

# Hosted Applications Frequently Asked Questions (FAQs)

## 1. What is Aptix Hosted Applications?

Hosted Applications is a way for you to access all of your applications anyplace and anytime with just internet access and a web browser. With Aptix Hosted Applications, we host your applications like Office and more in the cloud so you don't have to worry about it.

## 2. Can I launch more than one app at a time?

Yes, you can view multiple files at one so if you need to compare files there are no restrictions.

## 3. What are my options for saving?

Each user has 25mb of online storage. Of course you can still save your files to any USB device or your local hard drive.

## 4. Will other users be able to see or access my files?

No, due to our strict security policies only you will be able to see or access your files.

## 5. How will other windows functions work with my hosted applications such as multi-monitor, audio, copy and paste, and print?

Multi-monitor, audio, and copy paste functions will continue to work as they currently do today. As long as your local computer has a local or network printer all of your documents will be printable.

## 6. How safe is my data?

All files are encrypted on our servers and we use HTTPS to secure our portal. HTTPS connections are often used for payment transactions on the Web and for sensitive transactions.

## 7. Will my file be protected from viruses?

Yes, we run virus scan software behind your application so you don't have to.

## 8. Who do I call for application support?

Aptix analysts are trained to help you with your entire portal and application needs.

## 9. If I walk away, will my session time out on me?

Yes, after 30 minutes of inactivity the system will automatically log you out. All files are saved and retrievable.

## 10. What if I lose my connection?

You must wait 30 minutes to allow the system to automatically log you off.

## 11. Must I use Internet Explorer as my browser?

It is recommended. However, most browsers should work fine with the Hosted Applications service.