



Support Essentials

User Guide

Enabling Remote Access

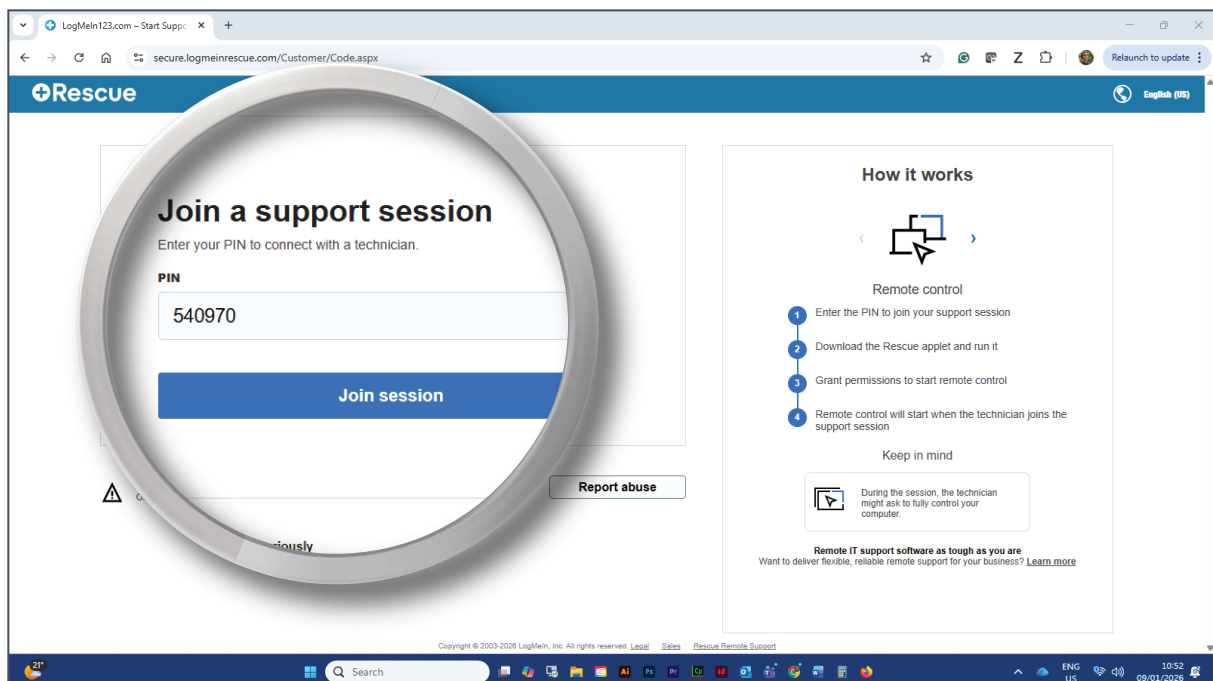
Introduction

This guide will show you the process of enabling a DXS Support representative to remotely access your computer at an agreed and scheduled time.

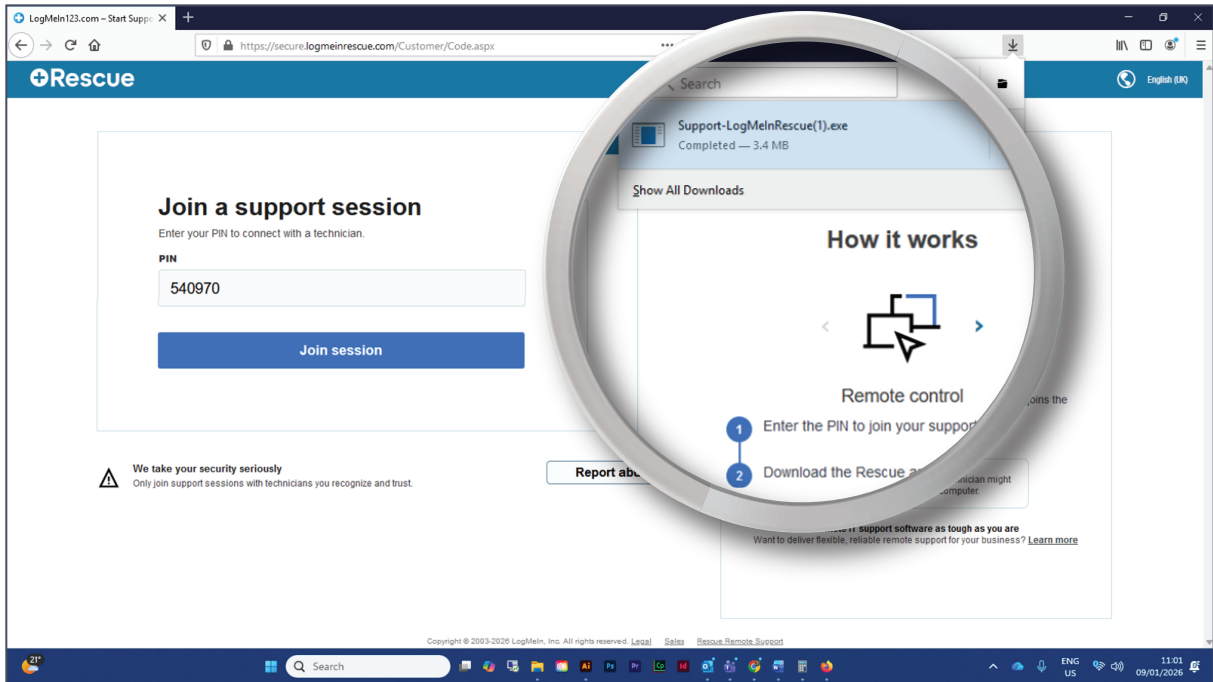
Please note: you will need to log into your computer with administrative privileges and may need to obtain Windows Admin Credentials from your own IT Support / CSU team.

