



Mary Taylor, CPA

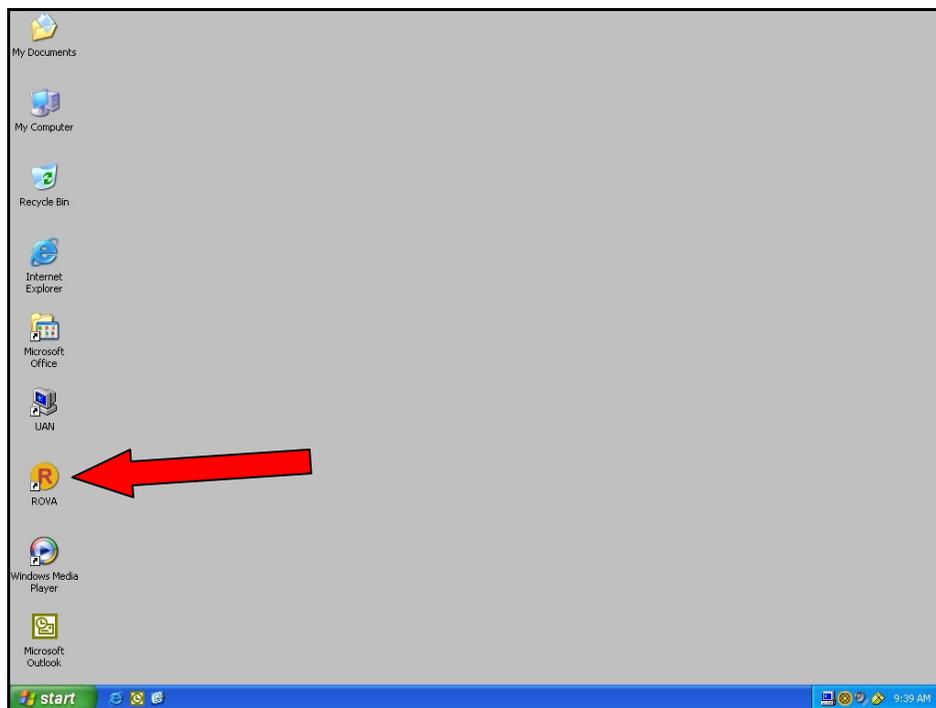
Auditor of State

TO: UAN CLIENTS
FROM: UAN STAFF
DATE: APRIL 11, 2008
SUBJECT: QWEST REMOTE OFFICE VIRTUAL ASSISTANT (ROVA) SETUP INSTRUCTIONS

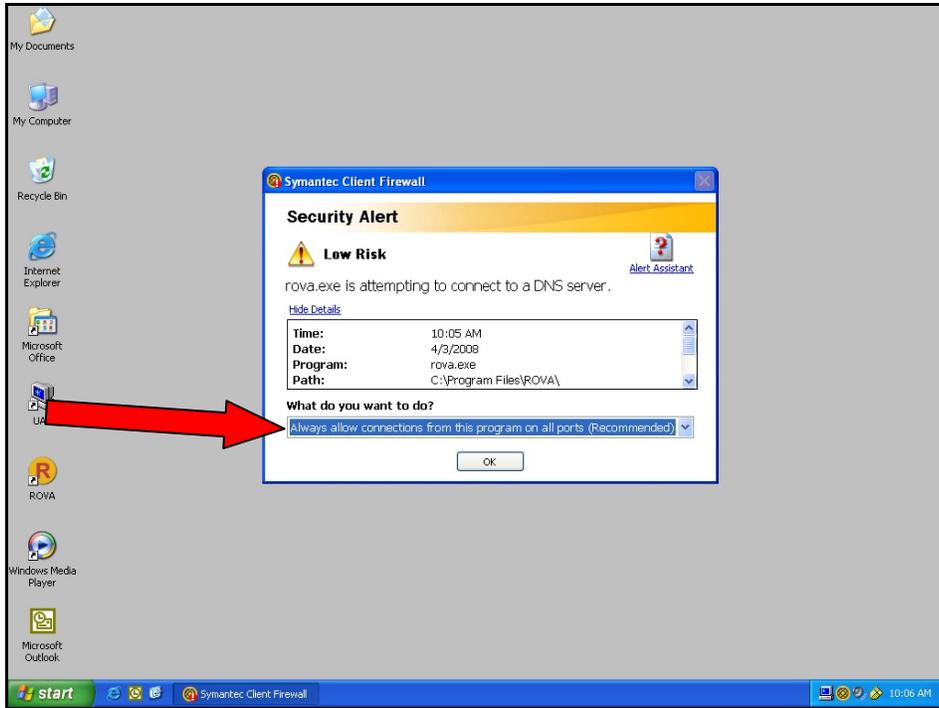
Steps for initial setup of Qwest ROVA for Internet Connection

- Before attempting to use Qwest ROVA (ROVA), you need to make sure your modem line is properly connected. There are two side-by-side telephone jacks in the back of your Central Processing Unit (CPU). The telephone line coming from your wall jack needs to be placed into the telephone jack in the back of your CPU. It is the telephone jack with the green label beside it, on the back of your computer.

