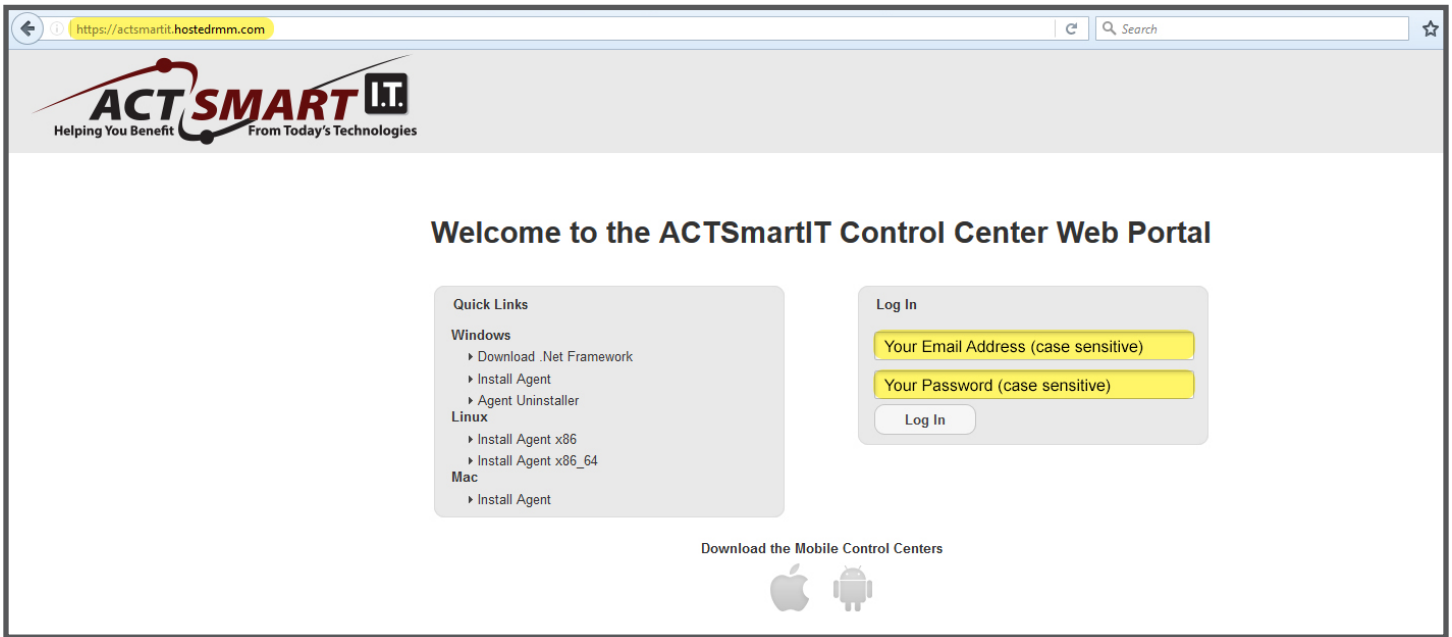
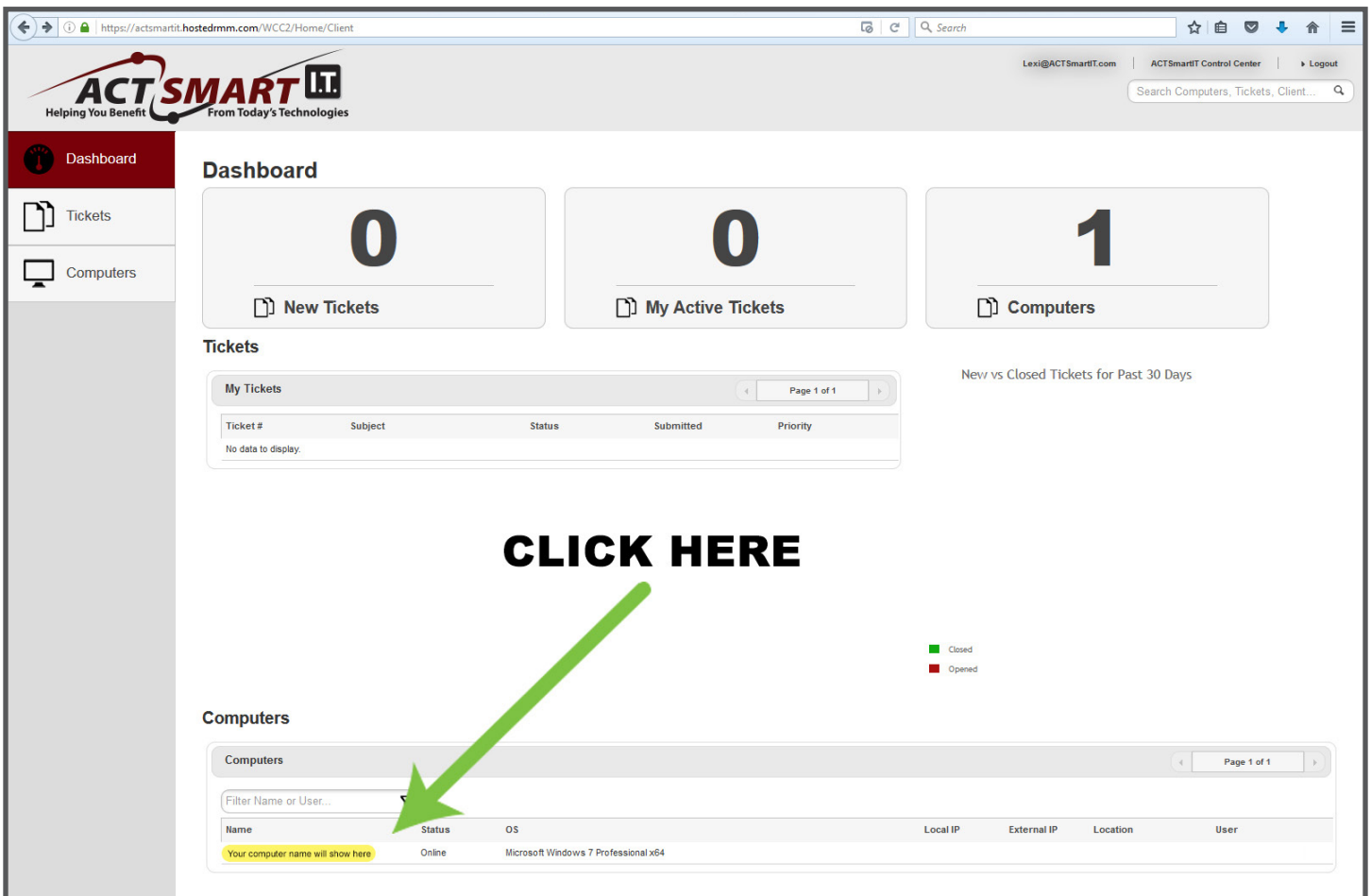


