



# **Agency View-Point**

## **Enterprise Program Management With FosTech Cloud Services**

Any Browser - Anywhere - Anytime

Logging into Agency View-Point (AVP) using RD Web Access

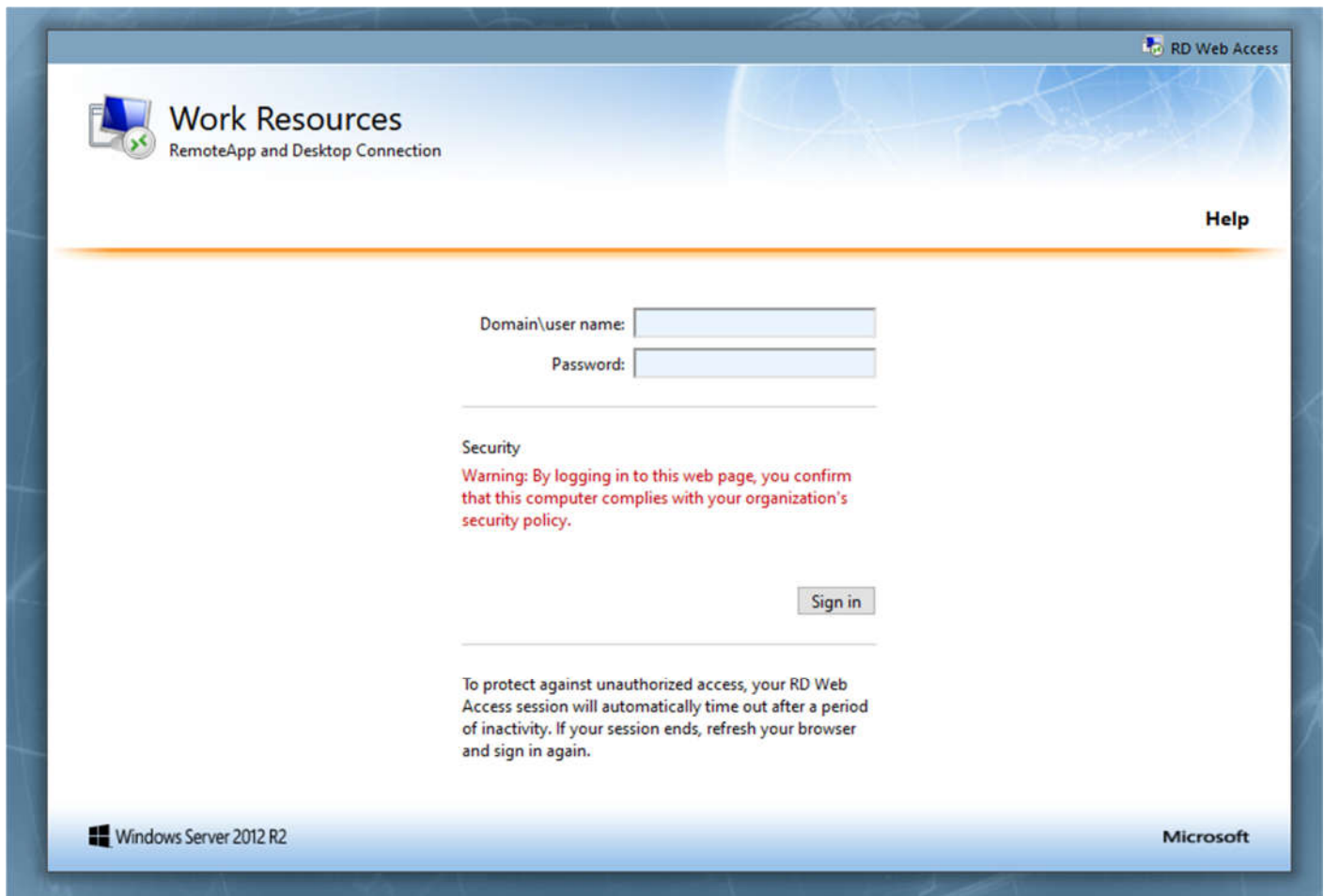
Synopsis: This guide is intended for users of Agency View-Point, and explains the steps associated with logging into your AVP system through the web browser.