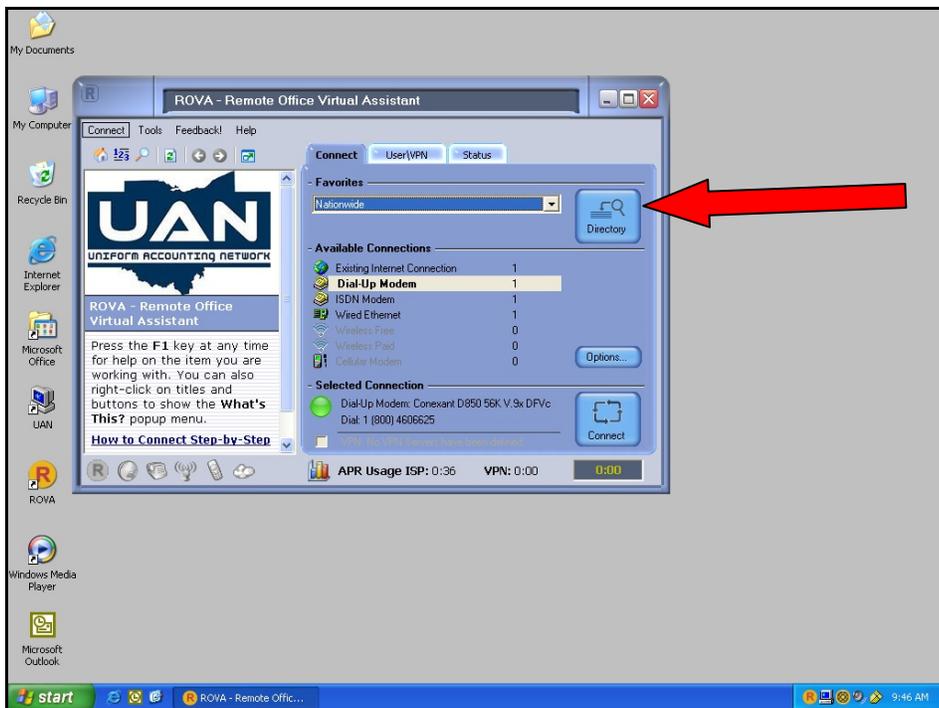
From your Windows Desktop, double click on the **'ROVA'** icon.



- During the set up and first time you use ROVA, you may receive a warning from the ‘Symantec Client Firewall’ if ROVA is trying to access the internet. Select ‘**Always allow connection from this program on all ports**’ and click on ‘**Ok**’.



- The ‘ROVA – Remote Office Virtual Assistant’ window will appear. The first time you use the ROVA software you will have to set up the connection information. Click on the ‘**Directory**’ button to set up your dial location.



- In the ‘Search Directory’ window (see below picture), select ‘**United States**’ from the ‘Country’ drop down box. Select ‘**Ohio**’ from the ‘State’ drop down box. Select the closest city to you with local phone access from the ‘City’ drop down box.

Important Note: *Always select a number from the list which is considered a local number in your area. If you select a long distance number, your entity will be subject to long distance phone charges. If there is not a city listed in the list that is local to you, select the state of ‘Nationwide’ and the city of ‘Nationwide Toll Free’ from the drop down boxes.*

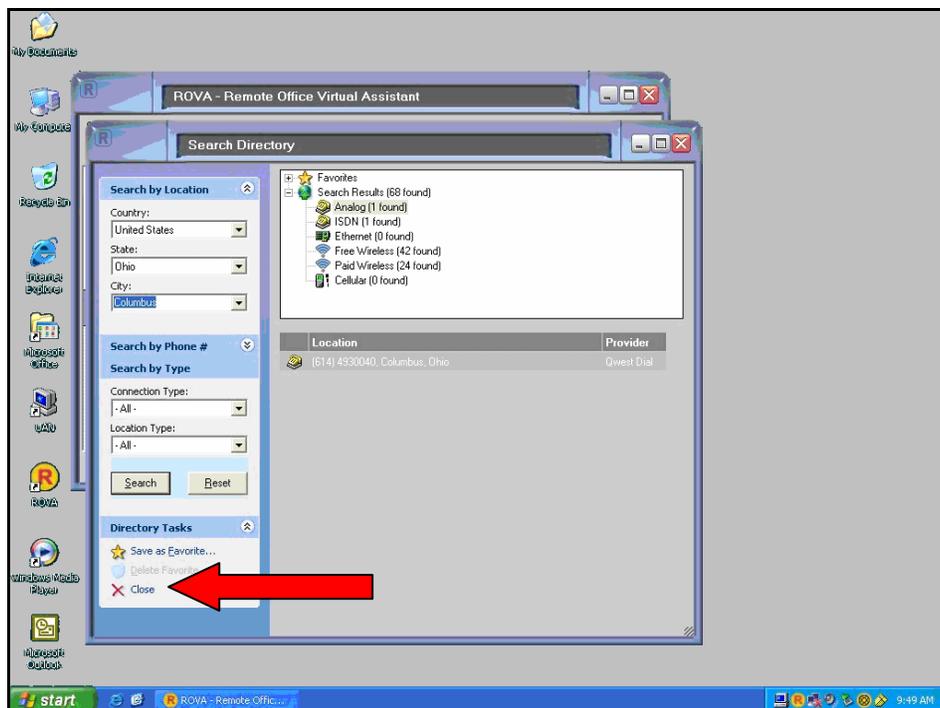
- Click on the ‘**Search**’ button
- Make sure in the ‘Search Results’ that there is at least ‘1 found’ after the title of ‘Analog’. If there is not, choose another city and search again.
- Click on ‘Analog(1 Found)’ so that the phone number displays under the ‘Location’ column.