LOGGING INTO YOUR WORK COMPUTER VIA REMOTE ACCESS

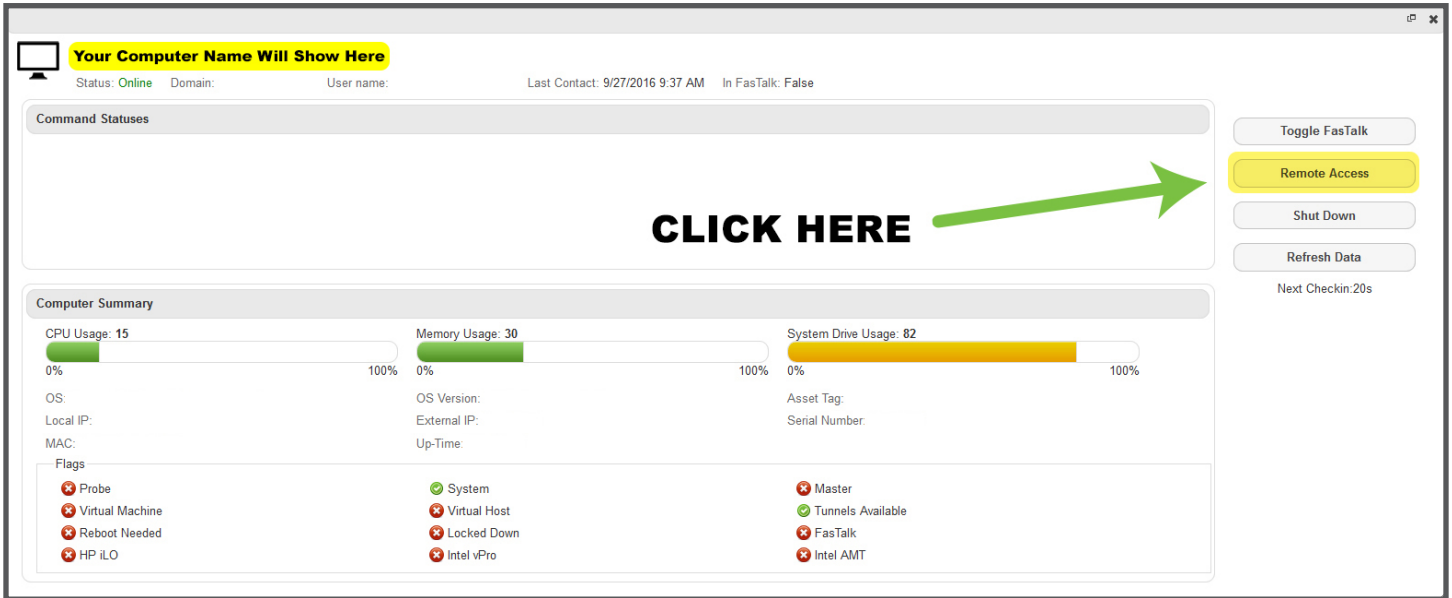
1. Open a Browser and navigate to: <https://ACTSmartIT.hostedrmm.com>
Log in with your email address (case sensitive) and the password provided by ACTSmart.



