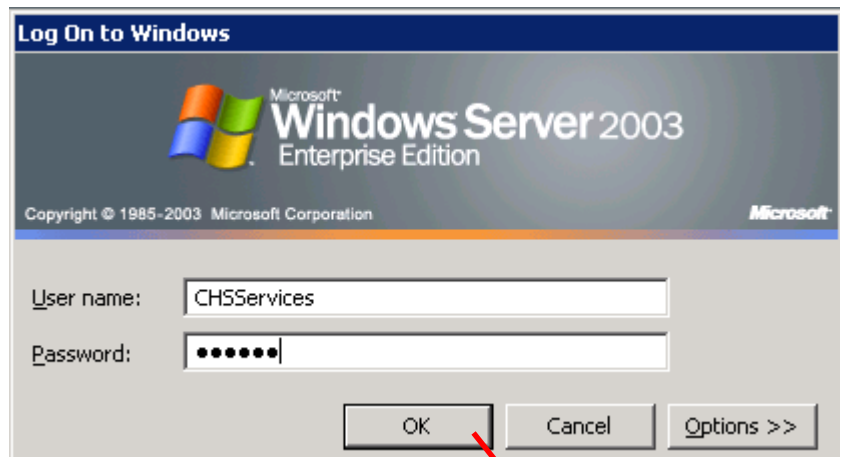
AFTER finding or installing the Remote Desktop Connection software, AND using the Options button as described on the previous page, simply open your Remote Desktop connection. The computer is: iceberg88.com:3392. Click the 'Connect' button.



After you are connected to the Remote Server, type in the following:

User name: CHSServices
Password: chs123

After entering the User Name and Password, click OK.



When the window shown below opens, type in your Customer ID and Customer Password that you should have receiving in the mail. If you have not received those, please call us at 512-693-4103.

After typing in your ID and Password, click the button labeled 'Open Window to Renew, Review, or Sign Up For Services'. Continue to the next page.

A screenshot of a web browser displaying the CHS website. The browser's address bar shows "CHS Services and Payments". The page has a blue header with the CHS logo and the text "CHS - Custom Homebuilders' Solutions" and "CHS Customer Services and Payments". Below the header, there is a light blue section with the following text: "If you are not using Remote Services: Enter Your Customer ID and Password. Then click button. If you ARE using Remote Services and are logged on as a Remote User: Just click the button." Below this text is a form with two input fields: "Customer ID:" containing "*****" and "Customer Password:" containing "***". Below the form is a button with the text "Open Window to Renew, Review, or Sign Up For Services". A red arrow points from the "OK" button in the Windows Server 2003 dialog above to this button.

IMPORTANT! When you are finished using this CHS Customer Services program, please return to this window and use the Quit button to close this program.

Renew Your Maintenance Contract

On the window shown below, customers that are not using remote services only need to do Step 1. Fill in the number of months to renew your license. If you are in Texas, the amount calculated will include Sales Tax.

After filling in the number of months to renew, review your total. Then click the 'Continue (Close This Window)' button.

Select Renewal Months

Renewal Steps (If not renewing right now, just Close-->)

There are 2 types of Renewals to be done on this window:

1. Renew your CHS Maintenance License for 1 to 12 months (maintenance license is required for remote customers).
2. Renew your REMOTE SERVICES for 1 to 12 months.

You will be creating one invoice to pay for both renewals.

If Remote Services have lapsed for more than 28 days, the remote services will be terminated and a renewal fee equal to one month of remote fees will be required to reactivate the service. The renewal fees cover the one month of service that was provided before termination. The same principal applies to renewing the CHS Maintenance License that has lapsed for more than 29 days. Note that if the remote services have lapsed over 10 days, a lapsed fee of \$30.00 will be applied.

If Remote Services are terminated and you decide not to renew Remote Services, your data file or files will be archived and can be downloaded and used with a local installation of the CHS program.

Please follow ALL steps below.

STEP 1: Enter 1 to 11 Months to Renew Your Maint. License (if needed)--> Months
(Get 1 month free if 11 months are selected!)
Your CHS Maintenance License expiration is: 31-Dec-08 Days Lapsed: 23
The new CHS Maint. expiration date will be: 31-Dec-09

STEP 2: Enter 1 to 12 Months to Renew CHS REMOTE Services (if needed)--> Months
Your CHS REMOTE service expiration is: 31-Dec-08 Days Lapsed: 23
The new CHS Remote expiration date will be: 31-Dec-08

STEP 3: Review Invoice Total, then use Continue button below. Invoice Total:

As renewal months are entered, an Invoice amount is being calculated for you on the window behind this one. (You will be able to change the number of months on that window, if needed.) When you are ready to create a renewal invoice, use the 'Continue (Close This Window) button below and follow the instructions on the next pop up window.