Important Note: *There may be more than 1 number found.*

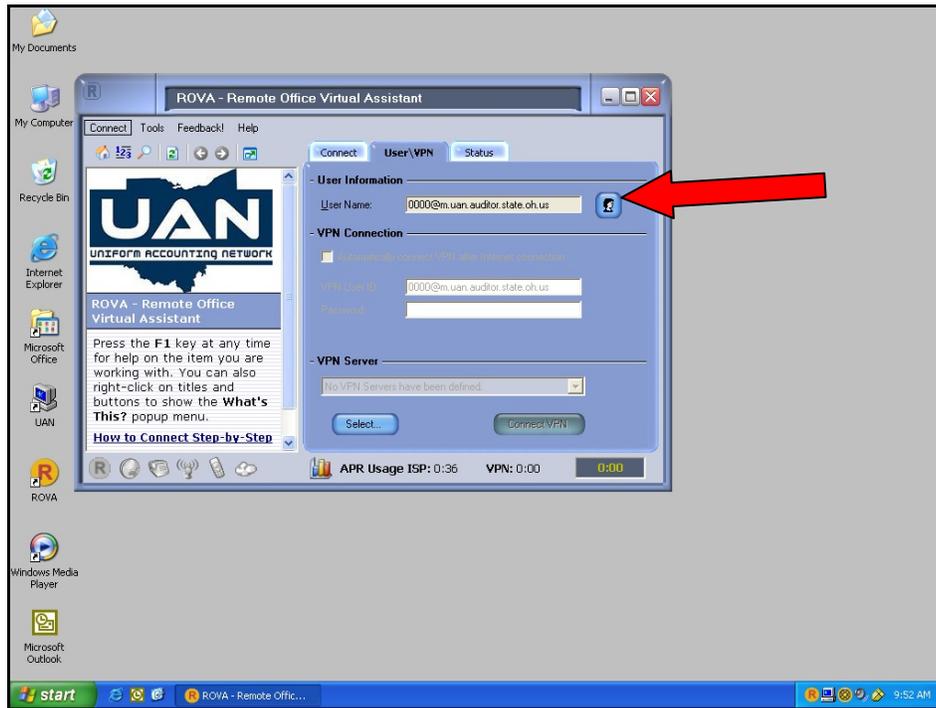
- After finding a valid city, click on ‘**Save as Favorite**’ link and in the ‘Save Favorite’ window type in the name of the city and click on the ‘**Ok**’ button.

Important Note: *If you do not see the ‘Save as Favorite’ link, click on the title bar of the window and drag it up until you can see the ‘Save as Favorite’ link.*

- Click on the ‘**Close**’ link once the city has been saved as a favorite.



- On the 'ROVA – Remote Office Virtual Assistant' window, click on the 'User\VPN' tab.

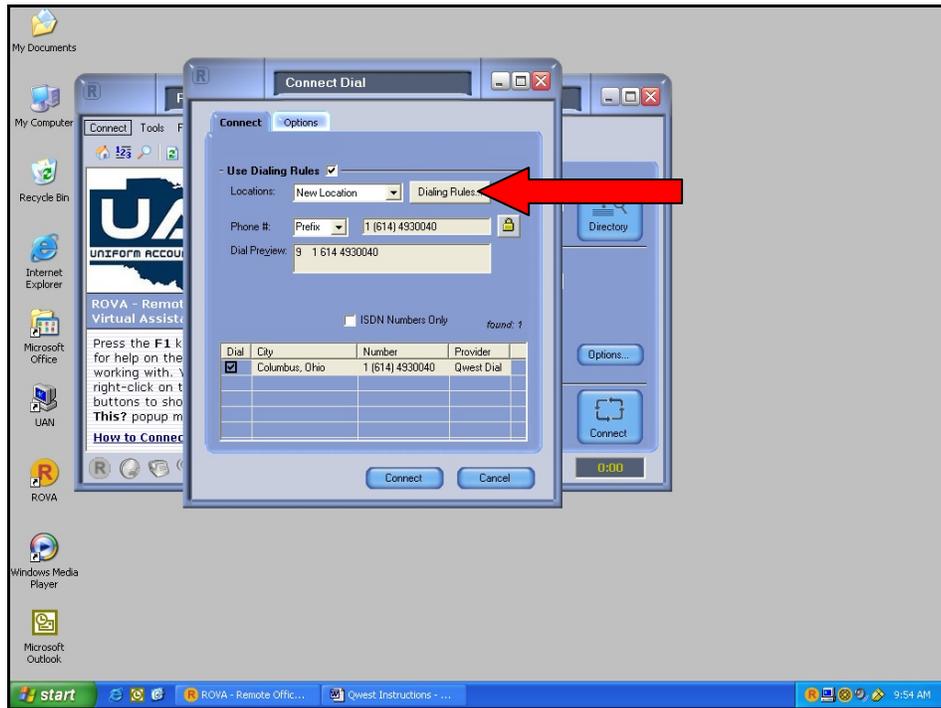


- Under the 'User Information' section, click on the **picture of a person** button. When the 'User ID' window appears, type your 4 digit entity ID followed by '@m.uan.auditor.state.oh.us' in the user ID field. An example of this would be if my entity ID was '0000' my user ID would be '0000@m.uan.auditor.state.oh.us'.

