

MSDSONLINE DESKTOP BACKUP TUTORIAL



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BACKUP CAPABILITIES



Backup (Windows OS only)

- Computer-based Backup
 - ✓ Access to eBinder without an Internet connection in the event of a connection failure or other emergency (HQ or HQ RegXR only)
 - ✓ Ability to batch print PDFs to keep in a physical binder
- Portable Backups (HQ & HQ RegXR only)
 - ✓ eBinder is downloaded & stored on CD/DVD or Flash Drive that is portable between computers.
- MSDSonline Desktop Backup is not designed for tablets or phones.



SYSTEM REQUIREMENTS

Microsoft Windows Operating System 8.1 or higher
Local Hard Drive Installation Only

MSDSonline Backup is:

- Intended for emergency use in the event of a power or Internet access failure.
- Not intended to replace daily eBinder access
 - Daily website access is compatible with all standard operating systems (Windows, Mac, Android, Linux)
 - Mobile app is compatible with Android & iOS
- Not compatible with Mac OS, mobile devices, Citrix, or other “virtualization software.”



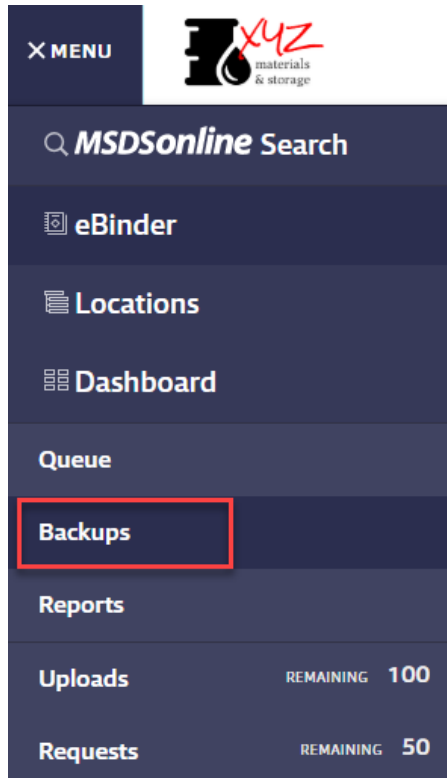
SYSTEM REQUIREMENTS

- Microsoft Windows 8.1 or higher
- .zip file extraction software
- VGA resolution of 1024 x 768 or higher recommended
- Adobe® Reader® DC (Version 2015+)
- MSDSonline Desktop app must initially connect to the internet to download the eBinder backup file:
 - ✓ You will need IT to install this program on your local hard drive if you do not have sufficient permissions.
 - ✓ Proxy, Firewalls or security software will need to be adjusted, please ask your Network Administrator to whitelist the IP addresses located at <https://www.cloudflare.com/ips/> or the http://*.msdsonline.com domain as an exception in the firewall and/or proxy server.
 - ✓ When installing, do not change the file path, it must be installed onto your local hard drive. You can create stand-alone copies later that you can save to USB/DVD.



CONFIGURING THE INITIAL BACKUP

- The first time you create a Backup you need to download the MSDSonline Desktop Application from your account.
- Click on the Global Navigation Menu in the upper left-hand corner of your account and select Backups.



- On the Backup page, click Download Application.
- Hit “run,” if prompted.



DOWNLOADING & INSTALLING

- You are not just downloading the PDFs of your SDSs alone but rather additional eBinder data as well.
- The required program must be installed onto your local hard drive; **network or shared drives are not supported**.
- If your system did not automatically install the application or you chose Save, locate the downloaded MSDSonline Desktop Setup.exe file, open it, and follow any installation prompts.



MSDSonline Desktop Application

Please download the MSDSonline Desktop Application using the download button below. Once installed and launched you will be presented with a set of Backup Options to choose from in order to create an eBinder backup to suit your needs. The MSDSonline Desktop Application will become your primary tool for creating an up to date and accessible backup of the data and SDS in your eBinder.

To create a new /updated backup, simply open the MSDSonline Desktop Application and the most recent data and SDS documents in your eBinder will be retrieved and presented via the MSDSonline Desktop Application. If you have already downloaded the MSDSonline Desktop application, open the application wherever it is stored on your PC and it will automatically refresh your eBinder data and SDS documents based on the Backup Options chosen.



CONFIGURATION SETTINGS

- Once installed, a brief splash screen will appear and the application will ask for your username and password.
- Enter the same username and password you use to log into your MSDSonline account.
- Click Save.
- If you cannot proceed beyond this screen, click “See Advanced Settings.” You may need your IT staff to enter information.

MSDSonline Desktop Application

MENU MSDSonline a velocityEHS solution Welcome, Connected ?

Configuration Settings

Login Information

MSDSonline Desktop Manager requires your MSDSonline Username and Password in order to download your data files. Please populate the fields under Advanced Settings if you are attempting to launch this application from behind a Firewall or using a Proxy Server.

Username (Required)

Password (Required)

[See Advanced Settings](#)

Save

Behind a firewall or proxy? Click "See Advanced Settings."

MSDSonline a velocityEHS solution



NETWORK, FIREWALL & PROXY

 MENU


— a velocityEHS solution —

Welcome,

Connected 



Advanced Settings

Backup File Location

Select the default locations where data files are stored.

Select Location

Do not change file path. Network or Shared drives not supported

Proxy Information

If you connect to the internet via proxy server, enter the proxy information below.

Proxy Server

Proxy Server Port

Proxy Username

Proxy Password

Only your IT or network administrator knows this information

Save



CREATING THE INITIAL BACKUP

- Next you need to select which safety data sheets you want included in your Backup.
- If you want to be able to see locations and filter them, pick “Products assigned to Locations.”
- If you select all products, your Location structure will not be downloaded.

MSDSonline Desktop Application

MENU MSDSonline a velocityEHS solution Welcome, Connected ?

Backup Options

Select Products

What products would you like to include in your backup?

☒ All Products

 ☐ Products assigned to Locations

☐ Products assigned to Product Groups

☐ Products assigned to Locations and Product Groups

Archived Documents

☐ Include archived documents

Save

If you want to be able to see locations and filter them, pick "all products assigned to locations."

