

## Access Hosting: Tips, Tricks, and FAQ's

- 1) **You will need a copy of Access 2010 to use our service.** You can purchase a standalone copy of Access 2010 or the entire Office 2010 suite by visiting <http://store.accesshosting.com>. A free trial of the entire Microsoft Office Professional 2010 suite is available for download at <http://office.microsoft.com>
- 2) **How do I add users?** If you are a Standard or Enterprise plan customer you can request specific user account names by submit a support ticket via our helpdesk at <http://accesshosting.zendesk.com>. After we have added the users you will be sent a link to our self-service control panel which lets you change passwords for any user. The final step is adding the user into your Web Database with the appropriate permissions – a tutorial of this procedure can be played from <http://vimeo.com/17099085> Please note that you are using the free trial or Developer plan your user account names have been included in the introductory email for these subscriptions.
- 3) **Can I change the name of my site?** Our Standard and Enterprise subscriptions allow you to connect a high level domain name to your site like myaccesswebdatabase.com. You can request a name change for either plan at any time via a support ticket.
- 4) **Migrating from Older Versions of Access:** We offer a conversion service to assist your migration from older versions of Access to the 2010 platform. Please visit <http://www.access2010converter.com> for details.
- 5) **What is the difference between the Free Trial, Developer, Standard, and Enterprise Subscriptions?** The free trial and developer plans both offer 25MB, 1 admin user, and 2 test user accounts. In order to expand the storage, add more users, or connect a high level domain name you need to purchase a Standard or Enterprise subscription plan. The Standard and Enterprise plans also use of our control panel for self-service user password administration.
- 6) **Service Limitations: Capacity and Scalability** Microsoft has publicly stated that the best usage scenario for web based applications is tables with less than 20,000 rows and moderate transaction volume. Applications using the native Access 2010 client or Access Runtime can scale higher than 20,000 rows and generally perform better than web based forms, reports, and queries. If your application requires more than 50,000 rows per table or requires hundreds of simultaneous users this service is probably not the best solution. Anonymous use scenarios are also unsupported in this version of Access Services (per Microsoft)
- 7) **Service Limitations: Features** Our SharePoint 2010 Server farm has been configured as a secure multi-tenant implementation of Access Services. We do not run any other SharePoint Enterprise features. We do offer dedicated server solutions that allow you to run all of the SharePoint 2010 features, but the price point is higher than our Developer, Standard and Enterprise subscription plans. Please visit our web site for more information about dedicated hosting plans.
- 8) **Access 2010 Reference Materials:** Books on Access 2010 and Access Services can be purchased at <http://store.accesshosting.com>. We update this page on a regular basis to reflect the latest publications.
- 9) **Support:** If you require support please visit our support portal at <http://accesshosting.zendesk.com> and click "Submit a Request".
- 10) **Additional Storage and Users:** You can upgrade the storage and/or number of users on our Standard or Enterprise hosting plans directly from the pricing page of our web site.