Continue (Close This Window)

If you have opened this CHS Services program in order to add or terminate services, just close this window and use the features on the window behind this one.

Continue to the next page.

To Complete Your Renewal

To complete your CHS License and/or your Remote Services renewal, follow the steps below for creating and paying for your Renewal Invoice:

- 1 - After clicking Continue, enter your email address at the bottom left of the Calculation and Services window. (Your cursor will be there.)
- 2 - Click button labeled 'Create Invoice / Email Invoice' at the bottom left of the Calculation and Services window.
- 3 - You will receive an Email with the Renewal Invoice attached. Use our merchant payment link in that email to pay the invoice with a credit card. Once the payment is received and posted by CHS, we will update your renewal expiration dates.
- 4 - NOTE! After creating the invoice, it will be displayed on the right hand side of the Calculation and Services window and can be printed for your records. You can use that invoice to send payment by check, but doing so will delay the update of your expiration dates.
- 5 - IF you have trouble receiving the email with the payment link, please read the information in the yellow box at the bottom right of the Calculation and Services window (under the invoice).

THANK YOU FOR BEING A CHS CUSTOMER!

[Continue](#)

Read the information on the next pop up window, then click the Continue button.

Renew CHS Maintenance License Calculation

Select # of Months to Renew-> **11**
 (Get 1 month free if 11 months are selected!)

Renew To-> Thursday, December 31, 2009
 Current Expiration-> 12/31/08 Lapsed Days-> 23

# Months	License Fee	Total
11 X	\$50.00 =	\$550.00
Lapsed Maint Renewal Fee		\$0.00
Sales Tax		\$45.38
CHS MAINT. LICENSE TOTAL WITH TAX		\$595.38

[Download CHS Program](#)

Renew Remote Services Calculation

Select # of Months to Renew-> **0**

Renew to-> Wednesday, December 31, 2008
 Current Expiration-> 12/31/08 Lapsed Days-> 23

# Months	# Users	User Fee	User Fees
0 X	2 X	\$40.00 =	\$0.00
Users Fee Credit			\$0.00
# Months	Addl Files	File Fee	File Fees
0 X	1 X	\$30.00 =	\$0.00
Dox Plan:	# Months	Dox Fee	Dox Fees
A	0 X	\$40.00 =	\$0.00
Remote Service Lapsed Fee			\$0.00
Remote Renewal Fees			\$0.00
Sales Tax (CHS Portion)			\$0.00
REMOTE SERVICES TOTAL WITH TAX			\$0.00

[About Remote](#)
[Remote User Guide](#)
[Set Up Remote Svc](#)

RENEWAL INVOICE GRAND TOTAL **\$595.38**

Email Invoice To->


[Create Invoice / Email Invoice](#)

After you click the Continue button above, your cursor will be in a field to enter your email address. Enter your email address, then click the button labeled 'Create Invoice / Email Invoice'.

When the window below opens, just click the 'Send' button. If you get any messages about errors in sending, just ignore.

Continue to the next page.

Outlook Express

 A program is attempting to send the following e-mail message on your behalf:

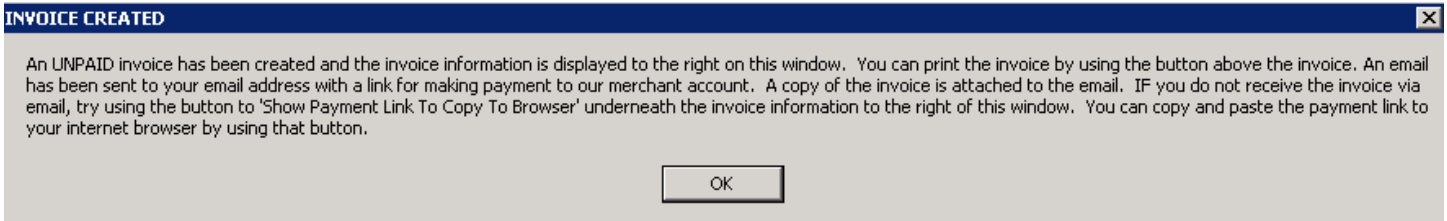
To:

Subject: CHS Invoice and Payment Info

Would you like to send the message?