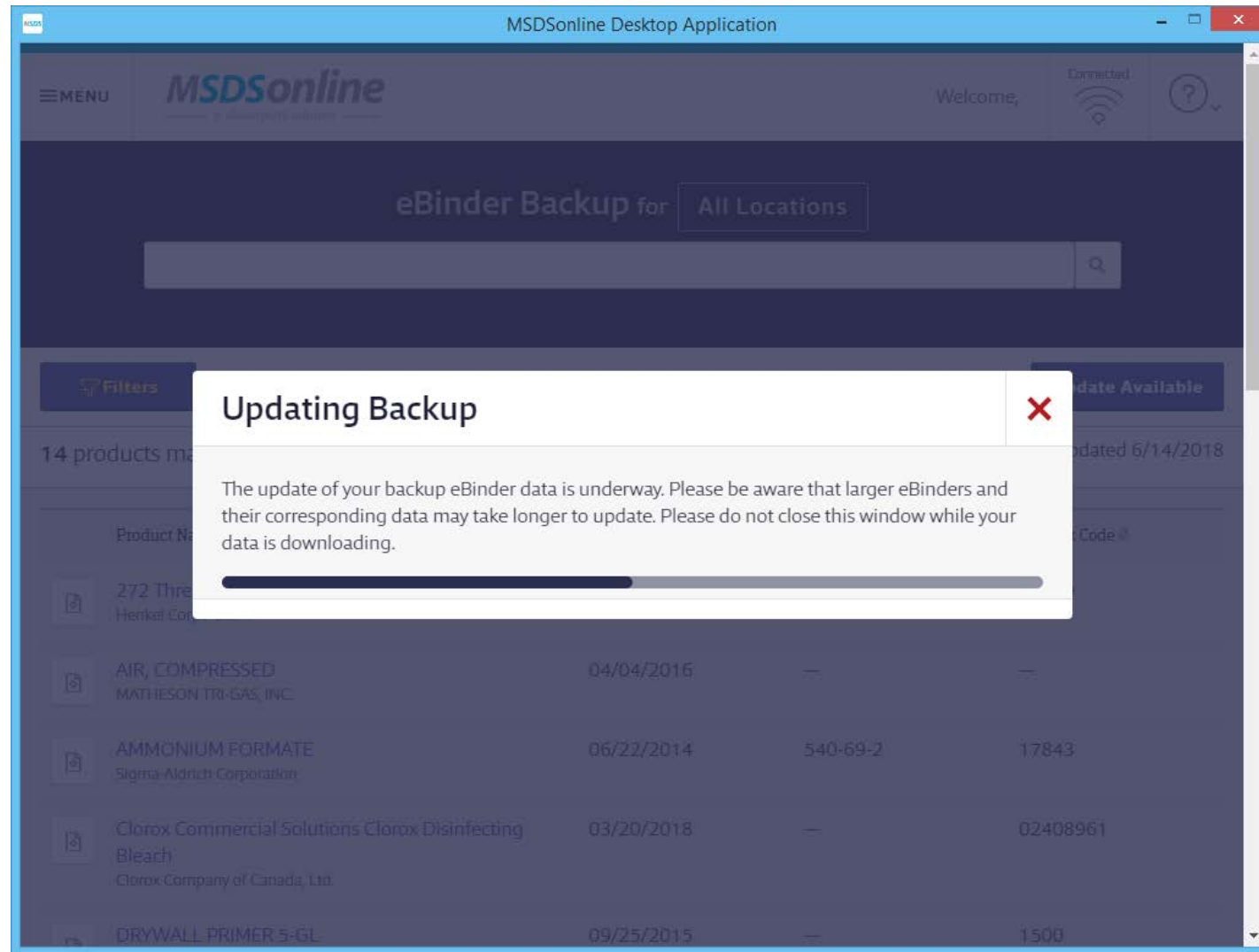
If you pick all products, location structure will not be downloaded.

You can go back & reconfigure this as many times as you want.

