



Point-of-Care

User Guide

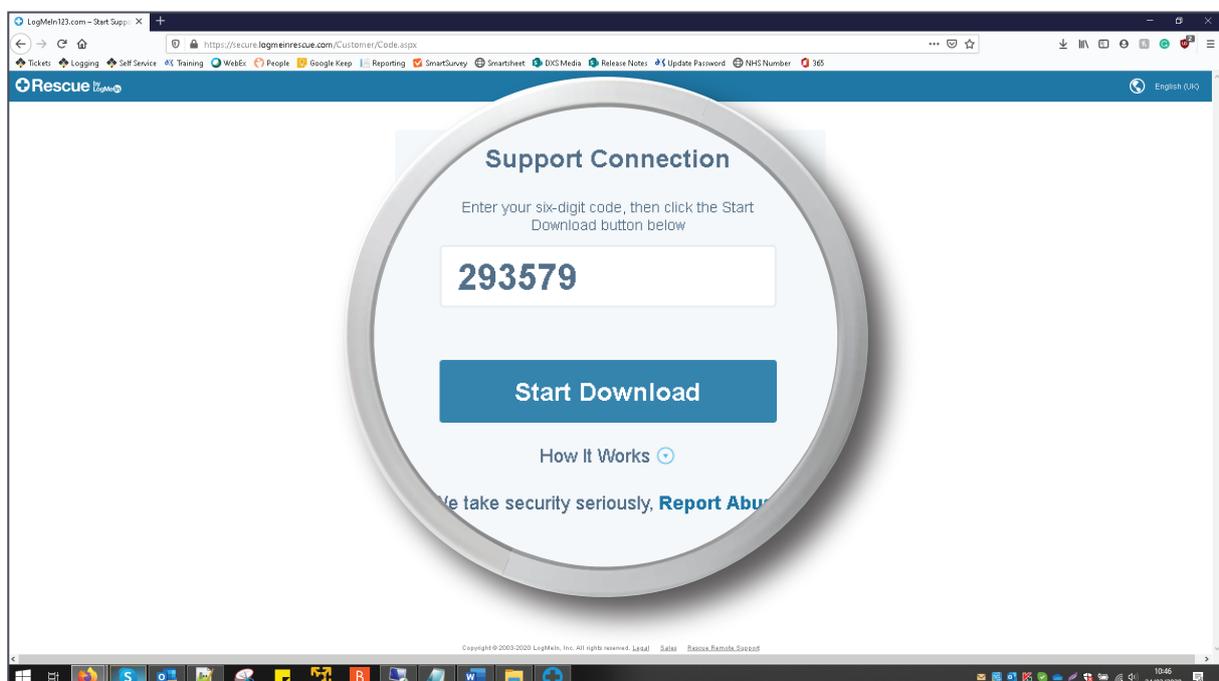
How to Enable Remote Access

Introduction

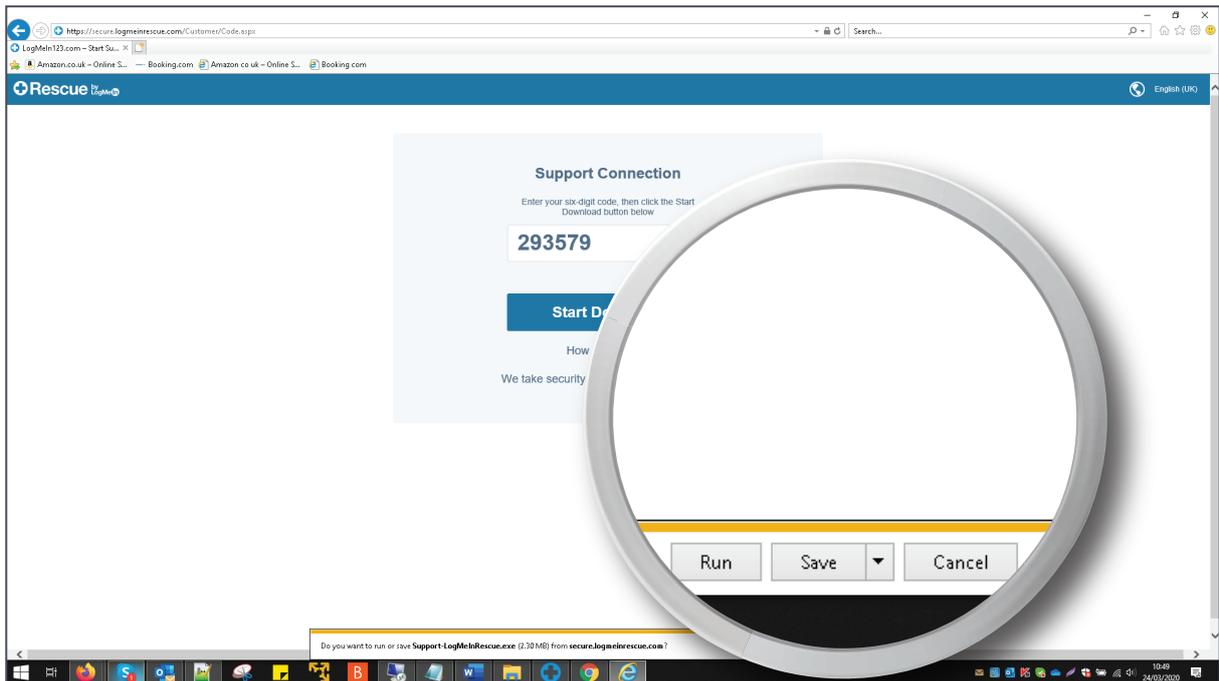
This guide will take you through the process of enabling an engineer to remotely access your computer. You will need to log into your computer as an administrative user in order for the DXS engineer to be able to perform the investigation and apply any fixes. You might need to contact your IT Support / CSU Team to request Windows Admin Credentials for the dial-in session with the DXS engineer.