Browsing to and logging into the FosTech RD Web Access Portal.

Step 1. AVP Web Access is provided through encrypted SSL so the http must end with an s or https.<sup>1</sup> Browse to your agency's AVP cloud-based system by typing the domain name into your browser's address box. Example: <https://agency.avponline.net>

Replace agency with the first set of letters in your username. i.e. fos.avponline.net. If you need the subdomain name, you can request it by asking our help desk. The options available from our help desk for obtaining support are outlined at the end of this document.

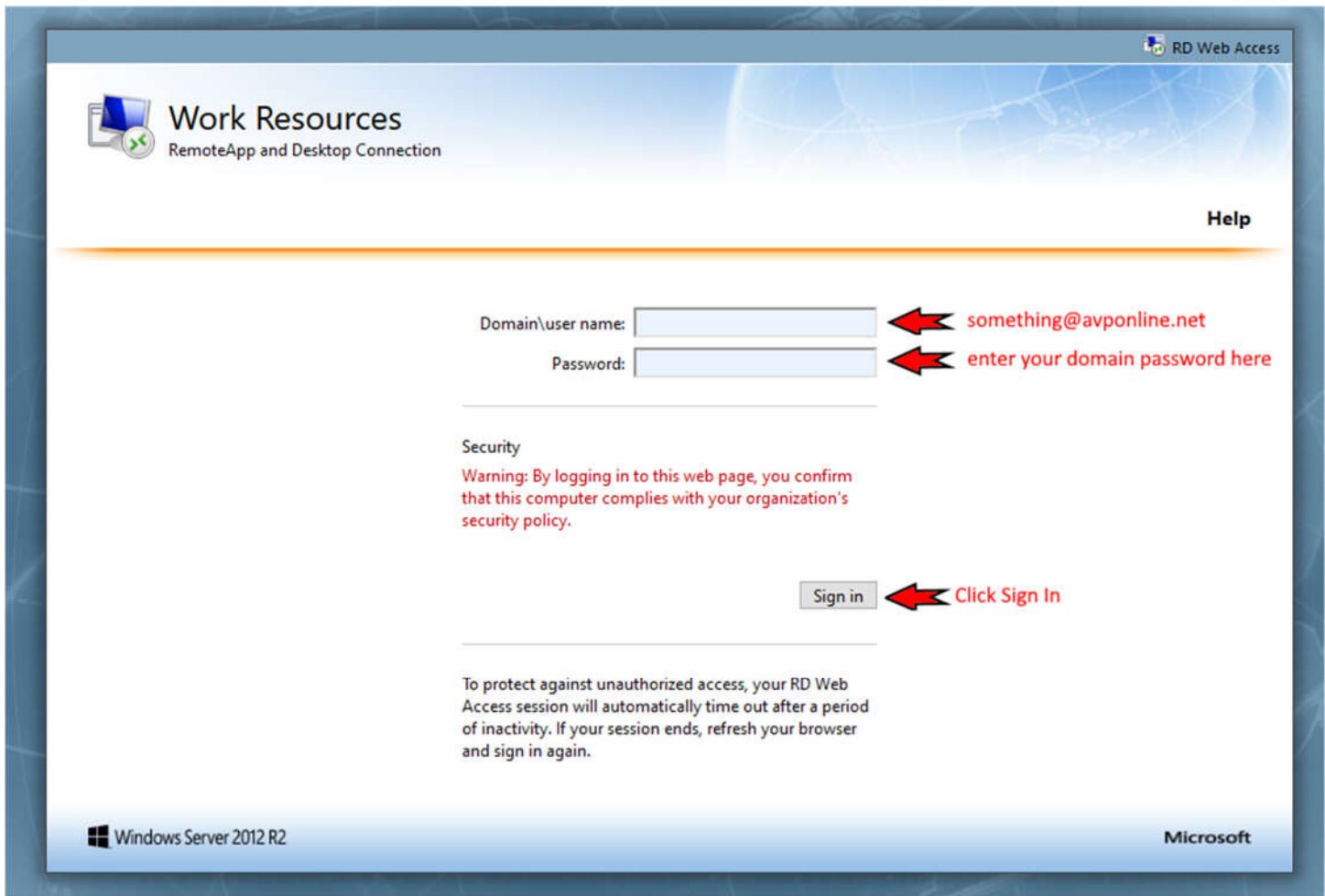
You will then be asked to enter your credentials which allows the system to determine which remote applications each user has access to execute. Here is what the screen should look like.

