Red Wing Cloud Services – CenterPoint (Setup, Connecting, and File Explorer)

Document #:	3287	Product:	CenterPoint®

This document explains how to set up and access Red Wing Cloud Services.

Recommendations

Option 1: Connecting to the Red Wing Cloud Services via an Internet Browser

- Change a Password
- Change an Expired Password
- Retrieve a Forgotten Password

Option 2: Connecting to the Red Wing Cloud Services via a RDP File

- Connecting to the Red Wing Cloud Services via a RDP File Frequently Asked Questions

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General Frequently Asked Questions

Recommendations

- You can connect to Red Wing Cloud Services with any standard browser (Microsoft® Edge, Google Chrome, Mozilla Firefox, etc.). Red Wing Cloud Services best integrates with Edge in Internet Explorer compatibility mode. For more information, please see the Frequently Asked Questions section of this document.
- CenterPoint database security should be set up as an additional security level when using Red Wing Cloud Services. See the Users and Security topic for detailed information on database security.
- Printing individual checks, invoices, etc. during transaction entry will be slower from the Red Wing Cloud Services than when you print from your local computer because prior to printing, the print job is first downloaded to the local printer. It is suggested to save each transaction without printing and then printing checks/invoices/receipts from the Processes > Purchases or Sales > Print/Email Checks, Print/Email Invoices, or Print/Email Receipts screens. See the Print/Email Checks, Print/Email Invoices or Print/Email Receipts topics for detailed information.
- Printing long reports will be slower from the Red Wing Cloud Services than when you print from your local computer because prior to printing, the print job is first downloaded to the local printer. It is suggested to export long reports to a .pdf file on the local computer and then print the report from the .pdf file, or use the Screwdrivers Printing and Scanning Plugin (contact Red Wing Software Technical Support for more information). See the Export Report to Microsoft® Excel, Adobe® PDF, or CSV topic for detailed information.

» Red Wing Software recommends performing a database backup any time that an Update Modules screen displays when opening a database. Click the Backup button to start the backup process. See the Back Up and/or Restore a Single User Database topic for detailed information.

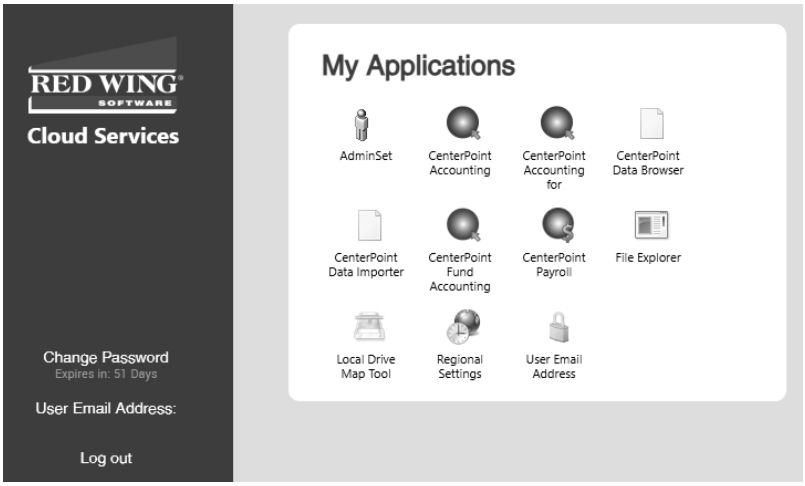
Option 1: Connecting to the Red Wing Cloud Services via an Internet Browser

Note: You can connect to Red Wing Cloud Services with any standard internet browser (Microsoft Edge, Google Chrome, Mozilla Firefox, etc.). Red Wing Cloud Services best integrates with Edge in Internet Explorer compatibility mode. For more information, please see the Frequently Asked Questions section of this document.

1. The Red Wing Cloud Services uses Multi-Factor Authentication (MFA). Users are required to authenticate their account at the start of each month. If you have not authenticated the account, see the How do I authenticate my account and log into the Red Wing Cloud Services? question in the Multi-Factor Authentication Frequently Asked Questions section and then continue with step 2.
2. From your web browser, enter **https://centerpoint.redwingcloud.com**.
3. Enter the **User name** and **Password** given to you by Red Wing Software. For additional information about passwords, see the Change a Password, Change an Expired Password, or Retrieve a Forgotten Password sections in this document.

Note: This is NOT your CenterPoint database login and password.