Instructions

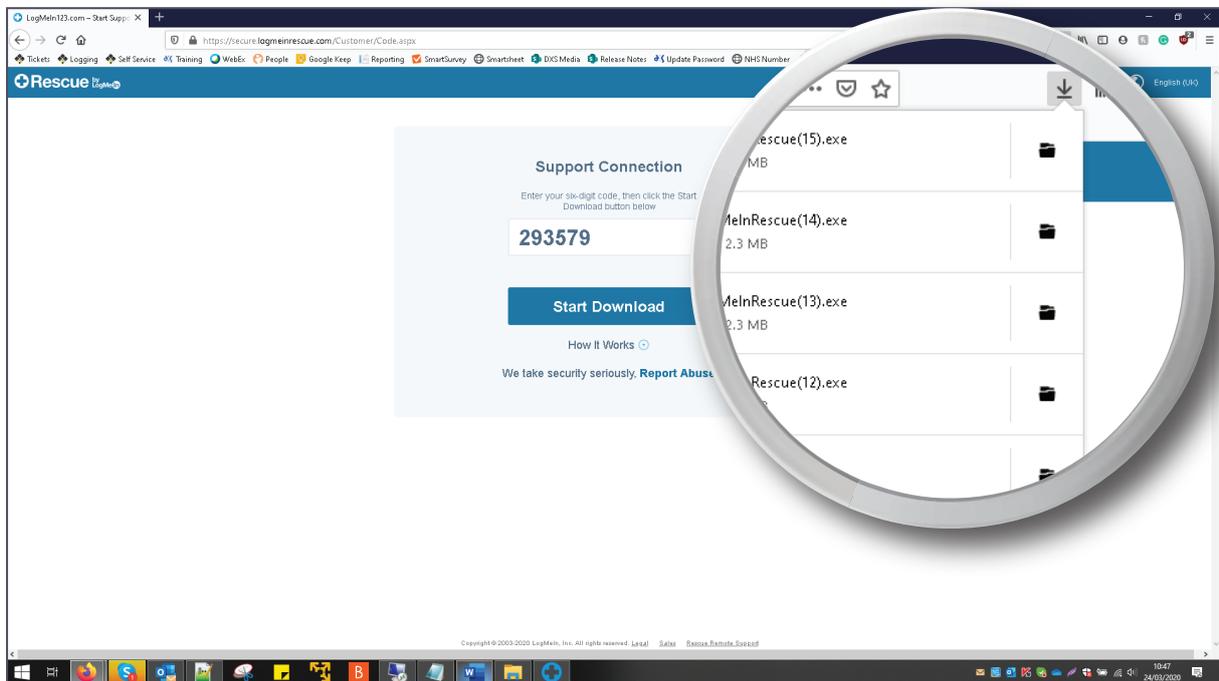
1. Calls with an engineer will be scheduled at a specific time.
2. Once the engineer has initiated the call, they will direct you to a web browser where you will be asked to enter 'support.me' or 'logmein123.com'.
3. In order to establish a support connection, the website will request a six-digit code. This code will be provided by the engineer and is only valid for 20 min.
4. Enter the six-digit code into the text box and click on the 'Start Download' button.