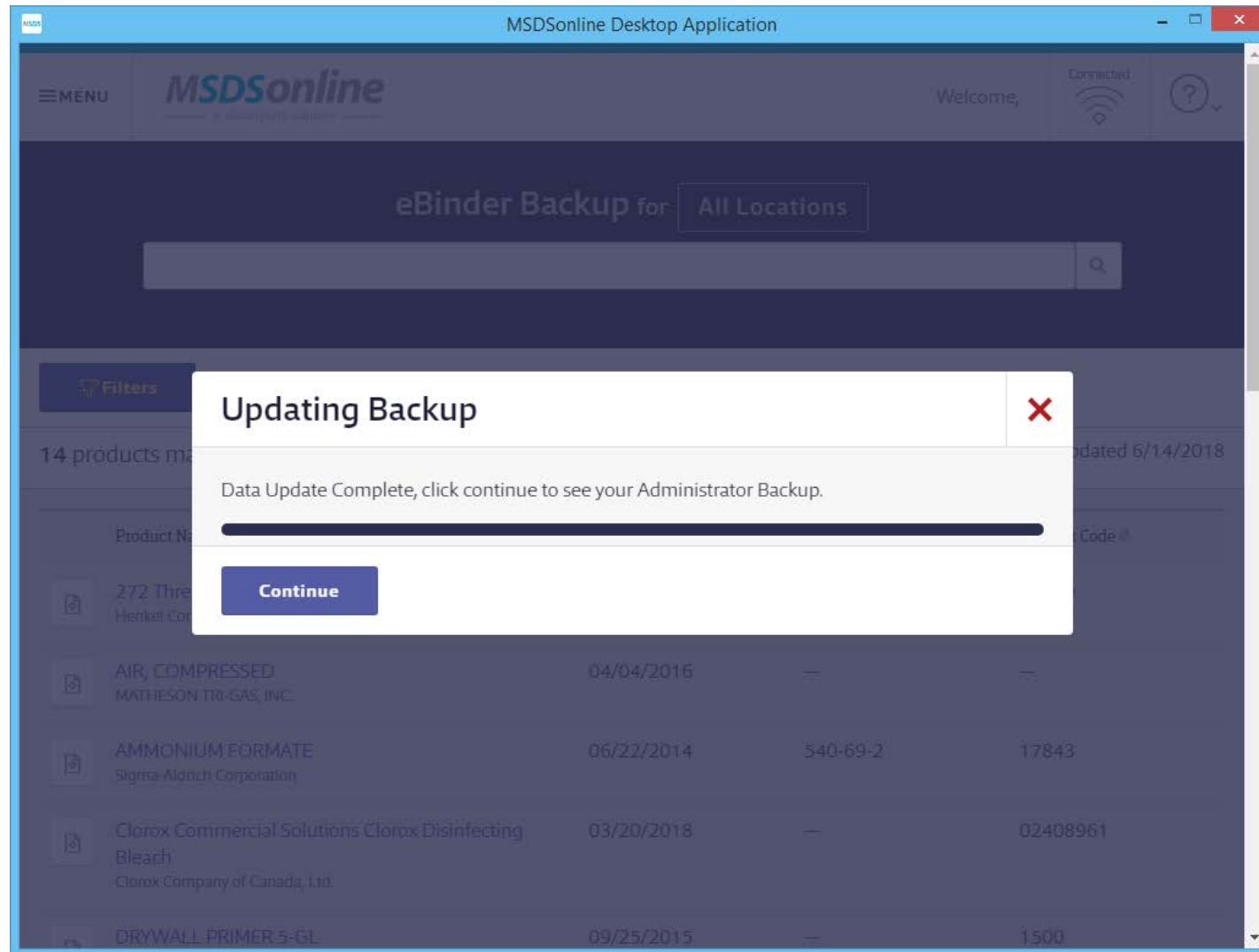
MSDSonline a velocityEHS solution



MAINTAIN INTERNET CONNECTION & DO NOT CLOSE



UPDATING COMPLETE



MSDSOnline Desktop Tour

- You can search by:
 - Product Name
 - Manufacturer Name
 - CAS #
 - Product Code
 - Custom 1 field
 - Custom 2 field
 - Custom module data
- Click on a PDF icon to view an SDS
- The eBinder Backup does not include information on the Product Summary page.

MSDSonline Desktop Application

MENU MSDSonline a velocityEHS solution Welcome, Connected ?

eBinder Backup for All Locations

Filters

Take a look around: You have search and view PDF capabilities

16 products match Reset Search Updated 9/21/2018

Product Name	Revision Date	Product CAS	Product Code
 272 Threadlocker High Strength Henkel Corporation	08/21/2014	—	27240
 AIR, COMPRESSED MATHESON TRI-GAS, INC.	04/04/2016	—	—
 AMMONIUM FORMATE Sigma-Aldrich Corporation	06/22/2014	540-69-2	17843
 Bear Repellant Washington Laboratories	08/06/2015	—	—
 Children's Xyzal Allergy Oral Solution Sanofi-Aventis US LLC	05/26/2016	—	—

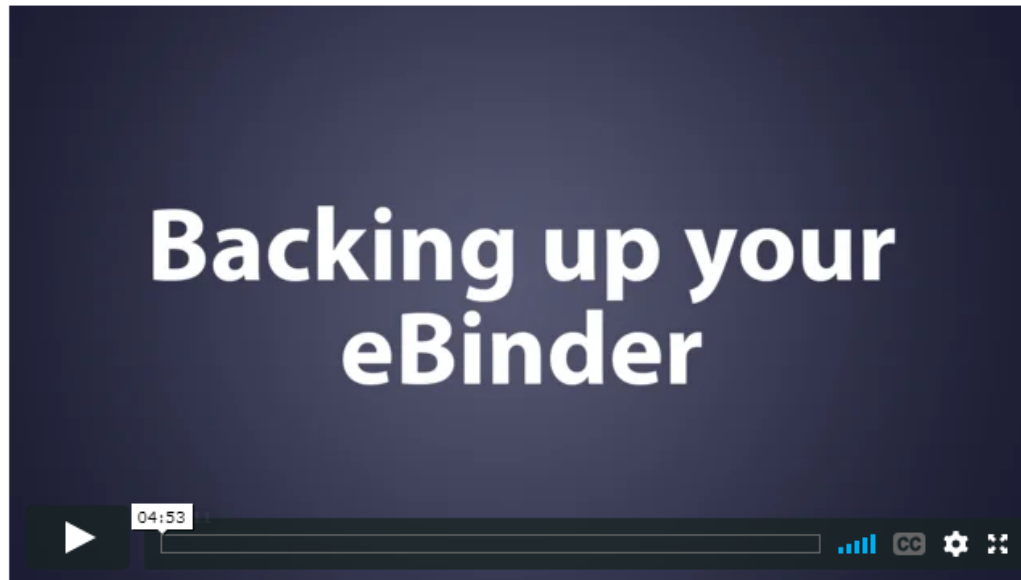


VIDEO OVERVIEW ON BACKUP

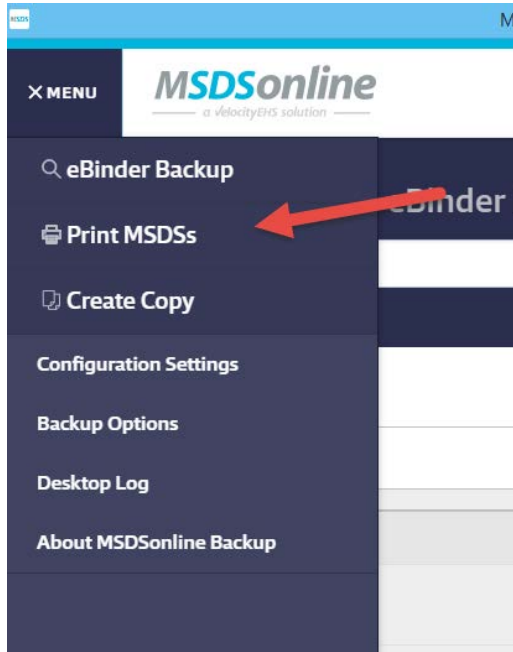
Please open in Internet browser: <https://help.ehs.com/knowledge-base/backup/>

Backing up your account

Creating a backup of the safety data sheets in your eBinder is an important step in staying compliant with many regulations that may require safety data sheets to be readily available even if your users do not have Internet access. The Backup feature in your account provides tools to quickly and easily create a compliant backup of your site-specific safety data sheet inventory that can be used in the event of a loss of connectivity.



PRINTING



- Click on Menu in the Desktop Application and select Print MSDSs.
- The latest (free) version of Adobe Reader DC is required to print.
- Some configuration options for printing.
 - If you need robust printing features, consider purchasing a custom print job.