4. Click **Log In**.

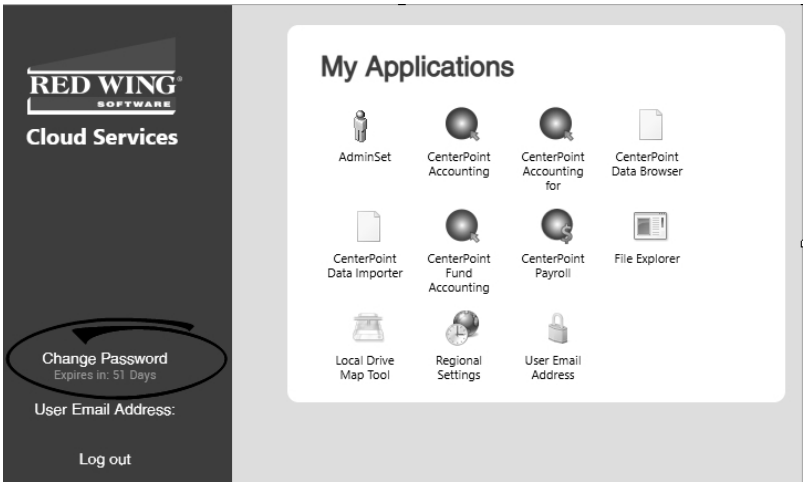


5. Select your **CenterPoint** application from the My Applications list.
6. Click **Connect**. If you are not using the Edge browser in Internet Explorer compatibility mode, you may be prompted to login with the username and password provided to you by Red Wing Software.
7. Select the database you would like to open from the list and click **Open**. If prompted for a username and password, provide a valid **CenterPoint** database username and password.

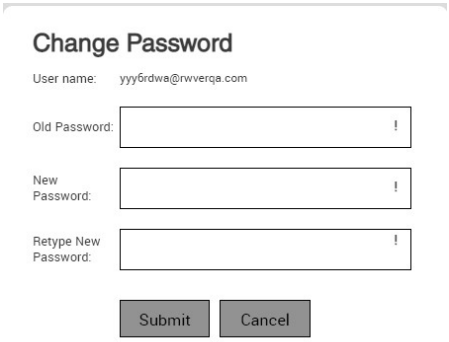
Note: Logging into the cloud and logging into your databases requires two separate login credentials if you are using database security.

Change a Password

- Follow Steps 1 - 4 of the Option 1: Connecting to the Red Wing Cloud Services via an Internet Browser section.



- Select **Change Password**.



- Enter your **Old Password**, a **New Password** and **Retype New Password**. When the password criteria has been met, the red ! and password requirements will display in green.
  - Password must be a minimum of 10 characters.
  - Passwords must not contain the owners name.
  - Passwords must contain at least one character from three of the four categories below:
    - Upper case letters
    - Lower case letters
    - Numbers
    - Non-alphanumeric characters: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/
- Click **Submit**.
- At the *Password successfully changed* message, click the **Click here to login with your new password** link.
- Continue with the Steps 1 -4 of the Option 1: Connecting to the Red Wing Cloud Services via an Internet Browser section.

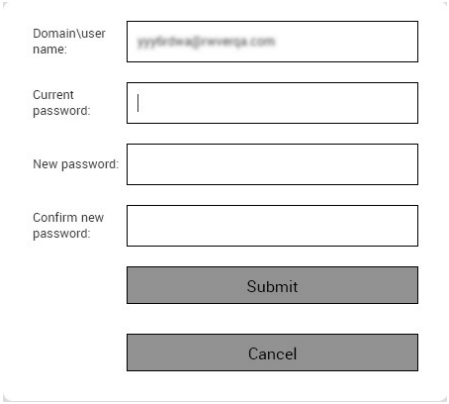
Change an Expired Password

- Follow Steps 1 - 4 of the Option 1: Connecting to the Red Wing Cloud Services via an Internet Browser section.

- Your password expires every 180 days. When it expires, the ***Your password is expired. Click here to change it.*** message is displayed, as shown below:



- Click the **here** link.



- Enter your **Current password**, **New password**, **Confirm new password** and then click **Submit**.
  - Password must be a minimum of 10 characters.
  - Passwords must not contain the owners name.
  - Passwords must contain at least one character from three of the four categories below:
    - Upper case letters
    - Lower case letters
    - Numbers
    - Non-alphanumeric characters: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/



- At the *Your Password has been successfully changed* message, click the **Click here to login** link or click **OK**.