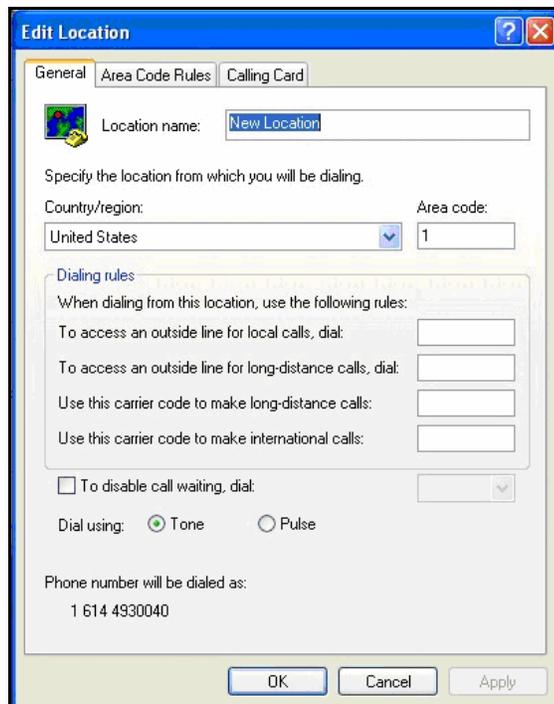
Note: Your UAN user Id can be located in the UAN software at: Accounting/Maintenance/Address/Edit and select your entity.

- After typing in your user ID, click on the '**Ok**' button on the 'User ID' window and then click on the '**Connect**' tab.
- On the 'Connect' tab, select the favorite city that you want to connect to, click on the '**Dial-Up Modem**' option under the 'Available Connections' section, and then click on the '**Options...**' button.

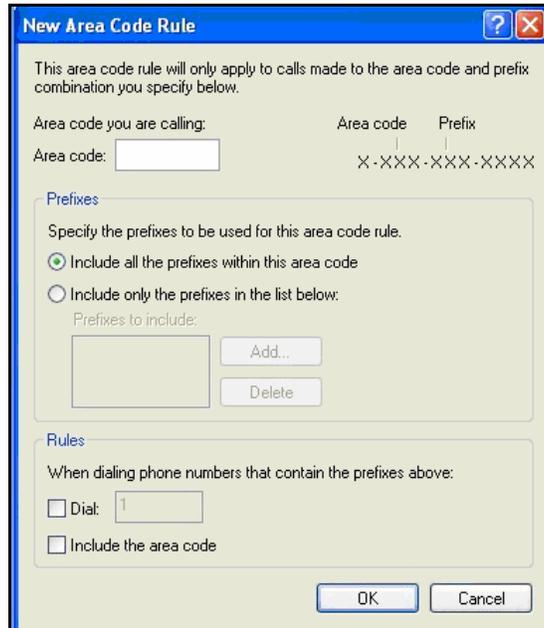
- In the 'Connect Dial' window, click on the 'Dialing Rules' button.



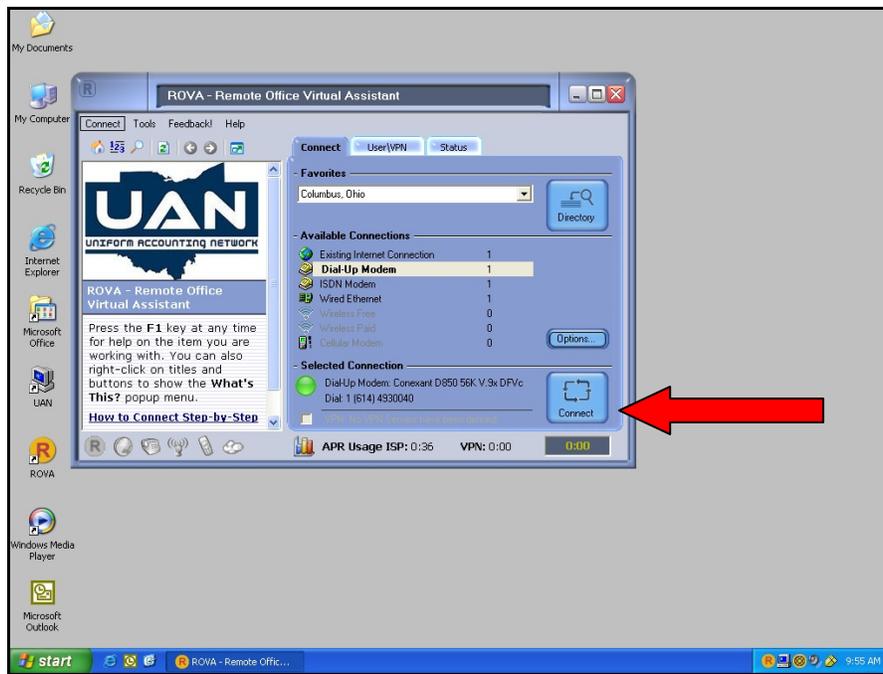
- In the 'Phone and Modem Options' window click on the 'Edit' button.
- In the 'Edit Location' window, under 'Area Code', type in your area code. If you have to dial a number to reach an outside line, type the number in the appropriate box(es) under the 'Dialing Rules' section. If you need to disable call waiting, the option is on this window as well.