2. Scroll down to 'Computers' and you will see your computer listed. If you've been granted access to more than one computer, they will be listed here. Click on the computer you would like to access.

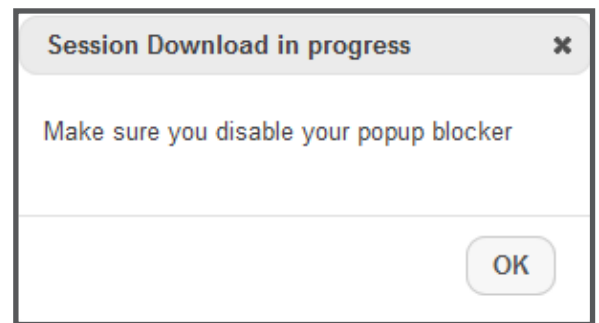


3. Click on the Remote Access Icon in the upper right.



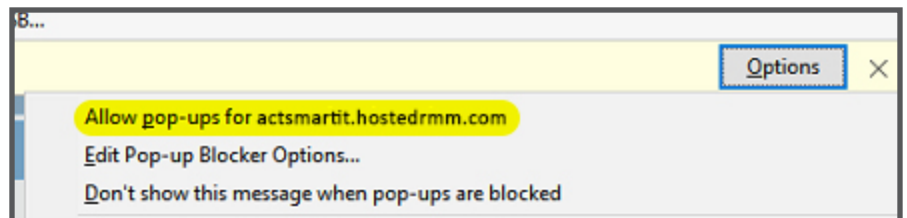
4. You may receive this message to disable your popup blocker.

Most browsers will alert you at the top of the screen that a popup has been blocked.



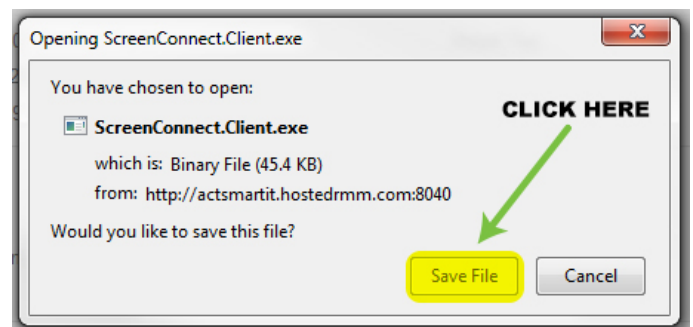
5. Click on the options for the popup blocker and select the option to "Allow pop-ups for ACTSmartIT.hostedrmm.com"

Once you have done that You can click "Remote Access" again.




6. Clicking "Remote Access" will now download a file. Click "Save File". Once the file is downloaded you can run it.

You can reuse this download until the remote computer is rebooted, so feel free to save it somewhere that you can access it quickly.



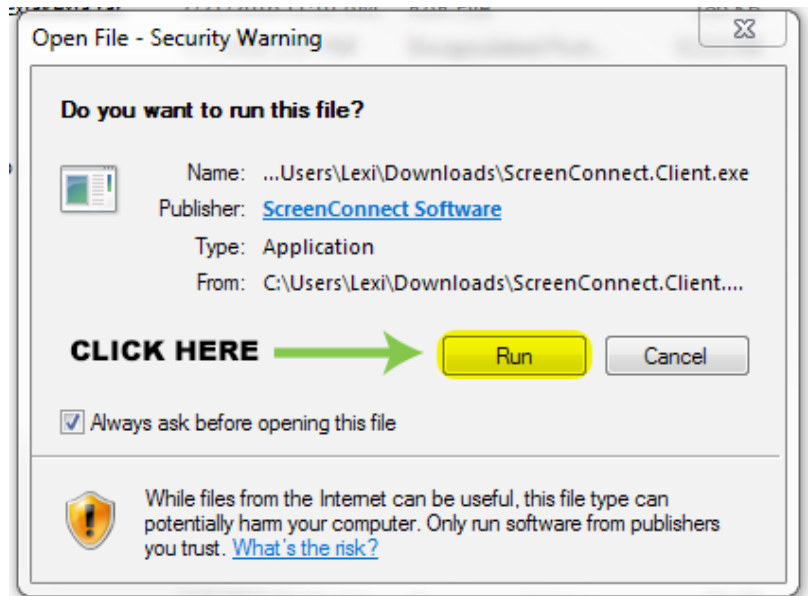
7. Once you run this file, it will open a ScreenConnect connection to your system.

If it doesn't automatically start downloading - go to the 'downloads' folder and click on 'ScreenConnect.Client.exe'

Name	Date modified	Type	Size
 ScreenConnect.Client.exe	9/27/2016 9:59 AM	Application	85 KB

8.

A popup should come up saying "Open File" then click 'Run'



9. Once you run this file, it will open a ScreenConnect connection to your computer.

If your screen is at the control-Alt-Delete screen, click on the gear icon. Under this icon you will see an option to "Send Ctrl-Alt-Del"



10. Then login as you would if you were sitting in front of that computer.