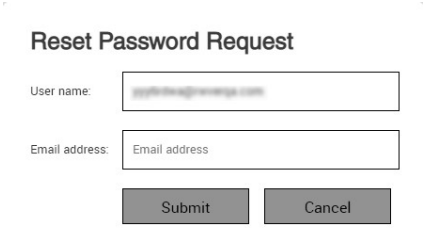
This documentation is for informational purposes only. For specific accounting guidance, please contact your accountant.

- Continue with the Steps 1 -4 of the Option 1: Connecting to the Red Wing Cloud Services via an Internet Browser section.

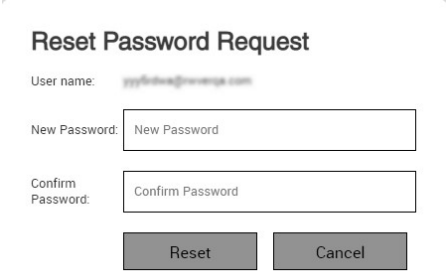
Retrieve a Forgotten Password

Use this option to retrieve a forgotten password for your Red Wing Cloud Services account. See the Set a User Email Address on the Account section in this document to look up your User name (email address).

- From your web browser, enter **https://centerpoint.redwingcloud.com**.
- Click the **Forgot Password?** link.
- Enter your **User name**.
- Enter your **Email address**.



- Click **Submit**. A link for resetting your password will be sent to your email address. If you do not receive the email, please check your junk/spam folder.
- Open the email and click the enclosed link to reset your password.



- Enter your **New Password** and **Confirm Password**.
  - Password must be a minimum of 10 characters.
  - Passwords must not contain the owners name.
  - Passwords must contain at least one character from three of the four categories below:
    - Upper case letters
    - Lower case letters
    - Numbers
    - Non-alphanumeric characters: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/
- Click **Reset**.
- You will receive a password changed confirmation email.
- Click the **Click here to login** link.
- Continue with the Steps 1 -4 of the Option 1: Connecting to the Red Wing Cloud Services via an Internet Browser section.

Option 2: Connecting to the Red Wing Cloud Services via a RDP File

1. The Red Wing Cloud Services uses Multi-Factor Authentication (MFA). Users are required to authenticate their account at the start of each month. If you have not authenticated the account, see the How do I authenticate my account and log into the Red Wing Cloud Services? question in the Multi-Factor Authentication Frequently Asked Questions section and then continue with step 2.

2. From your web browser, go to https://centerpoint.redwingcloud.com.
3. Enter your current Red Wing Cloud Services login credentials.
4. In the Web Links section at the bottom right, click **Remote Desktop Download** to download the **Red_Wing_Software_Cloud.RDP** file to your desktop.
5. To access the Red Wing Cloud Services, double-click the **Red_Wing_Software_Cloud.RDP** icon on your desktop and enter your Red Wing Cloud Services credentials.

Connecting to the Red Wing Cloud Services via a RDP File Frequently Asked Questions

Q: Will I be notified about my password expiration date?

A: Yes, passwords expire every 180 days and five days prior to your password expiration date the Password Expiration Warning screen will display. Press **Ctrl+Alt+End** to reset your password or click **Dismiss** and you will be informed each of the five days prior to your password expiration date.



Q: My username and password will not work to log into the cloud, what do I do?

A: If the log in is not allowed, either the password was entered incorrectly, it is expired, or the account is not authenticated.

1. From your web browser, enter https://centerpoint.redwingcloud.com.
2. Enter your **User name** and **Password**.

Expired Password:

- Your password expires every 180 days. When it expires, at the *Your password is expired. Click here to change it.* message, click and then enter your username and current password. Then, type in your new password twice and click Submit.
  - Password must be a minimum of 10 characters.
  - Passwords must not contain the owners name.
  - Passwords must contain a character from three of the four categories below:
    - One upper case letter.
    - One lower case letter.
    - One number.
    - Non-alphanumeric characters: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/

Forgotten Password:

- If you have forgotten your password, see the Retrieve a Forgotten Password section for more information.

Authenticate Account:

- See the How do I authenticate my account and log into the Red Wing Cloud Services? question in the Multi-Factor Authentication Frequently Asked Questions section for more information.

