



Questions for basic DSD pilot program:

What will my IT guys ask me?

1. **Is there hardware to install?**
No, the only IT involvement will be allowing the application UL through the Firewall so that each participating store can access the web application.
2. **Is there software to install?**
No, The Synergy Collaborative Network Program is completely web based so there is nothing to install
3. **How do the stores get to the application? How secure is it?**
Each store has their own pair of unique logins and passwords. One for the DSD Receiver and one for the Store Manager. All transactions between our web application to your computers is protected by 128 bit encryption, the very same methods employed by the Federal Reserve Bank.
4. **Does everyone need a user name and password?**
Synergy provides each of your stores 2 logins to be used only in the store they were created for. One is for the Receiver and the second is for the store manager. This is so that we can report on data by store user if needed. No anonymous access is permitted into the system. (ex; uk415mgr, uk415dsd)
Additional login can be issued at the retailer's request.
5. **How are passwords updated?**
Store user passwords may be updated by their account owners at any time under their "Account Profile". Also, password management may be granted to a retail corporate level admin user if needed.
6. **How much traffic will this add to my network?**
The definite answer to this question is based on average system usage; however, a typical 128k digital connection sees typically less than 10% usage during a 24hr period. Bandwidth usage is very minimal. (ex; no more than a simple eBay search query)
7. **Who's Internet Access is required?**
Typically the store provides the Internet access with each store location. However, other hosted solutions are available.
8. **What is the address for our stores to get into the system?**
<https://dsd.rlsworx.com/SchedWorx/> This is the address that will need be accessible through your local or corporate Firewall/s