

# Abila Nonprofit Online



## Connection Guide

abila™

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# Connecting to Abila Nonprofit Online

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Use the information in this section to connect to Abila Nonprofit Online from your computer, tablet, or mobile device. The set up for your connection varies with the operating system and device you choose.

## Connection Methods

There are two ways to connect to Abila Nonprofit Online:

- Use Microsoft Internet Explorer to open the Abila Nonprofit Online product portal, and the Windows Remote Desktop Protocol (RDP) to connect to the Abila applications. This method requires little setup, but you must use IE version 8 or later to access the portal. This method enables single sign-on using ActiveX and provides a central location for all of the Abila applications.
- Use the Microsoft Remote Desktop Client to launch the products from a workstation or mobile device. This method requires that you install and configure the Microsoft RDC application, 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.

## Which Method Should I Use?

Use the following table to help you choose how to connect to Abila Nonprofit Online:

| Device           | Operating System | You Can Connect to Abila Nonprofit Online Using... |                                   |                                 |
|------------------|------------------|--|-----------------------------------|---------------------------------|
|                  |                  | Internet Explorer and Remote Desktop Protocol      | Native Remote Desktop Application | Microsoft Remote Desktop Client |
| Windows Computer | XP 3             | ✓  |                                   |                                 |
| Windows Computer | V7               | ✓  | ✓                                 |                                 |
| Windows          | V8               | ✓  | ✓                                 | ✓                               |

| Device  | Operating System                         | You Can Connect to Abila Nonprofit Online Using... |                                   |                                 |
|---|--|--|-----------------------------------|---------------------------------|
|   |  | Internet Explorer and Remote Desktop Protocol      | Native Remote Desktop Application | Microsoft Remote Desktop Client |
| Computer  |  |  |                                   |                                 |
| Windows Server  | 2008 or 2012                             | ✓  | ✓                                 | ✓                               |
| Apple Computer  | Mac OS X version 10.5.8 or later         |  |                                   | ✓                               |
| Mobile Device (iPhone, iPad or Android phone or tablet) | iOS 6 or later<br>Android 2.3.4 or later |  |                                   | ✓                               |

## System Requirements

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

- Operating System: Microsoft Windows XP SP3 or higher. Windows Version 8 or later 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 a Windows Version 8 computer, 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.
- If you use the Microsoft Remote Desktop client, your device or computer must meet the system requirements for that application, and you must download it and install it on your device. See [Obtaining the Remote Desktop Client](#) for more information about downloading the application.

## 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.

## 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.

| Device Type              | How to Obtain Microsoft Remote Desktop Client   | Setup Instructions in this Document   |
|--------------------------|---|---|
| Windows desktop computer | The Remote Desktop is already installed on Windows workstations.                                    | <a href="#">Setting Up the Remote Desktop on a Windows V7 Computer</a><br><br><a href="#">Setting Up the Remote Desktop on Windows 8 or Windows Server 2012</a> |
| Apple Mac computer       | Download the Microsoft Remote Desktop Connection Client for Mac from the Microsoft Download Center. | <a href="#">Setting Up the Remote Desktop on an Apple Mac or iOS Mobile Device</a>  |
| Apple iPhone or iPad     | Download the Microsoft Remote Desktop app from the iTunes App Store.                                | <a href="#">Setting Up the Remote Desktop on an Apple Mac or iOS Mobile Device</a>  |
| Android phone or tablet  | Download the Microsoft Remote Desktop app from Google Play.   | <a href="#">Setting Up the Remote Desktop on an Android Mobile Device</a>   |

## Connecting to the Portal Using Internet Explorer

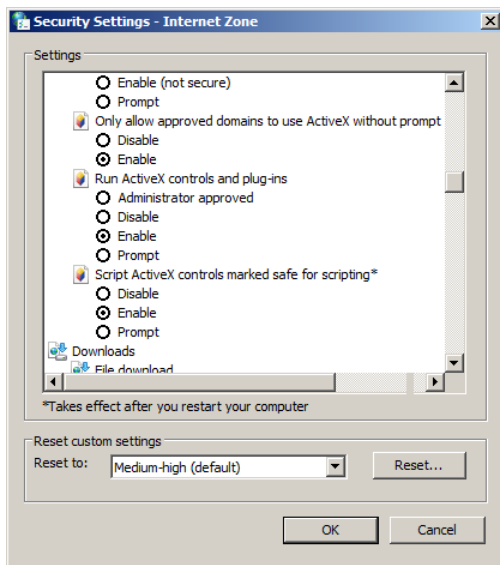
Use the information in this section to connect to Abila Nonprofit Online from an IE browser window. Before you can launch Abila Nonprofit Online from the browser, you must edit the security and privacy settings to establish the abilaonline.com as a trusted site and to allow ActiveX to run.