The screenshot shows the RD Web Access login interface. At the top left, there is a "Work Resources" header with a sub-header "RemoteApp and Desktop Connection". A "Help" link is located at the top right. The main area contains a login form with two input fields: "Domain\user name:" and "Password:". Below the password field is a "Sign in" button. A security warning is displayed in red text: "Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy." At the bottom, a message states: "To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again." The footer includes the "Windows Server 2012 R2" logo on the left and the "Microsoft" logo on the right.

Note: As we progress into RD Web Access, FosTech will be enhancing the look of this page so the look may change but the functionality will not.

Step 2. Enter your avponline.net username. Do not confuse this with your AVP username and password, as this account is for the AVP cloud server domain. Note: your username should be something like [agency.username@avponline.net](#). If you do not have your AVPOnline.net username, please see the instructions on obtaining support at the end of this document.

Step 3. Enter your avponline.net password and click [Sign In].

The screenshot shows the 'Work Resources' login page for RemoteApp and Desktop Connection. The page has a blue header with the title 'Work Resources' and a sub-header 'RemoteApp and Desktop Connection'. On the right side of the header is a 'Help' link. Below the header, there are two input fields: 'Domain\user name:' and 'Password:'. To the right of these fields are red arrows pointing to the text 'something@avponline.net' and 'enter your domain password here' respectively. Below the input fields is a 'Sign in' button. To the right of the button is a red arrow pointing to the text 'Click Sign In'. Below the button, there is a 'Security' section with a warning message: 'Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy.' At the bottom of the page, there is a footer with 'Windows Server 2012 R2' on the left and 'Microsoft' on the right.