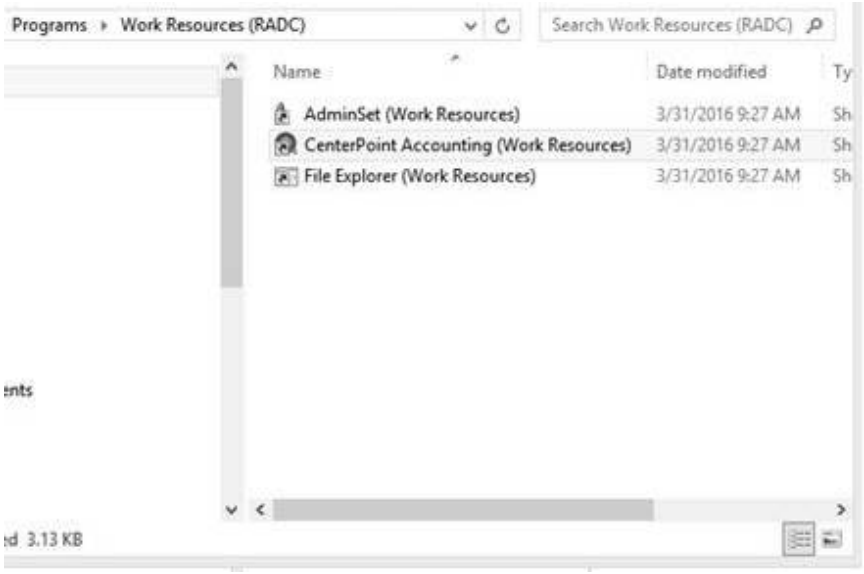
Option 3: Connecting to the Red Wing Cloud Services via the Start Menu or Desktop Icon

Note: This is typically a one time setup. Once set up, you will access CenterPoint from the Start menu or desktop icon.

1. The Red Wing Cloud Services uses Multi-Factor Authentication (MFA). Users are required to authenticate their account at the start of each month. If you have not authenticated the account, see the How do I authenticate my account and log

into the Red Wing Cloud Services? question in the Multi-Factor Authentication Frequently Asked Questions section and then continue with step 2.

2. In the **Search** box in the bottom toolbar enter **RemoteApp (Windows 11)** or **Remote (Windows 10)**, and then select the **RemoteApp and Desktop Connections** heading. Or, search for and open the **Control Panel** and then search the Control Panel for the **RemoteApp**.
3. Select **Access RemoteApp and Desktops** .
4. In the **Email address or connection URL** box, enter **https://centerpoint.redwingcloud.com/RDWeb/Feed/webfeed.aspx**. Click **Next**.
5. On the Ready to setup connection screen, click **Next**. If you receive a security warning, click **Next**.
6. On the Enter your credentials screen, enter the **User name** and **Password** given to you by Red Wing Software (this is NOT your CenterPoint database login and password).
    - Your password expires every 180 days. When it expires, follow Steps 1 -2 of the Option 1 - Connecting to the Red Wing Cloud Services via the Web section in this document and then at the *Your password is expired. Click here to change it*. message, click and then enter your username and current password. Then, type in your new password twice and click Submit.
        - Password must be a minimum of 10 characters.
        - Passwords must not contain the owners name.
        - Passwords must contain at least one character from three of the four categories below:
            - Upper case letters
            - Lower case letters
            - Numbers
            - Non-alphanumeric characters: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/
7. Check the **Remember my credentials** check box, and then click **OK**.
8. Click **Finish**.
9. On the RemoteApp and Desktop Connections screen, click **View Resources**.
10. The Windows Explorer will open with appropriate shortcuts.



11. Follow one of the following for your operating system:
    a. **Windows 10:** Right-click on each one and select **Send to** > **Desktop(create shortcut)**.
    b. **Windows 11:** Right-click on each one and select **Show More Options**. Then click **Send to** > **Desktop** (create shortcut).
12. Select the **CenterPoint (Work Resources)** Desktop icon to start your CenterPoint application.
13. Select the database you would like to open from the list and click **Open**. If prompted for a username and password, provide a valid CenterPoint database username and password.

This documentation is for informational purposes only. For specific accounting guidance, please contact your accountant.

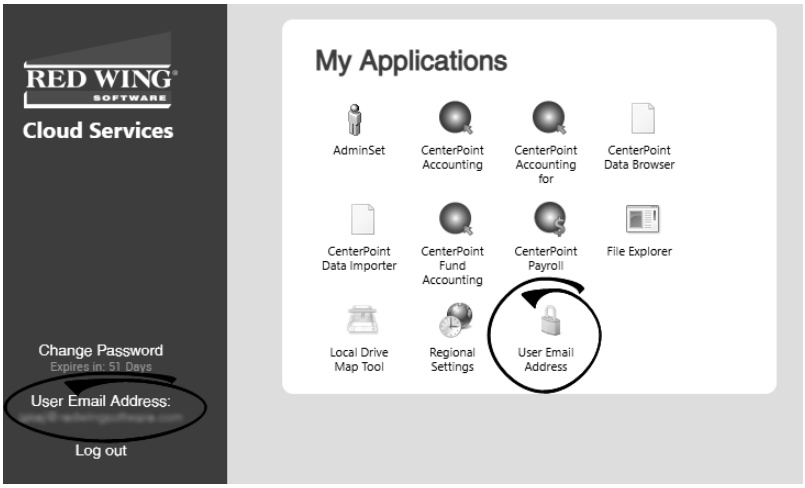
Note: Logging into the cloud and logging into your databases requires two separate login credentials if you are using database security.