A screenshot of the MSDSonline web interface for printing SDS files. The page is titled 'Print SDS'. It contains several sections with radio button options:

- 'What locations or groups would you like to print SDSs from?':
 - ☒ All Products
 - ☐ Products assigned to a Location
 - ☐ Products assigned to a Product Group
- 'How would you like products to be sorted in your print job?':
 - ☒ Sort Alphabetically by Product Name
 - ☐ Sort Alphabetically by Manufacturer
- 'Would you like to include In Use products, Not in Use products, or both?':
 - ☒ In Use
 - ☐ Not in Use
 - ☐ Both
- 'Would you like to include Active Documents, Archived Documents, or both?':
 - ☒ Active Documents
 - ☐ Archived Documents
 - ☐ Both
- 'Select the printer.':
 - Printers:

13 documents

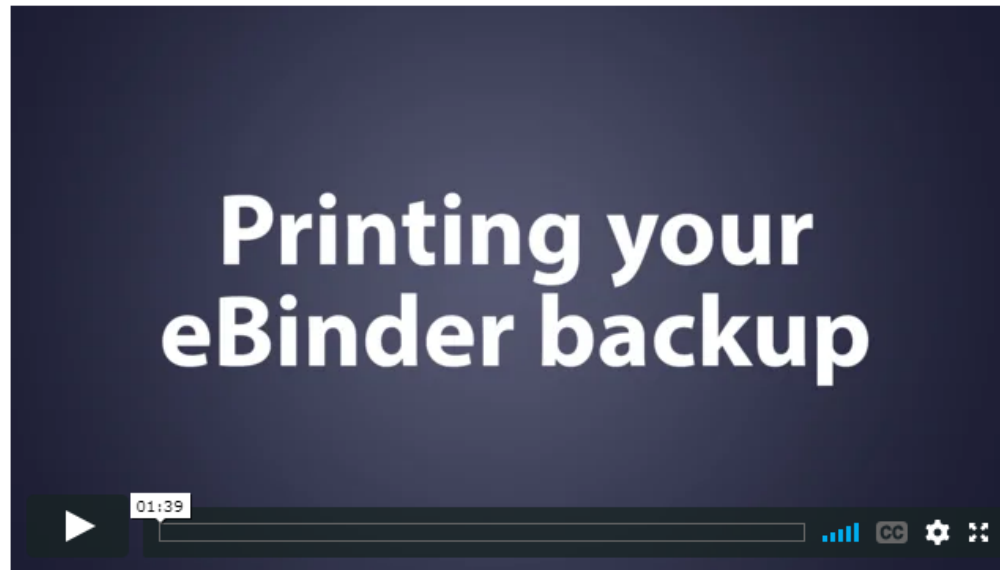


VIDEO ON PRINTING

- Please open in Internet browser: <https://help.ehs.com/knowledge-base/printing/>
- If you need highly customized print options, consider a quote for custom print job.

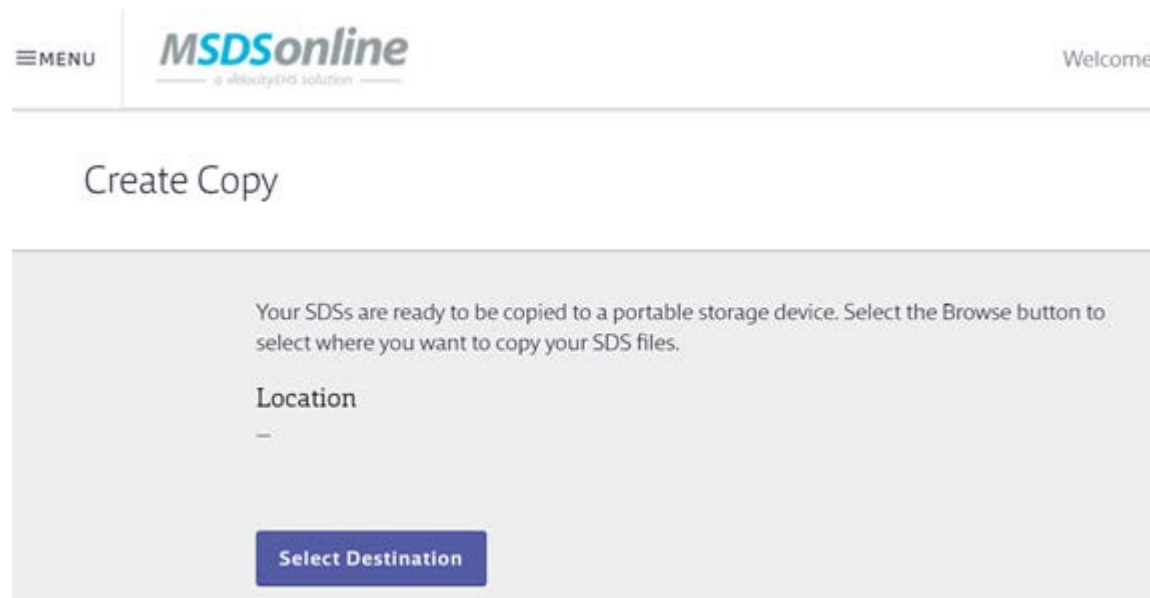
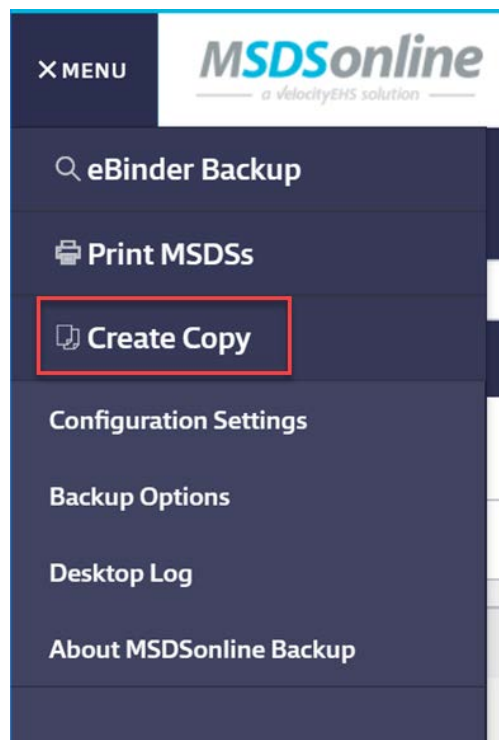
Printing Multiple Safety Data Sheets

Creating a backup of the safety data sheets in your eBinder is an important step in staying compliant with many regulations that may require safety data sheets to be readily available even if your users do not have Internet access. The Backup feature in your account provides tools to quickly and easily print multiple safety data sheets if you choose to use paper as your backup method.