RD Web Access

Work Resources  
RemoteApp and Desktop Connection

Help

Domain\user name:  **← something@avponline.net**

Password:  **← enter your domain password here**

Security

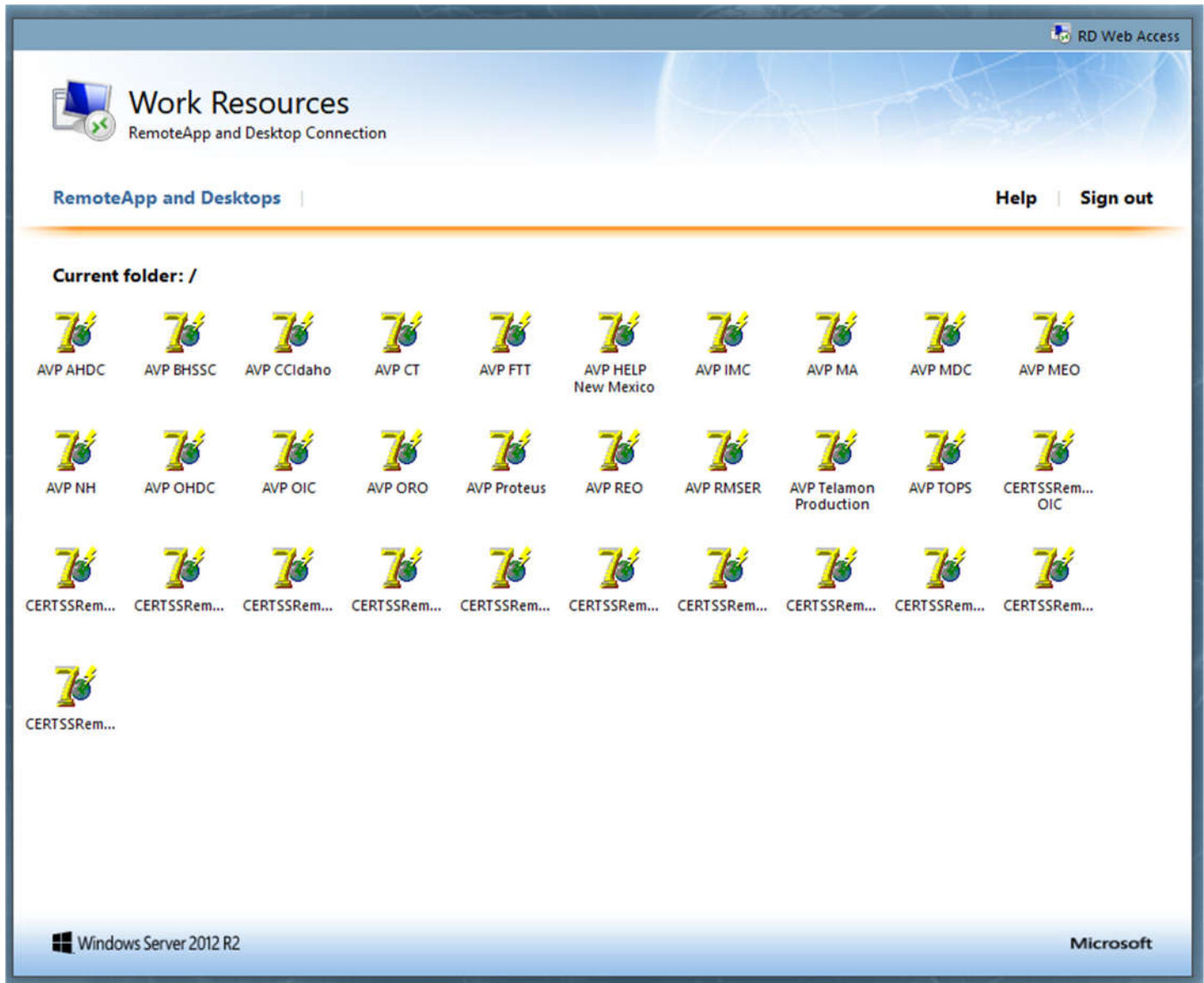
Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy.

**← Click Sign In**

To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again.

Windows Server 2012 R2 Microsoft

Step 4. Once you have gained access to your agency's AVP Web Portal you will see a link for each remote application that you have access to execute. Here I am logged in as the global system administrator, so I see all remote application links.



If you believe you should see a link that is not in the portal, first ask your MIS staff and have them request this from FosTech.