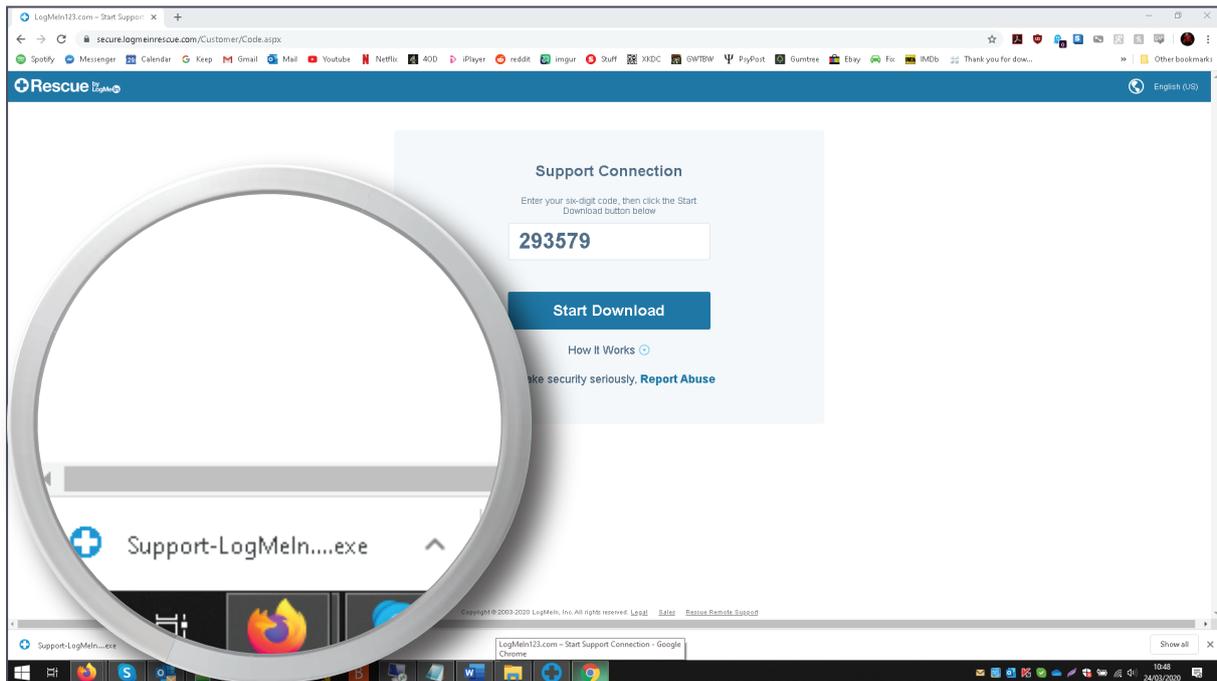
5. A pop-up will appear. The contents of the pop-up will vary depending on the browser you are using.
6. 6.1 **Internet Explorer** – Select 'Run'.



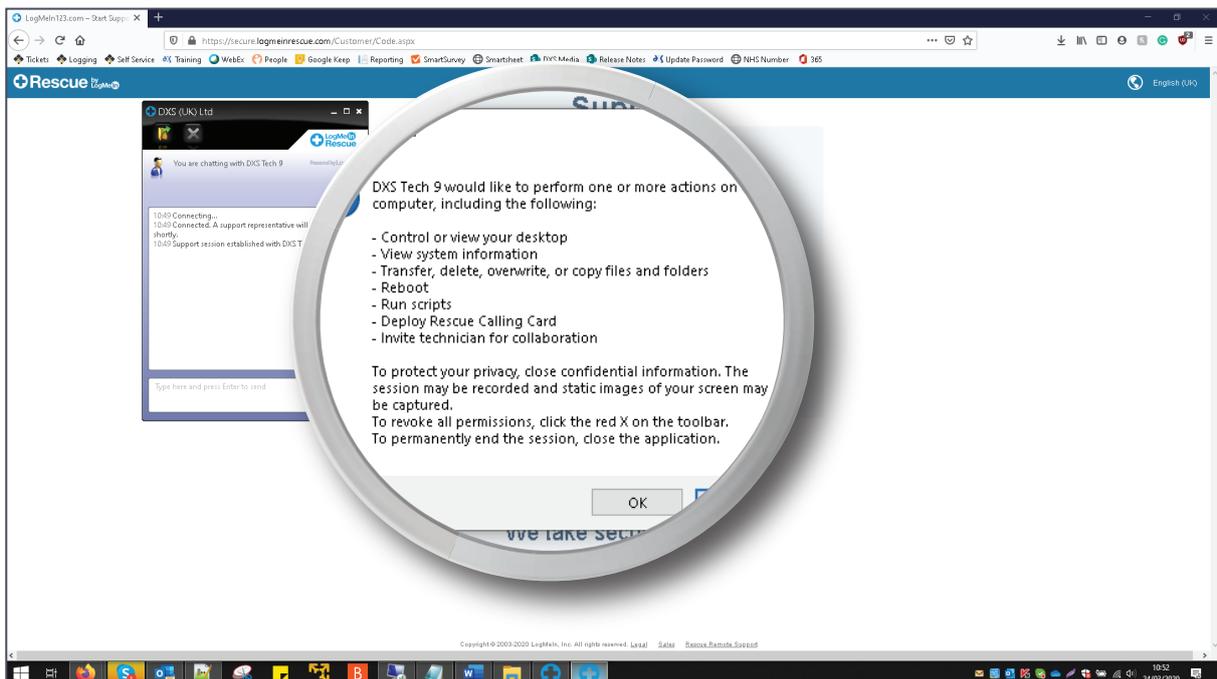
- 6.2 **Firefox** – Click 'Save File'. Navigate to 'Downloads' and select the relevant 'exe' file.