Note: Passwords expire every 180 days. When the password expires, you must delete the Desktop shortcut and create a new one by following steps 1-14 above with your new password. For additional information about passwords, see the Change a Password, Change an Expired Password, or Retrieve a Forgotten Password sections in this document.

Set a User Email Address on the Account

Your Red Wing Cloud Services account requires a User Email Address. The User Email Address is currently filled, but can be changed to a valid email at any time. The User Email Address is used for two purposes: Multi-Factor Authentication (MFA) account verification and password retrieval through the "Forgot Password?" option.

1. The Red Wing Cloud Services uses Multi-Factor Authentication. Users are required to authenticate their account at the start of each month. If you have not authenticated the account, see the How do I authenticate my account and log into the Red Wing Cloud Services? question in the Multi-Factor Authentication Frequently Asked Questions section and then continue with step 2.
2. From your web browser, enter https://centerpoint.redwingcloud.com.
3. Enter the **User name** and **Password** given to you by Red Wing Software.
4. Click **Log In**. Your current configured email address is displayed on the left side of the screen.



5. Under My Applications, click **User Email Address**. If you are not using the Microsoft Edge in Internet Explorer compatibility mode browser, you will be prompted to login with the User Name and Password provided to you from Red Wing Software.



6. Enter your **MFA/Password Recovery Email Address**.
7. Click **Update**.
8. At the *MFA/Password reset email address updated* message, click **OK**.
9. Click **Close**.

Multi-Factor Authentication Frequently Asked Questions

Q: What is multi-factor authentication (MFA)?

A: Multi-factor authentication requires users to validate the login credentials through a challenge/response that sends a 6-digit code via email, which is then entered to verify the account. MFA adds additional security to the Red Wing Cloud Services environment.

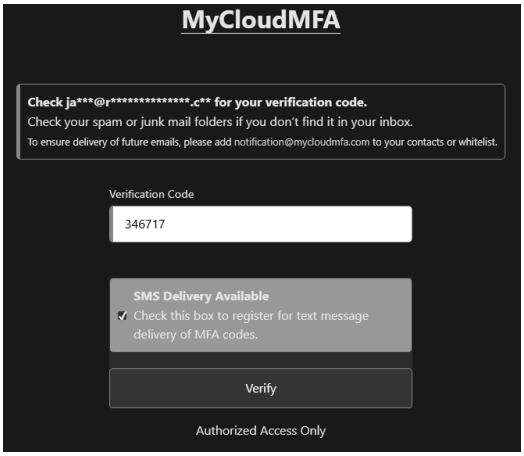
Q: How do I authenticate my account and log into the Red Wing Cloud Services?

A: To authenticate your Red Wing Software account and log in:

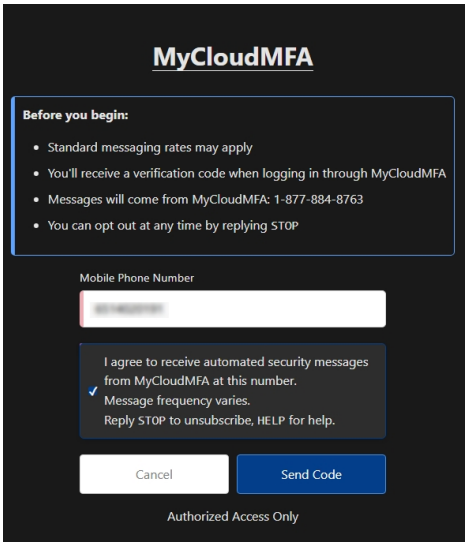
1. From your web browser, enter https://mycloudmfa.com/ and sign in with your cloud credentials.