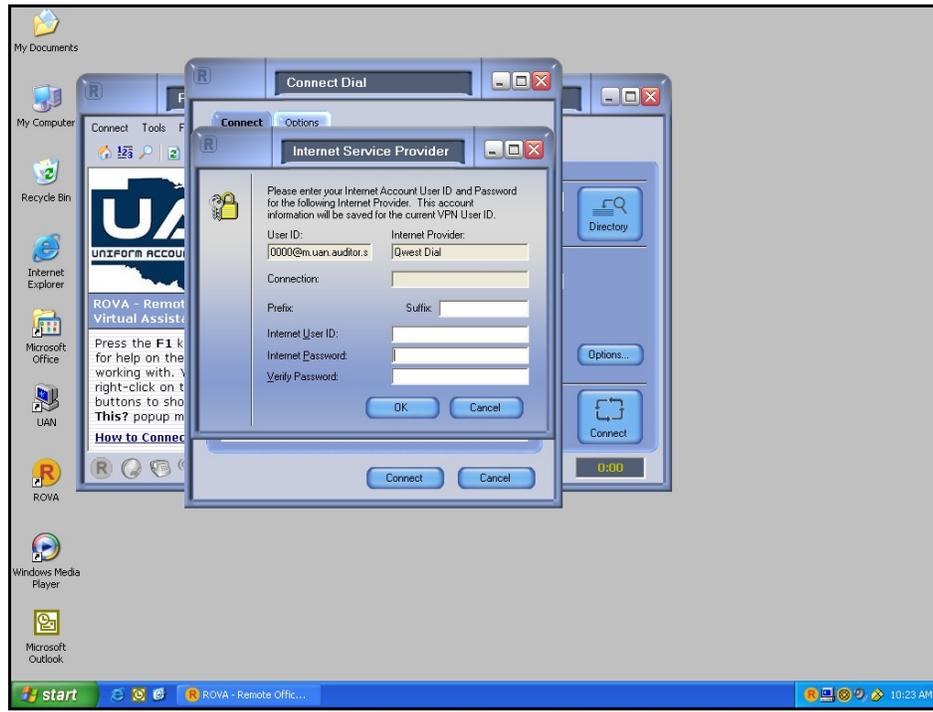
- If you need to have a special area rule (i.e. you need to always dial the area code for all local calls), click on the **'Area Code Rules'** tab and then the **'New'** button. In the 'New Area Code Rule' window, type in the your area code in the 'Area Code' box and put a check mark in the **'Include the area code'** box and click the **'Ok'** button.



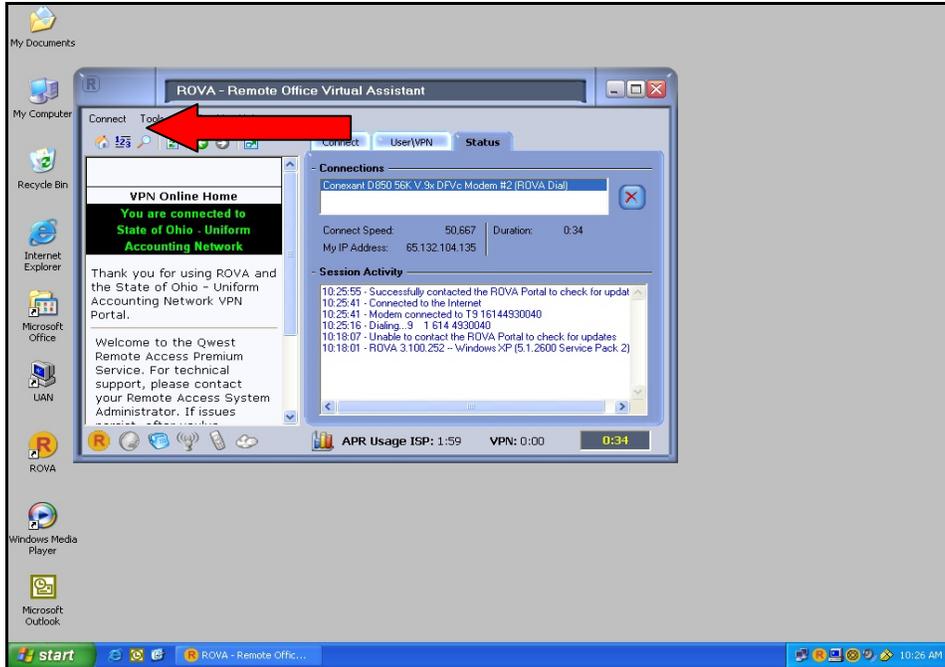
- Click on the **'Ok'** buttons until you get back to the 'Connect Dial' window. In the 'Connect Dial' window, click on the **'Cancel'** button.
- On the 'ROVA – Remote Office Virtual Assistant' window, click on the **'Connect'** button.