6.3 Google Chrome – Click on the downloaded ‘exe’ file.

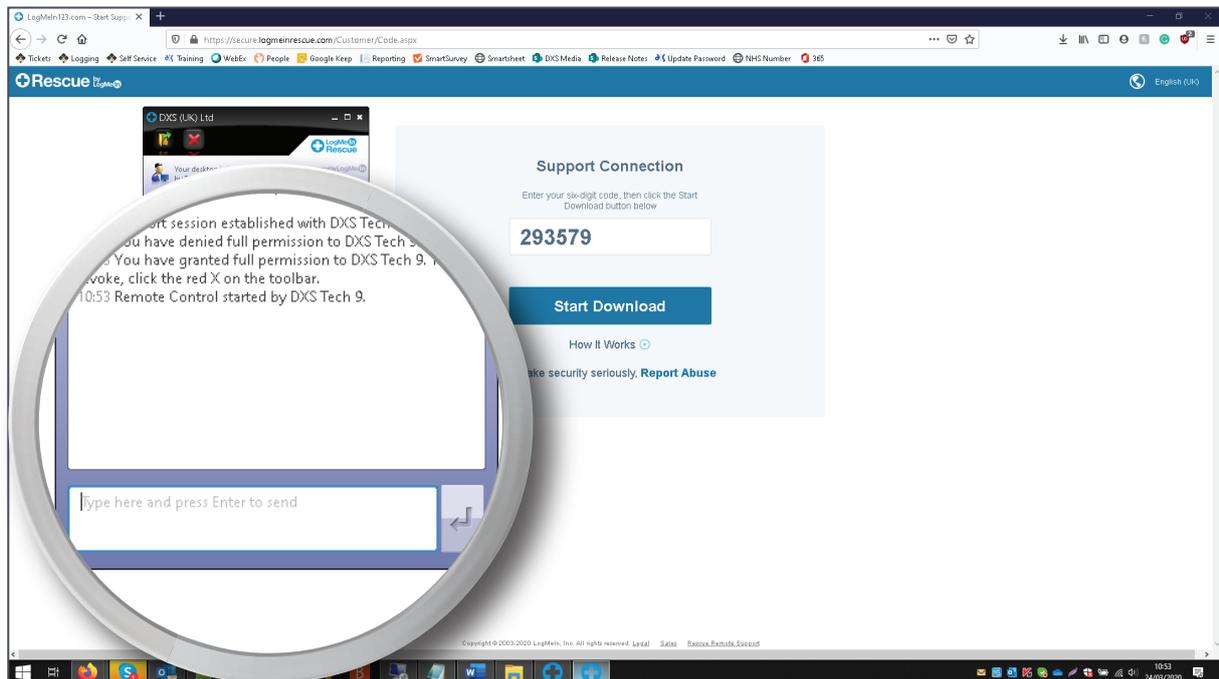


7. A connection terminal will appear, requesting your permission to perform actions on the computer.



8. Occasionally an 'Elevate Privileges' box will appear first. If this is the case, click 'Accept' to provide the engineer with admin access.
9. If you should receive a notification stating that 'LogMeInRescue' has stopped responding, you can ignore it. The engineer will still be able to connect.

10. The engineer will now have access to your computer and will be able to perform actions to complete the required work.
11. You will be able to communicate with the engineer by sending messages using the remote terminal.



Support



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Training



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