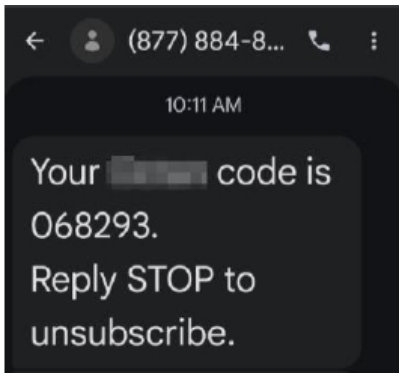
- If you want to receive an email to receive your verification code, it will be sent to the email address on record containing a six digit verification code.
  - Check your registered email for your verification code. If you cannot locate or do not receive the email:
    - Check your spam or junk email folders.
    - To ensure delivery of future emails, add notification@mycloudmfa.com to your contacts or whitelist.
    - Your account is already authenticated. See the How do I know if my account is authenticated? question below.
  - Enter the six digit **Verification Code** and if you want to receive your verification code via SMS text, select the **SMS Delivery Available** check box, and then click **Verify**.



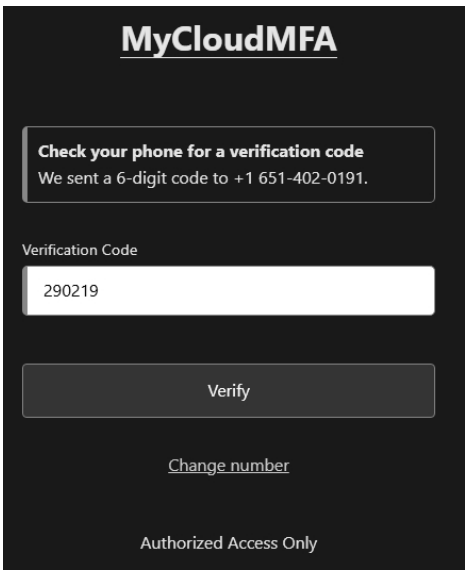
» The screen displays regulatory information including the number the text will be sent from (this will be the only phone number that texts will be sent from). Enter your **Mobile Phone Number** and select the "**I agree...**" check box, then click **Send Code**.



» You will receive a text with your verification code.



» Enter the six digit **Verification Code** displayed in the above text and click **Verify**.

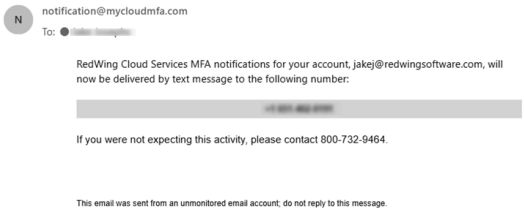


This documentation is for informational purposes only. For specific accounting guidance, please contact your accountant.

Note: The Change Number link allows you to change the phone number you are set up to receive SMS texts on . This link is only available during initial setup. If you need to change your SMS text phone number after initial setup, contact Red Wing Software Technical Support at 800-732-9464.

» You will also receive a verification text and email.





2. Log into the Red Wing Cloud Services using your preferred method:

   Option 1: Connecting to the Red Wing Cloud Services via an Internet Browser

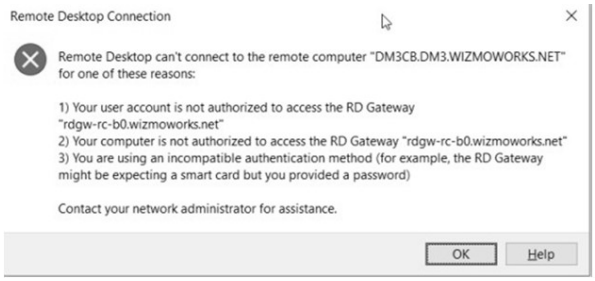
   Option 2: Connecting to the Red Wing Cloud Services via a RDP file

   Option 3: Connecting to the Red Wing Cloud Services via the Start Menu or Desktop Icon

Q: How do I know if my account is authenticated?

A: If you can log into your products without error, you are authenticated. Or, if you go to https://mycloudmfa.com/, and enter your user credentials, you will redirected to https://centerpoint.redwingcloud.com instead of a screen to enter an authentication code.

Q: Why am I receiving the screen below when I log into the Red Wing Cloud Services?



A: This message displays if your Red Wing Cloud Services account has not been authenticated. Follow the How do I authenticate my account and log into the Red Wing Cloud Services? question above.

Q: How often do I have to authenticate my Red Wing Cloud Services account?

A: Users are required to authenticate their Red Wing Cloud Services account initially and the first time they log in each month at each unique location. User passwords expire every 180 days. If you connect via Option 1, via an internet browser, three days

before the account authentication expiration, the following message will display to remind you to authenticate your account. See the How do I authenticate my account and log into the Red Wing Cloud Services? question above.