[Send](#) [Do Not Send](#)

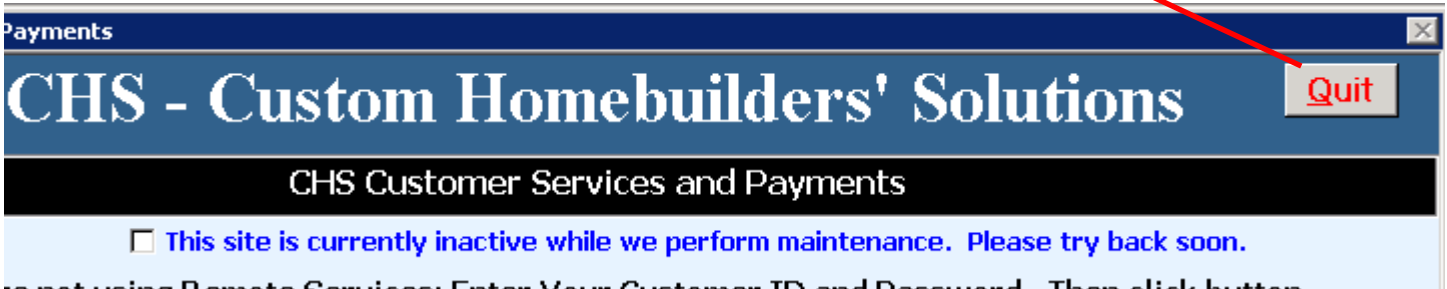
After the email has been sent, you will receive the message below. Please read it. Then click the 'OK' button.



Click the X button at the top right of the window to close the window.



Click the 'Quit' button to close the CHS Customer Services and Payments program.

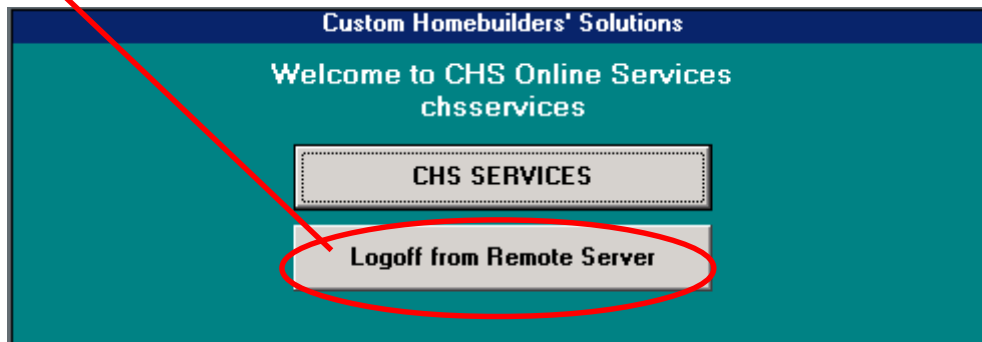


IMPORTANT! Please Use "Logoff" Button To Disconnect From the Server

It is very important to realize that you are "logged on" to a remote server computer, and are not on your own computer. There will be other users on the remote server computer at the same time. Other users will only have access to their own data, and there is strong security in place so they will not ever gain access to your data.

There are guidelines in this document for using and sharing a remote server. Please follow the guidelines to make this the best experience for yourself, and all other users.

MOST IMPORTANT: To disconnect from the Remote Server, Use the 'Logoff' from Remote Server' button on the remote server menu. **Please DO NOT use the Windows X button** at the top right of the server desktop window. Using the Windows X button will NOT end your session, and may tie up band width that other users may need. If you are going to lunch or a meeting, and will not be working in the CHS applications for awhile, PLEASE LOG OFF.



Continue to the next page.

Check Your Email and Make Your Payment

Open your email and look for one from CHSSoftware@prodigy.net. If you don't see it, check in your junk mail!

Please read the instructions in the email to use the link in the email to pay for your maintenance with a credit card.

After you have paid, we will receive an email with your new license expiration date and data key. This may take 1 to 2 days.

If you need any help with this, please call us at 512-693-4103.

THANK YOU for being a CHS Customer!