eFAACT

My username is not recognized.
If the Domain displayed on the login form is not RIGHTNETWORKS, then type rightnetworks\ in front of your user name in the first box. The Domain: is displayed just under the boxes for username and password.

Installing the Print driver for the eFAACT GovCon Cloud
If after logging into the eFAACT GovCon Cloud, the UniPrint Client is not available in your PC's Start > All Programs menu, complete the following steps.
1. Open Internet Explorer
2. Install the printer driver by going to this site: http://www.rightnetworks.com/tsweb/UniPrintClient50.msi, then click 'Save' and select the Desktop as the Save To destination. Once downloaded, click 'Run' and walk through the Install Wizard. Allow the driver installation a minute to complete.
3. Add Right Networks to Trusted Sites by going to this site:
http://www.rightnetworks.com/support/iesettings.reg, then click 'Run', click 'Yes', then click 'OK'.
4. Close all sessions of Internet Explorer.
5. Reboot your PC.

Printing with UniPrint
To print, **select the printer named "UniPrint".** UniPrint is a universal printer that routes all print jobs from the eF GovCon Cloud to a printer client running on your local computer. Local printers will display after selecting UniPrint. If your local printers do not display after selecting UniPrint, complete these 3 steps to manually activate UniPrint.
1. Log off from eFAACT GovCon Cloud
2. From your local PC select Start > All Programs > UniPrint > UniPrint Client> Launch UniPrint
3. Log back into eFAACT GovCon Cloud and print.

What does it mean if my account is locked out?
For security purposes, your account will be locked if you enter your password incorrectly three times in a row in a brief period. If this occurs, the account will automatically unlock after 30 minutes allowing you to attempt another login. Under rare circumstances, a session may also lock if it is disconnected in an unusual way as sometimes occurs if you do not log off of properly by clicking **Start > Log Off**.
You may immediately unlock your account by clicking the following link and completing the instructions.
https://www.rightnetworks.com/pwd/

After answering the security question, **keep the password reset information blank to unlock** your account without changing your password.

How do I backup our QuickBooks company file?
1. Using the QuickBooks Backup utility, backup your company file to your company folder on the virtual I drive.
2. Connect to eF GovCon Cloud File Manager
3. Enter your eFAACT GovCon Cloud username and password then click OK.
4. Download QuickBooks backup from the I Drive on the eF GovCon Cloud to your local network.
   View File Manager Tutorial Video