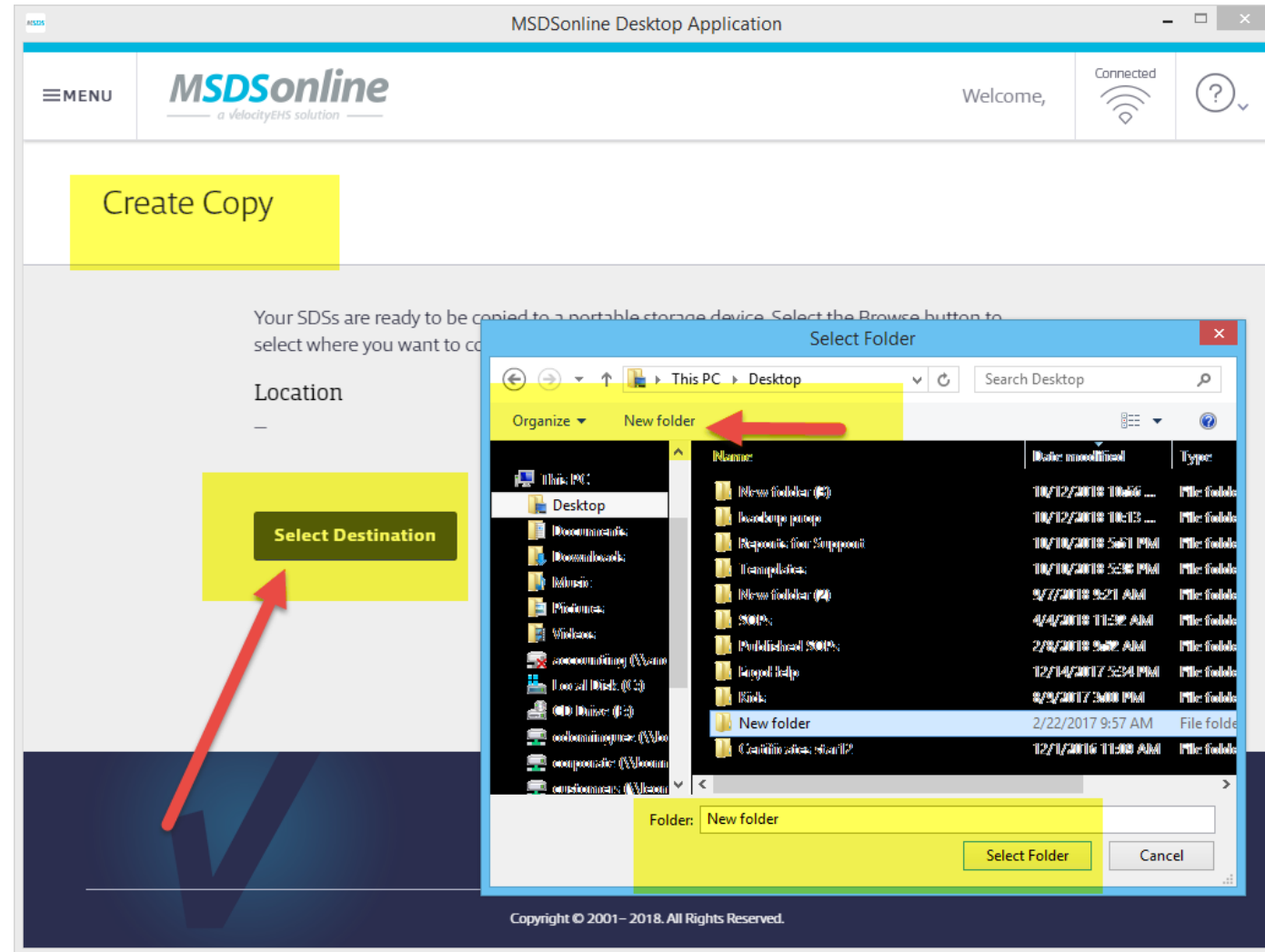
CREATING A BACKUP COPY

- Click on the Menu in the Desktop Application and select “Create Copy”.
- You can save an eBinder backup onto a CD/DVD or USB Flash drive.
 - Cannot save to a shared or network drive.
- The copies can be accessed using an off-site computer or using a Windows OS, battery-powered laptop in the event you lose power.
- Backup copies are not intended to replace primary access through a browser connected to the internet.



BACKUP COPY: SAVE TO BLANK FOLDER FIRST

- Click select destination and **create a new folder** on your own desktop.
 - Do not save directly to Flash drive/CD/DVD.
- Once the copy is created in the new folder, **drag and drop the entire folder onto the Flash drive or CD/DVD**. Do not drag just the contents but rather the entire folder.



CREATING COPY TO BLANK FOLDER

Once you select the new folder, click copy.

Create Copy

Your SDSs are ready to be copied to a portable storage device. Select the Browse button to select where you want to copy your SDS files.

Location
C:\Users\odominguez.VELOCITYEHS\Desktop\New folder (4)