Instructions

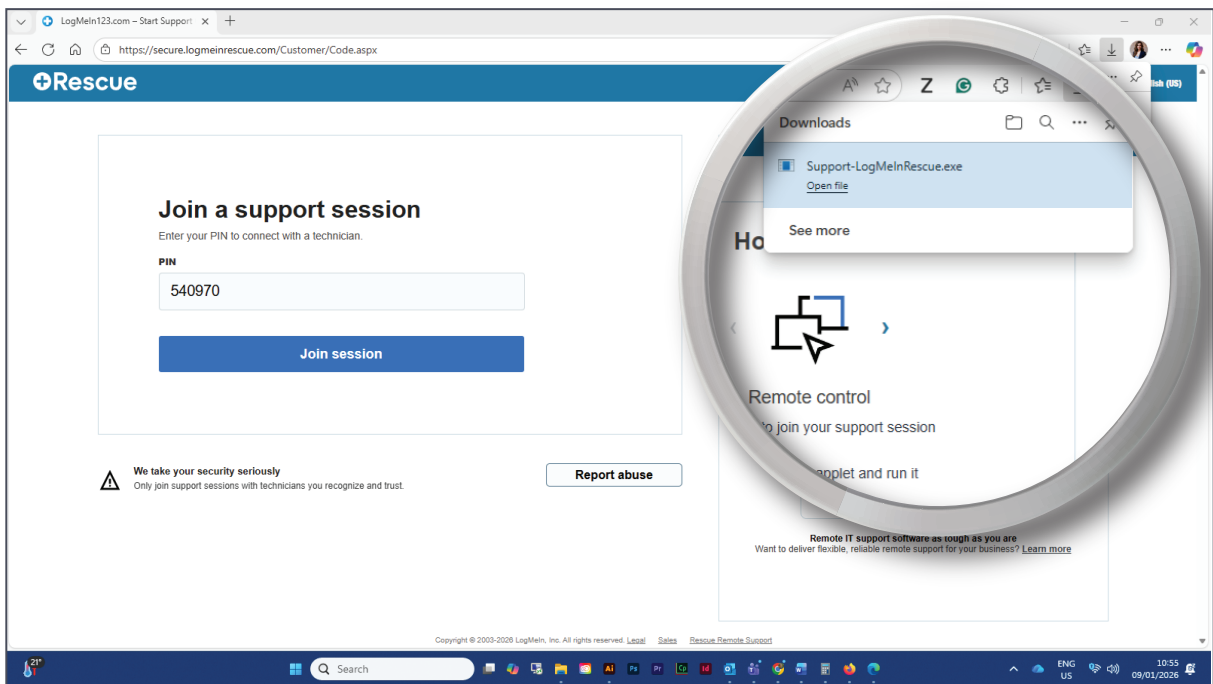
1. You will be directed to a website (support.me or logmein123.com) by a DXS Support representative.
 - Enter the requested six-digit code provided by DXS (valid for 20 minutes).
 - Click **Join session**.



2. A browser-specific pop-up will appear.
- Firefox – Click **'Save File'**, navigate to **'Downloads'**, and select the relevant **'exe'** file.



- Google Chrome and Microsoft Edge – Navigate to **'Downloads'** and select the relevant **'exe'** file.



Support



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Training



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