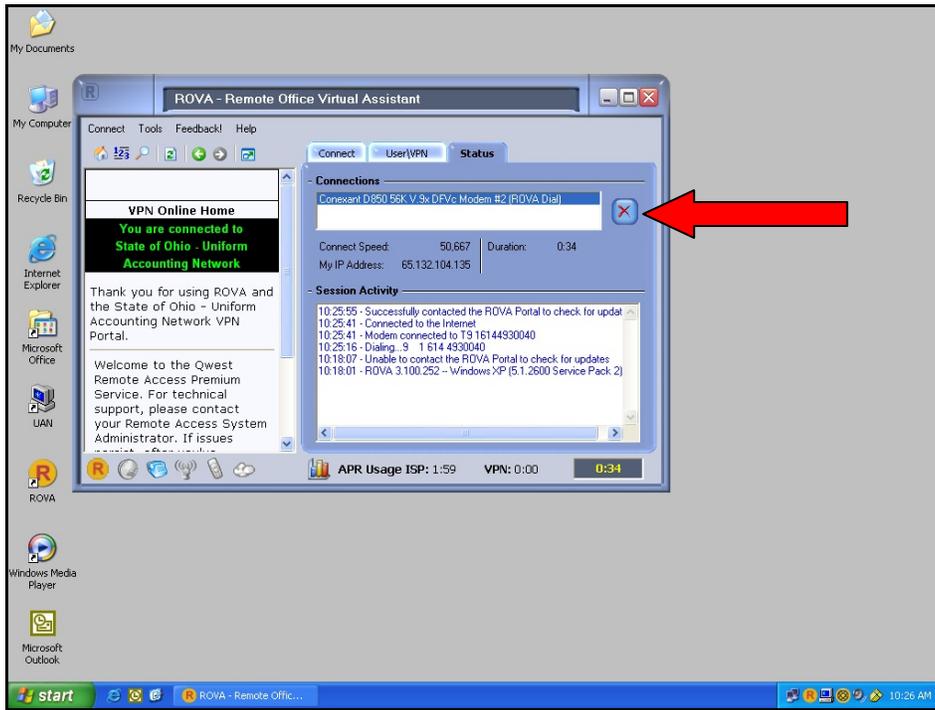
- In the 'Internet Service Provider' window, type in your user ID (i.e. 0000@m.uan.auditor.state.oh.us) in the Internet User ID. The password is the same password that was used with iPass plus 0's at the end to make it 8 characters long. An example would be if my iPass password was '12345' my new Qwest password would be '12345000'. Type the Qwest password in the 'Internet Password' and 'Verify Password' fields and click the 'Ok' button.



- Once you click on 'Ok', the software will connect you to the internet. When you are connected to the internet, you can click on the **magnify lens** icon and receive information from UAN on the left side of the window.



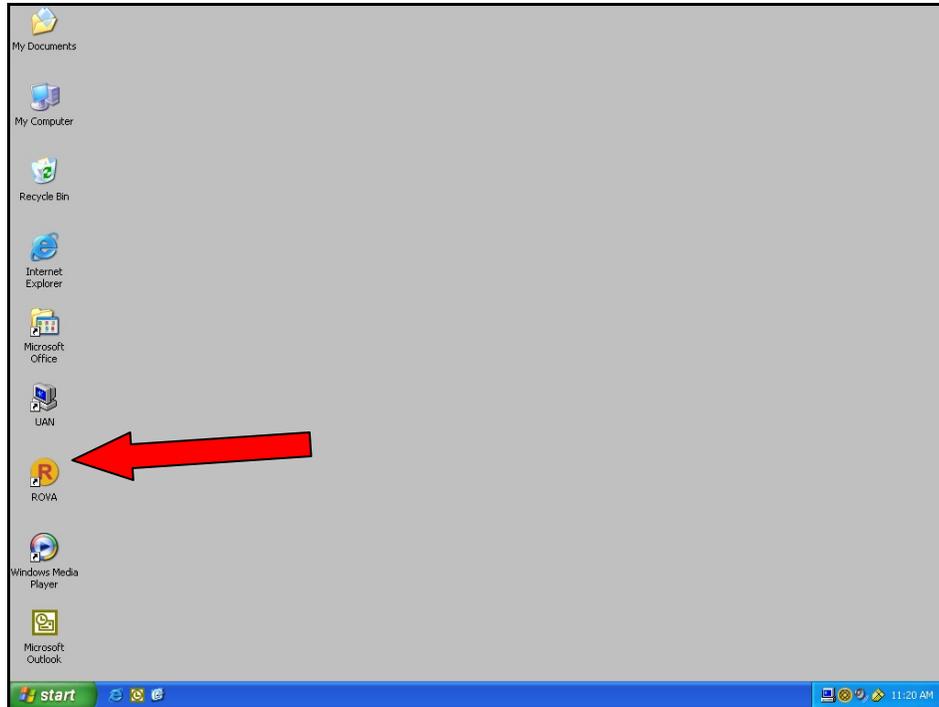
- To disconnect, click on the **red X** under the connection section and then click on the **X** in the upper right corner of the window to close the program.