Copy **Select Destination**

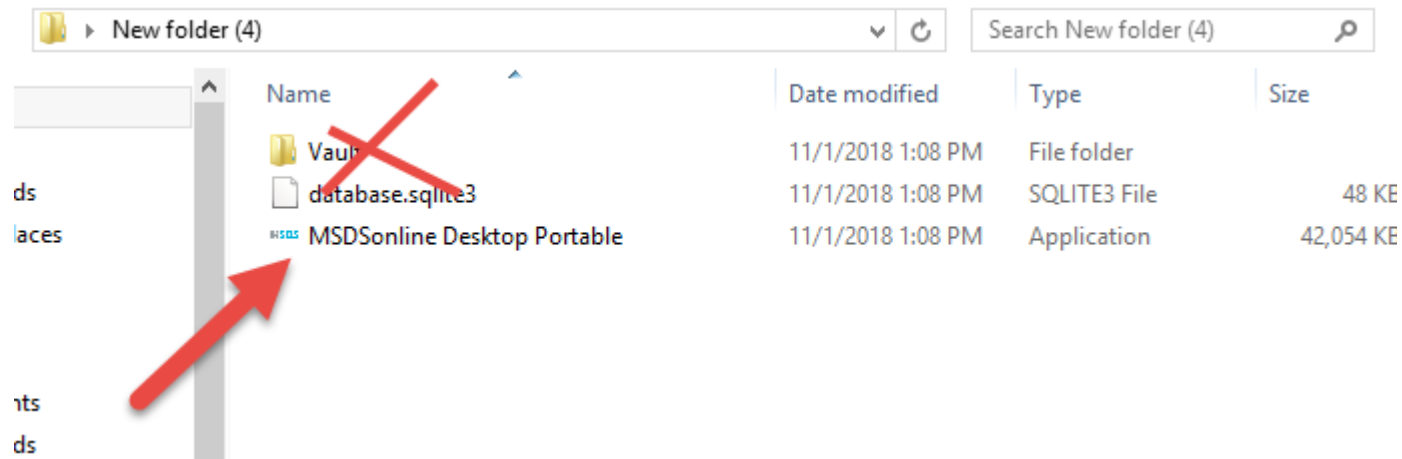
Save to a blank new folder on your own desktop first. Do not save directly to USB/CD/DVD.

You cannot save to shared or network drives.



MSDSONLINE DESKTOP PORTABLE COPY

- Once you click Copy and the processes completes, close down the full Backup app and take a look at the folder you created on your own desktop.
- The only file that you or whoever you hand this backup copy to should click on is “MSDSonline Desktop Portable.”
- DO NOT click on the other two files, edit or hide them.
- The last step is transferring over the entire folder (not just the contents) to the Flash drive /CD/DVD.

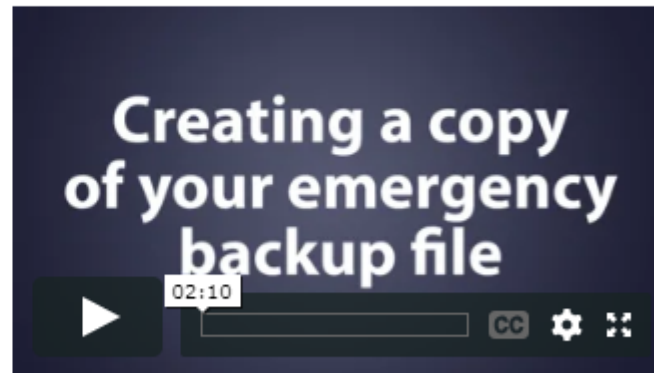


VIDEO ON CREATING A COPY

- Please open in Internet browser: <https://help.ehs.com/knowledge-base/hq-backup-additional-tools/#creating-a-copy-of-your-emergency-backup-file>

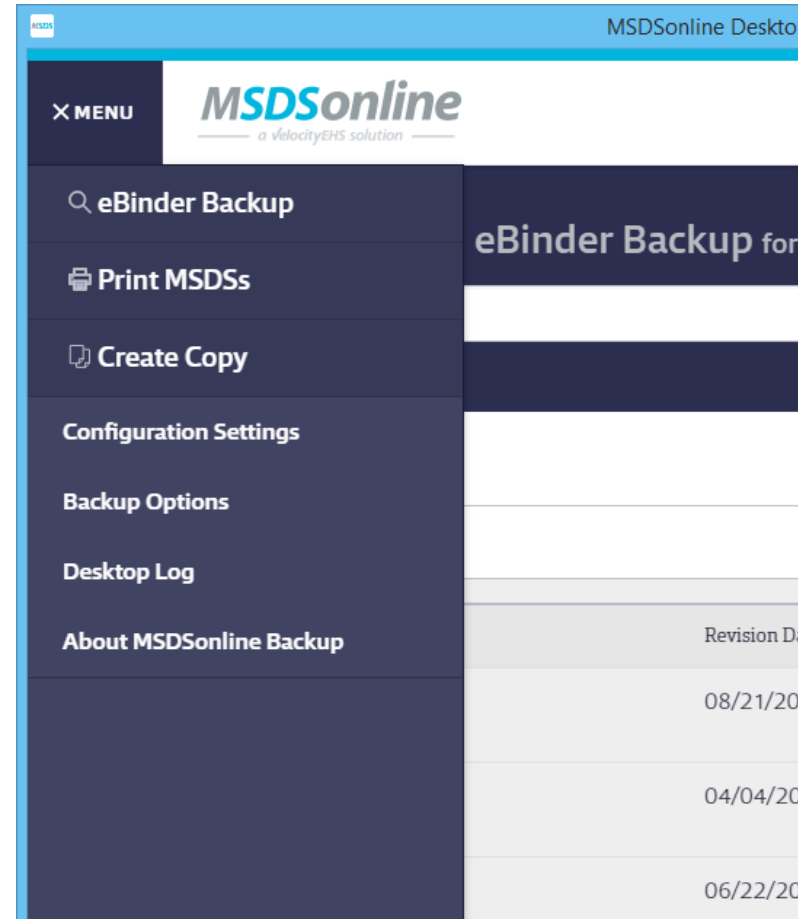
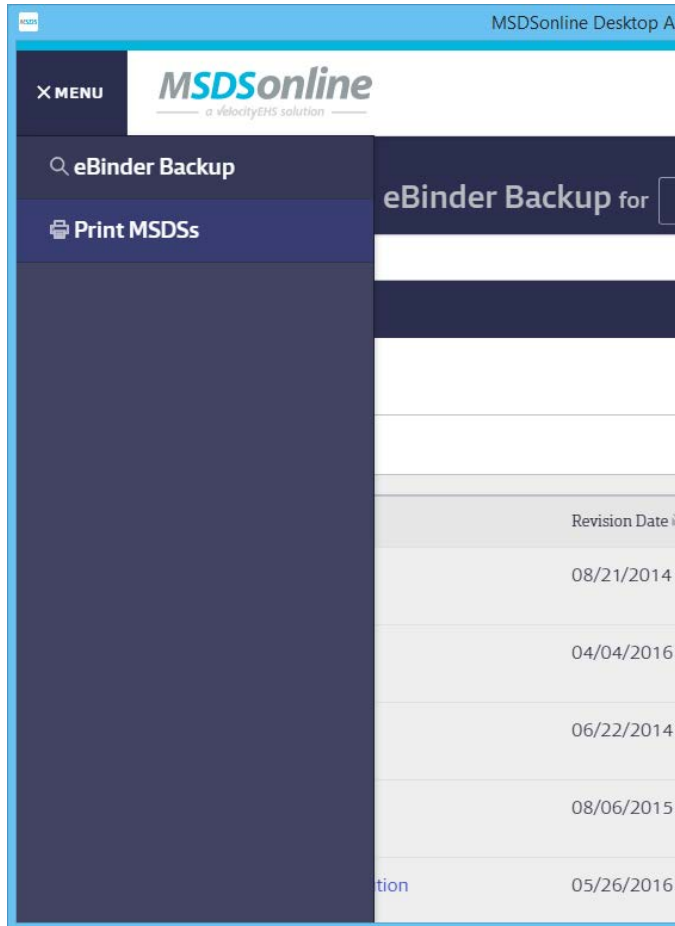
Creating a copy of your emergency backup file