**Note:** The information in this section applies only if you are using Internet Explorer and the remote desktop protocol to connect to Abila Nonprofit Online. If you are using Windows 7 or later, or if you connect from an Apple computer or from a mobile device, use the instructions in [Connecting to the Portal with a Remote Desktop Application](#).

## Setting IE Browser Options for Abila Nonprofit Online

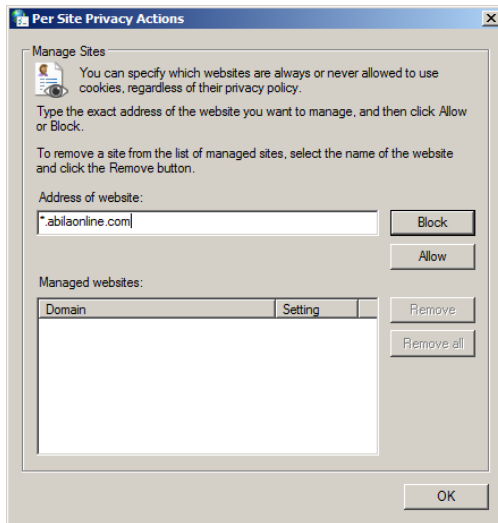
**Use the following steps to add the abilaonline.com domain as a trusted site for the IE browser and establish appropriate security settings:**

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.

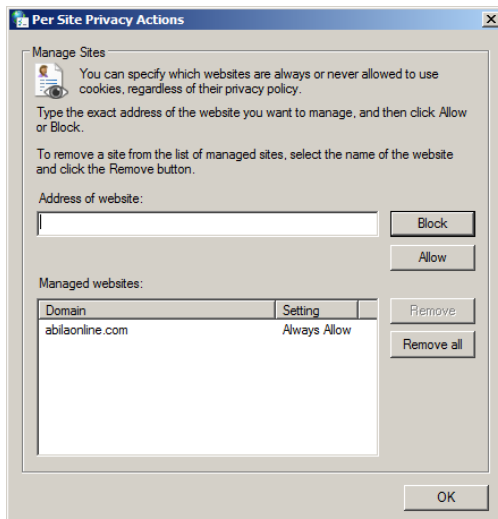




- a. Click **OK**. If prompted to confirm your change, click **Yes**.
3. Edit the browser Privacy settings to allow the abilaonline.com domain.
    - a. Select the **Privacy** tab and click the **Sites** button. The Per Sites Privacy Window form opens.

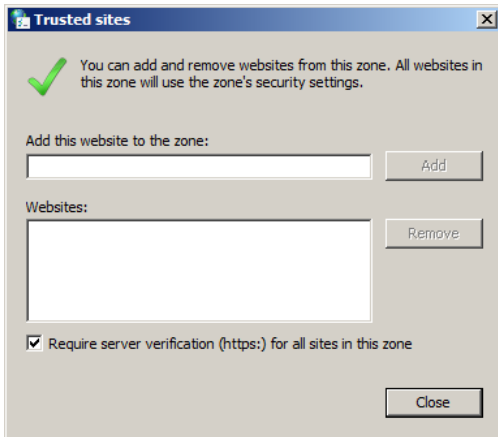


- b. Enter **\*.abilaonline.com** in the **Address of website field** and click **Allow**.

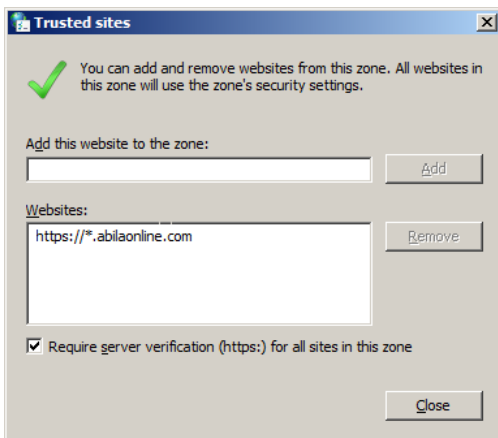


- c. Click **OK** to close the **Per Site Privacy Actions** form

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://\\*.abilaonline.com](https://*.abilaonline.com) in the **Add the website to the zone** field and click **Add**.



