Connection Guide
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Welcome to Abila Nonprofit Online

Welcome to Abila Nonprofit Online. Use the information in this document to connect to Abila Nonprofit Online from your computer, tablet, or mobile device. The set up for your connection will vary depending on the operating system and device you choose.

Overview

There are two ways to connect to Abila Nonprofit Online:

- Use Microsoft Internet Explorer to open the Abila Nonprofit Online product portal. This method requires little setup, but you must use IE version 8 or later to access the portal.

- Use Microsoft Remote Desktop to launch the products from a workstation or mobile device. This method requires some initial setup, but provides an alternative if you cannot use the Microsoft IE browser to connect to the portal. For example, you can use this method to connect to the portal with an Apple computer, iPad, or Android tablet.

System Requirements

The following devices, operating systems, browsers, and tools are supported:

- Operating System: Microsoft Windows XP SP3 or higher. Microsoft Windows 7 or 8 is required to use the Microsoft Remote Desktop client.

- Browser: Microsoft Internet Explorer (IE) Version 8 or higher. Note that IE 10 or later must run in Compatibility mode to access the site.

- The Microsoft Remote Desktop client if you plan to connect from an Apple computer, or from a tablet or other mobile device. You can also use the Remote Desktop client as an alternative to the IE browser on a Windows computer. The Remote Desktop client ships with Windows Version 7 or later for Windows computers. You can obtain it from the Apple App store for Apple computers or devices or from Google Play for Android mobile devices.
Other Requirements

In addition to the system requirements, the following considerations also apply when you access Abila Nonprofit Online:

- **Single Sign-On**—Abila Nonprofit Online uses a single sign-in system for most applications. The following Abila applications require a separate user name and password. If you do not have credentials for these applications, contact your Professional Services representative.
  - Abila Grant Management
  - Abila Fundraising Online
  - Employee Web Services

- **Browser Security Settings**—If you use Microsoft IE to access the portal, you must adjust the browser security settings as follows. See Setting IE Browser Options for Abila Nonprofit Online for more information.
  - Active X must be enabled (Run ActiveX Controls and plug-ins=Run or Prompt). If ActiveX is set to Prompt, you must allow ActiveX to run before you sign in to Abila Nonprofit Online. Use Control Panel>Internet Options>Security>Custom Level button to change the ActiveX settings.
  - If the Privacy settings in IE are set to High, you must edit the Per Site Privacy Action to Allow for the abilaonline.com domain. Use Control Panel>Internet Options>Privacy tab>Sites button to add abilaonline.com to the allowed sites.
  - You must include the abilaonline.com domain as a Trusted Site.

- **Browser Compatibility**—If you use IE Version 10 or later, you must set the browser to run in Compatibility mode to connect to the Abila Nonprofit Online portal.
Setting a Group Policy to Prevent Remote Application Warnings

When you launch an Abila application using Abila Nonprofit Online, a RemoteApp warning appears.

This is a normal message that alerts you when a web site attempts to run an application on your desktop. You can prevent this message from launching every time you open an Abila Nonprofit Online application by setting a Group Policy that allows the abilaonline.com domain to launch applications without warning on your desktop.

Use the following steps to set up a Group Policy that will prevent the remote application warnings for Abila Nonprofit Online:

1. Open a command window and type: `gpedit.msc`. Then press Enter.

2. The Local Group Policy Editor opens.
3. Navigate to: Administrative Template > Windows Components > Remote Desktop Services > Remote Desktop connection Client

4. Double-click the setting labeled Specify SHA1 thumbprints of certificates representing trusted rdp publishers. A dialog for the setting opens.
5. Select the Enabled button and in the it and in the Options section, copy and past the following thumbprint: 2FA0DE22FED2BF2B141873BAEFFF01C07CC2B3AA

6. Click OK to confirm the settings, and close the Local Group Policy Editor window.

7. Return to the command window and type: gpupdate. Then press Enter.

8. When the group policy has successfully been updated, close the window.
Connecting to the Portal Using Internet Explorer

Use the information in this section to connect to Abila Nonprofit Online from an IE browser window. Before you can launch Abila Nonprofit Online from the browser, you must edit the security and privacy settings to establish the abilaonline.com as a trusted site and to allow ActiveX to run.

Setting IE Browser Options for Abila Nonprofit Online

Use the following steps to add the abilaonline.com domain as a trusted site for the IE browser and establish appropriate security settings:

1. In the Windows Control Panel, select Internet Options.

2. Verify your ActiveX settings:

   a. Select tab Security tab and click the Custom Level button.

   b. Scroll down to the Run ActiveX controls and plug-ins setting. Set this option to Enable or Prompt if it is not already set to one of those values.

   a. Click OK. If prompted to confirm your change, click Yes.
3. Edit the browser Privacy settings to allow the abilaonline.com domain.

   a. Select the Privacy tab and click the Sites button. The Per Sites Privacy Window form opens.

   b. Enter *.abilaonline.com in the Address of website field and click Allow.

   c. Click OK to close the Per Site Privacy Actions form
4. Add the abilaonline.com domain to the IE trusted sites list:
   a. Select the Security tab and click the Trusted Sites icon.
   b. Click the Sites button to open the Trusted Sites form.
   c. Enter https://*.abiliaonline.com in the Add the website to the zone field and click Add.
   d. Click Close to close the Trusted Sites form.