This video shows you how to create a copy of your eBinder backup so that you can put it on a flash drive or other portable media.



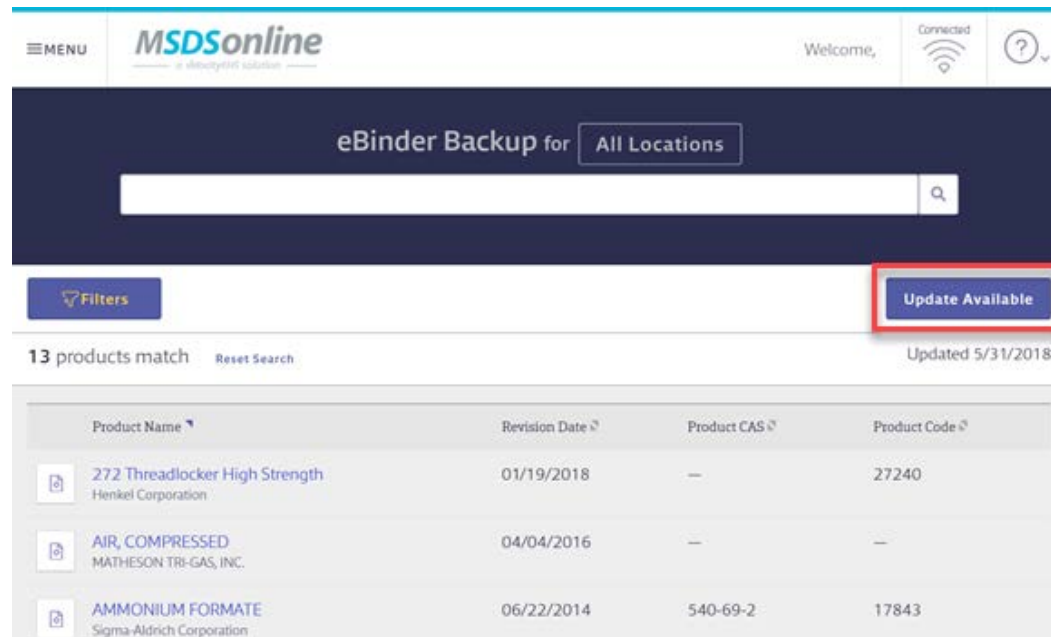
MSDSonline PORTABLE COPY VS. FULL BACKUP

- The portable will only show 2 menu options: eBinder Backup & Print MSDSs .
- Go back to the full desktop backup app on your own PC if you need to reconfigure your backup.



UPDATING YOUR BACKUP

- To update your backup, make sure you are connected to the Internet and open the MSDSonline Desktop Application
 - If there were changes in your eBinder, click the **Update Available** button to download the new or updated documents.

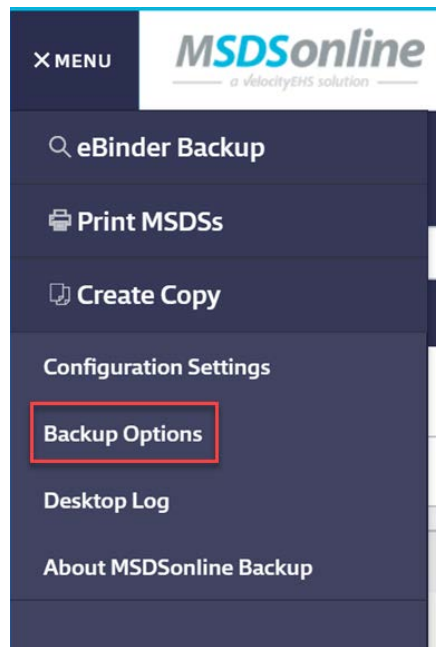


By default, the program is found under Windows' "All apps/programs" on your PC



RECONFIGURING YOUR BACKUP

- If you want to change which SDSs are included in your Backup, open the full desktop app on your PC, click the Menu, and then click on “Backup Options”.
- For example, if you are downloading “All Products” and then decide you want just the products for a specific location, you can change that here to “Products assigned to Locations.” Next time you update the backup file it will reflect these changes.



Backup Options

A screenshot of the 'Backup Options' dialog box. The title is 'Backup Options'. Under the heading 'Select Products', there is a question: 'What products would you like to include in your backup?'. Below this are four radio button options: 'All Products' (which is selected), 'Products assigned to Locations', 'Products assigned to Product Groups', and 'Products assigned to Locations and Product Groups'. Under the heading 'Archived Documents', there is a checkbox labeled 'Include archived documents' which is currently unchecked. At the bottom of the dialog is a 'Save' button.

TROUBLESHOOTING COMMON ERRORS

Getting a Fatal Error Messages? Here are the most common:

- “Application validation did not succeed.”
 - Your IT department must install the MSDSonline Desktop App for you; you do not have sufficient permissions.
- “Access to Path file C:\... Denied”
 - You do not have administrator permissions to modify folders in the local drive. Consult your IT department to get your permissions adjusted.
 - In Windows 7, turn off User Account Control (note: the Desktop Application requires Windows 8.1 or higher)
- Do you have a Proxy or Firewall Setup?
 - Ask your IT department to add the IP addresses located at <https://www.cloudflare.com/ips/>, the https://*.msdsonline.com domain and the https://*.ehs.com domain as an exception in the firewall and/or proxy server.



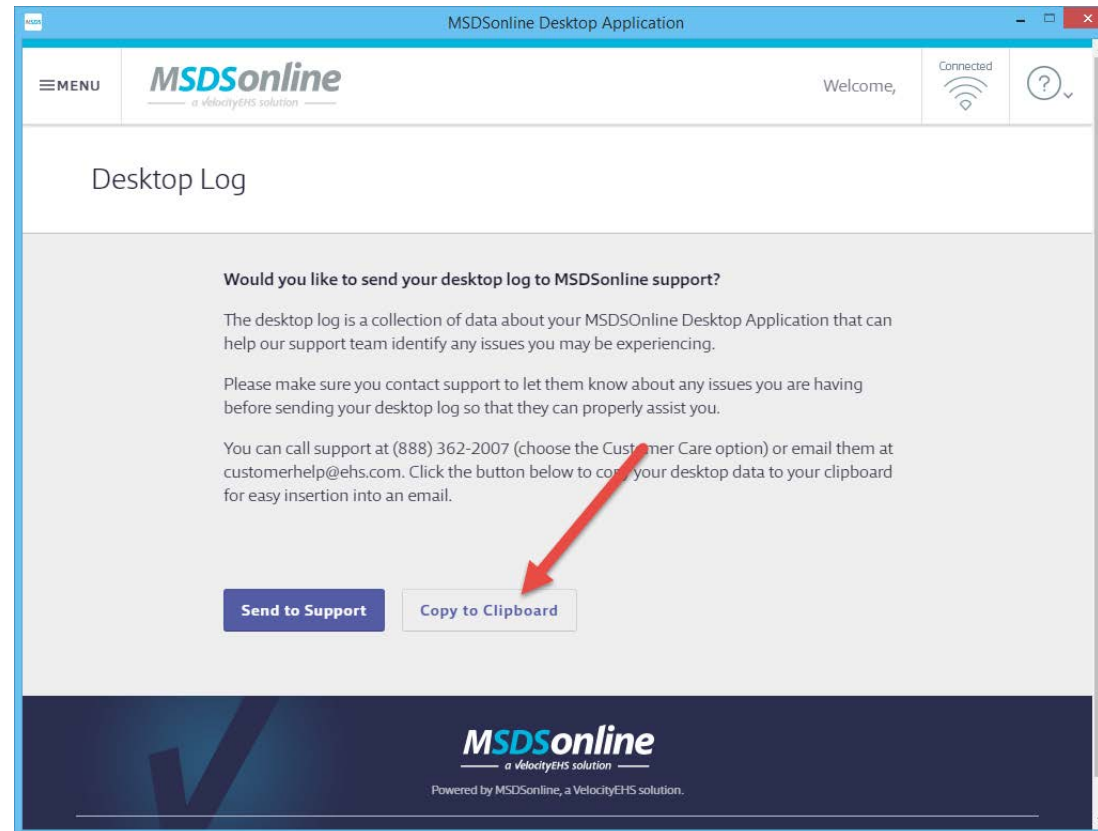
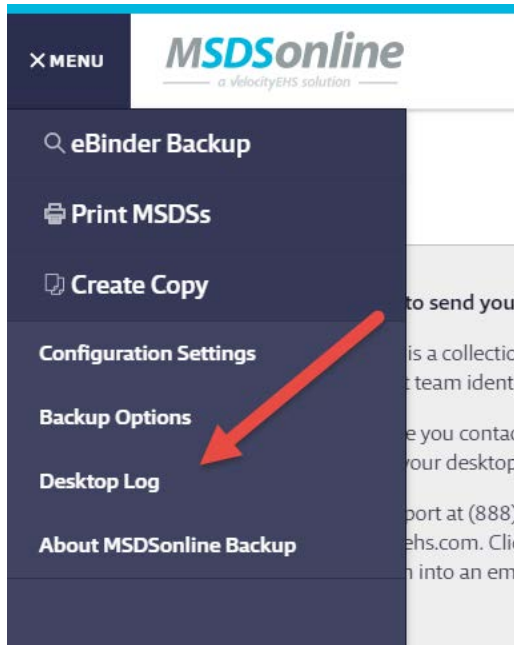
TROUBLESHOOTING COMMON ERRORS

- My username and password won't work but they are the same ones I enter online.
 - If you are entering the same credentials and still receiving that error message, it means a security setting, a firewall or network proxy is not allowing MSDSonline Desktop 3.0 to connect to the internet. Please ask your IT department to review the network/security settings so as to allow our program to connect to the Internet and add the IP addresses located at <https://www.cloudflare.com/ips/>, the https://*.msdsonline.com domain and the https://*.ehs.com domain as an exception in the firewall and/or proxy server.
- The program crashes when I attempt to view a PDF or print.
 - Ensure your default PDF viewer is Adobe Reader. Desktop 3.0 will not work with any alternate PDF viewer, including the paid version/Acrobat.



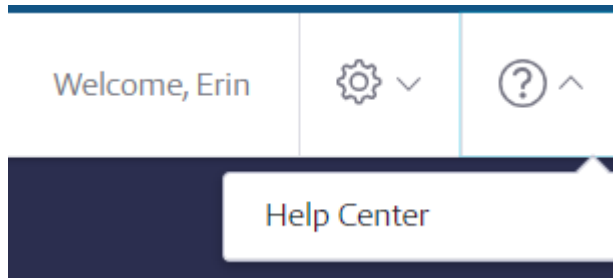
DESKTOP LOG & CONTACTING SUPPORT

- If you continue to experience issues, go to Menu > Desktop Log > click on “Copy to Clipboard”
- Open an email to customerhelp@msdsonline.com, paste the copied information, and Send.
 - Include any screenshots and steps that lead to error as well.



NEED MORE HELP?

- Access your Administrator Help Center using the Help Center menu in the upper right-hand corner of your account.



Popular Training Videos

Understanding and using the Request menu

Adding a new licensed user

Searching your eBinder



Getting Started

New to MSDSonline? Use this section to learn how to add safety data sheets and set up users in your account.



User Guides

Need more detailed help? This section contains walk-throughs for all areas of your account.



FAQs

Have a question about functions or best practices? Find your answer here.



Training Video Library

Video walk-throughs of your account functions.



Resources

Additional information to help you get the most out of your account.



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