

Onboarding FAQ Sheet

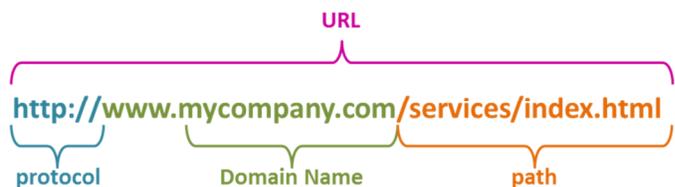
Here are answers to a few questions that sometimes come up during the Virtual Office onboarding process. The Client Onboarding Questionnaire (included in your Onboarding Packet) requires you to gather several pieces of key information. This FAQ is designed to assist you in collecting that information, or to help identify the bits you may not know how to acquire.

While all of the data requested on the Onboarding Questionnaire is important, the key information you will need to know are:

- Desired Domain Name
- Desired Web Access URL and current assignment information
- Current MX Record(s) assignment information
SSL Certificate Status on the Desired Web Access URL
- Your company's logo in the following formats:
 - 120x35 pix PNG transparent
 - 450x100 pix PNG transparent
 - Desired Signature logo (you determine the size and dimensions)

Q - What is the difference between the Domain Name and the Web Access URL

A – The terms URL and domain name are often used interchangeably, but they are, in fact, different. A URL (uniform resource locator) is the computer information that directs your browser to show you a specific document on the internet in a specific way. (For the purposes of VO set up, the web access URL it is the 'address' where you wish to locate your Virtual Office login page.) A domain name can be part of the URL, and exists for the convenience of human users. A domain name relies on DNS (domain name servers) to "translate" the name to its physical IP (internet protocol) address.



Q – How to determine your company's Domain Name?

A – Does your company already have an existing website? If so, your domain name is usually the part of your website address after the "www." If you do not have a company website, or you wish to set up an additional domain you can do this through a domain registrar such as GoDaddy.com. Virtual Office can help you with this if you'd like – just contact your Onboarding Specialist for more information.



Q – How to determine your Web Access URL?

A – Many companies already have a web access URL established for their email host which allows users to login to access email, or it can merely be a location for an admin to access the account. The format is very often something like: mail.mycompany.com. For Virtual Office, this is the address that your company will login to when accessing the entire Virtual Office platform. You can use your existing web access URL (if you have one) or choose a new one. Ideas might include: *login.mycompany.com*, *employees.mybusiness.net*, *portal.abcworks.org*, or *access.mycompany.com*.



Q – How to determine your current MX Record(s) assignment?

A – Short for mail exchange record, an MX Record is an entry in a domain name database that identifies the mail server that is responsible for handling e-mail for that domain name. You can check your MX record from the following website: www.mxtoolbox.com.

Q - What is an SSL Certificate?

A – An SSL certificate is a means by which web servers prove their identity to web browsers, allowing a secure site to communicate privately with the web browser via the HTTPS protocol.

An SSL certificate is digitally "signed" by a certificate authority, such as GoDaddy, that web browsers already trust. This allows the web browser to verify the identity of a secure site before sending private personal information, such as bank account or credit card numbers.

Q - How do I tell if my company has SSL already on the URL in question?

A – Check with your domain registrant, such as GoDaddy.com or Register.com, to find out about SSL certificate(s) for your URL.

Q - Where do I get my Company's logo in a format that works with VO?

A – Check with your internal marketing department, graphics designer or web designer. Often, the person who orders business cards for your company can help too. If you do not have a logo, or you cannot locate your logo in the correct format, your Virtual Office Onboarding Specialist can provide you with a few referrals for graphics designers who can help.