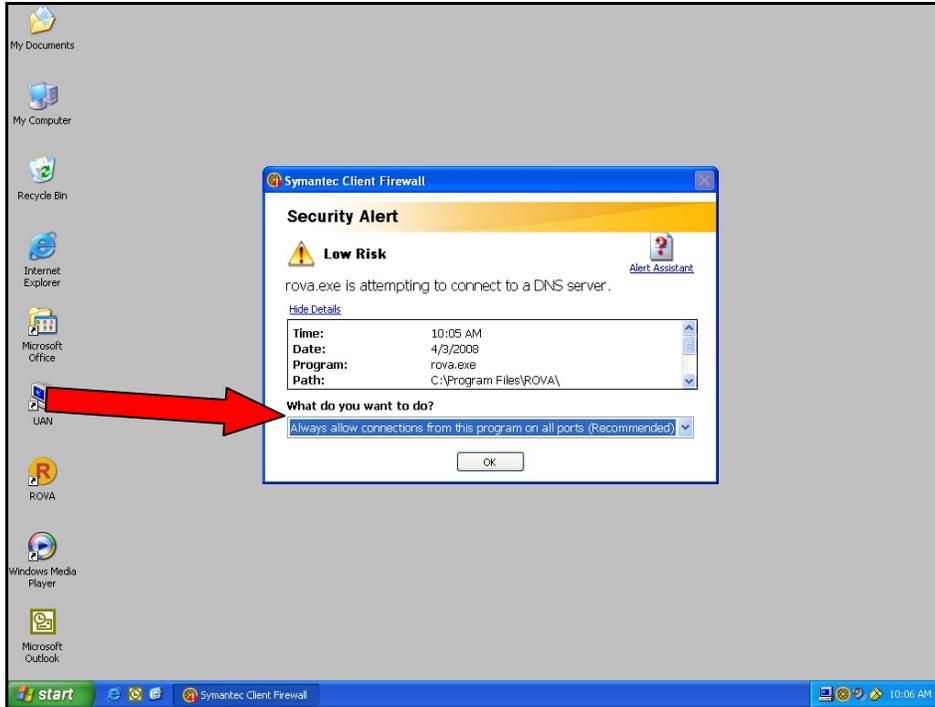
Steps for connecting to Qwest ROVA for Internet Connection

- Before attempting to use Qwest ROVA (ROVA), you need to make sure your modem line is properly connected. There are two side-by-side telephone jacks in the back of your computer (CPU). The telephone line coming from your wall jack needs to be placed into the telephone jack in the back of your CPU. It is the telephone jack with the green label beside it, on the back of your computer.

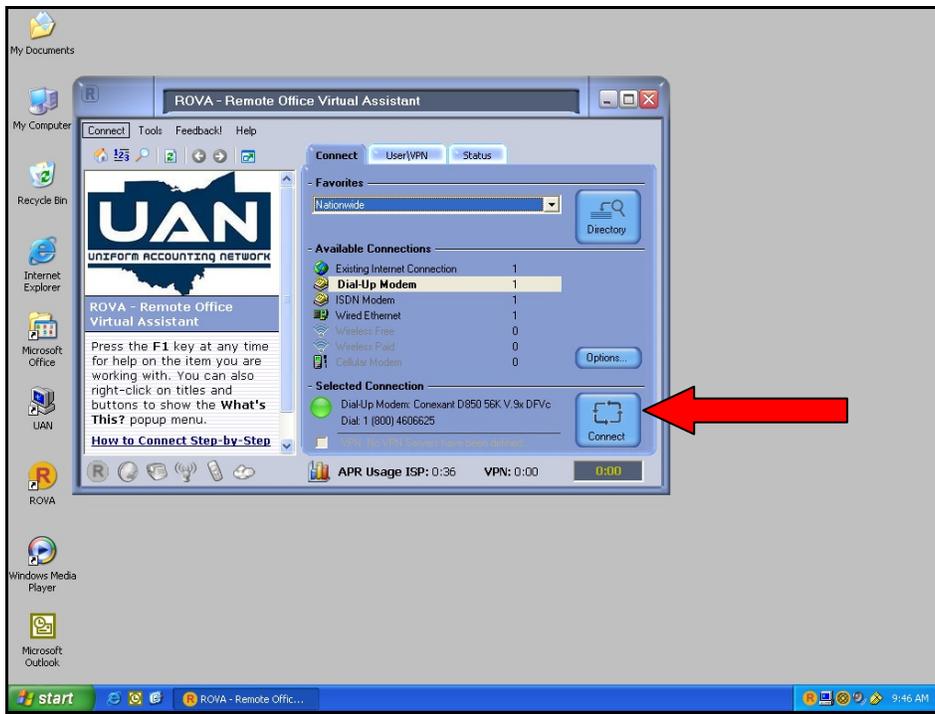
From your Windows Desktop, double click on the ‘ROVA’ icon.