Accessing the Available Mapped Drives via the File Explorer

After you set up your connection, it is important to understand the mapped drives and file browsing locations used by Red Wing Cloud Services that can be viewed in the cloud File Explorer.

1. The Red Wing Cloud Services uses Multi-Factor Authentication (MFA). Users are required to authenticate their account at the start of each month. If you have not authenticated the account, see the How do I authenticate my account and log into the Red Wing Cloud Services? question in the Multi-Factor Authentication Frequently Asked Questions section and then continue with step 2.
2. From your web browser, enter **https://centerpoint.redwingcloud.com**.
3. Select the **File Explorer** application. If you are not using the Edge browser, you will be prompted to login with the username and password provided to you from Red Wing Software.
4. Click **Connect**.
5. If prompted, login with the username and password provided to you from Red Wing Software.

Mapped Drives

C on <Your PC Name>

- This is the C: drive on your local computer.
- You may have other, similar paths for additional local or network drives your local computer has access to.

L: (Database backups)

- The L: drive is the remote location your backups are created and stored on and the location you should put files to be restored.

P: (Private drive)

- The P: drive is a remote personal drive you can use to store personal folders and CenterPoint related data.

Note: The CenterPoint folder located on this drive should not be deleted (it contains your settings and preferences for CenterPoint).

S: (Company Shared)

- The S: drive is a remote common folder used by your company that can be used to store common CenterPoint related data.
- All users that can run CenterPoint in your company have access to this folder path.

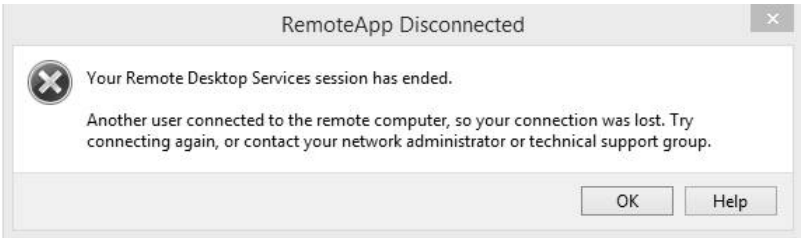
Note: Additional charges apply when a CenterPoint database(s) exceeds 1 GB or file storage (files stored on L:, P: and S drives) exceeds 500 MB. The database and file storage limits are increased by the number of users in the company. For example, if there are two users, the limit would be 2 GB for the database(s) and 1 GB for the files. The most common drive to review and clean up is the L: drive (where manual CenterPoint backup files are stored).

General Frequently Asked Questions

Q: What is the Local Drive Map Tool?

A: The Local Drive Map Tool allows you to map a cloud drive to a default drive/path on your local computer to save exported reports, or files, from the Red Wing Cloud Services to your local computer. See the Local Drive Map Tool topic.

Q: I received the following message when I was connected to the Red Wing Cloud Services and my session ended, can you explain why?

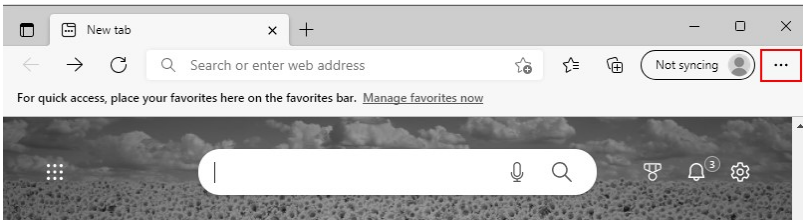


A: Your session ended because another user logged into the Red Wing Cloud Services with the same login credentials. A user can be logged into the Services one at a time. Each login is for a single user and additional users must be purchased to log in concurrently.

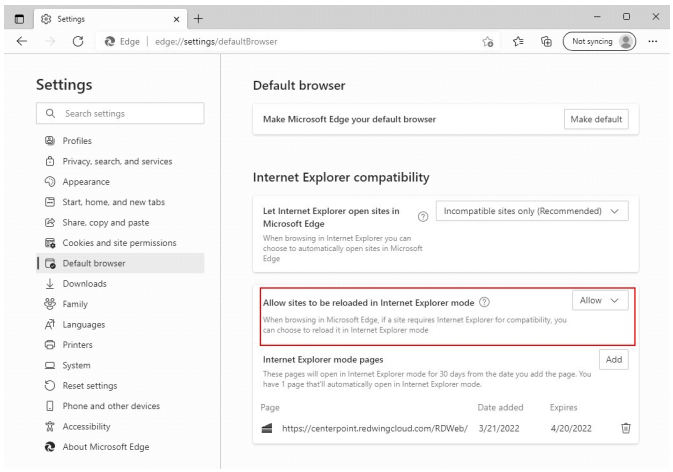
Q: How do I set the Microsoft Edge internet browser to Internet Explorer compatibility mode?

