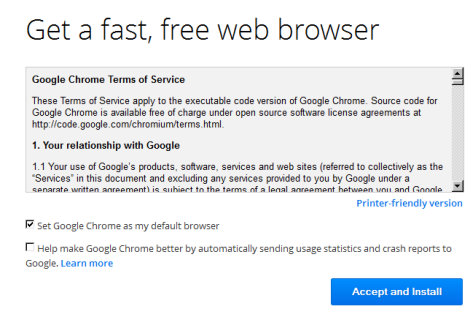
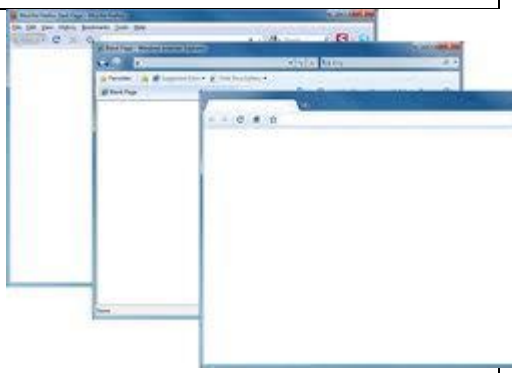
Welcome to the Cloud

Basic Tips for Eved Members

What does Eved do?	Eved automates the buying and selling for meetings and events. In a business that is all about the personal touch and continually raising the bar, meeting and event professionals are increasingly challenged to cut costs and still deliver exceptional experiences.	Eved Your Meeting & Event Marketplace
How does Eved do that?	Eved is a website you can use to source, sell, market and manage your event business. You can send invoices and receive payments online. Eved transforms the back-office buying and selling for meetings and events.	
What do I need to use Eved?	You need a computer, an internet connection, a good browser and some basic knowledge about the internet. Keep reading, and soon you'll know everything you need to start using Eved.	
What's the cloud?	Eved is cloud-based software, which means Eved uses the cloud to store your data. The cloud is the combination of thousands of computers across the world that lets you store and access your stuff on the Web. If your laptop gets lost or crashes, your data is still safe and accessible on the Web.	
What's a web app?	If you've shopped online, posted to a social media site, or looked up a map, you've used a web app. Eved is a web app. A web app is any software that runs on the web, NOT your computer. With a web app, you don't have to install a program, you're always up-to-date with the latest software, and all your data is stored online.	YAHOO! facebook Eved Your Meeting & Event Marketplace
What's a browser?	You've probably heard of IE, Safari, Firefox or Chrome. Your computer, tablet and phone all came pre-loaded with a web browser. A browser is a program you use to access the internet, but NOT every browser is good for cloud computing.	

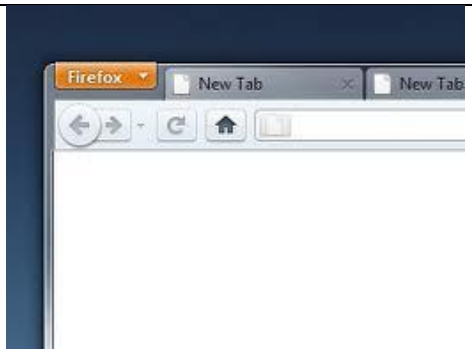
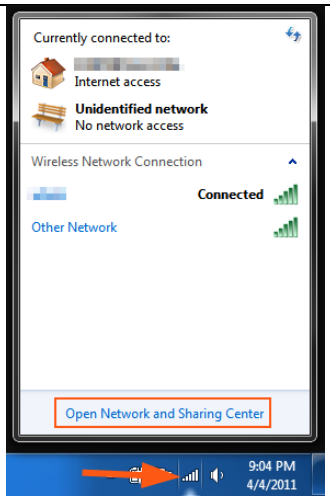
Welcome to the Cloud

Basic Tips for Eved Members

What's the best browser to use for cloud computing?	We recommend using Firefox or Chrome. These browsers are optimized for cloud computing. Most importantly, whatever browser you use, make sure you have a RECENT version, no more than a year or two old.	
How do I know what browser version I'm using?	Browsers usually hide this information under the "About" or "Help" menu items. Click around the top menu bar until you find it. (Tip: If your top menu bar is hidden, try clicking Ctrl or Command.) For Chrome, go to the little Wrench icon > About Google Chrome. For Firefox, go to Help > About Firefox.	
How do I update my old browser?	Easy! Just go to the website for the browser (like www.firefox.com or www.google.com/chrome). Follow the instructions to download and install the updated browser. You will want to restart your computer after you finish installing, since some features won't work correctly until you restart.	
What about Internet Explorer?	We don't recommend IE for Eved users. If you must use Explorer because of company policy, please make sure your browser is up-to-date. Visit www.microsoft.com/IE to download the most recent version.	
What's a Browser Window?	Opening a "Browser Window" on the web is like opening a single document on your computer. You can open multiple windows, just like you can open multiple documents, and different windows can point to different web addresses. You can move between windows to see the different "sessions" you have open. If you're using a web app like Eved, make sure you use only ONE window for the program. If Eved is open in more than one window, your work may not be saved.	 To open a new window, try Ctrl-N or Command-N.