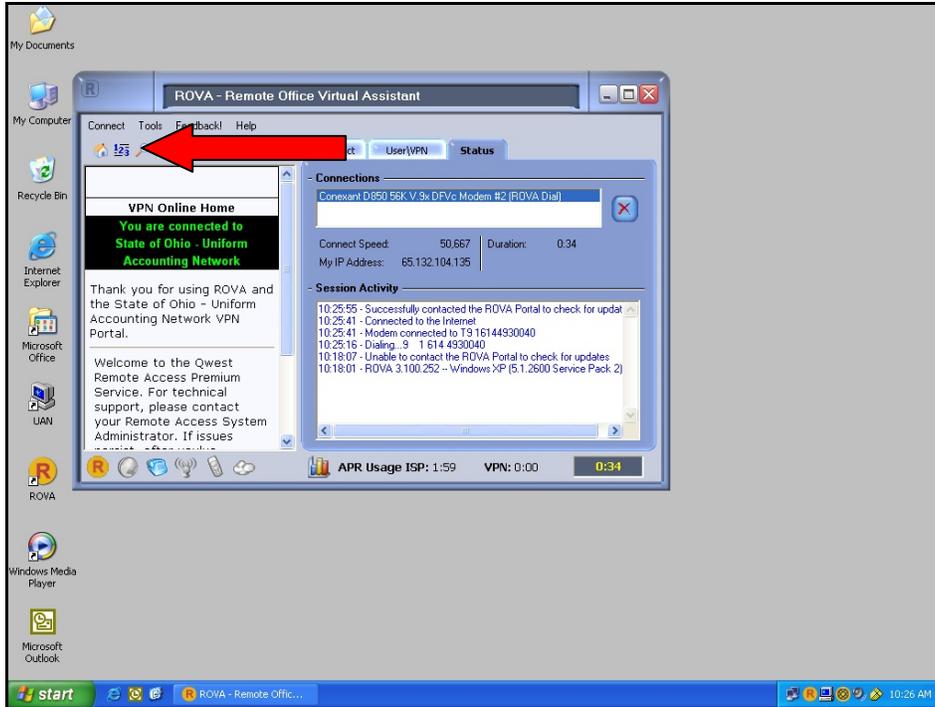
- At times during the set up and first time you use ROVA, you may receive a warning from the ‘Symantec Client Firewall’. Select ‘**Always allow connection from this program on all ports**’ and click on ‘**Ok**’.



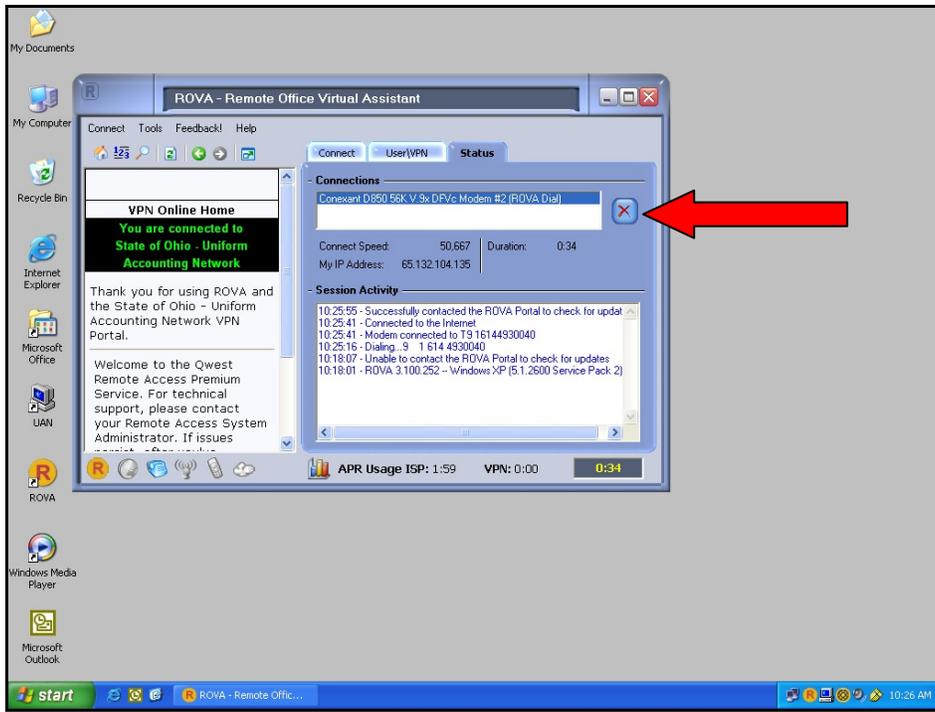
- On the 'ROVA – Remote Office Virtual Assistant' window, click on the 'Connect' button.



- Once you click on 'Ok', the software will connect you to the internet. When you are connected to the internet, you can click on the **magnify lens** icon and receive information from UAN on the left side of the window.



- To disconnect, click on the red X under the connection section and then click on the X in the upper right corner of the window to close the program.



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