A: Follow the steps below to set Microsoft Edge to Internet Explorer compatibility mode:

1. Open Microsoft Edge.
2. Select the ellipsis (…) button in the upper-right corner.



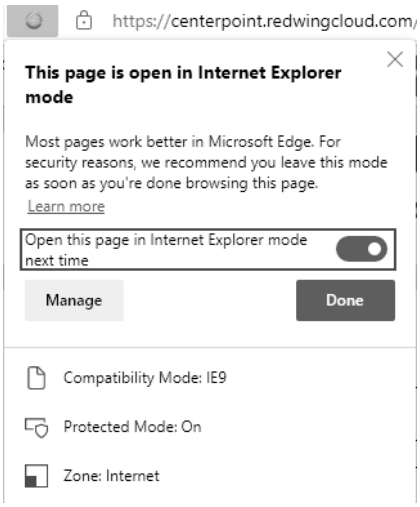
3. Select **Settings**.
4. From the **Settings** menu on the left side of the screen, select **Default Browser**. If the Settings menu isn't visible, click the icon.
5. In the **Internet Explorer Compatibility** section, under **Allow sites to be reloaded in Internet Explorer mode**, change the setting to **Allow**.



6. Close and reopen Microsoft Edge and go to **centerpoint.redwingcloud.com**.
7. Select the ellipsis (**…**) button in the upper-right corner.
8. Select **Reload in Internet Explorer mode**.
9. If you look at the web address, there will now be an Internet Explorer icon directly to the left of the web address.



10. Click the **Internet Explorer** icon.



11. Select **Open this page in Internet Explorer mode next time**.
12. Click **Done**.

Note: Internet Explorer compatibility mode expires after 30 days. If expired, you may be asked to log in twice. Repeat steps 6-12 above to re-enable Internet Explorer compatibility mode.

Q: Can I load the Red Wing Cloud Services, in Internet Explorer Compatibility Mode, from my Microsoft Edge toolbar?

A: Yes, a Reload in IE Mode button can be added to the toolbar to easily reload Internet Explorer Compatibility Mode by following the steps below:

1. In the address bar for Microsoft Edge, type **edge://settings/appearance** and then click **Enter**.
2. Under **Select which buttons to show on the toolbar**, toggle on **Internet Explorer mode button**.

Q: I want to use another web browser instead of Edge, how do I connect to the Red Wing Cloud Services?

A: Follow the steps in the Option 1: Connecting to the Red Wing Cloud Services via an Internet Browser section.

Q: Can I connect to the Red Wing Cloud Services through my Apple computer or device?

A: Yes. The Microsoft Remote Desktop app is available as a free download on the Apple App Store. Download and run the app and use your CenterPoint login credentials to access your work resources. See the Red Wing Cloud Services – Connecting to Additional Devices document for more information.

Q: I have a scanner set up on my local computer, can I scan documents into CenterPoint when I am using the program in the Red Wing Cloud Services?

A: Yes, scanners that are set up on a local computer can be accessed by the cloud services for direct scanning into CenterPoint. Contact Red Wing Software Technical Support to set up your Red Wing Cloud Services environment to accept scans. See the Scanning and Attaching Documents document for more information.

Q: How do I set up emailing in CenterPoint when in the Red Wing Cloud?

A: See the Red Wing Cloud Services Email Settings section in the Email Setup topic for additional details.

Q: I'm receiving data overage charges, can you explain why?

A: Additional charges apply when a CenterPoint database(s) exceeds 1 GB or file storage (files stored on L:, P: and S drives) exceeds 500 MB. The database and file storage limits are increased by the number of users in the company. For example, if there are two users, the limit would be 2 GB for the database(s) and 1 GB for the files. The most common drive to review and clean up is the L: drive (where manual CenterPoint backup files are stored).

Q: Are there scheduled maintenance periods for the Red Wing Cloud Services?

A: Yes, there is scheduled general maintenance every day from 11:00 pm - 1:00 am Central Standard Time.

This documentation is for informational purposes only. For specific accounting guidance, please contact your accountant.