5. click OK to close the Internet Properties form.
Connecting to the Portal from the Browser

Use the following steps to connect to Abila Nonprofit Online using Internet Explorer:

**Note:** If you IE Version 10 or later, remember to run the browser in Compatibility mode when you navigate to the Abila Nonprofit Online portal.

1. In the browser window, navigate to https://www.abilaonline.com.

2. IE may prompt you to run Microsoft Remote Desktop Services Web Access add-on. Click Allow to run the add-on.

3. Enter your **User Name** and **Password** and click **Sign In**. The Abila Nonprofit Online portal opens to display the applications that are available to you.

   **Note:** If you do not know your password, click the **Forgot Password?** link and follow the instructions to reset your password for the site.

4. After you sign in, Abila Nonprofit Online displays the My Products page. Double-click an application to launch it from the portal.

5. If the RemoteApp alert appears, click **Connect** to allow the application to run. To disable the RemoteApp alert, follow the steps in Setting a Group Policy to Prevent Remote Application Warnings.
Connecting to the Portal with a Remote Desktop Client

Use the instructions in this section to connect to Abila Nonprofit Online using the Microsoft Remote Desktop Client. The way you establish a remote desktop connection can vary depending on the operating system and device you are using to connect to the portal.

Obtaining the Remote Desktop Client

The way you obtain the Remote Desktop client depends on the device you are using to connect to Abila Nonprofit Online. The following table shows where you can download the appropriate software for your device.

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Setting Up the Remote Desktop Client on a Windows XP or Windows V7 Computer

If your computer uses Windows XP or Version 7, use the following steps to set up the Microsoft Remote Desktop client for Abila Nonprofit Online and launch the applications:

1. Open the Windows Control Panel and select the RemoteApp and Desktop Connections option.
2. Click Set up a new connection with RemoteApp and Desktop Connections. The setup wizard opens.

4. Click Next. The wizard displays the Ready to set up the connection panel.


6. Enter your user name and password for Abila Nonprofit Online and click OK. If you do not know your credentials, contact your Professional Services representative.

7. The connection wizard builds the connection to Abila Nonprofit Online. This may take some time, depending on your network speed and traffic.

8. When the connection is successful, the wizard displays the connection settings. Click Finish to close the wizard.

9. To launch the Abila Nonprofit Online applications, select Windows Start menu>All Programs>RemoteApp and Desktop Connections>Abila Nonprofit Online, and choose the application you want to launch.

10. If the RemoteApp alert displays, click Connect to continue launching the application. To prevent the RemoteApp alert, follow the steps in Setting a Group Policy to Prevent Remote Application Warnings.
Setting Up the Remote Desktop Client on a Windows V8 or Windows Server 2012 Computer

If your computer is Windows Version 8 or Windows Server 2012, use the following steps to set up the Microsoft Remote Desktop client for Abila Nonprofit Online and launch the applications:

1. Open the Microsoft Remote Desktop App (downloaded from the iTunes App Store).

2. From the Configuration menu, select Remote


4. Click Next. The wizard displays the Ready to set up the connection panel.


6. Enter your user name and password for Abila Nonprofit Online and click OK. If you do not know your credentials, contact your Professional Services representative.

7. The connection wizard builds the connection to Abila Nonprofit Online. This may take some time, depending on your network speed and traffic.

8. When the connection is successful, the wizard displays the connection settings. Click Finish to close the wizard.
9. To launch the Abila Nonprofit Online applications, select Windows Start menu>All Programs>RemoteApp and Desktop Connections>Abila Nonprofit Online, and choose the application you want to launch.

10. If the RemoteApp alert displays, click Connect to continue launching the application. To prevent the RemoteApp alert, follow the steps in Setting a Group Policy to Prevent Remote Application Warnings.

**Setting Up the Remote Desktop Client on an Apple Mac or iOS Mobile Device**

If your computer is an Apple Mac, use the following steps to set up the Microsoft Remote Desktop client for Abila Nonprofit Online and launch the applications:

1. Install the Microsoft Remote Desktop Connection Client on your Mac or iOS device.

2. Open the Microsoft Remote Desktop Connection Client.

3. Under Configuration, select Remote Resources.


5. Enter your Abila Nonprofit Online credentials in the User name and Password fields. You may need to enter your User name in the format hostname\User name, where the host name is abilaonline.

6. Click Save.

7. The Remote Desktop client builds the connection to Abila Nonprofit Online. This may take some time, depending on your network speed and traffic.

8. To launch the Abila Nonprofit Online applications, select the application you want to use from the Remote Resources list.
Setting Up the Remote Desktop Client on an Android Mobile Device

To use the Microsoft Remote Desktop Connection Client from an Android phone or tablet, use the following steps:

1. Install the Microsoft RD Client app on your Android device.
2. Open the Microsoft RD Client app.
3. Tap the toolbar menu at the top of the screen and select **Remote Resources**.
4. Tap the **Add** button (⁺) in the toolbar.
5. In the URL field, enter the Abila Nonprofit Online URL:
6. Enter your Abila Nonprofit Online credentials in the **User name** and **Password** fields. You may need to enter your **User name** in the format **Domain\User name**, where the domain name is **abilaonline**.
7. Tap **Save**.
8. The Remote Desktop client builds the connection to Abila Nonprofit Online. This may take some time, depending on your network speed and traffic.
9. To launch the Abila Nonprofit Online applications, select Remote Resources from the toolbar menu and tap the application icon that you want to launch.