Welcome to the Cloud

Basic Tips for Eved Members

What's a Browser Tab?	A "Browser Tab" is a window IN a window. By opening new tabs instead of new windows, it's easier to see all the browser "sessions" you have going, because all the tabs are listed on the top menu. When you're working on a web app like Eved, make sure you have it open in only ONE tab, or your work may not be saved.	 To create a new tab, try Ctrl-T or Command-T.
What type of internet connection should I use?	You need a BROADBAND connection, whether it's T1, Cable, or DSL. MOST importantly, make sure your connection is FAST, RELIABLE, and SECURE. As a rule of thumb you should always have available a minimum of 500kb/sec per user so larger offices sharing one connection need to provision accordingly depending on the total number of users sharing that connection. If possible, use a connection that you plug into your computer, like an Ethernet cable.	
Can I use a wireless connection?	Yes, as long as the connection is FAST and SECURE. Wireless internet is broadcast from a transmitter like a radio signal, and anyone in range can use it. The more people using it, the slower it gets. If it gets too slow, web apps may not work properly and you may not be able to save your work. You should NEVER use an "Open" wireless network, like a network in a coffee shop, for your cloud computing. "Open" networks are magnets for viruses and hackers, and your data will not be safe. If a network doesn't require a password, don't use it.	

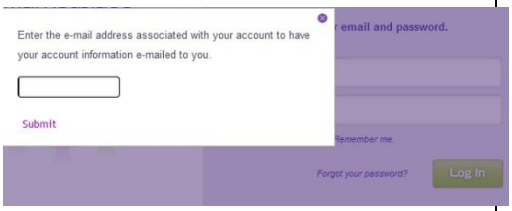
Welcome to the Cloud

Basic Tips for Eved Members

What are the minimum hardware requirements ?	We recommend a machine with at least 2 GB of RAM and a 1.5GHz processor. Also, you need to make sure you have enough free space on your hard disk. As a rule of thumb you should always have at least 2-3 GB free. If you're using a PC, we recommend that your operating system be at least Windows Vista. If you're using Windows XP, the default internet browser is IE7, so be sure to upgrade to the latest version.	
What other programs do I need for Cloud Computing?	We recommend downloading the most recent version of **Acrobat Reader** and **Flash**. Acrobat Reader allows you to view portable data files (PDFs). Download it for FREE at: http://get.adobe.com/reader/. Flash is a media player that allows you to view animations and videos online. Many web sites, including Eved, won't work correctly without it. Download it for FREE at: http://get.adobe.com/flashplayer/.	
What exactly is a PDF?	Have you ever opened a document you received in an email, only to have to re-format the entire thing before you print? That's because you opened the document in a DIFFERENT program than the one it was created in…say you have Word for Windows and it was created in Apple Pages. PDFs solve this problem. A PDF is like a snapshot of your document, which can be viewed by anyone with Acrobat Reader. We recommend converting ANY document you upload to Eved to PDF.	
How do I create a PDF?	You can't create or edit PDFs with Acrobat Reader. To do that, you need a PDF writer. CutePDF is a FREE, basic PDF writer. Get it at http://www.cutepdf.com. For a more powerful tool, you can purchase Adobe Acrobat X. See details here http://www.adobe.com/products/acrobatpro/buying-guide.html.	

Welcome to the Cloud

Basic Tips for Eved Members

How do I "upload" documents and files to the cloud?	When you upload a document or photo, you're actually making a COPY of that item that will be stored in the cloud. It works just like adding an attachment to an email. After you click "Upload," you need to locate the file on YOUR computer, select it and click OK. If you want to make changes to the document you uploaded, you need to make the changes to the document on YOUR computer, and then REPLACE the item you originally uploaded.	
How do I edit and crop my photos and graphics?	There are SO many different photo editors available today, and they all work a little differently. For a good basic tool, we recommend downloading Google Picasa for FREE from http://picasa.google.com. After you add your photos to Picasa (File>Add File to Picasa), just double click on the photo to open the cropping tool. Select "Manual" and drag the cropping rectangle on the photo to the size you want. Select "Apply" to save your changes. Eved also has a photo cropping tool built in to the photo uploader.	Picasa
What if I forget my username or password?	Every web app, including Eved, has a recovery system so that you can get your username and password if you forget them. You just need access to the email address you used when you signed up. From Eved's login page, click "Forgot your password," enter your email address and click Submit. Then check your email for your login credentials.	

Welcome to the Cloud

Basic Tips for Eved Members

Do I have to save my work?	Yes! Save early and often. Even though there is usually an autosave function on web apps (Eved autosaves your work every five minutes), clicking the Save button every so often ensures that your hard work won't be lost. Remember, you are saving to the cloud, not your computer.	

Still have questions?
Call Eved Technical Support at
(312) 902-3833
Toll Free: (866) 930-3833
support@eved.com