Store Offline Procedures

No connection to RDP6, RDP7 or RDP8 and can't connect to the internet

Steps to resolve:

- Reset your modem, If connection is restored all is well.
- Still no connection, Login to Décor Offline (See instructions below)
- Contact IT

Steps to Login to Décor Offline

*** *NOTE: THIS ONLY APPLIES TO STORES WITH MORE THAN 1 PC, STORES WITH ONLY a MAIN PC*
Exit RDP6 or RDP7 and use the Décor Offline shortcut on your Desktop.

Décor Offline can only be run on the PC's. PC's have logins with either a **M** or **C** in the login name
example: Store011c2

- Log off of RDP6 or RDP7
- Loff off the PC. You should be back to the main PC screen where it says "Hit Ctrl/Alt/Delete to login"
- At the login prompt there will be an icon for "**Other User**" click Other User.
- Login format: Computer name\login   *Example:* **store011m\store011offline**.
- The computer name will be different for each PC. More Examples: store011c1\store011offline or store011c2\store011offline. The PC name changes but the login ID and Password are the same for all PC's. *Password:* **Store011offline**   ("S" in Store is capitalized)

- Once you are <u>logged into the PC with the offline user account</u> you will see the icon for "Decor Offline. Double click on this icon to run decor in offline mode.

NOTE: The Main PC will bring Décor Fusion up the fastest. The other PC's will take a minute once Décor opens you will notice *you don't have a mouse* arrow yet. "Wait for it" once the mouse appears you will also notice in **the bottom right corner** it will say **"Store logged into "your location"**

Printing when Offline

- When printing an invoice a blank box will appear with no printer name "Click OK" and the invoice will print.
- Invoice didn't print   Go to Start>Devices and Printers   --find your Invoice printer and "RIGHT" CLICK. Click "Set as Default Printer"
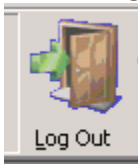
How do you know when connection is restored?
- From any PC Open Internet Explorer, Does it open a web page? Yes=connection restored

Connection is Restored - VERY IMPORTANT

Sync Transactions - ON YOUR 'MAIN' PC ONLY

 **"Click" Log Out at the top of Décor (NOT EXIT)**

- Log back in to **Décor Offline as Store/Store**

- You will see a message box stating your connection has been restored "you have transactions that need to be sync'd. **Do you want to sync** your transactions now?   "click" **YES**.
- The sync process will only take a few minutes depending on how many transactions were rung.
- EXIT Décor Offline
- Click Start Logoff   - to log off as the offline user
- You should now be back to the main screen where it says hit Ctrl/Alt/Delete to login

Logging back In

- **Click Other User**
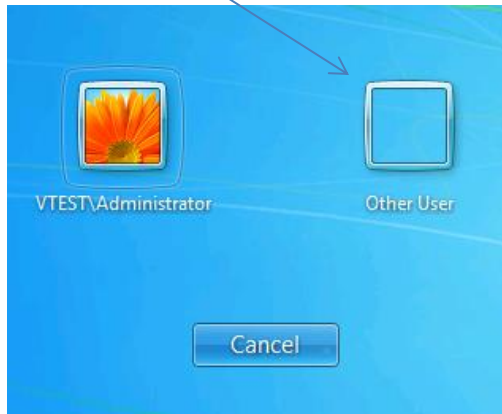
- In the Login name enter: **HIRSHFIELDS\store###m** and the password.
Note: Each PC needs to be logged back in this way. *Example: HIRSHFIELDS\store011c2*

- Login to RDP6 or RDP7 as usual
- Open Décor

You will need to logout and backin with above instructions on all PC's you used offline.