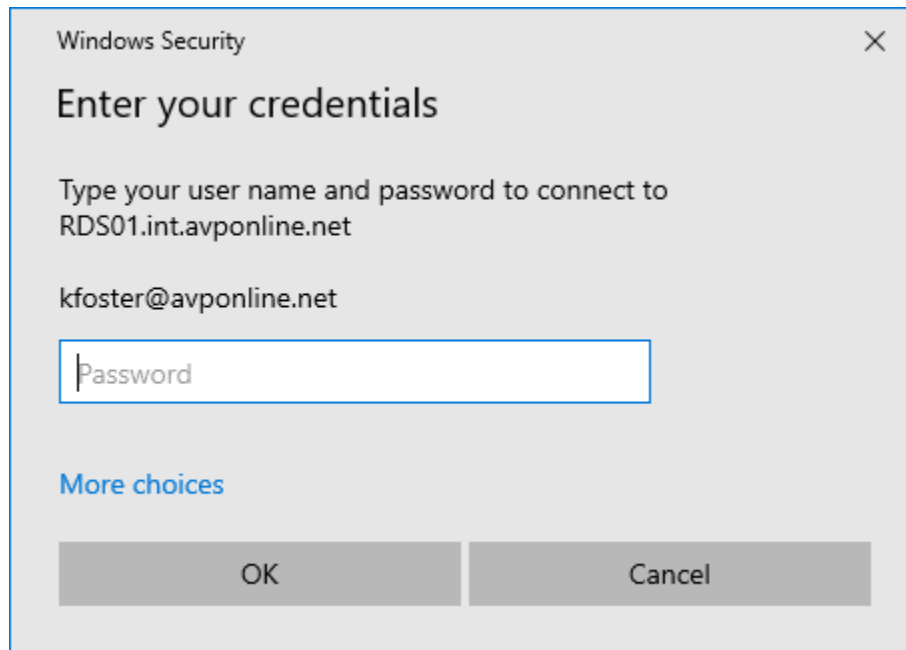
NOTE: calling us directly will not change anything unless we already know you are supposed to have access to a given CERTSS or AVP system as we must receive these requests from your



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administrative staff. Once we have written approval, emails are acceptable, from your administrative staff, we simply give your user the access through our servers. You can refresh your page and the new application's link will appear.

Step 5. Logging into the Remote App system. When you click your link, the browser will download a small file that tells your system how to connect to the remote application. You may be asked to allow or open the file, just click open. The following login screen will appear. THIS IS THE SAME avponline.net DOMAIN USER that you entered in the browser's login screen. Enter your credentials and click OK.

A screenshot of a Windows Security dialog box titled "Enter your credentials". The dialog box has a light gray background and a blue border. At the top, it says "Windows Security" with a close button (X) in the top right corner. Below the title, it says "Enter your credentials". Then, it says "Type your user name and password to connect to RDS01.int.avponline.net". Below that, it shows the username "kfooster@avponline.net". There is a text input field for the password, with the placeholder text "Password". Below the input field, there is a link that says "More choices" in blue. At the bottom, there are two buttons: "OK" and "Cancel".

Note: Each browser and anti-virus system uses different questions, so you just need to click whatever is needed to allow the system to download the file and open it. For help use our support options at the end of this document.



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Step 6: Your FosTech Agency View-Point system will open to the login screen. Enter your AVP login credentials, and you are all set to do your case management.

A screenshot of a web browser window titled "Agency View-Point for NFJP WIOA 2016". The window has a light blue header bar with standard window controls (minimize, maximize, close) on the right. The main content area is white. On the left side of the main area, there is a large, solid blue vertical rectangle. In the center of the main area, there is a smaller, light blue rectangular window titled "Agency View-Point Login". This login window has a red close button in its top right corner. It contains three input fields: "Username(Email):", "Password:", and "Remember Me" with a checked checkbox. To the right of these fields are two buttons: "Login" and "Close".



# Agency View-Point

FosTech's Help Desk is open from 8am through 5pm Central Standard Time, Monday through Friday except holidays. These holidays are listed on our help desk. We provide our clients with the following options for support;

1. Email us at [support@fostechsolutions.com](mailto:support@fostechsolutions.com)
2. Enter the ticket manually at [support.fostechsolutions.com](http://support.fostechsolutions.com)
3. Call us at 918-420-1001. Once we verify your identity, we will happily provide you with the details you require.

FYI: Field staff are initially asked to contact their MIS for approval to contact FosTech support since FosTech cannot answer policy related questions. We work with many grantees, and while everyone does some things similarly, everyone has their own policies and procedures. For these types of inquiries, please ask your MIS or supervisory staff.

<sup>1</sup> Anytime you see an s after http shows that the site is secure through SSL encryption. Before putting any passwords into any browser-based system, first verify that doing so is encrypted so others cannot see the message and your password.