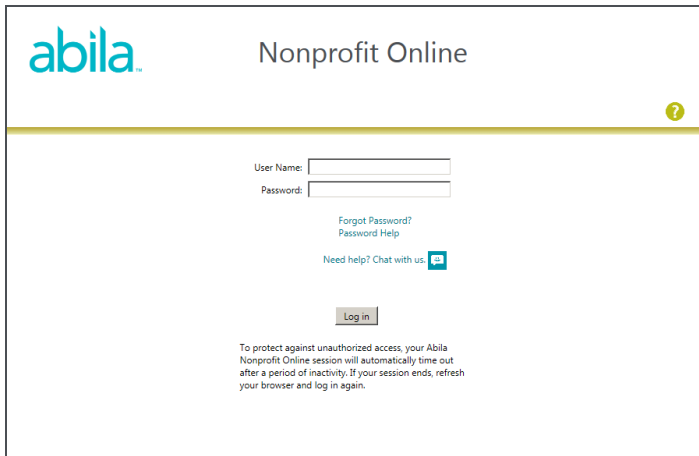
- d. Click **Close** to close the Trusted Sites form.
5. click **OK** to close the Internet Properties form.

## 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.

**Important!** If you do not click Allow to run the add on, the Active X Control can cause issues with Abila Nonprofit Online.

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 Application

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.

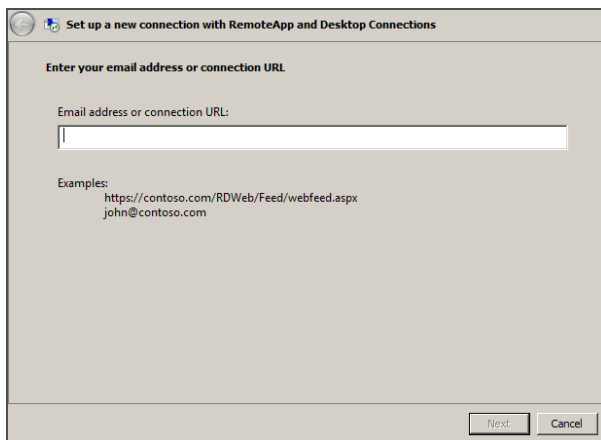
**Note:** If you plan to use the Microsoft Remote Desktop client application, the instructions in this section assume you have already obtained the application and are ready to install it. See [Obtaining the Microsoft Remote Desktop Client Application](#) for more information.

## Setting Up the Native Remote Desktop Application (Windows 7)

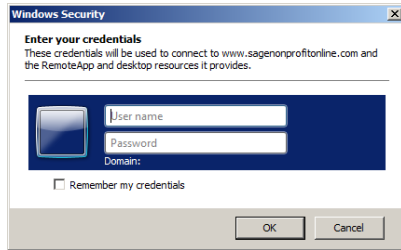
**If your computer has a native Remote Desktop Application (for example, Windows Version 7), you can use the following steps to set up the Microsoft Remote Desktop client for Abila Nonprofit Online and launch the applications:**

**Note:** The native Remote Desktop application is not the same thing as the Microsoft Remote Desktop Client. The Remote Desktop Client is only available for Windows Version 8 and later versions.

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.



3. Enter the Abila Nonprofit Online URL: <https://www.abilaonline.com/rdweb/feed/webfeed.aspx>.
4. Click **Next**. The wizard displays the **Ready to set up the connection** panel.
5. Click **Next** again to proceed. The **Windows Security** form opens.



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 Computer

**If you have Windows Version 8 or later, you can use the Microsoft Remote Desktop Client to connect to Abila Nonprofit Online. Use the following steps to set up the client and launch the Abila applications:**

1. Install the Microsoft Remote Desktop Connection Client on your computer.
2. Open the Microsoft Remote Desktop Connection Client.
3. Under **Configuration**, select **Remote Resources**.
4. In the **Server** field, enter the Abila Nonprofit Online URL:  
<https://www.abilaonline.com/rdweb/feed/webfeed.aspx>.
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 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**.
4. In the **Server** field, enter the Abila Nonprofit Online URL:  
<https://www.abilaonline.com/rdweb/feed/webfeed.aspx>.
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:  
<https://www.abilaonline.com/rdweb/feed/webfeed.aspx>.
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.