

TD0132 GoToAssist Using GoToAssist - Customer

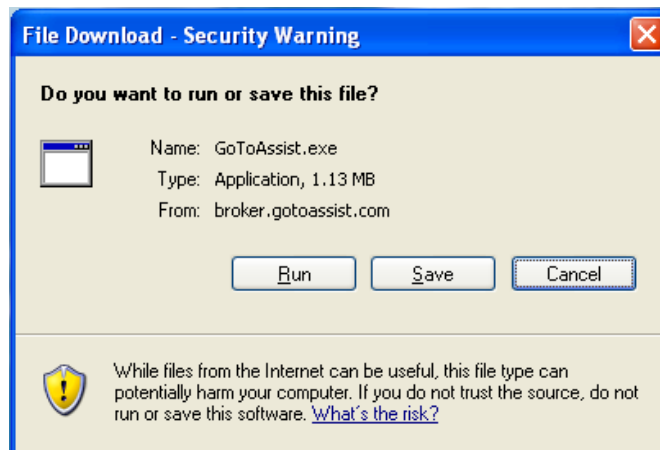
By Michael Timmis

Question – How do I get GoToAssist up and running?

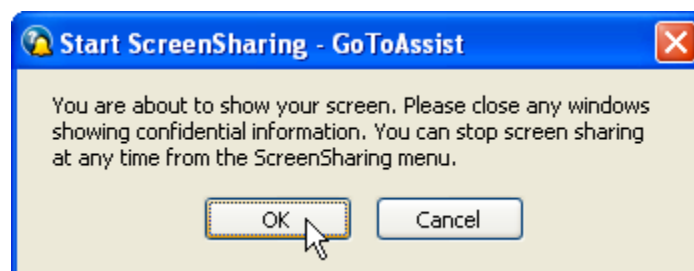
Answer – Below are four easy steps to running and using GoToAssist.

Step 1 Open your browser and go to <http://www.microconcepts.co.uk/members>. Once on the member's area of the website, you will need to sign in (All supported customers can freely register on the Micro Concepts website) and then click on Remote Support. Here you will need to enter in the pin code provided by our representative and then click the 'Click Here' button. Wait briefly for another web page to open.

Step 2 When Prompted, click 'Yes', 'Grant this Session', 'Allow Always' or 'Run' on all prompts to allow the software to load in your browser.



Step 3 Your session will begin when the GoToAssist Start ScreenSharing window appears on your desktop. Click "OK" to allow the representative to view your desktop and share your mouse and keyboard.



Note: You will always have overriding control of your mouse and keyboard by simply moving your mouse or typing in your keyboard and no personal

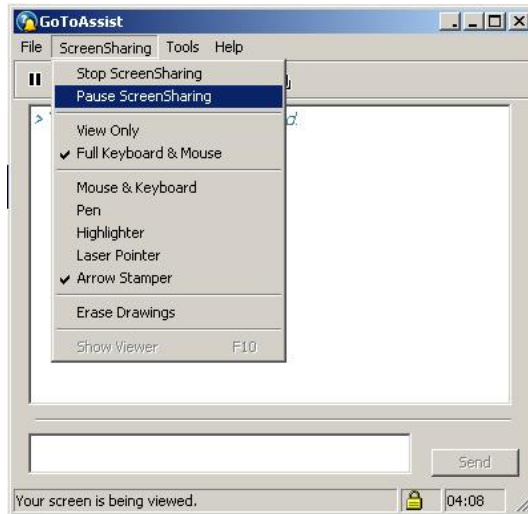
information is ever gathered from your PC without your prior consent.

Step 4

You will have a small window on your screen, which looks like the image below. You can type messages into the lower window if required, and you can access other tools and options from the menus and/or icons.



For instance should you wish to pause showing your screen you can either click the pause icon or go to ScreenSharing > Pause ScreenSharing.



Some of the other tools available to you during a GoToAssist session are:

