

#WFH WORKING FROM HOME

With MRI Agency Central

Client Support | April 2022 | MRIsoftware.com



Now even more than ever there is a requirement for agents to be able to access their software outside of the office environment and particularly from home.

This guide outlines what options you have for remote access with MRI Agency Central and goes through the basics of what you need to do to access the software for each option.

***** PLEASE NOTE THAT DIRECT REMOTE ACCESS IS ONLY POSSIBLE IF USING THE WEB BASED VERSION OF AGENCY CENTRAL NOT IF USING THE LEGACY OFFICE / ON PREMISE BASED VERSION. *****



ACCESS OPTIONS

- Agency Central via a Microsoft Windows based PC or Laptop
- Agency Central via an Apple Mac
- Agency Central via a phone or tablet
- MRI Agency Connect

MICROSOFT WINDOWS

To run from a Windows based PC or Laptop you will need:

- Windows 7 or newer
- An Internet Connection
- Microsoft Word 2007 or newer (if wanting to generate documents)
- The Agency Central Server you connect to
- Your Licence Credentials (Username and Password)

SERVER AND CREDENTIALS

If you are not sure what your log on details are then you may need to speak to your manager or if in doubt contact our helpdesk & we should be able to confirm.

The server will be **serverXX.universalanywhere.net** where the XX is a number (e.g. server19.universalanywhere.net).

The username will consist of 5 digits – 3 letters and 2 numbers (e.g. ABC01)

The Password will consist of a random word (all lowercase), a number and a symbol not necessarily in that order (e.g. 99spoon!).

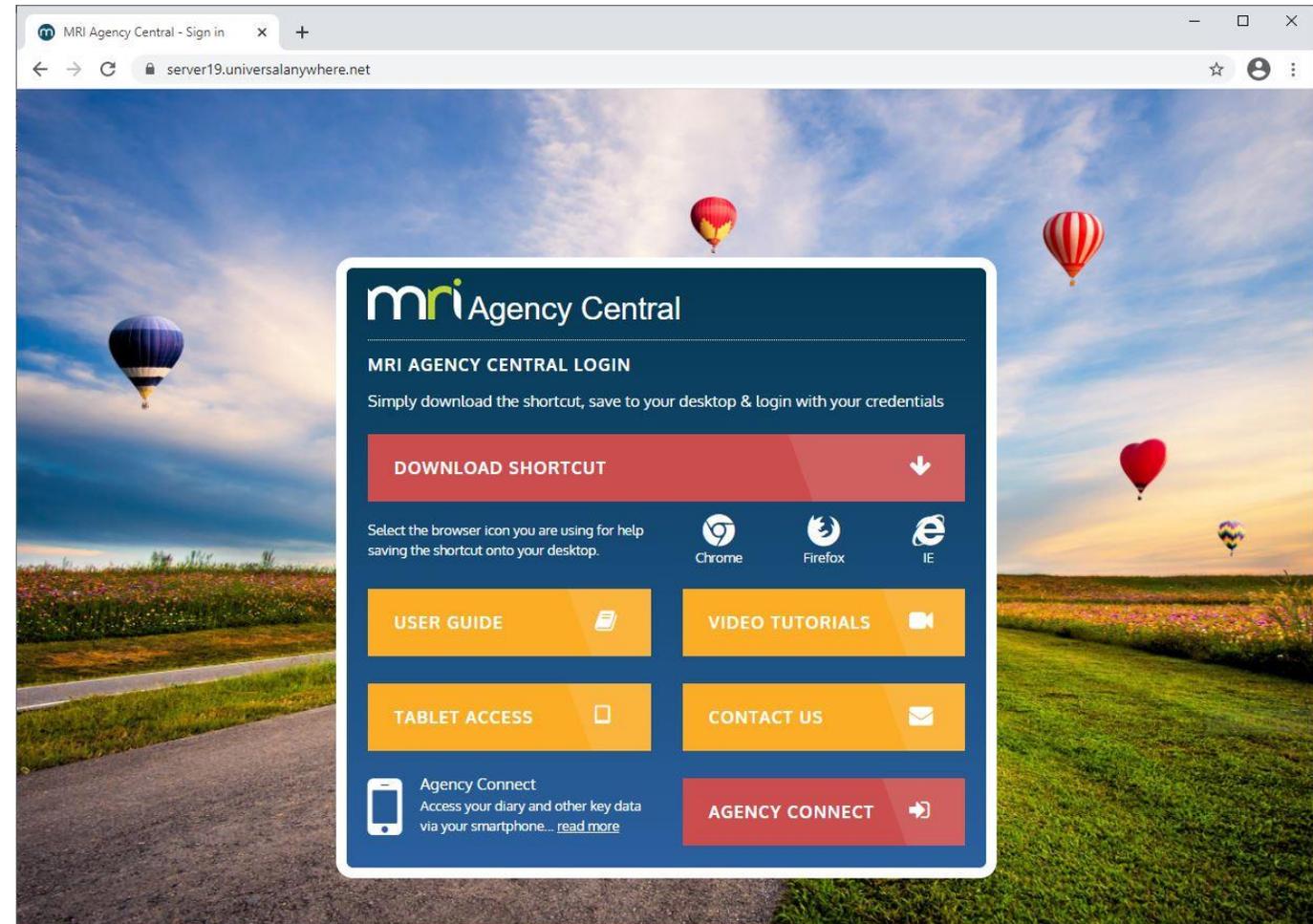
DOWNLOADING SHORTCUT

Once you have your details, put the server name in the address bar of your web browser and press enter – you will come to a web page that looks like the one to the right →

You then need to:

- Click Download Shortcut
- Choose to save the file if given the choice*
- A file called **Agency Central.rdp** will go into your downloads folder
- Drag and Drop from Downloads folder onto your desktop

**You can just run the file once downloaded but putting the shortcut onto the desktop will save you having to go through this process each time.*



ACCESSING THE SOFTWARE

- Once you have the shortcut on your desktop double click it to access Agency Central.
- You should see a screen like the one on the right asking for your credentials.
- This is the previously mentioned licence details – enter these and click ok
- You may get some messages asking if you are sure you want to connect to our server – say yes to any of these messages.



PLEASE NOTE:

If there is already something entered for the username & it is only asking for a password then you need to press the more choices option and then use a different account.

Windows Security

Enter your credentials

These credentials will be used to connect to server19.universalanywhere.net.

PROD24\DEM22

Remember me

[More choices](#)

OK Cancel

Windows Security

Enter your credentials

These credentials will be used to connect to server19.universalanywhere.net.

Domain: PROD24

Remember me

[More choices](#)

PROD24\DEM22

Use a different account

OK Cancel

TOP TIP:

You can tick the remember me option to save the details you enter to save you having to enter the details every time.

ACCESSING THE SOFTWARE CONT.

You should then come to the second stage of log in where you log in as your staff member by selecting from the dropdown and entering your password.

- This would be the same details you normally use at this stage from the office.
- Please note this 2nd login stage is totally separate from the previously entered licence credentials.
- These logons are administered from the agent's side by the Admin user so speak to your manager in the 1st instance if any issues with this log on stage.

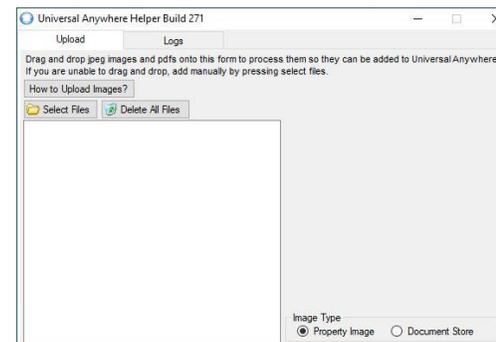
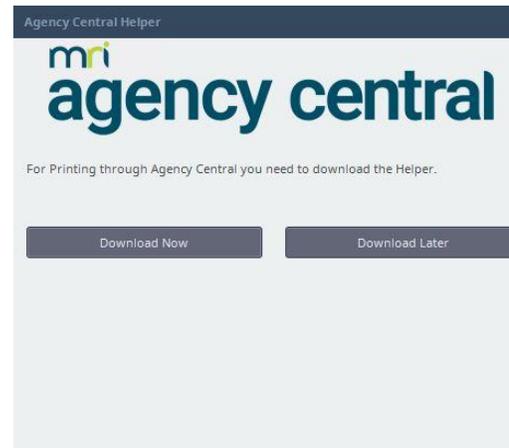


AGENCY CENTRAL HELPER

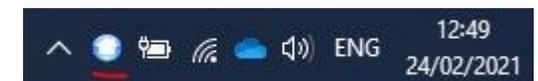
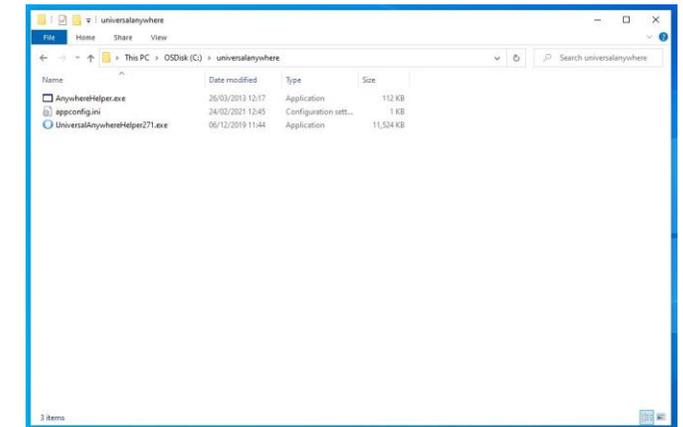
THE HELPER IS REQUIRED ON YOUR PC FOR PRINTING AND ADDING IMAGES.

- If this is the first time you are accessing Agency Central on this machine then when you log in it should prompt you to download the helper – click download now to start the process.
- Once downloaded you will get a message confirming it has been downloaded and telling you to go into the universalanywhere folder it has created on your c: drive to run the helper for the 1st time.
- Once run, the helper should open and should now run automatically whenever you log onto your PC.
- There should be an icon for the helper down by your clock – if the helper is minimised / close you can click this icon to pop open again.

More information on using the helper can be found in our online video tutorials via the MRI Portal.



PLEASE NOTE:
You can choose to download later but without the helper you won't be able to generate / open documents from the system.



APPLE MAC OS

Whilst primarily designed to be run in a Windows environment the Agency Central software can be accessed from an Apple Mac based machine*.

To run from an Apple based computer or laptop you will need:

- An Internet Connection
- Microsoft Remote Desktop (RD Client) App or alternative.
- The Agency Central Server you connect to
- Your Licence Credentials (Username and Password)

**Please note the Agency Central Helper is not available on non-windows operating systems so access to documents is not possible when accessing on a Mac.*

SERVER AND CREDENTIALS

If you are not sure what your log on details are then you may need to speak to your manager or if in doubt contact our helpdesk & we should be able to confirm.

The server will be **serverXX.universalanywhere.net** where the XX is a number (e.g. server19.universalanywhere.net).

The username will consist of 5 digits – 3 letters and 2 numbers (e.g. ABC01)

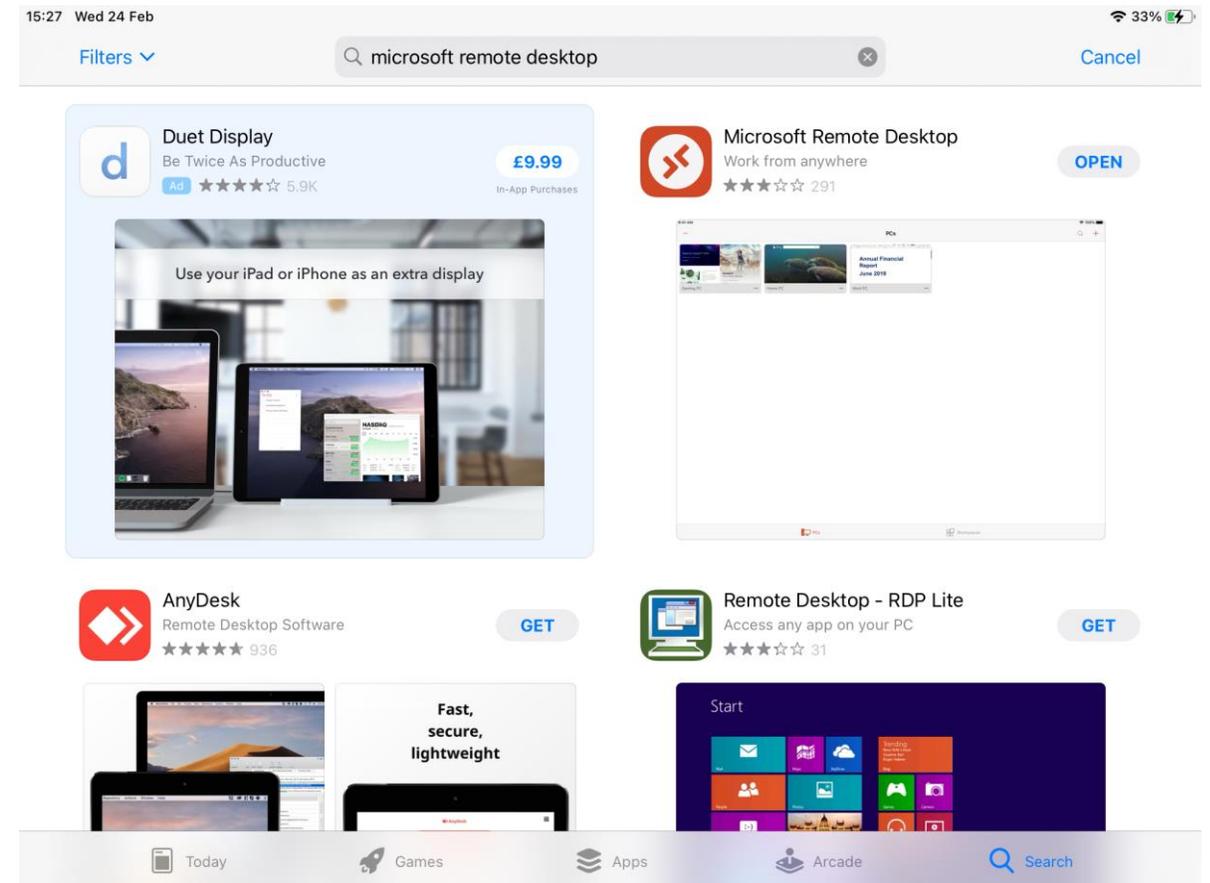
The Password will consist of a random word (all lowercase), a number and a symbol not necessarily in that order (e.g. 99spoon!).

DOWNLOADING APP

To Access Agency Central on a Mac you will need to download a 3rd party Remote Desktop Client App from the App Store.

You can use any but the one we recommend is the Microsoft Remote Desktop (RD Client) App – this one is free, easy to use and being a Microsoft product is generally reliable.

****Please note that because access to Agency Central is via a downloaded 3rd party app, any issues downloading, installing or running these apps may need to be taken up with the 3rd party app provider if we can not help you resolve.****

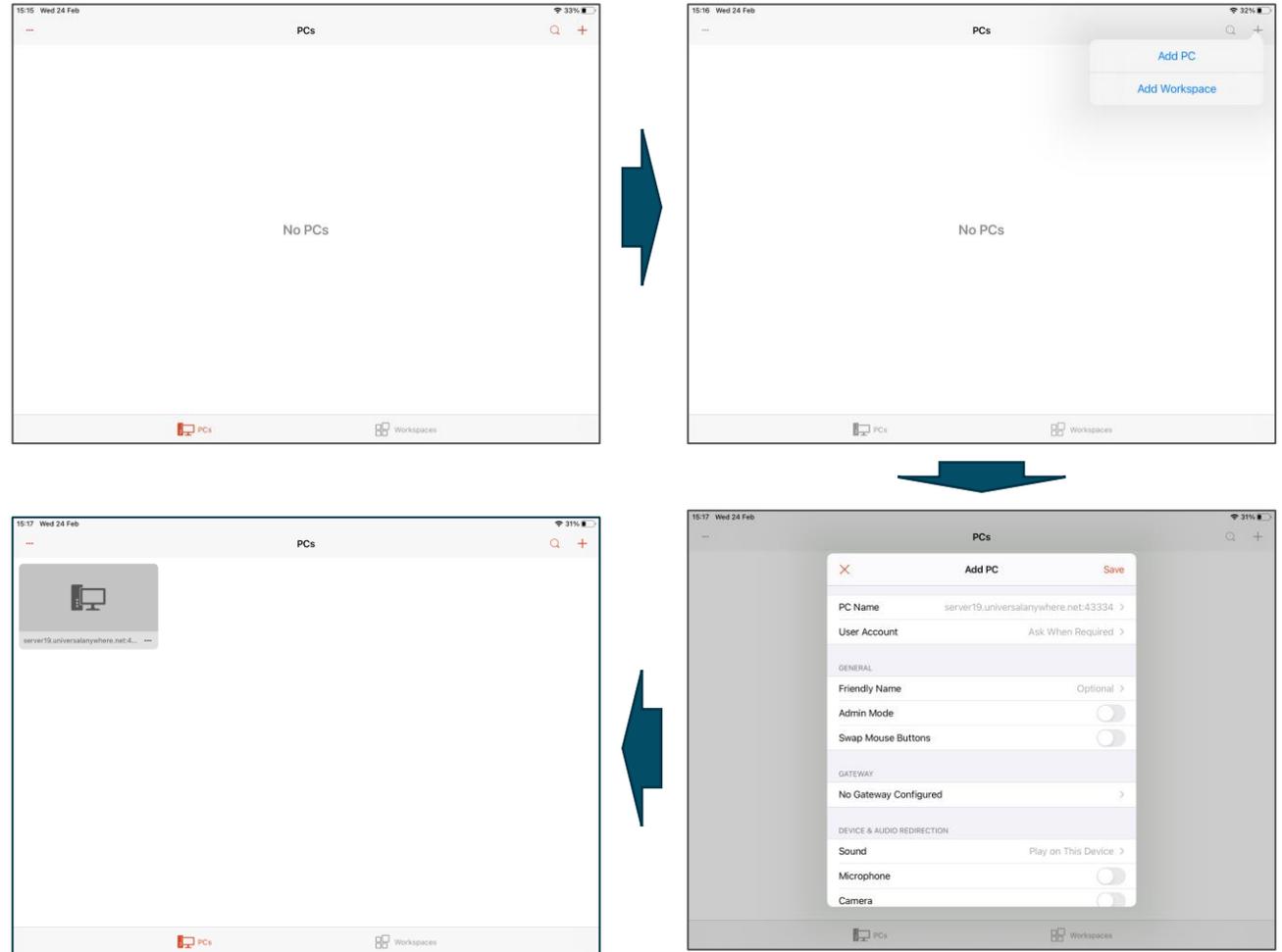


ACCESSING THE SOFTWARE

- Once you have the Remote Desktop App downloaded click on it to run.
- You should see a screen like the one on the right →
- Click the + symbol in the top right corner and click “Add PC”
- In the PC Name field enter the server you connect to followed by a colon and then the relevant port number for your server as per the table below.
(e.g. server19.universalanywhere.net:33897)

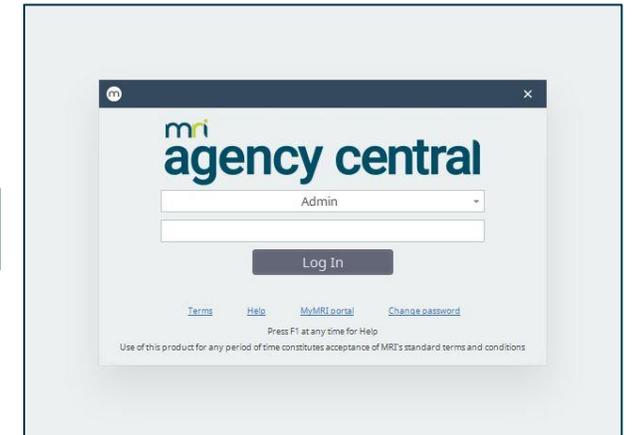
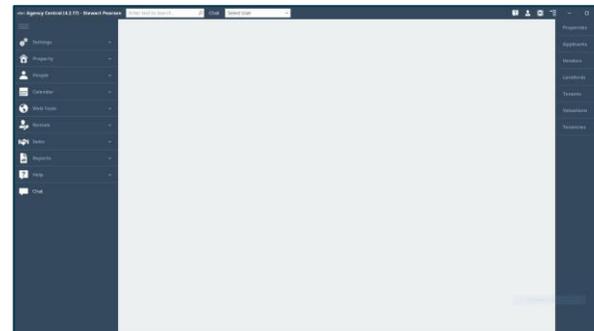
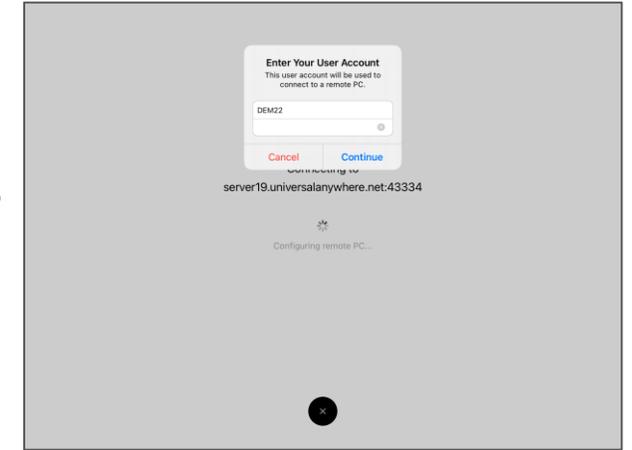
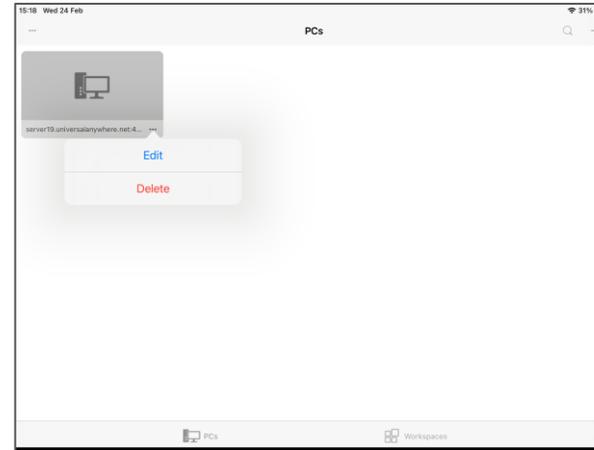
Server Number	Port Number to Use
13	33891
14	33892
15	33893
16	33894
17	33895
18	33896
19	33897
20	33898
21	33899

- Press Save which should save this PC connection to the main screen.



ACCESSING THE SOFTWARE CONT.

- If you need to edit the data entered in the last stage or want to delete the connection just added, then press the 3 dots in the bottom right of the connection box.
- If all ok then press the connection box to proceed which should then prompt it to ask for a username and password.
- This is where you will enter your Licence Details / Credentials.
- Enter those details and click continue.
- This should connect and bring up the usual 2nd internal software login.



PHONE OR TABLET ACCESS

Whilst primarily designed to be run in a Windows environment the full Agency Central software can be accessed from any smart phone or tablet.

To run from a phone or tablet you will need:

- An Internet Connection
- Microsoft Remote Desktop (RD Client) App or alternative.
- The Agency Central Server you connect to
- Your Licence Credentials (Username and Password)

SERVER AND CREDENTIALS

If you are not sure what your log on details are then you may need to speak to your manager or if in doubt contact our helpdesk & we should be able to confirm.

The server will be **serverXX.universalanywhere.net** where the XX is a number (e.g. server19.universalanywhere.net).

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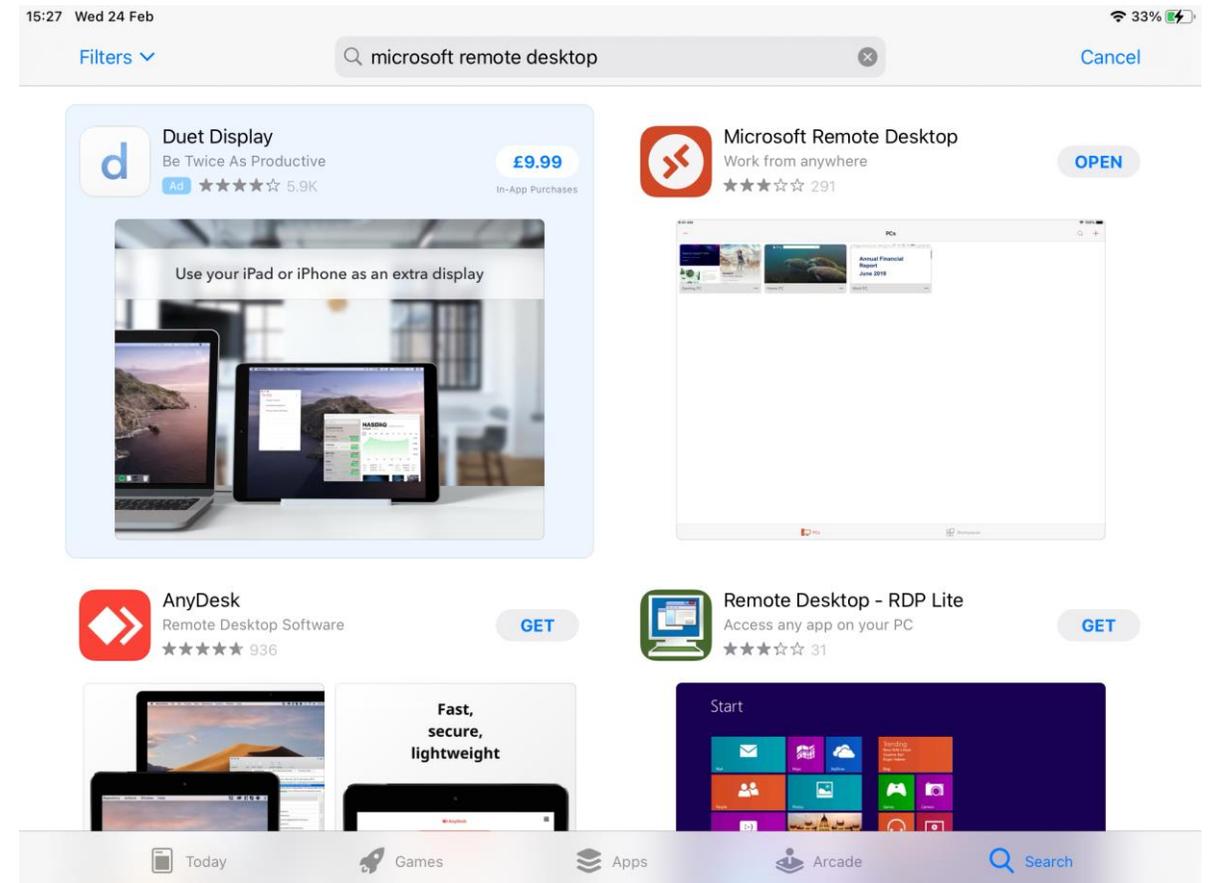
DOWNLOADING APP

To Access Agency Central on a phone or tablet you will need to download a 3rd party Remote Desktop Client App from the relevant App Store for your device (Apple Appstore, Google Play Store etc.)

You can use any but the one we recommend is the Microsoft Remote Desktop (RD Client) App – this one is free, easy to use and being a Microsoft product is generally reliable.

There are versions of the app available for both Mac iOS and Android.

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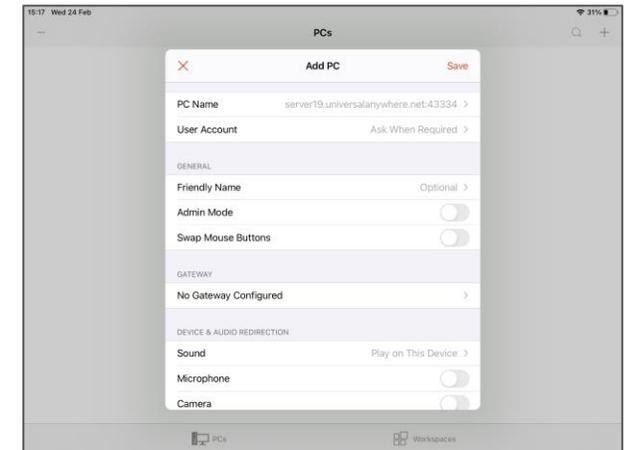
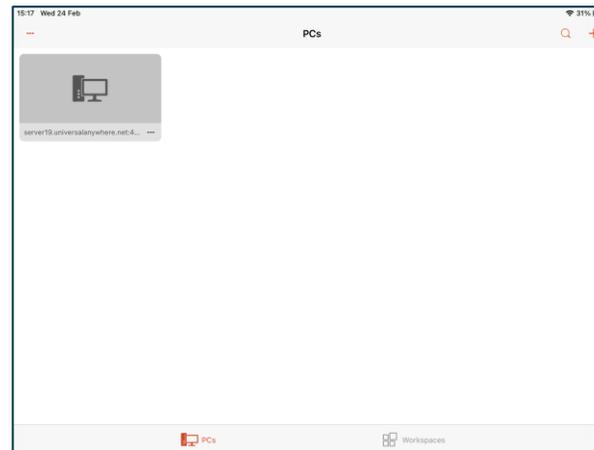
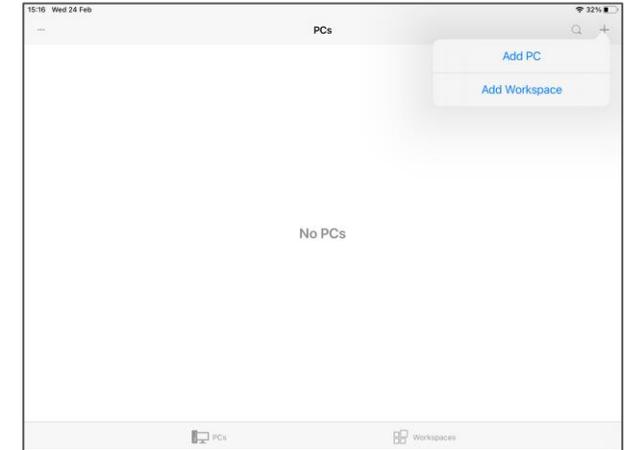


ACCESSING THE SOFTWARE

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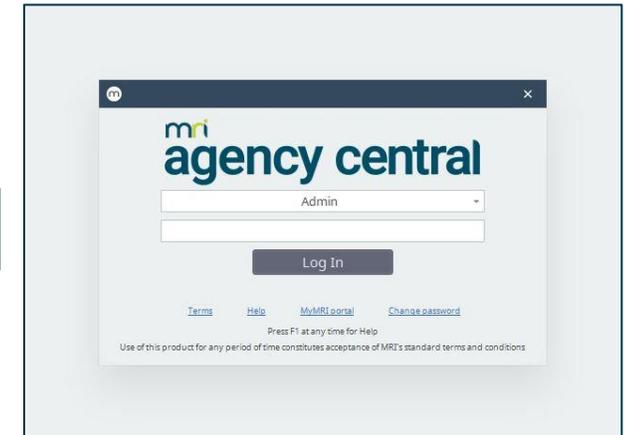
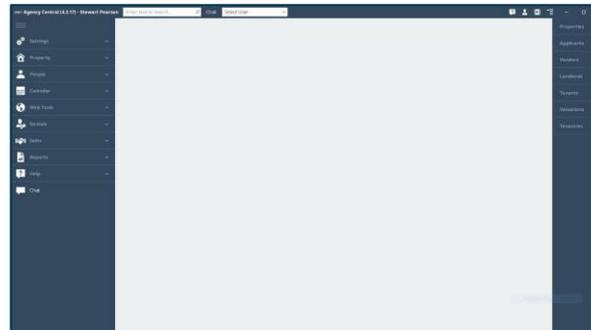
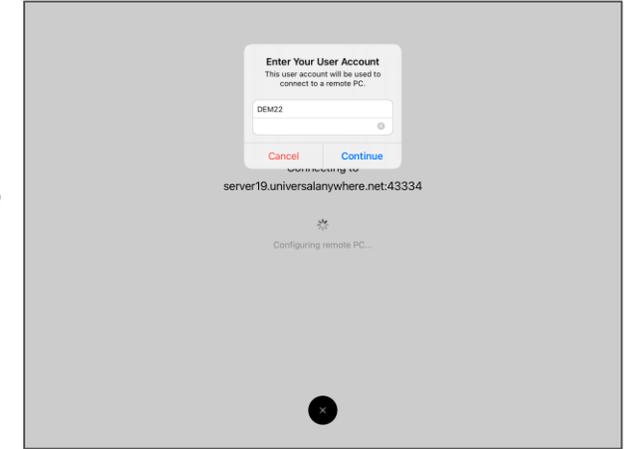
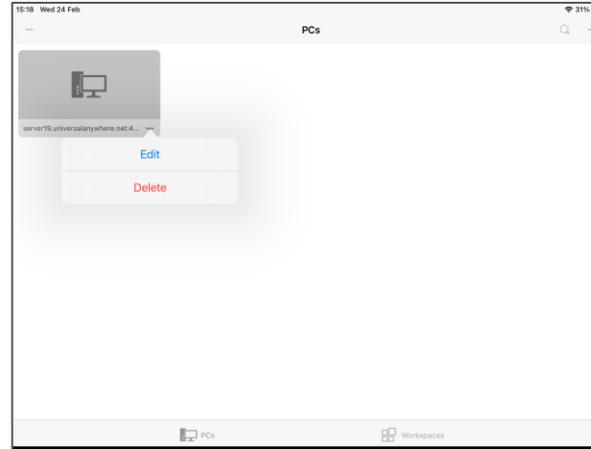
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- Enter those details and click continue.
- This should connect and bring up the usual 2nd internal software login.





MRI AGENCY CONNECT

Agency Connect is a mobile friendly version of the software designed to be accessed primarily from smartphones and used alongside Agency Central providing access to key data when out of the office.

To use Agency Connect you will require:

- A mobile device (usually a phone) running any up-to-date web browser
- An Internet Connection
- The Agency Central Server you connect to
- Your Company Branch ID
- Your Internal Agency Central Log on details (username & password)

SERVER AND CREDENTIALS



If you are not sure what server you connect to then you may need to speak to your manager or if in doubt contact our helpdesk & we should be able to confirm.

The server will be **serverXX.universalanywhere.net** where the XX is a number (e.g. server19.universalanywhere.net).

The branch ID is the 4-digit code we know your company by so would be the same for anyone from your agency accessing Agency Connect. This branch ID is always 3 letters and a number (e.g. ABC1) and case doesn't matter.

The Username will be the staff username you usually select from the dropdown list when accessing the full system. These are set up from your side but would usually be your name.

The Password that goes with this will again have been setup from your side so is likely to be something relevant to you.



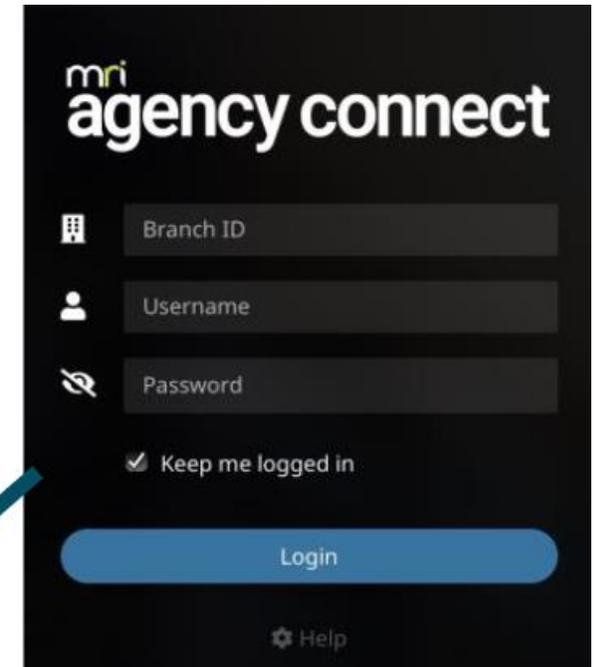
ACCESSING AGENCY CONNECT

Once you have your details, put the server name in the address bar of your device's web browser and press enter – you will come to a web page that looks like the one to the right →

You then need to:

- Click Agency Connect which should bring up a page with the black login box.
- At this stage it may be worth setting up a shortcut on your phone to this web page for quicker access going forward.
- Enter your branch ID, username and password.
- Press Login

First time using this you may get a message saying you need to update your password to something stronger – this would be done by the Admin user on the full Agency Central system.



PLATFORM INDEPENDENT:

Agency Connect is essentially a phone app but because it is just accessed via the browser it is accessible on any platform (Android, Windows, iOS etc.)

More detailed information on using Agency Connect can be accessed via this Help link on the log in page.

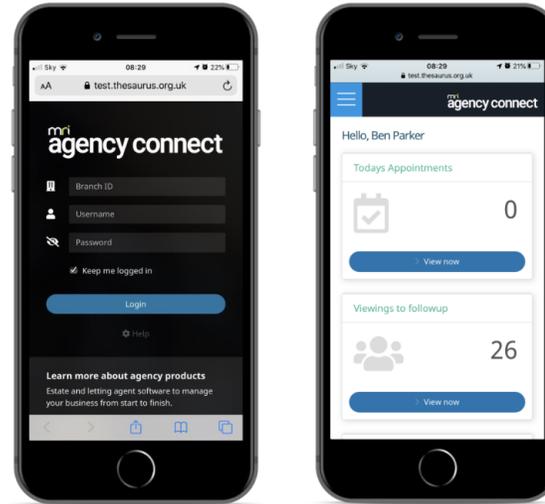
FEATURES AND BENEFITS

FEATURES:

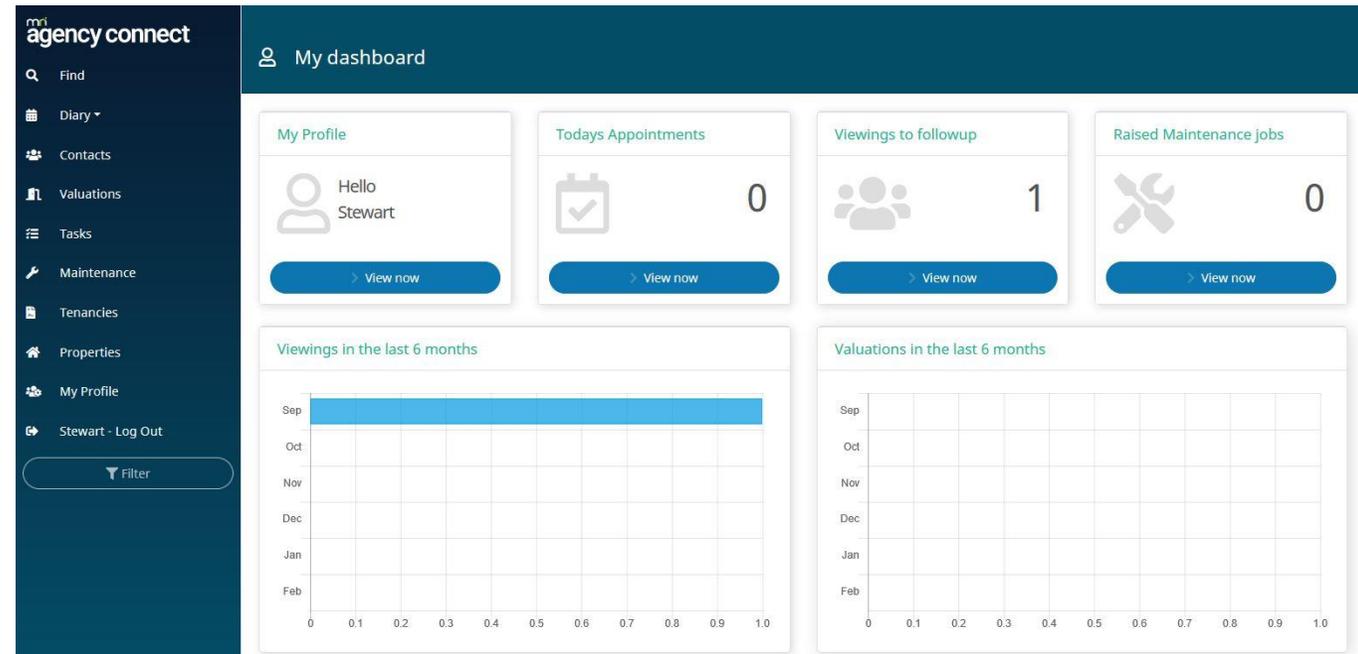
- View and Add new Diary Appointments
- View Customer Contact Details
- View and Add New Valuations
- View and Edit Tasks
- View Existing Property Information

BENEFITS:

- Real time data directly from Agency Central
- Specifically designed for smartphones but can be accessed from any device with a web browser (Tablet, PC, Laptop).
- Platform Independent / No download required
- Ideal for when staff members are out of the office
- Grant or revoke staff access via Agency Central
- Secure



PLATFORM INDEPENDENT:
Agency Connect is essentially a phone app but because it is just accessed via the browser it is accessible on any platform (Android, Windows, Mac OS etc.)



WHICH VERSION TO USE?

A Summary...



Which version you use will be more than likely dictated by what devices you have access to at home but below is a brief summary.

- Where possible the system should be accessed from a Windows PC or Laptop for full system functionality.
- If you only have access to an Apple Mac then connecting to the full system from the Mac will give all main system functionality apart from document generation.
- Access to the full version via a phone or tablet would generally be used as a mobile option when out and about away from your main device – functionality is the same as on a Mac but screen size could impact in using the system fully this way. This can be a good backup option via a Tablet if you had any issues accessing from home from your PC or Mac.
- Agency Connect would usually be used alongside any of the above 3 methods – good for checking things like the diary or contact details quickly whilst on the go but other functionality like updating property details etc. is limited. Again this method could be a good backup option were you to have any technical issues accessing from home via your PC, Mac or Tablet.